RICOH Technical Bulletin

Model: Stella-C1	Date: 9-Jan-02	No.: RB044001

Subject: PS2 Option	Prepared by: K. Ugaeri
From: Technical Services Dept., GTS Division	

Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Other ( )		

Symptoms

When PS2 firmware ver.1.01 is used with the Stella-C1/F1 controllers, the PS font list (user program function) does not print correctly. The PS font list is reduced and printed in the upper left quadrant of the paper, and printing continues until the paper has run out.

	PS2 Firmware Version		
	Ver.1.01	Ver.1.03	Ver.1.04
Stella-C1/F1 Controller	NG	OK	OK

Cause

PS2 firmware bug

Countermeasure

PS2 firmware is improved from ver.1.03.

Action required

For the Stella-C1/F1 controller, use PS2 version 1.03 (suffix D) or later versions.

Reissued: 31-Jul-02

Model: Stella-F1	Date: 21-Feb-02	No.: RH555001a

RTB Reissue

The applied model has been corrected.

Subject: Optional Printer Controller	Prepared by: A. Ishiyama
From: Technical Services sec. Service Planning Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☐ S-C1a (B045)	☐ S-C1aF (B049)	☐ S-C1b (B044)	☐ S-C1bF (B046)	☒ S-F1 (H555)

Please note the following when installing the optional Printer Controller in the model S-F1.
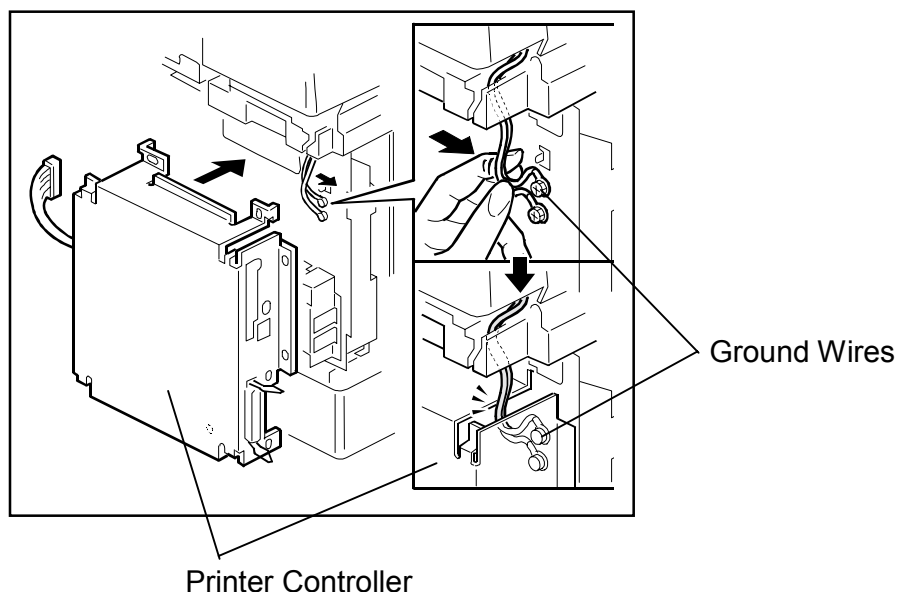
Case A:

Symptom

After installing the printer controller in Step 5 of the Installation Procedure, the ADF unit does not open all the way.

Cause

When the Controller was installed, the 2 ground wires were not led through the inlet (opening) in the upper right corner of the controller bracket, causing excess tension on the wires.

Action

When installing the Printer Controller, be sure to set the wires into the opening in the upper right part of the bracket as shown below. This will prevent excess tension on the wires and allow the DF to fully open.

Ground Wires

Printer Controller

RICOH

Model: Stella-F1	Date: 21-Feb-02	No.: RH555001a

Case B:

Symptom

After installing the Printer Controller in Step 5 of the Installation Procedure, the 3 screw holes on the main face of the Rear Cover do not line up with the mainframe holes, making it difficult to reattach the cover.

Cause

When the Controller is attached slightly right of center, the width and circular (top) screw holes of the Rear Cover do not provide enough clearance for left/right cover adjustment, and the two contact one another.
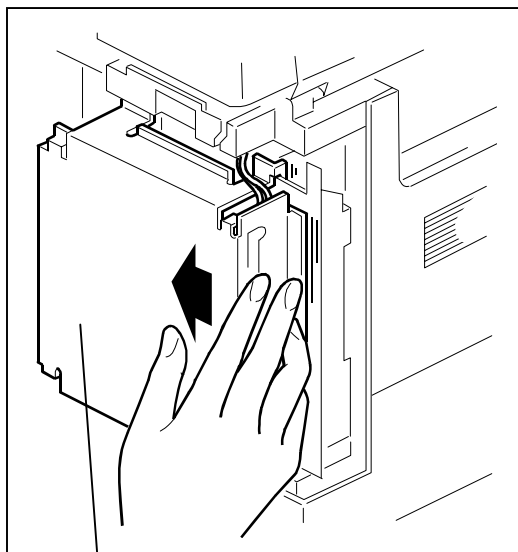
Action – Temporary countermeasure

When attaching the Controller, hold it flush to the left while tightening the bracket screws as shown in the illustration below.

Permanent Countermeasure

The shape of the upper screw holes on the main face of the Rear Cover will be changed from circular to elliptical (running change) to allow for any necessary left/right adjustment.

Note: The other screw holes on the Rear Cover are already elliptical.

Printer Controller

Model: Stella-C1	Date: 05-Apr-02	No.: RB044004

Subject: Stack Guide	Prepared by: M.Ishihara
From: Technical Services sec. Service Planning Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒ S-C1a (B045)	☒ S-C1aF (B049)	☒ S-C1b (B044)	☒ S-C1bF (B046)	☒ S-F1 (H555)

Symptom:

Occasional paper jam at the exit area when using paper that curls easily (e.g. thin paper).

Cause:

During the copy process, the leading/trailing edges of the paper sometimes curl downward, which can prevent proper stacking and cause a jam.

Action:

A Stack Guide (P/N **B0449500**) has been registered as a service part, which will allow the paper to stack properly even if it is curled downward.

Note: The Guide is only effective for <u>downward curling</u>. It does not minimize jams when any of the paper edges curl upward.

As shown below, the Stack Guide should be set on the Paper Holder Stand (B0444401), which is attached to the Guide Plate (B0444185) in the paper exit area.

Paper Holder Stand (B0444401)

Guide Plate (B0444185)

Stack Guide (B0449500)
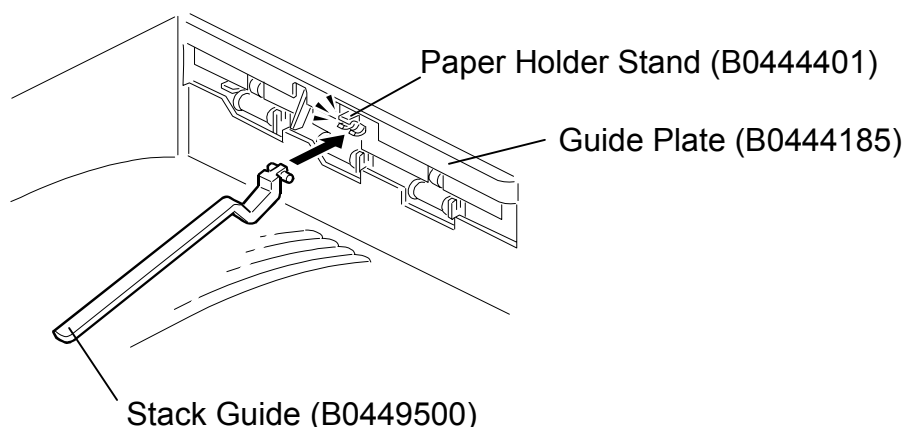
Important:

If returning sheets to the paper stack after removal, be sure to place them <u>under</u> the Stack Guide (otherwise, a paper jam will result).

RICOH

Model: Stella-F1	Date: 28-May-02	No.: RH555002a

RTB Reissued

The item in bold italics (subject) has been corrected.

Subject: *Registration Sensor*	Prepared by: A. Ishiyama
From: Technical Services sec. Service Planning Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☐ S-C1a (B045)	☐ S-C1aF (B049)	☐ S-C1b (B044)	☐ S-C1bF (B046)	☒ S-F1 (H555)

Symptom

"Clear misfed paper" is mistakenly displayed. This can occur after printing, when turning on the power, and/or in standby mode.

Cause

A misdetection by the registration sensor (#9 in the illustration below) is interpreted by the machine as a paper jam. The misdetection occurs when dimension H below is slightly longer than ideal, preventing the sensor feeler (#13, P/#: B0442603) from shutting correctly. This feeler was located too high because of a fault in the mold used to make the base.

Parts Catalog: Page 8. "4. Paper Registration"
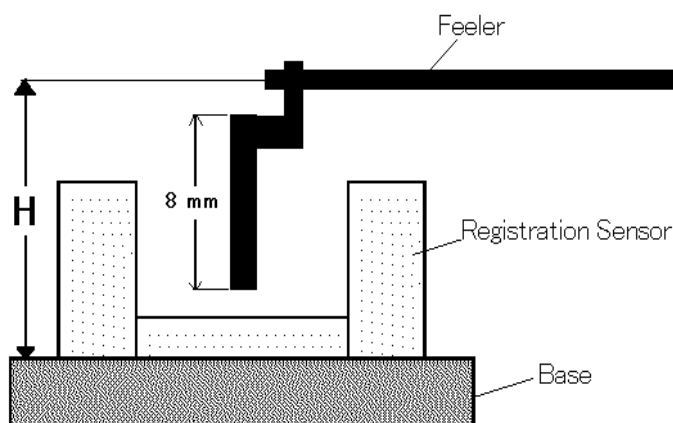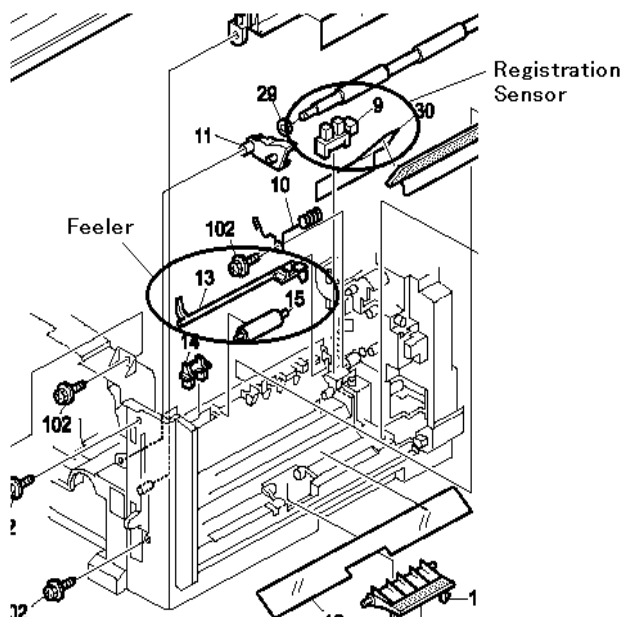
NOTE: Although a similar base is used for the C1 and F1, this does not occur on the C1 because the molds for these two bases are created separately.

Model: Stella-F1	Date: 28-May-02	No.: RH555002a

Action in the Field (temporary countermeasure)

A Mylar has been added to the feeler to make the shutter 0.6 mm longer, so please replace the registration feeler with the modified one when the symptom is reported.

Part No. Information
Old feeler: B0442603 → **Modified feeler with Mylar: H5559500** (see below)

[Feeler with Mylar (P/# H5559500)]   Feeler (P/# B0442603)
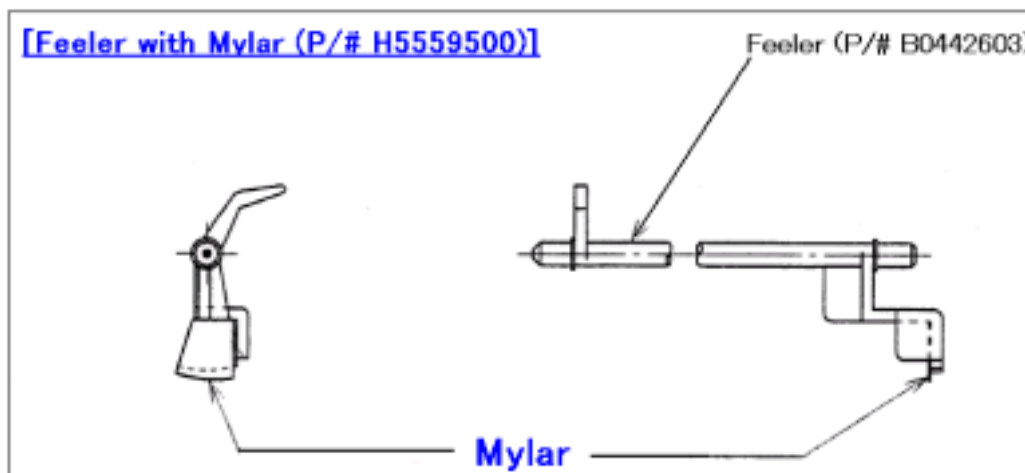
Mylar

Production Line Countermeasure

Temporary:
1. Add a Mylar to the base to raise the sensor (March 6 to 21).
2. Change over to the Mylar-fitted modified feeler (from March 22).

Permanent:
Modify the shape of the molds to the correct measurements (scheduled for June '02 production)

Target Lots

From the 1st lot of mass production (Dec '01) to March 5, '02.

<NA>

Month	Code	Q'ty	Serial #
Dec '01	H55517	423	A3519600001~~423
Jan '02	H55517	720	A3528500001~~720
Feb '02	H55517	972	A3528601154~~2125
Mar '02	H55517	191	A3528700555~621, 627~647, 665~676, 681~682, 689~706, 648~651, 754~757, 765, 770~783, 788~805, 812~817, 854~865, 878~883, 890~895

RICOH

Model: Stella-F1	Date: 28-May-02	No.: RH555002a

\<EU\>

Month	Code	Q'ty	Serial #
Jan '02	H55524	425	L1152810001~~425
	H55527	660	A3528500721~~1380
Feb '02	H55522	400	A3528600754~~1153
	H55524	510	L1152820001~~510
	H55527	753	A3528600001~~753
Mar '02	H55522	351	A3528700205~~554
	H55524	901	L1152830001~~901
	H55527	204	A3528700001~~204

\<Asia\>
Mass production has not yet begun.

RICOH

Technical Bulletin

Model: Stella-C1	Date: 1-Jul-02	No.: RB044006

Subject: Guide Plate Stopper	Prepared by: M.Ishihara
From: Technical Services sec. Service Planning Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other (Operating Instructions correction)		

☒ S-C1a (B045)	☒ S-C1aF (B049)	☒ S-C1b (B044)	☒ S-C1bF (B046)	☒ S-F1 (H555)

Symptom:
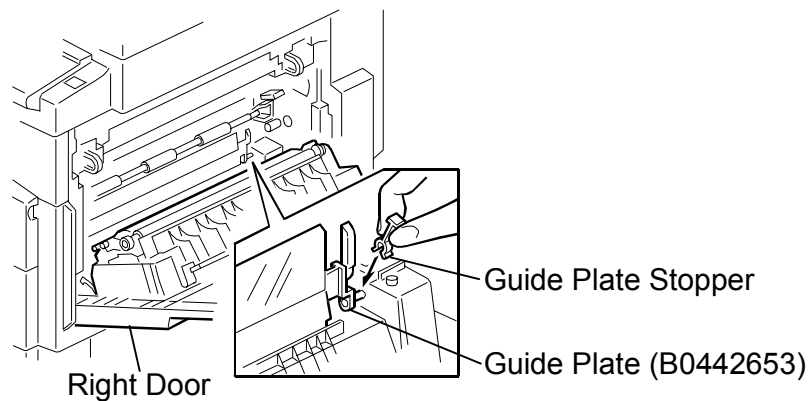
Paper jam

Cause:

The Paper Feed Guide Plate (B0442653) disconnects from the pivot area.

Action:

Attach a Guide Plate Stopper as shown below.

Note:

The Guide Plate Stopper was applied to mainframe production from June '02. The cut-in S/N and P/N for the Stopper will be announced as soon as the S/Ns have been confirmed.

Right Door

Guide Plate Stopper

Guide Plate (B0442653)

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003

Subject: Firmware History	Prepared by: A. Ishiyama
From: Technical Services sec. Service Planning Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Firmware history for Model S-F1.

A. File Information

EU/Asia Models

Version	EU1/Asia		EU2		EU3		EU4		Production
	Part Number		Part Number		Part Number		Part Number		
	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	
48	H5557220**F**		H5557221**F**		H5557222**F**		H5557223**F**		**March '02**
	8DAB	A9F6	A303	3E54	44E1	5A58	8FDB	BAD6	
47	H5557220**E**		H5557221**E**		H5557222**E**		H5557223**E**		1st Mass Production.
	B5BF	8BFC	508B	028A	B12B	5BB4	70F2	7571	

NA Model

Version	Part Number		Production
	Sum 1	Sum 2	
48	H5557225**F**		**March '02**
	E73C	8E02	
47	H5557225**E**		1st Mass Production.
	8993	933E	

Note: **Sum 1** = Check Sum on IC card (8 bit),

, **Sum 2** = Total Check Sum on machine (16 bit)

[Language List]

The following table lists the entire array of firmware versions:

No.	Language	NA	EU1/Asia	EU2	EU3	EU4
1	English	O	O	O	O	O
2	French	O	O			
3	Spanish	O			O	
4	German			O		
5	Italian			O		
6	Dutch			O		
7	Danish			O		
8	Swedish			O		
9	Norwegian			O		
10	Finnish			O		
11	Portuguese				O	
12	Polish					O
13	Hungarian					O
14	Czech					O
	Total/Firmware[*1]	3	5	5	3	4

*1: "Total/Firmware" indicates the total number of languages stored in a particular firmware version.

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003

B. Change Descriptions

Symptoms Corrected	Version

Firmware modified to correct the following:
1. **Danish wording error:**
  Incorrect: Overwrite
  Correct: Override
2. **German wording error:**
  Incorrect: Polling ID
  Correct: ID Code
3. **Default setting error – Auto Tray Switching (copy mode)**
  The default setting was On, although it is Off by design specification. To enable this feature, change RAM address 401351 bit 0 from 0 to 1.
4. **Incorrect display when adjusting speaker volume**
  "The machine is in use" is displayed if the stop key is pressed while adjusting the speaker volume.
	48

Reissued: 18-Sep-02

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware History		Prepared by: A. Ishiyama
From: Technical Services sec. Service Planning Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☒ Action required	
	☐ Mechanical ☐ Electrical ☐ Service manual revision	
	☐ Paper path ☐ Transmit/receive ☐ Retrofit information	
	☐ Other ( )	

Firmware history for Model S-F1.

A. File Information

[EU/Asia Models]

Version	EU1/Asia Part Number		EU2 Part Number		EU3 Part Number		EU4 Part Number		Production
	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	
49	*H5557220G*		*H5557221G*		*H5557222G*		*H5557223G*		*Sep. '02*
	9936	*3572*	*3A14*	*82AE*	*DECF*	*82CF*	*07E7*	*CDEE*	
48	H5557220**F**		H5557221**F**		H5557222**F**		H5557223**F**		March '02
	8DAB	A9F6	A303	3E54	44E1	5A58	8FDB	BAD6	
47	H5557220**E**		H5557221**E**		H5557222**E**		H5557223**E**		1st Mass Production.
	B5BF	8BFC	508B	028A	B12B	5BB4	70F2	7571	

[NA Model]

Version	Part Number		Production
	Sum 1	Sum 2	
49	*H5557225G*		*Sep. '02*
	B54D	*E4EC*	
48	H5557225**F**		March '02
	E73C	8E02	
47	H5557225**E**		1st Mass Production.
	8993	933E	

Note: **Sum 1** = Check Sum on IC card (8 bit),
      Sum 2 = Total Check Sum on machine (16 bit)

[Language List]

The following table lists the entire array of firmware versions:

No.	Language	NA	EU1/Asia	EU2	EU3	EU4
1	English	O	O	O	O	O
2	French	O	O			
3	Spanish	O			O	
4	German		O			
5	Italian		O			
6	Dutch		O			
7	Danish			O		
8	Swedish			O		
9	Norwegian			O		
10	Finnish			O		
11	Portuguese				O	
12	Polish					O
13	Hungarian					O
14	Czech					O
	Total/Firmware[*1]	3	5	5	3	4

*1: "Total/Firmware" indicates the total number of languages stored in a particular firmware version.

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003b

B. Change Descriptions

Symptoms Corrected	Version

Firmware modified to correct the following:
1. *Character for double quotations (") added to the set of available characters (previously missing).*
2. *The Group number is printed as a 2-digit number (e.g. "03" for Group 3) on the Quick Dial list, even though there are a maximum of only 5 groups.*
3. *Italian wording error:*
   Incorrect: Original jam
   Correct: Copy paper jam
4. *SC551 occurrences minimized.*
5. *The display language sometimes changes back to English during certain operations, even after setting a different language.*
6. *The SC error code and description overlap on the panel (Spanish, Dutch, Norwegian and Czech only), since the description is longer than one LCD line.*
	49

Firmware modified to correct the following:
1. **Danish wording error:**
   Incorrect: Overwrite
   Correct: Override
2. **German wording error:**
   Incorrect: Polling ID
   Correct: ID Code
3. **Default setting error – Auto Tray Switching (copy mode)**
   The default setting was On, although it is Off by design specification. To enable this feature, change RAM address 401351(H) **bit 0 from 0 to 1.**
4. **Incorrect display when adjusting speaker volume**
   "The machine is in use" is displayed if the stop key is pressed while adjusting the speaker volume.
	48

Reissued: 13-Mar-03

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware History			Prepared by: A. Ishiyama
From: Technical Services Sec. Service Planning Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☒ Action required ☐ Service manual revision ☐ Retrofit information

This is to inform you of the firmware history for Model S-F1.

A. File Information

[EU/Asia Models]

Version	EU1/Asia		EU2		EU3		EU4		Production
	Part Number		Part Number		Part Number		Part Number		
	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	
52	*H5557220H*		*H5557221H*		*H5557222H*		*H5557223H*		*March '03*
	D501	*FAB2*	*A3FA*	*1B52*	*279A*	*7DE7*	*0868*	*39B3*	
49	H5557220G		H5557221G		H5557222G		H5557223G		Sep. '02
	9936	3572	3A14	82AE	DECF	82CF	07E7	CDEE	
48	H5557220F		H5557221F		H5557222F		H5557223F		March '02
	8DAB	A9F6	A303	3E54	44E1	5A58	8FDB	BAD6	
47	H5557220E		H5557221E		H5557222E		H5557223E		1st Mass Production.
	B5BF	8BFC	508B	028A	B12B	5BB4	70F2	7571	

[NA Model]

Version	Part Number		Production
	Sum 1	Sum 2	
52	*H5557225H*		*March '03*
	C861	*8082*	
49	H5557225G		Sep. '02
	B54D	E4EC	
48	H5557225F		March '02
	E73C	8E02	
47	H5557225E		1st Mass Production.
	8993	933E	

Note: **Sum 1** = Check Sum on IC card (8 bit),
Sum 2 = Total Check Sum on machine (16 bit)

Note: The firmware versions 50 and 51 have been skipped, and will not be released.

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003c

[Language List]

The following table lists the entire array of firmware versions:

No.	Language	NA	EU1/Asia	EU2	EU3	EU4
1	English	O	O	O	O	O
2	French	O	O			
3	Spanish	O			O	
4	German		O			
5	Italian		O			
6	Dutch		O			
7	Danish			O		
8	Swedish			O		
9	Norwegian			O		
10	Finnish			O		
11	Portuguese				O	
12	Polish					O
13	Hungarian					O
14	Czech					O
	Total/Firmware[*1]	3	5	5	3	4

*1: "Total/Firmware" indicates the total number of languages stored in a particular firmware version.

B. Change Descriptions

Symptoms Corrected	Version
Firmware modified to correct the following: *1. Fusing control process changed to minimize offset images.* *2. Default position for sub-scan registration in printer mode shifted (area is 1.5 mm wider).* *3. When the new CTM is installed, the toner counter does not automatically reset.* *4. Wording improvements for each display language.* *5. Report/List layouts and wordings improved.*	*52*
Firmware modified to correct the following: 1. Character for double quotations (") added to set of available characters (previously missing). 2. The Group number is printed as a 2-digit number (e.g. "03" for Group 3) on the Quick Dial list, even though there are a maximum of 5 groups. 3. Italian wording error: Incorrect: Original jam Correct: Copy paper jam 4. SC551 occurrences minimized. 5. Display language sometimes changes back to English during certain operations, even after setting a different language. 6. SC error code and description overlap on the panel (Spanish, Dutch, Norwegian and Czech only), since the description is longer than one LCD line.	49

Reissued: 13-Mar-03

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003c

Firmware modified to correct the following:
1. Danish wording error:
   Incorrect: Overwrite
   Correct: Override
2. German wording error:
   Incorrect: Polling ID
   Correct: ID Code
3. Default setting error – Auto Tray Switching (copy mode)
   The default setting was On, although it is Off by design specification. To enable this feature, change RAM address 401351(H) *bit 0 from 0 to 1.*
4. Incorrect display when adjusting speaker volume
   "The machine is in use" is displayed if the stop key is pressed while adjusting the speaker volume.
	48

RICOH   **T**echnical **B**ulletin   **PAGE: 1/1**

Model: Stella-C1 (F1)	Date: 2-Apr-03	No.: RB044008

Subject: Transfer Roller	Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒ S-C1a (B045)	☒ S-C1aF (B049)	☒ S-C1b (B044)	☒ S-C1bF (B046)	☒ S-F1 (H555)

For parts standardization with the Stella-F2, the P/N for the Transfer Roller has been changed as follows. An official MB will be released as soon as the service part becomes available for the Stella-C1/F1.

Old P/N: B0443801

New P/N: B0443802

Interchangeability: O/O.

Important: As the interchangeability is O/O, please use the **old part** (B0443801) for servicing on the **C1/F1** until the new part becomes available on these models.

Technical **B**ulletin

Reissued: 9-Sep-03

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware History		Prepared by: M. Mano
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☒ Retrofit information ☐ Other ( )	

This is to inform you of the firmware history for Model S-F1.

A. File Information

[EU/Asia Models]

Version	EU1/Asia		EU2		EU3		EU4		Production
	Part Number		Part Number		Part Number		Part Number		
	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	
52	H5557220H		H5557221H		H5557222H		H5557223H		March '03
	D501	FAB2	A3FA	1B52	279A	7DE7	0868	39B3	
49	H5557220G		H5557221G		H5557222G		H5557223G		Sep. '02
	9936	3572	3A14	82AE	DECF	82CF	07E7	CDEE	
48	H5557220F		H5557221F		H5557222F		H5557223F		March '02
	8DAB	A9F6	A303	3E54	44E1	5A58	8FDB	BAD6	
47	H5557220E		H5557221E		H5557222E		H5557223E		1st Mass Production.
	B5BF	8BFC	508B	028A	B12B	5BB4	70F2	7571	

[NA Model]

Version	Part Number		Production
	Sum 1	Sum 2	
54	*H5557225J*		*Sep. '03*
	E182	*7C20*	
52	H5557225H		March '03
	C861	8082	
49	H5557225G		Sep. '02
	B54D	E4EC	
48	H5557225F		March '02
	E73C	8E02	
47	H5557225E		1st Mass Production.
	8993	933E	

Note: Sum 1 = Check Sum on IC card (8 bit),
Sum 2 = Total Check Sum on machine (16 bit)

Note: The firmware versions 50 and 51 have been skipped, and therefore, it will not be released.

Reissued: 9-Sep-03

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003d

[Language List]

The following table lists the entire array of firmware versions:

No.	Language	NA	EU1/Asia	EU2	EU3	EU4
1	English	O	O	O	O	O
2	French	O	O			
3	Spanish	O			O	
4	German		O			
5	Italian		O			
6	Dutch		O			
7	Danish			O		
8	Swedish			O		
9	Norwegian			O		
10	Finnish			O		
11	Portuguese				O	
12	Polish					O
13	Hungarian					O
14	Czech					O
Total/Firmware[*1]		3	5	5	3	4

*1: "Total/Firmware" indicates the total number of languages stored in a particular firmware version.

B. **Change Descriptions**

Symptoms Corrected	Version	
	NA	**EU/Asia**
Modified for use with the Taiwan model (H555-19).	**54**	**-**
Firmware modified to correct the following: 1. Fusing control process changed to minimize offset images. 2. Default position for sub-scan registration in printer mode shifted (area is 1.5 mm wider). 3. When the new CTM is installed, the toner counter does not automatically reset. 4. Wording improvements for each display language. 5. Report/List layouts and wordings improved.	52	

Firmware modified to correct the following:
1. Character for double quotations (") added to set of available characters (previously missing).
2. The Group number is printed as a 2-digit number (e.g. "03" for Group 3) on the Quick Dial list, even though there are a maximum of 5 groups.
3. Italian wording error:
   Incorrect: Original jam
   Correct: Copy paper jam
4. SC551 occurrences minimized.
5. Display language sometimes changes back to English during certain operations, even after setting a different language.
6. SC error code and description overlap on the panel (Spanish, Dutch, Norwegian and Czech only), since the description is longer than one LCD line.
	49	

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003d

Symptoms Corrected	Version	
	NA	*EU/Asia*
Firmware modified to correct the following: 1. Danish wording error: 　 Incorrect:　Overwrite 　 Correct:　　Override 2. German wording error: 　 Incorrect:　Polling ID 　 Correct:　　ID Code 3. Default setting error – Auto Tray Switching (copy mode) 　 The default setting was On, although it is Off by design specification. 　 To enable this feature, change RAM address 401351(H) *bit 0 from 0 to 1.* 4. Incorrect display when adjusting speaker volume 　 "The machine is in use" is displayed if the stop key is pressed while adjusting the speaker volume.	48	

RICOH

Technical Bulletin

Model: Stella-F1	Date: 14-Nov-03	No.: RH555004

Subject: SC551	Prepared by: A.Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☐ S-C1a (B045)	☐ S-C1aF (B049)	☐ S-C1b (B044)	☐ S-C1bF (B046)	☒ S-F1 (H555)

Important Note:

Firmware v49 has been released and applied to the production line <u>from September 2002</u>, containing the countermeasure for SC551. However, to apply this countermeasure to models produced in August 2002 or earlier, which contain v48 or older, please note the following:

<u>When updating from v48 or older to v49 or newer</u>:

Set RAM address 40191DH to a value of 04H (SP7-955).

RICOH

Technical Bulletin

PAGE: 1/1

Model: Model S-F1	Date: 11-May-04	No.: RH555005

Subject: Service Manual revision - SP Mode 5-501	Prepared by: A.Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☐S-C1a (B045)	☐S-C1aF (B049)	☐S-C1b (B044)	☐S-C1bF (B046)	☒S-F1 (H555)	☒S-F2 (H556/H557)

Service manual revision:

The default value for the following SP mode was incorrect.

[Page 5-13]

5	Mode Number/Name		Function/[Setting]
501*	PM Alarm Mode		
	1♦	Interval	Sets the base PM interval. [1 ~ 255 / **90** / 1K copies/step] *This setting is meaningful only if SP5-501-2 is set to "1".*
	2♦	On/Off	Enables/disables the PM alarm for the total number of prints, copies, and faxes. [**0 = Disable** / 1 = Enable]

Model: Model S-F1 Printer Option	Date: 11-May-04	No.: RH555006

Subject: Printer Controller Firmware History	Prepared by: A.Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒S-C1a (B045)　☒S-C1aF (B049)　☒S-C1b (B044)　☒S-C1bF (B046)　☒S-F1 (H555)　☒S-F2 (H556/H557)

The following is the printer controller firmware history for the Model S-C1/S-F1/S-F2.

(Until now, the firmware history was attached to the firmware file as "Readme.txt". So, all history has been gathered here in this RTB.)

Part Number	Version	Production
B4415282	2.04	March '04 production
B4415282	2.03	January '04 production
B4415282	2.02	October '03 production
B4415282	2.0d	September '03 production
B4415282	2.00	February '03 production
B4415285A	1.10	May '02 production
B4415280C	1.02	November '01 production
B4415280B	1.01	First mass production

Notes:
1. Area
   The above firmware is being used in USA, European, and Asian models.
2. Language
   US English, French, Spanish, German, Italian, Dutch, Swedish, Norwegian, Danish, Finnish, Portuguese, Polish, Hungarian, Czech

Model: Model S-F1 Printer Option	Date: 11-May-04	No.: RH555006

Symptom Corrected	Version
Firmware modified to correct the following: 1. Some characters are missing, smaller, or printed in a different font (GFPR# RE04020012). 2. The document prints on 2 pages instead of 1(GFPR# RE04020016).	2.04
Firmware modified to correct the following: 1. Some words on the 2nd page are not printed correctly (GFPR# RE03020019).	2.03
Firmware modified to correct the following: 1. There is a possibility that SC692 appears when printing from the SHE Print Server.	2.02
Firmware modified to correct the following: 1. "Device Status Page Error" occurs when the PC accesses this machine under the IIS (Internet Information Service) server via Web browser.	2.0d
Firmware modified to correct the following: 1. It becomes available for the Stella-C1/F1/F2 printer controller. 2. Countermeasure for the printing problem from the Sercom print server. 3. Countermeasure for the PJL problem.	2.00
Firmware modified to correct the following problem: 1. European symbol (font) can be printed. 2. Printing error using AS400 was solved.	1.10
Firmware modified to correct the following problem: 1. The counter information cannot be downloaded by the ACM Utility developed by REBV.	1.02

Model: Model S-F1	Date: 25-May-04	No.: RH555007

Subject: When installing the optional paper tray unit (B421)	Prepared by: A. Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Symptom

Non-feed jam in the optional paper tray unit.

Cause

The side fence can shift inward when the operator loads the paper incorrectly (e.g. not fanning the stack, not placing it in the tray gently), which can then tighten the fence's hold on the paper and make it difficult to feed.

Solution

A tapping screw (P/N 04503010N) will be packed together with the optional paper tray unit (B421) for securing the side fence in place at installation.
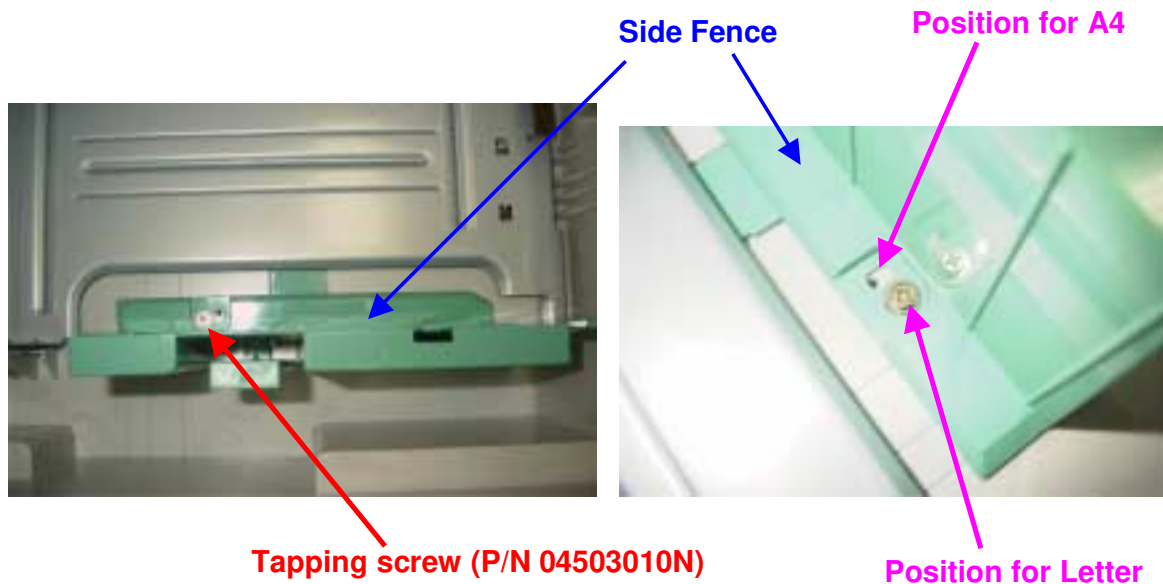Applied from: June 2004 unit production.

Action in the Field

After gaining the consent of the customer, please fix the side fence to the base of the cassette using one tapping screw.
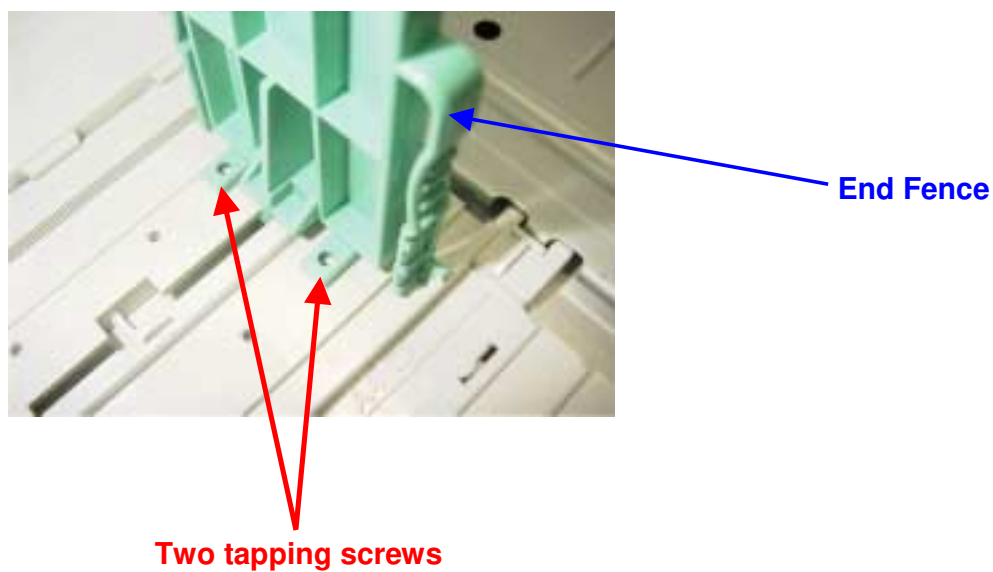(See the photos on the next page).

Note:

➢ Depending on the usage conditions of the customer, it may advantageous to fix the end fence in place as well. This requires two tapping screws, which are not included with the tray unit.

➢ Please inform the customer that once the side fence is secured in place, 1) the paper size cannot be changed (until the next service visit), and 2) moving the fixed fence by force may damage the fence and/or cassette base.

Model: Model S-F1	Date: 25-May-04	No.: RH555007

Fixing the Side Fence in Place

Side Fence

Position for A4

Tapping screw (P/N 04503010N)

Position for Letter

Fixing the End Fence in Place

End Fence

Two tapping screws

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Reissued: 9-Aug-04

Model: Model S-F1 Printer Option	Date: 11-May-04	No.: RH555006b

RTB Reissue
The items in bold italics have been added.

Subject: Printer Controller Firmware History	Prepared by: A.Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒S-C1a (B045)	☒S-C1aF (B049)	☒S-C1b (B044)	☒S-C1bF (B046)	☒S-F1 (H555)	☒S-F2 (H556/H557)

The following is the printer controller firmware history for the Model S-C1/S-F1/S-F2.

(Until now, the firmware history was attached to the firmware file as "Readme.txt". So, all history has been gathered here in this RTB.)

Part Number	Version	Production
B4415282	2.05	June '04 production
B4415282	2.04	March '04 production
B4415282	2.03	January '04 production
B4415282	2.02	October '03 production
B4415282	2.0d	September '03 production
B4415282	2.00	February '03 production
B4415285A	1.10	May '02 production
B4415280C	1.02	November '01 production
B4415280B	1.01	First mass production

Notes:
1. Area
   The above firmware is being used in USA, European, and Asian models.
2. Language
   US English, French, Spanish, German, Italian, Dutch, Swedish, Norwegian, Danish, Finnish, Portuguese, Polish, Hungarian, Czech

Model: Model S-F1 Printer Option	Date: 11-May-04	No.: RH555006b

Symptom Corrected	Version
Firmware modified to correct the following: Table text in PCL documents is misaligned (***GFPR# RC04030011***).	2.05
Firmware modified to correct the following: 1. Some characters are missing, smaller, or printed in a different font (GFPR# RE04020012). 2. The document prints on 2 pages instead of 1 (GFPR# RE04020016).	2.04
Firmware modified to correct the following: 1. Some words on the 2nd page are not printed correctly (GFPR# RE03020019).	2.03
Firmware modified to correct the following: 1. SC692 could appear during printing from the SHE Print Server.	2.02
Firmware modified to correct the following: 1. "Device Status Page Error" occurs when the PC accesses this machine under the IIS (Internet Information Service) server via a web browser.	2.0d
Firmware modified to correct the following: 1. The Stella-C1/F1/F2 printer controller becomes available. 2. Countermeasure for the printing problem from the Sercom print server. 3. Countermeasure for the PJL problem.	2.00
Firmware modified to correct the following problem: 1. European symbol (font) can be printed. 2. Printing error using AS400 was solved.	1.10
Firmware modified to correct the following problem: 1. The counter information cannot be downloaded with the ACM Utility developed by REBV.	1.02

Model: Model S-F1	Date: 14-Sep-04	No.: RH555008

Subject: Fusing Error SC Control Process	Prepared by: A. Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Other ( )		

☒S-C1a (B045)	☒S-C1aF (B049)	☒S-C1b (B044)	☒S-C1bF (B046)	☒S-F1 (H555)	☒S-F2 (H556/H557)

Symptom

The machine cannot print out any data.

Cause

Firmware bug:
A fusing SC error occurs (Type-A), but sometimes the operator can clear it with a power Off/On.

Note:
- The firmware bug clears the fusing SC in these 3 cases:

Fusing temperature when job starts:	Timing of fusing SC:
Below 120°C	Within 4.5 min. after fusing starts
120°C or higher	Within 90 sec. after fusing starts
---	Within 2 min. after any key is pressed in the Ready condition (S-C1 series only)

- Normally, Type-A SC codes can only be reset when a service technician executes SP5-810 OR changes Plotter bit SW01, bit 0 to a value of "**1**".

Solution

Production:
Firmware modification: **v55**
- Applied from: August 2004
- Details: RTB RH555003e

Action in the Field:
Do the following if you receive reports from the field. **This is important** because you
must fix the original problem with the fusing unit.

BEFORE BEGINNING:
Set System bit SW02, bit 0 (Memory File Transfer) to a value of "**1**".
This makes a backup of any data inside the machine.

Procedure:

1. Pull out the cassette.
Note: This will make sure the machine does not receive any data while you work.
2. Turn the main power Off/On, or press "*" and "#" at the same time, and hold them for
at least 10 seconds.
3. Update the firmware to **v55 or later**.
4. Execute SP5-810, **OR** set Plotter bit SW01 bit 0 to "**1**."
Note: This will reset the fusing error SC record.
5. Push in the cassette.
6. After about 30 seconds, the machine will display a fusing SC.
7. Take the correct action for the SC that is displayed.
8. Execute SP5-810, **OR** set Plotter bit SW01 bit 0 to "**1**."

Important Note for When Updating from v54 or Earlier to v55 or Later

When updating from v54 or earlier to v55 or later, make sure to:

1. Update the firmware to **v55 or later**.

2. Then, execute SP5-810, **OR** set Plotter bit SW01 bit 0 to "**1**."

Note: This will reset the fusing error SC record.

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Technical Bulletin

Reissued: 14-Sep-04

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware History	Prepared by: A. Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Other ( )		

☐S-C1a (B045)	☐S-C1aF (B049)	☐S-C1b (B044)	☐S-C1bF (B046)	☒S-F1 (H555)	☐S-F2 (H556/H557)

This is to inform you of the firmware history for Model S-F1.

A. File Information

[EU/Asia Models]

Version	EU1/Asia		EU2		EU3		EU4		Production
	Part Number		Part Number		Part Number		Part Number		
	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	
55	*H5557220J*		*H5557221J*		*H5557222J*		*H5557223J*		*July '04*
	83DC	*9CCD*	*D96B*	*441C*	*3B39*	*7FF1*	*8E61*	*8435*	
52	H5557220H		H5557221H		H5557222H		H5557223H		March '03
	D501	FAB2	A3FA	1B52	279A	7DE7	0868	39B3	
49	H5557220G		H5557221G		H5557222G		H5557223G		Sep. '02
	9936	3572	3A14	82AE	DECF	82CF	07E7	CDEE	
48	H5557220F		H5557221F		H5557222F		H5557223F		March '02
	8DAB	A9F6	A303	3E54	44E1	5A58	8FDB	BAD6	
47	H5557220E		H5557221E		H5557222E		H5557223E		1st Mass Production.
	B5BF	8BFC	508B	028A	B12B	5BB4	70F2	7571	

[NA Model]

Version	Part Number		Production
	Sum 1	Sum 2	
55	*H5557225K*		*July '04*
	7CA4	*90D7*	
54	H5557225J		Sep. '03
	E182	7C20	
52	H5557225H		March '03
	C861	8082	
49	H5557225G		Sep. '02
	B54D	E4EC	
48	H5557225F		March '02
	E73C	8E02	
47	H5557225E		1st Mass Production.
	8993	933E	

Note: Sum 1 = Check Sum on IC card (8 bit),
Sum 2 = Total Check Sum on machine (16 bit)

Note: The firmware versions 50 and 51 have been skipped, and therefore, they will not be released.

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003e

[Language List]

The following table lists the entire array of firmware versions:

No.	Language	NA	EU1/Asia	EU2	EU3	EU4
1	English	O	O	O	O	O
2	French	O	O			
3	Spanish	O			O	
4	German		O			
5	Italian		O			
6	Dutch		O			
7	Danish			O		
8	Swedish			O		
9	Norwegian			O		
10	Finnish			O		
11	Portuguese				O	
12	Polish					O
13	Hungarian					O
14	Czech					O
	Total/Firmware[*1]	3	5	5	3	4

*1: "Total/Firmware" indicates the total number of languages stored in a particular firmware version.

B. Change Descriptions

Symptoms Corrected	Version	
	NA	**EU/Asia**
Sometimes, the operator can clear a fusing SC error with a power Off/On (see RTB RH555008 for details). *Important: After you install this firmware, clear the SC history. There are two ways to do this:* *1. Execute SP5-810, OR* *2. Change Plotter bit SW01, bit 0 to a value of: "1"*	*55*	
Modified for use with the Taiwan model (H555-19).	54	-
Firmware modified to correct the following: 1. Fusing control process changed to minimize offset images. 2. Default position for sub-scan registration in printer mode shifted (area is 1.5 mm wider). 3. When the new CTM is installed, the toner counter does not automatically reset. 4. Wording improvements for each display language. 5. Report/List layouts and wordings improved.	52	

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003e

Firmware modified to correct the following:
1. Character for double quotations (") added to set of available characters (previously missing).
2. The Group number is printed as a 2-digit number (e.g. "03" for Group 3) on the Quick Dial list, even though there are a maximum of 5 groups.
3. Italian wording error:
    Incorrect: Original jam
    Correct: Copy paper jam
4. SC551 occurrences minimized.
5. Display language sometimes changes back to English during certain operations, even after setting a different language.
6. SC error code and description overlap on the panel (Spanish, Dutch, Norwegian and Czech only), since the description is longer than one LCD line.
	49

Model: Model S-F1	Date: 6-Aug-02	No.: RH555003e

Symptoms Corrected	Version	
	NA	*EU/Asia*

Firmware modified to correct the following:
1. Danish wording error:
    Incorrect: Overwrite
    Correct: Override
2. German wording error:
    Incorrect: Polling ID
    Correct: ID Code
3. Default setting error – Auto Tray Switching (copy mode)
    The default setting was On, although it is Off by design specification.
    To enable this feature, change RAM address 401351(H) *bit 0 from 0 to 1.*
4. Incorrect display when adjusting speaker volume
    "The machine is in use" is displayed if the stop key is pressed while adjusting the speaker volume.
	48	

Model: Model S-F1 Taiwan Model only	Date: 20-Oct-04	No.: RH555009

Subject: Power Supply Cord - 120V	Prepared by: A. Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☒ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☐S-C1a (B045)	☐S-C1aF (B049)	☐S-C1b (B044)	☐S-C1bF (B046)	☒S-F1 (H555)	☒S-F2 (H556/H557)

This bulletin is for the following models only:
- Model S-F1/S-F2 Taiwan models (H555/H556-19)
- Model S-F2 NA model (H556/H557-17)

Condition
On machines produced up until October 2004, the hot and neutral wires in the connector for the AC power cord are reversed.

Cause
Design error.

Solution
Production:
The hot and neutral lines were switched back to the correct positions.

Note:
● Applied from: November 2004 production.
● Service parts will also be changed (details: MB MH555008).
  ➢ H5555002 (Taiwan models)

Important Notes

1. Safety Concerns
Even though the hot and neutral wires are reversed, **this will not cause any kind of safety issue**. The machine is completely safe when the operator uses the machine, and when technicians do maintenance.

➢ The machine is **completely safe even when** technicians do maintenance with the machine main switch off and power cord plugged in. This because the PSU has On/Off power switches for both the hot and neutral lines. When the machine main switch is turned off, both the hot and neutral lines are disconnected.

2. UL-related Issues

The P-to-P diagram for machines produced up until October is <u>different from</u> the P-to-P diagram for machines produced from November. <u>Please keep two separate P-to-P diagrams, as shown below</u>:

➢ P-to-P for machines **up until October**: Should show the hot and neutral lines in the **wrong** position (reversed).

➢ P-to-P for machines **from November**: Should show the hot and neutral lines in the **correct** position.
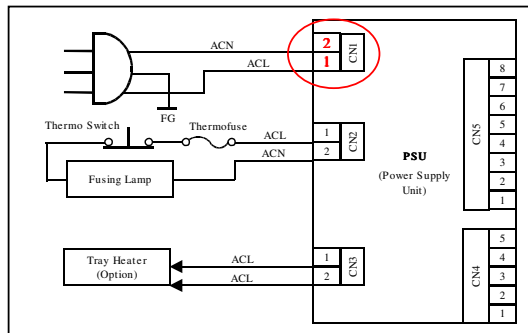
Up Until October 2004:
Wrong Position (reversed wiring)
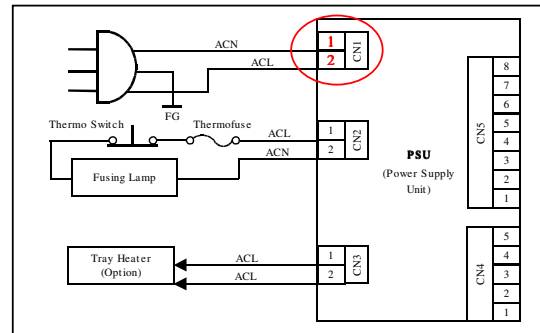
From November 2004:
Correct Position (original wiring)

- **Service Manual**
  Pease add the following caution to **3.12.3 PSU** (pg. 3-29) and **6.4 Block Diagram: PCBs and Components** (pg. 6-5).

CAUTION:
DOUBLE POLE/NEUTRAL FUSING

Model: Model S-F1.5	Date: 20-Oct-04	No.: RH555010

Subject: New product release (Model S-F1.5)		Prepared by: T.Shintani
From: 1st Tech. Support Sec. Service Support Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

In accordance with the release of the new model for the S-F1.5, this bulletin shows the differences between the model S-F1 and S-F1.5.

Service Manual Information

1. The following are the updated specifications for S-F1.5 from S-F1.

SPECIFICATIONS

1. GENERAL SPECIFICATIONS

Memory Capacity
ECM: 128 Kbytes
SAF:
> **Standard:**
>> 3 MB (240 pages) ⟶ 6MB (480 pages)

****

2.2 CAPABILITIES OF PROGRAMMABLE ITEMS

The following table shows the maximum capacity for each programmable item.

Item	Standard
Number of Speed Dials	50♦

↓

Item	Standard
Number of Speed Dials	100

2. OTHERS

A new PDI (new design) was applied for the release of the new model S-F1. Please see the following details:

*New machine PDI graphics are adapted to "Original Table".
*New PDI coloring are adapted to "Original Table" and "Original Tray".
*New PDI operation panel coloring are adapted to the Operation panel.
*New PDI branding are adapted to the brand holder.

| Model: Model S-F1.5 | Date: 20-Oct-04 | No.: RH555010 |

Parts Catalog Information

1. Below are the service parts modifications for the new model S-F1.5 from S-F1.

(H555-57/H555-67/H555-62/H555-64/H555-66/H555-69)

Page	Old part number	New part number	Description	-57	-67	-62	-64	-66	-69
3 - 5	H5554152	H5554180	FRONT DOOR	√	√	√	√	√	√
3 - 7	H5554164	H5554240	MODEL NAME PLATE:H555:RIC		√				√
3 - 7	H5554170	H5554243	MODEL NAME PLATE:H555:LAN				√		√
3 - 7	H5554171	H5554245	MODEL NAME PLATE:H555:INF					√	
3 - 7	H5554167	H5554246	MODEL NAME PLATE:H555:REX			√			
3 - 7	H5554168	H5554247	MODEL NAME PLATE:H555:NSA			√			
3 - 7	H5554169	H5554248	MODEL NAME PLATE:H555:GES:EU			√			√
3 - 9	B0444949	H5551313	COVER - ORIGINAL TABLE	√	√	√	√	√	√
3 - 10	B0444951	H5551312	REAR GUIDE	√	√	√	√	√	√
3 - 11	B0444950	H5551311	FRONT GUIDE	√	√	√	√	√	√
3 - 13	B0444948	H5551310	ORIGINAL TABLE	√	√	√	√	√	√
3 - 14	H5554202	H5551315	ORIGINAL TRAY:F1.5	√	√	√	√	√	√
3 - 18	B0444953	H5551314	ORIGINAL TABLE:AUXILIARY	√					
3 – 26		H5554190	PLATE HOLDER	√	√	√	√	√	√
3 – 27		H5554181	PLATE:LOGOTYPE:H555:RIC		√				√
3 – 27		H5554183	PLATE:LOGOTYPE:H555:LAN				√		√
3 – 27		H5554184	PLATE:LOGOTYPE:H555:INF					√	
3 – 27		H5554185	PLATE:LOGOTYPE:H555:NSA			√			
3 – 27		H5554186	PLATE:LOGOTYPE:H555:REX			√			
3 – 27		H5554187	PLATE:LOGOTYPE:H555:GES			√			√
5 - *	H5553631	H5553638	OPERATION PANEL - NA/ASIA : F1.5	√					√
5 - *	H5553633	H5553639	OPERATION PANEL - EU : F1.5		√	√	√	√	
5 - 1	H5553661	H5553611	LCD SHEET - NA : F1.5	√					
5 - 1	H5553662	H5553612	LCD SHEET - ASIA : F1.5						√
5 - 10	H5553647	H5553694	KEYTOP - 10KEY	√	√	√	√	√	√
29 - 14	H5556120	H5556121	PCB:FCU-F1.5:ASS'Y	√					
29 - 14	H5556125	H5556122	PCB:FCU-F1.5:EU:ASS'Y		√	√	√	√	√
29 - 17	H5555010	H5565049	POWER SUPPLY UNIT 100V TWN	√					
47 - 8	H5558600	H5558400	OPERATION INSTRUCTIONS (NA)	√					
47 – 8	H5558609	H5558409	OPERATION INSTRUCTIONS – BASIC (ASIA)						√
47 - 8	H5558709	H5558501	OPERATION INSTRUCTIONS – ADVANCED (ASIA)						√
41 - 302	19070016	19070012	SDRAM - 128M 2MX16X4 133MHZ	√	√	√	√	√	√

Model: Model S-F1.5	Date: 18-Feb-05	No.: RH555011

Subject: Firmware History	Prepared by: T. Shintani
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

This is to inform you of the firmware history for Model S-F1.5.

A. File Information

[EU/Asia Models]

Version	EU1/Asia		EU2		EU3		EU4		Production
	Part Number		Part Number		Part Number		Part Number		
	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	
1.3	**H5557224A**		**H5557227A**		**H5557228A**		**H5557229A**		**1st Mass Production.**
	ACD1	C1F5	7FB7	3105	C1A3	3859	7F99	C317	

[NA Model]

Version	Part Number		Production
	Sum 1	Sum 2	
1.3	**H5557226A**		**1st Mass Production.**
	60DB	6580	

Note: **Sum 1** = Check Sum on IC card (8 bit),
, **Sum 2** = Total Check Sum on machine (16 bit)

[Language List]

The following table lists the entire array of firmware versions:

No.	Language	NA	EU1/Asia	EU2	EU3	EU4
1	English	O	O	O	O	O
2	French	O	O			
3	Spanish	O			O	
4	German		O			
5	Italian		O			
6	Dutch		O			
7	Danish			O		
8	Swedish			O		
9	Norwegian			O		
10	Finnish			O		
11	Portuguese				O	
12	Polish					O
13	Hungarian					O
14	Czech					O
	Total/Firmware[*1]	3	5	5	3	4

*1: "Total/Firmware" indicates the total number of languages stored in a particular firmware version.

B. Change Descriptions

Symptoms Corrected	Version
1st mass production.	**1.3**

Model: Model S-F1.5	Date: 18-Feb-05	No.: RH555011b

RTB Reissue

The items in **bold italics** have been added.

Subject: Firmware History		Prepared by: T.Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☒ Retrofit information

This is to inform you of the firmware history for Model S-F1.5.

A. File Information

[EU/Asia Models]

Version	EU1/Asia Part Number		EU2 Part Number		EU3 Part Number		EU4 Part Number		Production
	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	
1.5	**H5557224C**		**H5557227C**		**H5557228C**		**H5557229C**		**May 2006 Production**
1.4	H5557224B		H5557227B		H5557228B		H5557229B		February '05
	ACF7	B528	7FDD	2438	C1C9	2B8C	7FBF	B64A	
1.3	H5557224A		H5557227A		H5557228A		H5557229A		1st Mass Production.
	ACD1	C1F5	7FB7	3105	C1A3	3859	7F99	C317	

[NA Model]

Version	Part Number		Production
	Sum 1	Sum 2	
1.5	**H5557226C**		**May 2006 Production**
1.4	H5557226B		March '02
	6101	58B3	
1.3	H5557226A		1st Mass Production.
	60DB	6580	

Note: **Sum 1 = Check** Sum on IC card (8 bit)
Sum 2 = Total Check Sum on machine (16 bit)

Model: Model S-F1.5	Date: 18-Feb-05	No.: RH555011b

[Language List]

The following table lists the entire array of firmware versions:

No.	Language	NA	EU1/Asia	EU2	EU3	EU4
1	English	O	O	O	O	O
2	French	O	O			
3	Spanish	O			O	
4	German		O			
5	Italian		O			
6	Dutch		O			
7	Danish			O		
8	Swedish			O		
9	Norwegian			O		
10	Finnish			O		
11	Portuguese				O	
12	Polish					O
13	Hungarian					O
14	Czech					O
	Total/Firmware[*1]	3	5	5	3	4

*1: "Total/Firmware" indicates the total number of languages stored in a particular firmware version.

B. Change Descriptions

Symptoms Corrected	Version
Fax documents received through Memory Reception cannot be printed out.	**1.5**
Firmware modified to correct the following: *Even when the user enables the Energy Save Timer, the machine prints out the incoming fax data right away.*	1.4
1st mass production	1.3

Model: Model S-F1.5		Date: 31-Mar-05	No.: RH555012

Subject: System SW 1A Added	Prepared by: T. Shintani
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

The following System Switch was added. This is a new function for Model S-F2.5.

System Switch 1A

No	FUNCTION	COMMENTS
0-2	Not used	

3	To hide part of the fax number and PIN code
	
	0: OFF
	1: ON
		This function hides the fax number and PIN code on machine reports and the LCD. On reports, these digits are shown as "*". On the LCD, no digits are displayed at all.
		
		0: OFF
		1: ON
		
		Note: Use RAM address **400562H** to set the number of digits **that are shown** on the reports (see RAM address description for details).
		
		Example: Set RAM address to display 20 digits.
		  1-865-693-9697 - 1234
		       FAX NO. PIN
		Example: Set RAM address to display 16 digits.
		  1-865-693-9697- ****
		       FAX NO. PIN
		
		Caution:
		When this switch is ON,
		- Functions that display the fax no./PIN are disabled (e.g. Redial).
		- All digits of the fax no./PIN are displayed on the LCD while the operator enters them. After that, they are not displayed.

4-7	Not used	

New RAM Address

400562H – Fax No./PIN Code Display Protection
00-14   Default **0B** (Hex)

Note: This RAM address controls the number of digits **that are shown** on the reports, starting from the first digit of the fax number. All digits after that are shown as "*****."

Example with Reception Results Report

● System Switch 1A**: OFF**

System Switch 1A**: ON**
RAM address **400562H:** Set to display 10

Model: Model S-F1.6	Date: 5-Mar-07	No.: RH555013

Subject: New Model F-1.6	Prepared by: T. Shintani
From: Technical Services sec. Service Planning Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Model **S-F1.6** has been newly released. This bulletin shows the differences between this new model and the S-F1.5.

Service Manual Information

1. SPECIFICATIONS

Memory Capacity
SAF:
Standard: 6MB to **8MB**

2. OTHER

Design Changes:
- The Ricoh logo was updated
- The Energy Star label was changed
- The front panel was redesigned
- The Quick panel was redesigned

Software:
Officially supports the Cisco Call Manager (CCM).

Parts Catalog Information

A new Parts Catalog was issued for this model. It contains all of the MB P/N changes announced up until the date this RTB was issued.

Technical **B**ulletin

PAGE: 1/1

Model: Model S-F1.6	Date: 11-Jul-07	No.: RH555014

Subject: Firmware History	Prepared by: T. Shintani
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

This is to inform you of the firmware history for Model S-F1.5.

A. File Information

[EU/Asia Models]

Version	EU1/Asia Part Number	EU2 Part Number	EU3 Part Number	EU4 Part Number	Production
05	*H5557231A*	*H5557232A*	*H5557233A*	*H5557234A*	*Jun 2007 production*

[NA Model]

Version	Part Number	Production
05	*H5557230A*	*Jun 2007 production*

B. Change Descriptions

Symptoms Corrected	Version
Other changes: **Supports the changes made to Daylight Saving Time in N.A.**	**05**

Model: Stella-C3 and Stella-F	Date: 21-Nov-07	No.: RB262023

Subject: Developer leakage from PCU		Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☒ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ( )	

Symptom

During the installation of a new machine, developer leaks out of the PCU.

   Note: This is estimated to occur on only 2.3% of the Affected Units listed below.

Cause

The PG (photoconductor gap) is too narrow, causing the development seal to peel off.

This is caused by one or more of the following:

- The position of the slotted hole in the PCU front cover was incorrect
- The position of the plastic rod on the PCU front side plate was incorrect
- The PCU front side plate was not fixed to the PCU base completely. As a result, a gap was created between the front side plate and the PCU base.

Solution

Production line

The PCU assembly process was modified as follows:

- A step was added to ensure that there is no gap between the front side plate and PCU base.
- The plastic rod on the PCU front side plate will be removed (cut).

   Note: As mentioned below, there is no side effect created by removing this rod from the PCU. This is true for both normal PCUs and affected PCUs.
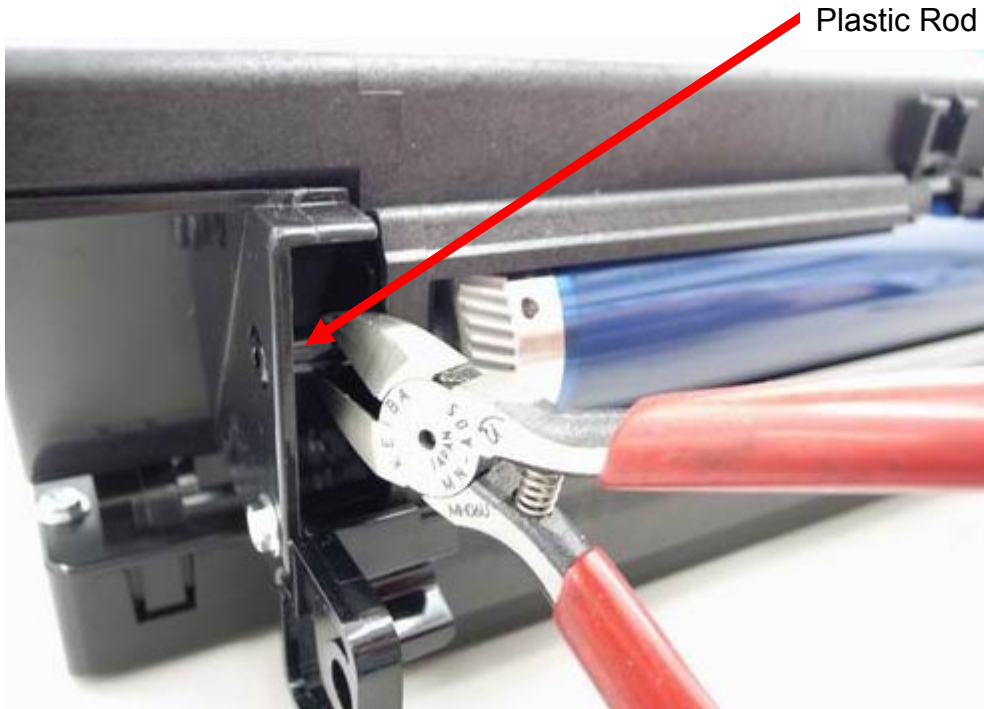
In the field

Do the following procedure when you install a new machine mentioned in the Affected Units list below.

Procedure

1. Cut and remove the plastic rod using a pair of needle-nosed pliers.
   Note: There is no side effect created by removing this rod from the PCU (even from a normal PCU).

Plastic Rod

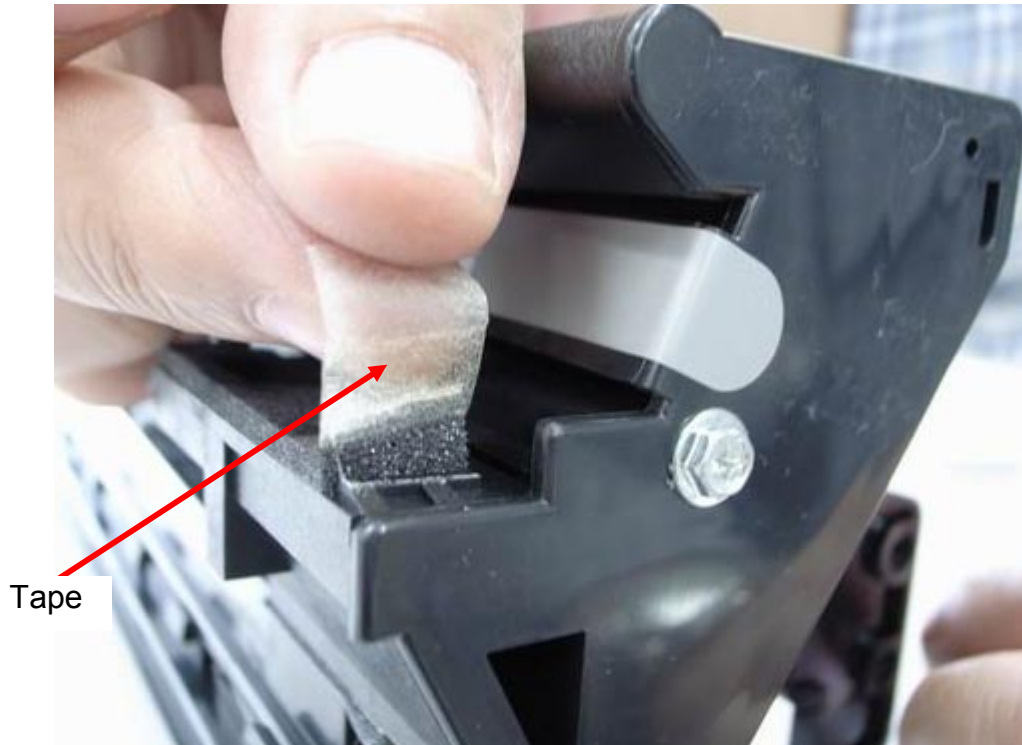2. Check the gap between the front side plate and PCU base using a piece of paper.

Front side plate

PCU base
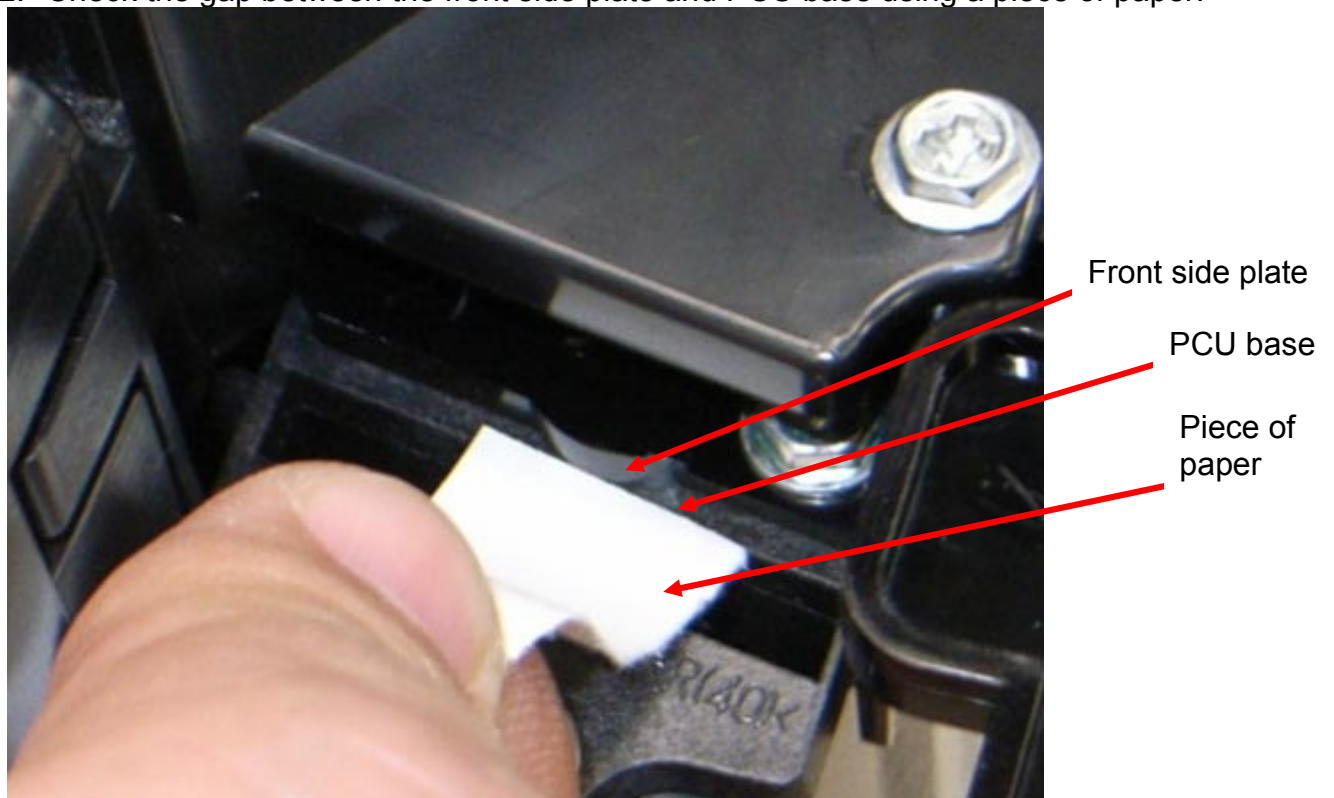
Piece of paper

If you can insert the piece of paper into the gap in Step 2, continue with this procedure.

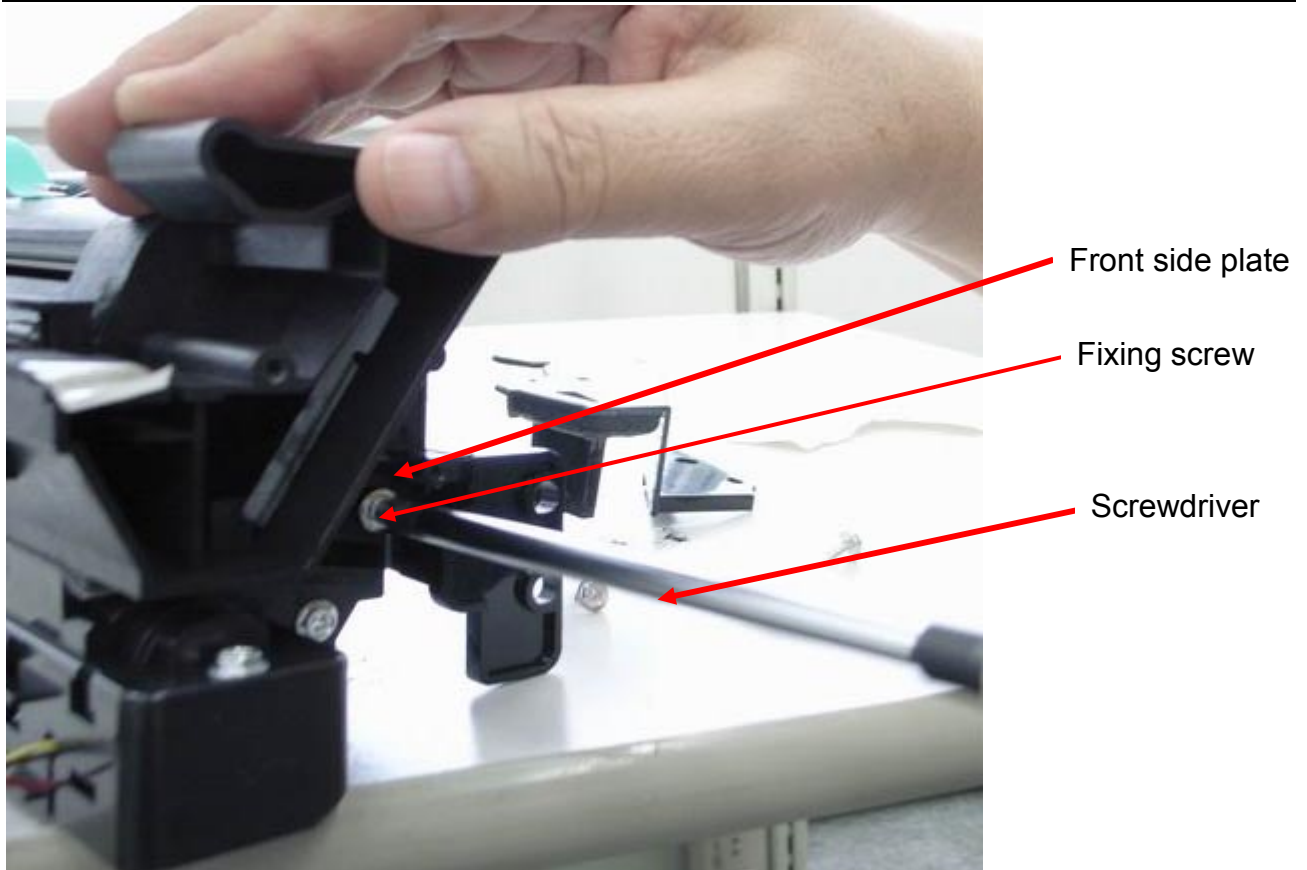3. Remove the tape and front cover of the PCU (2 screws).

Tape

Front cover

Front cover fixing screws

Front cover

Model: Stella-C3 and Stella-F	Date: 21-Nov-07	No.: RB262023

Front side plate

Fixing screw

Screwdriver
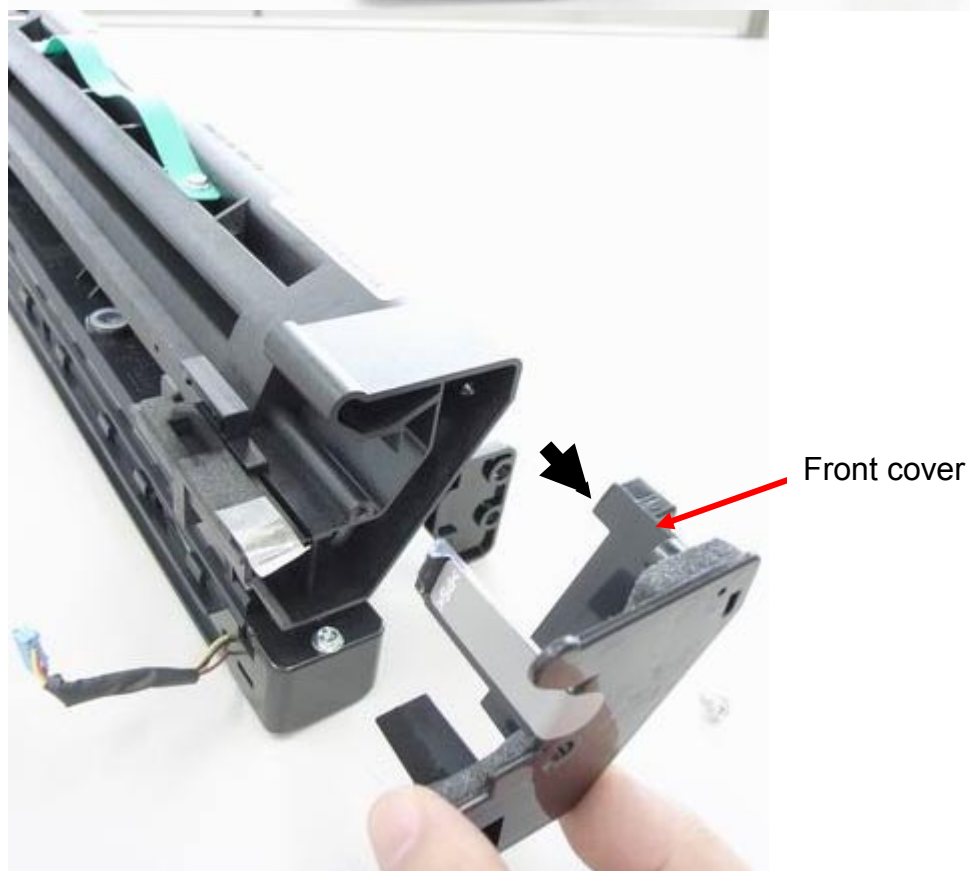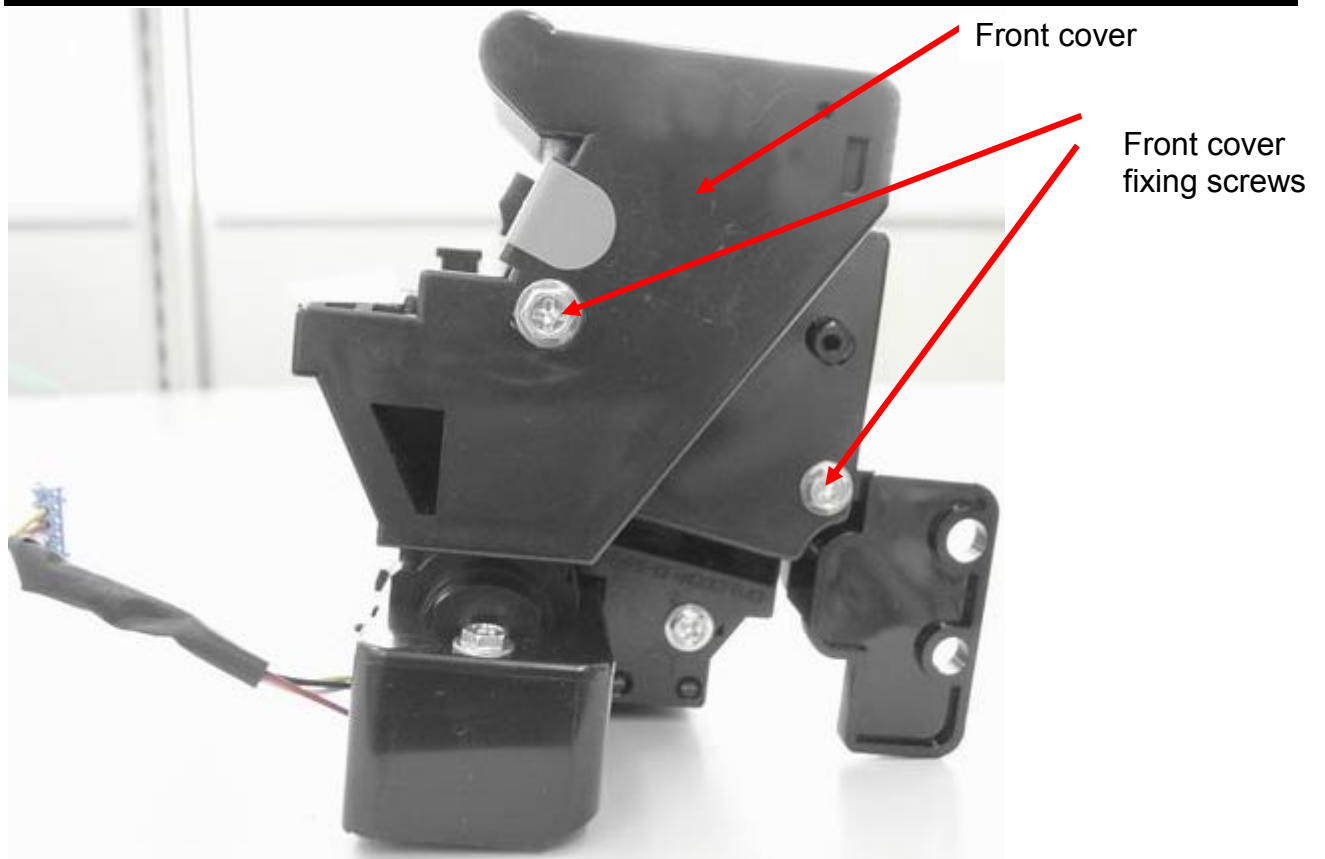
4. Loosen the fixing screw for the front side plate.

5. Press the front side plate in the direction of the white arrow (**see the photo on the next page**).
   Note: This is to eliminate the gap between the front side plate and the PCU base.

Front side plate

6. Tighten the fixing screw for the front side plate.
7. Reattach all the parts you removed in this procedure.

Affected Units (Machine Serial Numbers)

Note: As mentioned above, this symptom is estimated to occur on only 2.3% of the Affected Units listed below.

<Supply PCU for Stella-C3>
B44681: 20070100001 (200612 prod.) – 20070299999 (200702 prod.)
<Supply PCU for Stella-F>
B44683: 20061209717 (200612 prod.) – 20070299999 (200702 prod.)

<Stella-C3>
B26217: L9778700001 (200703 prod.) – L9778799999 (200703 prod.)
B26226: 8W779260003 (200612 prod.) – 8W778679999 (200706 prod.)
B26267: L9769600025 (200612 prod.) – L9779099999 (200706 prod.)
B28029: L9869600001 (200612 prod.) – L9879099999 (200706 prod.)
B28067: L9869600170 (200612 prod.) – L9878699999 (200702 prod.)
B28417: L9969600032 (200612 prod.) – L9979099999 (200706 prod.)
B28426: 8W889260001 (200612 prod.) – 8W888679999 (200706 prod.)
B28429: L9969600553 (200612 prod.) – L9979099999 (200706 prod.)
B28467: L9969600611 (200612 prod.) – L9979099999 (200706 prod.)
B28817: M0169600213 (200612 prod.) – M0178999999 (200706 prod.)
B28826: 8W999260001 (200612 prod.) – 8W998679999 (200706 prod.)
B28829: M0169603545 (200612 prod.) – M0179099999 (200706 prod.)
B28867: M0169604145 (200612 prod.) – M0178999999 (200706 prod.)
B29217: M0269600046 (200612 prod.) – M0279099999 (200706 prod.)
B29326: 8X228470001 (200704 prod.) – 8X228679999 (200706 prod.)
B29367: M0369600001 (200612 prod.) – M0378999999 (200706 prod.)

<Stella-F>
H55657: A4569600058 (200612 prod.) – A4578799999 (200703 prod.)
H55757: A4669600001 (200612 prod.) – A4678799999 (200703 prod.)
H55769: A4669600395 (200612 prod.) – A4678799999 (200703 prod.)
H55507: A3569607001 (200612 prod.) – A3579099999 (200706 prod.)
H55547: A3569647001 (200612 prod.) – A3579099999 (200706 prod.)
H55549: A3569649001 (200612 prod.) – A3579099999 (200706 prod.)
H55607: A4569607001 (200612 prod.) – A4579099999 (200706 prod.)
H55707: A4669607001 (200612 prod.) – A4679099999 (200706 prod.)
H55747: A4669647001 (200612 prod.) – A4679099999 (200706 prod.)
H55562: A3578501072 (200612 prod.) – A3578799999 (200703 prod.)
H55567: A3578501713 (200612 prod.) – A3578799999 (200703 prod.)
H55557: A3578500001 (200612 prod.) – A3578799999 (200703 prod.)
H55767: A4669600215 (200612 prod.) – A4678799999 (200703 prod.)
H55569: A3578502919 (200612 prod.) – A3578799999 (200703 prod.)
H46560: C6078100001 (200612 prod.) – C6078299999 (200703 prod.)
H55762: A4678500319 (200701 prod.) – A4678699999 (200702 prod.)
H55566: 5I338270001 (200701 prod.) – 5I448379999 (200703 prod.)

Model: Stella-C3 and Stella-F	Date: 21-Nov-07	No.: RB262023

H55766: 5I338270001 (200702 prod.) – 5I448379999 (200703 prod.)
H55519: A3578700001 (200703 prod.) – A3579099999 (200706 prod.)
H55542: A3578700001 (200703 prod.) – A3579099999 (200706 prod.)
H55546: 5R118470001 (200703 prod.) – 5R118679999 (200706 prod.)
H55749: A4678800334 (200704 prod.) – A4678909999 (200705 prod.)
H55746: 5R228470001 (200704 prod.) – 5R228679999 (200706 prod.)
H55742: A4678900265 (200705 prod.) – A4679099999 (200706 prod.)

Modification Cut-in Serial Numbers

\<Supply PCU>
B44681, B44683: 20070618321 –

\<Stella-C3>
B26217: L9779100001 –
B26226: 8W 78770001 –
B26267: L9779100081 –
B28029: L9879100001 –
B28067: L9879100001 –
B28417: L9979100001 –
B28426: 8W88770003 –
B28429: L9979100458 –
B28467: L9979000945 –
B28817: M0179100021 –
B28826: 8W98770014 –
B28829: M0179104553 –
B28867: M0179105061 –
B29217: M0279100001 –
B29326: 8X28770001 –
B29367: M0379100001 –

\<Stella-F>
H55707: A4679100241 –
H55541: A3579101263 –
H55742: A4679100257 –
H55746: 5R28770001 –
H55749: A4679100358 –
H55747: A4679100273 –
H55507: A3579200001 –
H55549: A3579200948 –
H55519: A3579200540 –
H55546: 5R18870001 –
H55542: A3579200625 –
H55607: A4579200001 –
H55547: A3579200765 –

*Other models: from next production onward.

RICOH

Technical Bulletin

Model: Model S-F1.6	Date: 5-Jun-08	No.: RH555015

Subject: Manual correction	Prepared by: T. Shintani
From: Technical Services sec. Service Planning Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		☐ Tier2

Important Information about Dial Tone Detection

● Dial Tone Detection was added to User Parameters, and deleted from SP mode. Also, the default for Dial Tone Detection was changed to "ON".

● In accordance with this change, the Service Manual was changed as shown below:

Service Manual P.5-82

Old content:
4000D5 to 4000D8(H) - User parameter switch 21 to 24 (SWusr_15 to 18)
Bits 0 to 7♦: Not used

NEW content:
4000D5(H) - User parameter switch 21 (SWusr_15)
Bits 0 to 1♦: Not used
Bit 2: Dial tone detection (PSTN 1) 0: Disabled, 1: Enabled
Bits 3 to 7♦: Not used

4000D6 to 4000D8(H) - User parameter switch 22 to 24 (SWusr_16 to 18)
Bits 0 to 7♦: Not used

RICOH

Technical Bulletin

Reissued: 22-Jul-08

Model: Model S-F1.6	Date: 11-Jul-07	No.: RH555014a

Subject: Firmware History		Prepared by: T. Shintani
From: 1st Tech. Support Sec. Service Support Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

This is to inform you of the firmware history for Model S-F1.6.

A. File Information

[EU/Asia Models]

Version	EU1/Asia	EU2	EU3	EU4	Production
	Part Number	Part Number	Part Number	Part Number	
06	*H5557231B*	*H5557232B*	*H5557233B*	*H5557234B*	*Jul 2008 production*
05	H5557231A	H5557232A	H5557233A	H5557234A	Jun 2007 production

[NA Model]

Version	Part Number	Production
06	*H5557230B*	*Jun 2008 production*
05	H5557230A	Jun 2007 production

B. Change Descriptions

Symptoms Corrected	Version
Symptom corrected: *Dial tone detection does not work correctly when the country code is set to "Italy".*	**06**
Other changes: Supports the changes made to Daylight Saving Time in N.A.	05

Model: Model S-F1.6	Date: 16-Jan-09	No.: RH555016

Subject: Original jam at machine installation		Prepared by: M. Ishihara
From: Technical Services sec. Service Planning Dept.		

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		☐ Tier2

Symptom

Original jam occurs at machine installation for some machines.

Cause

The TX Motor – DC 31.2W (P/N H5555050) does not rotate because of vaporized glue dried on the motor shaft. (Motor locked.)

Affected S/N

H555-49: A3588901009 - A3589300740

H555-41: A3588901172 - A3589300612

H555-46: 5R18580001 - 5R19080029

H555-42: A3588900763 - A3589400416

H555-47: A3588900347 - A3589400396

H555-07: A3588900427 - A3589300795

Model: Model S-F1.6	Date: 16-Jan-09	No.: RH555016

Action Required

1. Open the upper cover of the ADF.

2. Remove one screw.
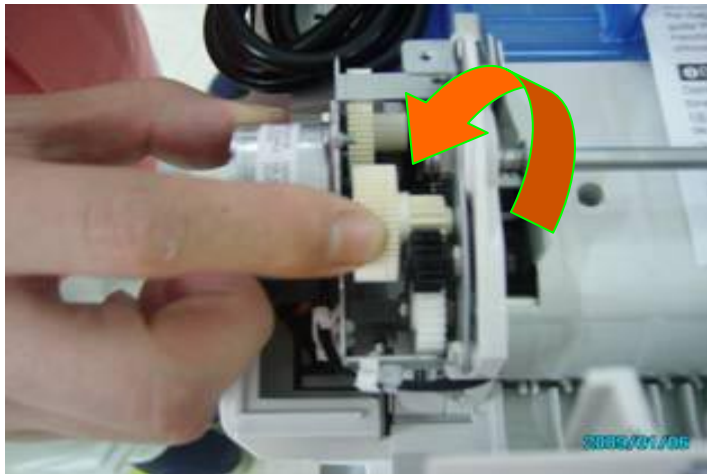
3. Remove the right cover.
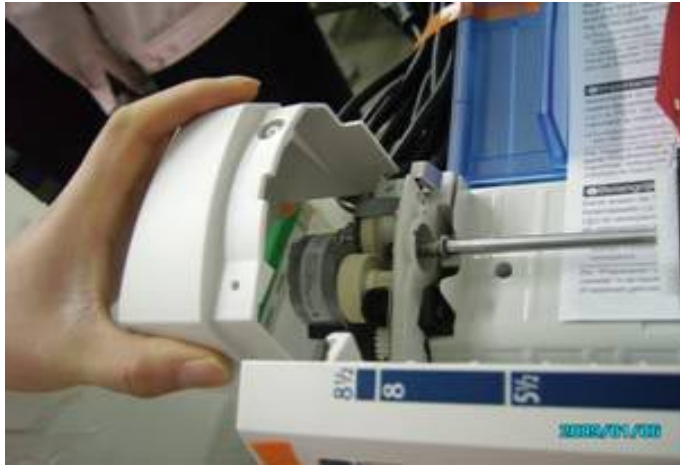
4. Turn the white gear counterclockwise slowly as shown in the diagram so that the motor turns.

5. Re-assemble the parts removed.

Model: Model S-F1 (for China only)	Date: 24-Aug-09	No.: RH555017

Subject: Sheet: LCD: H555-41	Prepared by: M. Ishihara
From: Technical Services sec. Service Planning Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		☐ Tier2

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	H5553613	Sheet: LCD: H555-41	0-1	-	5	1	New
-	H5553614	Sheet: Function: H555-41	0-1	-	5	2	New

Model: Model S-F1	Date: 8-Jul-10	No.: RH555018

Subject: Sheet: Fuse: FIH 6.3A (EM)	Prepared by: M. Ishihara
From:2nd Overseas Tech Support Sec. 2nd PQM Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		☐ Tier2

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	11071186	Fuse: FIH 6.3A (EM)	0-1	-	29	105	

Change/Cause: Index number 105 was missing.

14.ELECTRICAL SECTION (H555)