

| | | | |
|---|--|----------------------|---------------|
| Model: Model S-F2 | | Date: 30-Jan-03 | No.: RH556001 |
| Subject: Service Manual Correction (Model S-F2) | | Prepared by: M. Mano | |
| From: Technical Service Sec. Service Planning Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (S/M correction) | | |

Please apply the following corrections to your Service Manuals.

NIC FAX Service Manual:

Page 3-24, Sec. 3.6.1 START ADDRESS

Incorrect

| Firmware | Start address | Firmware file type |
|----------|---------------|--------------------|
| NICF | 200000H | *. rdt / *. mdt |
| JPEG | | |

Correct:

| Firmware | Start address | Firmware file type |
|----------|---------------|--------------------|
| NICF | 200000H | *. rdt / *. mdt |
| JPEG | | *.bin |

| | | | |
|--|--|----------------------|---------------|
| Model: Model S-F2 | | Date: 28-Feb-03 | No.: RH556002 |
| Subject: ROM History (Model S-F2) | | Prepared by: M. Mano | |
| From: Technical Services Sec. Service Planning Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other () | | |

Firmware history for the Model S-F2.

(For NA Model)

| H5567200 | Version | C.SUM | Production |
|----------|-----------|-------------|---------------------------|
| C | 50 | 65C0 | 1st Mass Prod. |
| D | 51 | 46C6 | February Prod. '03 |

(For European/Asian Model)

| H5567201 | Version | C.SUM | Production |
|----------|-----------|-------------|---------------------------|
| C | 50 | 9C67 | 1st Mass Prod. |
| D | 51 | 7D73 | February Prod. '03 |

| Symptom Corrected | Suffix |
|---|----------|
| Scanning parameters changed for improved image quality. Note: It is necessary to update to this version or newer whenever replacing the CIS (see RTB #RH556003 for details). | D |

| | | | |
|--|--|---|--|
| Model: Model S-F2 | | Date: 28-Feb-03 | No.: RH556003 |
| Subject: CIS Replacement (Model S-F2) | | Prepared by: M. Mano | |
| From: Technical Services Sec. Service Planning Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

Please check the following whenever replacing the CIS (Contact Image Sensor):

1. Make sure the main firmware version is ver. 51 or newer.
2. If it is not, update to ver. 51 or newer and change the following RAM address:
404898H: 03H (default 02H)

<Reason>

The CIS has been modified for improved image quality, and requires ver. 51 or newer to apply the new scanning parameters. Also note that although some MIF contain the previous CIS (w/ver. 50 or earlier), only the modified CIS exists in the field as a service part.

| | | | |
|--|--|---|---|
| Model: Model S-F2 | | Date: 11-Mar-03 | No.: RH556004 |
| Subject: DF Rear Cover Procedure (Model S-F2) | | Prepared by: M. Mano | |
| From: Technical Services Sec. Service Planning Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (S/M correction) | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

Please note the following procedures that should be used when servicing machines produced in January '03 in the field.

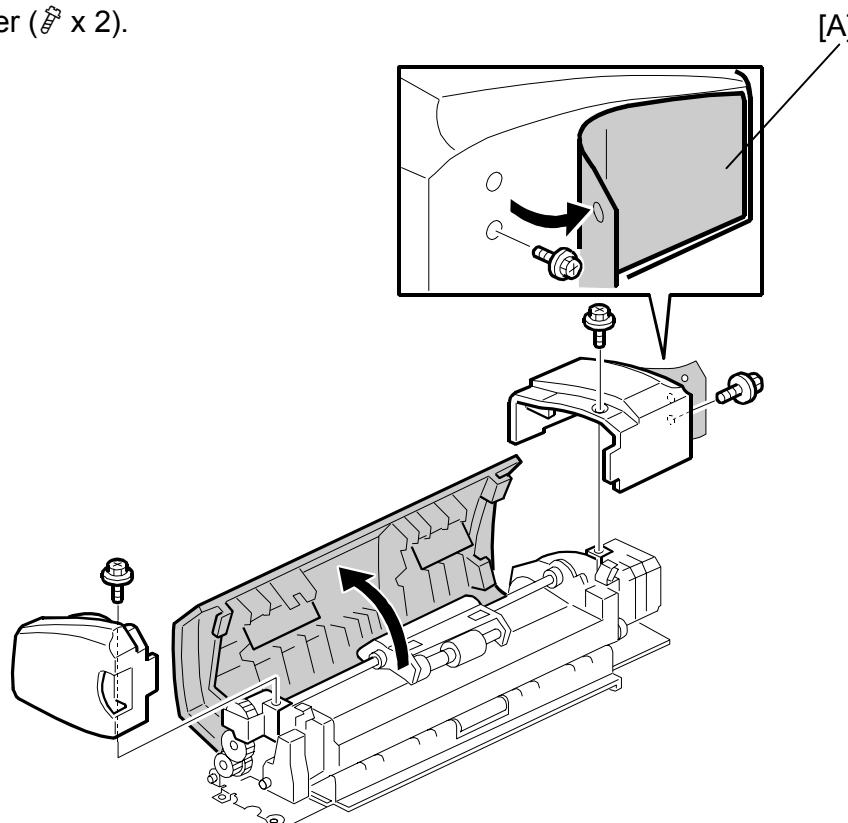
Note:

1. The current Service Manual procedures should be used for all machines from Feb '03 production onward.
2. The procedures are different only for Jan '03 units since these machines use an ADF Rear Cover Sheet (not Screw Cap), and a different ADF Rear Cover (see MB No. MH556008).

Sec. 3.4.5 DF COVERS, DF Rear Cover Replacement (Page 3-4)

DF Rear Cover

1. Peel off the Mylar [A] as shown.
2. DF rear cover (🔧 x 2).



Reissued: 25-Mar-03

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002a |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|---|---|--|
| Subject: ROM History (Model S-F2) | | Prepared by: M. Mano | |
| From: Technical Services Sec. Service Planning Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information |

Firmware history for the Model S-F2.

(For NA Model)

| H5567200 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|-------------------------------|
| C | 50 | 65C0 | 1st Mass Prod. |
| D | 51 | 46C6 | February Prod. '03 |
| <i>E</i> | <i>52</i> | <i>71CB</i> | <i>March Prod. '03</i> |

(For European/Asian Model)

| H5567201 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|-------------------------------|
| C | 50 | 9C67 | 1st Mass Prod. |
| D | 51 | 7D73 | February Prod. '03 |
| <i>E</i> | <i>52</i> | <i>A921</i> | <i>March Prod. '03</i> |

| Symptom Corrected | Suffix |
|---|-----------------|
| <i>The following is displayed if a G3 address is specified using the redial function when Color Scan has been selected, even though there is no G4 option for this model: "G4 ADDRESS CANNOT BE USED."</i> | <i>E</i> |
| <i>It is possible to program a G3 address into a Quick Dial if specified using the redial function, even after Color Scan has been selected.</i> | <i>E</i> |
| <i>The page separation mark and repetition of data are applied when performing LAN-Fax printing (which should not happen).</i> | <i>E</i> |
| Scanning parameters changed for improved image quality. Note: It is necessary to update to this version or newer whenever replacing the CIS (see RTB #RH556003 for details). | D |

Reissued: 25-Jun-03

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002b |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|--|---|--|
| Subject: ROM History (Model S-F2) | | Prepared by: M. Mano | |
| From: Technical Services Sec. Service Planning Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information |

Firmware history for the Model S-F2.

(For NA Model)

| H5567200 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|------------------------------|
| C | 50 | 65C0 | 1st Mass Prod. |
| D | 51 | 46C6 | February Prod. '03 |
| E | 52 | 71CB | March Prod. '03 |
| <i>F</i> | <i>54</i> | <i>DD1E</i> | <i>June Prod. '03</i> |

(For European/Asian Model)

| H5567201 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|------------------------------|
| C | 50 | 9C67 | 1st Mass Prod. |
| D | 51 | 7D73 | February Prod. '03 |
| E | 52 | A921 | March Prod. '03 |
| <i>F</i> | <i>54</i> | <i>1474</i> | <i>June Prod. '03</i> |

| Symptom Corrected | Suffix |
|--|-----------------|
| <i>An original jam occurs in cases where the ADF motor falls out of synch with the firmware control.</i> | <i>F</i> |
| The following is displayed if a G3 address is specified using the redial function when Color Scan has been selected, even though there is no G4 option for this model: "G4 ADDRESS CANNOT BE USED." | E |
| It is possible to program a G3 address into a Quick Dial if specified using the redial function, even after Color Scan has been selected. | E |
| The page separation mark and repetition of data are applied when performing LAN-Fax printing (which should not happen). | E |
| Scanning parameters changed for improved image quality. Note: It is necessary to update to this version or newer whenever replacing the CIS (see RTB #RH556003 for details). | D |

| | | | |
|--|--|---|---|
| Model: Model S-F2 | | Date: 27-Jun-03 | No.: RH556005 |
| Subject: S-F2 Stamp problem | | Prepared by: M. Mano | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

Symptom

The stamp solenoid can get caught on the edge of the stamp cover opening, preventing the stamp cartridge from returning to home position and triggering an original jam.

Note: Occurrence is extremely rare and has only been seen in laboratory tests.

Cause

The stamp cover opening is small enough so that when the solenoid is off-centered by a wide margin, it can catch on the edge of the opening.

Solution

Production

The opening in the stamp cover has been increased.

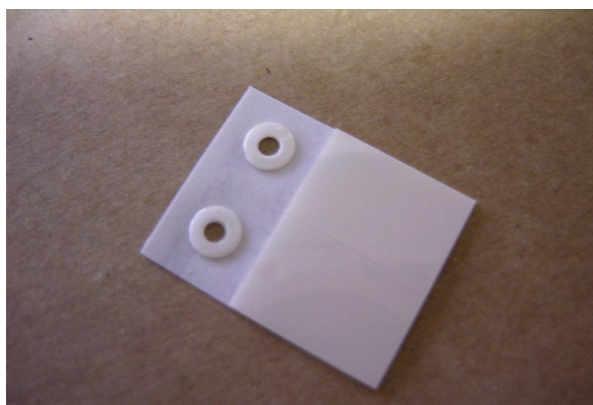
Applied from: March '03 production.

In the Field

Attach a Stamp Spacer (P/N **H5579900**, qty. 2) if the symptom is reported, or as an extra preventative measure at stamp solenoid or stamp cover replacement.

See the procedure on the next page.

Stamp Spacer

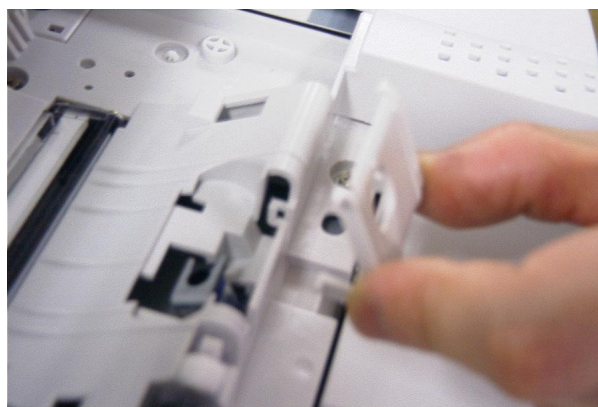


Stamp Spacer (H5579900) Attachment Procedure

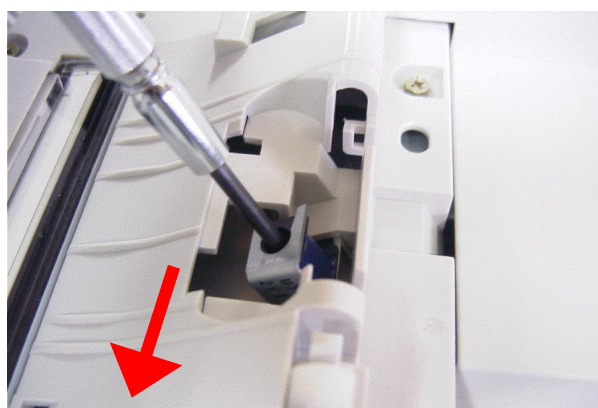
1. Open the ADF unit.



2. Remove the stamp cover.



3. Remove the stamp cartridge, then slide the solenoid to the front as far as it will go.
(However, if it does not move easily, please leave it as is.)



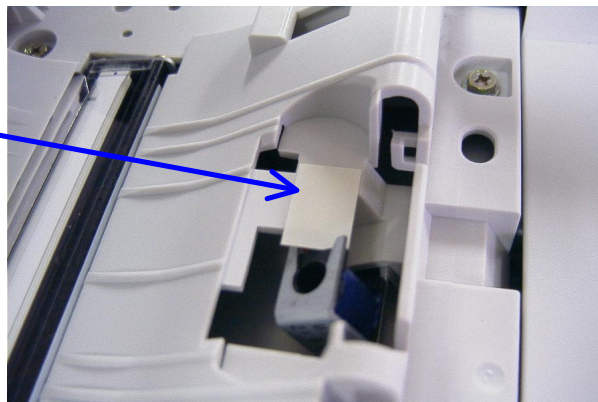
Model: Model S-F2

Date: 27-Jun-03

No.: RH556005

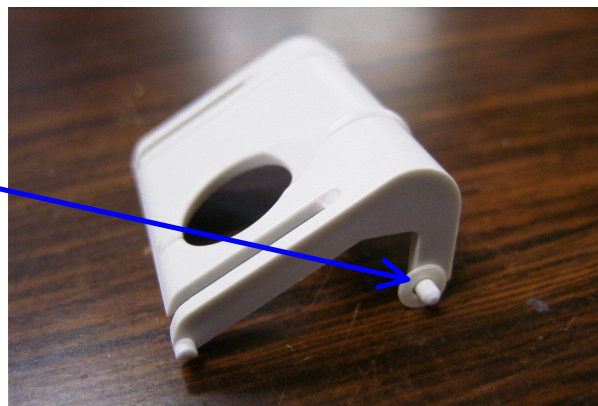
4. Attach the Stamp Spacer so that it keeps the solenoid in the position set in Step 3 (preventing it from sliding to the rear).

Stamp spacer



5. Attach the spacer mini-shaft to the side of the stamp cover shown (this side only).

Spacer mini-shaft



6. Reattach the stamp cartridge and stamp cover, then close the ADF unit.

Reissued: 2-Jul-03

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002c |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|---|---|--|
| Subject: ROM History (Model S-F2) | | Prepared by: M. Mano | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information |

Firmware history for the Model S-F2.

(For NA Model)

| H5567200 | Version | C.SUM | Production |
|----------|-----------|-------------|-----------------------|
| C | 50 | 65C0 | 1st Mass Prod. |
| D | 51 | 46C6 | February Prod. '03 |
| E | 52 | 71CB | March Prod. '03 |
| F | 54 | DD1E | June Prod. '03 |
| G | 55 | 3270 | July Prod. '03 |

(For European/Asian Model)

| H5567201 | Version | C.SUM | Production |
|----------|-----------|-------------|-----------------------|
| C | 50 | 9C67 | 1st Mass Prod. |
| D | 51 | 7D73 | February Prod. '03 |
| E | 52 | A921 | March Prod. '03 |
| F | 54 | 1474 | June Prod. '03 |
| G | 55 | 69C5 | July Prod. '03 |

| Symptom Corrected | Suffix |
|--|----------|
| <i>Some image data is sometimes missing from pdf files transferred as emails after reception in JBIG mode.</i> | G |
| An original paper jam occurs in cases where the ADF motor falls out of synch with the firmware control. | F |
| The following is displayed if a G3 address is specified using the redial function when Color Scan has been selected, even though there is no G4 option for this model: "G4 ADDRESS CANNOT BE USED." | E |
| It is possible to program a G3 address into a Quick Dial if specified using the redial function, even after Color Scan has been selected. | E |
| The page separation mark and repetition of data are applied when performing LAN-Fax printing (which should not happen). | E |
| Scanning parameters changed for improved image quality. Note: It is necessary to update to this version or newer whenever replacing the CIS (see RTB #RH556003 for details). | D |

| | | | |
|--|--|---|--|
| Model: Model S-F2 | | Date: 30-Jul-03 | No.: RH556006 |
| Subject: PS480 Cut-in Serial Numbers | | Prepared by: M. Mano | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information |

The following are the cut-in serial numbers for the modification applied to the PS480 Paper Feed Unit (B421), which allows two units to be installed simultaneously on the Model S-F2.

Cut-in Serial Numbers (PFU production)

- B421-17: From H9728500837
- B421-26: From 4L58720001

Reissued: 9-Sep-03

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002d |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|---|---|--|
| Subject: ROM History (Model S-F2) | | Prepared by: M. Mano | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information |

We hereby inform you of firmware history for the Model S-F2.

(For NA Model)

| H5567200 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|-----------------------------------|
| C | 50 | 65C0 | 1st Mass Prod. |
| D | 51 | 46C6 | February Prod. '03 |
| E | 52 | 71CB | March Prod. '03 |
| F | 54 | DD1E | June Prod. '03 |
| <i>G</i> | <i>55</i> | <i>3270</i> | <i>July Prod. '03</i> |
| <i>H</i> | <i>56</i> | <i>972C</i> | <i>September Prod. '03</i> |

(For European/Asian Model)

| H5567201 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|-----------------------------------|
| C | 50 | 9C67 | 1st Mass Prod. |
| D | 51 | 7D73 | February Prod. '03 |
| E | 52 | A921 | March Prod. '03 |
| F | 54 | 1474 | June Prod. '03 |
| <i>G</i> | <i>55</i> | <i>69C5</i> | <i>July Prod. '03</i> |
| <i>H</i> | <i>56</i> | <i>CEA2</i> | <i>September Prod. '03</i> |

| Symptom Corrected | Suffix |
|---|-----------------|
| <i>Modified for use with the Taiwan model (H556-19).</i> | <i>H</i> |
| <i>Order of TTI information on Asia model corrected to: Date, Month, Year.</i> | <i>H</i> |
| <i>Reception fails if the DCS signal from the (non-Ricoh) transmitting machine contains a maximum resolution capability of 600dpi.</i> | <i>H</i> |
| Some image data is sometimes missing from pdf files transferred as emails after reception in JBIG mode. | G |
| An original paper jam occurs in cases where the ADF motor falls out of synch with the firmware control. | F |

Reissued: 9-Sep-03

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002d |
|-------------------|-----------------|----------------|

| Symptom Corrected | Suffix |
|--|--------|
| The following is displayed if a G3 address is specified using the redial function when Color Scan has been selected, even though there is no G4 option for this model: "G4 ADDRESS CANNOT BE USED." | E |
| It is possible to program a G3 address into a Quick Dial if specified using the redial function, even after Color Scan has been selected. | E |
| The page separation mark and repetition of data are applied when performing LAN-Fax printing (which should not happen). | E |
| Scanning parameters changed for improved image quality. Note: It is necessary to update to this version or newer whenever replacing the CIS (see RTB #RH556003 for details). | D |

Reissued: 21-Apr-04

| | | |
|------------------------------------|----------------|----------------|
| Model: Model-K3, Model S-F2 | Date: 5-Sep-02 | No.: RH310001f |
|------------------------------------|----------------|----------------|

RTB Correction

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

(Model S-F2 has been added to this RTB, as this firmware is used on Models K3 and S-F2).

| | | | |
|---|--|--------------------------|--|
| Subject: SG3 Option ROM History (Model K3 / Model S-F2) | | Prepared by: A. Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required | | |
| | <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision | | |
| | <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information | | |
| | <input type="checkbox"/> Other () | | |

We hereby inform you of firmware history of the optional SG3 for Model K3 ***and Model S-F2.***

| H3107235 | Version | C.SUM | Production |
|----------|---------|-------|--------------------|
| D | 54 | 83E2 | 1st Mass Prod. |
| E | 61 | 5BCA | August Prod. '02 |
| F | 63 | 1B2B | October Prod. '02 |
| G | 66 | F00E | December Prod. '02 |
| H | 69 | B4E2 | May Prod. '03 |
| J | 70 | 4897 | July Prod. '03 |
| K | 71 | C128 | October Prod. '03 |

| Symptom Corrected | Suffix |
|---|--------|
| A portion of the sample image on the Transfer Results Report is sometimes missing. | K |
| A portion of the image along the main scan direction is sometimes missing when sending with reduced image Tx at extra super fine resolution. | K |
| Reception is terminated when the DCS signal declares 600dpi resolution and mm-only capabilities. | J |
| Reception may fail when a certain photo image is received. | H |
| Delays in international V.34 transmission may cause communication to fail. | G |
| The second page may not be received when the first page is almost blank and the fax is sent with a V.17 modem using AI short protocol. | F |
| The connection may be severed if a delay of approx. 400ms occurs during V.34 Polling Reception. | E |
| If the transmitting machine performs mm-to-inch conversion to accommodate the receiving machine, the image data is shrunk along the main-scan direction and stretched along the sub-scan direction at the receiving side. | E |

Reissued: 21-Apr-04

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002e |
|-------------------|-----------------|----------------|

RTB Reissue

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

| | | | |
|--|--|---|--|
| Subject: ROM History (Model S-F2) | | Prepared by: A. Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information |

We hereby inform you of firmware history for the Model S-F2.

(For NA Model)

| H5567200 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|---------------------------------|
| C | 50 | 65C0 | 1st Mass Prod. |
| D | 51 | 46C6 | February Prod. '03 |
| E | 52 | 71CB | March Prod. '03 |
| F | 54 | DD1E | June Prod. '03 |
| G | 55 | 3270 | July Prod. '03 |
| H | 56 | 972C | September Prod. '03 |
| <i>J</i> | <i>57</i> | <i>7119</i> | <i>January Prod. '04</i> |

(For European/Asian Model)

| H5567201 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|---------------------------------|
| C | 50 | 9C67 | 1st Mass Prod. |
| D | 51 | 7D73 | February Prod. '03 |
| E | 52 | A921 | March Prod. '03 |
| F | 54 | 1474 | June Prod. '03 |
| G | 55 | 69C5 | July Prod. '03 |
| H | 56 | CEA2 | September Prod. '03 |
| <i>J</i> | <i>57</i> | <i>B161</i> | <i>January Prod. '04</i> |

| Symptom Corrected | Suffix |
|--|-----------------|
| <i>Modified to support Server Domain Authentication. (Refer to RTB RH556008 for details.)</i> <i>Note: In addition to this FCU version, it is also necessary to update to NIC v4.3.1 in order to use this feature.</i> | <i>J</i> |
| Modified for use with the Taiwan model (H556-19). | H |
| Order of TTI information on Asia model corrected to: Date, Month, Year. | |
| Reception fails if the DCS signal from the (non-Ricoh) transmitting machine contains a maximum resolution capability of 600dpi. | |

Reissued: 21-Apr-04

| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002e |
|--|-----------------|----------------|
| Symptom Corrected | | Suffix |
| Some image data is sometimes missing from pdf files transferred as emails after reception in JBIG mode. | | G |
| An original paper jam occurs in cases where the ADF motor falls out of synch with the firmware control. | | F |
| The following is displayed if a G3 address is specified using the redial function when Color Scan has been selected, even though there is no G4 option for this model: “G4 ADDRESS CANNOT BE USED.” | | E |
| It is possible to program a G3 address into a Quick Dial if specified using the redial function, even after Color Scan has been selected. | | |
| The page separation mark and repetition of data are applied when performing LAN-Fax printing (which should not happen). | | |
| Scanning parameters changed for improved image quality. Note: It is necessary to update to this version or newer whenever replacing the CIS (see RTB #RH556003 for details). | | D |

Reissued: 15-Feb-07

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 21-Apr-04 | No.: RH556007c |
|-------------------|-----------------|----------------|

RTB Reissue

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

| | | | |
|--|--|---|--|
| Subject: ROM History (NIC Firmware) | | Prepared by: T.Shintani | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

We hereby inform you of NIC firmware history for the Model S-F2.

(Common to all regions)

| H2237230 | Version | Production |
|-----------------|---------------------|----------------------------------|
| C | 4.2.8 | 1st Mass Prod. |
| D | 4.3.1 | January Prod. '04 |
| E | 4.3.2 | February Prod. '04 |
| F | 4.3.3 | July '04 Prod. |
| <i>G</i> | <i>4.3.5</i> | <i>December '06 Prod.</i> |

| Symptom Corrected | Suffix |
|--|-----------------|
| <i>Other changes (specification):</i> <i>Officially supports the Cisco Call Manager (CCM).</i> <i>Note: The Stella-F2 has been CCM approved from this software version.</i> | <i>G</i> |
| The image appears corrupted when it is sent by ECM transmission through a Cisco Gateway. | F |
| Part of the image data is altered when sent by multiple-buffer ECM transmission, passing through a Cisco Gateway before being received. | E |
| Modified to support Server Domain Authentication. (Refer to the RTB RH556008 for details). Note: In addition to this NIC version, it is also necessary to update to FCU v57 in order to use this feature. | D |
| Swedish wording error: The word corresponding to "Restore" was incorrect. | |

| | | | |
|--|---|--------------------------|---------------|
| Model: Model S-F2 | | Date: 26-Apr-04 | No.: RH556008 |
| Subject: Server Domain Authentication | | Prepared by: A. Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (New feature adopted) | | |

Important Notes for Server Domain Authentication, a New Network Security Function

Server Domain Authentication has been applied to Models S-F2 (FAX4410L/4410NF) and K3 (FAX5510L) for improved network security. For information on the K3, please see RH310012.

Overview of "Server Domain Authentication"

Authentication limits machine access to users of Windows 2000, Windows Server 2003, or Windows NT4.0 domain controller. This new function allows the authentication administrator to improve security by monitoring machine usage.

To Enable this Feature

- To introduce this feature, the **FCU** and **NIC** firmware have been updated from the following production months.

- S-F2: From Jan 2004 production
- K3: From Dec 2003 production

Cut-in Serial Numbers (S-F2):

| Model Code | Production | Cut-in S/N |
|---------------------------|-------------------|---|
| H556-xx | January Prod. '04 | From A454850001 |
| H557-xx | January Prod. '04 | From A464850001 |
| H231-xx (NIC Fax Unit) | January Prod. '04 | A blue sticker is attached on the carton box (both sides; 2 locations) of upgraded units. |

- The modified firmware has been released as the following versions.

Firmware versions (S-F2):

| Part Number | Description | Version |
|-------------|------------------|---------|
| H5567200J | FCU: USA, Taiwan | V57 |
| H5567201J | FCU: EU, Asia | V57 |
| H2237230D | NIC | V4.3.1 |

- On all machines, a bit switch setting is necessary to activate this feature.** See the procedure below.

Model: Model S-F2

Date: 26-Apr-04

No.: RH556008

Updating the FCU and NIC Firmware in the Field to Activate Server Domain Authentication

1. If the machine was produced before the above cut-in serial numbers, update to the FCU and NIC firmware versions listed above (see Service Manual for update procedure).
2. Set **System Bit SW 1A, bit 2** to a value of **1**.

| System Switch 1A | | |
|------------------|--|---|
| No | FUNCTION | COMMENTS |
| 0 | Simultaneous broadcasting 0: Disabled 1: Enabled | This determines whether broadcasting is done by sending to each station consecutively, or simultaneously using more than one outgoing line (up to two outgoing lines can be used simultaneously). |
| 1* | Not used | Do not change the setting. |
| 2 | Server Domain Authentication 0: Disabled, 1: Enabled | |
| 3-7* | Not used | Do not change these settings. |

3. Users then program all necessary items at both the product and server sides, as explained in the Operating Instructions.

Supplementary

- **Authentication administrator password**

If the end user should forget the authentication administrator password, a service visit is necessary to allow the password to be reprogrammed.

- From the machine operation panel:
Access *Auth. Password* and enter the service password "rifmaint".
- From a Web browser:
Access *Setup -- Authentication Administrator Password* and enter the service password "rifmaint".

Important:

1. Do not disclose this service password to end users.
2. Please advise end users to store their password in a safe and secure place.

| | | | |
|--|---|---|--|
| Model: Model S-F2 | | Date: 11-May-04 | No.: RH556009 |
| Subject: Service Manual revision - SP Mode 5-501 | | Prepared by: A.Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

| | | | | | |
|---------------------------------------|--|---------------------------------------|--|---|--|
| <input type="checkbox"/> S-C1a (B045) | <input type="checkbox"/> S-C1aF (B049) | <input type="checkbox"/> S-C1b (B044) | <input type="checkbox"/> S-C1bF (B046) | <input checked="" type="checkbox"/> S-F1 (H555) | <input checked="" type="checkbox"/> S-F2 (H556/H557) |
|---------------------------------------|--|---------------------------------------|--|---|--|

Service manual revision:

The default value for the following SP mode was incorrect.

[Page 5-14]

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

| | | | |
|--|---|---|--|
| Model: Model S-F2 Printer Option | | Date: 11-May-04 | No.: RH556010 |
| Subject: Printer Controller Firmware History | | Prepared by: A.Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

☒ 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:

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

Model: Model S-F2 Printer Option

Date: 11-May-04

No.: RH556010

| 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-F2 | | Date: 25-May-04 | No.: RH556011 |
| Subject: When installing the optional paper tray unit (B421) | | Prepared by: A. Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

Symptom

Non-feed jam in 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

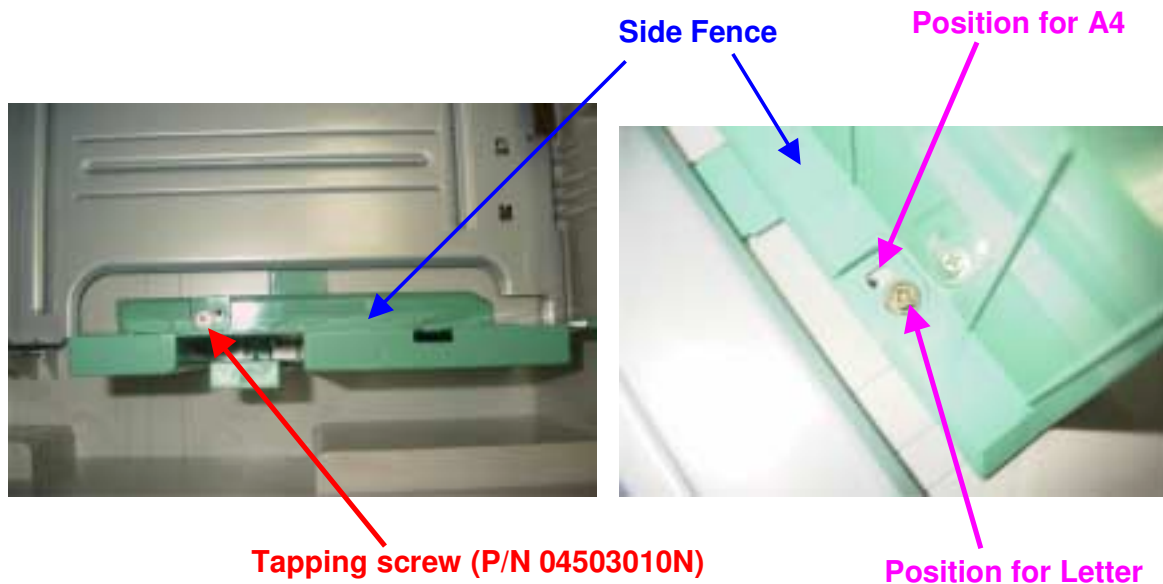
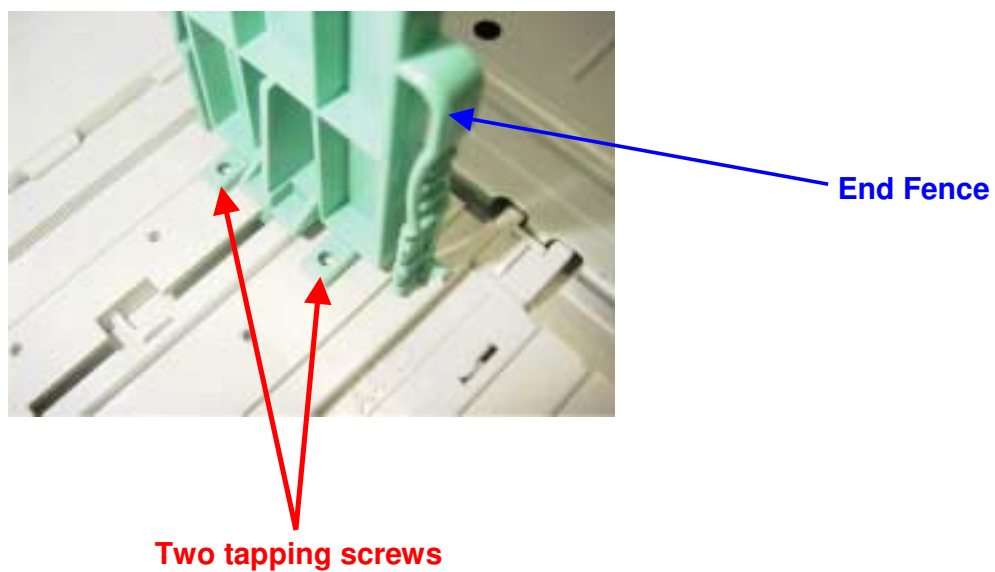
A tapping screw (P/N 04503010N) will be packed together with the optional paper tray unit (B421) for securing the side fence in place at installation.
 Applied from: June 2004 unit production.

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.

Fixing the Side Fence in Place

Fixing the End Fence in Place


Reissued: 9-Aug-04

| | | |
|----------------------------------|-----------------|----------------|
| Model: Model S-F2 Printer Option | Date: 11-May-04 | No.: RH556010b |
|----------------------------------|-----------------|----------------|

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: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

| | | | | | |
|--|---|--|---|---|--|
| <input checked="" type="checkbox"/> S-C1a (B045) | <input checked="" type="checkbox"/> S-C1aF (B049) | <input checked="" type="checkbox"/> S-C1b (B044) | <input checked="" type="checkbox"/> S-C1bF (B046) | <input checked="" type="checkbox"/> S-F1 (H555) | <input checked="" type="checkbox"/> 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

Reissued: 9-Aug-04

| | | |
|----------------------------------|-----------------|----------------|
| Model: Model S-F2 Printer Option | Date: 11-May-04 | No.: RH556010b |
|----------------------------------|-----------------|----------------|

| 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 |

Reissued: 14-Sep-04

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002f |
|-------------------|-----------------|----------------|

RTB Reissue

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

| | | | |
|--|---|---|--|
| Subject: ROM History (Model S-F2) | | Prepared by: A. Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information |

| | | | | | |
|---------------------------------------|--|---------------------------------------|---|--------------------------------------|--|
| <input type="checkbox"/> S-C1a (B045) | <input type="checkbox"/> S-C1aF (B049) | <input type="checkbox"/> S-C1b (B044) | <input checked="" type="checkbox"/> S-C1bF (B046) | <input type="checkbox"/> S-F1 (H555) | <input checked="" type="checkbox"/> S-F2 (H556/H557) |
|---------------------------------------|--|---------------------------------------|---|--------------------------------------|--|

We hereby inform you of firmware history for the Model S-F2.

(For NA Model)

| H5567200 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|------------------------------|
| C | 50 | 65C0 | 1st Mass Prod. |
| D | 51 | 46C6 | February Prod. '03 |
| E | 52 | 71CB | March Prod. '03 |
| F | 54 | DD1E | June Prod. '03 |
| G | 55 | 3270 | July Prod. '03 |
| H | 56 | 972C | September Prod. '03 |
| J | 57 | 7119 | January Prod. '04 |
| <i>K</i> | <i>58</i> | <i>54B7</i> | <i>July '04 Prod.</i> |

(For European/Asian Model)

| H5567201 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|------------------------------|
| C | 50 | 9C67 | 1st Mass Prod. |
| D | 51 | 7D73 | February Prod. '03 |
| E | 52 | A921 | March Prod. '03 |
| F | 54 | 1474 | June Prod. '03 |
| G | 55 | 69C5 | July Prod. '03 |
| H | 56 | CEA2 | September Prod. '03 |
| <i>J</i> | <i>57</i> | <i>B161</i> | <i>January Prod. '04</i> |
| <i>K</i> | <i>58</i> | <i>9502</i> | <i>July '04 Prod.</i> |

Reissued: 14-Sep-04

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002f |
|-------------------|-----------------|----------------|

| Symptom Corrected | Version |
|--|---------|
| <p><i>Sometimes, the operator can clear a fusing SC error with a power Off/On (see RTB RH556012 for details).</i></p> <p><u>Important:</u> After you install this firmware, clear the SC history. There are two ways to do this:</p> <p>1. Execute SP5-810, OR</p> <p>2. Change Plotter bit SW01, bit 0 to a value of: "1"</p> | 58 |
| <p>Modified to support Server Domain Authentication. (Refer to the RTB RH556008 for details.)</p> <p>Note: In addition to this FCU version, it is also necessary to update to NIC v4.3.1 in order to use this feature.</p> | 57 |
| Modified for use with the Taiwan model (H556-19). | 56 |
| Order of TTI information on Asia model corrected to: Date, Month, Year. | |
| Reception fails if the DCS signal from the (non-Ricoh) transmitting machine contains a maximum resolution capability of 600dpi. | |
| Some image data is sometimes missing from pdf files transferred as emails after reception in JBIG mode. | 55 |
| An original paper jam occurs in cases where the ADF motor falls out of synch with the firmware control. | 54 |
| <p>The following is displayed if a G3 address is specified using the redial function when Color Scan has been selected, even though there is no G4 option for this model:</p> <p>"G4 ADDRESS CANNOT BE USED."</p> | 52 |
| It is possible to program a G3 address into a Quick Dial if specified using the redial function, even after Color Scan has been selected. | |
| The page separation mark and repetition of data are applied when performing LAN-Fax printing (which should not happen). | 51 |
| <p>Scanning parameters changed for improved image quality.</p> <p>Note: It is necessary to update to this version or newer whenever replacing the CIS (see RTB #RH556003 for details).</p> | |

| | | | |
|--|---|---|--|
| Model: Model S-F2 | | Date: 14-Sep-04 | No.: RH556012 |
| Subject: Fusing Error SC Control Process | | Prepared by: A. Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information |

☒ 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: **v58**
 - Applied from: August 2004
 - Details: RTB RH556002f

Model: Model S-F2

Date: 14-Sep-04

No.: RH556012

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 **v58 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 v57 or Earlier to v58 or Later

When updating from v57 or earlier to v58 or later, make sure to:

1. Update the firmware to **v58 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.

| | | | |
|--|---|--|---|
| Model: Model S-F2 120V Models only | | Date: 20-Oct-04 | No.: RH556013 |
| Subject: Power Supply Cord - 120V | | Prepared by: A. Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input checked="" type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

| | | | | | |
|---------------------------------------|--|---------------------------------------|--|---|--|
| <input type="checkbox"/> S-C1a (B045) | <input type="checkbox"/> S-C1aF (B049) | <input type="checkbox"/> S-C1b (B044) | <input type="checkbox"/> S-C1bF (B046) | <input checked="" type="checkbox"/> S-F1 (H555) | <input checked="" type="checkbox"/> S-F2 (H556/H557) |
|---------------------------------------|--|---------------------------------------|--|---|--|

This bulletin is for the following models only:

- Model S-F2 NA model (H556/H557-17)
- Model S-F1/S-F2 Taiwan models (H555/H556-19)

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 MH556019).
 - New P/N: H5565008 (NA models), H5555002 (Taiwan models)

Important Notes

1. Safety Concerns

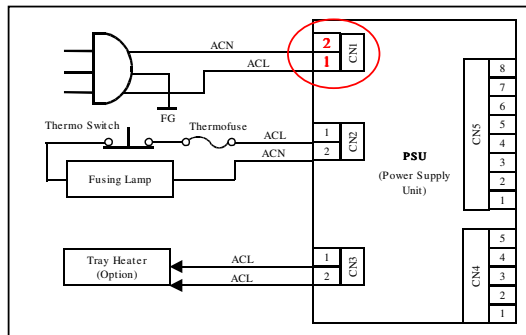
Even though the hot and neutral wires are reversed, **this will not cause any kind of safety issue**. The machine is completely safe when the operator uses the machine, and when technicians do maintenance.

- 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.

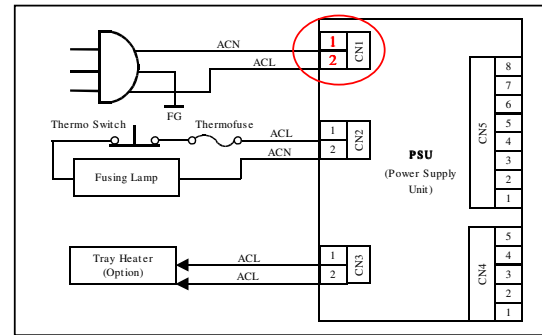
2. UL-related Issues

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

- 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

Please add the following caution to **3.12.3 PSU** (pg. 3-19) and **6.4 Block Diagram: PCBs and Components** (pg. 6-5).

CAUTION:
DOUBLE POLE/NEUTRAL FUSING

| | | | |
|---|--|---|--|
| Model: Model S-F2.5 / S-F2.5L (NA / EU) | | Date: 14-Sep-04 | No.: RH556014 |
| Subject: New Product release (Model S-F2.5 / S-F2.5L) | | Prepared by: T.Shintani | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

In accordance with the release of the new model for the S-F2.5 and S-F2.5L, this bulletin shows the differences between these models:

1. Model S-F2 and S-F2.5 (NA / EU)
2. Model S-F2L and S-F2.5L (NA / EU)

Service Manual Information

There is no additional information related to the service manual.

In regards to the new model S-F2.5 and S-F2.5L, these two items were updated:

1. "New user features applied"
2. "New design applied"

Please refer to the O/I for "New user features applied" and the information below for "New design applied":

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

Model: Model S-F2.5 / S-F2.5L (NA / EU)

Date: 14-Sep-04

No.: RH556014

Parts Catalog Information

1. . These are the service parts modification for new Model S-F2.5 from S-F2.

Stella-F2.5 (H556-57)

| Page | Old part number | New part number | Description | H556-57 |
|---------|-----------------|-----------------|-------------------------------|---------|
| 3 - 5 | H5554152 | H5554180 | FRONT COVER | √ |
| 3 - 9 | B0444949 | H5551313 | COVER:ORIGINAL TABLE | √ |
| 3 - 10 | B0444951 | H5551312 | REAR GUIDE | √ |
| 3 - 11 | B0444950 | H5551311 | FRONT GUIDE | √ |
| 3 - 13 | H5561291 | H5571310 | ORIGINAL TABLE | √ |
| 3 - 14 | H5554202 | H5551315 | ORIGINAL TRAY:F1.5 | √ |
| 3 - 28 | B0444953 | H5551314 | ORIGINAL TABLE:AUXILIARY | √ |
| 3 - 32 | | H5554190 | PLATE HOLDER | √ |
| 5 - * | H5563600 | H5563603 | OPERATION PANEL - NA : F2.5 | √ |
| 5 - 1 | H5563661 | H5563612 | MODE SELECT SHEET - EU : F2.5 | √ |
| 5 - 1 | H5563662 | H5563611 | MODE SELECT SHEET - NA : F2.5 | √ |
| 5 - 2 | H5563658 | H5563610 | LCD SHEET - NA/ASIA : F2.5 | √ |
| 5 - 3 | H5563659 | H5563609 | FUNCTION SHEET - NA : F2.5 | √ |
| 5 - 5 | H5563647 | H5563694 | KEYTOP - 10KEY | √ |
| 29 - 14 | H5566102 | H5566108 | PCB:FCU-F2.5:NA:ASS'Y | √ |
| 29 - 17 | H5565010 | H5565049 | POWER SUPPLY UNIT 100V | √ |
| 51 - 13 | H5568600 | H5578400 | OPERATION INSTRUCTIONS (NA) | √ |

Model: Model S-F2.5 / S-F2.5L (NA / EU)

Date: 14-Sep-04

No.: RH556014

1. . These are the service parts modification for new Model S-F2.5L from S-F2L.

Stella-F2.5L (H557-57 / H557-67 / H557-62 / H557-64 / H557-66)

| Page | Old part number | New part number | Description | -57 | -67 | -62 | -64 | -66 |
|---------|-----------------|-----------------|----------------------------------|-----|-----|-----|-----|-----|
| 3 - 5 | H5554152 | H5554180 | FRONT COVER | √ | √ | √ | √ | √ |
| 3 - 7 | H5574120 | H5574240 | MODEL NAME PLATE:H557:RIC | | √ | | | |
| 3 - 7 | H5574122 | H5574244 | MODEL NAME PLATE:H557:LAN:EU | | | | √ | |
| 3 - 7 | H5574126 | H5574245 | MODEL NAME PLATE:H557:INF | | | | | √ |
| 3 - 7 | H5574124 | H5574246 | MODEL NAME PLATE:H557:REX | | | √ | | |
| 3 - 7 | H5574123 | H5574247 | MODEL NAME PLATE:H557:NSA | | | √ | | |
| 3 - 7 | H5574125 | H5574248 | MODEL NAME PLATE:H557:GES:EU | | | √ | | |
| 3 - 9 | B0444949 | H5551313 | COVER:ORIGINAL TABLE | √ | √ | √ | √ | √ |
| 3 - 10 | B0444951 | H5551312 | REAR GUIDE | √ | √ | √ | √ | √ |
| 3 - 11 | B0444950 | H5551311 | FRONT GUIDE | √ | √ | √ | √ | √ |
| 3 - 13 | H5561291 | H5571310 | ORIGINAL TABLE | √ | √ | √ | √ | √ |
| 3 - 14 | H5554202 | H5551315 | ORIGINAL TRAY:F1.5 | √ | √ | √ | √ | √ |
| 3 - 28 | B0444953 | H5551314 | ORIGINAL TABLE:AUXILIARY | √ | | | | |
| 3 - 32 | | H5554190 | PLATE HOLDER | √ | √ | √ | √ | √ |
| 3 - 33 | | H5554181 | PLATE:LOGOTYPE:H555:RIC | | √ | √ | | |
| 3 - 33 | | H5554183 | PLATE:LOGOTYPE:H555:LAN | | | | √ | |
| 3 - 33 | | H5554184 | PLATE:LOGOTYPE:H555:INF | | | | | √ |
| 3 - 33 | | H5554185 | PLATE:LOGOTYPE:H555:NSA | | | √ | | |
| 3 - 33 | | H5554186 | PLATE:LOGOTYPE:H555:REX | | | √ | | |
| 3 - 33 | | H5554187 | PLATE:LOGOTYPE:H555:GES | | | √ | | |
| 5 - * | H5573600 | H5573603 | OPERATION PANEL - NA : F2.5L | √ | | | | |
| 5 - * | H5563601 | H5573604 | OPERATION PANEL - EU : F2.5L | | √ | √ | √ | √ |
| 5 - 3 | H5573609 | H5573609 | FUNCTION SHEET - NA/ASIA : F2.5L | √ | | | | |
| 5 - 5 | H5563647 | H5563694 | KEYTOP – 10 KEY | √ | √ | √ | √ | √ |
| 5 - 38 | H5573686 | H5573689 | SHEET KEYTOP DIAL L | √ | √ | √ | √ | √ |
| 29 - 17 | H5565010 | H5565049 | POWER SUPPLY UNIT 100V | √ | | | | |
| 29 - 14 | H5566102 | H5566108 | PCB:FCU-F2.5:NA:ASS'Y | √ | | | | |
| 29 - 14 | H5566103 | H5566109 | PCB:FCU-F2.5:EU:ASS'Y | | √ | √ | √ | √ |
| 51 - 13 | H5568600 | H5578400 | OPERATION INSTRUCTIONS (NA) | √ | | | | |

| | | | |
|--|--|---|--|
| Model: Model S-F2.5L (ASIA) | | Date: 14-Sep-04 | No.: RH556015 |
| Subject: New Product release (Model S-F2.5L) | | Prepared by: T.Shintani | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

In accordance with the release of the new model for the S-F2.5L (Asia model), this bulletin shows the differences between the model S-F2 and model S-F2.5L model. (Asia)

Service Manual Information

There is no additional information related to the service manual.

In regards to the new model S-F2.5L, these two items were updated:

1. "New user feature applied"
2. "New design applied"

Please refer to O/I for "New user features applied" and the information below for "New design applied":

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

Model: Model S-F2.5L (ASIA)

Date: 14-Sep-04

No.: RH556015

Parts Catalog Information

- Below is the service parts modification for the new Model S-F2.5L (H557-69) from Model S-F1 (H556-29).

Stella-F2.5L (H557-69)

| Page | Old part number | New part number | Description | -69 |
|---------|-----------------|-----------------|-------------------------------------|-----|
| 3 - 5 | H5554152 | H5554180 | FRONT COVER | √ |
| 3 - 7 | H5574120 | H5574240 | MODEL NAME PLATE:H557:RIC | √ |
| 3 - 7 | H5574122 | H5574244 | MODEL NAME PLATE:H557:LAN:EU | √ |
| 3 - 7 | H5574125 | H5574248 | MODEL NAME PLATE:H557:GES:EU | √ |
| 3 - 9 | B0444949 | H5551313 | COVER:ORIGINAL TABLE | √ |
| 3 - 10 | B0444951 | H5551312 | REAR GUIDE | √ |
| 3 - 11 | B0444950 | H5551311 | FRONT GUIDE | √ |
| 3 - 13 | H5561291 | H5571310 | ORIGINAL TABLE | √ |
| 3 - 14 | H5554202 | H5551315 | ORIGINAL TRAY:F1.5 | √ |
| 3 - 32 | | H5554190 | PLATE HOLDER | √ |
| 3 - 33 | | H5554181 | PLATE:LOGOTYPE:H555:RIC | √ |
| 3 - 33 | | H5554183 | PLATE:LOGOTYPE:H555:LAN | √ |
| 3 - 33 | | H5554187 | PLATE:LOGOTYPE:H555:GES | √ |
| 5 - * | H5563602 | H5573605 | OPERATION PANEL - ASIA : F2.5L | √ |
| 5 - 1 | H5563662 | H5563612 | MODE SELECT SHEET - ASIA : F2.5L | √ |
| 5 - 2 | H5563658 | H5563610 | LCD SHEET - NA/ASIA : F2.5 | √ |
| 5 - 3 | H5573609 | H5573609 | FUNCTION SHEET - NA/ASIA : F2.5L | √ |
| 5 - 5 | H5563647 | H5563694 | KEYTOP - 10 KEY | √ |
| 5 - 37 | H5564208 | H5574208 | SHEET QUICK DIAL - ABC | √ |
| 5 - 38 | H5573686 | H5573689 | SHEET KEYTOP DIAL L | √ |
| 29 - 14 | H5566103 | H5566109 | PCB:FCU-F2.5:EU:ASS'Y | √ |
| 33 - 3 | | H5566180 | NICF BOARD | √ |
| 51 - 13 | H5568609 | H5578409 | OPERATING INSTRUCTIONS:F2.5:BASIC | √ |
| 51 - 13 | H5568709 | H5578509 | OPERATING INSTRUCTIONS:F2.5:ADVANCE | √ |

Reissued: 21-Jan-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002g |
|-------------------|-----------------|----------------|

RTB Reissue

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

| | | | |
|--|---|---|--|
| Subject: ROM History (Model S-F2) | | Prepared by: A. Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

| | | | | | |
|---------------------------------------|--|---------------------------------------|--|--------------------------------------|--|
| <input type="checkbox"/> S-C1a (B045) | <input type="checkbox"/> S-C1aF (B049) | <input type="checkbox"/> S-C1b (B044) | <input type="checkbox"/> S-C1bF (B046) | <input type="checkbox"/> S-F1 (H555) | <input checked="" type="checkbox"/> S-F2 (H556/H557) |
|---------------------------------------|--|---------------------------------------|--|--------------------------------------|--|

We hereby inform you of firmware history for the Model S-F2.

(For NA Model)

| H5567200 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|---------------------------------|
| C | 50 | 65C0 | 1st Mass Prod. |
| D | 51 | 46C6 | February Prod. '03 |
| E | 52 | 71CB | March Prod. '03 |
| F | 54 | DD1E | June Prod. '03 |
| G | 55 | 3270 | July Prod. '03 |
| H | 56 | 972C | September Prod. '03 |
| J | 57 | 7119 | January Prod. '04 |
| K | 58 | 54B7 | July '04 Prod. |
| <i>L</i> | <i>59</i> | <i>ED0E</i> | <i>October '04 Prod.</i> |

(For European/Asian Model)

| H5567201 | Version | C.SUM | Production |
|-----------------|------------------|--------------------|---------------------------------|
| C | 50 | 9C67 | 1st Mass Prod. |
| D | 51 | 7D73 | February Prod. '03 |
| E | 52 | A921 | March Prod. '03 |
| F | 54 | 1474 | June Prod. '03 |
| G | 55 | 69C5 | July Prod. '03 |
| H | 56 | CEA2 | September Prod. '03 |
| J | 57 | B161 | January Prod. '04 |
| K | 58 | 9502 | July '04 Prod. |
| <i>L</i> | <i>59</i> | <i>2D7D</i> | <i>October '04 Prod.</i> |

Reissued: 21-Jan-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model S-F2 | Date: 28-Feb-03 | No.: RH556002g |
|-------------------|-----------------|----------------|

| Symptom Corrected | Version |
|--|---------|
| <i>Some data is not printed out under these conditions:</i> <ul style="list-style-type: none"> - <i>The machine receives in fine mode (200x400dpi) in JBIG mode, and then,</i> - <i>The machine prints out the file in super fine mode (400x400dpi)</i> | 59 |
| <i>If the machine receives data sent by T.38 (IP-FAX) while in Energy Saver Mode, the machine recovers but sometimes the data is not printed out.</i> Sometimes, the operator can clear a fusing SC error with power Off/On (see RTB RH556012 for details). <u>Important:</u> 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" | 58 |
| Modified to support Server Domain Authentication. (Refer to the RTB RH556008 for details.) Note: In addition to this FCU version, it is also necessary to update to NIC v4.3.1 in order to use this feature. | 57 |
| Modified for use with the Taiwan model (H556-19). | 56 |
| Order of TTI information on Asia model corrected to: Date, Month, Year. | |
| Reception fails if the DCS signal from the (non-Ricoh) transmitting machine contains a maximum resolution capability of 600dpi. | |
| Some image data is sometimes missing from pdf files transferred as emails after reception in JBIG mode. | 55 |
| An original paper jam occurs in cases where the ADF motor falls out of synch with the firmware control. | 54 |
| The following is displayed if a G3 address is specified using the redial function when Color Scan has been selected, even though there is no G4 option for this model: "G4 ADDRESS CANNOT BE USED." | 52 |
| It is possible to program a G3 address into a Quick Dial if specified using the redial function, even after Color Scan has been selected. | |
| The page separation mark and repetition of data are applied when performing LAN-Fax printing (which should not happen). | 51 |
| Scanning parameters changed for improved image quality. Note: It is necessary to update to this version or newer whenever replacing the CIS (see RTB #RH556003 for details). | |

Reissued: 7-Jun-06

| | | |
|---------------------|-----------------|----------------|
| Model: Model S-F2.5 | Date: 18-Feb-05 | No.: RH556016b |
|---------------------|-----------------|----------------|

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: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

This is to inform you of the firmware history for Model S-F2.5

A. File Information
[EU/Asia Models]

| [20701 Models] | | | |
|----------------|-------------|-------|----------------------|
| Version | EU | | Production |
| | Part Number | | |
| | Sum 1 | Sum 2 | |
| 1.5 | H5567203C | | May 06 |
| 1.4 | H5567203B | | February '05 |
| | 6554 | 9BB5 | |
| 1.3 | H5567203A | | 1st Mass Production. |
| | D85A | 2313 | |

[NA Model]

| Version | NA | | Production |
|---------|-------------|-------|----------------------|
| | Part Number | | |
| | Sum 1 | Sum 2 | |
| 1.5 | H5567202C | | May 06 |
| 1.4 | H5567202B | | February '05 |
| | 1677 | 58CE | |
| 1.3 | H5567202A | | 1st Mass Production. |
| | 4E9E | E012 | |

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

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

B. Change Descriptions

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

| | | | |
|--|--|-------------------------|---------------|
| Model: Model S-F2.5 | | Date: 31-Mar-05 | No.: RH556017 |
| Subject: System SW 1A Added | | Prepared by: T.Shintani | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> 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 401B82H 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. <u>1-865-693-9697</u> - <u>1234</u> FAX NO. PIN Example: Set RAM address to display 16 digits. <u>1-865-693-9697</u> - <u>****</u> 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 | |

Model: Model S-F2.5

Date: 31-Mar-05

No.: RH556017

New RAM Address

401B82H – Fax No./PIN Code Display Protection

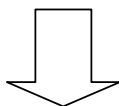
00-14 Default **0B** (Hex)

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

| { RECEPTION } | | ADDRESS | MODE | TIME | PAGE | RESULT | USER NAME | FILE |
|---------------|---------|------------|------|-------|------|--------|-----------|------|
| DATE | TIME | | | | | | | |
| MAR. 22. | 3:07PM | 0123 | G3ES | 0'01" | P. | 0 D | | 0000 |
| | 3:10PM | 0123 | G3ES | 0'30" | P. | 1 OK | | 0019 |
| | 3:24PM | 0123 | G3ES | 0'37" | P. | 1 OK | | 0025 |
| MAR. 29. | 10:48AM | TEST | G3ES | 0'20" | P. | 1 OK | | 0042 |
| | 11:06AM | TEST | G3ES | 0'12" | P. | 1 OK | | 0044 |
| | 11:07AM | TEST | G3ES | 0'19" | P. | 1 OK | | 0045 |
| | 11:10AM | TEST | G3ES | 0'19" | P. | 1 OK | | 0046 |
| | 11:12AM | 123456789 | G3ES | 0'19" | P. | 1 OK | | 0047 |
| | 11:14AM | 0123456789 | G3ES | 0'27" | P. | 1 OK | | 0048 |
| | 11:15AM | 123456789 | G3ES | 0'13" | P. | 1 OK | | 0049 |
| | 11:20AM | 0454771848 | G3ES | 0'13" | P. | 1 OK | | 0050 |
| | 11:22AM | 0454771848 | G3ES | 0'13" | P. | 1 OK | | 0051 |



- System Switch 1A: ON
RAM address **401B82H**: Set to display 10 digits

| { RECEPTION } | | ADDRESS | MODE | TIME | PAGE | RESULT | USER NAME | FILE |
|---------------|---------|------------------|------|-------|------|--------|-----------|------|
| DATE | TIME | | | | | | | |
| MAR. 22. | 3:07PM | 0123 | G3ES | 0'01" | P. | 0 D | | 0000 |
| | 3:10PM | ***** | G3ES | 0'30" | P. | 1 OK | | 0019 |
| | 3:24PM | ***** | G3ES | 0'37" | P. | 1 OK | | 0025 |
| MAR. 29. | 10:48AM | TEST | G3ES | 0'20" | P. | 1 OK | | 0042 |
| | 11:06AM | TEST | G3ES | 0'12" | P. | 1 OK | | 0044 |
| | 11:07AM | TEST | G3ES | 0'19" | P. | 1 OK | | 0045 |
| | 11:10AM | TEST | G3ES | 0'19" | P. | 1 OK | | 0046 |
| | 11:12AM | ***** | G3ES | 0'19" | P. | 1 OK | | 0047 |
| | 11:14AM | 0123456789 ***** | G3ES | 0'27" | P. | 1 OK | | 0048 |
| | 11:15AM | ***** | G3ES | 0'13" | P. | 1 OK | | 0049 |
| | 11:20AM | ***** | G3ES | 0'13" | P. | 1 OK | | 0050 |
| | 11:22AM | ***** | G3ES | 0'13" | P. | 1 OK | | 0051 |

| | | | |
|--|--|--------------------------|---------------|
| Model: Model S-F2 | | Date: 7-Apr-05 | No.: RH556018 |
| Subject: Service Manual Correction (Model S-F2) | | Prepared by: A. Ishiyama | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other () | | |

Fax Service Manual

Page 5-56: BIT SWITCH TABLES

Incorrect

| System Switch 16 | | |
|------------------|----------|-------------------------------|
| No. | FUNCTION | COMMENTS |
| 0 | Not used | Do not change this setting. |
| 1-7* | Not used | Do not change these settings. |

CORRECT

| System Switch 16 | | |
|------------------|---|--|
| No. | FUNCTION | COMMENTS |
| 0 | Protection of data on the optional memory card 0: Disabled 1: Enabled | <p>When this switch is Enabled (1): The machine remembers whether or not the IC card was used to start the machine at the last power-on. If it was, but the card is not inserted at next power-on, the machine will not start up.</p> <p>Purpose: This prevents data on the IC card from being initialized (erased) at power-on.</p> <p>When this switch is Disabled (0): The machine does not remember the startup history. So if an IC card is inserted at power-on, the machine will initialize (erase) the data on the card.</p> |
| 1-7* | Not used | Do not change these settings. |

Reissued: 31-Jul-07

| | | |
|-------------------------------|----------------|----------------|
| Model: Model S-F2.6 / S-F2.6L | Date: 5-Mar-07 | No.: RH556019a |
|-------------------------------|----------------|----------------|

RTB Reissue

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

| | | | |
|--|--|---|---|
| Subject: New Model F-2.6 / S-F2.6L | | Prepared by: T.Shintani | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input checked="" type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Other () | | |

Model **S-F2.6** has been newly released. This bulletin shows the differences between this new model and the S-F2.5.

Service Manual Information**1. SPECIFICATIONS****Memory Capacity****SAF:****Standard: 7MB to 16MB****2. OTHERS***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.

| | | | |
|--|--|--------------------------|---------------|
| Model: Model S-F2.6 | | Date: 11-Jul-07 | No.: RH556020 |
| Subject: Firmware History | | Prepared by: T. Shintani | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other () | | |

This is to inform you of the firmware history for Model S-F2.6.

A. File Information

[EU/Asia Models]

| Version | Part Number | Production |
|-----------|------------------|----------------------------|
| 04 | H5567205A | Jun 2007 production |

[NA Model]

| Version | Part Number | Production |
|-----------|------------------|----------------------------|
| 04 | H5567204A | Jun 2007 production |

B. Change Descriptions

| Symptoms Corrected | Version |
|--|-----------|
| Other changes: Supports the changes made to Daylight Saving Time in N.A | 04 |

| | | |
|-------------------------------|-----------------|---------------|
| 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: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

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.

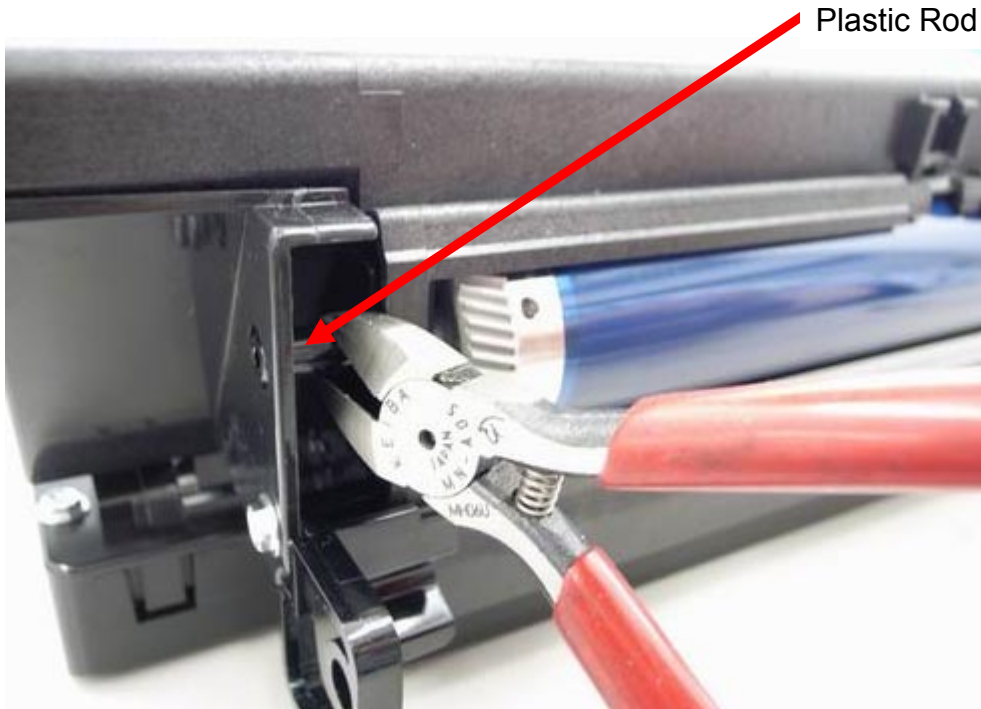
In the field

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

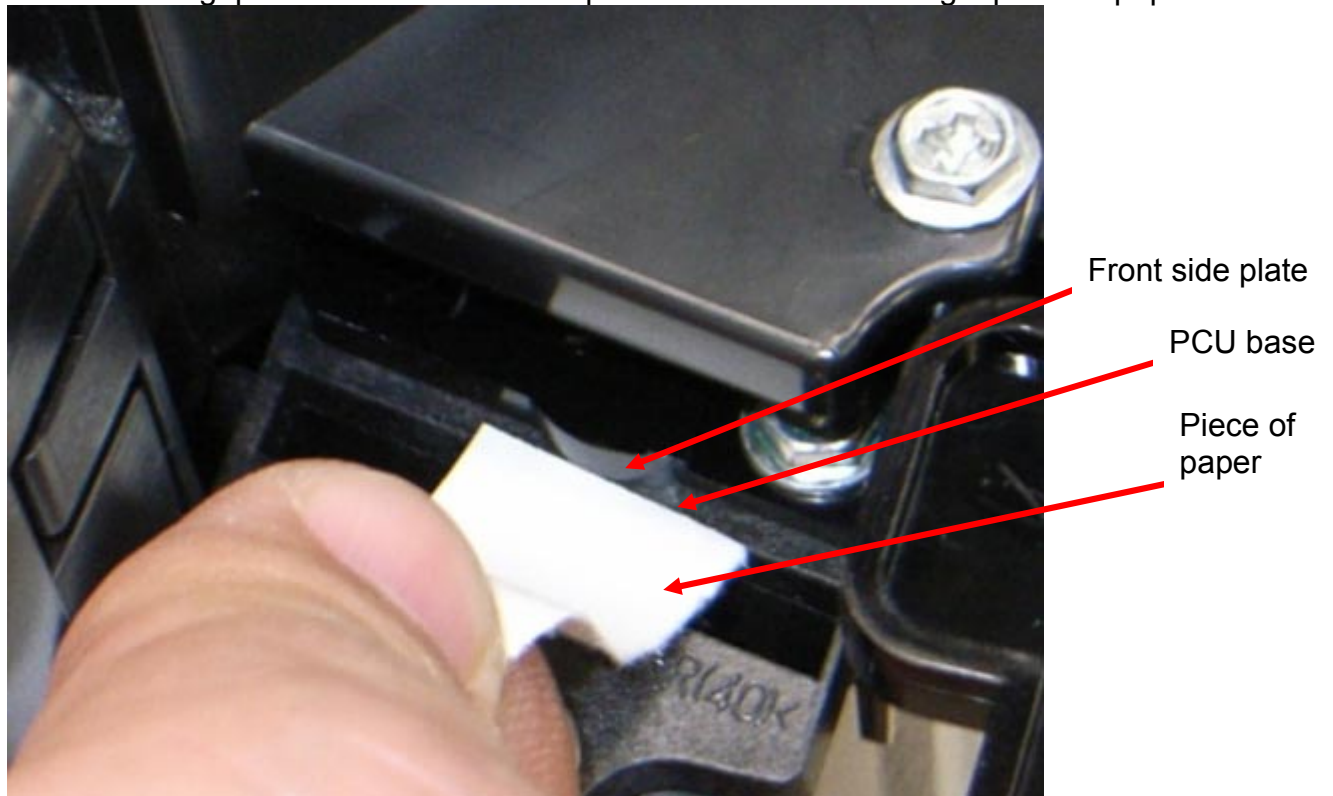
Procedure

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).



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



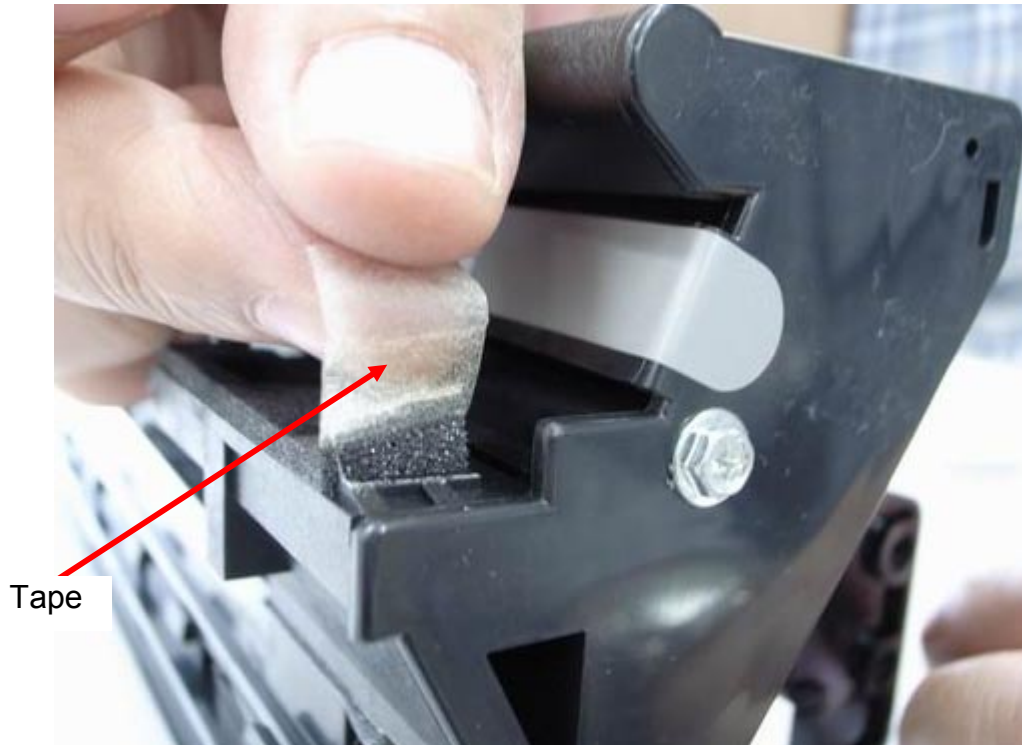
Model: Stella-C3 and Stella-F

Date: 21-Nov-07

No.: RB262023

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

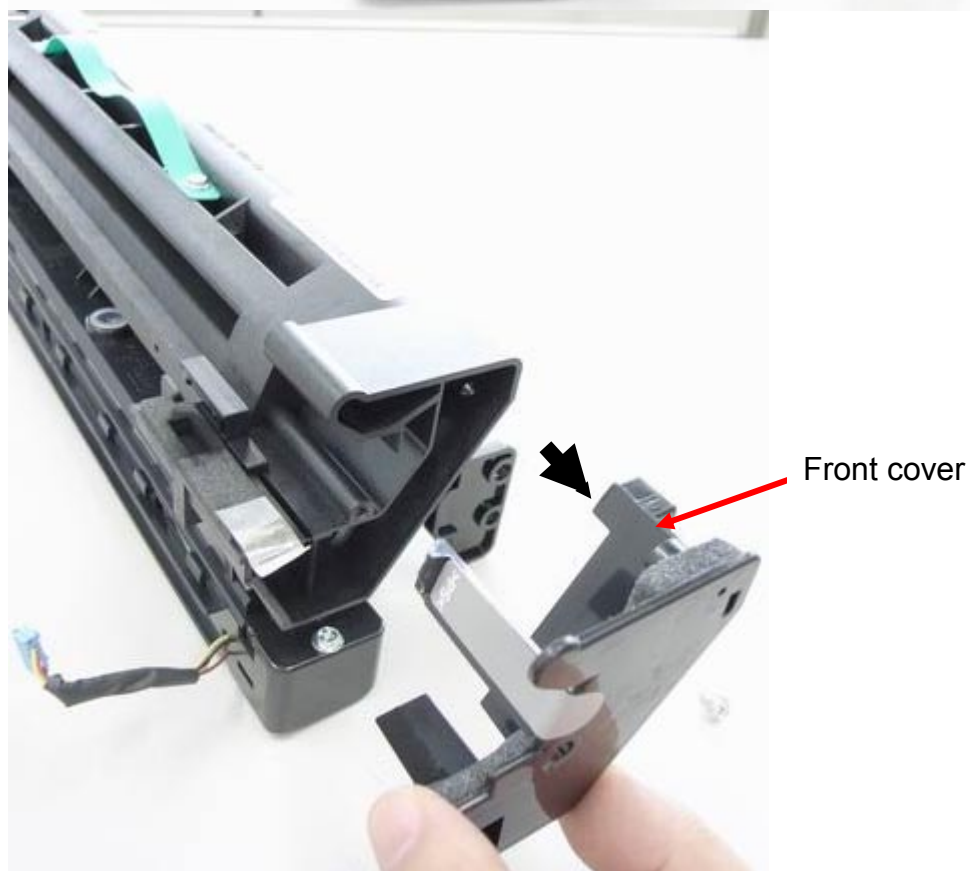
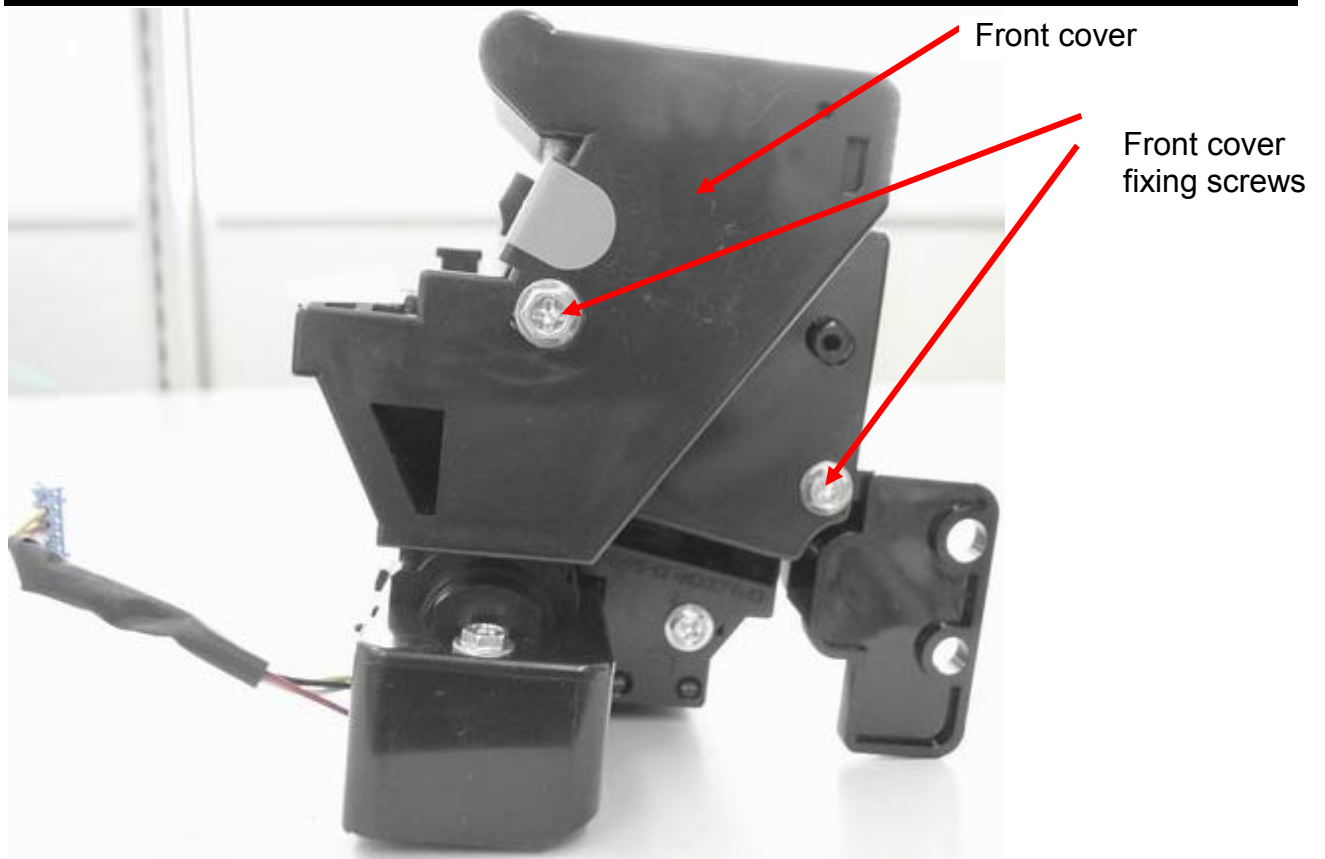
3. Remove the tape and front cover of the PCU (2 screws).

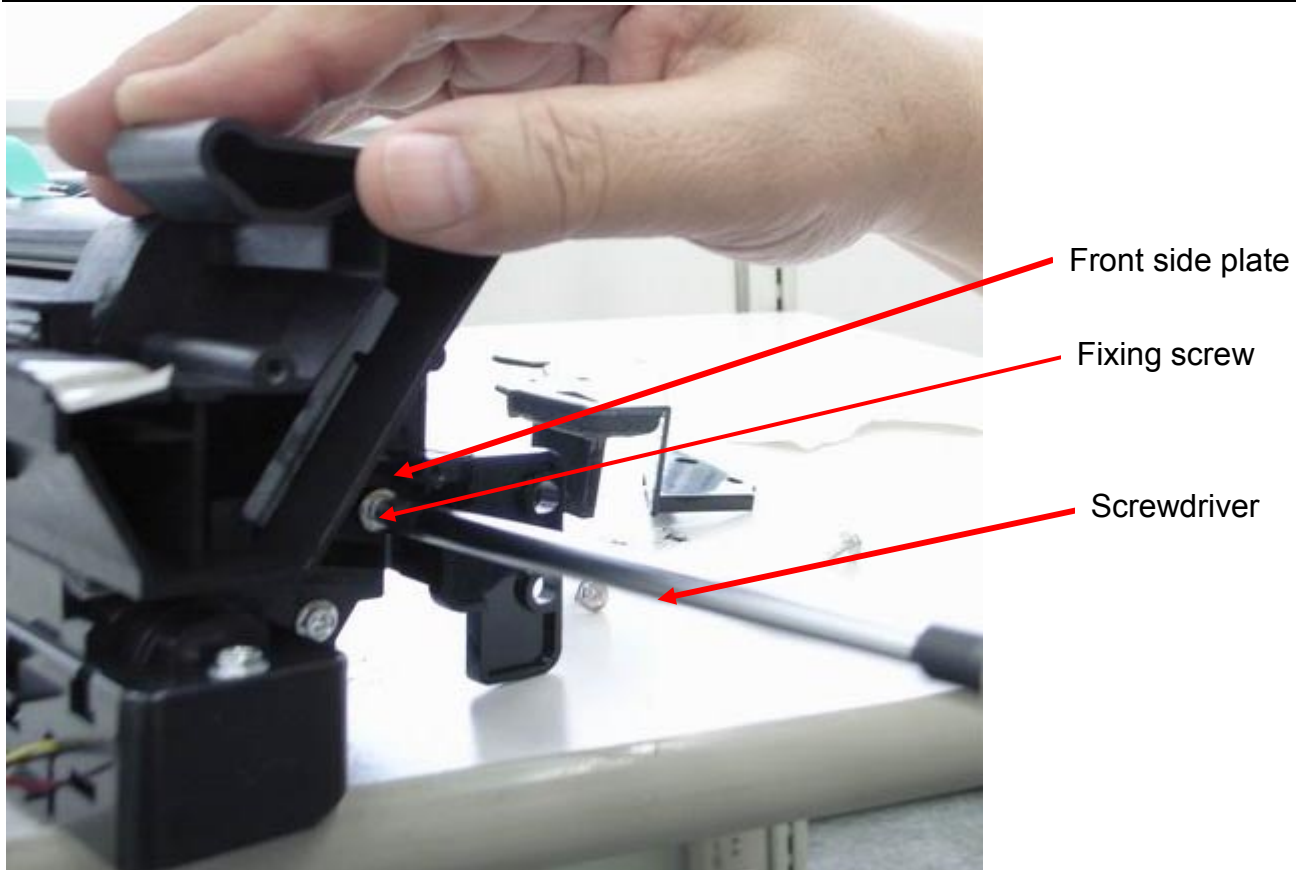


Model: Stella-C3 and Stella-F

Date: 21-Nov-07

No.: RB262023





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.

Model: Stella-C3 and Stella-F

Date: 21-Nov-07

No.: RB262023



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.

| | | | |
|--|---|---|--|
| Model: Model S-F2.6 | | Date: 5-Jun-08 | No.: RH556021 |
| Subject: Manual correction | | Prepared by: T. Shintani | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> 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.5-102

Old content:

4000F5(H) - User parameter switch 21 (SWusr_15)

Bits 0 to 7♦: Not used

NEW content:

4000F5(H) - User parameter switch 21 (SWusr_15)

Bits 0 to 1♦: Not used

Bit 2: Dial tone detection (PSTN 1) 0: Disabled, 1: Enabled

Bit 3: Dial tone detection (PSTN 2) 0: Disabled, 1: Enabled

Bits 4 to 7♦: Not used

Reissued: 22-Jul-08

| | | | |
|--|--|--------------------------|----------------|
| Model: Model S-F2.6 | | Date: 11-Jul-07 | No.: RH556020a |
| Subject: Firmware History | | Prepared by: T. Shintani | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other () | | |

This is to inform you of the firmware history for Model S-F2.6.

A. File Information

[EU/Asia Models]

| Version | Part Number | Production |
|-----------|------------------|----------------------------|
| 05 | H5567205B | Jul 2008 production |
| 04 | H5567205A | Jun 2007 production |

[NA Model]

| Version | Part Number | Production |
|-----------|------------------|----------------------------|
| 05 | H5567204B | Jul 2008 production |
| 04 | H5567204A | 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". | 05 |
| Other changes: Supports the changes made to Daylight Saving Time in N.A | 04 |

Reissued: 26-Nov-08

| | | |
|-----------------------------|----------------|----------------|
| Model: Model-K3, Model S-F2 | Date: 5-Sep-02 | No.: RH310001g |
|-----------------------------|----------------|----------------|

RTB Correction

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

(Model S-F2 has been added to this RTB, as this firmware is commonly used on Models K3 and S-F2).

| | | | |
|---|--|---|--|
| Subject: SG3 Option ROM History (Model K3 / Model S-F2) | | Prepared by: K. Moriizumi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Other () | | |

We hereby inform you of firmware history of the optional SG3 for Model K3 and Model S-F2.

| H3107235 | Version | C.SUM | Production |
|-----------------|------------------|-----------------|----------------------------------|
| D | 54 | 83E2 | 1st Mass Prod. |
| E | 61 | 5BCA | August Prod. '02 |
| F | 63 | 1B2B | October Prod. '02 |
| G | 66 | F00E | December Prod. '02 |
| H | 69 | B4E2 | May Prod. '03 |
| J | 70 | 4897 | July Prod. '03 |
| K | 71 | C128 | October Prod. '03 |
| <i>N</i> | <i>75</i> | <i>-</i> | <i>November Prod. '08</i> |

| Symptom Corrected | Suffix |
|---|-----------------|
| <i>Other changes:</i> <i>1. Supports G3 lines for Brazil.</i> <i>2. Echo canceler is ON at the fall-back from V34 to non-V34 protocol.</i> | <i>N</i> |
| A portion of the sample image on the Transfer Results Report is sometimes missing. | K |
| A portion of the image along the main scan direction is sometimes missing when sending with reduced image Tx at extra super fine resolution. | K |
| Reception is terminated when the DCS signal declares 600dpi resolution and mm-only capabilities. | J |
| Reception may fail when a certain photo image is received. | H |
| Delays in international V.34 transmission may cause communication to fail. | G |
| The second page may not be received when the first page is almost blank and the fax is sent with a V.17 modem using AI short protocol. | F |
| The connection may be severed if a delay of approx. 400ms occurs during V.34 Polling Reception. | E |
| If the transmitting machine performs mm-to-inch conversion to accommodate the receiving machine, the image data is shrunk along the main-scan direction and stretched along the sub-scan direction at the receiving side. | E |

| | | | |
|--|---|--------------------------|---------------|
| Model: Model S-F2.6/F2.6L | | Date: 26-Jun-09 | No.: RH556022 |
| Subject: Parts catalog correction | | Prepared by: M. Ishihara | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other () <input type="checkbox"/> Tier2 | | |

| Incorrect P/N | Correct P/N | Description | Q'ty | Int | Page | Index | Note |
|---------------|-----------------|---|------|-----|------|-------|------|
| H5563621 | H5563620 | Exchange Plate: Dial: Left: Sub-Ass'y | 1-1 | - | 5 | 11 | |
| H5563623 | H5563622 | Exchange Plate: Dial: Right: Sub-Ass'y | 1-1 | - | 5 | 12 | |

Change/Reason: Part number correction in the Model S-F2/F2.5/F2.6/F2.6L parts catalog.

| | | | |
|--|---|--------------------------|---------------|
| Model: S-F2/2.5/2.6/F2.6L | | Date: 8-Jul-10 | No.: RH556023 |
| Subject: Sheet: Fuse: FIH 6.3A (EM) | | Prepared by: M. Ishihara | |
| From: 2nd Overseas Tech Support Sec. 2nd PQM Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other () <input type="checkbox"/> 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 (H556/H557)

