| Model: Adonis-C2 | Date: 23-May-01 | No.: RB003001 |
|---|---|---|

| Subject: Software Release Information | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Firmware history for the controller

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.05 | B0045102D | 3A1F | 1st mass production |
| 3.06 | B0045102E | E99E | February 2001 prod. |
| 3.07 | B0045102F | 4E64 | March 2001 prod. |
| 3.08.04 | B0045102G | 840A | April 2001 prod. |
| 3.08.05 | B0045102H | 2F74 | April 2001 prod. |

| Model: Adonis-C2 | Date: 23-May-01 | No.: RB003001 |
|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| 3.05.02 | | 1st mass production |
| 3.06 | SC820 | SC820 occurs at power-up when the self-diagnostic is performed. |
| | Display text error | A small square character appears throughout the SP/UP and SC Error screens in machines for Taiwan, China, and Asia. |
| | SC955 | With the User Stamp function, SC955 occurs when a copy job is made with 200 or more originals. |
| | 8K, 16K paper selection (display) | In UP Mode, the operation panel key for paper sizes for China (8K, 16K) can be turned on/off with SP mode. |
| | SC955 | SC955 occurs when one set has been programmed for Staple Sort (w/32MB+HDD). |
| | Fax document storage error | After the machine has repeatedly stored to and printed out documents from the HDD, it freezes during scanning (the scanner does not turn off). |
| 3.07 | Error when printing from the Print Server | Printing not possible when sending a print job from a PC to the Adonis-C2 via the server (parallel cable connection). In addition, the printer status cannot be monitored from a web browser. |
| 3.08.04 | UP Mode Data printout error | The Rx File Transmission settings on the UP Mode Data Printout appear as "None". |
| | User code setting | In the System Settings→ User ID screen, if other information is changed in addition to a user code, the user code assumes a completely different value. |
| | "Printing" continually displayed | The display still reads "Printing" even after a jam or SMC paper end occurs. |
| | Image problem with Magazine Mode | An image problem occurs when "binding margin" has been set for Magazine. |
| | Marks near the trailing edge of received fax images | When a fax is sent with binding (negative value) and image rotation, marks appear at the end of a main scan direction line. These lines are caused during the image processing stage. |
| | SC955 | SC955 occurs when the 32MB memory and HDD are both installed. |
| | SP4911 moved to SSP Mode | The SP modes for HDD initialization (SP4911-***) have been moved to SSP. |
| | RSS logging data incorrect | The SC error data (incl. logging data) from SC-8XX was incorrect. |
| | SC819 | SC819 occurs when using Magazine Mode without the optional memory installed. |

| Model: Adonis-C2 | Date: 23-May-01 | No.: RB003001 |
|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| | "Cannot staple" is displayed | When using an A4 2-page spread original to print out to larger sizes (AMS) with hole-punching selected, the machine displays "Cannot staple", even though the Staple function has not been selected. |
| | "Cannot punch" is displayed | When printing out with APS enabled and both Punch and Staple selected, the display reads "Cannot punch." |
| | Time setting error | When entering a pm time using the 24-hour format in *Initial Settings*, the machine inputs the corresponding am time instead (e.g. mistakenly inputs 8:00 instead of 20:00). When entering 12:00, the machine inputs "0" instead. |
| | SP2103 moved to SP mode | SP2103 has been moved from SSP to SP mode. |
| | Marks on the output with image rotation | Marks appear when printing out with 180 degree image rotation. These lines are caused during the image processing stage. |
| | Portion of image deleted during jam recovery | When a jam occurs in Magazine Mode with a combined-image original, the first image is not saved and therefore cannot be recovered (although all successive images are successfully recovered). |
| | Not possible to enter SP from SSP | Cannot enter SP mode after entering SSP mode. |
| | Key input when recovering from Energy Saver Mode | When a number key is pressed while the machine is in Energy Saver Mode, the machine comes back on line. However, the value of the number key pressed is input (used). |
| | Cannot change PM to AM (clock) | Cannot change pm to am in the *System Settings* clock setting screen in machines for North America. |
| | FCU download recovery not possible | Recovery is not possible after a FCU firmware download is interrupted. A function has been added to make recovery possible even after it is interrupted. |
| 3.08.05 | "Can't allocate info" error | The "Can't allocate info" error message sometimes appears when connected to a network. |
| | DMA failure | DMA sometimes fails when receiving data from the network. |

| Model: Adonis-C2 | Date: 29-May-01 | No.: RB003002 |
|---|---|---|

| Subject: Software Release History (Engine) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Firmware release information for the BICU board.

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.15.04 | B0045112C | D241 | 1st mass production |
| 2.06.05 | B0045112D | 53FE | February 2001 prod. |
| 2.16a.05 | B0045112E | 2FC5 | March 2001 prod. |
| 2.19.05 | B0045112F | 0634 | April 2001 prod. |

| Model: Adonis-C2 | Date: 29-May-01 | No.: RB003002 |

| Version | Title | Symptom Corrected |
|---------|-------|-------------------|
| 2.15.04 | | 1st mass production |
| 2.16.05 | "Please wait" does not clear | "Please wait" does not clear when there is paper between the duplex unit and the unit's cover. |
| | Horizontal black lines | When feeding HLT or A5 lengthwise from the bypass tray, horizontal black lines appear about 180mm from the leading edge. |
| | Fax images not output | Fax images are not output when "Standard" is selected and the tray's main scan registration adjustment value (SP1002) is set at –9.0mm. |
| | Images do not appear in the main-scan leading edge area | When the SP1002 value is between –8.9mm and –8.0mm, images do not appear in the area about 1mm from the main-scan leading edge. |
| 2.16a.05 | Image problems occur after main power is turned on | Image problems occur in outputs made just after the main power is turned on (e.g. output completely black, blurred images). |
| 2.19.05 | Black stripe at the sub-scan leading edge | After the power is turned on, the first output shows a black stripe at the sub-scan leading edge. |
| | Finisher SC | When a finisher SC occurs, it becomes impossible to perform any other job (even those not using the finisher). |
| | Memory Clear problem | After SP5801 (Memory Clear) is performed, the default value for SP1001-01 is changed to "0". |
| | Tray Full display is not cleared | The Tray Full display is not cleared even after the main power is turned off, the paper cleared from the tray, and the main power turned on again. |
| | SP6006-05 added | SP6006-05 (DF Trailing Edge Erase Adjustment) has been newly added to ensure that the trailing edge of the original does not appear on the copy. Note that this cannot be used for the Fax and Scanner applications. |

# RICOH Technical Bulletin

| Model: Adonis-C2 | Date: 31-May-01 | No.: RB003003 |
|---|---|---|

| Subject: Software Release History (LCDC) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Firmware release information for the LCDC (LCD controller).

For NA Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.05 | B0045211A | 96F3 | 1st mass production |
| 2.07 | B0045211B | DA4C | March 2001 prod. |

For EU Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.05 | B0045212A | 5204 | 1st mass production |
| 2.06 | B0045212B | 67ED | March 2001 prod. |

For Asia/Taiwan Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.05 | B0045213A | 78D8 | 1st mass production |
| 2.07 | B0045213B | 7E2C | March 2001 prod. |

| Model: Adonis-C2 | Date: 31-May-01 | No.: RB003003 |

| Version | Title | Symptom Corrected | NA | EU | Asia/Twn |
|---------|-------|-------------------|----|----|----------|
| 2.05 | | 1st mass production | ✓ | ✓ | ✓ |
| 2.06 | Display translation error (French) | Corrected displays in French that had been mistranslated or were missing. | ✓ | ✓ | |
| | Blank pixel | With proportional fonts, the pixel to the right of the slash mark was printed blank. | | ✓ | |
| 2.07 | Display translation error (Spanish) | Corrected displays in Spanish that had been mistranslated or were missing. | ✓ | | ✓ |
| | Blank pixel | With proportional fonts, the pixel to the right of the slash mark was printed blank. | ✓ | | ✓ |
| | Kanji characters not printed correctly | Strings of simplified or traditional (complex) Chinese characters contained garbled areas. | ✓ | | ✓ |

| Model: Adonis-C2 | Date: 31-May-01 | No.: RB003004 |
|---|---|---|

| Subject: Service Card Release History (System) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information for the "System Service Card".

Up to the present, one firmware module has been written on each IC card. However, starting from this version, more than one program will be contained in a single IC card.

Please refer to each firmware release RTB to check the details.

System Service Card for NA Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78NA | B0045230A | 4BB2 | April 2001 prod. |
| | | | |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78NA | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.07 | B0045211B |

System Service Card for EU Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78EU | B0045231A | CB5C | April 2001 prod. |
| | | | |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78EU | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.06 | B0045212B |

| Model: Adonis-C2 | Date: 31-May-01 | No.: RB003004 |
|---|---|---|

Firmware Downloading Procedure

1.  Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch on the main power.

2.  At first, the only thing displayed on the Download Menu screen is the system module (if the system firmware is ver. 3.07 or earlier).

3.  Select "System", then press "Download".

4.  After the download has been completed, leave the card in the slot and switch the main power off/on.

5.  "System", "Engine" and "LCDC" will be displayed on the Menu screen.

6.  Select "Engine" and/or "LCDC" and begin the download.

7.  If for some reason the Engine firmware download is not successful, turn off the main power and turn I/O board Dip SW8 → ON. Then, open the front door and turn the main power on again. This will start up engine firmware recovery.

8.  If for some reason the LCDC firmware download fails, press the Start key to initiate recovery. After the Start LED turns from blinking red to blinking green, turn the main power off and remove the card.

9.  Switch on the main power and access SP7801 to confirm that the firmware has successfully been installed.

| Model: Adonis-C2 | Date: 31-May-01 | No.: RB003005 |
|---|---|---|

| Subject: Software Release History (Stamp) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Software release information for the Stamp data.

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.04 | B0045104 | 8CBF | 1st mass production |
| | | | |

This software installs the stamp data to be used for the copier function into the Adonis-C2 hard drive. Since this software is installed at the factory, this procedure is normally not necessary. However, it must be done whenever the hard drive has been reformatted or replaced since being released from the factory.

Installing the Stamp Software
1. Upload the Stamp software to an IC card, then insert the card into the controller IC card slot.
2. Turn the main power on. (It is not necessary to change any Dip SW settings).
3. When "Download Watermark" is displayed on the operation panel, press "Ok".
4. After the installation has been completed, turn off the main power.

| Model: Adonis-C2 | Date: 31-May-01 | No.: RB003006 |
|---|---|---|

| Subject: Software Release History (Language) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Software release information for the Language Kit.

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.06 | B0045220A | A9C2 | 1st mass production |
| 2.10 | B0045220B | F555 | May 2001 prod. |

Using the Language Kit.
1. Insert the IC card containing the firmware into the controller IC card slot.
2. Turn on the main power. Then, chose either the First or Second display language for the update.
   **Note:** It is also possible to write to both the First and Second languages.
3. Start the update.
4. Select the appropriate display language with the User Tools.

As shown in the table below, there are some cases where certain languages cannot be displayed, depending on the type of operation panel software:

| Model: Adonis-C2 | Date: 31-May-01 | No.: RB003006 |

Possible Display Languages for Operation Panel Software

Key:
O: Can be displayed.
Δ: Can be displayed, but the printer application window is not displayed correctly.
X:  Cannot be displayed.

| Op. Panel Software:<br><br><br>Display Language: | B0045210<br>(Japan) | B0045211<br>(N.A.) | B0045212<br>(EU) | B0045213<br>(Taiwan,<br>Asia) | B0045214<br>(China)<br>*1 |
|---|---|---|---|---|---|
| Japanese | O | O | O | X | X |
| English-NA | O | O | O | O | O |
| English-UK | O | O | O | O | O |
| French | Δ | O | O | O | O |
| German | Δ | O | O | O | O |
| Italian | Δ | O | O | O | O |
| Spanish | Δ | O | O | O | O |
| Dutch | Δ | O | O | O | O |
| Norwegian | Δ | O | O | O | O |
| Danish | Δ | O | O | O | O |
| Swedish | Δ | O | O | O | O |
| Polish | Δ | O | O | O | O |
| Portuguese | Δ | O | O | O | O |
| Hungarian | Δ | O | O | O | O |
| Czech | Δ | O | O | O | O |
| Finnish | Δ | O | O | O | O |
| Taiwan | X | X | X | O | X |
| Chinese | X | X | X | X | O |
| | | | | | |

Notes:
*1: The operation panel software for China models has not been released yet.

| Version | Title | Symptom Corrected |
|---|---|---|
| 2.06 | | 1st mass production |
| 2.10 | Taiwanese | Added Taiwanese. |

# RICOH    Technical Bulletin

| Model: Adonis-C2 Two Tray Finisher | Date: 26-Jun-01 | No.: RB003007 |
|---|---|---|

| Subject: Software Release Information | | Prepared by: S. Tomoe |
|---|---|---|
| From: Technical Services Dept., GTS Division | | |

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

## Software history

| B3525701 | Version | C. SUM |
|---|---|---|
| B | 4.10 | 27C8 |

| Symptom Corrected | Suffix |
|---|---|
| When one of the trays is full and paper is fed to the other tray, the tray does not lower. | B |
| When the door is opened soon after a staple job has finished, the finisher does not signal the copier that there is paper in the staple tray. | B |
| Corrects the suffix of the finisher software part number that is displayed on the LCD with the SP mode.<br><br>Wrong: B3525701P   ->   Correct:   B3525701A | B |

# RICOH    Technical Bulletin

| Model: K-P1, A-C2, J-P1 | Date: 03-Jul-01 | No.: RB003008 |
|---|---|---|

| Subject: Slow Printing from Macintosh | | Prepared by: K. Misugi |
|---|---|---|
| From: Technical Services Dept., GTS Division | | |

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

## SYMPTOM

Depending on network conditions, printing from a Macintosh is very slow.

This symptom occurs in the following machines:
Model K-P1 (Kir-P), Model A-C2 (Adonis-C2), Model J-P1 (Model J).

This occurs in the following conditions:
- Macintosh with PowerPC G3 or G4 processor
- Network: Apple Talk (Ether Talk)
- Network Speed: 100Mbps (100Base fixed)

## CAUSE

When the data is transferred at 100Mbps, depending on network conditions, the controller ASIC is not able to receive all data packets and a retry procedure occurs. As a result, print jobs from a Macintosh take a long time to print out.

## SOLUTION

Please also see the flow chart on the last page.

1) Check what type of hub the customer is using.
   If the customer is using a dual speed (10M/100Mbps) hub, go to step 2.
   If the customer is using a 100Base fixed (100Mbps only) hub, go to step 3.

2) For the customer using a dual speed hub:
   Set the network (ethernet) speed of the machine to 10Mbps.
   The default setting of the machine is "Auto." This setting can be changed in the "Network Setup" in the user mode "Host Interface" ("Interface Settings" in the "System Settings" for the Model A-C2).

   End of procedure for the customer using a dual speed hub.

3) For the customer using a 100Base fixed hub:

**Temporary solutions:**
Perform both of the following:
a) Set the network (ethernet) speed of the machine to 10Mbps.
The default setting of the machine is "Auto." This setting can be changed in the "Network Setup" in the user mode "Host Interface" ("Interface Settings" in the "System Settings" for the Model A-C2).
b) Install a dual speed hub between the 100Base fixed hub and the machine.

End of procedure for the customer using a 100Base fixed hub.
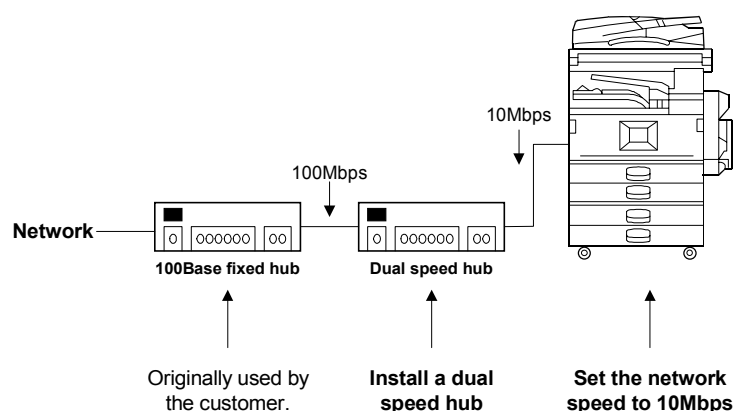


**Note:**
There is almost no effect on actual print time when the machine's network speed setting is changed from 100Mbps to 10Mbps.
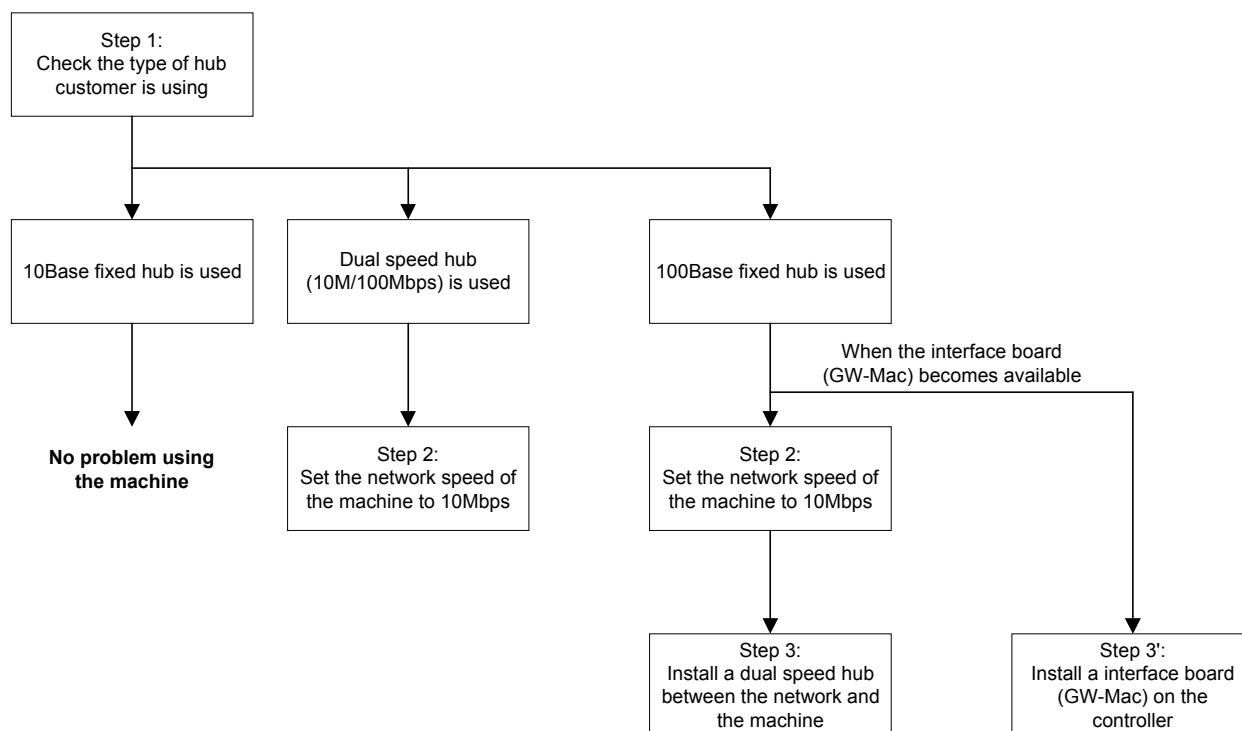
**Permanent Countermeasure:**
An interface board (GW-MAC) and a DIMM which contains firmware to drive the board will be supplied for attachment to the controller board. With these parts, the machine will work without installing a dual speed hub.

Detailed information on the interface board (GW-MAC) will be announced separately in mid July.

| Model: K-P1, A-C2, J-P1 | Date: 03-Jul-01 | No.: RB003008 |
|---|---|---|

**Flow Chart:**

When machines are being connected to Macintosh with PowerPC G3/G4 processors with Apple Talk, check the type of hub being used and follow the steps explained below.

Step 1:
Check the type of hub customer is using

10Base fixed hub is used

Dual speed hub (10M/100Mbps) is used

100Base fixed hub is used

When the interface board (GW-Mac) becomes available

**No problem using the machine**

Step 2:
Set the network speed of the machine to 10Mbps

Step 2:
Set the network speed of the machine to 10Mbps

Step 3:
Install a dual speed hub between the network and the machine

Step 3':
Install a interface board (GW-Mac) on the controller

| Model: Adonis-C2 | Date: 24-Jul-01 | No.: RB003009 |
|---|---|---|

| Subject: Service Card Release History (MFP) | | | Prepared by: K. Takagi |
|---|---|---|---|
| From: Technical Services Dept., GTS Division | | | |
| Classification: | ☐ Troubleshooting | ☐ Part information | ☐ Action required |
| | ☐ Mechanical | ☐ Electrical | ☐ Service manual revision |
| | ☐ Paper path | ☐ Transmit/receive | ☐ Retrofit information |
| | ☒ Other (         ) | | |

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card.

Up to the present, 1 firmware module has been written on each IC card. However, starting from Version 1.02, more than one program will be contained in a single IC card.

Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |

Contents

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | **Printer** | **Scanner** | **NCS (NIB)** | **NFA (Netfile)** |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch on the main power.
2. Select the firmware that you would like to upgrade, then press "Download".
3. After the download has been completed, leave the card in the slot and switch the main power off/on.

# RICOH

# Technical Bulletin

| Model: Model Adonis-C2 | Date: 09-Aug-01 | No.: RB003010 |
|---|---|---|

| Subject: Printer Firmware Release History | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware history for the Printer.

| Part Number | Version | Production |
|---|---|---|
| **B3615902D** | **2.00.1** | **July 2001 production** |
| B3615902C | 1.36 | April 2001 production |
| B3615902B | 1.35 | March 2001 production |
| B3615902A | 1.34 | 1st mass production |

**Note:** The above firmware is being used in USA, Europe, and Asia models, and from ver.2.00.1, it is also used in China/Taiwan models.

## Change Descriptions

| Descriptions | Version |
|---|---|
| Change in Specifications:<br>(Module added for the China/Taiwan version). | **2.00.1** |
| Firmware modified to correct the following:<br>1. The machine sometimes freezes after pressing the Offline key while the data is being printed out (PCL).<br>2. The machine sometimes freezes while downloading PCL fonts.<br>3. The machine sometimes does not re-start printing after the paper is removed from the output tray following an overflow.<br>4. The machine sometimes freezes when both Stapling and Punching have been selected from the driver for a paper size with which neither function is permitted. | 1.36 |
| Firmware modified to correct the following:<br>1. The machine could not be used with Axis print servers.<br>2. Part of the print data (frame) could not be printed during custom size printing with PCL 6. | 1.35 |
| First mass production | 1.34 |

# RICOH

# Technical Bulletin

| Model: Adonis-C2 | Date: 09-Aug-01 | No.: RB003011 |
|---|---|---|

| Subject: Scanner Firmware History | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware history for the Scanner.

| Part Number | Version | Production |
|---|---|---|
| *B3615901D* | *2.07* | *April 2001 production* |
| B3615901C | 2.05 | 1st mass production |

**Note:** The above firmware is being used in USA, Europe, and Asia models.

## Change Descriptions

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following problem:<br>1. The mainframe stalls if it receives the command to store a document while in the process of deleting another document. Application used: DeskTopBinder V2. | *2.07* |
| First mass production | 2.05 |

# RICOH Technical Bulletin

| Model: Adonis-C2 | Date: 10-Aug-01 | No.: RB003012 |
|---|---|---|

| Subject: Software Release History (DF70) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Software history for the DF70 (ARDF)

| Part Number | Version | C. SUM | Production |
|---|---|---|---|
| B3515620J | *1.79* | *0E62* | *July 2001 production* |
| B3515620G | 1.75 | 17E9 | June 2001 production |
| B3515620F | 1.74 | 862A | 1st mass production |

**Note:** The above software is being used in USA, Europe, and Asia models.

## Change Descriptions.

| Symptom Corrected | Version |
|---|---|
| Sometimes with Mixed Original Size mode, the motor remains on and/or a DF jam occurs. | *1.79* |
| When scanning originals with the DF in Mixed Original or Double-Sided Original modes, a noise can sometimes be heard when the original is output to the reverse table. To ensure this noise does not occur, bit 4 of the ADF controller DIPSW has been modified so that the reverse paper exit speed can be adjusted as follows: ADF DIPSW bit 4  OFF: 4310 pps (pulses per second)  ON:   4166 pps **This bit is set at the factory, depending on which setting produces less noise (most cases: set to ON). However in the field, if noise occurs after replacing the motor or ADF controller, this can be eliminated or at least minimized by changing the bit to the opposite setting (e.g. ON → OFF).** | 1.75 |
| First mass production | 1.74 |

# RICOH

# Technical Bulletin

| Model: Adonis-C2 | Date: 10-Aug-01 | No.: RB003013 |
|---|---|---|

| Subject: Service Card Release History (System) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information for the *System Service Card.* Please also see the firmware downloading procedure on the final page.

Up to the present, 1 firmware has been written on each IC card. However, starting from this version, multiple programs will be contained in a single IC card. Please refer to each firmware release RTB for the detailed descriptions.

System Service Card for NA Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78NA | B0045230A | 4BB2 | April 2001 prod. |
| 1.79NA | B0045230B | 338C | May 2001 prod. |
| 1.80NA | B0045230C | 3566 | June 2001 prod. |
| 1.81NA | B0045230D | 7674 | July 2001 prod. |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78NA | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.07 | B0045211B |
| 1.79NA | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.80NA | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.81NA | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.07 | B0045211B |

System Service Card for EU Models

| Version | Program No. | C. SUM | Effective Date |
|---------|-------------|--------|----------------|
| 1.78EU | B0045231A | CB5C | April 2001 prod. |
| 1.79EU | B0045231B | B32C | May 2001 prod. |
| 1.80EU | B0045231C | B2E4 | June 2001 prod. |
| 1.81EU | B0045231D | F2A3 | July 2001 prod. |

Contents

| Version | Programs/Versions | | | | | |
|---------|---------|---------|---------|---------|---------|---------|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78EU | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.06 | B0045212B |
| 1.79EU | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.80EU | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.81EU | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.06 | B0045212B |

System Service Card for Asia/Taiwan Models

| Version | Program No. | C. SUM | Effective Date |
|---------|-------------|--------|----------------|
| 1.79TW | B0045232B | 7144 | May 2001 prod. |
| 1.80TW | B0045232C | 7002 | June 2001 prod. |
| 1.81TW | B0045232D | B263 | July 2001 prod. |

Contents

| Version | Programs/Versions | | | | | |
|---------|---------|---------|---------|---------|---------|---------|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.79TW | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.80TW | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.81TW | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.11 | B0045213C |

| Model: Adonis-C2 | Date: 10-Aug-01 | No.: RB003013 |
|---|---|---|

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch on the main power.

2. If the system firmware is ver. 3.07 or earlier, at first the only thing displayed on the Download Menu screen is the system module.

3. Select "System", then press "Download".

4. After the download has been completed, leave the card in the slot and switch the main power off/on.

5. "System", "Engine" and "LCDC" will be displayed on the Menu screen.

6. Select "Engine" and/or "LCDC" and begin the download.

7. If for some reason the Engine firmware download is not successful, turn off the main power and turn I/O board Dip SW8 → ON. Then, open the front door and turn the main power on again. This will start up Engine firmware recovery.

8. If for some reason the LCDC firmware download fails, press the Start key to initiate recovery. After the Start LED turns from blinking red to blinking green, turn the main power off and remove the card.

9. Switch on the main power and access SP7801 to confirm that the firmware has been successfully installed.

# RICOH

# Technical Bulletin

| Model: Adonis-C2 | Date: 10-Aug-01 | No.: RB003014 |
|---|---|---|

| Subject: Software Release History (Engine) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information for the BICU board.

| Version | Program No. | Effective Date |
|---|---|---|
| 2.15.04 | B0045112C | 1st mass production |
| 2.06.05 | B0045112D | February 2001 prod. |
| 2.16a.05 | B0045112E | March 2001 prod. |
| 2.19.05 | B0045112F | April 2001 prod. |
| 2.20 | B0045112G | May 2001 prod. |
| **2.21** | **B0045112H** | **July 2001 prod.** |

| Version | Title | Symptom Corrected |
|---|---|---|
| 2.15.04 | | 1st mass production |
| 2.16.05 | "Please wait" does not clear | The "Please wait" message does not clear when there is paper in between the duplex unit and unit's cover. |
| | Horizontal black lines | When feeding HLT or A5 lengthwise from the bypass tray, horizontal black lines appear about 180 mm from the leading edge. |
| | Fax image is not output | A fax image is not output when "Standard" is selected and the tray's main scan registration adjustment value (SP1002) is set at –9.0 mm. |
| | Images do not appear in the main-scan leading edge area | When the value of SP1002 is between –8.9 mm and –8.0 mm, images do not appear in the area approximately 1 mm from the main-scan leading edge. |
| 2.16a.05 | Image problems occur after main power is turned on | Image problems occur only in outputs made just after the main power is turned on (e.g. output completely black, blurred images). |

| Model: Adonis-C2 | | Date: 10-Aug-01 | No.: RB003014 |

| Version | Title | Symptom Corrected |
|---|---|---|
| 2.19.05 | Black stripe at the sub-scan leading edge | After the power is turned on, the first output shows a black stripe at the sub-scan leading edge. |
| | Finisher SC | When a Finisher SC occurs, it becomes impossible to start any other job (even those not using the Finisher). |
| | Memory Clear problem | After SP5801 (Memory Clear) is performed, the default value for SP1001-01 is changed to "0". |
| | Tray Full display is not cleared | The Tray Full display is not cleared even after the main power is turned off, the paper is cleared from the tray and the main power is turned on again. |
| | SP6006-05 added | SP6006-05 (DF trailing edge erase adjustment) has been newly added to ensure that the trailing edge of the original does not appear on the copy.<br>Note that this cannot be used for the fax and scanner applications. |
| 2.20 | Blank page of a DF job | Following a book scan job at 25-44% reduction, the first page of a (100%) DF job is printed out as a blank page. |
| | Jammed paper location is not displayed | When a finisher jam occurs with the 1000-sheet finisher, sometimes the location of the jammed paper is not displayed. |
| *2.21* | SC error at Phase control | Fusing-related SC errors happen frequently after SP1104-1 is changed from fusing temperature on/off control to phase control. |
| | Value of SP6017 is reset to default | When the operation switch is turned off/on, the value of SP6017 (Sheet Through Magnification) is reset to the default (0). |

| Model: Adonis-C2 | Date: 10-Aug-01 | No.: RB003015 |
|---|---|---|

| Subject: Software Release History (Controller) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware history for the controller.

| Version | Program No. | Effective Date |
|---|---|---|
| 3.05 | B0045102D | 1st mass production |
| 3.06 | B0045102E | February 2001 prod. |
| 3.07 | B0045102F | March 2001 prod. |
| 3.08.4 | B0045102G | April 2001 prod. |
| 3.08.5 | B0045102H | April 2001 prod. |
| *3.09.1* | *B0045102J* | *June 2001 prod.* |

| Version | Title | Symptom Corrected |
|---|---|---|
| *3.09.1* | Printer application stalls | The printer function stalls when jobs are frequently sent alternating among different drivers. |

# **R**ICOH     **T**echnical **B**ulletin

| Model: Adonis-C2 | Date: 10-Aug-01 | No.: RB003016 |
|---|---|---|

| Subject: Service Card Release History (FAX) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information for the *Fax Service Card*. Please refer to each firmware release note for detailed descriptions.

FAX Service Card for NA Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045235 | 3751 | April 2001 prod. |
| 1.01 | B0045235A | B406 | May 2001 prod. |
| 1.02 | B0045235B | EAA5 | July 2001 prod. |
| 1.03 | B0045235C | E958 | August 2001 prod. |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | FAX Application | | FCU | | Delivery Module | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605581B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605581C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605581D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605581D | 2.07 | B3615906C |

| Model: Adonis-C2 | Date: 10-Aug-01 | No.: RB003016 |
|---|---|---|

System Service Card for Europe/Asia Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045236 | 367C | April 2001 prod. |
| 1.01 | B0045236A | 2CB1 | May 2001 prod. |
| 1.02 | B0045236B | AF4F | July 2001 prod. |
| 1.03 | B0045236C | AE02 | August 2001 prod. |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Fax Application | | FCU | | Delivery Module | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605582B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605582C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605582D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605582D | 2.07 | B3615906C |

System Service Card for China/Taiwan

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.01 | B0045237A | 2DA3 | 1st Mass Prod. |
| 1.02 | B0045237B | F44E | July 2001 prod. |
| 1.03 | B0045237C | F301 | August 2001 prod. |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Fax Application | | FCU | | Delivery Module | |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605583 | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605583A | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605583A | 2.07 | B3615906C |

# **R**ICOH **T**echnical **B**ulletin

| Model: Adonis-C2 | Date: 10-Aug-01 | No.: RB003017 |
|---|---|---|

| Subject: Software Release History (PS3) | | Prepared by: K. Takagi |
|---|---|---|
| From: Technical Services Dept., GTS Division | | |

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

This RTB has been issued to announce the Software history for the PS3 kit.

| Part Number | Version | C. SUM | Production |
|---|---|---|---|
| G5775906C | *1.03* | *472E* | *May 2001 production* |
| G5775906B | 1.00 | 5E70 | 1st mass production |

**Note:** The above software is being used in USA, Europe, and Asia models.

## **Descriptions of the changes**

| Symptom Corrected | Version |
|---|---|
| 1. With print jobs containing mixed duplex/simplex pages, the job comes out either all simplex or all duplex.<br><br>2. When there are different settings set for each page of the print job (e.g. paper type, size), only one page is printed out.<br><br>3. If an input tray is locked as the priority tray (using Print Tray Priority) and Auto Continue has been set to "0 minutes", an SC error is displayed when printing out more than two pages of a PS config. page.<br><br>4. The product name for Point and Print cannot be changed. | *1.03* |
| First mass production | 1.00 |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018 |
|---|---|---|

| Subject: Software Release Information (FAX) | Prepared by: K. Moriizumi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Firmware history for the FCU.

Fax FCU

| Version | N.A. | EUR/ASIA | Effective Date |
|---|---|---|---|
| 01.05.00 | B3605581A | B3605582A | 1st mass production |
| 02.00.04 | B3605581B | B3605582B | April 2001 prod. |
| 03.00.00 | B3605581C | B3605582C | May 2001 prod. |
| 04.00.00 | B3605581D | B3605582D | July 2001 prod. |

Fax Application

| Version | N.A. | EU/ASIA | Effective Date |
|---|---|---|---|
| 3.2.5 | B3605590E | B3605590E | 1st mass production |
| 3.8.4 | B3605590F | B3605590F | April 2001 prod. |
| 3.8.9 | B3605590G | B3605590G | May 2001 prod. |
| 3.8.13 | B3605590H | B3605590H | July 2001 prod. |

FCU

| Version | Title | Symptom Corrected |
|---|---|---|
| 01.05.00 | | 1st mass production |
| 02.00.04 | First page print from Document Server | A) The file name is not printed when an A4 size document is output to A5 paper.<br>B) The edge of the document's image area is not printed out in inch resolution mode.<br>C) With fine print mode, the first page comes out enlarged if the expansion option memory has not been installed. |
| | Output to G3-1 paper tray | Documents from the Document Server sent using memory transmission are printed out to the paper tray appropriated for the G3-1 line. |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018 |
| --- | --- | --- |

| | | |
| --- | --- | --- |
| | Transmission result report | 1. The transmission result report is printed out when the memory reaches capacity.<br>2. In cases where the transmission result report cannot be printed out (e.g. no paper), files cannot be sent following this. |
| | No Confidential File Report | The confidential file report is not printed out in the following conditions.<br>- The line is disconnected during phase C of confidential reception.<br>- There are no confidential reception files stored in the machine. |
| | First Page Print from Document Server (A5) | With the First Page print function, the image shifts to the right of the center mark when an A5 document from the Document Server is printed out to A5 paper. |
| | Page split with G4 immed. reception. | The last page of a G4 immediate reception job is split into 2 pages (top and bottom halves of the image). |
| | Destination erased | If a memory transmission destination is changed and the power is turned off/on, the destination is erased. (Only those existing destinations that have been changed are deleted). |
| | Memory full | If the SAF memory reaches capacity during scanning, the file is saved but the filename does not initially appear on the file list (it is necessary to exit and re-enter the filename display screen). |
| | Memory Storage Report | If the filename for a Document Server document is 8 characters or longer, it will not appear on the memory storage report. |
| 03.00.00 | Document from D. Server comes out blank | If the user initiates a printout of a Document Server document while the memory transmission results report is being printed out, the document will come out as a blank page |
| | SP6-107-001 Large log files printed out | Some unnecessary (large) log files had been carried over, causing it to take a very long time to print out all the log files with this SP mode. |
| | "Storage" when SAF memory full | If a document with cover sheet is sent from a PC using the LAN FAX driver, the machine allows the operation of "storing" a document, even though the SAF memory is full. (i.e. the document is not actually stored). |
| | ISDN-G3 transmission | The DTMF tone is sent to the ISDN-G3 line after pressing the tone key, even if user parameter switch 11(0B) is set to 0 (UUI). |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018 |
|---|---|---|

| | Batch transmission | When sending with Batch Transmission, the dedicated transmission parameters are not applied to destinations entered in with the ten-key pad. (those entered w/Quick Dials are fine). |
|---|---|---|
| 04.00.00 | G4 reception failure | Communication failure (receiver time out) sometimes occurs with G4 reception. |
| | Power on failure | The fax option sometimes does not start up when the main power is turned on. |
| | Subst. reception file cannot be printed out | Documents received using substitute reception are successfully stored into SAF memory, however if the main controller goes into Energy Saver mode during reception, the files cannot be printed out later. |
| | C. code (Korea) | Country code "1C" for Korea has been enabled. |

Fax Application

| Version | Title | Symptom Corrected |
|---|---|---|
| 3.2.5 | | 1st mass production |
| 3.8.4 | Handset | Some buttons are disabled after the handset is picked up and put back several times. |
| | | Some buttons are disabled after a job is interrupted with off-hook (reset) and the handset is put back. |
| | | It is possible to press to the On-hook button while "no paper" is displayed. |
| | | |
| | | The fax option malfunctions when several quick dials are pressed in On-hook mode (handset down). |
| | | The alert continues to be displayed even after the handset is put back. |
| | | When trying to send stored files from the Document Server, the ten-key pad is disabled if the On-hook button is pressed twice while still inside the Enter Password screen. |
| | Ten-key response time improved | The response time of the ten-key pad has been increased. |
| | Document Server – scanning area (size) | When documents are scanned for storage (only) to the Document Server, the machine does not prohibit changing the size of the scanning area. |
| | Manual reception disabled | Manual reception is not possible while inside the User Code Input screen. |
| | Option Stamp displayed | The Stamp function is displayed in the User Tool Settings even though there is no Stamp option installed. |
| 3.8.9 | Information Box | SC990 occurs when printing a message stored in the Information Box. |

| | | |
|---|---|---|

| | | |
|---|---|---|
| | SP6-104: G4 Protocol Dump List | The fax option malfunctions when printing out the G4 protocol dump list without the ISDN option board installed. |
| | Power off with handset Off hook | The main power can be turned off even if the handset is off the hook. |
| | LAN Fax Driver – No TTI | The TTI does not appear on any page when sending documents with a cover sheet. |
| 3.8.13 | LAN Fax Driver – No count up. | When a document is printed out from a PC with the LAN Fax driver, none of the counter values change. |

| Model: Adonis-C2 | Date: 06-Sep-01 | No.: RB003019 |
|---|---|---|

| Subject: Mylar - ADF Exposure Glass | Prepared by: E. Fukuyama |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

**Symptom**

Black lines or thin white lines on copies.

**Cause**

Dust or other foreign particles get caught in the gap between the ADF exposure glass and Left Scale Bracket, and later fall onto the exposure glass itself.

**Countermeasure**

Add a strip of Mylar to seal the gap between the exposure glass and the bracket.

Also, since this Mylar has been registered with SPC, please add the illustration and the new P/N (shown on the last page of this bulletin) to your Parts Catalogs.

**Replacement procedure**

Since the Left Scale Bracket is not as strong as other brackets, please take extra caution so that it does not bend or deform while performing the following.

1. Remove the ADF exposure glass.
2. Remove the Mylar already attached to the Left Scale Bracket.
3. Attach the new exposure glass Mylar as shown in the second illustration below.
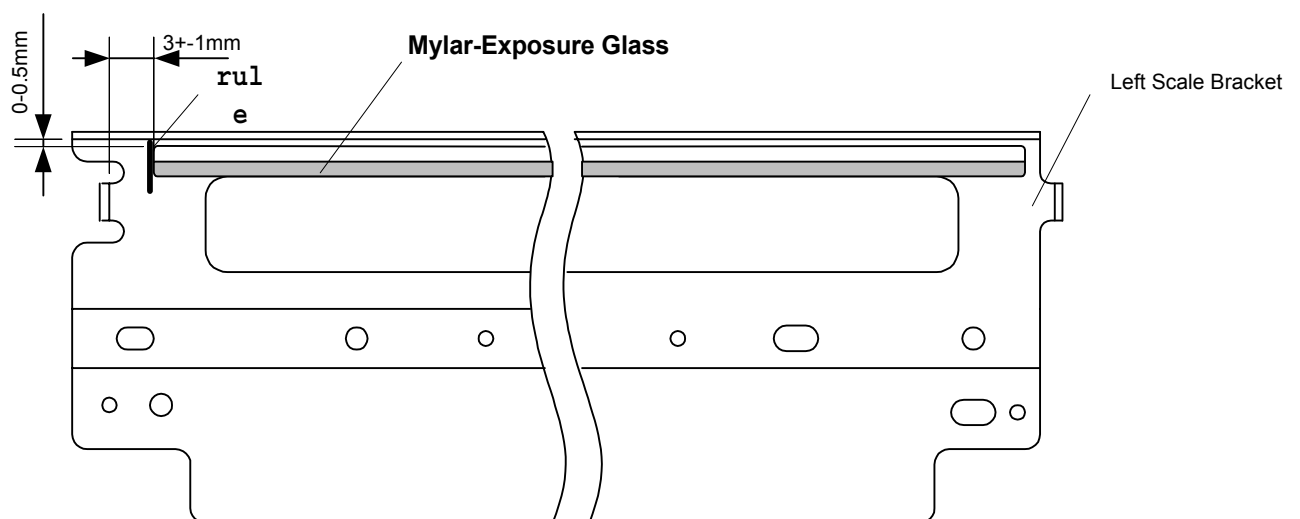
4. Reattach the ADF exposure glass as shown below, setting it so that it lies flush against the left side.

5. Finally, being very careful not to bend the bracket, pinch the exposure glass and bracket firmly together so that the glass adheres to the Mylar's double-sided tape.

ADF Exposure Glass

Mylar - Exposure Glass

Left Scale Bracket

Left Scale Blacket
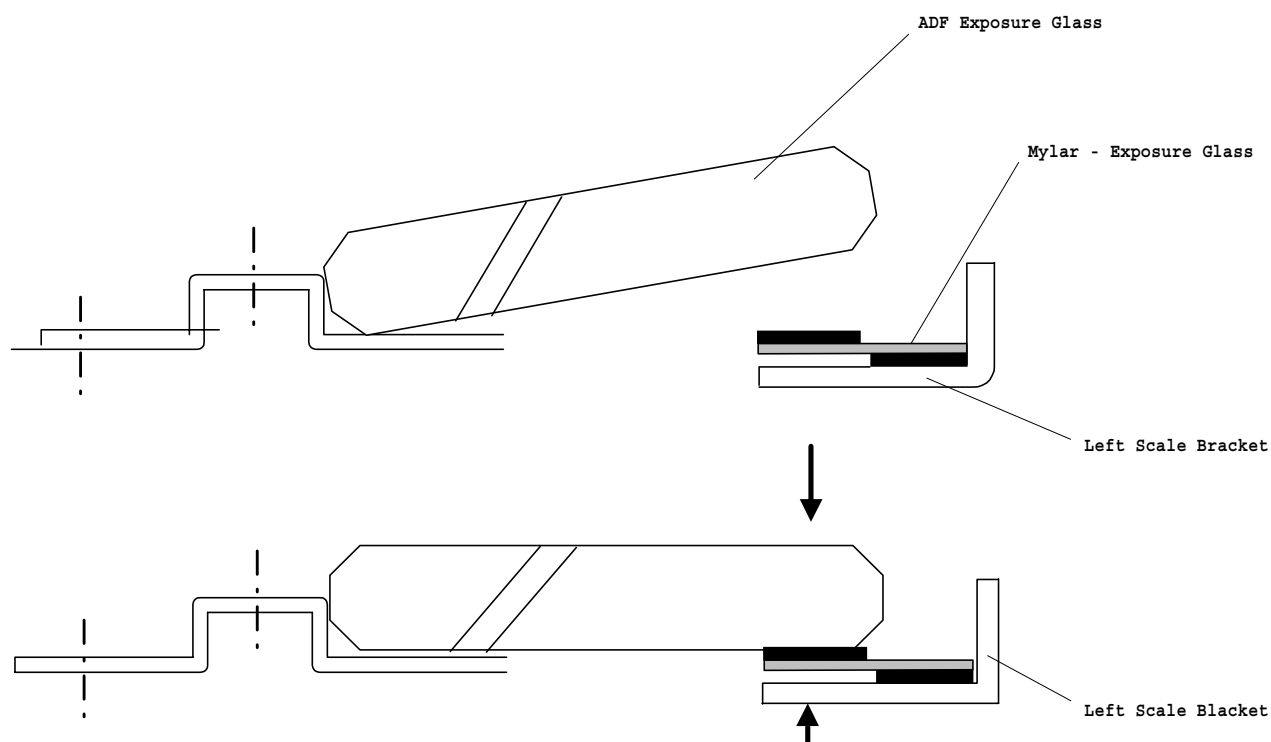
| Model: Adonis-C2 | | Date: 06-Sep-01 | No.: RB003019 |
|---|---|---|---|

| New part number | Description | Q'ty | Int | Page | Index | Note |
|---|---|---|---|---|---|---|
| B3516523 | Mylar – Exposure Glass | 0-1 | - | 19 | 29 | |

| Model: Adonis-C2 | Date: 20-Sep-01 | No.: RB003020 |
|---|---|---|

| Subject: NCS(NIB) Firmware History | | Prepared by: K. Takagi |
|---|---|---|
| From: Technical Services Dept., GTS Division | | |

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

Firmware history for the NCS (NIB).

| Part Number | Version | Production |
|---|---|---|
| *G0585921D* | *1.66* | *April 2001 production* |
| G0585921C | 1.61 | 1st mass production |

**Note:** The above firmware is being used in USA, Europe, and Asia models.

**Descriptions of the changes**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. After a communication failure breaks the connection between the NIB and the Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2. When 80000000(H) or more is registered in Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3. If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4. The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5. With bi-directional communication enabled for TCP port 9100, printing operation is disabled after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6. The IP address 0.0.0.0 can be set using the ifconfig command.<br>7. The wording of the message for saving data at logoff was corrected from "datas" to "data".<br><br>Change in Specifications:<br>1. Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2. The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | *1.66* |
| First mass production | 1.61 |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018a |
|---|---|---|

**RTB Reissue**

The items in bold italics have added.

| Subject: Software Release Information (FAX) | Prepared by: K. Moriizumi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Firmware release information for the Fax Service Card.

**Fax Service Card for NA Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045235 | 3751 | April 2001 prod. |
| 1.01 | B0045235A | B406 | May 2001 prod. |
| 1.02 | B0045235B | EAA5 | July 2001 prod. |
| 1.03 | B0045235C | E958 | August 2001 prod. |
| 1.04 | B0045235D | DA96 | September 2001 prod. |
| *2.00* | *B0045235E* | *E8C1* | *October 2001 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | **Fax Application** | | **FCU** | | **Delivery Module** | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605581B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605581C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605581D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605581D | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605581E | 2.07 | B3615906C |
| *2.00* | *5.20* | *B3605590L* | *06.00.01* | *B3605581F* | *2.27* | *B3615906C* |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018a |
|---|---|---|

## System Service Card for EU/Asia Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045236 | 367C | April 2001 prod. |
| 1.01 | B0045236A | 2CB1 | May 2001 prod. |
| 1.02 | B0045236B | AF4F | July 2001 prod. |
| 1.03 | B0045236C | AE02 | August 2001 prod. |
| 1.04 | B0045236D | CE6B | September 2001 prod. |
| *2.00* | *B0045236E* | *19E4* | *October 2001 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | **Fax Application** | | **FCU** | | **Delivery Module** | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605582B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605582C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605582D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605582D | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605582E | 2.07 | B3615906C |
| *2.00* | *5.20* | *B3605590L* | *06.00.01* | *B3605582F* | *2.27* | *B3615906C* |

## System Service Card for China/Taiwan

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.01 | B0045237A | 2DA3 | 1st Mass Prod. |
| 1.02 | B0045237B | F44E | July 2001 prod. |
| 1.03 | B0045237C | F301 | August 2001 prod. |
| 1.04 | B0045237D | 0E98 | September 2001 prod. |
| *2.00* | *B0045237E* | *FC37* | *October 2001 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | **Fax Application** | | **FCU** | | **Delivery Module** | |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605583 | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605583A | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605583A | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605583B | 2.07 | B3615906C |
| *2.00* | *5.20* | *B3605590L* | *06.00.01* | *B3605583C* | *2.27* | *B3615906C* |

**RICOH**

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018a |
|---|---|---|

**FCU (new changes)**

| Version | Title | Symptom Corrected |
|---|---|---|
| *05.00.00* | *Connection with eCabinet* | *Modified to enable connection with eCabinet.* |
| | *Error reports cannot be printed* | *When 9 or more error codes are registered in memory, the error report cannot be printed out.* |
| | *For China* | *< China model program segment added >.* |
| *06.00.01* | *PABX access* | *Even if prefix number access mode (loop start) is selected for the PABX access mode, the machine will always select Ground Start mode. As a result, the prefix number is not sent out to the telephone line.* |
| | *Print label insertion list* | *When the label insertion list is printed, characters containing umlauts come out scrambled.* |
| | *Power failure report* | *Only the first Substitute Report file appears on the Power Failure Report.* |
| | *Standard Message Stamp* | *Even if the language is changed, the standard message is still stamped in English.* |
| | *FCU freezes* | *If the modem CPU is performing a total RAM check (as when one of its RAM contains a certain address value), the FCU cannot communicate with the modem CPU and freezes.*<br><br>*The software has been changed so that the modem CPU does not perform the total RAM check.* |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018a |
|---|---|---|

**Fax Application (new changes)**

| Version | Title | Symptom Corrected |
|---|---|---|
| 3.8.14 | *Subst. reception file cannot be printed out* | *(Refer to FCU Ver. 04.00.00).* |
| 5.20 | *"No paper" display* | *When there is no paper in one of the trays (and the "No paper" alert function has been selected), the alert will disappear after the machine prints out one of the automatic reports.* |
| | *PC Fax transmission is canceled* | *If a fax Tx job is sent from a PC while the machine is in Energy Saver Mode, the machine wakes up but the job is canceled.* |
| | *"No paper" LED* | *If there is no paper in the tray when the machine starts to print out an Auto Document, the "No paper" message is displayed and the No Paper LED is lit. However, the LED remains lit after pressing the OK button on the "No paper" display.* |
| | *After the interrupt copy mode* | *Fax transmission settings are cleared after using Interrupt Copy.* |
| | *RTI (Own Fax Name)* | *The machine allows lower-case letters to be input for the RTI, even though the specifications prohibit this.* |
| | *The LED keeps blinking - PC Fax* | *When the page data for a PC Fax job is exactly 64 kbytes, the data-in LED does not stop blinking and the page data is not stored in memory .* |
| | *User Tools key when the SC code is displayed* | *Even when an SC code is displayed, the user is able to access the Facsimile Features menu in the User Tools.* |
| | *Information Box* | *The fax freezes if an Information Box file is printed out while the door is open.* |
| | *Journal report* | *With Print per User Code for Journal, user names can only be printed out up to a maximum of 16 characters (spec. is max. 20 characters).* |

**Reissued: 1-May-02**

| Model: Adonis-C2 | Date: 11-Oct-01 | No.: RB003021b |
| --- | --- | --- |

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

| Subject: Capture Function | Prepared by: K. Takagi |
| --- | --- |
| From: Technical Services sec. Service Planning Dept. | |

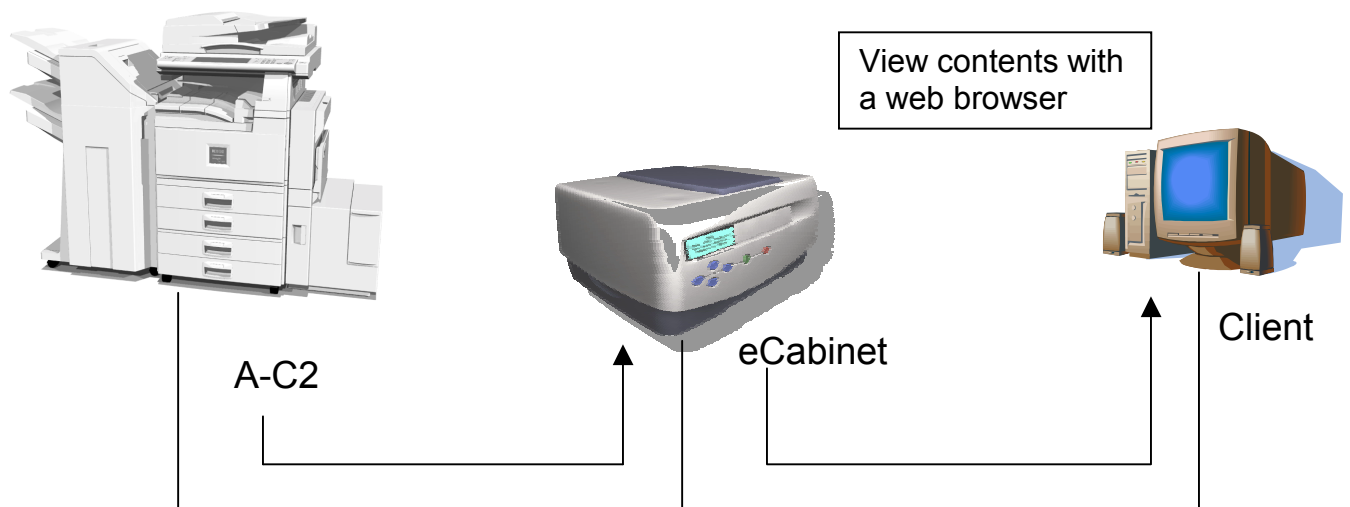| Classification: | ☐ Troubleshooting | ☐ Part information | ☐ Action required |
| --- | --- | --- | --- |
| | ☐ Mechanical | ☐ Electrical | ☐ Service manual revision |
| | ☐ Paper path | ☐ Transmit/receive | ☐ Retrofit information |
| | ☒ Other ( ) | | |

Adonis-C2 mainframes and options will be modified for use with the Capture function from October 2001 production.

Section 2 below shows the necessary hardware for each configuration, Section 3 shows the necessary SP/UP Mode settings, and Section 4 shows the necessary firmware to use the Capture function on mainframes and options produced before Oct '01.

1. Overview of the Capture Function:

Once the Adonis-C2 is connected to the eCabinet, the Capture function enables users to store copier, fax, scanner and printer documents there with such ID attributes as Owner, Name and Date. A web browser is used from the client PC to access documents stored in the eCabinet.

Even while the A-C2 is engaged in Capture file transfer, it is still possible to use all original A-C2 functions (copier, printer, fax, Document Server). In addition, note that the Document Server can be used in place of the eCabinet in the setup shown below.

View contents with a web browser

A-C2       eCabinet       Client

| Model: Adonis-C2 | Date: 11-Oct-01 | No.: RB003021b |
|---|---|---|

## 2. Configurations and Necessary Hardware:

|  | Basic | Printer | Printer/Scanner | Fax |
|---|---|---|---|---|
| Mainframe | ✔ | ✔ | ✔ | ✔ |
| 64MB Memory Option | ✔ | ✔ | ✔ | ✔ |
| NIB Option | ✔ | ✔ | ✔ | ✔ |
| Printer Option | - | ✔ | - | - |
| Printer/Scanner Option | - | - | ✔ | - |
| Fax Option | - | - | - | ✔ |

- Basic: Copier/Document Server

- Printer: Basic + Printer

- Printer/Scanner: Basic + Printer/Scanner

- Fax: Basic + Fax

## 3. Necessary SP/UP Settings:

### 3.2  SP Mode

3.2.1.  SP5836-1 (Capture Function).
Enables/disables the Capture function.
When enabled, the settings screen for the function is displayed inside System Settings.

0: Disabled (default)     1: Enabled

3.2.2.  SP5836-61 (Capture File Resend).
Enables/disables resending of previously captured files to the eCabinet.
When enabled, if the client PC operator accesses a Captured file stored in the eCabinet and sends it to the A-C2, the machine will resend this document to the eCabinet. This is to provide an extra safeguard for file backup. However if users wish to minimize network traffic and free up eCabinet memory, this function can be disabled.

0: Disabled        1: Enabled (default)

### 3.3  UP Mode
Users need to perform the necessary settings (Capture server IP address, etc.) from inside: **[**User Tools/Counter**]**→**[**System Settings**]**.
Please refer to the Operating Instructions for the procedure.

| Model: Adonis-C2 | Date: 11-Oct-01 | No.: RB003021b |
|---|---|---|

4. Necessary Firmware Upgrades for Mainframes/Options produced before Oct '01:

The table below shows the necessary firmware versions for each configuration.
Although part of the Capture function may work with older versions, to make full use of
the function we strongly recommend upgrading to the following:

| Firmware | Version | Basic | Printer | Printer/Scanner | Fax |
|---|---|---|---|---|---|
| Controller | 5.19.1 | ✔ | ✔ | ✔ | ✔ |
| LCDC | 2.19 | ✔ | ✔ | ✔ | ✔ |
| *Language ∗1* | *2.18* | ✔ | ✔ | ✔ | ✔ |
| NCS(NIB) | 1.77 | ✔ | ✔ | ✔ | ✔ |
| NFA(Netfile) | 2.17 | ✔ | ✔ | ✔ | ✔ |
| Printer | 3.00 | - | ✔ | ✔ | - |
| Scanner | 2.27 | - | - | ✔ | - |
| Fax Application | 5.20 | - | - | - | ✔ |
| FCU | 06.00.01 | - | - | - | ✔ |
| Delivery Module | 2.27 | - | ✔∗2 | - | ✔∗ |

*∗1: If customers require display languages that are not provided as standard in the
LCDC firmware, e.g. French for the N.A. model, it is necessary to update these
languages separately.*

∗2: When installing the individual <u>Printer</u> or <u>Fax</u> options, it is necessary to update the
delivery module in addition to the firmware. This is because the <u>Printer/Scanner</u> option
firmware already contains the new delivery module, which is automatically updated with
the new firmware.

# RICOH
# Technical Bulletin

| Model: Adonis-C2 | Date: 11-Oct-01 | No.: RB003022 |
|---|---|---|

| Subject: Service Card Release History (System) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information for the *System Service Card.* Please also see the firmware downloading procedure on page 3 below.

Up to the present, 1 firmware has been written onto each IC card. However, starting from this version, multiple programs will be contained in a single IC card.

## System Service Card for NA Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78NA | B0045230A | 4BB2 | April 2001 prod. |
| 1.79NA | B0045230B | 338C | May 2001 prod. |
| 1.80NA | B0045230C | 3566 | June 2001 prod. |
| 1.81NA | B0045230D | 7674 | July 2001 prod. |
| *2.00NA* | *B0045230F* | *04FB* | *October 2001 prod.* |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller (System) | | BICU (Engine) | | LCDC(LCD Controller) | |
| 1.78NA | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.07 | B0045211B |
| 1.79NA | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.80NA | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.81NA | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.07 | B0045211B |
| *2.00NA* | *5.19.1* | *B0045102K* | *2.26* | *B0045112K* | *2.19* | *B0045211C* |

| Model: Adonis-C2 | Date: 11-Oct-01 | No.: RB003022 |
|---|---|---|

## System Service Card for EU Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78EU | B0045231A | CB5C | April 2001 prod. |
| 1.79EU | B0045231B | B32C | May 2001 prod. |
| 1.80EU | B0045231C | B2E4 | June 2001 prod. |
| 1.81EU | B0045231D | F2A3 | July 2001 prod. |
| *2.00EU* | *B0045231F* | *9CF2* | *October 2001 prod.* |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller (System) | | BICU (Engine) | | LCDC(LCD Controller) | |
| 1.78EU | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.06 | B0045212B |
| 1.79EU | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.80EU | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.81EU | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.06 | B0045212B |
| *2.00EU* | *5.19.1* | *B0045102K* | *2.26* | *B0045112K* | *2.19* | *B0045212C* |

## System Service Card for Asia/Taiwan Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.79TW | B0045232B | 7144 | May 2001 prod. |
| 1.80TW | B0045232C | 7002 | June 2001 prod. |
| 1.81TW | B0045232D | B263 | July 2001 prod. |
| *2.00TW* | *B0045232F* | *E19D* | *October 2001 prod.* |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller (System) | | BICU (Engine) | | LCDC(LCD Controller) | |
| 1.79TW | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.80TW | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.81TW | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.11 | B0045213C |
| *2.00TW* | *5.19.1* | *B0045102K* | *2.26* | *B0045112K* | *2.19* | *B0045213D* |

| Model: Adonis-C2 | Date: 11-Oct-01 | No.: RB003022 |
|---|---|---|

## System Service Card for China Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| *2.00CH* | *B0045233A* | *9B3A* | *October 2001 prod.* |

Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | **Controller (System)** | | **BICU (Engine)** | | **LCDC(LCD Controller)** | |
| *2.00CH* | *5.19.1* | *B0045102K* | *2.26* | *B0045112K* | *2.19* | *B0045214B* |

**Firmware Downloading Procedure:**

1.  Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch on the main power.

2.  If the system firmware is ver. 3.07 or earlier, at first the only thing displayed on the Download Menu screen is the system module.

3.  Select "System", then press "Download".

4.  After the download has been completed, leave the card in the slot and switch the main power off/on.

5.  "System", "Engine" and "LCDC" will be displayed on the Menu screen.

6.  Select "Engine" and/or "LCDC" and begin the download.

7.  If for some reason the Engine firmware download is not successful, turn off the main power and turn I/O board Dip SW8 → ON. Then, open the front door and turn the main power on again. This will start up Engine firmware recovery.

8.  If for some reason the LCDC firmware download fails, press the Start key to initiate recovery. After the Start LED turns from blinking red to blinking green, turn the main power off and remove the card.

9.  Switch on the main power and access SP7801 to confirm that the firmware has been successfully installed.

| Model: Adonis-C2 | Date: 11-Oct-01 | No.: RB003022 |
|---|---|---|

## Controller (System) – new changes

| Version | Title | Symptom Corrected |
|---|---|---|
| **5.19.1** | Capture function | Modified to allow use of the Capture function. |
| | SC819 | Following a Detailed Self-Diagnostic, SC819 occurs when the diagnostic report is being printed out. |
| | SC997 | SC997 occurs when one of the MFP application keys is pressed just after the power is turned on. |
| | Black line along trailing edge when using Create Margin | A black line appears along the trailing edge of DF copies under the following conditions: 1→ 2 job, Create Margin, A4/SEF originals and paper. |
| | SC819 | SC819 occurs under the following conditions: Sort job, Mixed Original Sizes, optional memory not installed. |
| | Last page printed out on opposite side (copier) | The last page of a 1→ 2 odd-numbered copy job is printed out on the opposite side when using paper with a set front/back orientation (e.g. letterhead, punched paper). |
| | Display changed | The following display has been changed:<br><br>Old: Cannot communicate with external server.<br><br>New: Cannot deliver the data. Check the server. ##……## ("#"= server's IP address). |
| | Time not displayed at power on. | If an error occurs during the self-diagnostic at power on (e.g. NIB error), the machine sometimes does not display the time on the operation panel. |

## BICU (Engine) – new changes

| Version | Title | Symptom Corrected |
|---|---|---|
| **2.26** | "Scanning" message remains after Fax Tx interrupted. | When fax transmission is stopped by a DF jam or other error, the display still reads "Scanning". |
| | Jam location not displayed with mainframe + mailbox | If the paper stops inside the bridge unit where the sensors cannot detect it (mainframe + mailbox configuration only), the jam location is not displayed on the panel. |

**RICOH**

| Model: Adonis-C2 | Date: 11-Oct-01 | No.: RB003022 |
|---|---|---|

## LCDC (LCD Controller) – new changes

| Version | Title | Symptom Corrected | NA | EU | Asia/ Twn | China |
|---|---|---|---|---|---|---|
| 2.11 | Taiwanese display | Modified for Taiwanese language display. | | | ✓ | - |
| *2.19* | Capture function displays | Displays for the Capture function added. | ✓ | ✓ | ✓ | ✓ |
| | "Stop" not displayed during PS Config. Page printout | Except for the English display language, the "Stop" button is not displayed while the PS Configuration Page is being printed out. | ✓ | ✓ | ✓ | ✓ |
| | "Hole punch receptacle is full" message not displayed | If a European language is set for the display, the "Hole punch receptacle is full" (printer) message is not displayed when the receptacle becomes full. | ✓ | ✓ | ✓ | ✓ |
| | "Form Feed" button not displayed | Except for the Japanese and English display languages, the "Form Feed" button is not displayed. | ✓ | ✓ | ✓ | ✓ |

# RICOH

# Technical Bulletin

| Model: Adonis-C2 | Date: 16-Oct-01 | No.: RB003023 |
|---|---|---|

| Subject: Software Release History (Language) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Software release information for the Language Kit.

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.06 | B0045220A | A9C2 | 1st mass production |
| 2.10 | B0045220B | F555 | May 2001 prod. |
| 2.15 | B0045220C | 995C | August 2001 prod. |
| *2.18* | *B0045220D* | *167D* | *October 2001 prod.* |

Using the Language Kit.
1. Insert the IC card containing the firmware into the controller IC card slot.
2. Turn on the main power. Then, chose either the First or Second display language for the update.
   **Note:** It is also possible to write to both the First and Second languages.
3. Start the update.
4. Select the appropriate display language with the User Tools.

As shown in the table below, there are some cases where certain languages cannot be displayed, depending on the type of operation panel software:

| Model: Adonis-C2 | Date: 16-Oct-01 | No.: RB003023 |

**Possible Display Languages for Operation Panel Software**

Key:
O: Can be displayed.
Δ: Can be displayed, but the printer application window is not displayed correctly.
X:  Cannot be displayed.

| Op. Panel Software:<br><br><br>Display Language: | B0045210<br>（Japan) | B0045211<br>（N.A.） | B0045212<br>（EU） | B0045213<br>（Taiwan,<br>Asia） | B0045214<br>（China） |
|---|---|---|---|---|---|
| Japanese | O | O | O | X | X |
| English-NA | O | O | O | O | O |
| English-UK | O | O | O | O | O |
| French | Δ | O | O | O | O |
| German | Δ | O | O | O | O |
| Italian | Δ | O | O | O | O |
| Spanish | Δ | O | O | O | O |
| Dutch | Δ | O | O | O | O |
| Norwegian | Δ | O | O | O | O |
| Danish | Δ | O | O | O | O |
| Swedish | Δ | O | O | O | O |
| Polish | Δ | O | O | O | O |
| Portuguese | Δ | O | O | O | O |
| Hungarian | Δ | O | O | O | O |
| Czech | Δ | O | O | O | O |
| Finnish | Δ | O | O | O | O |
| Traditional Chinese | X | X | X | O | X |
| Simplified Chinese | X | X | X | X | O |

| Model: Adonis-C2 | Date: 16-Oct-01 | No.: RB003023 |
|---|---|---|

| Version | Symptoms Corrected |
|---|---|
| 2.06 | 1st mass production |
| 2.10 | Added Traditional Chinese (for the Taiwan version). |
| 2.15 | Added Simplified Chinese (for the China version) |
| | The Form Feed button is only displayed for English and Japanese. |
| | Wording mistake in the alert message for when the number of pages in the printer document server exceeds the maximum (all languages). |
| | For European languages, a printer alert message is not displayed when the punch hole collector is full. |
| | The following occur with the Dutch display language:<br>・In the System Settings screen, both the Finisher and Tray 1 appear twice in the output tray selections.<br>・The selections "Yes" and "No" were reversed in the Key Operator Settings → User Code Settings screen. |
| *2.18* | Added character strings for use with the Capture function. |
| | Translation errors (Copier):<br>・(Copy alert): "Slip Sheet Tray" should be "Cover Sheet Tray" (Danish).<br>・"Thin Paper" should be "Thick Paper" (Czech). |
| | For all languages except English, the lettering is not displayed in the "Stop" button when the PS configuration page is being printed out. |

| Model: Adonis-C2 | Date: 17-Oct-01 | No.: RB003024a |
|---|---|---|

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

| Subject: ***Brush Roller*** | Prepared by: E. Fukuyama |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

We have issued MB003009 regarding the Cleaning Pad for the charge roller.
This bulletin is to inform you of the modification procedure from the Cleaning Pad to the Brush Roller.

Modification Procedure
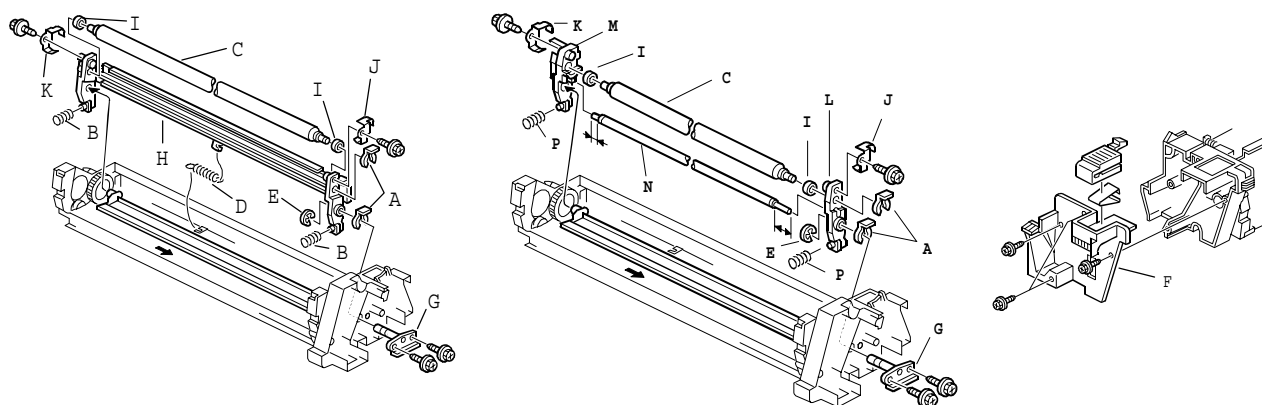


1. Remove the drum. (Refer to 3.11.2 in the service manual.)
2. Remove the snap rings [A].
3. Remove the springs [B].
4. Remove the charge roller [C].
5. Remove the spring [D].
6. Remove the E-ring [E]
7. Remove the cover [F].
8. Remove the stud [G].
9. Remove the cleaning pad ass'y [H].
10. Remove the bushings [I], front terminal [J] and rear terminal [K].
11. Install the front terminal [J], rear terminal [K] and bushing on the new front and rear arm.
12. Install the new front arm [L], the rear arm [M], the stud [G], the new brush roller [N] and the charge roller [C]
13. Install the E-ring [E] and the snap rings [A].
14. Install the new springs [P].
15. Put back the cover [F] and the drum.

| Model: Adonis-C2 | Date: 22-Oct-01 | No.: RB003025 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card.

Please refer to each firmware release RTB for details.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| *2.00* | *B0045118D* | *9564* | *October 2001 prod.* |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | **Printer** | **Scanner** | **NCS (NIB)** | **NFA (Netfile)** |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| *2.00* | *Ver. 3.00* | *Ver. 2.27* | *Ver. 1.77* | *Ver. 2.17* |
| | *B3615902E* | *B3615901E* | *G0585921E* | *G0585922F* |

**Firmware Downloading Procedure:**

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch on the main power.
2. Select the firmware that you would like to upgrade, then press "Download".
3. After the download has been completed, leave the card in the slot and switch the main power off/on.

**New Changes - Printer**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. Modified for use with the Capture function.<br>2. Modified so that the printer controller can detect the individual codes in the data headers of a print job sent with both PCL and PS codes, thereby allowing the machine to switch between the 2 PDL emulations accordingly (PCL/PS). The A-C2 prints each page in its original format, even if contained in the same file.<br>3. Some German umlaut characters cannot be printed out correctly with the following fonts when using the PCL6 driver on Windows NT4.0/95/98/Me: Albertus Medium, Antique Olive, Humanst521 BT, Zurich BlkEx BT. | *3.00* |

**New Changes - Scanner**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. Software changed so that the original can be placed on the exposure glass just as with copying, i.e. there is no need to turn the original upside-down (for both directions).<br><br>Ver.2.07(B3615901D)　　　Ver.2.27(B3615901E)<br><br>2. Mixed Original Mode can now be used with the Twain driver ver.3.12. When using this driver, please note the following:<br>　1. Be sure to use Netfile software ver.2.17 or newer.<br>　2. Also, be sure to install ADF ROM ver.1.76 or newer, as older versions will cause image stretching along the sub-scan direction with 425dpi and 555-557dpi scanning. | *2.27* |

| Model: Adonis-C2 | Date: 22-Oct-01 | No.: RB003025 |
|---|---|---|

**New Changes - NCS (NIB)**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. When using signature level 2 on a NetWare Server, the printer does not connect to the NetWare Server.<br>2. The printer cannot print more than one job sent from a CICS application on an IBM Main Frame (e.g. OS/390) when the application uses lpd protocol unique to CICS.<br>3. The lpd process on the printer is interrupted when lpq/lprm commands with arguments are executed more than 50 times after the printer has been turned on.<br>4. When trying to access the Web Status Monitor for a printer during printing via the ipp port, the httpd process is occasionally interrupted.<br>5. When there are several messages displayed, such as error messages after a malfunction, Apple Talk protocol is occasionally interrupted during printing.<br>6. When the printer is not ready due to an open cover, the message "Printer is not ready" is not indicated in the lpd or stat command.<br>7. When executing the prnlog command designate job ID 0, no information is indicated.<br>8. Even when the parameter settings changed by telnet are not successfully written into the NVRAM, no error message is indicated as a command line.<br>9. The software allows any name to be entered as the computer name for NetBEUI.<br>10. When printing data with 0 byte by rcp, the NIB does not respond to the waiting client PC.<br>11. No settings are valid with the install shell of RedHat Linux Ver.7.1. | *1.77* |
| Change in Specification:<br>1. Two-byte code characters cannot be entered for a device name.<br>2. The Job Spool function is available for printing with the combination of firmware Controller System Ver. 5.19.1 and Printer System Ver. 3.00. By turning [Job Spool] ON with SP-5-828-065, a print job can spool into the HDD during printing. | |

**RICOH**

| Model: Adonis-C2 | Date: 22-Oct-01 | No.: RB003025 |
|---|---|---|

**NFA (Netfile)**

| Descriptions | Version |
|---|---|
| **Note:** When using scanner firmware B3615901D, NFA firmware version 2.17 or later should be used.<br><br>Firmware modified to correct the following:<br>1. The MFP stalls when setting the I/O device from two ScanRouter V2 Professional servers at the same time.<br>2. When setting the I/O device from ScanRouter V2 Professional, the fax delivery settings sometimes disappear.<br>3. When a print request is issued from the document server at the MFP or at DeskTopBinder V2 without the correct paper size in the tray, the MFP does not send the error to the operation panel or DeskTopBinder V2, and the MFP does not print the document. | ***2.17*** |
| When the machine sends two or more files to the Document Server within 1 second (as when sending backed up files just after the Server recovers), the first 2 documents receive the same filename and the first is therefore erased. The software has been modified so that file naming can be controlled at the ms level, preventing the file from being deleted. | 1.42.04 |
| First mass production | 1.42.02 |

| Model: Adonis-C2 | Date: 30-Oct-01 | No.: RB003026 |
|---|---|---|

| Subject: Transfer Belt Unit | Prepared by: E. Fukuyama |
|---|---|
| From: Technical Service Dept., GTS Division | |

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

This RTB contains the replacement procedure for the modified parts in MB MA230073, which announced modifications applied to minimize dirtiness on the rear side of copies.

**Note:** There is no double-sided tape attached to the Entrance Mylar (B0043915), so be sure to use the Tape – Entrance Mylar (A2323903) when installing this new Mylar.

**Installation Procedure**
1. Remove the Transfer Unit, then the Transfer Belt and Cleaning Blade.
2. Peel off the old Entrance Mylar, then clean the surface of the attachment area underneath.
3. Clean out the inside of the unit thoroughly.
4. Attach the Remove Paper Dust Mylar (B0043911) as shown in Fig. 1.
5. Attach the Tape – Entrance Mylar (A2323903) and Entrance Mylar (B0043915) as shown in Fig. 1.

**Fig. 1:**
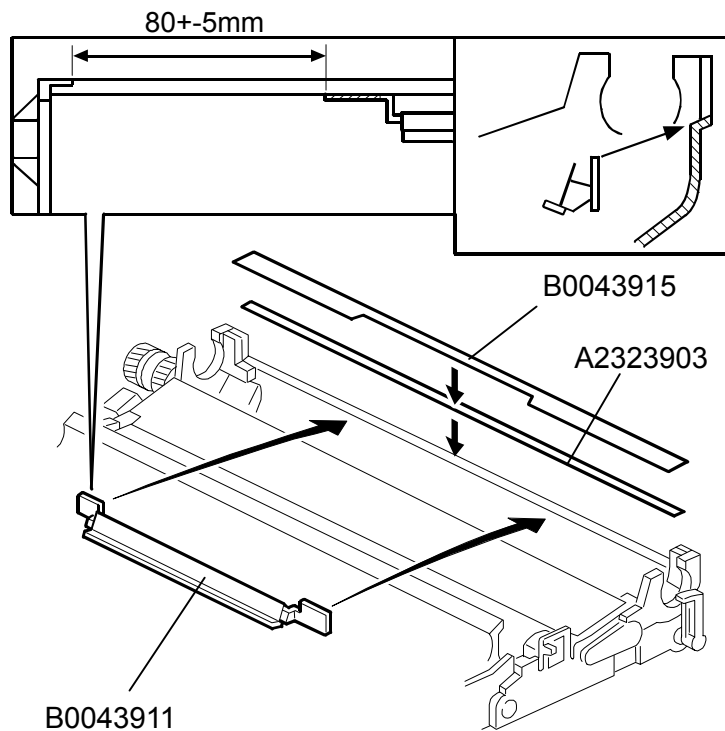
6.  Attach the Mylar - Drive Roller Entrance (B0043914) to the Transfer Unit Frame, as shown in Fig. 2.

**Fig. 2:**

B0043914
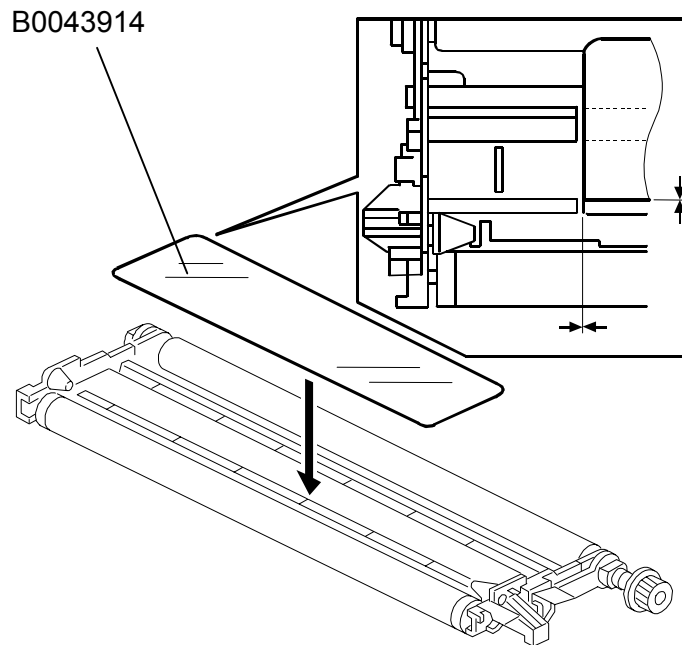


7. Reinstall the Transfer Belt and Cleaning Blade.

| Model: Adinis-C2 | Date: 30-Nov-01 | No.: RB003027 |
|---|---|---|

| Subject: NVRAM | Prepared by: E. Fukuyama |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

A new NVRAM is mounted on all Controller Boards supplied as service parts. However, since it is possible for an error to occur if the new board is installed with the new NVRAM, please add Step 4 below (bold/italics), which was missing from the Service Manual.

This is to ensure that technicians attach the used (existing) NVRAM to the Controller Board before installing it in the machine.

## 3.20 HARD DISK/CONTROLLER BOARD

1. Left rear corner cover (☛ 3.8.1)

2. Expansion spacer [A] (𝕗 x2)

3. Controller board [B] (𝕗 x2)
   **NOTE:** Use the wire handle to slide the HDD out of the expansion box.

4. *Remove the NVRAM from the old Controller Board and install it on the new board.*

| Model: Adonis-C2 | Date: 12-Dec-01 | No.: RB003028 |
|---|---|---|

| Subject: Service Manual Correction (Fax Unit) | Prepared by: K.Moriizumi |
|---|---|
| From: Technical Service Dept., GTS Division | |

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

Please add the following Bit switch descriptions to your A-C2 Fax Unit Service Manual (Machine Code: B360).

**Add** System Switch 04 Bits <u>5, 6 and 7</u> (pg. 3-13 Bit Switches).

| System Switch 04 | | SP No. 1-101-005 |
|---|---|---|
| **No** | **FUNCTION** | **COMMENTS** |
| 0-2 | Not used | Do not change the settings. |
| 3 | Printing dedicated tx parameters on Quick/Speed Dial Lists<br>**0:** Disabled<br>**1:** Enabled | **1:** Each Quick/Speed dial number on the list is printed with the dedicated tx parameters (10 bytes each).<br>The first 10 bytes of data are the programmed dedicated tx parameters; 34 bytes of data are printed (the other 24 bytes have no use for service technicians). |
| 4 | Not used | Do not change the settings. |
| 5 | Memory file transfer operation<br>**0:** Enabled<br>**1:** Disabled | If the machine is unable to print fax messages due to a mechanical problem, set this bit to 0 to transfer all messages in memory (including confidential rx messages) to another terminal for printout.<br><br>**Transfer procedure for key operators**<br>1. Press 'User Tools/Counter', then 'Facsimile Settings', and finally 'Key Operator Tools'.<br>2. Select 'Memory File Transfer' and specify a destination for the machine to transfer all the files.<br>3. Press 'Start'.<br><br>Normally this should be reset to 1 after transfer, otherwise anyone who knows how to enter key-operator mode can transfer confidential files. However, the bit can be left at 0 if the customer's key-operators wish to transfer the files themselves (this machine does not support confidential rx). |
| 6 | G3 CSI/G4 Terminal ID programming<br>**0:** Enabled<br>**1:** Disabled | **0:** The CSI and Terminal ID must be set from: User Tools – Key Operator Tools – Program ISDN-G3 Line.<br><br>**Note:** The Terminal ID can only be programmed if a Group 4 option is installed. |

| Model: Adonis-C2 | Date: 12-Dec-01 | No.: RB003028 |
|---|---|---|

| System Switch 04 | | SP No. 1-101-005 |
|---|---|---|
| **No** | **FUNCTION** | **COMMENTS** |
| 7 | Telephone line type programming<br>**0:** Enabled<br>**1:** Disabled | **0:** Telephone line type selection (tone dial or pulse dial) must be set from:<br>User Tools – Key Operator Tools – Select Dial/Push Phone. |

| Model: Adonis-C2 | Date: 8-Jan-02 | No.: RB003029 |
|---|---|---|

| Subject: Notice for Toner Bottle Installation | Prepared by: E. Fukuyama |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

We have received a few reports from the Japanese market concerning the following symptom when a technician installs the machine. So, we would like to inform you of a potential concern related to toner bottle installation.

## SYMPTOM

When a new toner bottle is shaken and the cap is unscrewed, the inner cap pops off.

This might occur under the following conditions.

1. The toner bottle has been stored for a long time in a low temperature environment (such as an unheated warehouse in winter).

2. The temperature around the toner bottle suddenly increases by more than 25 degrees (Celsius).

3. The toner bottle is installed between 1 hour and 9 hours after the above condition has occurred.

## CAUSE

The mechanism of the symptom is as follows.

1. The toner bottle is stored at a very low temperature. The air in the bottle cools and the bottle's internal air pressure decreases.

2. Air slowly leaks into the bottle until the bottle's internal pressure equalizes with the atmospheric pressure.

3. Later, the bottle is moved into a warm place (the temperature variation is over 25ºC.). The air in the bottle warms and the internal pressure increases.

4. When the bottle cap is removed, internal air pressure pops off the inner cap.

**Note: There is no problem for toner bottles that have been stored at normal room temperatures.**

## SOLUTION

The toner bottle will be modified to change the opening process. (Effective date: the end of January 2002)

We will inform you of the details later.

| Model: Adonis-C2 | Date: 8-Jan-02 | No.: RB003029 |
| --- | --- | --- |

## ACTION

1. When moving toner bottles from a very low temperature environment, store the bottles in the office more than 1 day prior to use. This will allow the bottle's internal pressure to equalize with the atmospheric pressure.

2. If it is not possible to take the above action, please do the following steps prior to installing the toner bottle.

   1) Hold the toner bottle upright. (Do not shake it.)

   2) Loosen the bottle cap (do not remove the cap completely at this time) and hold the cap for over 20 seconds (to prevent the cap from coming off).

   3) Remove the cap and inner cap slowly, to reduce the air pressure in the toner bottle.

   4) Reinsert the inner cap in the bottle and then install the bottle in the machine.

| Model: Adonis-C2 | Date: 22-Jan-02 | No.: RB003030 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K.Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

Newly modified portions are in **bold and italics**, and carryovers are in *italics* alone.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| ***2.01*** | ***B0045118E*** | ***21D8*** | ***January 2002 prod.*** |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | **Printer** | **Scanner** | **NCS (NIB)** | **NFA (Netfile)** |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| ***2.01*** | ***Ver. 3.02*** | *Ver. 2.27* | *Ver. 1.77* | *Ver. 2.17* |
| | ***B3615902F*** | *B3615901E* | *G0585921E* | *G0585922F* |

| Model: Adonis-C2 | Date: 22-Jan-02 | No.: RB003030 |
|---|---|---|

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press "Download".
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**New Changes - Printer**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. A print job received when the machine switches from On to Off Mode may not be printed out.<br>2. After deleting a locked print document, it is possible to press the delete button without selecting any other locked print documents.<br>3. The operation panel may flicker slightly after the operator performs settings in the Printer Features window very quickly (i.e. window is open for a very short time). | *3.02* |

**New Changes – Scanner, NCS, NFA**
None

## RICOH

**Reissued: 1-Feb-02**

| Model: Adonis-C2 | Date: 22-Jan-02 | No.: RB003031a |
|---|---|---|

**RTB Correction**

The items in bold italics have been corrected or added.

| Subject: Service Card Release History (System) | Prepared by: K.Takagi | |
|---|---|---|
| From: Technical Services Dept., GTS Division | | |
| Classification: | ☐ Troubleshooting ☐ Part information ☐ Action required <br> ☐ Mechanical ☐ Electrical ☐ Service manual revision <br> ☐ Paper path ☐ Transmit/receive ☐ Retrofit information <br> ☒ Other (　　　) | |

This RTB has been issued to announce the firmware release information for the System Service Card.

Newly modified portions are in **bold and italics**, and carryovers are in *italics* alone.

### System Service Card for NA Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78NA | B0045230A | 4BB2 | April 2001 prod. |
| 1.79NA | B0045230B | 338C | May 2001 prod. |
| 1.80NA | B0045230C | 3566 | June 2001 prod. |
| 1.81NA | B0045230D | 7674 | July 2001 prod. |
| 2.00NA | B0045230F | 04FB | October 2001 prod. |
| 2.01NA | B0045230G | 0252 | October 2001 prod. |
| ***2.02NA*** | ***B0045230H*** | ***0F50*** | ***January 2002 prod.*** |

### Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78NA | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.07 | B0045211B |
| 1.79NA | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.80NA | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.81NA | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.07 | B0045211B |
| 2.00NA | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045211C |
| 2.01NA | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045211C |
| ***2.02NA*** | ***5.21*** | ***B0045102M*** | ***2.28*** | ***B0045112L*** | ***2.20*** | ***B0045211D*** |

**RICOH**

| Model: Adonis-C2 | Date: 22-Jan-02 | No.: RB003031a |
|---|---|---|

## System Service Card for EU Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78EU | B0045231A | CB5C | April 2001 prod. |
| 1.79EU | B0045231B | B32C | May 2001 prod. |
| 1.80EU | B0045231C | B2E4 | June 2001 prod. |
| 1.81EU | B0045231D | F2A3 | July 2001 prod. |
| 2.00EU | B0045231F | 9CF2 | October 2001 prod. |
| 2.01EU | B0045231G | 9D15 | October 2001 prod. |
| *2.02EU* | *B0045231H* | *D0AF* | *January 2002 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78EU | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.06 | B0045212B |
| 1.79EU | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.80EU | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.81EU | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.06 | B0045212B |
| 2.00EU | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045212C |
| 2.01EU | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045212C |
| *2.02EU* | *5.21* | *B0045102M* | *2.28* | *B0045112L* | *2.20* | *B0045212D* |

## System Service Card for Asia/Taiwan Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.79TW | B0045232B | 7144 | May 2001 prod. |
| 1.80TW | B0045232C | 7002 | June 2001 prod. |
| 1.81TW | B0045232D | B263 | July 2001 prod. |
| 2.00TW | B0045232F | E19D | October 2001 prod. |
| 2.01TW | B0045232G | E113 | October 2001 prod. |
| *2.02TW* | *B0045232H* | *4DAC* | *January 2002 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.79TW | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.80TW | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.81TW | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.11 | B0045213C |
| 2.00TW | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045213D |
| 2.01TW | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045213D |
| *2.02TW* | *5.21* | *B0045102M* | *2.28* | *B0045112L* | *2.20* | *B0045213E* |

**Reissued: 1-Feb-02**

| Model: Adonis-C2 | Date: 22-Jan-02 | No.: RB003031a |
|---|---|---|

**System Service Card for China Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.00CH | B0045233A | 9B3A | October 2001 prod. |
| 2.01CH | B0045233B | 9C5B | October 2001 prod. |
| *2.02CH* | *B0045233C* | *1DB5* | *January 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 2.00CH | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045214B |
| 2.01CH | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045214B |
| *2.02CH* | *5.21* | *B0045102M* | *2.28* | *B0045112L* | *2.20* | *B0045214C* |

**Firmware Downloading Procedure:**

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.

2. If the system firmware is ver. 3.07 or earlier, at first the only thing displayed on the Download Menu screen is the system module.

3. Select "System", then press "Download".

4. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

5. "System", "Engine", and "LCDC" will be displayed on the Menu screen.

6. Select "Engine" and/or "LCDC" and begin the download.

7. If for some reason the Engine firmware download is not successful, turn OFF the main power and turn I/O board Dip SW8 → ON. Then, open the front door and turn the main power ON again. This will start up Engine firmware recovery.

8. If for some reason the LCDC firmware download fails, press the Start key to initiate recovery. After the Start LED turns from blinking red to blinking green, turn the main power OFF and remove the card.

9. Switch ON the main power and access SP7801 to confirm that the firmware has been successfully installed.

| Model: Adonis-C2 | Date: 22-Jan-02 | No.: RB003031a |
|---|---|---|

## Controller (System) – new changes

| Version | Title | Symptom Corrected |
|---|---|---|
| *5.19.2* | GW-MAC function | The GW-MAC control function has been added. |
| | | Correction for a problem that occurred when using 5.19.1 with certain production software at the factory. |
| *5.21* | Cannot enter memory address | When using the memory dump function of Fax SP mode, the memory address cannot be entered. |
| | *Duplex printing problem* | *When printing in duplex, the last odd page is printed on the reverse side of the last sheet.* |

## BICU (Engine) – new changes

| Version | Title | Symptom Corrected |
|---|---|---|
| *2.28* | Pressure roller temporarily deforms | The pressure roller deforms (temporary change) after the machine is in Standby mode continuously for an extended period of time, e.g. 2-3 days. |

## LCDC (LCD Controller) – new changes

| Version | Title | Symptom Corrected | NA | EU | Asia/ Twn | China |
|---|---|---|---|---|---|---|
| *2.20* | Display error with simplified and traditional Chinese | The character "/" is not displayed in the date field with simplified or traditional Chinese. | ✓ | ✓ | ✓ | ✓ |

| Model: Adonis-C2 | Date: 19-Feb-02 | No.: RB003032 |
|---|---|---|

| Subject: Service Manual Correction | Prepared by: K. Takagi |
|---|---|
| From: Technical Service Dept., GTS Division | |

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

Please make the following corrections to your Model A-C2 Service Manuals (machine code: B003/B004/B006/B007). Minor corrections appear in **bold**, and additions/deletions appear in *italics.*

## 1. Section 1 (Installation Procedure)
### 1-1. Key Counter Installation (page 1-52)

**Incorrect:**
11. Set SP5-401-2 to 1*. (This enables the restricted access control function.)
**NOTE:** The key counter function is available for other modes by changing the following SP modes.
- SP5-401-12 (Copy Server mode)
- SP5-401-22 (Fax mode)
- SP5-401-32 (Scanner mode)
- SP5-401-42 (Printer mode)

**Correct:**
11. Enter User Program mode, select "System Settings", then "Key Counter Management". Set the following key counter functions as ON or OFF:
- Copier
- Document server
- Facsimile
- Scanner
- Printer

## 2. Section 3 (Replacement and Adjustment)
### 2-1. Charge Roller/Charge Roller Cleaning Pad (page 3-29)

**Incorrect:**
6. After replacing the charge roller, check the value of SP2-001-1. If it is not at the standard value (1630V), set SP2-001-1 to –1630V.

**Correct:**
6. After replacing the charge roller, check the value of SP2-001-1. If it is not at the standard value (**–1480V**), set SP2-001-1 to **–1480V**.

**3. Section 4 (Troubleshooting)**
   **3-1. SC818: Watchdog Error (page 4-12)**

     **Addition:**
     *Symptom: The bus line is held up by another device, or a CPU/device infinite loop has occurred. This happens when the watchdog detects that a module it is monitoring has not closed properly (after finishing its task), or that the module is not able to continue processing (e.g. infinite loop).*
     *Possible Cause:*
     *-Problem with the system program*
     *-Defective controller board*

**4. Section 5 (Service Tables)**
   **4-1. SP-5801: Memory Clear (page 5-32)**

     **Incorrect:**
     Resets all correction data for process control and all software counters, and returns all modes and adjustments to their default values. (☛ 0)
     *To execute, hold down ① for over 3 seconds, and then turn the copier off and on again.*

     **Correct:**
     Resets all correction data for process control and all software counters, and returns all modes and adjustments to their default values **(☛ 5.1.8).**

   **4-2. SP5807: Option Connection Check (page 5-32)**

     **Correct** SP number from 58070 → **5807**

   **4-3. SP-5825: NVRAM Data Download (page 5-33)**

     **Deletion:**
     *While using this SP mode, always keep the front cover open. This prevents a software module accessing the NVRAM during the download. After executing this SP, switch the copier off and on.*

   **4-4. SP-5828-65, 66, and 69: Job Spool Settings (page 5-34)**

     **Addition:**
     *The above SP modes were added for Job Spool settings, however they are only for use on Japanese models. Therefore please do not adjust these modes, as this feature will not function correctly even if the settings are changed.*

### 4-5. SP-5961: Large Capacity Exit Mode (page 5-35)

**Incorrect:**
1. Enabled
2. Disabled

**Correct:**
**0.** Enabled
**1.** Disabled

### 4-6. Memory All Clear: SP5-801 (page 5-61)

**Addition (italicized portions):**
No.5 MCS (Memory Control Service) - *SSP mode only*
No.11 NCS (Network Control Service) - *SSP mode only*

## 5. Section 6 (Detailed Section Descriptions)
### 5-1. Independent dot erase (page 6-28)

**Incorrect:**
The machine compares each pixel (<u>C in the diagram above left</u>) with the pixels
around the edges of the surrounding 3 x 5 area.

**Correct:**
The machine compares each pixel (**see the diagram below**) with the pixels
around the edges of the surrounding 3 x 5 area.

### 5-2. Charge Roller Voltage Correction (page 6-44)

**Correct** charge voltage in the illustration from -1630V → **-1480V.**

### 5-3. Charge Roller Voltage Correction (page 6-45)

**Correct** each of the 3 default voltages in the illustration from -1630V → **-1480V.**
**Correct** the voltage in the last sentence from -1630V → **-1480V.**

### 5-4. Image Fusing And Paper Exit (page 6-75)

**Incorrect:**
15 Thermostat (central)

**Correct:**
15 Thermostat (**central/end**)

### 5-5. Overheat Protection (page 6-80)
**Incorrect:**
If the temperature of the thermostat reaches 210°C, the thermostat opens, removing power from the fusing lamp.

**Correct**
If the temperature of the thermostat reaches **180°C**, the thermostat opens, removing power from the fusing lamp.

## Specifications
### 5-6. Power Consumption

Please **replace** the following 2 tables:

**Mainframe only**

|  | B003/B006 | B004/B007 |
|---|---|---|
| Copying | Less than 1.2 kW (NA)<br>Less than 1.3 kW (EU/Asia) | Less than 1.2 kW (NA)<br>Less than 1.3 kW (EU/Asia) |
| Warm-up | Less than 1.25 kW (NA)<br>Less than 1.3 kW (EU/Asia) | Less than 1.25 kW (NA)<br>Less than 1.3 kW (EU/Asia) |
| Stand-by | Less than 150 W/h (NA)<br>Less than 155 W/h (EU/Asia) | Less than 170 W/h (NA)<br>Less than 175 W/h (EU/Asia) |
| Energy Saver Mode | Ave. 115 W/h (NA)<br>Ave. 120 W/h (EU/Asia) | Ave. 150 W/h (NA)<br>Ave. 155 W/h (EU/Asia) |
| Auto Off Mode | Ave. 6 W/h (NA)<br>Ave. 7 W/h (EU/Asia) | Ave. 6 W/h (NA)<br>Ave. 7 W/h (EU/Asia) |
| Maximum | Less than 1.44 kW (NA)<br>Less than 1.5 kW (EU/Asia) | Less than 1.44 kW (NA)<br>Less than 1.5 kW (EU/Asia) |

**System**

|  | B003/B006 | B004/B007 |
|---|---|---|
| Copying | Less than 1.4 kW (NA)<br>Less than 1.35 kW (EU/Asia) | Less than 1.4 kW (NA)<br>Less than 1.35 kW (EU/Asia) |
| Warm-up | Less than 1.3 kW (NA)<br>Less than 1.32 kW (EU/Asia) | Less than 1.3 kW (NA)<br>Less than 1.32 kW (EU/Asia) |
| Stand-by | Less than 170 W/h (NA)<br>Less than 175 W/h (EU/Asia) | Less than 195 W/h (NA)<br>Less than 195 W/h (EU/Asia) |
| Energy Saver Mode | Ave. 118 W/h (NA)<br>Ave. 123 W/h (EU/Asia) | Ave. 153 W/h (NA)<br>Ave. 158 W/h (EU/Asia) |
| Auto Off Mode | Ave. 8 W/h (NA)<br>Ave. 9 W/h (EU/Asia) | Ave. 8 W/h (NA)<br>Ave. 9 W/h (EU/Asia) |
| Maximum | Less than 1.44 kW (NA)<br>Less than 1.5 kW (EU/Asia) | Less than 1.44 kW (NA)<br>Less than 1.5 kW (EU/Asia) |

# RICOH

# Technical Bulletin

| Model: Adonis-C2 | Date: 6-Mar-02 | No.: RB003033 |
|---|---|---|

| Subject: Software Release History (PS3) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Software history for the PS3 kit

| Part Number | Version | C. SUM | Production |
|---|---|---|---|
| **G5775906D** | **1.05** | **3C28** | **Jan. 2002 production** |
| G5775906C | 1.03 | 472E | May 2001 production |
| G5775906B | 1.00 | 5E70 | 1st mass production |

## Descriptions of the changes

| Symptom Corrected | Version |
|---|---|
| 1. While downloading PS fonts to a machine, the correct PS serial number cannot be output.<br><br>2. A PS error occurs under the following conditions:<br> - The original size is the same as that loaded in the locked tray(s).<br> - The paper type is not specified in the driver.<br> - "AutoSelect Tray" is selected in the driver.<br><br>3. If the machine receives an A5 print job while "Error Skip" is activated and there is no A5 loaded in any tray, the operation panel will display "Load A5 Paper (LEF)", even though the specifications only support A5 <u>SEF</u>.<br><br>4. Printing out the PS Configuration page:<br>Even though the specifications require the machine to prompt the operator to load A4/LT plain paper when there are no trays containing plain or recycled paper, the machine does not display the message and allows the configuration page to be printed out onto any paper type. | *1.05* |

| Model: Adonis-C2 | Date: 15-Mar-02 | No.: RB003034 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

Newly modified portions are in **bold and italics**, and carryovers are in *italics* alone.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| ***2.02*** | ***B0045118F*** | ***BE38*** | ***March 2002 prod.*** |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | **Printer** | **Scanner** | **NCS (NIB)** | **NFA (Netfile)** |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| ***2.02*** | ***Ver. 3.05*** | Ver. 2.27 | ***Ver. 1.79*** | ***Ver. 2.19*** |
| | ***B3615902G*** | B3615901E | ***G0585921F*** | ***G0585922G*** |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press "Download".
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**Printer**

| Descriptions | Version |
|---|---|
| ***Firmware modified to correct the following:*** <br> 1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"]. <br> 2. The punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit). <br> 3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a "2", indicating that Duplex copies can be made (not permissible according to the specifications). <br> 4. When printing in duplex mode, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details). <br> ***Change in Specification:*** <br> 1. Supports the Status Readback function of the PCL5e. <br> 2. Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | *3.05* |

| Model: Adonis-C2 | Date: 15-Mar-02 | No.: RB003034 |
|---|---|---|

**Scanner**
Nothing new

**NCS (NIB)**

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:* <br> 1. No error message is displayed in Netscape Navigator even when an incorrect URL is input in the address bar. <br> 2. Up to 32 characters can be input in the NetBEUI configuration screen Comment box, even though the specification is 31 characters maximum. <br> 3. The PS status cannot be displayed using the "stat" command (lpq command for lpr). <br> 4. If Trap is selected for the Access Type in the SNMP Configuration screen during the snmpd process, communication may be cut off. <br> 5. The NIB does not respond to the "lprm –" command (root directory) from a FreeBSD host computer. <br> 6. If an undefined remote printer number is input in the Netware configuration page, communication between the NIB and Netware Server will be cut off. <br><br> *Change in Specification:* <br> 1. Two or more print queues can be attached to a single printer object (for further details, refer to TechMail RC010430). <br> 2. TCP Ports 11021 and 11023 (Design use) have been closed. | *1.79* |

**NFA (Netfile)**

| Descriptions | Version |
|---|---|
| *Minor program changes for the Japanese model only.* | *2.19* |

**Reissued: 22-Mar-02**

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018b |
|---|---|---|

**RTB Reissue**

The items in bold italics have added.

| Subject: Software Release Information (FAX) | Prepared by: K. Moriizumi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

Firmware release information for the Fax Service Card.

**Fax Service Card for NA Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045235 | 3751 | April 2001 prod. |
| 1.01 | B0045235A | B406 | May 2001 prod. |
| 1.02 | B0045235B | EAA5 | July 2001 prod. |
| 1.03 | B0045235C | E958 | August 2001 prod. |
| 1.04 | B0045235D | DA96 | September 2001 prod. |
| 2.00 | B0045235E | E8C1 | October 2001 prod. |
| *2.01* | *B0045235F* | *E8C1* | *October 2001 prod.* |
| *2.02* | *B0045235G* | *D895* | *November 2001 prod.* |
| *2.03* | *B0045235H* | *5711* | *February 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | **Fax Application** | | **FCU** | | **Delivery Module** | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605581B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605581C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605581D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605581D | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605581E | 2.07 | B3615906C |
| 2.00 | 5.20.0 | B3605590L | 06.00.01 | B3605581F | 2.27 | B3615906D |
| *2.01* | *5.20.1* | *B3605590M* | 06.00.01 | B3605581F | 2.27 | B3615906D |
| *2.02* | *5.20.3* | *B3605590N* | 06.00.01 | B3605581F | 2.27 | B3615906D |
| *2.03* | *5.21.0* | *B3605590P* | *07.00.00* | *B3605581G* | 2.27 | B3615906D |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018b |
|---|---|---|

## System Service Card for EU/Asia Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045236 | 367C | April 2001 prod. |
| 1.01 | B0045236A | 2CB1 | May 2001 prod. |
| 1.02 | B0045236B | AF4F | July 2001 prod. |
| 1.03 | B0045236C | AE02 | August 2001 prod. |
| 1.04 | B0045236D | CE6B | September 2001 prod. |
| 2.00 | B0045236E | 19E4 | October 2001 prod. |
| *2.01* | *B0045236F* | *122C* | *October 2001 prod.* |
| *2.02* | *B0045236G* | *09B8* | *November 2001 prod.* |
| *2.03* | *B0045236H* | *F4B2* | *February 2002 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | **Fax Application** | | **FCU** | | **Delivery Module** | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605582B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605582C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605582D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605582D | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605582E | 2.07 | B3615906C |
| 2.00 | 5.20.0 | B3605590L | 06.00.01 | B3605582F | 2.27 | B3615906D |
| *2.01* | *5.20.1* | *B3605590M* | 06.00.01 | B3605582F | 2.27 | B3615906D |
| *2.02* | *5.20.3* | *B3605590N* | 06.00.01 | B3605582F | 2.27 | B3615906D |
| *2.03* | *5.21.0* | *B3605590P* | *07.00.00* | *B3605582G* | 2.27 | B3615906D |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018b |
|---|---|---|

## System Service Card for China/Taiwan

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.01 | B0045237A | 2DA3 | 1$^{st}$ Mass Prod. |
| 1.02 | B0045237B | F44E | July 2001 prod. |
| 1.03 | B0045237C | F301 | August 2001 prod. |
| 1.04 | B0045237D | 0E98 | September 2001 prod. |
| 2.00 | B0045237E | FC37 | October 2001 prod. |
| *2.01* | *B0045237F* | *F47F* | *October 2001 prod.* |
| *2.02* | *B0045237G* | *EC0B* | *November 2001 prod.* |
| *2.03* | *B0045237H* | *0C0C* | *February 2002 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | **Fax Application** | | **FCU** | | **Delivery Module** | |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605583 | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605583A | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605583A | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605583B | 2.07 | B3615906C |
| 2.00 | 5.20 | B3605590L | 06.00.01 | B3605583C | 2.27 | B3615906C |
| *2.01* | *5.20.1* | *B3605590M* | 06.00.01 | B3605583C | 2.27 | B3615906D |
| *2.02* | *5.20.3* | *B3605590N* | 06.00.01 | B3605583C | 2.27 | B3615906D |
| *2.03* | *5.21.0* | *B3605590P* | *07.00.00* | *B3605583D* | 2.27 | B3615906D |

**Reissued: 22-Mar-02**

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018b |
| --- | --- | --- |

**FCU (new changes)**

| Version | Title | Symptom Corrected |
| --- | --- | --- |
| 07.00.00 | *Printing of the Memory Storage Report stopped* | *If the handset is picked up while the Memory Storage Report is being printed out, the job is stopped and cannot be resumed.* |
| | *Power Failure Report* | *When printing out the Power Failure Report onto 2 pages, and the machine runs out of paper before printing the second page, this page cannot be printed out even after loading more paper into the machine.* |
| | *Signal level for the A.I. short protocol tone* | *This signal level was set about 1dBm too high, and has been corrected.* |
| | *Bit Switch default values* | *The default values of System Bit Switch 04 (SP 1-101-005) bits 6 and 7 for Czech/Poland/Hungary have been changed to conform with PTT requirements.*<br>*Bit 6: G3 CSI/G4 Terminal ID programming*<br>*Bit 7: Telephone line type programming* |
| | *Communication LED* | *The Communication LED remains lit even when the telephone line is disconnected.* |

# **T**echnical **B**ulletin

**Reissued: 22-Mar-02**

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018b |
|---|---|---|

**RICOH**

**Fax Application (new changes)**

| Version | Title | Symptom Corrected |
|---|---|---|
| *5.20.1* | *Connection error with ScanRouter Saver (SC997)* | *The fax option is stopped when a network error occurs while transferring received messages to the ScanRouter saver.* |
| | *LAN FAX using an LPR port* | *After several successive requests are sent to the machine using the LAN FAX driver via an LPR port, the machine stops transferring.* |
| *5.20.3* | *Substitute Reception (SC819)* | *SC819 is displayed following a substitute reception job received while in Energy Saver Mode. The condition can be cleared by power Off/On, and the substitute reception file is not erased.*<br>*Note: This only occurs with fax application version 5.20.1.* |
| | *Line Priority Setting* | *Even after setting the line to PABX, it does not appear in the Line Priority Settings Menu.* |
| *5.21.0* | *Security Global Standards: ISO15408* | *To conform to the ISO15408 Security Global Standards, when attempting to print documents from the Personal Box, an error message will be displayed if the user inputs an incorrect password 3 times.*<br>*Note: This condition can be cleared by power Off/On.* |

**Reissued: 28-Mar-02**

| Model: Adonis-C2 | Date: 15-Mar-02 | No.: RB003034a |
|---|---|---|

**RTB Correction**

Items in bold italics have been corrected or added.

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | **Printer** | **Scanner** | **NCS (NIB)** | **NFA (Netfile)** |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |

| Model: Adonis-C2 | Date: 15-Mar-02 | No.: RB003034a |
|---|---|---|

Firmware Downloading Procedure:

1.  Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2.  Select the firmware that you would like to upgrade, then press "Download".
3.  After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**Printer**
No changes

**Scanner**
No changes

**NCS (NIB)**

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1.  2-byte code characters cannot be entered for a device name.<br>2.  *The Job Spool function is available for printing with the combination of firmware Controller System Ver. 5.19.1 and Printer System Ver. 3.00.*<br>*By turning [Job Spool] ON in SP-5-828-065, a print job can spool into the HDD during printing.*<br><br>*The information in #2 above was mistakenly included in this RTB. Although the Spool function appears in SP5-828-065, 066 and 069, it is only supported on the Japanese model (please do not enable these modes).* | |

| Model: Adonis-C2 | Date: 15-Mar-02 | No.: RB003034a |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. After a communication failure breaks the connection between the NIB and Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2. When 80000000(H) or more is registered in the Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3. If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4. The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5. With bi-directional communication enabled for TCP port 9100, printing operation is inhibited after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6. The IP address 0.0.0.0 can be set by the ifconfig command.<br>7. The wording of the message for saving data at logoff was corrected from "datas" to "data". | 1.66 |
| Change in Specification:<br>1. Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2. The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | |
| First mass production | 1.61 |

**NFA (Netfile)**
No changes

| Model: Adonis-C2 | Date: 27-Mar-02 | No.: RB003035 |
|---|---|---|

| Subject: Service Card Release History (System) | Prepared by: K. TAKAGI |
|---|---|
| From: Technical Services Dept., GTS Division | |

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

This RTB has been issued to announce the firmware release information for the System Service Card.

Newly modified portions are in **bold and italics**, and carryovers are in *italics* alone.

**System Service Card for NA Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78NA | B0045230A | 4BB2 | April 2001 prod. |
| 1.79NA | B0045230B | 338C | May 2001 prod. |
| 1.80NA | B0045230C | 3566 | June 2001 prod. |
| 1.81NA | B0045230D | 7674 | July 2001 prod. |
| 2.00NA | B0045230F | 04FB | October 2001 prod. |
| 2.01NA | B0045230G | 0252 | October 2001 prod. |
| 2.02NA | B0045230H | 0F50 | January 2002 prod. |
| *2.03NA* | *B0045230J* | *F081* | *March 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78NA | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.07 | B0045211B |
| 1.79NA | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.80NA | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.81NA | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.07 | B0045211B |
| 2.00NA | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045211C |
| 2.01NA | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045211C |
| 2.02NA | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045211D |
| *2.03NA* | *5.22* | *B0045102N* | 2.28 | B0045112L | 2.20 | B0045211D |

| Model: Adonis-C2 | Date: 27-Mar-02 | No.: RB003035 |
|---|---|---|

**System Service Card for EU Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78EU | B0045231A | CB5C | April 2001 prod. |
| 1.79EU | B0045231B | B32C | May 2001 prod. |
| 1.80EU | B0045231C | B2E4 | June 2001 prod. |
| 1.81EU | B0045231D | F2A3 | July 2001 prod. |
| 2.00EU | B0045231F | 9CF2 | October 2001 prod. |
| 2.01EU | B0045231G | 9D15 | October 2001 prod. |
| 2.02EU | B0045231H | D0AF | January 2002 prod. |
| *2.03EU* | *B0045231J* | *AD0C* | *March 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78EU | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.06 | B0045212B |
| 1.79EU | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.80EU | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.81EU | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.06 | B0045212B |
| 2.00EU | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045212C |
| 2.01EU | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045212C |
| 2.02EU | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045212D |
| *2.03EU* | *5.22* | *B0045102N* | 2.28 | B0045112L | 2.20 | B0045212D |

**System Service Card for Asia/Taiwan Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.79TW | B0045232B | 7144 | May 2001 prod. |
| 1.80TW | B0045232C | 7002 | June 2001 prod. |
| 1.81TW | B0045232D | B263 | July 2001 prod. |
| 2.00TW | B0045232F | E19D | October 2001 prod. |
| 2.01TW | B0045232G | E113 | October 2001 prod. |
| 2.02TW | B0045232H | 4DAC | January 2002 prod. |
| *2.03TW* | *B0045232J* | *2C1B* | *March 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.79TW | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.80TW | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.81TW | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.11 | B0045213C |
| 2.00TW | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045213D |
| 2.01TW | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045213D |
| 2.02TW | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045213E |
| *2.03TW* | *5.22* | *B0045102N* | 2.28 | B0045112L | 2.20 | B0045213E |

| Model: Adonis-C2 | Date: 27-Mar-02 | No.: RB003035 |
|---|---|---|

## System Service Card for China Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.00CH | B0045233A | 9B3A | October 2001 prod. |
| 2.01CH | B0045233B | 9C5B | October 2001 prod. |
| 2.02CH | B0045233C | 1DB5 | January 2002 prod. |
| *2.03CH* | *B0045233D* | *FA8E* | *March 2002 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 2.00CH | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045214B |
| 2.01CH | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045214B |
| 2.02CH | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045214C |
| *2.03CH* | *5.22* | *B0045102N* | 2.28 | B0045112L | 2.20 | B0045214C |

## System Service Card for Korea Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| *2.03KOR* | *B0045234* | *8093* | *March 2002 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| *2.03KOR* | *5.22* | *B0045102N* | 2.28 | B0045112L | *2.22* | *B0045217* |

**Firmware Downloading Procedure:**

1.  Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.

2.  If the system firmware is ver. 3.07 or earlier, at first the only thing displayed on the Download Menu screen is the system module.

3.  Select "System", then press "Download".

4.  After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

5.  "System", "Engine" and "LCDC" will be displayed on the Menu screen.

6.  Select "Engine" and/or "LCDC" and begin the download.

7.  If for some reason the <u>Engine firmware</u> download is not successful, turn OFF the main power and turn I/O board Dip SW8 → ON. Then, open the front door and turn the main power ON again. This will start up Engine firmware recovery.

8.  If for some reason the <u>LCDC firmware</u> download fails, press the Start key to initiate recovery. After the Start LED turns from blinking red to blinking green, turn the main power OFF and remove the card.

9.  Switch ON the main power and access SP7801 to confirm that the firmware has been successfully installed.

| Model: Adonis-C2 | Date: 27-Mar-02 | No.: RB003035 |
| --- | --- | --- |

## Controller (System)

| Version | Title | Symptom Corrected |
| --- | --- | --- |
| *5.22* | Add Korean language | Program added for Korean language display (with the addition of the Korea model)<br><br>Note: To display the Korean language on models other than the Korea model, it is necessary to install both the LCDC firmware from Service Card V2.03KOR and Controller firmware V5.22. |

## BICU (Engine)

| Version | Title | Symptom Corrected |
| --- | --- | --- |
| *2.28* | Pressure roller temporarily deforms | The pressure roller deforms (temporary change) after the machine is in Standby mode continuously for an extended period of time, e.g. 2-3 days. |

## LCDC (LCD Controller)

| Ver. | Title | Symptom Corrected | NA | EU | A/TW | CH | K |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *2.22* | Korean display | Modified for Korean language display. | – | – | – | – | ✓ |

# RICOH

| Model: Adonis-C2 | Date: 29-May-02 | No.: RB003036 |
|---|---|---|

| Subject: Software Release History (Language) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

Software release information for the Language Kit.

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.06 | B0045220A | A9C2 | 1st mass production |
| 2.10 | B0045220B | F555 | May 2001 prod. |
| 2.15 | B0045220C | 995C | August 2001 prod. |
| 2.18 | B0045220D | 167D | October 2001 prod. |
| *2.19* | *B0045220E* | *B52B* | *January 2002 prod.* |
| *2.22* | *B0045220F* | *86B7* | *April 2002 prod.* |

Using the Language Kit.
1. Insert the IC card containing the firmware into the controller IC card slot.
2. Turn ON the main power. Then, chose either the First or Second display language for the update.
   Note: It is also possible to write to both the First and Second languages.
3. Start the update.
4. Select the appropriate display language in User Tools.

As shown in the table below, there are some cases where certain languages cannot be displayed, depending on the type of operation panel software:

| Model: Adonis-C2 | Date: 29-May-02 | No.: RB003036 |

**Possible Display Languages for Operation Panel Software**

Key:
✓: Can be displayed.
∆: Can be displayed, but printer application window is not displayed correctly.
--: Cannot be displayed.

| Op. Panel Software:<br><br><br>Display Language: | B0045210<br>（Japan) | B0045211<br>（NA) | B0045212<br>（EU) | B0045213<br>（Asia/<br>Taiwan） | B0045214<br>（China) |
|---|---|---|---|---|---|
| Japanese | ✓ | ✓ | ✓ | -- | -- |
| English-NA | ✓ | ✓ | ✓ | ✓ | ✓ |
| English-UK | ✓ | ✓ | ✓ | ✓ | ✓ |
| French | ∆ | ✓ | ✓ | ✓ | ✓ |
| German | ∆ | ✓ | ✓ | ✓ | ✓ |
| Italian | ∆ | ✓ | ✓ | ✓ | ✓ |
| Spanish | ∆ | ✓ | ✓ | ✓ | ✓ |
| Dutch | ∆ | ✓ | ✓ | ✓ | ✓ |
| Norwegian | ∆ | ✓ | ✓ | ✓ | ✓ |
| Danish | ∆ | ✓ | ✓ | ✓ | ✓ |
| Swedish | ∆ | ✓ | ✓ | ✓ | ✓ |
| Polish | ∆ | ✓ | ✓ | ✓ | ✓ |
| Portuguese | ∆ | ✓ | ✓ | ✓ | ✓ |
| Hungarian | ∆ | ✓ | ✓ | ✓ | ✓ |
| Czech | ∆ | ✓ | ✓ | ✓ | ✓ |
| Finnish | ∆ | ✓ | ✓ | ✓ | ✓ |
| Traditional Chinese | -- | -- | -- | ✓ | -- |
| Simplified Chinese | -- | -- | -- | -- | ✓ |
| Delete | ✓ | ✓ | ✓ | ✓ | ✓ |

| Model: Adonis-C2 | Date: 29-May-02 | No.: RB003036 |

| Version | Symptom Corrected |
|---------|-------------------|
| *2.22* | Spanish translation error for "Sub TX mode Key" in the Fax Initial Settings screen:<br>Incorrect: "Mode RX sustituta"<br>Correct: "Mode TX sustituta" |
| | The Dutch display for "Rotate Sort" (Copy screen) appeared in German. |
| *2.19* | The following display errors in User Tools-Copier/Document Server Features have been corrected:<br>- (Portuguese, Finnish): Displays for "Top to Top" and "Top to Bottom" were reversed.<br>- (German): Displays for "Top to Top" and "Top to Bottom" were incorrect. |
| | Dutch translation error for "Program/Change/Delete User Code". |
| | The following display error in User Tools-Copier/Document Server Features has been corrected:<br>Czech: What should be displayed as "2 Sided: T to T→2 Sided: T to T" was incorrectly displayed as "1 Sided→2 Sided: T to B". |

| Model: Adonis-C2 | Date: 29-May-02 | No.: RB003037 |
|---|---|---|

| Subject: Service Card Release History (System) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

Firmware release information for the System Service Card.

Newly modified portions are in **bold and Italics**, and carryovers are in *italics* alone.

**System Service Card for NA Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78NA | B0045230A | 4BB2 | April 2001 prod. |
| 1.79NA | B0045230B | 338C | May 2001 prod. |
| 1.80NA | B0045230C | 3566 | June 2001 prod. |
| 1.81NA | B0045230D | 7674 | July 2001 prod. |
| 2.00NA | B0045230F | 04FB | October 2001 prod. |
| 2.01NA | B0045230G | 0252 | October 2001 prod. |
| 2.02NA | B0045230H | 0F50 | January 2002 prod. |
| 2.03NA | B0045230J | F081 | March 2002 prod. |
| *2.04NA* | *B0045230K* | *6CA3* | *April 2002 prod.* |
| *2.05NA* | *B0045230L* | *1E1B* | *May 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78NA | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.07 | B0045211B |
| 1.79NA | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.80NA | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.81NA | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.07 | B0045211B |
| 2.00NA | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045211C |
| 2.01NA | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045211C |
| 2.02NA | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045211D |
| 2.03NA | 5.22 | B0045102N | 2.28 | B0045112L | 2.20 | B0045211D |
| *2.04NA* | 5.22 | B0045102N | *2.29* | *B0045112M* | 2.20 | B0045211D |
| *2.05NA* | *5.23* | *B0045102P* | *2.29* | *B0045112M* | *2.23* | *B0045211E* |

| Model: Adonis-C2 | Date: 29-May-02 | No.: RB003037 |
|---|---|---|

## System Service Card for EU Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78EU | B0045231A | CB5C | April 2001 prod. |
| 1.79EU | B0045231B | B32C | May 2001 prod. |
| 1.80EU | B0045231C | B2E4 | June 2001 prod. |
| 1.81EU | B0045231D | F2A3 | July 2001 prod. |
| 2.00EU | B0045231F | 9CF2 | October 2001 prod. |
| 2.01EU | B0045231G | 9D15 | October 2001 prod. |
| 2.02EU | B0045231H | D0AF | January 2002 prod. |
| 2.03EU | B0045231J | AD0C | March 2002 prod. |
| *2.04EU* | *B0045231K* | *2F04* | *April 2002 prod.* |
| *2.05EU* | *B0045231L* | *B82B* | *May 2002 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78EU | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.06 | B0045212B |
| 1.79EU | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.80EU | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.81EU | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.06 | B0045212B |
| 2.00EU | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045212C |
| 2.01EU | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045212C |
| 2.02EU | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045212D |
| 2.03EU | 5.22 | B0045102N | 2.28 | B0045112L | 2.20 | B0045212D |
| *2.04EU* | 5.22 | B0045102N | *2.29* | *B0045112M* | 2.20 | B0045212D |
| *2.05EU* | *5.23* | *B0045102P* | *2.29* | *B0045112M* | *2.23* | *B0045212E* |

**System Service Card for Asia/Taiwan Models**

| Version | Program No. | C. SUM | Effective Date |
|---------|-------------|--------|----------------|
| 1.79TW | B0045232B | 7144 | May 2001 prod. |
| 1.80TW | B0045232C | 7002 | June 2001 prod. |
| 1.81TW | B0045232D | B263 | July 2001 prod. |
| 2.00TW | B0045232F | E19D | October 2001 prod. |
| 2.01TW | B0045232G | E113 | October 2001 prod. |
| 2.02TW | B0045232H | 4DAC | January 2002 prod. |
| 2.03TW | B0045232J | 2C1B | March 2002 prod. |
| *2.04TW* | *B0045232K* | *ADB3* | *April 2002 prod.* |
| *2.05TW* | *B0045232L* | *55DA* | *May 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---------|--------|--------|--------|--------|--------|--------|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.79TW | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.80TW | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.81TW | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.11 | B0045213C |
| 2.00TW | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045213D |
| 2.01TW | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045213D |
| 2.02TW | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045213E |
| 2.03TW | 5.22 | B0045102N | 2.28 | B0045112L | 2.20 | B0045213E |
| *2.04TW* | 5.22 | B0045102N | *2.29* | *B0045112M* | 2.20 | B0045213E |
| *2.05TW* | *5.23* | *B0045102P* | *2.29* | *B0045112M* | *2.23* | *B0045213F* |

| Model: Adonis-C2 | Date: 29-May-02 | No.: RB003037 |
|---|---|---|

**System Service Card for China Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.00CH | B0045233A | 9B3A | October 2001 prod. |
| 2.01CH | B0045233B | 9C5B | October 2001 prod. |
| 2.02CH | B0045233C | 1DB5 | January 2002 prod. |
| 2.03CH | B0045233D | FA8E | March 2002 prod. |
| *2.04CH* | *B0045233E* | *7A47* | *April 2002 prod.* |
| *2.05CH* | *B0045233F* | *201C* | *May 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 2.00CH | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045214B |
| 2.01CH | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045214B |
| 2.02CH | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045214C |
| 2.03CH | 5.22 | B0045102N | 2.28 | B0045112L | 2.20 | B0045214C |
| *2.04CH* | 5.22 | B0045102N | *2.29* | *B0045112M* | 2.20 | B0045214C |
| *2.05CH* | *5.23* | *B0045102P* | *2.29* | *B0045112M* | *2.23* | *B0045214D* |

**System Service Card for Korea Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.03KOR | B0045234 | 8093 | March 2002 prod. |
| *2.04KOR* | *B0045234A* | *FE59* | *April 2002 prod.* |
| *2.05KOR* | *B0045234B* | *4478* | *May 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 2.03KOR | 5.22 | B0045102N | 2.28 | B0045112L | 2.22 | B0045217 |
| *2.04KOR* | 5.22 | B0045102N | *2.29* | *B0045112M* | 2.22 | B0045217 |
| *2.05KOR* | *5.23* | *B0045102P* | *2.29* | *B0045112M* | *2.23* | *B0045217A* |

| Model: Adonis-C2 | Date: 29-May-02 | No.: RB003037 |
|---|---|---|

**Firmware Downloading Procedure:**

1.  Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.

2.  If the system firmware is ver. 3.07 or earlier, at first the only thing displayed on the Download Menu screen is the system module.

3.  Select "System", then press "Download".

4.  After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

5.  "System", "Engine" and "LCDC" will be displayed on the Menu screen.

6.  Select "Engine" and/or "LCDC" and begin the download.

7.  If for some reason the <u>Engine firmware</u> download is not successful, turn OFF the main power and turn I/O board Dip SW8 → ON. Then, open the front door and turn the main power ON again. This will start up Engine firmware recovery.

8.  If for some reason the <u>LCDC firmware</u> download fails, press the Start key to initiate recovery. After the Start LED turns from blinking red to blinking green, turn the main power OFF and remove the card.

9.  Switch ON the main power and access SP7801 to confirm that the firmware has been successfully installed.

## Controller (System)

| Version | Title | Symptom Corrected |
|---------|-------|-------------------|
| *5.23* | Display error w/coinlock-connected machines | The tray selection screen is sometimes not displayed on the mainframe panel at power On with coinlock-connected machines. |
| | Key Card, Coin Lock display | Based on a request from the field, the Key Card and Coin Lock setting screens now appear in System Settings. |

## BICU (Engine)

| Version | Title | Symptom Corrected |
|---------|-------|-------------------|
| *2.29* | Vertical black lines along right edge | When printing out DF-fed A4 SEF originals with Create Margin onto A3 paper at 141%, black lines appear along the right edge (along the subscan direction). |
| | SC541, 542 | Fusing-related SC codes (541, 542) and/or incomplete fusing occur when making copies first thing in the morning (esp. in cold environments). |

## LCDC (LCD Controller)

| Ver. | Title | Symptom Corrected | NA | EU | A/TW | CH | K |
|------|-------|-------------------|----|----|------|----|----|
| *2.23* | Translation error - FAX Settings | Spanish translation error for "Sub TX mode Key" in the Fax Initial Settings screen: Incorrect: "Mode RX sustituta" Correct: "Mode TX sustituta" | ✓ | ✓ | ✓ | ✓ | ✓ |

**Reissued: 1-Jul-02**

| Model: Adonis-C2 | Date: | No.: RB003038a |
|---|---|---|

**RTB Correction**
The items in bold litalics have been corrected or added.

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi | |
|---|---|---|
| From: Technical Services sec. Service Planning Dept. | | |
| Classification: | ☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( ) | ☐ Part information ☐ Electrical ☐ Transmit/receive | ☐ Action required ☐ Service manual revision ☐ Retrofit information |

Firmware release information and downloading procedure for the MFP Service Card.
Please refer to each firmware release RTB for details.

**MFP Service Card**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |

**Contents**

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |

**RICOH**

| Model: Adonis-C2 | Date: | No.: RB003038a |
|---|---|---|

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press "Download".
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**Printer**

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>The "XL ERROR" occurs when specifying symbol sets SETvmath (6M), SETvint (13J) and SETvus (14J) -- which are not supported in PCLXL.<br><br>Change in Specification:<br>**PCL6:** Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | 3.08 |
| Firmware modified to correct the following:<br>1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"].<br>2. A punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a "2", indicating that Duplex copies can be made (not permissible according to the specifications).<br>4. When printing a duplex job, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>Change in Specification:<br>1. Supports the Status Readback function of the PCL5e.<br>2. **PCL5e:** Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol. | 3.05 |

| Model: Adonis-C2 | Date: 11-Jul-02 | No.: RB003039 |
|---|---|---|

| Subject: Image Skew | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

**SYMPTOM**

The edges of ADF or platen mode copies are in the shape of a parallelogram.
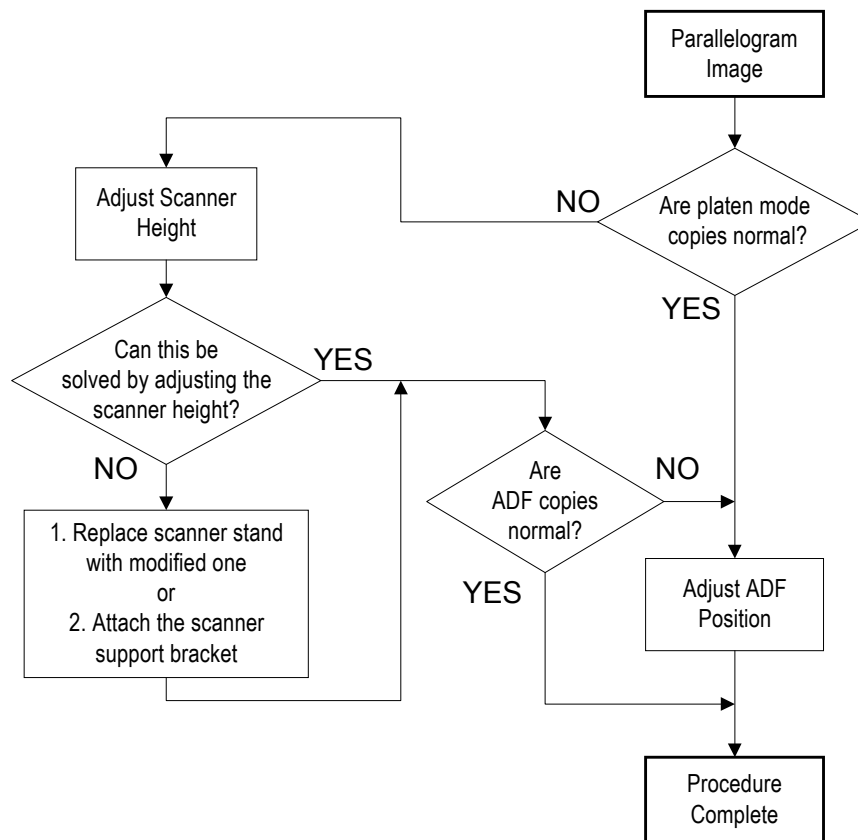
ABCDEFGHIJKLMNOPQRSTUVWXYZ1234567890
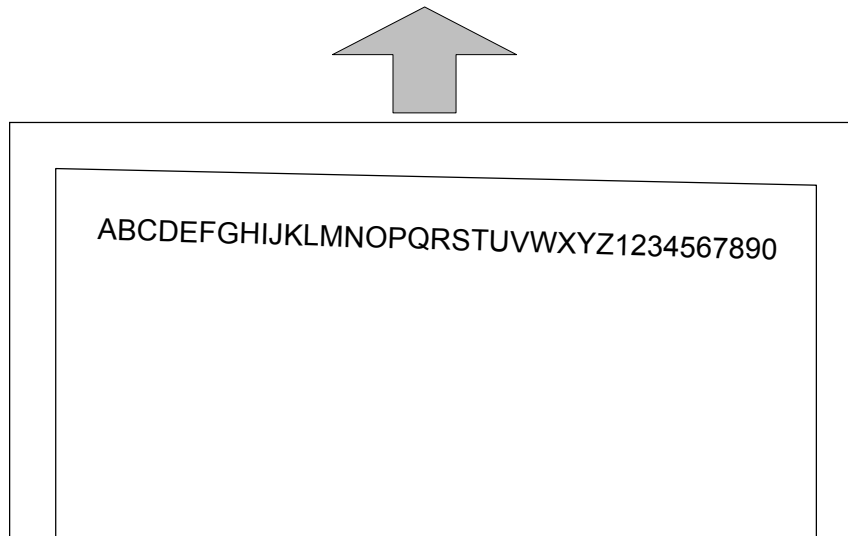
**CAUSE**

1. The ADF was not aligned properly when attached, and/or:
2. An excessive load has been placed on the Scanner Stand, causing it to bend.

**SOLUTION**

When the copy image comes out as shown above, please follow the flow chart on the next page and perform the necessary adjustment.

```
                                                  ┌──────────────┐
                                                  │ Parallelogram│
                                                  │    Image     │
                                                  └──────┬───────┘
                                                         │
   ┌──────────────┐                            NO       ◇
   │Adjust Scanner│◄──────────────────────────────── Are platen mode
   │   Height     │                                  copies normal?
   └──────┬───────┘                                        │
          │                                              YES
          ▼
         ◇                    YES
     Can this be ─────────────────────────┐
   solved by adjusting the                │
     scanner height?                      │              ◇
          │                               │   NO     Are ADF copies
         NO                               │◄──────── normal?
          ▼                               │              │
  ┌──────────────────┐                    │             YES
  │1. Replace scanner │                   │
  │  stand with       │                   │      ┌──────────────┐
  │  modified one     │                   │      │  Adjust ADF  │
  │       or          │                   │      │   Position   │
  │2. Attach the      │                   │      └──────┬───────┘
  │  scanner support  │                   │             │
  │  bracket          │                   │             ▼
  └───────────────────┘                   │      ┌──────────────┐
                                          │      │  Procedure   │
                                          │      │  Complete    │
                                          │      └──────────────┘
```

## ADF Position Adjustment

1.1   Remove the screw [A] that secures the Right ADF hinge to the scanner.

1.2   Remove the black seal [B] from the Right ADF hinge.

1.3   Insert the screw [A] into the slotted hole, but do not tighten it yet.

1.4   Adjust the ADF position [C] until the skew disappears.

1.5   Tighten the screws to fix the ADF in place.
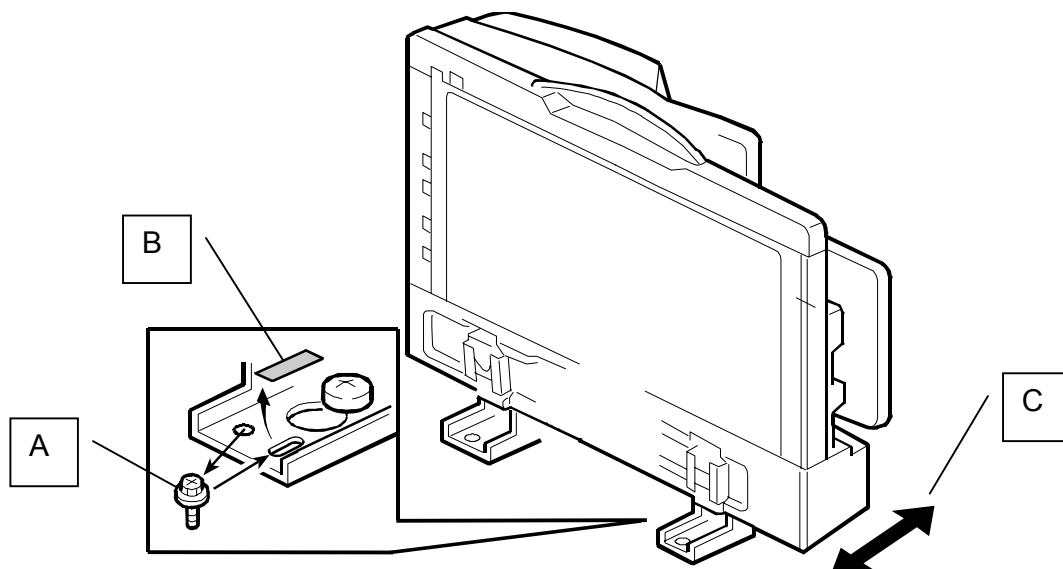
## 2. Scanner Height Adjustment

2.1  Remove the 2 screws that secure the scanner unit.
2.2  Place the washer(s) [A] on the Scanner Stand (underneath the scanner leg) as shown in the illustration **(washer: 08075056, t = 0.5mm)**.
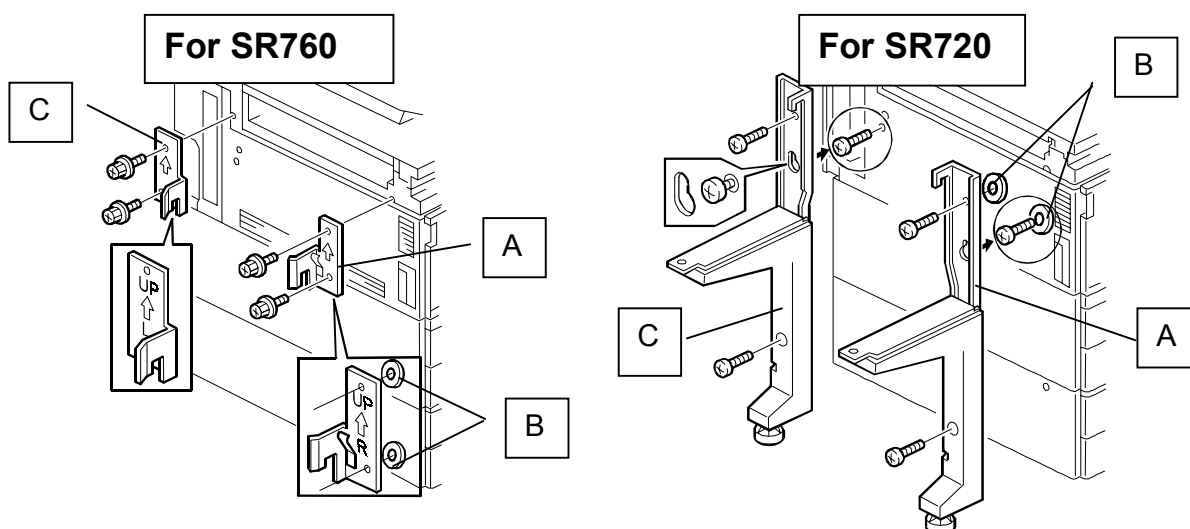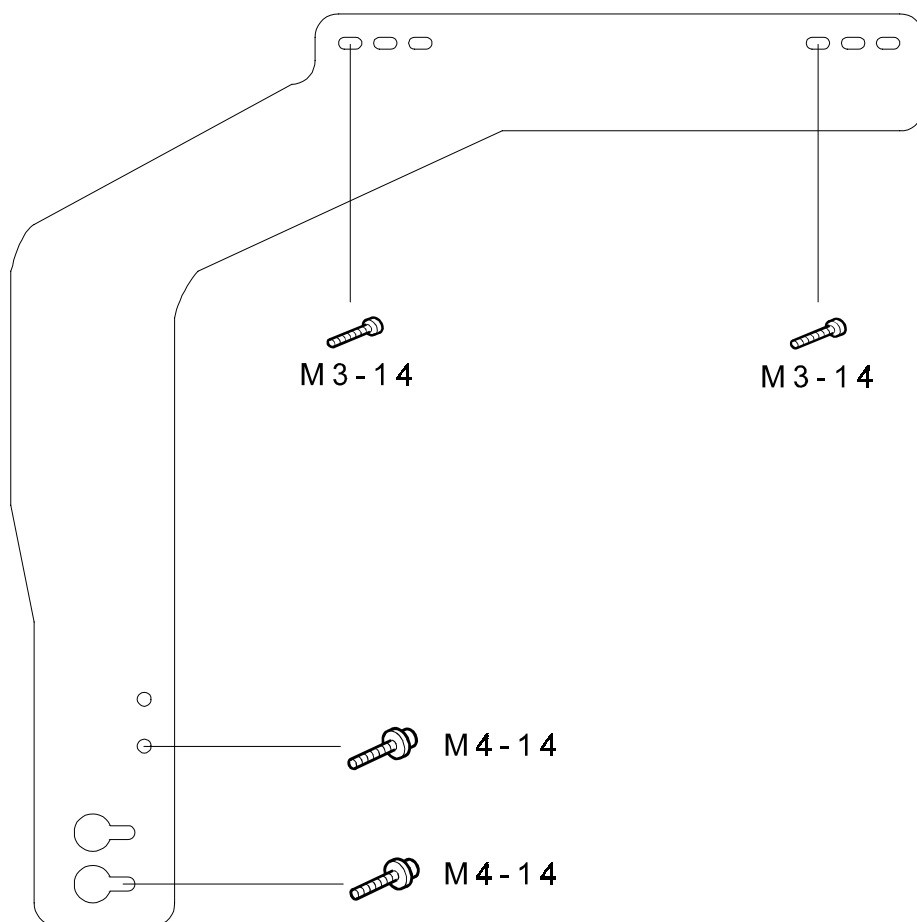2.3  Re-secure the 2 screws.
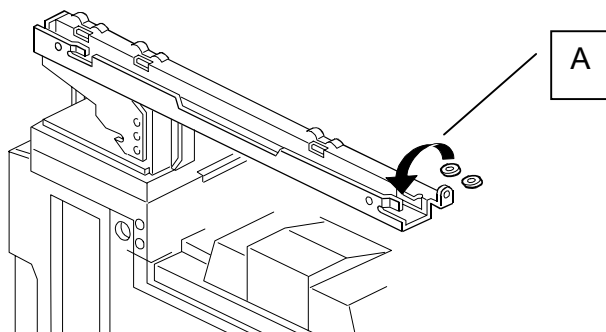


## 3. Scanner Stand Replacement

3.1  Remove the scanner unit (see Service Manual page 1-23).
3.2  Remove the scanner stand (see Service Manual page 1-27).
3.3  Replace the scanner stand with the modified one, i.e. the **Scanner Stand Assembly (B0046200).**
3.4  Secure the stand and install the covers.
3.5  Reinstall the scanner unit.

## 4. Scanner Support Bracket Attachment
## (Scanner Support Bracket Kit: A2309101)

4.1  Remove the Front Joint Bracket [A] (2 screws).
4.2  Insert the spacers [B] included in the Scanner Support Bracket Kit, then reattach the Front Joint Bracket.
4.3  Remove the Rear Joint Bracket [C] (2 screws).
4.4  Remove the 2 screws for the Scanner Left Cover.
4.5  Position the Scanner Support Bracket for attachment, then reattach the Rear Joint Bracket (2 screws from Step 4.3) over the Support Bracket's lower end.
4.6  Lift up the right end of the scanner and secure the upper end of the Support Bracket (2 M3x14mm screws from the kit).



**For SR760**

**For SR720**

# **T**echnical **B**ulletin

M 3 - 1 4       M 3 - 1 4

M 4 - 1 4

M 4 - 1 4

| Model: Adonis-C2 | Date: 30-Jul-02 | No.: RB003040 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

Firmware release information and downloading procedure for the MFP Service Card.
Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |
| *2.04* | *B0045118H* | *8200* | *August 2002 prod.* |

Contents

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |
| *2.04* | Ver. 3.08 | Ver. 2.27 | *Ver. 1.81* | Ver. 2.19 |
| | B3615902H | B3615901E | *G0585921G* | G0585922G |

**RICOH**

| Model: Adonis-C2 | Date: 30-Jul-02 | No.: RB003040 |
|---|---|---|

Firmware Downloading Procedure:

1.  Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2.  Select the firmware that you would like to upgrade, then press "Download".
3.  After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

**Printer: Nothing new**

**Scanner: Nothing new**

**NCS (NIB)**

| Descriptions | Version |
|---|---|
| The following items have been fixed:<br>1.  The controller freezes if disconnected while data containing the Readback command is being printed out with ftp/rsh.<br>2.  Display corrected for when the operator tries to execute Spool Printing Job List with SmartNetMonitor for Admin on the A-C2/R-C2:<br>Previous: "Spool printing is not available. Active spool printing from the device or related software"<br>New: "Error 404"<br>3.  The Fax Management Tool cannot be used while any of the NIB setting(s) are being changed.<br>4.  The parameters of sysLocation and sysContact cannot be set correctly using the snmp command with telnet.<br>5.  The controller freezes when a non-existent file is specified for rcp transmission.<br>6.  Cannot connect to Novel NDS (GFPR #RC02010007):<br>The nearest NetWare Server informs the NIB of the alternate NetWare Server address, where the NDS replica is stored. However, the NIB is unable to interpret the message.<br><br>Change in Specification:<br>1.  SNMP vulnerability<br> SNMP security vulnerabilities reported by CERT on Feb.12, 2002 has been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes.<br>-CERT: http://www.cert.org/advisories/CA-2002-03.html<br>-PROTOS c06-snmpv1 test suite<br> : http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/<br>2.  Some reserved (unused) TCP ports that were open have been closed, e.g. FTP. | *1.81* |

**NFA (Netfile): Nothing new**

| Model: Adonis-C2 | Date: 7-Nov-02 | No.: RB003041 |
|---|---|---|

| Subject: Service Card Release History (System) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

Firmware release information for the System Service Card.

Newly modified portions are in **bold and Italics**, and carryovers are in *italics* alone.

**System Service Card for NA Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78NA | B0045230A | 4BB2 | April 2001 prod. |
| 1.79NA | B0045230B | 338C | May 2001 prod. |
| 1.80NA | B0045230C | 3566 | June 2001 prod. |
| 1.81NA | B0045230D | 7674 | July 2001 prod. |
| 2.00NA | B0045230F | 04FB | October 2001 prod. |
| 2.01NA | B0045230G | 0252 | October 2001 prod. |
| 2.02NA | B0045230H | 0F50 | January 2002 prod. |
| 2.03NA | B0045230J | F081 | March 2002 prod. |
| 2.04NA | B0045230K | 6CA3 | April 2002 prod. |
| 2.05NA | B0045230L | 1E1B | May 2002 prod. |
| ***2.06NA*** | ***B0045230M*** | ***64CD*** | ***Nov. 2002. Prod.*** |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78NA | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.07 | B0045211B |
| 1.79NA | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.80NA | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.07 | B0045211B |
| 1.81NA | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.07 | B0045211B |
| 2.00NA | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045211C |
| 2.01NA | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045211C |
| 2.02NA | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045211D |
| 2.03NA | 5.22 | B0045102N | 2.28 | B0045112L | 2.20 | B0045211D |
| 2.04NA | 5.22 | B0045102N | 2.29 | B0045112M | 2.20 | B0045211D |
| 2.05NA | 5.23 | B0045102P | 2.29 | B0045112M | 2.23 | B0045211E |
| ***2.06NA*** | ***5.25*** | ***B0045102Q*** | 2.29 | B0045112M | 2.23 | B0045211E |

| Model: Adonis-C2 | Date: 7-Nov-02 | No.: RB003041 |
|---|---|---|

### System Service Card for EU Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.78EU | B0045231A | CB5C | April 2001 prod. |
| 1.79EU | B0045231B | B32C | May 2001 prod. |
| 1.80EU | B0045231C | B2E4 | June 2001 prod. |
| 1.81EU | B0045231D | F2A3 | July 2001 prod. |
| 2.00EU | B0045231F | 9CF2 | October 2001 prod. |
| 2.01EU | B0045231G | 9D15 | October 2001 prod. |
| 2.02EU | B0045231H | D0AF | January 2002 prod. |
| 2.03EU | B0045231J | AD0C | March 2002 prod. |
| 2.04EU | B0045231K | 2F04 | April 2002 prod. |
| 2.05EU | B0045231L | B82B | May 2002 prod. |
| *2.06EU* | *B0045231M* | *FD41* | *Nov. 2002 prod.* |

### Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.78EU | 3.08.5 | B0045102H | 2.19.05 | B0045112F | 2.06 | B0045212B |
| 1.79EU | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.80EU | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.06 | B0045212B |
| 1.81EU | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.06 | B0045212B |
| 2.00EU | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045212C |
| 2.01EU | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045212C |
| 2.02EU | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045212D |
| 2.03EU | 5.22 | B0045102N | 2.28 | B0045112L | 2.20 | B0045212D |
| 2.04EU | 5.22 | B0045102N | 2.29 | B0045112M | 2.20 | B0045212D |
| 2.05EU | 5.23 | B0045102P | 2.29 | B0045112M | 2.23 | B0045212E |
| *2.06EU* | *5.25* | *B0045102Q* | 2.29 | B0045112M | 2.23 | B0045212E |

| Model: Adonis-C2 | Date: 7-Nov-02 | No.: RB003041 |
| --- | --- | --- |

**System Service Card for Asia/Taiwan Models**

| Version | Program No. | C. SUM | Effective Date |
| --- | --- | --- | --- |
| 1.79TW | B0045232B | 7144 | May 2001 prod. |
| 1.80TW | B0045232C | 7002 | June 2001 prod. |
| 1.81TW | B0045232D | B263 | July 2001 prod. |
| 2.00TW | B0045232F | E19D | October 2001 prod. |
| 2.01TW | B0045232G | E113 | October 2001 prod. |
| 2.02TW | B0045232H | 4DAC | January 2002 prod. |
| 2.03TW | B0045232J | 2C1B | March 2002 prod. |
| 2.04TW | B0045232K | ADB3 | April 2002 prod. |
| 2.05TW | B0045232L | 55DA | May 2002 prod. |
| *2.06TW* | *B0045232M* | *9DEB* | *Nov. 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 1.79TW | 3.08.5 | B0045102H | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.80TW | 3.09.1 | B0045102J | 2.20 | B0045112G | 2.11 | B0045213C |
| 1.81TW | 3.09.1 | B0045102J | 2.21 | B0045112H | 2.11 | B0045213C |
| 2.00TW | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045213D |
| 2.01TW | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045213D |
| 2.02TW | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045213E |
| 2.03TW | 5.22 | B0045102N | 2.28 | B0045112L | 2.20 | B0045213E |
| 2.04TW | 5.22 | B0045102N | 2.29 | B0045112M | 2.20 | B0045213E |
| 2.05TW | 5.23 | B0045102P | 2.29 | B0045112M | 2.23 | B0045213F |
| *2.06TW* | *5.25* | *B0045102Q* | 2.29 | B0045112M | 2.23 | B0045213F |

| Model: Adonis-C2 | Date: 7-Nov-02 | No.: RB003041 |
|---|---|---|

**System Service Card for China Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.00CH | B0045233A | 9B3A | October 2001 prod. |
| 2.01CH | B0045233B | 9C5B | October 2001 prod. |
| 2.02CH | B0045233C | 1DB5 | January 2002 prod. |
| 2.03CH | B0045233D | FA8E | March 2002 prod. |
| 2.04CH | B0045233E | 7A47 | April 2002 prod. |
| 2.05CH | B0045233F | 201C | May 2002 prod. |
| *2.06CH* | *B0045233G* | *6821* | *Nov. 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 2.00CH | 5.19.1 | B0045102K | 2.26 | B0045112K | 2.19 | B0045214B |
| 2.01CH | *5.19.2* | *B0045102L* | 2.26 | B0045112K | 2.19 | B0045214B |
| 2.02CH | 5.21 | B0045102M | 2.28 | B0045112L | 2.20 | B0045214C |
| 2.03CH | 5.22 | B0045102N | 2.28 | B0045112L | 2.20 | B0045214C |
| 2.04CH | 5.22 | B0045102N | 2.29 | B0045112M | 2.20 | B0045214C |
| 2.05CH | 5.23 | B0045102P | 2.29 | B0045112M | 2.23 | B0045214D |
| *2.06CH* | *5.25* | *B0045102Q* | 2.29 | B0045112M | 2.23 | B0045214D |

**System Service Card for Korea Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 2.03KOR | B0045234 | 8093 | March 2002 prod. |
| 2.04KOR | B0045234A | FE59 | April 2002 prod. |
| 2.05KOR | B0045234B | 4478 | May 2002 prod. |
| *2.06KOR* | *B0045234C* | *8C16* | *Nov. 2002 prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Controller(System) | | BICU(Engine) | | LCDC(LCD Controller) | |
| 2.03KOR | 5.22 | B0045102N | 2.28 | B0045112L | 2.22 | B0045217 |
| 2.04KOR | 5.22 | B0045102N | 2.29 | B0045112M | 2.22 | B0045217 |
| 2.05KOR | 5.23 | B0045102P | 2.29 | B0045112M | 2.23 | B0045217A |
| *2.06KOR* | *5.25* | *B0045102Q* | 2.29 | B0045112M | 2.23 | B0045217A |

| Model: Adonis-C2 | Date: 7-Nov-02 | No.: RB003041 |
|---|---|---|

**Firmware Downloading Procedure:**

1.  Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.

2.  If the system firmware is ver. 3.07 or earlier, at first the only thing displayed on the Download Menu screen is the system module.

3.  Select "System", then press "Download".

4.  After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

5.  "System", "Engine" and "LCDC" will be displayed on the Menu screen.

6.  Select "Engine" and/or "LCDC" and begin the download.

7.  If for some reason the <u>Engine firmware</u> download is not successful, turn OFF the main power and turn I/O board Dip SW8 → ON. Then, open the front door and turn the main power ON again. This will start up Engine firmware recovery.

8.  If for some reason the <u>LCDC firmware</u> download fails, press the Start key to initiate recovery. After the Start LED turns from blinking red to blinking green, turn the main power OFF and remove the card.

9.  Switch ON the main power and access SP7801 to confirm that the firmware has been successfully installed.

**Controller (System)**

| Version | Title | Symptom Corrected |
|---|---|---|
| *5.26* | *RSS flag not cleared* | *An SC is cleared with power off/on, but the RSS error flag is not cleared, causing the S. Sense remote monitoring system to incorrectly detect a machine error condition.* |
| | *Message display error* | *The message for the Key Counter/Key Card was mis-set or User Code input screen is not displayed correctly.* |
| | *Shadow on User Stamp images* | *The edge of the original scale appears as a shadow on images scanned into memory for the User Stamp.* |
| | *Page numbering error* | *The page number is not displayed correctly on 1-to-2 copies made with Designate Chapter mode.* |
| | *SC863 (HDD error)* | *A failure occurs with the cluster recovery processing for a certain system area after an SC863 (HDD error), and the SC cannot be cleared with power off/on.* |
| | *Preset job canceled* | *If an original is scanned for a preset job while a job is in progress, and this job in progress is stopped due to such conditions as Paper End, the preset job is cleared.* |
| 5.23 | Display error w/coinlock-connected machines | The tray selection screen is sometimes not displayed on the mainframe panel at power On with coinlock-connected machines. |
| | Key Card, Coin Lock display | Based on a request from the field, the Key Card and Coin Lock setting screens now appear in System Settings. |
| 5.22 | Add Korean language | Program added for Korean language display (with the addition of the Korea model).<br><br>Note: To display the Korean language on models other than the Korea model, it is necessary to install both the LCDC firmware from Service Card V2.03KOR and Controller firmware V5.22. |
| 5.21 | Cannot enter memory address | When using the memory dump function of Fax SP mode, the memory address cannot be entered. |
| 5.19.2 | GW-MAC function | The GW-MAC control function has been added. |
| | | Correction for a problem that occurred when using 5.19.1 with certain production software at the factory. |
| 5.19.1 | Capture function | Modified to allow use of the Capture function. |
| | SC819 | Following a Detailed Self-Diagnostic, SC819 occurs when the diagnostic report is being printed out. |
| | SC997 | SC997 occurs when one of the MFP application keys is pressed just after the power is turned on. |

| Model: Adonis-C2 | | Date: 7-Nov-02 | No.: RB003041 |
|---|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| | Black line along trailing edge with Create Margin | A black line appears along the trailing edge of DF copies under the following conditions: 1→ 2 job, Create Margin, A4/SEF originals and paper. |
| | SC819 | SC819 occurs under the following conditions: Sort job, Mixed Original Sizes, optional memory not installed. |
| | Last page printed out on opposite side (copier) | The last page of a 1→ 2 odd-numbered copy job is printed out on the opposite side when using paper with a set front/back orientation (e.g. letterhead, punched paper). |
| | Display changed | The following display has been changed: Old: Cannot communicate with external server. New: Cannot deliver the data. Check the server. ##……## ("#"= server's IP address). |
| | Time not displayed at power On. | If an error occurs during the self-diagnostic at power On (e.g. NIB error), the machine sometimes does not display the time on the operation panel. |
| 3.09.1 | Printer application stalls | The printer function stalls when jobs are frequently sent alternating among different drivers. |
| 3.08.5 | "Can't allocate info" error | The "Can't allocate info" error message sometimes appears when connected to a network. |
| | DMA failure | The DMA sometimes fails when receiving data from the network. |
| 3.08.4 | Up Mode Data printout error | The Rx File Transmission settings on the Up Mode Data Printout appear as "None". |
| | User code setting | In the System Settings→ User ID screen, if other information is changed in addition to the user code, the user code assumes a completely different value. |
| | "Printing" continually displayed | The display still reads "Printing" even after a jam or SMC paper end occurs. |
| | Image problem with Magazine Mode | An image problem occurs when "binding margin" has been set for Magazine. |
| | Marks near the trailing edge of received FAX images | When a FAX is sent with binding (negative value) and image rotation, marks appear at the end of a main scan direction line. These lines are caused during the image processing stage. |
| | SC955 | SC955 occurs when the 32MB and HDD are both installed. |
| | SP4911 moved to SSP Mode | The SP modes for HDD initialization (SP4911-***) have been moved to SSP. |
| | RSS logging data incorrect | The SC error data (incl. logging data) from SC-8XX was incorrect. |

| Model: Adonis-C2 | Date: 7-Nov-02 | No.: RB003041 |
|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| | SC819 | SC819 occurs when using Magazine Mode without the optional memory installed. |
| | "Cannot staple" is displayed | When using an A4 2-page spread original to print out to larger sizes (AMS) with hole-punching selected, the machine displays "Cannot staple", even though the Staple function has not been selected. |
| | "Cannot punch" is displayed | When printing out with APS enabled and both Punch and Staple selected, the display reads "Cannot punch." |
| | Time setting error | ·When entering a pm time using the 24-hour format in *Initial Settings*, the machine inputs the corresponding am time instead (e.g. mistakenly inputs 8:00 instead of 20:00).<br>·When entering 12:00, the machine inputs "0" instead. |
| | SP2103 moved to SP mode | SP2103 has been moved from SSP to SP mode. |
| | Marks on the output with image rotation | Marks appear when printing out with 180 degree image rotation. These lines are caused during the image processing stage. |
| | Portion of image deleted during jam recovery | When a jam occurs in Magazine Mode with a combined-image original, the first image is not saved and therefore cannot be recovered (although all successive images are successfully recovered). |
| | Not possible to enter SP from SSP | Cannot enter SP mode after entering SSP mode. |
| | Key input when recovering from Energy Saver Mode | When a number key is pressed while the machine is in Energy Saver Mode, the machine comes back on line, however the value of the number key pressed is input (used). |
| | Cannot change PM to AM (clock) | Cannot change pm to am in the *System Settings* clock setting screen in machines for North America. |
| | FCU download recovery not possible | Recovery is not possible after the FCU firmware download is interrupted. A function has been added to make recovery possible even after it is interrupted. |
| 3.07 | Error when printing from the Print Server | Printing not possible when sending a print job from a PC to the Adonis-C2 via the server (parallel cable connection). In addition, the printer status cannot be monitored from a web browser. |
| 3.06 | SC820 | SC820 occurs at power ON when the Self-Diagnostic is performed. |
| | Display text error | A small square character appears throughout the SP/UP and SC Error screens in machines for Taiwan, China and Asia. |
| | SC955 | With the User Stamp function, SC955 occurs when a copy job is made with 200 or more originals. |

| Model: Adonis-C2 | | Date: 7-Nov-02 | No.: RB003041 |
|---|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| | 8K, 16K paper selection (display) | In UP Mode, the operation panel key for paper sizes for China (8K, 16K) can be turned On/Off with SP mode. |
| | SC955 | SC955 occurs when 1 set has been programmed for Staple Sort (w/32MB+HDD). |
| | Fax document storage error | After the machine has repeatedly stored to and printed out documents from the HDD, it freezes during scanning (scanner does not turn off). |
| 3.05.2 | | 1st mass production |

**BICU (Engine)**

| Version | Title | Symptom Corrected |
|---|---|---|
| *2.29* | Vertical black lines along right edge | When printing out DF-fed A4 SEF originals with Create Margin onto A3 paper at 141%, black lines appear along the right edge (along the subscan direction). |
| | SC541, 542 | Fusing-related SC codes (541, 542) and/or incomplete fusing occur when making copies first thing in the morning (esp. in cold environments). |
| 2.28 | Pressure roller temporarily deforms | The pressure roller deforms (temporary change) after the machine is in Standby mode continuously for an extended period of time, e.g. 2-3 days. |
| 2.26 | "Scanning" message remains after Fax Tx interrupted. | When fax transmission is stopped by a DF jam or other error, the display still reads "Scanning". |
| | Jam location not displayed with mainframe + mailbox | If the paper stops inside the bridge unit where the sensors cannot detect it (mainframe + mailbox configuration only), the jam location is not displayed on the panel. |
| 2.21 | SC error at Phase control | Fusing-related SC errors happen frequently after SP1104-1 is changed from fusing temperature control to phase control. |
| | Value of SP6017 is reset to default | When the operation switch is turned Off/On, the value of SP6017 (Sheet Through Magnification) is reset to default (0). |
| 2.20 | Blank page of a DF job | Following a book scan job at 25-44% reduction, the first page of a (100%) DF job is printed out as a blank page. |
| | Jammed paper location is not displayed | When a finisher jam occurs with the 1000-sheet Finisher, sometimes the location of the jammed paper is not displayed. |
| 2.19.05 | Black stripe at the sub-scan leading edge | After the power is turned on, the first output shows a black stripe at the sub-scan leading edge. |

| Model: Adonis-C2 | Date: 7-Nov-02 | No.: RB003041 |
|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| | Finisher SC | When a Finisher SC occurs, it becomes impossible to start any other job (even those not using the Finisher). |
| | Memory Clear problem | After SP5801 (Memory Clear) is performed, the default value for SP1001-01 is changed to "0". |
| | Tray Full display is not cleared | The Tray Full display is not cleared even after: The main power is turned off, the paper is cleared from the tray and the main power is turned on again. |
| | SP6006-05 added | SP6006-05 (DF trailing edge erase adjustment) has been newly added to ensure that the trailing edge of the original does not appear on the copy. Note that this cannot be used for the Fax and Scanner applications. |
| 2.16a.05 | Image problem occurs after main power is turned on | Image problem occurs only in outputs made just after the main power is turned on (e.g. output completely black, blurry images). |
| 2.16.05 | "Please wait" does not clear | "Please wait" message does not clear when there is paper in between the duplex unit and unit's cover. |
| | Horizontal black lines | When feeding HLT or A5 lengthwise from the bypass tray, horizontal black lines appear about 180mm from the leading edge. |
| | Fax image is not output | Fax image is not output when "Standard" is selected and the tray's main scan registration adjustment value (SP1002) is set at –9.0mm. |
| | Images do not appear in the main-scan leading edge area | When the value of SP1002 is between –8.9mm and –8.0mm, images do not appear in the area approximately 1mm from the main-scan leading edge. |
| 2.15.04 | | 1st mass production |

**LCDC (LCD Controller)**

| Ver. | Title | Symptom Corrected | NA | EU | A/TW | CH | K |
|---|---|---|---|---|---|---|---|
| *2.23* | Translation error - FAX Settings | Spanish translation error for "Sub TX mode Key" in the Fax Initial Settings screen: Incorrect: "Mode RX sustituta" Correct: "Mode TX sustituta" | ✓ | ✓ | ✓ | ✓ | ✓ |
| 2.22 | Korean display | Modified for Korean language display. | – | – | – | – | ✓ |
| 2.20 | Display error with simplified and traditional Chinese | The character "/" is not displayed in the date field with simplified or traditional Chinese. | ✓ | ✓ | ✓ | ✓ | – |

| Model: Adonis-C2 | | | Date: 7-Nov-02 | | No.: RB003041 | | |
|---|---|---|---|---|---|---|---|

| Ver. | Title | Symptom Corrected | NA | EU | A/TW | CH | K |
|---|---|---|---|---|---|---|---|
| 2.19 | Capture function displays | Displays for the Capture function added. | ✓ | ✓ | ✓ | ✓ | - |
| | "Stop" not displayed during PS Config. Page printout | Except for the English display language, the "Stop" button is not displayed while the PS Configuration Page is being printed out. | ✓ | ✓ | ✓ | ✓ | - |
| | "Hole punch receptacle is full" message not displayed | If a European language is set for the display, the "Hole punch receptacle is full" (printer) message is not displayed when the receptacle becomes full. | ✓ | ✓ | ✓ | ✓ | - |
| | "Form Feed" button not displayed | Except for the Japanese and English display languages, the "Form Feed" button is not displayed. | ✓ | ✓ | ✓ | ✓ | - |
| 2.11 | Taiwanese display | Modified for Taiwanese language display. | | | ✓ | - | - |
| 2.07 | Display translation error (Spanish) | Corrected displays in Spanish that had been mistranslated or were missing. | ✓ | - | ✓ | - | - |
| | Blank pixel | With proportional fonts, the pixel to the right of the slash mark was printed blank. | ✓ | - | ✓ | - | - |
| | Kanji characters not printed correctly | Strings of simplified or traditional (complex) Chinese characters contained garbled areas. | ✓ | - | ✓ | - | - |
| 2.06 | Display translation error (French) | Corrected displays in French that had been mistranslated or were missing. | - | ✓ | - | - | - |
| | Blank pixel | With proportional fonts, the pixel to the right of the slash mark was printed blank. | - | ✓ | - | - | - |
| 2.05 | | 1st mass production | ✓ | ✓ | ✓ | - | - |

| Model: Adonis-C2 | Date: 19-Nov-02 | No.: RB003042 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |
| 2.04 | B0045118H | 8200 | August 2002 prod. |
| **2.05** | **B0045118J** | **CAB0** | **October 2002 prod.** |

Contents

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |
| 2.04 | Ver. 3.08 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921G | G0585922G |
| **2.05** | **Ver. 3.09** | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | **B3615902J** | B3615901E | G0585921G | G0585922G |

| Model: Adonis-C2 | Date: 19-Nov-02 | No.: RB003042 |
|---|---|---|

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press "Download".
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

Printer

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. Line spacing command "lochEsc&l#D"loch causes incorrect output. (GFPR# RC02050002)<br>2. Euro currency symbol is not printed when using the PS driver (refer to RTB #RGENE011 for workaround).<br>3. Slow Printing from AutoCAD (GFPR# RC02070001)<br>4. Bold may not work on some TrueType fonts.<br>5. With some bold fonts, text characters appear too thick, removing the fine detail.<br>6. When using bold fonts, short lines may appear around text characters.<br>7. PJL Echo does not respond correctly. (GFPR# RE02070088)<br>8. PS print files are printed as text (GFPR# RE02040013).<br>9. CAD print files:<br>- Increased the number of available pen selections from 8 to 256 when BitSw #3-3 is ON (GFPR# RE02030003).<br>- Modified so that the "null" character is ignored when it is included in HP/GL2 data to increase speed (GFPR# RE02050016).<br>- The status flag for the bold selection command is refreshed when it is selected for HP/GL2 data (GFPR# RE02050016). | *3.09* |
| Firmware modified to correct the following:<br>The "XL ERROR" occurs when specifying symbol sets SETvmath (6M), SETvint (13J) and SETvus (14J) -- which are not supported in PCLXL.<br><br>Change in Specification:<br>PCL6: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | 3.08 |

| Model: Adonis-C2 | Date: 19-Nov-02 | No.: RB003042 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. When the undefined command, "\<ESC\>&k#w" is received, it appears on the output as a character string [e.g. as "\<ESC\>&k6w"].<br>2. The punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a "2", indicating that Duplex copies can be made (not permissible by specification).<br>4. When printing in duplex, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>Change in Specification:<br>1. Supports the Status Readback function of the PCL5e.<br>2. PCL5e: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol. | 3.05 |
| Firmware modified to correct the following:<br>1. A print job received when the machine switches from On to Off Mode may not be printed out.<br>2. After deleting a locked print document, it is possible to press the delete button without selecting any other locked print documents.<br>3. The operation panel may flicker slightly after the operator performs settings in the Printer Features window very quickly (i.e. window is open for a very short time). | 3.02 |
| Firmware modified to correct the following:<br>1. Modified for use with the Capture function.<br>2. Modified so that the printer controller can detect the individual codes in the data headers of a print job sent with both PCL and PS codes, thereby allowing the machine to switch between the 2 PDL emulations accordingly (PCL/PS). The A-C2 prints each page in its original format, even if contained in the same file.<br>3. Some German umlaut characters cannot be printed out correctly with the following fonts when using the PCL6 driver on Windows NT4.0/95/ 98/Me: Albertus Medium, Antique Olive, Humanst521 BT, Zurich BlkEx BT. | 3.00 |
| Change in Specification:<br>(Module added for China/Taiwan version). | 2.00.1 |
| Firmware modified to correct the following:<br>1. The machine sometimes freezes after pressing the Offline key while the data is being printed out (PCL).<br>2. The machine sometimes freezes while downloading PCL fonts.<br>3. The machine sometimes does not re-start printing after the paper is removed from the output tray following an overflow.<br>4. The machine sometimes freezes when both Stapling and Punching have been selected from the driver for a paper size with which neither function is permitted. | 1.36 |

| Model: Adonis-C2 | Date: 19-Nov-02 | No.: RB003042 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. The machine could not be used with Axis print servers.<br>2. Part of print data (frame) could not be printed during Custom size printing in PCL 6. | 1.35 |
| First mass production | 1.34 |

Scanner

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:*<br>1. Software changed so that the original can be placed on the exposure glass just as with copying, i.e. there is no need to turn the original upside-down (for <u>both</u> directions).<br><br>Ver. 2. 07(B3615901D)          Ver. 2. 27(B3615901E)<br><br>2. Mixed Original Mode can now be used with the Twain driver ver.3.12. When using this driver, please note the following:<br>  1. Be sure to use Netfile software ver.2.17 or newer.<br>  2. Also, be sure to install ADF ROM ver.1.76 or newer, as older versions will cause image stretching along the sub-scan direction with 425dpi and 555-557dpi scanning. | 2.27 |
| Firmware modified to correct the following:<br>1. The mainframe stalls if it receives the command to store a document while in the process of deleting another document. Application used: Desktop Binder V2. | 2.07 |
| First mass production | 2.05 |

NCS (NIB)

| Descriptions | Version |
|---|---|
| The following items have been fixed:<br>1. The controller freezes if disconnected while data containing the Readback command is being printed out with ftp/rsh.<br>2. Display corrected for when the operator tries to execute Spool Printing Job List with SmartNetMonitor for Admin on the A-C2/R-C2:<br>Previous: "Spool printing is not available. Active spool printing from the device or related software"<br>New: "Error 404"<br>3. The Fax Management Tool cannot be used while any of the NIB setting(s) are being changed.<br>4. The parameters of sysLocation and sysContact cannot be set correctly using the snmp command with telnet.<br>5. The controller freezes when a non-existent file is specified for rcp transmission.<br>6. Cannot connect to Novel NDS (GFPR #RC02010007):<br>The nearest NetWare Server informs the NIB of the alternate NetWare Server address, where the NDS replica is stored, however the NIB is unable to interpret the message.<br><br>Change in Specification:<br>1. SNMP vulnerability<br>SNMP security vulnerabilities reported by CERT on Feb.12, 2002 has been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes.<br>-CERT: http://www.cert.org/advisories/CA-2002-03.html<br>-PROTOS c06-snmpv1 test suite<br>: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/<br>2. Some reserved (unused) TCP ports that were open have been closed, e.g. FTP. | 1.81 |
| Firmware modified to correct the following:<br>1. No error message is displayed in Netscape Navigator even when an incorrect URL is input in the address bar.<br>2. Up to 32 characters can be input in the NetBEUI configuration screen Comment box, even though specification is 31 characters maximum.<br>3. The PS status cannot be displayed using the "stat" command (lpq command for lpr).<br>4. If Trap is selected for the Access Type in the SNMP Configuration screen during the snmpd process, communication may be cut off.<br>5. The NIB does not respond to the "lprm –" command (root directory) from a FreeBSD host computer.<br>6. If an undefined remote printer number is input in the Netware configuration page, communication between the NIB and Netware Server will be cut off.<br><br>Change in Specification:<br>1. Two or more print queues can be attached to a single printer object (for further details, refer to TechMail RC010430).<br>2. TCP Ports 11021 and 11023 (Design use) have been closed. | 1.79 |

| Model: Adonis-C2 | Date: 19-Nov-02 | No.: RB003042 |
|---|---|---|

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:*<br>1.  When using signature level 2 on the NetWare Server, the printer does not connect to the NetWare Server.<br>2.  The printer cannot print more than one job sent from a CICS application on an IBM Main Frame (e.g. OS/390) when the application uses lpd protocol unique to CICS.<br>3.  The lpd process on the printer is interrupted when lpq/lprm commands with arguments are executed more than 50 times after the printer has been turned on.<br>4.  When trying to access the Web Status Monitor for a printer during printing via the ipp port, the httpd process is occasionally interrupted.<br>5.  When there are several messages displayed, such as error messages after a malfunction, Apple Talk protocol is occasionally interrupted during printing.<br>6.  When the printer is not ready due to an open cover, the message "Printer is not ready" is not indicated in lpd or stat command.<br>7.  When executing the prnlog command designate job ID 0, no information is indicated.<br>8.  Even when the parameter settings changed by telnet are not successfully written into the NVRAM, no error message is indicated as a command line.<br>9.  The software allows any name to be entered as the computer name for NetBEUI.<br>10. When printing data with 0 byte by rcp, the NIB does not respond to the waiting client PC.<br>11. No settings are valid with the install shell of RedHat Linux Ver.7.1. | 1.77 |
| Change in Specification:<br>1.  2-byte code characters cannot be entered for a device name. | |
| Firmware modified to correct the following:<br>1.  After a communication failure breaks the connection between the NIB and Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2.  When 80000000(H) or more is registered in the Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3.  If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4.  The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5.  With bi-directional communication enabled for TCP port 9100, printing operation is inhibited after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6.  The IP address 0.0.0.0 can be set by the ifconfig command.<br>7.  The wording of the message for saving data at logoff was corrected from "datas" to "data". | 1.66 |

| Model: Adonis-C2 | Date: 19-Nov-02 | No.: RB003042 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1. Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2. The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | |
| First mass production | 1.61 |

NFA (Netfile)

| Descriptions | Version |
|---|---|
| Minor program changes for Japanese model only. | 2.19 |
| *Note: When using scanner firmware B3615901D, NFA firmware version 2.17 or later should be used.*<br><br>Firmware modified to correct the following:<br>1. The MFP stalls when setting the I/O device from two ScanRouter V2 Professional servers at the same time.<br>2. When setting the I/O device from ScanRouter V2 Professional, the fax delivery settings sometimes disappear.<br>3. When a print request is issued from the Document server at the MFP or the DeskTopBinder V2 without the correct paper size in the tray, the MFP does not send the error to the operation panel or DeskTopBinder V2, and the MFP does not print the document. | 2.17 |
| When the machine sends 2 or more files to the Document Server within 1 second (as when sending backed up files just after the Server recovers), the first 2 documents receive the same filename and the first is therefore erased. The software has been modified so that file naming can be controlled at the ms level, preventing the file from being deleted. | 1.42.04 |
| First mass production | 1.42.02 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003043 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |
| 2.04 | B0045118H | 8200 | August 2002 prod. |
| 2.05 | B0045118J | CAB0 | October 2002 prod. |
| **2.07** | **B0045118K** | **A077** | **November 2002 prod.** |

Contents

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |
| 2.04 | Ver. 3.08 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921G | G0585922G |
| 2.05 | Ver. 3.09 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902J | B3615901E | G0585921G | G0585922G |
| **2.07** | Ver. 3.09 | Ver. 2.27 | **Ver. 1.82** | Ver. 2.19 |

| Model: Adonis-C2 | | Date: 19-Dec-02 | No.: RB003043 |
|---|---|---|---|

| | B3615902J | B3615901E | *G0585921H* | G0585922G |
|---|---|---|---|---|

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press "Download".
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

Printer

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. Line spacing command "lochEsc&l#D"loch causes incorrect output. (GFPR# RC02050002)<br>2. Euro currency symbol is not printed when using the PS driver (refer to RTB #RGENE011 for workaround).<br>3. Slow Printing from AutoCAD (GFPR# RC02070001)<br>4. Bold may not work on some TrueType fonts.<br>5. With some bolded fonts, text characters appear too thick, removing the fine detail.<br>6. When using bold fonts, short lines may appear around text characters.<br>7. PJL Echo does not respond correctly. (GFPR# RE02070088)<br>8. PS print file is printed as text (GFPR# RE02040013).<br>9. CAD print files:<br>- Increased the number of available pen selections from 8 to 256 when BitSw #3-3 is ON (GFPR# RE02030003).<br>- Modified so that the "null" character is ignored when it is included in HP/GL2 data to increase speed (GFPR# RE02050016).<br>- The status flag for the bold selection command is refreshed when it is selected for HP/GL2 data (GFPR# RE02050016). | 3.09 |
| Firmware modified to correct the following:<br>The "XL ERROR" occurs when specifying symbol sets SETvmath (6M), SETvint (13J) and SETvus (14J) -- which are not supported in PCLXL.<br><br>Change in Specification:<br>PCL6: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | 3.08 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003043 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"].<br>2. The punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a "2", indicating that Duplex copies can be made (not permissible by specification).<br>4. When printing in duplex, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>Change in Specification:<br>1. Supports the Status Readback function of the PCL5e.<br>2. PCL5e: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol. | 3.05 |
| Firmware modified to correct the following:<br>1. A print job received when the machine switches from On to Off Mode may not be printed out.<br>2. After deleting a locked print document, it is possible to press the delete button without selecting any other locked print documents.<br>3. The operation panel may flicker slightly after the operator performs settings in the Printer Features window very quickly (i.e. window is open for a very short time). | 3.02 |
| Firmware modified to correct the following:<br>1. Modified for use with the Capture function.<br>2. Modified so that the printer controller can detect the individual codes in the data headers of a print job sent with both PCL and PS codes, thereby allowing the machine to switch between the 2 PDL emulations accordingly (PCL/PS). The A-C2 prints each page in its original format, even if contained in the same file.<br>3. Some German umlaut characters cannot be printed out correctly with the following fonts when using the PCL6 driver on Windows NT4.0/95/ 98/Me: Albertus Medium, Antique Olive, Humanst521 BT, Zurich BlkEx BT. | 3.00 |
| Change in Specification:<br>(Module added for China/Taiwan version). | 2.00.1 |
| Firmware modified to correct the following:<br>1. The machine sometimes freezes after pressing the Offline key while the data is being printed out (PCL).<br>2. The machine sometimes freezes while downloading PCL fonts.<br>3. The machine sometimes does not re-start printing after the paper is removed from the output tray following an overflow.<br>4. The machine sometimes freezes when both Stapling and Punching have been selected from the driver for a paper size with which neither function is permitted. | 1.36 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003043 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. The machine could not be used with Axis print servers.<br>2. Part of print data (frame) could not be printed during Custom size printing in PCL 6. | 1.35 |
| First mass production | 1.34 |

Scanner

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:*<br>1. Software changed so that the original can be placed on the exposure glass just as with copying, i.e. there is no need to turn the original upside-down (for <u>both</u> directions).<br><br>Ver. 2. 07 (B3615901D)　　　Ver. 2. 27 (B3615901E)<br><br>2. Mixed Original Mode can now be used with the Twain driver ver.3.12. When using this driver, please note the following:<br>　1. Be sure to use Netfile software ver.2.17 or newer.<br>　2. Also, be sure to install ADF ROM ver.1.76 or newer, as older versions will cause image stretching along the sub-scan direction with 425dpi and 555-557dpi scanning. | 2.27 |
| Firmware modified to correct the following:<br>1. The mainframe stalls if it receives the command to store a document while in the process of deleting another document. Application used: Desktop Binder V2. | 2.07 |
| First mass production | 2.05 |

NCS (NIB)

| Descriptions | Version |
|---|---|
| ***Change in Specification:***<br>***1. Changed the default setting of DHCP to ON.***<br>***Note: When upgrading to this version, the DHCP setting will only change to ON if it is manually set or a factory default clear is performed after update.***<br>***2. TCP ports can be opened/closed.***<br>***Note: After performing the setting to disable HTTP, it is not possible to access the target device through the web browser. To change this setting, use telnet to open HTTP. When the telnet port is disabled, it is necessary to clear the network settings (Memory Clear for NCS) to open the telnet port.*** | ***1.82*** |
| The following items have been fixed:<br>1. The controller freezes if disconnected while data containing the Readback command is being printed out with ftp/rsh.<br>2. Display corrected for when the operator tries to execute Spool Printing Job List with SmartNetMonitor for Admin on the A-C2/R-C2:<br>Previous: "Spool printing is not available. Active spool printing from the device or related software"<br>New: "Error 404"<br>3. The Fax Management Tool cannot be used while any of the NIB setting(s) are being changed.<br>4. The parameters of sysLocation and sysContact cannot be set correctly using the snmp command with telnet.<br>5. The controller freezes when a non-existent file is specified for rcp transmission.<br>6. Cannot connect to Novel NDS (GFPR #RC02010007):<br>The nearest NetWare Server informs the NIB of the alternate NetWare Server address, where the NDS replica is stored, however the NIB is unable to interpret the message.<br><br>Change in Specification:<br>1. SNMP vulnerability<br>SNMP security vulnerabilities reported by CERT on Feb.12, 2002 has been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes.<br>-CERT: http://www.cert.org/advisories/CA-2002-03.html<br>-PROTOS c06-snmpv1 test suite<br>: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/<br>2. Some reserved (unused) TCP ports that were open have been closed, e.g. FTP. | 1.81 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003043 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. No error message is displayed in Netscape Navigator even when an incorrect URL is input in the address bar.<br>2. Up to 32 characters can be input in the NetBEUI configuration screen Comment box, even though specification is 31 characters maximum.<br>3. The PS status cannot be displayed using the "stat" command (lpq command for lpr).<br>4. If Trap is selected for the Access Type in the SNMP Configuration screen during the snmpd process, communication may be cut off.<br>5. The NIB does not respond to the "lprm –" command (root directory) from a FreeBSD host computer.<br>6. If an undefined remote printer number is input in the Netware configuration page, communication between the NIB and Netware Server will be cut off.<br><br>Change in Specification:<br>1. Two or more print queues can be attached to a single printer object (for further details, refer to TechMail RC010430).<br>2. TCP Ports 11021 and 11023 (Design use) have been closed. | 1.79 |
| *Firmware modified to correct the following:*<br>1. When using signature level 2 on the NetWare Server, the printer does not connect to the NetWare Server.<br>2. The printer cannot print more than one job sent from a CICS application on an IBM Main Frame (e.g. OS/390) when the application uses lpd protocol unique to CICS.<br>3. The lpd process on the printer is interrupted when lpq/lprm commands with arguments are executed more than 50 times after the printer has been turned on.<br>4. When trying to access the Web Status Monitor for a printer during printing via the ipp port, the httpd process is occasionally interrupted.<br>5. When there are several messages displayed, such as error messages after a malfunction, Apple Talk protocol is occasionally interrupted during printing.<br>6. When the printer is not ready due to an open cover, the message "Printer is not ready" is not indicated in lpd or stat command.<br>7. When executing the prnlog command designate job ID 0, no information is indicated.<br>8. Even when the parameter settings changed by telnet are not successfully written into the NVRAM, no error message is indicated as a command line.<br>9. The software allows any name to be entered as the computer name for NetBEUI.<br>10. When printing data with 0 byte by rcp, the NIB does not respond to the waiting client PC.<br>11. No settings are valid with the install shell of RedHat Linux Ver.7.1. | 1.77 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003043 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1.   2-byte code characters cannot be entered for a device name. | |
| Firmware modified to correct the following:<br>1.   After a communication failure breaks the connection between the NIB and Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2.   When 80000000(H) or more is registered in the Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3.   If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4.   The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5.   With bi-directional communication enabled for TCP port 9100, printing operation is inhibited after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6.   The IP address 0.0.0.0 can be set by the ifconfig command.<br>7.   The wording of the message for saving data at logoff was corrected from "datas" to "data". | 1.66 |
| Change in Specification:<br>1.   Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2.   The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | |
| First mass production | 1.61 |

NFA (Netfile)

| Descriptions | Version |
|---|---|
| Minor program changes for Japanese model only. | 2.19 |
| *Note: When using scanner firmware B3615901D, NFA firmware version 2.17 or later should be used.*<br><br>Firmware modified to correct the following:<br>1.   The MFP stalls when setting the I/O device from two ScanRouter V2 Professional servers at the same time.<br>2.   When setting the I/O device from ScanRouter V2 Professional, the fax delivery settings sometimes disappear.<br>3.   When a print request is issued from the Document server at the MFP or the DeskTopBinder V2 without the correct paper size in the tray, the MFP does not send the error to the operation panel or DeskTopBinder V2, and the MFP does not print the document. | 2.17 |
| When the machine sends 2 or more files to the Document Server within 1 second (as when sending backed up files just after the Server recovers), the first 2 documents receive the same filename and the first is therefore erased. | 1.42.04 |

# RICOH

# Technical Bulletin

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003043 |
|---|---|---|

| The software has been modified so that file naming can be controlled at the ms level, preventing the file from being deleted. | |
|---|---|
| First mass production | 1.42.02 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|

| Subject: Service Card Release History (MFP) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |
| 2.04 | B0045118H | 8200 | August 2002 prod. |
| 2.05 | B0045118J | CAB0 | October 2002 prod. |
| 2.07 | B0045118K | A077 | November 2002 prod. |
| *2.08* | *B0045118L* | *CB64* | *December 2002 prpd.* |

Contents

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |
| 2.04 | Ver. 3.08 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921G | G0585922G |
| 2.05 | Ver. 3.09 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902J | B3615901E | G0585921G | G0585922G |

| Model: Adonis-C2 | | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|---|

| | | | | |
|---|---|---|---|---|
| **2.07** | Ver. 3.09 | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | B3615902J | B3615901E | G0585921H | G0585922G |
| **2.08** | **Ver. 3.10** | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | **B3615902K** | B3615901E | G0585921H | G0585922G |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press "Download".
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

Printer

| Descriptions | Version |
|---|---|
| ***Firmware modified to correct the following:***<br>***1. Response to PJL INFO CONFIG command does not include serial number.***<br>***2. Incorrect output when printing document through Port 9100 (GFPR# RC02110002).***<br>***3. The Form Lines setting (PCL menu) is changed when the machine is rebooted (GFPR #RA02090003).***<br>***4. If a PCL print job is executed after a User Tool function is used, the operation panel may continue displaying "Printing...".***<br>***5. Supports mixed binding orientations with duplex jobs using cover sheets (GFPR# RC02080003).***<br>***6. When using INIFICO, printing may halt during file processing (GFPR# RE02090012).*** | ***3.10*** |
| Firmware modified to correct the following:<br>1. Line spacing command "IochEsc&l#D"Ioch causes incorrect output. (GFPR# RC02050002)<br>2. Euro currency symbol is not printed when using the PS driver (refer to RTB #RGENE011 for workaround).<br>3. Slow Printing from AutoCAD (GFPR# RC02070001)<br>4. Bold may not work on some TrueType fonts.<br>5. With some bolded fonts, text characters appear too thick, removing the fine detail.<br>6. When using bold fonts, short lines may appear around text characters.<br>7. PJL Echo does not respond correctly. (GFPR# RE02070088)<br>8. PS print file is printed as text (GFPR# RE02040013).<br>9. CAD print files:<br>- Increased the number of available pen selections from 8 to 256 when BitSw #3-3 is ON (GFPR# RE02030003).<br>- Modified so that the "null" character is ignored when it is included in HP/GL2 data to increase speed (GFPR# RE02050016).<br>- The status flag for the bold selection command is refreshed when it is selected for HP/GL2 data (GFPR# RE02050016). | 3.09 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>The "XL ERROR" occurs when specifying symbol sets SETvmath (6M), SETvint (13J) and SETvus (14J) -- which are not supported in PCLXL.<br><br>Change in Specification:<br>PCL6: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | 3.08 |
| Firmware modified to correct the following:<br>1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"].<br>2. The punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a "2", indicating that Duplex copies can be made (not permissible by specification).<br>4. When printing in duplex, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>Change in Specification:<br>1. Supports the Status Readback function of the PCL5e.<br>2. PCL5e: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol. | 3.05 |
| Firmware modified to correct the following:<br>1. A print job received when the machine switches from On to Off Mode may not be printed out.<br>2. After deleting a locked print document, it is possible to press the delete button without selecting any other locked print documents.<br>3. The operation panel may flicker slightly after the operator performs settings in the Printer Features window very quickly (i.e. window is open for a very short time). | 3.02 |
| Firmware modified to correct the following:<br>1. Modified for use with the Capture function.<br>2. Modified so that the printer controller can detect the individual codes in the data headers of a print job sent with both PCL and PS codes, thereby allowing the machine to switch between the 2 PDL emulations accordingly (PCL/PS). The A-C2 prints each page in its original format, even if contained in the same file.<br>3. Some German umlaut characters cannot be printed out correctly with the following fonts when using the PCL6 driver on Windows NT4.0/95/ 98/Me: Albertus Medium, Antique Olive, Humanst521 BT, Zurich BlkEx BT. | 3.00 |
| Change in Specification:<br>(Module added for China/Taiwan version). | 2.00.1 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. The machine sometimes freezes after pressing the Offline key while the data is being printed out (PCL).<br>2. The machine sometimes freezes while downloading PCL fonts.<br>3. The machine sometimes does not re-start printing after the paper is removed from the output tray following an overflow.<br>4. The machine sometimes freezes when both Stapling and Punching have been selected from the driver for a paper size with which neither function is permitted. | 1.36 |
| Firmware modified to correct the following:<br>1. The machine could not be used with Axis print servers.<br>2. Part of print data (frame) could not be printed during Custom size printing in PCL 6. | 1.35 |
| First mass production | 1.34 |

Scanner

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:*<br>1. Software changed so that the original can be placed on the exposure glass just as with copying, i.e. there is no need to turn the original upside-down (for <u>both</u> directions).<br><br>Ver. 2. 07 (B3615901D)      Ver. 2. 27 (B3615901E)<br><br>2. Mixed Original Mode can now be used with the Twain driver ver.3.12. When using this driver, please note the following:<br>  1. Be sure to use Netfile software ver.2.17 or newer.<br>  2. Also, be sure to install ADF ROM ver.1.76 or newer, as older versions will cause image stretching along the sub-scan direction with 425dpi and 555-557dpi scanning. | 2.27 |
| Firmware modified to correct the following:<br>1. The mainframe stalls if it receives the command to store a document while in the process of deleting another document. Application used: Desktop Binder V2. | 2.07 |
| First mass production | 2.05 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|

NCS (NIB)

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1.  TCP ports can be opened/closed.<br>NOTE: After making the setting to disable HTTP, you cannot access the target device through web browser. If you want to change the setting, please use telnet to open HTTP.<br>When telnet port is disabled, you have to clear the network settings (Memory Clear for NCS) to open the telnet port.<br><br>2.  Changed the default setting of DHCP to ON.<br>NOTE: There is no change when updating the firmware. This feature is for the factory default. | 1.82 |
| The following items have been fixed:<br>1.  The controller freezes if disconnected while data containing the Readback command is being printed out with ftp/rsh.<br>2.  Display corrected for when the operator tries to execute Spool Printing Job List with SmartNetMonitor for Admin on the A-C2/R-C2:<br>Previous: "Spool printing is not available. Active spool printing from the device or related software"<br>New: "Error 404"<br>3.  The Fax Management Tool cannot be used while any of the NIB setting(s) are being changed.<br>4.  The parameters of sysLocation and sysContact cannot be set correctly using the snmp command with telnet.<br>5.  The controller freezes when a non-existent file is specified for rcp transmission.<br>6.  Cannot connect to Novel NDS (GFPR #RC02010007):<br>The nearest NetWare Server informs the NIB of the alternate NetWare Server address, where the NDS replica is stored, however the NIB is unable to interpret the message.<br><br>Change in Specification:<br>1.  SNMP vulnerability<br> SNMP security vulnerabilities reported by CERT on Feb.12, 2002 has been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes.<br> -CERT: http://www.cert.org/advisories/CA-2002-03.html<br> -PROTOS c06-snmpv1 test suite<br> : http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/<br>2.  Some reserved (unused) TCP ports that were open have been closed, e.g. FTP. | 1.81 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. No error message is displayed in Netscape Navigator even when an incorrect URL is input in the address bar.<br>2. Up to 32 characters can be input in the NetBEUI configuration screen Comment box, even though specification is 31 characters maximum.<br>3. The PS status cannot be displayed using the "stat" command (lpq command for lpr).<br>4. If Trap is selected for the Access Type in the SNMP Configuration screen during the snmpd process, communication may be cut off.<br>5. The NIB does not respond to the "lprm –" command (root directory) from a FreeBSD host computer.<br>6. If an undefined remote printer number is input in the Netware configuration page, communication between the NIB and Netware Server will be cut off.<br><br>Change in Specification:<br>1. Two or more print queues can be attached to a single printer object (for further details, refer to TechMail RC010430).<br>2. TCP Ports 11021 and 11023 (Design use) have been closed. | 1.79 |
| *Firmware modified to correct the following:*<br>1. When using signature level 2 on the NetWare Server, the printer does not connect to the NetWare Server.<br>2. The printer cannot print more than one job sent from a CICS application on an IBM Main Frame (e.g. OS/390) when the application uses lpd protocol unique to CICS.<br>3. The lpd process on the printer is interrupted when lpq/lprm commands with arguments are executed more than 50 times after the printer has been turned on.<br>4. When trying to access the Web Status Monitor for a printer during printing via the ipp port, the httpd process is occasionally interrupted.<br>5. When there are several messages displayed, such as error messages after a malfunction, Apple Talk protocol is occasionally interrupted during printing.<br>6. When the printer is not ready due to an open cover, the message "Printer is not ready" is not indicated in lpd or stat command.<br>7. When executing the prnlog command designate job ID 0, no information is indicated.<br>8. Even when the parameter settings changed by telnet are not successfully written into the NVRAM, no error message is indicated as a command line.<br>9. The software allows any name to be entered as the computer name for NetBEUI.<br>10. When printing data with 0 byte by rcp, the NIB does not respond to the waiting client PC.<br>11. No settings are valid with the install shell of RedHat Linux Ver.7.1. | 1.77 |

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1. 2-byte code characters cannot be entered for a device name. | |
| Firmware modified to correct the following:<br>1. After a communication failure breaks the connection between the NIB and Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2. When 80000000(H) or more is registered in the Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3. If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4. The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5. With bi-directional communication enabled for TCP port 9100, printing operation is inhibited after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6. The IP address 0.0.0.0 can be set by the ifconfig command.<br>7. The wording of the message for saving data at logoff was corrected from "datas" to "data". | 1.66 |
| Change in Specification:<br>1. Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2. The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | |
| First mass production | 1.61 |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003044 |

NFA (Netfile)

| Descriptions | Version |
|---|---|
| Minor program changes for Japanese model only. | 2.19 |
| *Note: When using scanner firmware B3615901D, NFA firmware version 2.17 or later should be used.*<br><br>Firmware modified to correct the following:<br>1. The MFP stalls when setting the I/O device from two ScanRouter V2 Professional servers at the same time.<br>2. When setting the I/O device from ScanRouter V2 Professional, the fax delivery settings sometimes disappear.<br>3. When a print request is issued from the Document server at the MFP or the DeskTopBinder V2 without the correct paper size in the tray, the MFP does not send the error to the operation panel or DeskTopBinder V2, and the MFP does not print the document. | 2.17 |
| When the machine sends 2 or more files to the Document Server within 1 second (as when sending backed up files just after the Server recovers), the first 2 documents receive the same filename and the first is therefore erased. The software has been modified so that file naming can be controlled at the ms level, preventing the file from being deleted. | 1.42.04 |
| First mass production | 1.42.02 |

# **R**ICOH

# **T**echnical **B**ulletin

PAGE: 1/2

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003045 |
|---|---|---|

| Subject: Software Release History (PS3) | Prepared by: K. Takagi |
|---|---|
| From: Technical Services sec. Service Planning Dept. | |

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

This RTB has been issued to announce the Software history for the PS3.

| Part Number | Version | C. SUM | Production |
|---|---|---|---|
| *G5775906F* | *1.07* | *8DD8* | *Nov. 2002 production* |
| *G5775906E* | *1.06* | *C5F3* | *Oct. 2002 production* |
| G5775906D | 1.05 | 3C28 | Jan. 2002 production |
| G5775906C | 1.03 | 472E | May 2001 production |
| G5775906B | 1.00 | 5E70 | 1st mass production |

**Descriptions of the changes**

| Symptom Corrected | Version |
|---|---|
| The following items have been fixed:<br>1. Slow Printing from AutoCAD (GFPR# RC02070001) | *1.07* |
| The following items have been fixed:<br>1. Euro currency symbol is not printed (GFPR# RC02040005).<br>2. The printer controller freezes when printing from Unix Acrobat.<br>3. The printing speed of a PS job slows down after a PS3 job is reset.<br>4. When data is sent with 3-hole punching selected to the EU model, which only supports 2 & 4-hole punching, two holes are punched in the paper. Software modified so that no holes are punched when this data is sent.<br>5. Many "PunchCancelled" messages may be displayed in the Summary Error Log after sending data to which punching could not be applied.<br>6. Lines sometimes appear in (what should be) blank areas.<br>7. PS print file is printed as text (GFPR# RE02040013). | *1.06* |

| Model: Adonis-C2 | Date: 19-Dec-02 | No.: RB003045 |
|---|---|---|

| **Symptom Corrected** | **Version** |
|---|---|
| 1. While downloading PS fonts to a machine, the correct PS serial number cannot be output. <br><br> 2. PS error occurs when the following conditions have been met: <br><br>  - Original size is the same as that loaded in the locked tray(s). <br><br>  - The paper type is not specified in the driver. <br><br>  - "AutoSelect Tray" is selected in the driver. <br><br> 3. If the machine receives an A5 print job while "Error Skip" is activated and there is no A5 loaded in any tray, the operation panel will display "Load A5 Paper (LEF)", even though specification only supports A5 <u>SEF</u>. <br><br> 4. Printing out the PS Configuration page: <br> Even though specification requires the machine to prompt the operator to load A4/LT plain when there are no trays containing plain or recycled paper, the machine does not display the message and allows the configuration page to be printed out onto any paper type. | 1.05 |
| 1. With print jobs containing mixed duplex/simplex pages, the job comes out either all simplex or all duplex. <br><br> 2. When there are different settings set for each page of the print job (e.g. paper type, size), only one page is printed out. <br><br> 3. If an input tray is locked as the priority tray (using Print Tray Priority) and Auto Continue has been set to "0 minutes", an SC error is displayed when printing out more than two pages of a PS config. page. <br><br> 4. The product name for Pointy and Print cannot be changed. | 1.03 |
| First mass production | 1.00 |

# RICOH

# Technical Bulletin

| Model: General RTB | Date: 27-Dec-02 | No.: RGene012 |
|---|---|---|

| Subject: GW Products - Hardware Ethernet Problem | Prepared by: T. Itoh |
|---|---|
| From: Technical Services Sec. Service Planning Dept. | |

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

## SYMPTOM

When the main switch is turned on, the error message "Hardware Ethernet Problem" may be displayed under the following condition on the GW-based products.

Conditions:
- Network speed on the hub has been set to 100Mbps fixed with full duplex, and
- Length of network cable is too long (60 m or more) or the cable quality is not good enough

## CAUSE

When the main switch is turned on, the machine performs a loop-back test. If the cable length is too long or its quality is not good enough, the damping factor for the data transmission becomes worse, and the machine incorrectly detects an error during this test. This happens only when the network speed is set to 100Mbps fixed with full duplex. The PHY chip used on the controller board causes this.

## SOLUTION

- Temporary Solution -
- Set the network speed on the hub to Auto-sensing,
- Use a shorter cable or a cable with a lower damping factor, or
- Disconnect the network cable and power on the printer; then, set the cable after the printer comes to the ready condition.

- Permanent Solution -
The controller firmware will be modified to avoid the incorrect detection of this error message. The schedule of firmware modification is as follows.

| Product Type | Product | Firmware Modification Cut-in Schedule |
|---|---|---|
| Fax | Kaiser 3 | at next modification |
| Printer | Model-K P1 | |
| | Model-K P2 | |
| | Model-J P1b | |
| | Model-J CF | |
| | Model-U P1e | '03 January production run |
| | Model-A P3 | '03 March production run |
| MFP | Model-R C2 | at next modification run |
| | Model-A C2 | |
| | Model-M C1 | |
| | Model-U C1 | '03 February production run |

**NOTE:**
Firmware will be posted in the usual manner when it is released.

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018c |
|---|---|---|

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

| Subject: Software Release Information (FAX) | Prepared by: K. Moriizumi |
|---|---|
| From: Technical Services Sec. Service Planning Dept. | |

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

This RTB has been issued to announce the firmware release information for the Fax Service Card.

**Fax Service Card for NA Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045235 | 3751 | April 2001 prod. |
| 1.01 | B0045235A | B406 | May 2001 prod. |
| 1.02 | B0045235B | EAA5 | July 2001 prod. |
| 1.03 | B0045235C | E958 | August 2001 prod. |
| 1.04 | B0045235D | DA96 | September 2001 prod. |
| 2.00 | B0045235E | E8C1 | October 2001 prod. |
| 2.01 | B0045235F | E8C1 | October 2001 prod. |
| 2.02 | B0045235G | D895 | November 2001 prod. |
| 2.03 | B0045235H | 5711 | February 2002 prod. |
| *2.04* | *B0045235J* | *0A45* | *August 2002.prod.* |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | Fax Application | | FCU | | Delivery Module | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605581B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605581C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605581D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605581D | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605581E | 2.07 | B3615906C |
| 2.00 | 5.20.0 | B3605590L | 06.00.01 | B3605581F | 2.27 | B3615906D |
| 2.01 | 5.20.1 | B3605590M | 06.00.01 | B3605581F | 2.27 | B3615906D |
| 2.02 | 5.20.3 | B3605590N | 06.00.01 | B3605581F | 2.27 | B3615906D |
| 2.03 | 5.21.0 | B3605590P | 07.00.00 | B3605581G | 2.27 | B3615906D |
| *2.04* | 5.21.0 | B3605590P | *08.00.00* | *B3605581H* | 2.27 | B3615906D |

**Reissued: 25-Mar-03**

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018c |
|---|---|---|

## System Service Card for EU/Asia Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045236 | 367C | April 2001 prod. |
| 1.01 | B0045236A | 2CB1 | May 2001 prod. |
| 1.02 | B0045236B | AF4F | July 2001 prod. |
| 1.03 | B0045236C | AE02 | August 2001 prod. |
| 1.04 | B0045236D | CE6B | September 2001 prod. |
| 2.00 | B0045236E | 19E4 | October 2001 prod. |
| 2.01 | B0045236F | 122C | October 2001 prod. |
| 2.02 | B0045236G | 09B8 | November 2001 prod. |
| 2.03 | B0045236H | F4B2 | February 2002 prod. |
| *2.04* | *B0045236J* | *FF7E* | *August 2002.prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | **Fax Application** | | **FCU** | | **Delivery Module** | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605582B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605582C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605582D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605582D | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605582E | 2.07 | B3615906C |
| 2.00 | 5.20.0 | B3605590L | 06.00.01 | B3605582F | 2.27 | B3615906D |
| 2.01 | 5.20.1 | B3605590M | 06.00.01 | B3605582F | 2.27 | B3615906D |
| 2.02 | 5.20.3 | B3605590N | 06.00.01 | B3605582F | 2.27 | B3615906D |
| 2.03 | 5.21.0 | B3605590P | 07.00.00 | B3605582G | 2.27 | B3615906D |
| *2.04* | 5.21.0 | B3605590P | *08.00.00* | *B3605582H* | 2.27 | B3615906D |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018c |
|---|---|---|

## System Service Card for China/Taiwan

| Version | Program No. | C. SUM | Effective Date |
|---------|-------------|--------|----------------|
| 1.01 | B0045237A | 2DA3 | 1st Mass Prod. |
| 1.02 | B0045237B | F44E | July 2001 prod. |
| 1.03 | B0045237C | F301 | August 2001 prod. |
| 1.04 | B0045237D | 0E98 | September 2001 prod. |
| 2.00 | B0045237E | FC37 | October 2001 prod. |
| 2.01 | B0045237F | F47F | October 2001 prod. |
| 2.02 | B0045237G | EC0B | November 2001 prod. |
| 2.03 | B0045237H | 0C0C | February 2002 prod. |
| *2.04* | *B0045237J* | *82AB* | *August 2002 prod.* |

## Contents

| Version | Programs/Versions | | | | | |
|---------|-----------------|---|---|---|---|---|
| | Fax Application | | FCU | | Delivery Module | |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605583 | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605583A | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605583A | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605583B | 2.07 | B3615906C |
| 2.00 | 5.20 | B3605590L | 06.00.01 | B3605583C | 2.27 | B3615906C |
| 2.01 | 5.20.1 | B3605590M | 06.00.01 | B3605583C | 2.27 | B3615906D |
| 2.02 | 5.20.3 | B3605590N | 06.00.01 | B3605583C | 2.27 | B3615906D |
| 2.03 | 5.21.0 | B3605590P | 07.00.00 | B3605583D | 2.27 | B3615906D |
| *2.04* | 5.21.0 | B3605590P | *08.00.00* | *B3605583E* | 2.27 | B3615906D |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018c |
|---|---|---|

**FCU**

| Version | Title | Symptom Corrected |
|---|---|---|
| 01.05.00 | | 1st mass production |
| 02.00.04 | First page print from Document Server | A) The file name is not printed when an A4 size document is output to A5 paper.<br>B) The edge of the document's image area is not printed out in inch resolution mode.<br>C) With fine print mode, the first page comes out enlarged if the expansion option memory has not been installed. |
| | Output to G3-1 paper tray | Documents from the Document Server sent in memory transmission are printed out to the paper tray appropriated for the G3-1 line. |
| | Transmission result report | 1. The transmission results report is printed out when the memory reaches capacity.<br>2. In cases where the transmission results report cannot be printed out (e.g. no paper), files cannot be sent following this. |
| | No Confidential File Report | The confidential file report is not printed out in the following conditions.<br>- The line is disconnected during phase C of confidential reception.<br>- There are no confidential reception files stored in the machine. |
| | First Page Print from Document Server (A5) | With the First Page print function, the image shifts to the right of the center mark when an A5 document from the Document Server is printed out to A5 paper. |
| | Page split with G4 immed. reception. | The last page of a G4 immediate reception job is split into 2 pages (top and bottom halves of the image). |
| | Destination erased | If a memory transmission destination is changed and the power is turned Off/On, the destination is erased. (Only those existing destinations that have been changed are deleted). |
| | Memory full | If the SAF memory reaches capacity during scanning, the file is saved but the filename does not initially appear on the file list (it is necessary to exit and re-enter the filename display screen). |
| | Memory Storage Report | If the filename for a Document Server document is 8 characters or longer, it will not appear on the memory storage report. |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018c |
|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| 03.00.00 | Document from D. Server comes out blank | If the user initiates a printout of a Document Server document while the memory transmission results report is being printed out, the document will come out as a blank page |
| | SP6-107-001 Large log files printed out | Some unnecessary (large) log files had been carried over, causing it to take a very long time to print out all the log files with this SP mode. |
| | "Storage" when SAF memory full | If a document with cover sheet is sent from a PC using the LAN FAX driver, the machine allows the operation of "storing" a document, even though the SAF memory is full. (i.e. document is not actually stored). |
| | ISDN-G3 transmission | The DTMF tone is sent to the ISDN-G3 line after pressing the tone key, even if user parameter switch 11(0B) is set to 0 (UUI). |
| | Batch transmission | When sending with Batch Transmission, the dedicated transmission parameters are not applied to destinations entered in with the ten-key pad. (those entered w/Quick Dials are fine). |
| 04.00.00 | G4 reception failure | Communication failure (receiver time out) sometimes occurs with G4 reception. |
| | Power on failure | The fax option sometimes does not start up when the main power is turned on. |
| | Subst. reception file cannot be printed out | Documents received in substitute reception are successfully stored into SAF memory, however if the main controller goes into Energy Saver mode during reception, the files cannot be printed out later. |
| | C. code (Korea) | Country code "1C" for Korea has been enabled. |
| 05.00.00 | Connecting with eCabinet | Modified to enable connection with eCabinet. |
| | Error report cannot be printed out | When 9 or more error codes are registered in memory, the error report cannot be printed out. |
| | For China | < China model program segment added >. |
| 06.00.01 | PABX access | Even if the prefix number access mode (Loop start) is selected in PABX mode, the machine will always select Grand Start mode. As a result, the prefix number is not sent out to the telephone line. |
| | Print label insertion list | When the label insertion list is printed, characters containing umlauts come out scrambled. |
| | Power failure report | Only the first Substitute Report file appears on the Power Failure Report. |
| | Standard Message Stamp | Even if the language is changed, the standard message is still stamped in English. |

| Model: Adonis-C2 | | Date: 20-Aug-01 | No.: RB003018c |

| Version | Title | Symptom Corrected |
|---|---|---|
| | FCU freezes | If the modem CPU is performing a total RAM check (as when one of its RAM contains a certain address value), the FCU cannot communicate with the modem CPU and freezes.<br><br>The software has been changed so that the modem CPU does not perform the total RAM check. |
| 07.00.00 | Printing of the Memory Storage Report stopped | If the handset is picked up while the Memory Storage Report is being printed out, the job is stopped and cannot be resumed. |
| | Power Failure Report | When printing out the Power Failure Report onto 2 pages, and the machine runs out of paper before printing the second page, this page cannot be printed out even after reloading more paper into the machine. |
| | Signal level for the tone of the A.I. short protocol | This signal level was set about 1dBm too high, and has been corrected. |
| | Bit Switch default values | The default values of Bit Sw SYS04 (SP 1-101-005) bits 6 and 7 for Czech/Poland/Hungary have been changed to conform with PTT requirements.<br>Bit 6: G3 CSI/G4 Terminal ID programming<br>Bit 7: Telephone line type programming |
| | Communication LED | The Communication LED remains lit even when the telephone line is disconnected. |
| *08.00.00* | *Group destination from LAN FAX driver* | *Group addresses from the LAN FAX driver cannot be used for memory broadcasting.* |
| | *On-hook function* | *Memory transmission not possible after operator repeatedly performs on-hook dial → destination input → on-hook cancel.* |
| | *Unlimited number of memory transmission files from LAN FAX Driver* | *Specification change:*<br>*The number of files that can be sent from the LAN FAX driver for memory transmission has been changed from 64 → unlimited.* |
| | *For Korea* | *Communication fails even when the country code is set to Korea.* |

# RICOH

**Reissued: 25-Mar-03**

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018c |
|---|---|---|

**Fax Application**

| Version | Title | Symptom Corrected |
|---|---|---|
| 3.2.5 | | 1st mass production |
| 3.8.4 | Handset | Some buttons are disabled after the handset is picked up and put back several times. |
| | | Some buttons are disabled after a job is interrupted with off-hook (reset) and the handset is put back. |
| | | It is possible to press to the On-hook button while "no paper" is displayed. |
| | | The fax option malfunctions when several quick dials are pressed in On-hook mode (handset down). |
| | | The alert continues to be displayed even after the handset is put back. |
| | | When trying to send stored files from the Document Server, the ten-key pad is disabled if the On-hook button is pressed twice while still inside the Enter Password screen. |
| | Ten-key response time improved | The response time of the ten-key pad has been increased. |
| | Document Server – scanning area (size) | When documents are scanned for storage (only) to the Document Server, the machine does not prohibit changing the size of the scanning area. |
| | Manual reception disabled | Manual reception is not possible while inside the User Code Input screen. |
| | Option Stamp displayed | The Stamp function is displayed in User Tool Settings even though there is no Stamp option installed. |
| 3.8.9 | Information Box | SC990 occurs when printing a message stored in the Information Box. |
| | SP6-104: G4 Protocol Dump List | The fax option malfunctions when printing out the G4 protocol dump list without the ISDN option board installed. |
| | Power off with handset Off hook | The main power can be turned off even if the handset is off the hook. |
| | LAN Fax Driver – No TTI | The TTI does not appear on any page when sending documents with a cover sheet. |
| 3.8.13 | LAN Fax Driver – No count up. | When a document is printed out from a PC with the LAN Fax driver, none of the counter values change. |
| 3.8.14 | Subst. reception file cannot be printed out | (Refer to FCU Ver. 04.00.00). |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018c |
|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| 5.20 | "No paper" display | When there is no paper in one of the trays (and the "No paper" alert function has been selected), the alert will disappear after the machine prints out one of the automatic reports. |
| | PC FAX transmission is canceled | If a fax Tx job is sent from a PC while the machine is in Energy Saver Mode, the machine wakes up but the job is canceled. |
| | "No paper" LED | If there is no paper in the tray when the machine goes to print out an Auto Document, the "No paper" message is displayed and the No Paper LED is lit. However, the LED remains lit after pressing the OK button on the "No paper" display. |
| | After the interrupt copy mode | Fax transmission settings are cleared after using Interrupt Copy. |
| | RTI (Own Fax name) | The machine allows lower-case letters to be input for the RTI, even though specification prohibits this. |
| | The LED keeps blinking - PC FAX | When the page data for a PC FAX job is exactly 64 Kbytes, the data-in LED does not stop blinking and the page data is not stored in memory . |
| | User Tools key when the SC code is displayed | Even when an SC code is displayed, the user is able to use the Facsimile Features menu in User Tools. |
| | Information Box | The Fax freezes if an Information Box file is printed out while the door is open. |
| | Journal report | With Print per User Code for Journal, user names can only be printed out up to a maximum of 16 characters (spec. is max. 20 characters). |
| 5.20.1 | Connection error with ScanRouter Saver (SC997) | The Fax option is stopped when a network error occurs while transferring received messages to the ScanRouter saver. |
| | LAN FAX using LPR port | After several, successive requests are sent to the machine using the LAN FAX driver via the LPR port, the machine stops transferring. |
| 5.20.3 | Substitute Reception (SC819) | SC819 is displayed following a substitute reception job received while in Energy Saver Mode. The condition can be cleared by power Off/On, and the substitute reception file is not erased. Note: This only occurs with FAX application version 5.20.1. |
| | Line Priority Setting | Even after setting the line to PABX, it does not appear in the Line Priority Settings Menu. |

| Model: Adonis-C2 | | Date: 20-Aug-01 | No.: RB003018c |
|---|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| 5.21.0 | Security Global Standards: ISO15408 | To conform to the ISO15408 Security Global Standards, when attempting to print documents from the Personal Box, an error message will be displayed if the user inputs an incorrect password 3 times.<br>Note: This condition can be cleared by power Off/On. |

| Model: Adonis-C2 | | Date: 31-Mar-03 | No.: RB003046 |
|---|---|---|---|

| Subject: Service Card Release History (MFP) | | Prepared by: K. Takagi | |
|---|---|---|---|
| From: Technical Services Sec. Service Planning Dept. | | | |
| Classification: | ☐ Troubleshooting<br>☐ Mechanical<br>☐ Paper path<br>☒ Other ( ) | ☐ Part information<br>☐ Electrical<br>☐ Transmit/receive | ☐ Action required<br>☐ Service manual revision<br>☐ Retrofit information |

This RTB has been issued to announce the firmware release information and downloading procedure for the MFP Service Card. Please refer to each firmware release RTB for details.

MFP Service Card

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.02 | B0045118A | B37C | April 2001 prod. |
| 1.03 | B0045118B | B672 | July 2001 prod. |
| 1.04 | B0045118C | 7C19 | July 2001 prod. |
| 2.00 | B0045118D | 9564 | October 2001 prod. |
| 2.01 | B0045118E | 21D8 | January 2002 prod. |
| 2.02 | B0045118F | BE38 | March 2002 prod. |
| 2.03 | B0045118G | BC62 | June 2002 prod. |
| 2.04 | B0045118H | 8200 | August 2002 prod. |
| 2.05 | B0045118J | CAB0 | October 2002 prod. |
| 2.07 | B0045118K | A077 | November 2002 prod. |
| 2.08 | B0045118L | CB64 | December 2002 prod. |
| **2.09** | **B0045118M** | **667B** | **March 2003 prod.** |

Contents

| Version | Programs/Versions | | | |
|---|---|---|---|---|
| | Printer | Scanner | NCS (NIB) | NFA (Netfile) |
| 1.02 | Ver. 1.36 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902 | B3615901D | G0585921D | G0585922D |
| 1.03 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.02 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 1.04 | Ver. 2.00.1 | Ver. 2.07 | Ver. 1.66.1 | Ver. 1.42.04 |
| | B3615902D | B3615901D | G0585921D | G0585922D |
| 2.00 | Ver. 3.00 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902E | B3615901E | G0585921E | G0585922F |
| 2.01 | Ver. 3.02 | Ver. 2.27 | Ver. 1.77 | Ver. 2.17 |
| | B3615902F | B3615901E | G0585921E | G0585922F |
| 2.02 | Ver. 3.05 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902G | B3615901E | G0585921F | G0585922G |
| 2.03 | Ver. 3.08 | Ver. 2.27 | Ver. 1.79 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921F | G0585922G |
| 2.04 | Ver. 3.08 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
| | B3615902H | B3615901E | G0585921G | G0585922G |

| Model: Adonis-C2 | | Date: 31-Mar-03 | No.: RB003046 |
|---|---|---|---|

| 2.05 | Ver. 3.09 | Ver. 2.27 | Ver. 1.81 | Ver. 2.19 |
|---|---|---|---|---|
| | B3615902J | B3615901E | G0585921G | G0585922G |
| 2.07 | Ver. 3.09 | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | B3615902J | B3615901E | G0585921H | G0585922G |
| 2.08 | Ver. 3.10 | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | B3615902K | B3615901E | G0585921H | G0585922G |
| *2.09* | *Ver. 3.11* | Ver. 2.27 | Ver. 1.82 | Ver. 2.19 |
| | *B3615902L* | B3615901E | G0585921H | G0585922G |

Firmware Downloading Procedure:

1. Insert the 4MB IC card containing the firmware into the controller IC card slot. Then, switch ON the main power.
2. Select the firmware that you would like to upgrade, then press "Download".
3. After the download has been completed, leave the card in the slot and switch the main power OFF/ON.

Printer

| Descriptions | Version |
|---|---|
| ***Firmware modified to correct the following:***<br>1. The document is printed out to the default output tray, even if the output tray is specified as Mailbox bin 8 (GFPR#RE02100002).<br>2. Barcodes appear separated (shifted) (GFPR#RE03010016).<br>3. Downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR#RC03010004).<br>4. Incorrect binding position with duplex printing.<br>5. Duplex printing does not function when using the "PageLength" command (GFPR#RC02120014).<br>6. Selecting HDD fonts may reduce the available memory.<br>7. Supports SAP Barcode & OCR printing. | *3.11* |
| Firmware modified to correct the following:<br>1. Response to PJL INFO CONFIG command does not include serial number.<br>2. Incorrect output when printing document through Port 9100 (GFPR# RC02110002).<br>3. The Form Lines setting (PCL menu) is changed when the machine is rebooted (GFPR #RA02090003).<br>4. If a PCL print job is executed after a User Tool function is used, the operation panel may continue displaying "Printing...".<br>5. Supports mixed binding orientations with duplex jobs using cover sheets (GFPR# RC02080003).<br>6. When using INIFICO, printing may halt during file processing (GFPR# RE02090012). | 3.10 |

| Model: Adonis-C2 | Date: 31-Mar-03 | No.: RB003046 |
| --- | --- | --- |

| Descriptions | Version |
| --- | --- |
| Firmware modified to correct the following:<br>1. Line spacing command "lochEsc&l#D"loch causes incorrect output. (GFPR# RC02050002)<br>2. Euro currency symbol is not printed when using the PS driver (refer to RTB #RGENE011 for workaround).<br>3. Slow Printing from AutoCAD (GFPR# RC02070001)<br>4. Bold may not work on some TrueType fonts.<br>5. With some bolded fonts, text characters appear too thick, removing the fine detail.<br>6. When using bold fonts, short lines may appear around text characters.<br>7. PJL Echo does not respond correctly. (GFPR# RE02070088)<br>8. PS print file is printed as text (GFPR# RE02040013).<br>9. CAD print files:<br>   - Increased the number of available pen selections from 8 to 256 when BitSw #3-3 is ON (GFPR# RE02030003).<br>   - Modified so that the "null" character is ignored when it is included in HP/GL2 data to increase speed (GFPR# RE02050016).<br>   - The status flag for the bold selection command is refreshed when it is selected for HP/GL2 data (GFPR# RE02050016). | 3.09 |
| Firmware modified to correct the following:<br>The "XL ERROR" occurs when specifying symbol sets SETvmath (6M), SETvint (13J) and SETvus (14J) -- which are not supported in PCLXL.<br><br>Change in Specification:<br>PCL6: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol. | 3.08 |
| Firmware modified to correct the following:<br>1. When the undefined command, "<ESC>&k#w" is received, it appears on the output as a character string [e.g. as "<ESC>&k6w"].<br>2. The punch error is logged in the error report whenever feeding from the Bypass Tray under any print job conditions (even when not using the punch unit).<br>3. When Letterhead is selected as the paper type for the Bypass tray, the tray icon on the operation panel displays a "2", indicating that Duplex copies can be made (not permissible by specification).<br>4. When printing in duplex, the last odd page is printed on the reverse side of the last sheet (see FPR reply #OTS-01-2651 of #RE01060006 for details).<br>Change in Specification:<br>1. Supports the Status Readback function of the PCL5e.<br>2. PCL5e: Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol. | 3.05 |

| Model: Adonis-C2 | Date: 31-Mar-03 | No.: RB003046 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Firmware modified to correct the following:<br>1. A print job received when the machine switches from On to Off Mode may not be printed out.<br>2. After deleting a locked print document, it is possible to press the delete button without selecting any other locked print documents.<br>3. The operation panel may flicker slightly after the operator performs settings in the Printer Features window very quickly (i.e. window is open for a very short time). | 3.02 |
| Firmware modified to correct the following:<br>1. Modified for use with the Capture function.<br>2. Modified so that the printer controller can detect the individual codes in the data headers of a print job sent with both PCL and PS codes, thereby allowing the machine to switch between the 2 PDL emulations accordingly (PCL/PS). The A-C2 prints each page in its original format, even if contained in the same file.<br>3. Some German umlaut characters cannot be printed out correctly with the following fonts when using the PCL6 driver on Windows NT4.0/95/ 98/Me: Albertus Medium, Antique Olive, Humanst521 BT, Zurich BlkEx BT. | 3.00 |
| Change in Specification:<br>(Module added for China/Taiwan version). | 2.00.1 |
| Firmware modified to correct the following:<br>1. The machine sometimes freezes after pressing the Offline key while the data is being printed out (PCL).<br>2. The machine sometimes freezes while downloading PCL fonts.<br>3. The machine sometimes does not re-start printing after the paper is removed from the output tray following an overflow.<br>4. The machine sometimes freezes when both Stapling and Punching have been selected from the driver for a paper size with which neither function is permitted. | 1.36 |
| Firmware modified to correct the following:<br>1. The machine could not be used with Axis print servers.<br>2. Part of print data (frame) could not be printed during Custom size printing in PCL 6. | 1.35 |
| First mass production | 1.34 |

| Model: Adonis-C2 | Date: 31-Mar-03 | No.: RB003046 |
|---|---|---|

Scanner

| Descriptions | Version |
|---|---|
| *Firmware modified to correct the following:*<br>1. Software changed so that the original can be placed on the exposure glass just as with copying, i.e. there is no need to turn the original upside-down (for <u>both</u> directions).<br><br>Ver. 2. 07 (B3615901D)　　　　　Ver. 2. 27 (B3615901E)<br><br>2. Mixed Original Mode can now be used with the Twain driver ver.3.12. When using this driver, please note the following:<br>　1. Be sure to use Netfile software ver.2.17 or newer.<br>　2. Also, be sure to install ADF ROM ver.1.76 or newer, as older versions will cause image stretching along the sub-scan direction with 425dpi and 555-557dpi scanning. | 2.27 |
| Firmware modified to correct the following:<br>1. The mainframe stalls if it receives the command to store a document while in the process of deleting another document. Application used: Desktop Binder V2. | 2.07 |
| First mass production | 2.05 |

| Model: Adonis-C2 | Date: 31-Mar-03 | No.: RB003046 |
|---|---|---|

NCS (NIB)

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1.  TCP ports can be opened/closed.<br>NOTE: After making the setting to disable HTTP, you cannot access the target device through web browser. If you want to change the setting, please use telnet to open HTTP.<br>When telnet port is disabled, you have to clear the network settings (Memory Clear for NCS) to open the telnet port.<br><br>2.  Changed the default setting of DHCP to ON.<br>NOTE: There is no change when updating the firmware. This feature is for the factory default. | 1.82 |
| The following items have been fixed:<br>1.  The controller freezes if disconnected while data containing the Readback command is being printed out with ftp/rsh.<br>2.  Display corrected for when the operator tries to execute Spool Printing Job List with SmartNetMonitor for Admin on the A-C2/R-C2:<br>Previous: "Spool printing is not available. Active spool printing from the device or related software"<br>New: "Error 404"<br>3.  The Fax Management Tool cannot be used while any of the NIB setting(s) are being changed.<br>4.  The parameters of sysLocation and sysContact cannot be set correctly using the snmp command with telnet.<br>5.  The controller freezes when a non-existent file is specified for rcp transmission.<br>6.  Cannot connect to Novel NDS (GFPR #RC02010007):<br>The nearest NetWare Server informs the NIB of the alternate NetWare Server address, where the NDS replica is stored, however the NIB is unable to interpret the message.<br><br>Change in Specification:<br>1.  SNMP vulnerability<br>SNMP security vulnerabilities reported by CERT on Feb.12, 2002 has been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes.<br>-CERT: http://www.cert.org/advisories/CA-2002-03.html<br>-PROTOS c06-snmpv1 test suite<br>: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/<br>2.  Some reserved (unused) TCP ports that were open have been closed, e.g. FTP. | 1.81 |

| Model: Adonis-C2 | Date: 31-Mar-03 | No.: RB003046 |
| --- | --- | --- |

| Descriptions | Version |
| --- | --- |
| Firmware modified to correct the following:<br>1. No error message is displayed in Netscape Navigator even when an incorrect URL is input in the address bar.<br>2. Up to 32 characters can be input in the NetBEUI configuration screen Comment box, even though specification is 31 characters maximum.<br>3. The PS status cannot be displayed using the "stat" command (lpq command for lpr).<br>4. If Trap is selected for the Access Type in the SNMP Configuration screen during the snmpd process, communication may be cut off.<br>5. The NIB does not respond to the "lprm –" command (root directory) from a FreeBSD host computer.<br>6. If an undefined remote printer number is input in the Netware configuration page, communication between the NIB and Netware Server will be cut off.<br><br>Change in Specification:<br>1. Two or more print queues can be attached to a single printer object (for further details, refer to TechMail RC010430).<br>2. TCP Ports 11021 and 11023 (Design use) have been closed. | 1.79 |
| *Firmware modified to correct the following:*<br>1. When using signature level 2 on the NetWare Server, the printer does not connect to the NetWare Server.<br>2. The printer cannot print more than one job sent from a CICS application on an IBM Main Frame (e.g. OS/390) when the application uses lpd protocol unique to CICS.<br>3. The lpd process on the printer is interrupted when lpq/lprm commands with arguments are executed more than 50 times after the printer has been turned on.<br>4. When trying to access the Web Status Monitor for a printer during printing via the ipp port, the httpd process is occasionally interrupted.<br>5. When there are several messages displayed, such as error messages after a malfunction, Apple Talk protocol is occasionally interrupted during printing.<br>6. When the printer is not ready due to an open cover, the message "Printer is not ready" is not indicated in lpd or stat command.<br>7. When executing the prnlog command designate job ID 0, no information is indicated.<br>8. Even when the parameter settings changed by telnet are not successfully written into the NVRAM, no error message is indicated as a command line.<br>9. The software allows any name to be entered as the computer name for NetBEUI.<br>10. When printing data with 0 byte by rcp, the NIB does not respond to the waiting client PC.<br>11. No settings are valid with the install shell of RedHat Linux Ver.7.1. | 1.77 |

| Model: Adonis-C2 | Date: 31-Mar-03 | No.: RB003046 |
|---|---|---|

| Descriptions | Version |
|---|---|
| Change in Specification:<br>1.  2-byte code characters cannot be entered for a device name. | |
| Firmware modified to correct the following:<br>1.  After a communication failure breaks the connection between the NIB and Network Twain driver, the driver is unable to re-establish connection (unless the A-C2 is powered Off/On).<br>2.  When 80000000(H) or more is registered in the Manager IPX Address 2 (Web Status Monitor), the setting is changed to an unspecified one.<br>3.  If several print jobs are sent one after another to the NIB via the IPP port of SmartNetMonitor for Client, the NIB terminates printing. (Also, a print job sent by the standard IPP port may be canceled).<br>4.  The USTATUS information may be lost, depending on when the USTATUS is sent during bi-directional communication over TCP/IP port 9100.<br>5.  With bi-directional communication enabled for TCP port 9100, printing operation is inhibited after data is sent from an application utility that does not support bi-directional communication (e.g. Port Navi, MDP).<br>6.  The IP address 0.0.0.0 can be set by the ifconfig command.<br>7.  The wording of the message for saving data at logoff was corrected from "datas" to "data". | 1.66 |
| Change in Specification:<br>1.  Information such as the IP address and printing protocol (Client PCs) was added to the syslog file for access restriction.<br>2.  The display width for the ID of the prnlog command with telnet, rsh, and ftp was expanded from 2 to 10 digits. | |
| First mass production | 1.61 |

| Model: Adonis-C2 | Date: 31-Mar-03 | No.: RB003046 |
|---|---|---|

NFA (Netfile)

| Descriptions | Version |
|---|---|
| Minor program changes for Japanese model only. | 2.19 |
| *Note: When using scanner firmware B3615901D, NFA firmware version 2.17 or later should be used.*<br><br>Firmware modified to correct the following:<br>1. The MFP stalls when setting the I/O device from two ScanRouter V2 Professional servers at the same time.<br>2. When setting the I/O device from ScanRouter V2 Professional, the fax delivery settings sometimes disappear.<br>3. When a print request is issued from the Document server at the MFP or the DeskTopBinder V2 without the correct paper size in the tray, the MFP does not send the error to the operation panel or DeskTopBinder V2, and the MFP does not print the document. | 2.17 |
| When the machine sends 2 or more files to the Document Server within 1 second (as when sending backed up files just after the Server recovers), the first 2 documents receive the same filename and the first is therefore erased. The software has been modified so that file naming can be controlled at the ms level, preventing the file from being deleted. | 1.42.04 |
| First mass production | 1.42.02 |

# RICOH

# Technical Bulletin

| Model: Adonis-C2 | Date: 19-May-03 | No.: RB003047 |
|---|---|---|

| Subject: Software Release History (PS3) | Prepared by: K. Takagi |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

This RTB has been issued to announce the software history for PS3.

| Part Number | Version | C. SUM | Production |
|---|---|---|---|
| *G5775906G* | *1.08* | *F4B4* | *Mar. 2003 production* |
| G5775906F | 1.07 | 2363 | Nov. 2002 production |
| G5775906E | 1.06 | C5F3 | Oct. 2002 production |
| G5775906D | 1.05 | 3C28 | Jan. 2002 production |
| G5775906C | 1.03 | 472E | May 2001 production |
| G5775906B | 1.00 | 5E70 | 1st mass production |

| Model: Adonis-C2 | Date: 19-May-03 | No.: RB003047 |
| --- | --- | --- |

**Descriptions of the changes**

| Symptom Corrected | Version |
| --- | --- |
| *1. When a PS file contains Simplex, Duplex (short) and Duplex (long) within the same file, only the first duplex command is recognized. This does not happen when printing via a PS driver from Windows.*<br><br>*2. A configuration error occurs due to a Media Type mismatch when the Media Type is set as an undefined value in the PS file (GFPR# RE030020001).*<br><br>*3. PS files cannot be printed out correctly from the DOS prompt (GFPR #RE02040013).*<br><br><br>*Specification change:*<br><br>*Software modified so that a Paper Mismatch Error occurs if the paper size sent from Unix Script in the Controller does not match the size loaded in the machine when the job is sent with "POSTSCRIPT" set as the file type (previously, the job was cancelled).* | *1.08* |
| The following items have been fixed:<br><br>1. Slow Printing from AutoCAD (GFPR# RC02070001) | 1.07 |
| The following items have been fixed:<br><br>4. Euro currency symbol is not printed (GFPR# RC02040005).<br><br>5. The printer controller freezes when printing from Unix Acrobat.<br><br>6. The printing speed of a PS job slows down after a PS3 job is reset.<br><br>7. When data is sent selected for 3-hole punching to the EU model, which only supports 2 & 4-hole punching, two holes are punched in the paper. Software modified so that no holes are punched when this data is sent.<br><br>8. Many "PunchCancelled" messages may be displayed in the Summary Error Log after sending data to which punching could not be applied.<br><br>9. Lines sometimes appear in (what should be) blank areas.<br><br>10. PS print file is printed as text (GFPR# RE02040013). | 1.06 |

| **Symptom Corrected** | **Version** |
|---|---|
| 1. While downloading PS fonts to a machine, the correct PS serial number cannot be output.<br><br>2. PS error occurs when the following conditions have been met:<br>  - Original size is the same as that loaded in the locked tray(s).<br>  - The paper type is not specified in the driver.<br>  - "AutoSelect Tray" is selected in the driver.<br><br>3. If the machine receives an A5 print job while "Error Skip" is activated and there is no A5 loaded in any tray, the operation panel will display "Load A5 Paper (LEF)", even though specification only supports A5 <u>SEF</u>.<br><br>4. Printing out the PS Configuration page:<br>Even though specification requires the machine to prompt the operator to load A4/LT plain when there are no trays containing plain or recycled paper, the machine does not display the message and allows the configuration page to be printed out onto any paper type. | 1.05 |
| 1. With print jobs containing mixed duplex/simplex pages, the job comes out either all simplex or all duplex.<br><br>2. When there are different settings set for each page of the print job (e.g. paper type, size), only one page is printed out.<br><br>3. If an input tray is locked as the priority tray (using Print Tray Priority) and Auto Continue has been set to "0 minutes", an SC error is displayed when printing out more than two pages of a PS config. page.<br><br>4. The product name for Pointy and Print cannot be changed. | 1.03 |
| First mass production | 1.00 |

| Model: Adonis-C2 | Date: 27-Jun-03 | No.: RB003048 |
|---|---|---|

| Subject: Service Manual Correction (Mainframe) | Prepared by: K. Takagi |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

Please apply the following corrections to your Model A-C2 Service Manuals (machine code: B003/B004/B006/B007).

Revised items are underlined and items to be deleted are in *italics.*

## 1. Section 1 (Installation Procedure)
### 1.4.2 Installation Procedure (Page 1-19)

**REVISE the following (underlined portions):**

7. Attach the lock washer [E] to the short knob screw [F]. Then, secure the paper tray unit to the machine ( ✐ x1, lock washer).

11. Connect the paper tray unit harness [J] to the main machine and re-attach the connector cover.

## 2. Section 3 (Replacement and Adjustment)
### 3.2 Special Tools and Lubricants (page 3-2)

**REVISE the following part numbers (underlined):**

**Special tools**

| Part Number | Description | Q'ty |
|---|---|---|
| A2309003 | Adjustment Cam – Laser Unit | 1 |
| A2309004 | Positioning Pin – Laser Unit | 1 |
| N8036701 | Flash Memory Card – 4MB | 1 |
| N8031000 | Case – Flash Memory Card | 1 |
| A0069104 | Scanner Positioning Pin (4 pcs/set) | 1 |
| A2929500 | Test Chart – S5S (10 pcs/Set) | 1 |
| G0219350 | Parallel Loopback Connector | 1 |

**Lubricants**

| Part Number | Description | Q'ty |
|---|---|---|
| A2579300 | Grease Barrierta S552R | 1 |
| 52039502 | Silicone Grease G-501 | 1 |

**3.14.7 Registration Sensor (Page 3-46)**

**REVISE the following (underlined portions):**

14. Rear registration holder [I] (ℂ x1, Spring x 1)

**3. Section 5 (Service Tables)**
   **5.1.2 Service Tables:**
      **SP5104 (Page 5-29)**

**REVISE the following (underlined portions):**

**Note:** The italic areas in SP tables should not be deleted (originally in italics in S/M).

| *5104** | | A3/DLT Double Count | Specifies whether the counter is doubled for A3/DLT.<br>**0: No**, 1: Yes<br>*If ① is selected, the total counter counts up twice when A3 or DLT paper is used.* |
|---|---|---|---|

**SP5150 (Page 5-30)**

**REVISE the following (underlined portions):**

| 5150* | | By-Pass Wide Paper Mode | Determines whether the transfer sheet from the by-pass tray is used or not.<br>**0**: Off, 1: On<br>*Normally the paper length from the by-pass tray is limited to 600 mm, but this can be extended with this SP to 1260 mm.* |
|---|---|---|---|

**SP5961 (Page 5-35)**

**REVISE the following (underlined portions):**

| *5961** | | Large Capacity Exit Mode | Selects whether or not all stapled copies are sent to Shift Tray 1 when the Two-Tray finisher is installed.<br>[0, 1 / **1** / ---]<br>0: Enabled<br>1: Disabled |
|---|---|---|---|

**SP5962 (Page 5-35)**

**ADD the following SP mode:**

| 5962 | 8K 16K Paper Mode | Switches on/off the use of 8-kai, and 16-kai China paper sizes.<br>[0~1 / **0** / 1]<br>0: Off. 8-kai, 16-kai paper sizes are not displayed after pressing the selection key.<br>1: On. 8-kai, 16-kai paper sizes displayed after pressing the selection key. For this setting to take effect, "2" must be selected for SP5131.<br>*With "2" (Europe) selected for SP5131, the ADF can select 16-kai LEF. With SP5962 set for "0" (Off), the nearest size is detected as shown below.* |
|---|---|---|

| Size Loaded | Size Detected |
|---|---|
| 16-kai SEF | B5 SEF |
| 16-kai LEF | B5 LEF |
| 8-kai SEF | B4 LEF |

| Model: Adonis-C2 | Date: 27-Jun-03 | No.: RB003048 |
|---|---|---|

### 5.1.6 SMC Print Out Lists: SP5-990 (Page 5-56)

**REVISE the following (underlined portions):**

**Note:** The original Step 3 *("Press Copy Window to return to the copy window")* has been deleted.

1. Open SP mode 5-990 and select the number corresponding to the list that you wish to print.

| SMC (System Parameter and Data Lists) | |
|---|---|
| 1 | All Data List |
| 2 | SP Mode Data List |
| 3 | UP Mode Data List |
| 4 | Logging Data List |
| 5 | Self-Diagnostics Results List |
| 7 | NIB Summary |
| 8 | Net File Log |
| 21 | Copy UP Mode List |
| 22 | Scanner SP Mode List |
| 23 | Scanner UP Mode List |

2. Press "EXECUTE" on the touch panel.

3. Select "Single Face" or "Both Faces."

4. After printing the list, press "Close" to return to the SP mode display.

5. Press Exit twice to close the SP Mode screen and return to copy mode.

**Reissued: 27-Aug-03**

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018d |
|---|---|---|

**RTB Reissue**

The items in bold italics have been added (pg. 7 below).

| Subject: Software Release Information (FAX) | Prepared by: K. Moriizumi |
|---|---|
| From: 1st Tech. Support Sec. Service Support Dept. | |

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

This RTB has been issued to announce the firmware release information for the Fax Service Card.

**FAX Service Card for NA Models**

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045235 | 3751 | April 2001 prod. |
| 1.01 | B0045235A | B406 | May 2001 prod. |
| 1.02 | B0045235B | EAA5 | July 2001 prod. |
| 1.03 | B0045235C | E958 | August 2001 prod. |
| 1.04 | B0045235D | DA96 | September 2001 prod. |
| 2.00 | B0045235E | E8C1 | October 2001 prod. |
| 2.01 | B0045235F | E8C1 | October 2001 prod. |
| 2.02 | B0045235G | D895 | November 2001 prod. |
| 2.03 | B0045235H | 5711 | February 2002 prod. |
| 2.04 | B0045235J | 0A45 | August 2002.prod. |

**Contents**

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | FAX Application | | FCU | | Delivery Module | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605581B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605581C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605581D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605581D | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605581E | 2.07 | B3615906C |
| 2.00 | 5.20.0 | B3605590L | 06.00.01 | B3605581F | 2.27 | B3615906D |
| 2.01 | 5.20.1 | B3605590M | 06.00.01 | B3605581F | 2.27 | B3615906D |
| 2.02 | 5.20.3 | B3605590N | 06.00.01 | B3605581F | 2.27 | B3615906D |
| 2.03 | 5.21.0 | B3605590P | 07.00.00 | B3605581G | 2.27 | B3615906D |
| 2.04 | 5.21.0 | B3605590P | 08.00.00 | B3605581H | 2.27 | B3615906D |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018d |
|---|---|---|

## System Service Card for EU/Asia Models

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.00 | B0045236 | 367C | April 2001 prod. |
| 1.01 | B0045236A | 2CB1 | May 2001 prod. |
| 1.02 | B0045236B | AF4F | July 2001 prod. |
| 1.03 | B0045236C | AE02 | August 2001 prod. |
| 1.04 | B0045236D | CE6B | September 2001 prod. |
| 2.00 | B0045236E | 19E4 | October 2001 prod. |
| 2.01 | B0045236F | 122C | October 2001 prod. |
| 2.02 | B0045236G | 09B8 | November 2001 prod. |
| 2.03 | B0045236H | F4B2 | February 2002 prod. |
| 2.04 | B0045236J | FF7E | August 2002.prod. |

## Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | FAX Application | | FCU | | Delivery Module | |
| 1.00 | 3.8.4 | B3605590F | 02.00.04 | B3605582B | 2.07 | B3615906C |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605582C | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605582D | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605582D | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605582E | 2.07 | B3615906C |
| 2.00 | 5.20.0 | B3605590L | 06.00.01 | B3605582F | 2.27 | B3615906D |
| 2.01 | 5.20.1 | B3605590M | 06.00.01 | B3605582F | 2.27 | B3615906D |
| 2.02 | 5.20.3 | B3605590N | 06.00.01 | B3605582F | 2.27 | B3615906D |
| 2.03 | 5.21.0 | B3605590P | 07.00.00 | B3605582G | 2.27 | B3615906D |
| 2.04 | 5.21.0 | B3605590P | 08.00.00 | B3605582H | 2.27 | B3615906D |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018d |
|---|---|---|

### System Service Card for China/Taiwan

| Version | Program No. | C. SUM | Effective Date |
|---|---|---|---|
| 1.01 | B0045237A | 2DA3 | 1$^{st}$ Mass Prod. |
| 1.02 | B0045237B | F44E | July 2001 prod. |
| 1.03 | B0045237C | F301 | August 2001 prod. |
| 1.04 | B0045237D | 0E98 | September 2001 prod. |
| 2.00 | B0045237E | FC37 | October 2001 prod. |
| 2.01 | B0045237F | F47F | October 2001 prod. |
| 2.02 | B0045237G | EC0B | November 2001 prod. |
| 2.03 | B0045237H | 0C0C | February 2002 prod. |
| 2.04 | B0045237J | 82AB | August 2002 prod. |

### Contents

| Version | Programs/Versions | | | | | |
|---|---|---|---|---|---|---|
| | FAX Application | | FCU | | Delivery Module | |
| 1.01 | 3.8.9 | B3605590G | 03.00.00 | B3605583 | 2.07 | B3615906C |
| 1.02 | 3.8.10 | B3605590H | 04.00.00 | B3605583A | 2.07 | B3615906C |
| 1.03 | 3.8.13 | B3605590J | 04.00.00 | B3605583A | 2.07 | B3615906C |
| 1.04 | 3.8.14 | B3605590K | 05.00.00 | B3605583B | 2.07 | B3615906C |
| 2.00 | 5.20 | B3605590L | 06.00.01 | B3605583C | 2.27 | B3615906C |
| 2.01 | 5.20.1 | B3605590M | 06.00.01 | B3605583C | 2.27 | B3615906D |
| 2.02 | 5.20.3 | B3605590N | 06.00.01 | B3605583C | 2.27 | B3615906D |
| 2.03 | 5.21.0 | B3605590P | 07.00.00 | B3605583D | 2.27 | B3615906D |
| 2.04 | 5.21.0 | B3605590P | 08.00.00 | B3605583E | 2.27 | B3615906D |

| Model: Adonis-C2 | | Date: 20-Aug-01 | No.: RB003018d |
|---|---|---|---|

**FCU**

| Version | Title | Symptom Corrected |
|---|---|---|
| 01.05.00 | | 1st mass production |
| 02.00.04 | First page print from Document Server | A) The file name is not printed when an A4 size document is output to A5 paper.<br>B) The edge of the document's image area is not printed out in inch resolution mode.<br>C) With fine print mode, the first page comes out enlarged if the expansion option memory has not been installed. |
| | Output to G3-1 paper tray | Documents from the Document Server sent in memory transmission are printed out to the paper tray appropriated for the G3-1 line. |
| | Transmission result report | 1. The transmission results report is printed out when the memory reaches capacity.<br>2. In cases where the transmission results report cannot be printed out (e.g. no paper), files cannot be sent following this. |
| | No Confidential File Report | The confidential file report is not printed out in the following conditions.<br>- The line is disconnected during phase C of confidential reception.<br>- There are no confidential reception files stored in the machine. |
| | First Page Print from Document Server (A5) | With the First Page print function, the image shifts to the right of the center mark when an A5 document from the Document Server is printed out to A5 paper. |
| | Page split with G4 immed. reception. | The last page of a G4 immediate reception job is split into 2 pages (top and bottom halves of the image). |
| | Destination erased | If a memory transmission destination is changed and the power is turned Off/On, the destination is erased. (Only those existing destinations that have been changed are deleted). |
| | Memory full | If the SAF memory reaches capacity during scanning, the file is saved but the filename does not initially appear on the file list (it is necessary to exit and re-enter the filename display screen). |
| | Memory Storage Report | If the filename for a Document Server document is 8 characters or longer, it will not appear on the memory storage report. |

**RICOH**

| Model: Adonis-C2 | | Date: 20-Aug-01 | No.: RB003018d |
|---|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| 03.00.00 | Document from D. Server comes out blank | If the user initiates a printout of a Document Server document while the memory transmission results report is being printed out, the document will come out as a blank page |
| | SP6-107-001 Large log files printed out | Some unnecessary (large) log files had been carried over, causing it to take a very long time to print out all the log files with this SP mode. |
| | "Storage" when SAF memory full | If a document with cover sheet is sent from a PC using the LAN FAX driver, the machine allows the operation of "storing" a document, even though the SAF memory is full. (i.e. document is not actually stored). |
| | ISDN-G3 transmission | The DTMF tone is sent to the ISDN-G3 line after pressing the tone key, even if user parameter switch 11(0B) is set to 0 (UUI). |
| | Batch transmission | When sending with Batch Transmission, the dedicated transmission parameters are not applied to destinations entered in with the ten-key pad. (those entered w/Quick Dials are fine). |
| 04.00.00 | G4 reception failure | Communication failure (receiver time out) sometimes occurs with G4 reception. |
| | Power on failure | The fax option sometimes does not start up when the main power is turned on. |
| | Subst. reception file cannot be printed out | Documents received in substitute reception are successfully stored into SAF memory, however if the main controller goes into Energy Saver mode during reception, the files cannot be printed out later. |
| | C. code (Korea) | Country code "1C" for Korea has been enabled. |
| 05.00.00 | Connecting with eCabinet | Modified to enable connection with eCabinet. |
| | Error report cannot be printed out | When 9 or more error codes are registered in memory, the error report cannot be printed out. |
| | For China | < China model program segment added >. |
| 06.00.01 | PABX access | Even if the prefix number access mode (Loop start) is selected in PABX mode, the machine will always select Grand Start mode. As a result, the prefix number is not sent out to the telephone line. |
| | Print label insertion list | When the label insertion list is printed, characters containing umlauts come out scrambled. |
| | Power failure report | Only the first Substitute Report file appears on the Power Failure Report. |
| | Standard Message Stamp | Even if the language is changed, the standard message is still stamped in English. |

| Model: Adonis-C2 | | Date: 20-Aug-01 | No.: RB003018d |

| Version | Title | Symptom Corrected |
|---------|-------|-------------------|
| | FCU freezes | If the modem CPU is performing a total RAM check (as when one of its RAM contains a certain address value), the FCU cannot communicate with the modem CPU and freezes.<br><br>The software has been changed so that the modem CPU does not perform the total RAM check. |
| 07.00.00 | Printing of the Memory Storage Report stopped | If the handset is picked up while the Memory Storage Report is being printed out, the job is stopped and cannot be resumed. |
| | Power Failure Report | When printing out the Power Failure Report onto 2 pages, and the machine runs out of paper before printing the second page, this page cannot be printed out even after reloading more paper into the machine. |
| | Signal level for the tone of the A.I. short protocol | This signal level was set about 1dBm too high, and has been corrected. |
| | Bit Switch default values | The default values of Bit Sw SYS04 (SP 1-101-005) bits 6 and 7 for Czech/Poland/Hungary have been changed to conform with PTT requirements.<br>Bit 6: G3 CSI/G4 Terminal ID programming<br>Bit 7: Telephone line type programming |
| | Communication LED | The Communication LED remains lit even when the telephone line is disconnected. |
| 08.00.00 | Group destination from LAN FAX driver | Group addresses from the LAN FAX driver cannot be used for memory broadcasting. |
| | On-hook function | Memory transmission not possible after operator repeatedly performs on-hook dial → destination input → on-hook cancel. |

| Model: Adonis-C2 | | Date: 20-Aug-01 | No.: RB003018d |
|---|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| | Unlimited number of memory transmission files from LAN FAX Driver | Specification change: The number of files that can be sent from the LAN FAX driver for memory transmission has been changed from 64 → unlimited. <br><br> *To enable the "unlimited" setting: Set the following switch, contained in firmware ver 2.04 onward, to a value of 1.* <br><br> *SYS SW19 Bit 4 - Unlimited number of memory transmission files from the LAN FAX driver. 0: 64 jobs 1: Unlimited* <br><br> *Note: - This bit SW is ineffective for memory transmission files with cover sheets. The limit for such files is still 64. - When this SW is set to Unlimited, jobs 65 and onward will be stored in the Smart Net Monitor for Client job history (overwriting existing entries).* |
| | For Korea | Communication fails even when the country code is set to Korea. |

**Fax Application**

| Version | Title | Symptom Corrected |
|---|---|---|
| 3.2.5 | | 1st mass production |
| 3.8.4 | Handset | Some buttons are disabled after the handset is picked up and put back several times. |
| | | Some buttons are disabled after a job is interrupted with off-hook (reset) and the handset is put back. |
| | | It is possible to press to the On-hook button while "no paper" is displayed. |
| | | The fax option malfunctions when several quick dials are pressed in On-hook mode (handset down). |
| | | The alert continues to be displayed even after the handset is put back. |
| | | When trying to send stored files from the Document Server, the ten-key pad is disabled if the On-hook button is pressed twice while still inside the Enter Password screen. |

| Model: Adonis-C2 | Date: 20-Aug-01 | No.: RB003018d |
|---|---|---|

| Version | Title | Symptom Corrected |
|---|---|---|
| | Ten-key response time improved | The response time of the ten-key pad has been increased. |
| | Document Server – scanning area (size) | When documents are scanned for storage (only) to the Document Server, the machine does not prohibit changing the size of the scanning area. |
| | Manual reception disabled | Manual reception is not possible while inside the User Code Input screen. |
| | Option Stamp displayed | The Stamp function is displayed in User Tool Settings even though there is no Stamp option installed. |
| 3.8.9 | Information Box | SC990 occurs when printing a message stored in the Information Box. |
| | SP6-104: G4 Protocol Dump List | The fax option malfunctions when printing out the G4 protocol dump list without the ISDN option board installed. |
| | Power off with handset Off hook | The main power can be turned off even if the handset is off the hook. |
| | LAN Fax Driver – No TTI | The TTI does not appear on any page when sending documents with a cover sheet. |
| 3.8.13 | LAN Fax Driver – No count up. | When a document is printed out from a PC with the LAN Fax driver, none of the counter values change. |
| 3.8.14 | Subst. reception file cannot be printed out | (Refer to FCU Ver. 04.00.00). |
| 5.20 | "No paper" display | When there is no paper in one of the trays (and the "No paper" alert function has been selected), the alert will disappear after the machine prints out one of the automatic reports. |
| | PC FAX transmission is canceled | If a fax Tx job is sent from a PC while the machine is in Energy Saver Mode, the machine wakes up but the job is canceled. |
| | "No paper" LED | If there is no paper in the tray when the machine goes to print out an Auto Document, the "No paper" message is displayed and the No Paper LED is lit. However, the LED remains lit after pressing the OK button on the "No paper" display. |
| | After the interrupt copy mode | Fax transmission settings are cleared after using Interrupt Copy. |
| | RTI (Own Fax name) | The machine allows lower-case letters to be input for the RTI, even though specification prohibits this. |
| | The LED keeps blinking - PC FAX | When the page data for a PC FAX job is exactly 64 Kbytes, the data-in LED does not stop blinking and the page data is not stored in memory . |

| Model: Adonis-C2 | | Date: 20-Aug-01 | No.: RB003018d |

| Version | Title | Symptom Corrected |
|---|---|---|
|  | User Tools key when the SC code is displayed | Even when an SC code is displayed, the user is able to use the Facsimile Features menu in User Tools. |
|  | Information Box | The Fax freezes if an Information Box file is printed out while the door is open. |
|  | Journal report | With Print per User Code for Journal, user names can only be printed out up to a maximum of 16 characters (spec. is max. 20 characters). |
| 5.20.1 | Connection error with ScanRouter Saver (SC997) | The Fax option is stopped when a network error occurs while transferring received messages to the ScanRouter saver. |
|  | LAN FAX using LPR port | After several, successive requests are sent to the machine using the LAN FAX driver via the LPR port, the machine stops transferring. |
| 5.20.3 | Substitute Reception (SC819) | SC819 is displayed following a substitute reception job received while in Energy Saver Mode. The condition can be cleared by power Off/On, and the substitute reception file is not erased. Note: This only occurs with FAX application version 5.20.1. |
|  | Line Priority Setting | Even after setting the line to PABX, it does not appear in the Line Priority Settings Menu. |
| 5.21.0 | Security Global Standards: ISO15408 | To conform to the ISO15408 Security Global Standards, when attempting to print documents from the Personal Box, an error message will be displayed if the user inputs an incorrect password 3 times. Note: This condition can be cleared by power Off/On. |

# RICOH

# Technical Bulletin

PAGE: 1/1

| Model: A-C2 | Date: 08-Nov-10 | No.: RB003049 |
|---|---|---|

| Subject: Driven Roller | Prepared by: T. Nihei |
|---|---|
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | |

| Classification: | ☐ Troubleshooting | ☒ Part information | ☐ Action required |
|---|---|---|---|
| | ☐ Mechanical | ☐ Electrical | ☐ Service manual revision |
| | ☐ Paper path | ☐ Transmit/receive | ☐ Retrofit information |
| | ☐ Product Safety | ☐ Other (    ) | ☐ Tier 2 |

| Old part number | New part number | Description | Q'ty | Int | Page | Index | Note |
|---|---|---|---|---|---|---|---|
| AF020516 ⌐ | B2984328 | DRIVEN ROLLER | 1-1 | O/O | 43 | 21 | |
| 07200030E ⌐ | | RETAINING RING - M3 | | | 43 | 105 | |

**Change:** The retaining ring was deleted as an individual service part and included as part of the driven roller service part.

**Reason:** It is no longer possible to provide the retaining ring as an individual service part.