Reissued: 5-Feb-04

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135001a

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

Subject: Firmware Release History (BICU)	Prepared by: Y.Urushihara
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 BICU.

Version	Program No.	C. SUM	Effective Date
2.09	B1385162A	8959	June 2003 production
2.11	B1385162B	70C0	November 2003 production
2.11a	*B1385162C*	*F00B*	*January 2004 production*

Version	Symptom Corrected
2.11a	***Duplex jam with odd-numbered print jobs.***
2.11	1. Backgrounding (toner oversupply) caused by fluctuating TD sensor output when taking a large number of copies first thing in the morning with Toner Recovery activated. 2. Vertical white lines appear on copies when the shading plate is dirty. 3. Significant drop in image quality with fax and Scanner binary scanning at a sub scan resolution setting of 64-95.9dpi or 96-191.9dpi.
2.09	1st Mass Production

RICOH

Technical **B**ulletin

Reissued: 12-Nov-03

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (MFP Service Card)	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 firmware release information for the MFP Firmware Service Card.

MFP Service Card

Version	Program No.	C. SUM	Effective Date
1.00	*B6545935*	C7E1	July 2003 production

Contents

Version	Programs/Versions					
	Printer		Scanner		NRS	
1.00	1.00	B6545931	1.07	B6545932	2.36	B5775384

Printer

Version	Description
1.00	1st mass production

Scanner

Version	Description
1.07	*1st mass production*

NRS

Version	Description
2.36	*1st mass production*

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135003

Subject: Firmware Release History (NET Service Card)	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 firmware release information for the Network Firmware Service Card.

Net Service Card

Version	Program No.	C. SUM	Effective Date
2.36	B6545936A	CFA3	July 2003 production

Contents

Version	Programs/Versions					
	NCS		NFA		WebSys	
2.36	4.05	B1385933B	2.01	B1385934A	1.01	B1355935A

NCS (NIB)

Version	Description
4.05	1st mass production

NFA (Netfile)

Version	Description
2.01	1st mass production

WebSys

Version	Description
1.01	1st mass production

RICOH

Technical Bulletin

Reissued:1-Dec-03

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: Y.Urushihara
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 Controller.

Version	Program No.	File name	C. SUM	Effective Date
2.36.2	*B1385931B*	*Abc3_sys2362-01*	*8299*	*August 2003 production*
		Abc3_sys2362-02	*BAC9*	
2.36.2.1	*B1385931C*	*B1385931C_1*	*9399*	*September 2003 production*
		B1385931C_2	*D2C2*	

Note: The firmware is released as two BIN files.

Therefore insert IC card #1 first into the machine slot and initiate the download.

When this download is successfully completed, the machine will prompt the operator for card #2 to be inserted.

Please turn the main power off, replace IC card #1 with #2, then turn the main power back on and continue the download.

Version	Symptom Corrected
2.36.2.1	*The date on the following reports is printed out garbled on the China, Taiwan, and Korea models:*
	- *SP5-990-****
	- *Counter sheet*
	- *Counter table arranged by user code*
	- *Address list*
	- *Scanner transmission log*
2.36.2	*1st Mass Production*

RICOH

Technical Bulletin

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135005

Subject: Firmware Release History (LCDC)	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 firmware release information for the LCDC (LCD controller).

For NA Models
(to be released when the NA models are released).

For EU Models

Version	Program No.	C. SUM	Effective Date
3.02	B1385212	AB6B	August 2003 production

For Asia/Taiwan Models

Version	Program No.	C. SUM	Effective Date
3.02	B1385213	86F8	August 2003 production

For China Models

Version	Program No.	C. SUM	Effective Date
3.02	B1385214	9A40	August 2003 production
3.02.1	B1385214A	A263	September 2003 production

For Korea Models

Version	Program No.	C. SUM	Effective Date
3.02	B1385215	5318	August 2003 production

Version	Symptom Corrected	EU	A/TW	CH	K
3.02.1	Display buttons for "On" and "Off" were reversed with some UP settings.	-	-	✓	-
3.02	1st Mass Production	✓	✓	✓	✓

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135006

Subject: Firmware Release History (FAX Service Card)	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 firmware release information for the Fax Firmware Service Card.

Fax Service Card

Version	Program No.	C. SUM	Effective Date
1.00	*B6545933*	*DD59*	*July 2003 production*
1.01	*B6545933A*	*B943*	*August 2003 production*
1.02	*B6545933B*	*5B60*	*October 2003 production*

Contents

Version	Programs/Versions					
	Fax Application		FCU		WEBDOCBOX	
1.00	*1.01*	*B1385932A*	*3.01*	*B1345770A*	*1.05*	*B1385936A*
1.01	*1.01*	*B1385932A*	*4.00*	*B1345770B*	*1.05*	*B1385936A*
1.02	*2.00*	*B1385932B*	*5.00*	*B1345770C*	*1.05*	*B1385936A*

Fax Application

Version	Symptom Corrected
2.00	*Destination lists are printed out garbled on China, Taiwan and Korea models.*
1.01	*1st mass production*

FCU

Version	Symptom Corrected
5.00	*Minor changes applied to improve reliability.*
4.00	*Modified for acquisition of FAX communication standards certification (Korea).*
3.01	*1st mass production*

WEBDOCBOX

Version	Symptom Corrected
1.05	*1st mass production*

Reissued: 8-Dec-03

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135007a

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

Subject: Software Release History (Language)	Prepared by: Y.Urushihara
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 release information for the Language Kit.

Language 1

(to be released when the EU/NA models are released).

Language 2

Version	Program No.	C. SUM	Effective Date
3.16	B1385221	972C	1st mass production
3.17	*B1385221A*	*FF9B*	*December 2003 production*

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:

Reissued: 8-Dec-03

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135007a

Possible Display Languages for Operation Panel Software

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

B1385221: Language2

LCDC Software: Language:	B1385212 (EU)	B1385213 (Asia/ TWN)	B1385214 (China)	B1385215 (Korea)
Japanese	✓	--	--	--
English-NA	✓	✓	✓	✓
English-UK	✓	✓	✓	✓
French	✓	✓	✓	✓
German	✓	✓	✓	✓
Italian	✓	✓	✓	✓
Spanish	✓	✓	✓	✓
Polish	✓	✓	✓	✓
Hungarian	✓	✓	✓	✓
Finnish	✓	✓	✓	✓
Russian	✓	✓	✓	✓

***B1385221*: Language2**

Version	Symptom Corrected
3.17	*Minor changes applied to improve reliability.*
3.16	*1st mass production*

Model: Adonis-C3e/f	Date: 2-Dec-03	No.: RB135008

Subject: Manual Correction	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 revisions to your Model A-C3e/f Service Manuals.

Section 4 (Troubleshooting)
4.1.2 SC Code Descriptions (Page 4-3 to 4-7)
The following describes the method for using the LED to read the details for SC740/741 (Booklet Finisher-related errors), as this information is not displayed on the machine operation panel. The new descriptions for the Service Manual begin from the following page.

Reading SC740/741 from LED2:
1. Remove the upper rear cover.
2. It is possible to determine which SC740/741 error is occurring by observing the number of flashes and flashing intervals of LED2.

    2-1. Flashing pattern when the finisher is operating normally:
        Repetition of 500ms ON, 500ms OFF.

    2-2. Flashing pattern when an SC has occurred:
        Example: Error code **1**-**4**-**2**. (Jogger Motor Error).
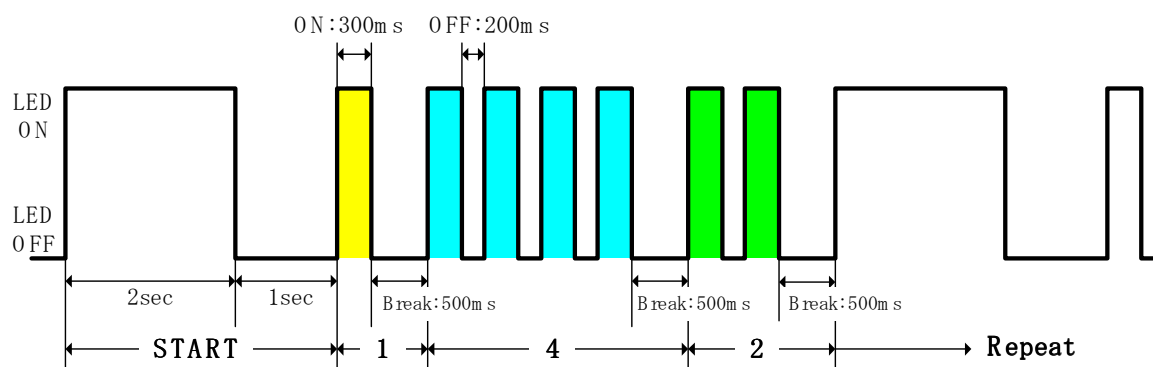
- START: 2 sec ON, 1 sec OFF
- **1:** 300ms ON → 500ms Break (OFF)
- **4:** 300ms ON, 200ms OFF (repeat 3 times) → 300ms ON → 500ms Break
- **2:** 300ms ON, 200ms OFF → 300ms ON → 500ms Break
- Return to START and repeat.

Model: Adonis-C3e/f	Date: 2-Dec-03	No.: RB135008

2-3. SC Code Table

Error Type	Error Code	Description	Status	Possible Cause
SC	1-1-1	Shutter movement error	The shutter position switch does not turn on within 1 second after the transport motor starts to turn in reverse.	• Transport motor defective • Shutter position switch defective • Shift tray safety switch defective
	1-1-2		The shutter sensor does not deactivate within 1 second after the transport motor starts to turn in reverse.	
	1-1-3		The shutter position switch is off when the shift tray safety switch is off.	
	1-2-1	Exit motor error	After the exit motor turns on, the exit motor sensor does not send the proper signal to the finisher board.	• Exit motor defective • Exit motor sensor defective
	1-2-2		The exit motor sensor does not send the clock signal to the finisher board for certain period while the exit motor is on.	
	1-3-1	Upper exit plate movement error	The upper exit guide 2 switch does not turn on within 1s after the guide plate motor turns on.	• Guide plate motor defective • Upper exit guide 2 switch defective • Upper exit guide sensor defective • Shift tray safety switch defective
	1-3-2		The upper exit guide sensor does not activate within 1s after the guide plate motor turns on.	
	1-3-3		The upper exit guide 2 switch does not turn on when the shift tray safety switch is off.	
	1-3-4		The guide plate motor sensor does not send the clock signal to the finisher board for certain period while the exit motor is on.	
	1-4-1	Jogger motor error	After the jogger motor turns on to move the jogger fence from its home position, the jogger HP sensor does not deactivate within 2s.	• Jogger motor defective • Jogger HP sensor defective
	1-4-2		After the jogger motor turns on to return the jogger fence to its home position, the jogger HP sensor does not activate within 2s.	
	1-5-1	Stapler motor error	After the stapler motor turns on to move the stapler unit from its home position, the stapler unit HP sensor does not deactivate within 4s.	• Stapler motor defective • Stapler unit HP sensor defective
	1-5-2		After the stapler motor turns on to return the stapler unit to its home position, the stapler unit HP sensor does not activate within 4s.	
	1-6-1	Staple hammer motor error	The staple hammer HP sensor does not deactivate within 0.5s after the staple hammer motor turns on.	• Staple hammer motor defective • Staple hammer HP sensor defective
	1-6-2		The staple hammer HP sensor does not activate within 0.5s after the staple hammer motor turns on.	

Model: Adonis-C3e/f			Date: 2-Dec-03	No.: RB135008

Error Type	Error Code	Description	Status	Possible Cause
	1-7-1	Tray lift motor error	The tray lift motor does not stop within 15s after being turned on. The shift tray HP sensor does not activate within 15s after the tray lift motor turns on.	• Tray lift motor defective • Lift motor sensor 1 defective • Lift motor sensor 2 defective • Shift tray HP sensor defective • Shift tray upper limit switch defective
	1-7-2		The shift tray upper limit switch turns on while the shift tray is being raised.	
	1-7-3		Lift motor sensors 1 & 2 do not send the clock signals to the finisher board every 200ms while the tray lift motor is on.	
	1-8-1	Shift tray height sensor error	Abnormal communication data between finisher board and shift tray height sensor.	• Shift tray height sensor defective • Finisher board defective
	1-8-2		No communication between finisher board and shift tray height sensor for a certain period.	
	1-8-3		The finisher board detects a connection error with the connector for the shift tray height sensor.	
	1-8-4		Adjustment error during shift tray height sensor adjustment.	
	1-9-1	Back-up RAM error	The check sum is abnormal when the main switch is turned on.	• Finisher board defective
	1-10-1	Communication error	Communication error between finisher board and copier mainframe.	• Finisher board defective • Booklet unit board defective • Poor connection of the interface harness
	1-10-2		Communication error between finisher board and booklet unit board.	
	1-11-1	Positioning plate motor error	After the positioning plate motor turns on to move the positioning plate from its home position, the positioning plate HP sensor does not deactivate within 1.25s.	• Positioning plate motor defective • Positioning plate HP sensor defective
	1-11-2		After the positioning plate motor turns on to return the positioning plate to its home position, the positioning plate HP sensor does activate within 1s.	
	1-12-2	Folder roller motor error	The folder roller motor sensor doesn't send the clock pulse to the booklet unit board within a certain period after the folder roller motor turns on.	• Folder roller motor defective • Folder roller motor sensor defective
	1-13-1	Shutter guide motor error	After the shutter guide motor turns on to move the shutter guide from its home position, the shutter guide HP sensor does not deactivate within 0.4s.	• Shutter guide motor defective • Shutter guide HP sensor defective
	1-13-2		After the shutter guide motor turns on to return the shutter guide to its home position, the shutter guide HP sensor does not activate within 1s.	

Model: Adonis-C3e/f			Date: 2-Dec-03	No.: RB135008

Error Type	Error Code	Description	Status	Possible Cause
	1-14-1	Booklet jogger motor error	After the booklet jogger motor turns on to move the booklet jogger plate from its home position, the booklet jogger HP sensor does not deactivate within 0.5s.	• Booklet jogger motor defective • Booklet jogger HP sensor defective
	1-14-2		After the booklet jogger motor turns on to return the booklet jogger plate to its home position, the booklet jogger HP sensor does not activate within 1s.	
	1-15-1	Front stapler motor error	The front staple hammer HP switch does not turn off within 0.5s after the front stapler motor turns on.	• Front stapler motor defective • Front staple hammer HP switch defective •
	1-15-2		The front staple hammer HP switch does not turn on within 0.5s after the front stapler motor turns on during jam recovery.	
	1-16-1	Rear stapler motor error	The rear staple hammer HP switch does not turn off within 0.5s after the rear stapler motor turns on.	• Rear stapler motor defective • Rear staple hammer HP switch defective
	1-16-2		The rear staple hammer HP switch does not turn on within 0.5s after the rear stapler motor turns on during jam recovery.	
	1-17-1	Folder plate motor error	After the folder plate motor turns on to return the folder plate to its home position, the folder plate HP sensor does not activate within 0.3s.	• Folder plate motor defective • Folder plate HP sensor defective • Folder plate return sensor defective • Folder plate motor sensor defective
	1-17-2		After the folder plate motor turns on to move the folder plate from its home position, the folder plate HP sensor does not deactivate within 0.3s.	
	1-17-3		After the folder plate motor turns on to return the folder plate to its home position, the folder plate return sensor does not deactivate within 0.3s.	
	1-17-4		The pulse count from the folder plate motor sensor is lower than the target minimum.	
	1-18-1	Connector error	The connector of the shutter guide HP sensor is not connected.	• Poor connection or no connection of the shutter guide HP sensor connector • Poor connection or no connection of the folder plate HP sensor connector • Poor connection or no connection of the folder plate return sensor connector
	1-18-2		The connector of the folder plate HP sensor is not connected.	
	1-18-3		The connector of the folder plate return sensor is not connected.	

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Technical Bulletin

Model: Adonis-C3e/f	Date: 2-Dec-03	No.: RB135008

Error Type	Error Code	Description	Status	Possible Cause
	1-19-1	Switch error	When the booklet entrance guide sensor, lower door sensor and booklet exit cover sensor are all activated (doors closed), the booklet entrance guide safety switch does not turn on within 1s after a copy job or warm-up idling begins.	• Booklet entrance guide safety switch defective • Lower door safety switch defective • Booklet exit cover safety switch defective
	1-19-2		When the booklet entrance guide sensor, lower door sensor and booklet exit cover sensor are all activated (doors closed), the lower door safety switch does not turn on within 1s after a copy job or warm-up idling begins.	
	1-19-3		When the booklet entrance guide sensor, lower door sensor and booklet exit cover sensor are all activated (doors closed), the booklet exit cover safety switch does not turn on within 1s after a copy job or warm-up idling begins.	

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Technical Bulletin

PAGE: 1/2

Reissued: 5-Mar-04

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135005b

RTB Correction

The items is bold italics have been corrected or added.

Subject: Firmware Release History (LCDC)	Prepared by: Y.Urushihara
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 LCDC (LCD controller).

For NA Models

Version	Program No.	C. SUM	Effective Date
3.05	*B1385211*	*977D*	*1st mass production*

For EU Models

Version	Program No.	C. SUM	Effective Date
3.02	B1385212	AB6B	August 2003 production
3.04	B1385212A	BC0B	December 2003 production

For Asia/Taiwan Models

Version	Program No.	C. SUM	Effective Date
3.02	B1385213	86F8	August 2003 production
3.04	B1385213A	99A6	December 2003 production

For China Models

Version	Program No.	C. SUM	Effective Date
3.02	B1385214	9A40	August 2003 production
3.02.1	B1385214A	A263	September 2003 production
3.04	B1385214B	ACBC	December 2003 production

For Korea Models

Version	Program No.	C. SUM	Effective Date
3.02	B1385215	5318	August 2003 production
3.04	B1385215A	396B	December 2003 production

Model: Adonis-C3e/f		Date: 13-Nov-03		No.: RB135005b	

Version	Symptom Corrected	NA	EU	A/TW	CH	K
3.05	*Modified for N.A. model release.*	✓	-	-	-	-
3.04	Minor changes applied to improve reliability.	-	-	-	-	
3.02	1st Mass Production	-	✓	✓	✓	✓
3.02.1	Display buttons for "On" and "Off" were reversed with some UP settings.	-	-	-	✓	-

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135006a

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (FAX Service Card)	Prepared by: Y.Urushihara	
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 Firmware Service Card.

Fax Service Card

Version	Program No.	C. SUM	Effective Date
1.00	B6545933	DD59	July 2003 production
1.01	B6545933A	B943	August 2003 production
1.02	B6545933B	5B60	October 2003 production
1.03	*B6545933C*	*F6D3*	*December 2003 production*

Contents

Version	Programs/Versions					
	Fax Application		FCU		WEBDOCBOX	
1.00	*1.01*	*B1385932A*	*3.01*	*B1345770A*	*1.05*	*B1385936A*
1.01	*1.01*	*B1385932A*	*4.00*	*B1345770B*	*1.05*	*B1385936A*
1.02	*2.00*	*B1385932B*	*5.00*	*B1345770C*	*1.05*	*B1385936A*
1.03	*3.01*	*B1385932C*	*6.01*	*B1345770D*	*1.05*	*B1385936A*

Fax Application

Version	Symptom Corrected
3.01	*Minor changes applied to improve reliability.*
2.00	Destination lists are printed out garbled on China, Taiwan and Korea models.
1.01	1st mass production

FCU

Version	Symptom Corrected
6.01	*Minor changes applied to improve reliability.*
5.00	Minor changes applied to improve reliability.
4.00	Modified for acquisition of FAX communication standards certification (Korea).

Reissued: 11-Dec-03

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135006a

Version	Symptom Corrected
6.01	***Minor changes applied to improve reliability.***
3.01	1st mass production

WEBDOCBOX

Version	Symptom Corrected
1.05	***Minor changes applied to improve reliability.***
1.05	1st mass production

RICOH

Technical **B**ulletin

PAGE: 1/2

Reissued:25-Dec-03

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: Y.Urushihara
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 Controller.

Version	Program No.	File name	C. SUM	Effective Date
2.36.2	B1385931B	Abc3_sys2362-01 Abc3_sys2362-02	8299 BAC9	August 2003 production
2.36.2.1	B1385931C	B1385931C_1 B1385931C_2	9399 D2C2	September 2003 production
2.37.1	*B1385931D*	*adc3_sys2371-01* *adc3_sys2371-02*	*7594* *4B65*	*October 2003 production*
2.38	*B1385931E*	*adc3_sys238-01* *adc3_sys238-02*	*A93D* *855D*	*December 2003 production*

Note: The firmware will be released as two BIN files.

Therefore, first, insert IC card #1 into the machine slot and initiate the download.

When this download is successfully completed, the machine will prompt the operator for card #2 to be inserted.

Please turn the main power off, replace IC card #1 with #2, then turn the main power back on and continue the download.

Version	Symptom Corrected
2.38	*If you attempt to connect to a POP server for POP before SMTP authentication while receiving mail from the POP server, some or all of the emails might disappear.*
2.37.1	*After backing up the current user information to an IC card with SP5846-51 and restoring Address management information with SP5846-52, the value of some parameters might be changed.*
	SC955 might occur when attempting to print out a Document Server file from the HDD using the Booklet function without "do not print blank pages" (This is the default setting).

Reissued:25-Dec-03

Model: Adonis-C3e/f		Date: 13-Nov-03	No.: RB135004b

Version	Symptom Corrected
	The LADP search engine might ignore a search attribute such as "cn", "ou" or "mail" stored in SP5846-70/SP5846-71.
	SC870 might occur when SDM for Admin's address management tool is accessed. The steps for reproduction are: *Initialize all directory information with SP5846-50.* *Turn the machine's main power switch Off/On.* *This can occur when any user information is referred to by SDM for Admin.*
	Scan to Folder: Shared folders located on a PC that has more than one Network Board with an IP address might not be browsed.
	Modified to support Bluetooth Card version 3, as version 2 has been discontinued. New Bluetooth Option: G354-06/EDP402062, Bluetooth Interface Unit Type C. New Bluetooth Card and I/F Board Supported from v2.37. *How to distinguish between version 2 and 3:* *If the number in the top-left of the rear side of the Bluetooth Card ends with a 'B', you are using version 3. E.g. 3CRWB6096B.*
	The system might stall with the message "Now Connecting" when the following is accessed: *LDAP server register/change → Connecting test*
2.36.2.1	The date on the following reports is printed out garbled on the China, Taiwan, and Korea models: - SP5-990-*** - Counter sheet - Counter table arranged by user code - Address list - Scanner transmission log
2.36.2	1st Mass Production

RICOH

Technical Bulletin

Reissued: 26-Dec-03

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002b

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

Subject: Firmware Release History (MFP Service Card)	Prepared by: Y.Urushihara
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
MFP Firmware Service Card.

MFP Service Card

Version	Program No.	C. SUM	Effective Date
1.00	*B6545935*	C7E1	July 2003 production
1.01	*B6545935A*	3044	October 2003 production
1.02	*B6545935B*	*3643*	*December 2003 production*

Contents

Version	Programs/Versions					
	Printer		Scanner		NRS	
1.00	1.00	B6545931	1.07	B6545932	2.36	B5775384
1.01	1.00	B6545931	2.00	B6545932A	2.37	B5775384A
1.02	*1.01*	*B6545931A*	*2.01*	*B6545932B*	*2.38*	*B5775384B*

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002b

Printer

Version	Description
1.01	*When releasing a secure/locked print job with the ID code, an error message appears and it is not possible to print the job. (GFPR #: RE03060025)*
	The form overlay and the text in a PCL job are printed separately. (GFPR #: RC03080015)
	Overlay printing problem, vector lines are shifted slightly to the side (PCL 5c 1.4.0.0). (GFPR #: RC03070024)
	Font size settings will be wrong when printing a multi-page document in PCL format. (GFPR #: RC03090002)
	Cell shading specified using "pattern" settings is not printed using Excel (For Win2K or WinXP).
1.00	*Minor changes applied to improve reliability.*
1.00	1st mass production

Scanner

Version	Description
2.01	*When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead.*
	SP1007 "Store Priority" doesn't work.
2.00	*Minor changes applied to improve reliability.*
1.07	*1st mass production*

NRS

Version	Description
2.38	*Minor changes applied to improve reliability.*
2.37	Minor changes applied to improve reliability.
2.36	1st mass production

Reissued: 5-Mar-04

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135007b

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

Subject: Software Release History (Language)	Prepared by: Y.Urushihara
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 release information for the Language Kit.

Language 1

Version	Program No.	C. SUM	Effective Date
3.19	*B1385220*	*CB2E*	*1st mass production*

Language 2

Version	Program No.	C. SUM	Effective Date
3.16	B1385221	972C	1st mass production
3.17	B1385221A	FF9B	December 2003 production

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-C3e/f	Date: 13-Nov-03	No.: RB135007b

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.

B1385220: Language1

LCDC Software: / Language:	B1385211 (NA)	B1385212 (EU)	B1385213 (Asia/TWN)	B1385214 (China)	B1385215 (Korea)
English-NA	✓	✓	✓	✓	✓
English-UK	✓	✓	✓	✓	✓
French	✓	✓	✓	✓	✓
German	✓	✓	✓	✓	✓
Italian	✓	✓	✓	✓	✓
Spanish	✓	✓	✓	✓	✓
Dutch	✓	✓	✓	✓	✓
Norwegian	✓	✓	✓	✓	✓
Danish	✓	✓	✓	✓	✓
Swedish	✓	✓	✓	✓	✓
Portuguese	✓	✓	✓	✓	✓
Czech	✓	✓	✓	✓	✓

B1385221: Language2

LCDC Software: / Language:	B1385211 (NA)	B1385212 (EU)	B1385213 (Asia/TWN)	B1385214 (China)	B1385215 (Korea)
Japanese	✓	✓	--	--	--
English-NA	✓	✓	✓	✓	✓
English-UK	✓	✓	✓	✓	✓
French	✓	✓	✓	✓	✓
German	✓	✓	✓	✓	✓
Italian	✓	✓	✓	✓	✓
Spanish	✓	✓	✓	✓	✓
Polish	✓	✓	✓	✓	✓
Hungarian	✓	✓	✓	✓	✓
Finnish	✓	✓	✓	✓	✓
Russian	✓	✓	✓	✓	✓

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135007b

B1385220: Language1

Version	Symptom Corrected
3.19	*1st mass production*

B1385221: Language2

Version	Symptom Corrected
3.17	Minor changes applied to improve reliability.
3.16	1st mass production

RICOH

Technical Bulletin

Model: Adonis-C3e/f	Date: 5-Mar-04	No.: RB135009

Subject: Offset with 126 mm pitch			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 ( )		

SYMPTOM

Ghost images appear in solid image and halftone areas at a pitch of approximately 126mm (circumference of the fusing roller).

→ Use the image samples on the next page to identify which of the three main types of offset is occurring.

SOLUTION

Take the action prescribed in the table below, because the solutions **differ depending on the type of image and timing of occurrence**. More than one type of offset can occur at the same time, so if the image does not show significant improvement after the first action is performed, please return to the **table** and try the other relevant actions suggested.

Model: Adonis-C3e/f	Date: 5-Mar-04	No.: RB135009

1. Identifying the Specific Type of Offset

1. Offset from high toner concentration in developer
Lines on the original appear as blurred ghost images, especially along the feed direction on SMC report printouts.
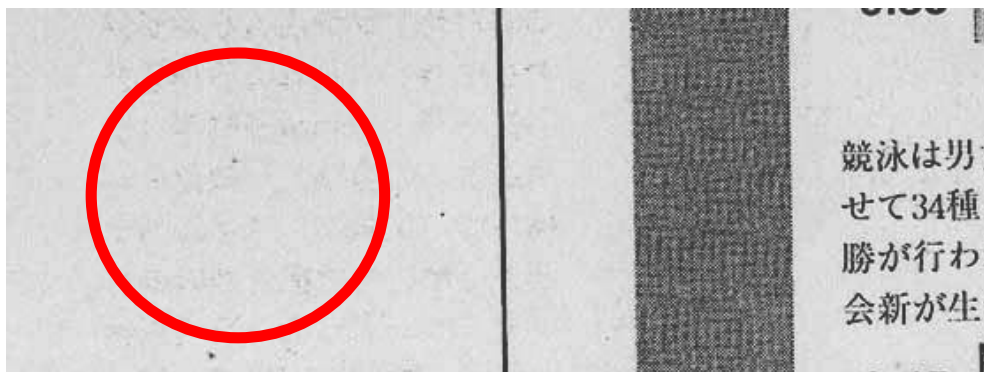

2. Cold offset
Black dots are clearly visible on the image.

3. Low-charging offset
Most noticeable on the rear side, along the feed direction.

2. Important Notes Before Taking Action

● If it seems like more than one type of offset are occurring at the same time, or it is unclear which one is occurring, there is a special solution that can be applied for all three at once **(see #4 in the table below).**

● **Reading the toner lot number mentioned in the table below:**
  ➢ The 8-digit lot number printed on the toner bottle is read in the following way.

   Example: **3** 2 5 **2 6 9** 8 1
      ✧ **3**: Last digit of year of production
      ✧ *25: (not relevant)*
      ✧ **269**: Day of production, i.e. the number of days since Jan. 1
      ✧ *81: (not relevant)*

  ➢ Therefore, "**269** or later" in the table below would mean:
      ✧ Lot No. **3**xx**269**xx or higher, Or,
      ✧ Lot No. **4**xxxxxxx or higher.

3. A Guide to What Action to Take and When

This table is the main guide to determining what action is required, so please be sure to follow the instructions in the ACTION column below, in the order listed.

Notes/Key:
- ➢ "At developer replacement" below refers to cases in which offset occurs just after the developer is replaced. The developer does not need to be replaced in any of the actions below.
- ➢ A "warm-up event" refers to when the machine is brought on line such as when the main power SW is turned On, or the machine recovers from Energy Saver mode.
- ➢ To perform Action B and Action I, you will need toner from lot **269** or later.

	Symptom	Timing of Occurrence	Toner Being Used in the Machine	ACTION: (In the order listed)
1	Offset from high toner concentration in developer	• At/just after installation • At developer replacement	N/A	- Action **A** - If not effective: Action **H**
2	Cold offset	• At/just after installation • At developer replacement	Toner from any lot	- Action **F**, then Action **B**
		• A while after installation: At warm-up event	Lot **268** or older:	- Action **F**, then Action **B**
			Lot **269** or later:	- Action **C**
		• A while after installation: During machine operation	Lot **268** or older:	- Action **F**, then Action **B**
			Lot **269** or later:	- Action **D**
3	Low-charging offset	• At/just after installation • At developer replacement • A while after installation	Lot **268** or older:	- Action E, Action F, then Action B - If this decreases the ID as a result: Action G
			Lot **269** or later:	- Action E, then Action A - If this decreases the ID as a result: Action G
4	More than one of the above is occurring, or it is not clear which one is occurring	• At/just after installation • At developer replacement • A while after installation	Toner from any lot	- Action F, then Action I - If this decreases the ID as a result: Action G - If the image still shows offset, try Action C.

4. Actions A – I
(Perform only as prescribed in the table above)

Action A
Lower the toner concentration in developer and then increase the toner charge by additional toner churning.

1. Remove the toner bottle installed in the machine.
2. Execute SP2801.
3. Load A4/LT LEF paper in the paper tray.
4. Set SP2902-3 to pattern 15.
5. Set SP5802 to Enabled, then directly access "Copier Window" from inside SP mode.
6. Select A4/LT LEF as the paper type, set the number of copies at 120 and begin the copy job.
   - The machine will stop once the 120-sheet free-run is completed (paper will not be exited to the tray).
7. Set SP5802 to Disabled, then exit SP mode.
8. Close the black cap on the toner bottle firmly, then shake the bottle well. Next, remove the black cap and set the bottle in the toner supply unit.
   Note: Be sure and close the cap firmly before shaking to prevent any toner spillage from the bottle.
9. Execute SP2801.
10. Access SP2802-01 and input a value of 3.70.
    - The value displayed after input will be in the range of 3.70+/- 0.02, but this is normal.

Action B
Replacing the toner inside the developer.

Important: When installing the new toner bottle below, make sure to use a bottle from lots **3xx269xx** or later or **4xxxxxxx** or later (i.e. equal to or newer than the underlined portions).

1. Remove the toner bottle installed in the machine.
2. Access SP2220-01 and input a value of 4.70.
   - This will make it more difficult for the Toner End condition to be triggered when the toner concentration is lowered.
   - The value displayed after input will be in the range of 4.70+/- 0.02, but this is normal.
3. Access the "Copier Window" from inside SP mode, then take 50 simplex sky-shot copies (completely black) onto A3 paper.
4. Close the black cap on the toner bottle firmly, then shake the bottle well. Next, remove the black cap and set the bottle in the toner supply unit.
   Note: Be sure and close the cap firmly before shaking to prevent any toner spillage from the bottle.
5. Access SP2220-01 and input a value of 2.00 to trigger Toner End.
   Note: The value displayed after input will be in the range of 2.00+/- 0.02, but this is normal.
6. Access the "Copier Window" from inside SP mode and take one copy. This will trigger the Toner End condition.

7. Initiate Toner End Recovery by opening the front cover, waiting at least 10 seconds, and then closing the cover.
8. Exit SP mode, then take some copies and check to see if there has been sufficient improvement.
   Note: Initially, this may cause the image density to decrease, but it will gradually return to normal levels.

Action C

Changing the fusing parameters to improve images showing cold offset at warm-up.
- Disabling forced fusing reload
- Increasing the reload temperature
- Enabling fusing idling at warm-up

1. Set SP1-103-001 to a value of 1 and SP1-103-002 to a value of 0, which will disable fusing reload.
   - With this change, the machine will not trigger the Ready condition based on time, but rather based on actual roller temperature. This helps to ensure the proper fusing temperature with prints made just after a warm-up event.
   - Side effects: Warm-up time is increased

2. Set SP1-105-005/006 both to a value of 0.
   - Increasing the reload temperature to the actual target fusing temperature improves fusibility.
   - Side effects: Warm-up time is increased

3. Check the effectiveness with copies made just after a warm-up event.
   - If there is no significant improvement, access SP1-103-002 and input a value between 15-30 seconds.
     - This will add a fusing idling routine at every warm-up event (e.g. power on, recovery from Energy Saver).
     - This heats up the pressure roller and prevents a temperature drop with prints made at warm-up events.
     - Side effects: Warm-up time is increased

Action D

Changing the fusing parameters to improve images showing cold offset after the machine has reached Ready status.
- Adding a Copier idling routine for the 1st print
- Increasing the target fusing temperature

1. Set SP5-959 to a value between 5-10 seconds (which is equal to the Copier idling time for the first print).
   - This heats up the pressure roller and prevents a temperature drop with prints made at warm-up events.
   - Side effects: 1st print time is increased

2. Check the effectiveness by making copies.
   - If there is no significant improvement, increase the setting of SP5-959.

◇ Side effects: This makes it easier for toner melting (gray bands) to occur.
➢ If increasing the above setting still does not have enough of an effect, increase the settings of both SP1-105-001 and -002 (maximums below). These maximums are to help prevent toner melting (gray bands).
   ◇ 35cpm: Maximum increase of +10C
   ◇ 45cpm: Maximum increase of +5C

Action E

Lowering the toner concentration by increasing the development bias.

1. Access SP mode.
2. Increase SP2201-2 (development bias) by 100v, i.e. 380 to 480.

Note: Initially, this may cause the image density to decrease, but it will gradually return to normal levels.

Action F

Preventing old/new toner mixing in the development unit.

1. Lower the green lever of the toner supply unit.
2. Clean the unit by vacuuming out the toner inside.

Vacuum out toner inside

Pull down the green lever

Action G
Raising the image density.

1. Perform several copy jobs in a row of about 10 sheets each, using a text-based original (do not use test charts).

If the image density is still low:
2. Access Special SP Mode:
   ➢ Access general Service Mode, then hold down the "#" key and select "Copy SP."
3. Change the following settings.
   ➢ SP2001-01   1450 --> 1500
   ➢ SP2005-03   1450 --> 1500
   ➢ SP2201-01   510 --> 560
4. Exit SP Mode and turn the main power Off/On.

Action H
Increase the toner charge by performing additional developer agitation.

1. Access SP mode.
2. Execute SP2801 (developer initialization) an additional 3 times.
3. Access SP2802-01 and input a value of 3.70.

Action I
Combined solution for all 3 types of offset
Note: This will add approximately 11 minutes to machine installation time.

1. Remove the toner bottle installed in the machine.
2. Access SP mode, then increase SP2201-2 (development bias) by 100v, i.e. 380 to 480.
3. Access SP2220-01 and input a value of 4.70.
   • This will make it more difficult for the Toner End condition to be triggered when the toner concentration is lowered.
   • The value displayed after input will be in the range of 4.70+/- 0.02, but this is normal.
4. Access the "Copier Window" from inside SP mode, then take 50 simplex sky-shot copies (completely black) onto A3 paper.
5. Close the black cap on the toner bottle firmly, then shake the bottle well. Next, remove the black cap and set the bottle in the toner supply unit.
   Important:
   ➢ Be sure and close the cap firmly before shaking to prevent any toner spillage from the bottle.
   ➢ When installing the new toner bottle, make sure to use a bottle from lots **3**xx**269**xx or later or **4**xxxxxxx or later (i.e. equal to or newer than the underlined portions).
6. Access SP2220-01 and input a value of 2.00 to trigger Toner End.
   • The value displayed after input will be in the range of 2.00+/- 0.02, but this is normal.
7. Access the "Copier Window" from inside SP mode and take one copy. This will trigger the Toner End condition.

Model: Adonis-C3e/f	Date: 5-Mar-04	No.: RB135009

8. Initiate Toner End Recovery by opening the front cover, waiting at least 10 seconds, and then closing the cover.
9. Exit SP mode, then take some copies and check to see if there has been sufficient improvement.
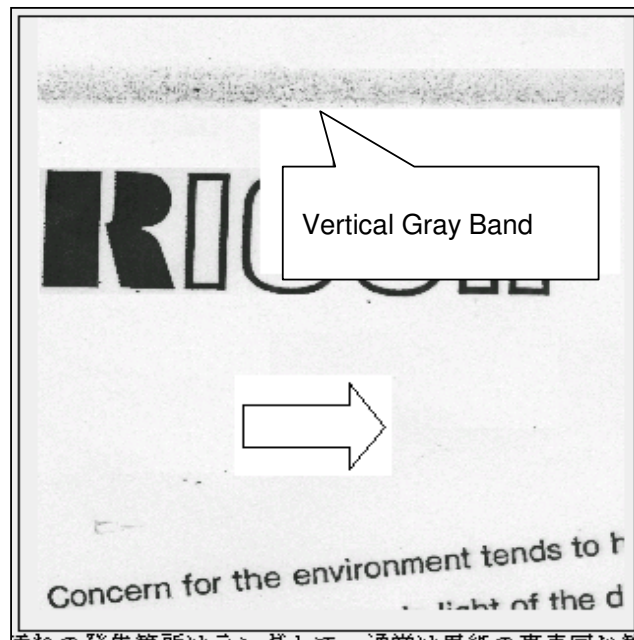   **Note:** Initially, this may cause the image density to decrease, but it will gradually return to normal levels.

RICOH

Technical **B**ulletin

Model: Adonis-C3e/f	Date: 5-Mar-04	No.: RB135010

Subject: Gray Band	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 ( )		

SYMPTOM

Random gray band(s) (both sides) or fusing wrap-around jams due to cleaning roller toner melting, mostly on the 45cpm model.

CAUSE

The surface temperature of the cleaning roller exceeds the maximum melting point of the toner collected onto the roller, allowing the re-melted toner to be transferred back to the paper via the pressure and hot rollers.

Factors for high roller temperature:

- ➤ Since the default fusing temperature is higher on the 45cpm model, the fusing unit internal temperature and therefore cleaning roller temperature is generally higher.
- ➤ The fusing temperature on both the 35/45cpm models is sometimes set higher as part of a solution for cold offset.
- ➤ The internal temperature rises when high-volume, continuous duplex jobs of 1-to-15 or more are performed on high-ACV machines.
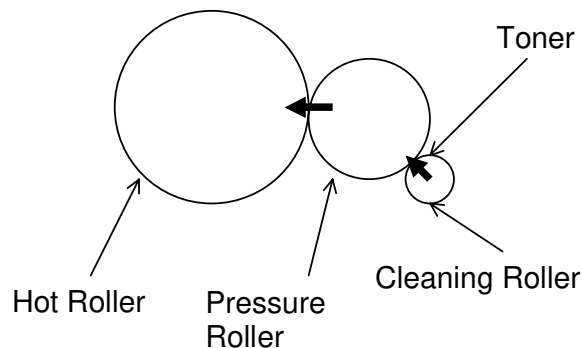
SOLUTION

1. Replace the cleaning roller.

2. If the fusing temperature (SP1105-001, -002) had been set higher than the default, return it to its default value.
   - ➤ However, if the fusing temperature is being set above default as a solution to cold offset, simply make sure this temperature does not exceed the following:
     - ✧ 35cpm: Maximum increase of +10C
     - ✧ 45cpm: Maximum increase of +5C

3. Check the lot number printed on the toner bottle being used in the machine, and replace the bottle if it is older than the following.
   - ➤ **New toner:**
     - ✧ Lot **3**xx**207**xx or later, Or
     - ✧ Lot **4**xxxxxxx or later
     - ✧ **Important:** "Or later" = equal to or higher to <u>the underlined numbers</u>.
       3: Last digit of production year
       207: Day of production, i.e. number of days since Jan. 1

   - ➤ After installing the new toner, since there will still be some old toner left inside the PCU, toner supply unit and development unit, please be sure to remove this by either vacuuming out each unit, or taking 50 A3/DLT solid-black sky-shot copies.

RICOH

Technical Bulletin

Model: Adonis-C3e/f	Date: 12-Mar-04	No.: RB135011

Subject: Incorrect Descriptions on SP7504	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 SP7504 description revisions, which correct the firmware translation errors that appear on the LCD and SMC.

SP7-504-

Item	Incorrect Description	Correct Description
08	Registration: ON	Transport Sensor 1
09	External Tray: ON	Transport Sensor 2
10	Internal Tray: ON	Transport Sensor 3
13	Duplex Exit 2: ON	Registration Sensor
14	Duplex Exit 3: ON	Fusing Exit Sensor
58	Vert. Trans 1: ON	Transport Sensor 1
59	Vert. Trans 2: ON	Transport Sensor 2
60	Bank 1 ON	Transport Sensor 3
61	Registration: OFF	Transport Sensor 4
63	External Tray: OFF	Registration Sensor
64	Not listed on SMC	Fusing Exit Sensor
66	Duplex Exit 1: OF	Entrance Sensor
67	Duplex Exit 2: OF	Relay Sensor 1 (option)
68	Duplex Exit 3: OF	Relay Sensor 2 (option)
69	Duplex Feed: OFF	Duplex Entrance Sensor

RICOH

Reissued: 19-Mar-04

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004c

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: Y.Urushihara
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 Controller.

Version	Program No.	File name	C. SUM	Effective Date
2.36.2	B1385931B	Abc3_sys2362-01 Abc3_sys2362-02	8299 BAC9	August 2003 production
2.36.2.1	B1385931C	B1385931C_1 B1385931C_2	9399 D2C2	September 2003 production
2.37.1	B1385931D	adc3_sys2371-01 adc3_sys2371-02	7594 4B65	October 2003 production
2.38	B1385931E	adc3_sys238-01 adc3_sys238-02	A93D 855D	December 2003 production
2.39	*B1385931F*	*adc3_sys239-01* *adc3_sys239-02*	*1225* *9E69*	*Feburary 2004 production*

Note: The firmware will be released as two BIN files.

Therefore, first, insert IC card #1 into the machine slot and initiate the download.

When this download is successfully completed, the machine will prompt the operator for card #2 to be inserted.

Please turn the main power off, replace IC card #1 with #2, then turn the main power back on and continue the download.

Version	Symptom Corrected
2.39	*Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).*

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004c

Version	Symptom Corrected
	Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: ***- The destination folder is selected from a registered entry in the Address Book.*** ***- A <u>New Password</u> has been set but the <u>User Name</u> has not in the Address Book Mgmt→New Program→Folder screen.*** ***- Neither the SMB <u>Default User Name</u> nor <u>Default Password</u> has been set in the File Transfer→Default Username/Password (Send) screen.***
2.38	If you attempt to connect to a POP server for POP before SMTP authentication while receiving mail from the POP server, some or all of the emails might disappear.
2.37.1	After backing up the current user information to an IC card by SP5846-51 and restoring Address management information by SP5846-52, the value of some parameters might be changed.
	SC955 might occur when attempting to print out a Document Server file from the HDD using the Booklet function without "do not print blank pages" (This is the default setting).
	The LADP search engine might ignore a search attribute such as "cn", "ou" or "mail" stored in SP5846-70/SP5846-71.
	SC870 might occur when SDM for Admin's address management tool is accessed. The steps for reproduction are: All directory information is initialized by SP5846-50. Turn the machine's main power switch On/Off. This can occur when any user information is referred to by SDM for Admin.
	Scan to Folder: Shared folders located on a PC that has more than one Network Board with an IP address might not be browsed.
	Modified to support Bluetooth Card version 3, as version 2 has been discontinued. New Bluetooth Option: G354-06/EDP402062, Bluetooth Interface Unit Type C. New Bluetooth Card and I/F Board Supported from v2.37. How to distinguish between version 2 and 3: If the number in the top-left of the backside of the Bluetooth Card ends with a 'B', you are using version 3. E.g. 3CRWB6096B.
	The system might stall with the message "Now Connecting" when the following is accessed: LDAP server register/change → Connecting test

RICOH

Model: Adonis-C3e/f		Date: 13-Nov-03	No.: RB135004c

Version	Symptom Corrected
2.36.2.1	The date on the following reports is printed out garbled on the China, Taiwan, and Korea models: - SP5-990-*** - Counter sheet - Counter table arranged by user code - Address list - Scanner transmission log
2.36.2	1st Mass Production

Reissued: 22-Mar-04

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002c

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

Subject: Firmware Release History (MFP Service Card)	Prepared by: Y.Urushihara	
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 MFP Firmware Service Card.

MFP Service Card

Version	Program No.	C. SUM	Effective Date
1.00	*B6545935*	C7E1	July 2003 production
1.01	*B6545935A*	3044	October 2003 production
1.02	B6545935B	3643	December 2003 production
1.03	***B6545935C***	***EF40***	***February 2004 production***

Contents

Version	Programs/Versions					
	Printer		Scanner		NRS	
1.00	1.00	B6545931	1.07	B6545932	2.36	B5775384
1.01	1.00	B6545931	2.00	B6545932A	2.37	B5775384A
1.02	1.01	B6545931A	2.01	B6545932B	2.38	B5775384B
1.03	***1.02***	***B6545931B***	***2.02***	***B6545932C***	***2.39***	***B5775384C***

Printer

Version	Description
1.02	***Minor changes applied to improve reliability.***
1.01	When releasing a secure/locked print job with the ID code, an error message appears and it is not possible to print the job. (GFPR #: RE03060025)
	The form overlay and the text in a PCL job are printed separately. (GFPR #: RC03080015)
	Overlay printing problem, vector lines are shifted slightly to the side (PCL 5c 1.4.0.0). (GFPR #: RC03070024)
	Font size settings will be wrong when printing a multi-page document in PCL format. (GFPR #: RC03090002)

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002c

Version	Description
	Cell shading specified using "pattern" settings is not printed using Excel (For Win2K or WinXP).
1.00	*Minor changes applied to improve reliability.*
1.00	1st mass production

Scanner

Version	Description
2.02	***VRAM memory-full error after multiple Scanner transmission jobs.***
	Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).
2.01	When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead.
	SP1007 "Store Priority" doesn't work.
2.00	*Minor changes applied to improve reliability.*
1.07	*1st mass production*

NRS

Version	Description
2.39	***Minor changes applied to improve reliability.***
2.38	Minor changes applied to improve reliability.
2.37	Minor changes applied to improve reliability.
2.36	1st mass production

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135001b

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

Subject: Firmware Release History (BICU)	Prepared by: Y.Urushihara
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 BICU.

Version	Program No.	C. SUM	Effective Date
2.09	B1385162A	8959	June 2003 production
2.11	B1385162B	70C0	November 2003 production
2.11a	B1385162C	F00B	January 2004 production
2.11b	*B1385162D*	*6C17*	*May 2004 production*

Version	Symptom Corrected
2.11b	*In conjunction with the engine modifications for high toner concentration in developer and low-charging offset:* *1) The following SP defaults have been changed.* | SP #	Old	New
---	---	---
2001-01	1450	1500
2001-02	200	250
2005-03	1450	1500
2201-01	510	560
2201-02	380	480	 *2) The toner agitation time has been increased from 30→90sec.* *Note: For the two solutions mentioned above, it is also necessary to update to Controller ver2.40.* *Staple jam with the SR880 (FPR# RE04010008).*
2.11a	Duplex jam with odd-numbered print jobs.
2.11	1. Backgrounding (toner oversupply) caused by fluctuating TD sensor output when taking a large number of copies first thing in the morning with Toner Recovery activated. 2. Vertical white lines appear on copies when the shading plate is dirty. 3. Significant drop in image quality with FAX and Scanner binary scanning at a sub scan resolution setting of 64-95.9dpi or 96-191.9dpi.

RICOH   **T**echnical **B**ulletin

Reissued: 30-Apr-04

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135001b

Version	Symptom Corrected
2.09	1st Mass Production

RICOH

Technical **B**ulletin

Reissued: 30-Apr-04

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135003a

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

Subject: Firmware Release History (NET Service Card)	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 firmware release information for the
Network Firmware Service Card.

Net Service Card

Version	Program No.	C. SUM	Effective Date
2.36	B6545936A	CFA3	July 2003 production
2.38	*B6545936B*	*BB4F*	*December 2003 production*

Contents

Version	Programs/Versions					
	NCS		NFA		WebSys	
2.36	4.05	B1385933B	2.01	B1385934A	1.01	B1385935A
2.38	*4.12*	*B1385933C*	2.01	B1385934A	*1.03*	*B1385935C*

NCS (NIB)

Version	Description
4.12	● *The SC990 error occurring under the following conditions has been fixed:* *1) Stored IP address is enabled via telnet (msh> dhcp save ether on)* *2) An IP address conflict occurs* *3) The network interface type is changed from Ethernet to Wireless (IEEE 802.11b)* *Note: These conditions must occur in the order that they are written here.* ● *Fixed: Slow USB2.0 printing.*
4.05	1st mass production

RICOH

Technical **B**ulletin

Reissued: 30-Apr-04

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135003a

NFA (Netfile)

Version	Description
2.01	1st mass production

WebSys

Version	Description
1.03	● *A Javascript error occurred when opening Web Image Monitor with NetScape 4.7.x. (This did not affect Web Image Monitor functions.)* ● *Some hint popups were displayed in English even if another language had been selected.* ● *When adding a user to the address book using the Korean language setting of Web Image Monitor, an error occurred if a specific setting was chosen for "2nd Line" in "Label Insertion".*
1.01	1st mass production

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004d

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

Subject: Firmware Release History (Controller)	Prepared by: Y.Urushihara
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 Controller.

Version	Program No.	File name	C. SUM	Effective Date
2.36.2	B1385931B	Abc3_sys2362-01 Abc3_sys2362-02	8299 BAC9	August 2003 production
2.36.2.1	B1385931C	B1385931C_1 B1385931C_2	9399 D2C2	September 2003 production
2.37.1	B1385931D	adc3_sys2371-01 adc3_sys2371-02	7594 4B65	October 2003 production
2.38	B1385931E	adc3_sys238-01 adc3_sys238-02	A93D 855D	December 2003 production
2.39	B1385931F	adc3_sys239-01 adc3_sys239-02	1225 9E69	Feburary 2004 production
2.40	*B1385931G*	*adc3_sys240-01* *adc3_sys240-02*	*E4AF* *048E*	*May 2004 production*

Note: The firmware will be released as two BIN files.

Therefore, first, insert IC card #1 into the machine slot and initiate the download.

When this download is successfully completed, the machine will prompt the operator for card #2 to be inserted.

Please turn the main power off, replace IC card #1 with #2, then turn the main power back on and continue the download.

Reissued: 30-Apr-04

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004d

Version	Symptom Corrected
2.40	*The SMC display for the following default values has been revised in conjunction with the default changes announced in RTB #RB135009 for the high toner concentration in developer and low-charging offset solutions.* *Note: For the two solutions mentioned above, it is also necessary to update to BICU ver2.11 b.* <table><tr><td>SP #</td><td>Old</td><td>New</td></tr><tr><td>2001-01</td><td>1450</td><td>1500</td></tr><tr><td>2001-02</td><td>200</td><td>250</td></tr><tr><td>2005-03</td><td>1450</td><td>1500</td></tr><tr><td>2201-01</td><td>510</td><td>560</td></tr><tr><td>2201-02</td><td>380</td><td>480</td></tr></table>

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004d

<div align="center">

Correct naming for SP7504
(GFPR#:RC04010010)

</div>

SP #			Incorrect	Modified name
7	504	003	Tray 1: ON	1st Paper Feed Sensor
7	504	004	Tray 2: ON	2nd Paper Feed Sensor
7	504	005	Tray 3/LCT: ON	3rd Paper Feed Sensor
7	504	006	Tray 4: ON	4th Paper Feed Sensor
7	504	007	External Tray: ON	LCT Tray Relay Sensor
7	504	008	Registration: ON	Transport Sensor 1
7	504	009	External Tray: ON	Transport Sensor 2
7	504	010	Internal Tray: ON	Transport Sensor 3
7	504	013	Duplex Exit 2: ON	Registration Sensor
7	504	014	Duplex Exit 3: ON	Fusing Exit Sensor
7	504	016	Exit1 OFF	Exit Entrance Sensor
7	504	017	Bridge Unit-1 OFF	Relay Sensor 1 (option)
7	504	018	Bridge Unit-2 OFF	Relay Sensor 2 (option)
7	504	019	EntDuplex1 OFF	Duplex Entrance Sensor
7	504	023	Exit Duplex OFF	Duplex Exit Sensor
7	504	024	1-Bin Tray (Check-in Error)	1-Bin Tray Sensor
7	504	028	Finisher Stapler	Finisher Staple Tray
7	504	029	Finisher Exit	Finisher Tray
7	504	057	LCT Tray	LCT Tray Relay Sensor.OFF
7	504	058	Vert. Trans 1: ON	Transport Sensor1.OFF
7	504	059	Vert. Trans 2: ON	Transport Sensor2.OFF
7	504	060	Bank 1 ON	Transport Sensor3.OFF
7	504	061	Registration: OFF	Transport Sensor4.OFF
7	504	063	External Tray: OFF	Registration Sensor.OFF
7	504	066	Duplex Exit 1: OFF	Fusing Exit Sensor.OFF
7	504	067	Duplex Exit 2: OFF	Relay Sensor 1.OFF
7	504	068	Duplex Exit 3: OFF	Relay Sensor 2.OFF
7	504	069	Duplex Feed: OFF	Duplex Entrance Sensor.OFF
7	504	073	Exit Duplex ON	Duplex Exit Sensor.OFF
7	504	074	1-Bin Tray (Check-Out Error)	1 Bin Tray Sensor.OFF

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004d

Version	
	The controller stalls if receiving a Fax Tx/Rx request while switching over to Sleep Mode.
2.39	Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).
	Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: - The destination folder is selected from a registered entry in the Address Book. - A New Password has been set but the User Name has not in the Address Book Mgmt→New Program→Folder screen. - Neither the SMB Default User Name nor Default Password has been set in the File Transfer→Default Username/Password (Send) screen.
2.38	If you attempt to connect to a POP server for POP before SMTP authentication while receiving mail from the POP server, some or all of the emails might disappear.
2.37.1	After backing up the current user information to an IC card by SP5846-51 and restoring Address management information by SP5846-52, the value of some parameters might be changed.
	SC955 might occur when attempting to print out a Document Server file from the HDD using the Booklet function without "do not print blank pages" (This is the default setting).
	The LADP search engine might ignore a search attribute such as "cn", "ou" or "mail" stored in SP5846-70/SP5846-71.
	SC870 might occur when SDM for Admin's address management tool is accessed. The steps for reproduction are: All directory information is initialized by SP5846-50. Turn the machine's main power switch On/Off. This can occur when any user information is referred to by SDM for Admin.
	Scan to Folder: Shared folders located on a PC that has more than one Network Board with an IP address might not be browsed.
	Modified to support Bluetooth Card version 3, as version 2 has been discontinued. New Bluetooth Option: G354-06/EDP402062, Bluetooth Interface Unit Type C. New Bluetooth Card and I/F Board Supported from v2.37. How to distinguish between version 2 and 3: If the number in the top-left of the backside of the Bluetooth Card ends with a 'B', you are using version 3. E.g. 3CRWB6096B.
	The system might stall with the message "Now Connecting" when the following is accessed: LDAP server register/change → Connecting test

RICOH

Model: Adonis-C3e/f		Date: 13-Nov-03	No.: RB135004d

Version	
2.36.2.1	The date on the following reports is printed out garbled on the China, Taiwan, and Korea models: - SP5-990-*** - Counter sheet - Counter table arranged by user code - Address list - Scanner transmission log
2.36.2	1st Mass Production

RICOH

Technical Bulletin

Reissued: 14-May-04

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135006b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FAX Service Card)	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 firmware release information for the Fax Firmware Service Card.

Fax Service Card

Version	Program No.	C. SUM	Effective Date
1.00	B6545933	DD59	July 2003 production
1.01	B6545933A	B943	August 2003 production
1.02	B6545933B	5B60	October 2003 production
1.03	B6545933C	F6D3	December 2003 production
1.04	*B6545933D*	*E10A*	*February 2004 production*

Contents

Version	Programs/Versions					
	Fax Application		FCU		WEBDOCBOX	
1.00	*1.01*	*B1385932A*	*3.01*	*B1345770A*	*1.05*	*B1385936A*
1.01	*1.01*	*B1385932A*	*4.00*	*B1345770B*	*1.05*	*B1385936A*
1.02	*2.00*	*B1385932B*	*5.00*	*B1345770C*	*1.05*	*B1385936A*
1.03	3.01	B1385932C	6.01	B1345770D	1.05	B1385936A
1.04	3.01	B1385932C	*7.00*	*B1345770E*	1.05	B1385936A

Fax Application

Version	Symptom Corrected
3.01	Minor changes applied to improve reliability.
2.00	Destination lists are printed out garbled on China, Taiwan and Korea models.
1.01	1st mass production

RICOH

Technical **B**ulletin

Reissued: 14-May-04

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135006b

FCU

Version	Symptom Corrected
7.00	*1. A communication error sometimes occurs when receiving a PC Fax from a non-Ricoh machine.* *2. The setting of User Parameter SW05 bit 0 has no effect, allowing the machine to try and receive incoming transmissions while in an SC condition.* *3. Unable to disable the reception complete beep using "Adjust Sound Volume."*
6.01	Minor changes applied to improve reliability.
5.00	Minor changes applied to improve reliability.
4.00	Modified for acquisition of FAX communication standards certification (Korea).
3.01	1st mass production

WEBDOCBOX

Version	Symptom Corrected
1.05	1st mass production

RICOH

Technical Bulletin

Model: Adonis-C3e/f	Date: 20-May-04	No.: RB135012

Subject: Troubleshooting: SC Error Summary	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 use the following troubleshooting information for the SC codes listed below (e.g. SC990), in cases where the cause and suitable action is difficult to determine. This RTB will be continually updated as new information on key field SC errors is added.

Note:
➢ The specific occurrence conditions for the same SC can vary, therefore the following is a compilation of the most common variations of SC990, 991, etc.
➢ One key occurrence condition is the combination of filename, line number and value.
➢ If the following actions do not resolve the underlying cause of the SC, please print out the SMC report and forward it to the appropriate service key-person.

SC Code	Specific Occurrence Conditions	Cause	Action
SC990	The following data is stored in the SC error log: File: **procon.c** Line: 8xxx (ex. 8573) Value: 0 **Note:** In many such cases, SP2103-1 to -4 have been set to a value near the maximum (+64).	A normal grayscale pattern was not detected 15 times consecutively during the ID sensor grayscale pattern check.	1. Clean the ID sensor and/or drum. 2. Replace the following, as deemed necessary: ● OPC drum ● Developer ● Cleaning blade ● Charge roller ● Charge roller cleaning roller ● LD unit 3. If any of the above actions resolved the SC, perform all of the following: 1. Execute SP3001-2 (ID Sensor Initial Setting). 2. Return SP2001-1 (Charge Roller Bias Adjustment) to its default value. 3. Return SP2103-1 to -4 (LD Power Adjustment) to their default values.

RICOH **T**echnical **B**ulletin **PAGE: 2/2**

SC Code	Specific Occurrence Conditions	Cause	Action
SC990	- Occurs only when using the SR880 finisher with the 45cpm model. - Tends to occur when the machine is processing multiple Stapling print jobs simultaneously. - Finisher jam occurs, followed by the SC990 display. **Note:** For details, see FPR RE04010008.	One of the Stapling jobs does not stop long enough at the pre-stacking area, and as a result overlaps with the previous job inside the stacking unit. This causes a finisher jam and then the SC990.	Update to BiCU v2.11b or later.
SC991/992 /920/921	- Occurs at main power ON. - The following data is stored in the SC error log: File: scs_time_count.c	Communication error between the operation panel and controller.	1. Check to see that the harness running between the controller and LCDC is properly connected. 2. Replace the LCDC.

Model: Adonis-C3e/f	Date: 28-May-04	No.: RB135013

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-C3e/f Service Manuals (machine code: B135/138).

The revised items are underlined.

1. **Section 3 (Replacement and Adjustment)**
   3.3.2 Drum (page 3-8)

   Incorrect:
   12. Do the process initial setting procedure (SP2805)

   Correct:
   12. Do the developer initialization procedure (SP2805)

2. **Section 5 (Service Tables)**
   5.1.2 Service Tables
   SP2-805 (page 5-11)

   Incorrect:

2805*	Developer Initialization
	Performs the TD sensor initial setting. This SP mode controls the voltage applied to the TD sensor to make the TD sensor output about 4.0 V. Press "Execute" to start. After finishing this, the TD sensor output voltage is displayed. *Use this mode only after installing the machine, changing the TD sensor, or adding new developer.*

   Correct:

2805*	Developer Initialization
	Performs the developer initialization. Press "Execute" to start. *This SP should be performed after doing SP2801-1 at installation and after replacing the drum.*

RICOH

Technical Bulletin

Reissued: 2-Aug-04

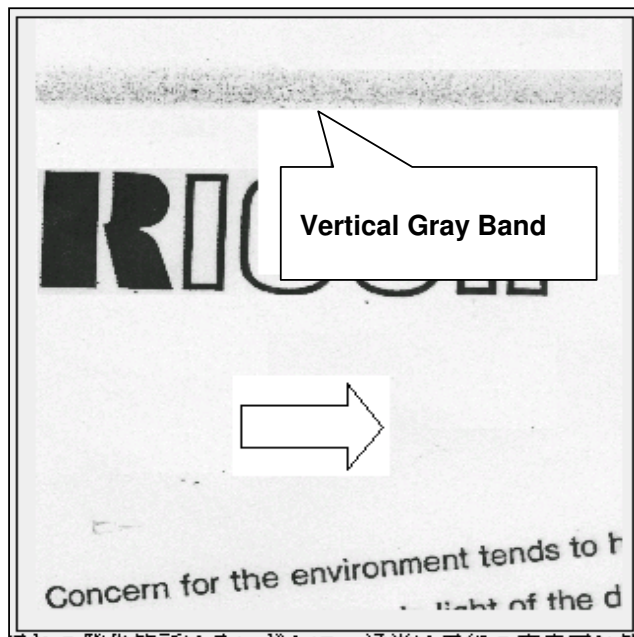| Model: Adonis-C3e/f	Date: 2-Aug-04	No.: RB135010a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Gray Band	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 ( )		

The cleaning roller was modified to further improve the level of gray bands. Please note that the <u>*Solution*</u> *below was also changed.*

SYMPTOM

Random **gray band(s)** (both sides) or fusing wrap-around jams due to cleaning roller toner melting, mostly on the 45cpm model.

Vertical Gray Band

Model: Adonis-C3e/f	Date: 2-Aug-04	No.: RB135010a

## CAUSE

The surface temperature of the cleaning roller exceeds the maximum melting point of the toner collected onto the roller, allowing the re-melted toner to be transferred back to the paper via the pressure and hot rollers.

Causes of high roller temperature:
- ➢ Since the default fusing temperature is higher on the 45cpm model, the fusing unit internal temperature and therefore cleaning roller temperature is generally higher.
- ➢ The fusing temperature on both the 35/45cpm models is sometimes set higher as part of a solution for cold offset.
- ➢ The internal temperature rises when high-volume, continuous duplex jobs of 1-to-15 or more are performed on high-ACV machines.

Toner

Cleaning Roller

Hot Roller　Pressure Roller
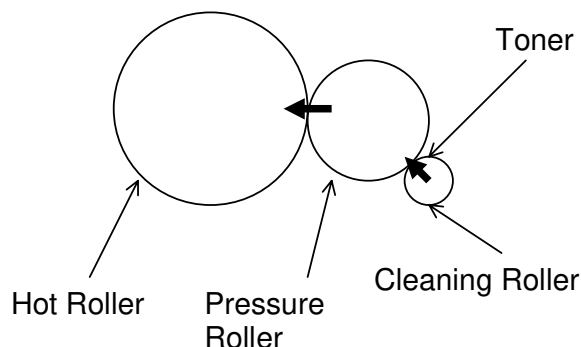
SOLUTION

If the symptom is reported in the field, do the following:

1. *Update the controller firmware and BiCU firmware to:*
   Controller: v2.40 (B1385931G)
   BiCU: v2.11b (B1385162D)

   The new firmware reduces the amount of toner transferred to the paper, which reduces the amount of toner on the fusing cleaning roller.

2. *Replace the fusing cleaning roller with AE042070*
   The fusing cleaning roller was changed as shown below. The new roller has a black coating that helps keep toner from melting.

Description	Old P/N	New P/N
Fusing Cleaning Roller	*AE042054*	*AE042070*

   IMPORTANT:
   - *DO NOT clean the new roller.*
   - *DO NOT cut, shave or try to change the surface of the roller.*
   If you do, the new coating on the roller will come off.

Model: Adonis-C3e/f	Date: 2-Aug-04	No.: RB135010a

3.   Fusing temperature
If the fusing temperature (SP1105-001, -002) had been set higher than the default, return it to its default value.

➢ However, if the fusing temperature is being set above default as a solution to cold offset, simply make sure this temperature does not exceed the following:
  ✧ 35cpm: Maximum increase of +10C
  ✧ 45cpm: Maximum increase of +5C

4.   Toner Lot
Check the lot number printed on the toner bottle being used in the machine, and replace the bottle if it is older than the following.
  ➢ **New toner:**
  ✧ Lot **3**xx**207**xx or later, Or
  ✧ Lot **4**xxxxxxx or later
  ✧ **Important:** "Or later" = equal to or higher to the underlined numbers.
    3: Last digit of production year
    207: Day of production, i.e. number of days since Jan. 1

  ➢ After installing the new toner, since there will still be some old toner left inside the PCU, *toner supply unit,* and development unit, please be sure to remove this by either vacuuming out *each unit,* or taking 50 A3/DLT solid-black sky-shot copies.

Model: Adonis-C3e/f	Date: 29-Jul-04	No.: RB135014

Subject: Wrong Plug and Play Name for Gestetner with TWAIN driver	Prepared by: N. Hanaoka
From: NS Support Sec. Service Support Dept.	

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

SYMPTOM

The A-C3e/f scanner cannot be found on the network (error 12320) if:
● The mainframe Plug-and-Play name is set to "Gestetner", and
● The network TWAIN scanner driver version is 3.47.
   Note: v3.47 is included on the Scanner Driver and Document Management Utilities CD-ROM v1.00.

CAUSE

The Plug-and-Play name in TWAIN scanner driver v3.47 is spelled wrong.
Correct: Gestetner
Incorrect: Gestetener

SOLUTION

Permanent Solution in the field:
Update the Network TWAIN scanner driver to **v3.69 or later.**

Note:
  ➢ Version 3.69 has been posted to the global Web server.
  ➢ It is also included in CD-ROM v1.01, which is included in Printer/Scanner kits from August 1, 2004 production.

Reissued: 16-Sep-04

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135001c

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

Subject: Firmware Release History (BICU)	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 firmware release information for the BICU.

Version	Program No.	C. SUM	Effective Date
2.09	B1385162A	8959	June 2003 production
2.11	B1385162B	70C0	November 2003 production
2.11a	B1385162C	F00B	January 2004 production
2.11b	B1385162D	6C17	May 2004 production
2.11bs	*LR0005*	*2624*	*Temporary release, not for application to the production line*

Version	Symptom Corrected
2.11bs	*Toner dropping from the fusing thermistor and fusing strippers (even after the modified strippers and springs are installed).* *Note: Software modified so that job end cleaning is performed more often, and pre-job cleaning is not performed at all.* *IMPORTANT:* *- After you update to this version, you need to change SP3905-02 (Job end cleaning frequency) to a value of "5". The machine will then do job-end cleaning once every 5 sheets.* *- When using v2.11b or older, do not decrease the setting of SP3905-02. This would make the machine do too much cleaning, because it already does pre-job cleaning. This causes too much fusing roller idling time.*

Reissued: 16-Sep-04

Model: Adonis-C3e/f		Date: 11-Nov-03	No.: RB135001c

Version	Symptom Corrected
2.11b	In conjunction with the engine modifications for high toner concentration in developer and low-charging offset: 1) The following SP defaults have been changed. SP table (below) 2) The toner agitation time has been increased from 30→90sec. Note: For the two solutions mentioned above, it is also necessary to update to Controller ver2.40.
	Staple jam with the SR880 (FPR# RE04010008).
2.11a	Duplex jam with odd-numbered print jobs.
2.11	1. Backgrounding (toner oversupply) caused by fluctuating TD sensor output when taking a large number of copies first thing in the morning with Toner Recovery activated. 2. Vertical white lines appear on copies when the shading plate is dirty. 3. Significant drop in image quality with FAX and Scanner binary scanning at a sub scan resolution setting of 64-95.9dpi or 96-191.9dpi.
2.09	1st Mass Production

SP #	Old	New
2001-01	1450	1500
2001-02	200	250
2005-03	1450	1500
2201-01	510	560
2201-02	380	480

RICOH

Technical Bulletin

Model: Adonis-C3e/f	Date: 28-Oct-04	No.: RB135015

Subject: SC872/SC873	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
	☐ Product Safety	☐ Other ( )	

Please add the following SC information to your Service Manuals.

Code No.		Symptom	Possible Cause
872	B	Email Receiving Data Error Machine detects an HDD error during warm-up.	● Emails previously received by the machine and stored in the hard drive may contain damaged data. This can be deleted by executing SP5832-007 (Mail RX data), but note that doing so will <u>also delete all other received emails</u>. ● Defective HDD
873	B	Email Sending Data Error	● Emails previously sent by the machine and stored in the hard drive may contain damaged data. This can be deleted by executing SP5832-008 (Mail TX data), but note that doing so will <u>also delete all other sent emails, as well as initialize the sender's user name/password and administrator Mail address</u>. ● Defective HDD

RICOH

Technical Bulletin

PAGE: 1/3

Reissued: 4-Nov-04

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002d

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (MFP Service Card)	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 firmware release information for the MFP Firmware Service Card.

MFP Service Card

Version	Program No.	C. SUM	Effective Date
1.00	*B6545935*	C7E1	July 2003 production
1.01	*B6545935A*	3044	October 2003 production
1.02	B6545935B	3643	December 2003 production
1.03	B6545935C	EF40	February 2004 production
1.04	***B6545935D***	***3D20***	***November 2004 production***

Contents

Version	Programs/Versions					
	Printer		**Scanner**		**NRS**	
1.00	1.00	B6545931	1.07	B6545932	2.36	B5775384
1.01	1.00	B6545931	2.00	B6545932A	2.37	B5775384A
1.02	1.01	B6545931A	2.01	B6545932B	2.38	B5775384B
1.03	1.02	B6545931B	2.02	B6545932C	2.39	B5775384C
1.04	***1.03***	***B6545931C***	2.02	B6545932C	2.39	B5775384C

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002d

Printer

Version	Description
1.03	*Images that contain PCL forms via host printing might not be printed. (GFPR#RE04040009)*
	If PCL data is printed under the following 3 conditions, some problems may occur. (GFPR#RE03090010, RE03090012, RE03100012, RC03100014 and RC04040013) ● *PCL/PS auto switching is ON.* ● *The job is text data and the 255th byte contains all zeros.* ● *The <ESC>E command occurs somewhere in the first 128 bytes.*
	Solid or broken lines might not be printed with PCL forms via host printing. (GFPR#RC04040011)
	The printer may stall and have to be rebooted after multiple forms (or templates) are sent to the printer (GFPR#RA04070002 and RE04090011)
1.02	Minor changes applied to improve reliability.
1.01	When releasing a secure/locked print job with the ID code, an error message appears and it is not possible to print the job. (GFPR #: RE03060025)
	The form overlay and the text in a PCL job are printed separately. (GFPR #: RC03080015)
	Overlay printing problem, vector lines are shifted slightly to the side (PCL 5c 1.4.0.0). (GFPR #: RC03070024)
	Font size settings will be wrong when printing a multi-page document in PCL format. (GFPR #: RC03090002)
	Cell shading specified using "pattern" settings is not printed using Excel (For Win2K or WinXP).
1.00	*Minor changes applied to improve reliability.*
1.00	1st mass production

RICOH

Technical **B**ulletin

Reissued: 4-Nov-04

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002d

Scanner

Version	Description
2.02	VRAM memory-full error after multiple Scanner transmission jobs.
	Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).
2.01	When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead.
	SP1007 "Store Priority" doesn't work.
2.00	*Minor changes applied to improve reliability.*
1.07	*1st mass production*

NRS

Version	Description
2.39	Minor changes applied to improve reliability.
2.38	Minor changes applied to improve reliability.
2.37	Minor changes applied to improve reliability.
2.36	1st mass production

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

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

Subject: Remote Firmware Update	Prepared by: H. Someya
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 ( )		

1. OVERVIEW

The remote firmware update function (referred to as RFU) is used to update the firmware remotely. Service representatives do this over the network. Note that this information is intended for service representatives only and not for end users.

2. SUPPORTED MODELS AND FIRMWARE

The models supporting RFU and the types of firmware that can be updated are shown in Fig. 1:

"04A": Autumn 2004

Printers

Model	*Group*	System	Network	WebSys	Printer	Engine
Model J-P2	*Before 04A*	OK	OK	---	OK	OK
Model J-P2CF	*Before 04A*	OK	OK	---	OK	OK
Model K-P3	*Before 04A*	OK	OK	OK	OK	OK
Model C-P1	*Before 04A*			OK	OK	OK
Model J-P3	*Before 04A*	OK	OK	OK	OK	OK
Model PL-P1	*Before 04A*	OK	OK	OK	OK	NG
Model G-P1	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*
Model C-P2	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*
Model K-P4	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*

MFPs

Model	*Group*	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	*Before 04A*	OK	OK	OK	OK	OK	OK
Model R-C3	*Before 04A*	OK	OK	OK	OK	OK	OK
Model K-C2	*Before 04A*	OK	OK	OK	OK	OK	OK
Model S-C2	*Before 04A*	OK	OK	OK	OK	OK	OK
Model B-C2e	*Before 04A*	OK	OK	OK	OK	OK	OK
Model J-C1	*Before 04A*	OK	OK	OK	OK	OK	OK
Model MT-C2	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*	*OK*

Fig. 1 Models supporting RFU

OK: Remote firmware update via the network is possible.
NG: Remote firmware update via the network is not possible.

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

The following models do not support RFU:

- Printers:
  Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products

- MFPs:
  Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

3. SYSTEM REQUIREMENTS

Network Interface:
- 10 Base-T or faster Ethernet LAN
- IEEE1284 (Centronics) (A setting must be changed in SP mode.)
Note: IEEE1284 does not support error recovery after a power loss.

For Recovery Mode:
- 10 Base-T or faster Ethernet LAN – the note above says that only 1284 doesn't support it.

Protocols:
For RFU Mode & Recovery Mode:
- FTP (The port must be open)

Operating System:
- Windows Server 2003
- Windows XP
- Windows 2000
- Windows NT 4.0
- Windows 9x/Me
- Mac OS
- UNIX/Linux (Any version)
Note: RFU is available for any OS from which FTP is possible.

Unsupported environments:
- IPP
- SMB over TCP/IP
- Direct port
- AutoNet (169.254.x.x) with DHCP

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

Ftp settings and commands:
- *User name (default):*
- ➢ *Before 04A:* **rsysupdate**
- ➢ *04A and later:* **admin**

- *Password (default):*
- ➢ *Before 04A:* **password**
- ➢ *04A and later:* **(no password)**

Note: These default passwords are the same as the administrator passwords.

- Transfer mode: binary
- FTP commands supported:
  - ➢ binary (Transfer data in binary mode)
  - ➢ dir (List files and directories)
  - ➢ put "file name"
  - ➢ get version.txt - (Obtain the version.txt file and display its contents.)
  - ➢ get errlog.txt - (Obtain the errlog.txt file and display its contents.)

4. STATUS OF UNUPDATEABLE MACHINE

If the printer is in any of the following statuses, RFU will not work.
- Print job in progress (copier, printer, fax, network)
- Scan job in progress (copier, scanner, fax)
- Receiving a print image from the network
- Operation panel is in use
- Incoming/Outgoing fax message
- SC condition

You can check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5. UPDATING PROCEDURE

Recommendation:
It is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

5.1 Auto Rebooting

After receiving new firmware, the machine firmware is updated and the machine is automatically rebooted using the updated firmware. Fig.2 shows the kind of reboot required after the firmware is updated.

Printers

Model	System	Network	WebSys	Printer	Engine
Model J-P2	Auto	Auto	---	Auto	Auto
Model J-P2CF	Auto	Auto	---	Auto	Auto
Model K-P3	Auto		Auto	Auto	Auto
Model C-P1	Auto		Auto	Auto	Auto
Model J-P3	Auto	Auto	Auto	Auto	Auto
Model PL-P1	Auto	Auto	Auto	Auto	N/A
Model G-P1	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*
Model C-P2	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*
Model K-P4	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*

MFPs

Model	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	Auto	Auto	Auto	Auto	Auto	Manual
Model R-C3	Auto	Auto	Auto	Auto	Auto	Manual
Model K-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model S-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model B-C2e	Auto	Auto	Auto	Auto	Auto	Auto
Model J-C1	Auto	Auto	Auto	Auto	Auto	Auto
Model MT-C2	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*

Fig. 2 Reboot Method

Auto: Automatically rebooted after updating the firmware.
Manual: The machine must be manually rebooted after updating the firmware.

5.2 Preparation

Before you update the firmware by RFU, carry out three items as shown below.

5.2.1 Checking the IP address

For a machine with static IP address:

- Search for the IP address using SmartDeviceMonitor for Admin or Web
- SmartDeviceMonitor.
- If the hostname of the machine is registered in a DNS server, use the nslookup command with the machines hostname. This can also be used for dynamic IP addresses if you are using DDNS.
- If the computer name of the machine is registered in a WINS server use the <........> command.

For a machine with a dynamic IP address:

- Print the config sheet or the SMC for the machine.
- Check the IP address in the DHCP server.

5.2.2 Firmware

- Please download firmware (*.rru or *.rfu files) from our support site and store it in a folder on a local PC to be used for RFU.

5.2.3 Checking the machine status

- Please check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

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5.3 RFU for Windows

1. Open a command prompt.
   - o [Start]-[Program]-[Accessories]-[Command Prompt]
2. Logon to the machine using ftp.

```
C:\> ftp xxx.xxx.xxx.xxx            Specify the machine's IP address

Connected to xxx.xxx.xxx.xxx.

220 (Product name) FTP server (1.00)ready.

User (IP address:(none)):
```

3. Enter the user name.

```
User (IP address:(none)):rsysupdate       User name

331 Password required for rsysupdate.

Password:
```

4. Enter the password.

```
Password:xxxxx

230 User rsysupdate logged in.            Login successful.

ftp>
```

5. Enter "dir" to check that version.txt exists.

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r--root root 200 Jan 1 01:08 help

-r--r--r--root root 200 Jan 1 01:08 info

-r--r--r--root root 200 Jan 1 01:08 install

-r--r--r--root root 200 Jan 1 01:08 prnlog

-r--r--r--root root 200 Jan 1 01:08 stat

-r--r--r--root root 200 Jan 1 01:08 syslog

-r--r--r--root root 200 Jan 1 01:08 version.txt

-r--r--r--root root 200 Jan 1 01:08 errlog.txt

226 Transfer complete.

ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

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6. Enter "get version.txt -" to check the machine's firmware version.

```
200 PORT command successful.

150 Opening ASCII mode data connection for 'version.txt'.

PartNo.            Module Name           Version        Module ID

-------------------------------------------------------------------------------------

G0000000           os & copy             0.20           XXXXXX_copy

G0000000           os & pf               0.20           XXXXXX_system

G570xxxx           Onboard Scn           2.04           XXXXXX_scn

G5705387A          OptDIMM Fax           1.07           XXXXXX_fax

G5700000           printer               0.19           XXXXXX_printer

G5705383D          Network DocBox        2.00           XXXXXX_netfile

G0805920A          Network               0.71           XXXXXX_net

G0805601           ENGINE                R0.14 :06      XXXXXX_eplot

...

-------------------------------------------------------------------------------------

226 Transfer complete.

ftp>
```

7. Enter "binary" to set the file transfer mode to binary.

```
ftp> binary

200 Type set to I.

ftp>
```

8. Navigate to the directory on your PC containing the file xxx.rru.
9. Transmit the firmware module file (*.rru or *.rfu) using the "put" command.

```
ftp> put xxx.rru

200 PORT command successful.

150 Opening BINARY mode data connection for 'xxx.rru'.

226 Transfer complete.

ftp:nnnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.

ftp>
```
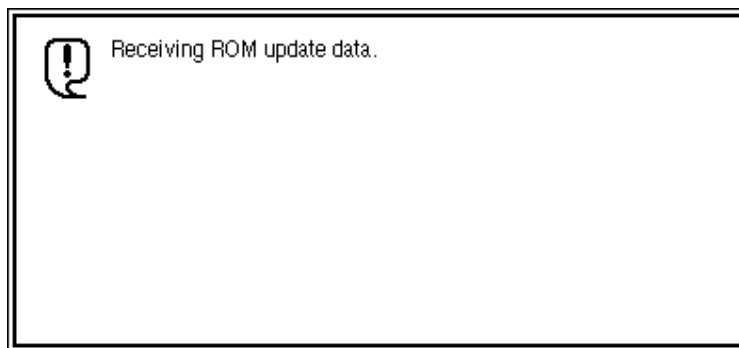
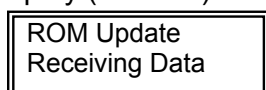**Note:** Do not turn off the power of the machine while updating the firmware.

When the machine starts to receive the file, the following message appears on the machine's control panel and normal machine functions are disabled.
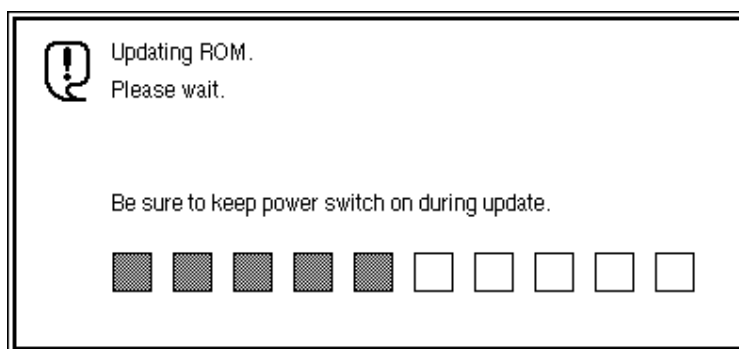
o Display panel (MFPs)

```
┌──────────────────────────────────────────────┐
│  ╔╗   Receiving ROM update data.              │
│  ╚╝                                            │
│                                                │
│                                                │
│                                                │
│                                                │
└──────────────────────────────────────────────┘
```

o Display (Printers)

```
┌────────────────┐
│ ROM Update     │
│ Receiving Data │
└────────────────┘
```
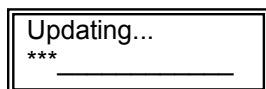
10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

o Display panel (MFPs)

```
┌──────────────────────────────────────────────┐
│  ╔╗   Updating ROM.                           │
│  ╚╝   Please wait.                            │
│                                                │
│       Be sure to keep power switch on during update. │
│                                                │
│   ▓ ▓ ▓ ▓ ▓ ☐ ☐ ☐ ☐ ☐                        │
└──────────────────────────────────────────────┘
```

o Display (Printers)

```
┌────────────────┐
│ Updating...    │
│ ***_____    │
└────────────────┘
```

Note: If the controller firmware is being updated, this message is displayed in English only.

11. After the firmware has been updated, the machine must restart. This may be automatic depending on the firmware and model.
12. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

13. Check the firmware version as shown in step 6.
14. Update all required firmware by repeating steps 1 to 13 as necessary.

5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

```
host% ftp "ip address"
User ("ip address"): User Name (for Administrator)
230 User xxxx logged in.
331 Password required for rsysupdate.
Password: Password (for Administrator)
230 User xxxx logged in.
Connected to "ip address"
Remote system type is UNIX.
Using binary mode to transfer files.
```

2. Change to binary mode.

```
ftp> binary
200 Type set to I.
```

3. Send the firmware data (*.rru or *.rfu) to the machine.

```
ftp> put "File Name of Firmware"
200 PORT command successful.
150 Opening BINARY mode data connection for "File Name of Firmware".
226 Transfer complete.
ftp: nnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.
ftp>
```

4. Close the ftp session.

```
ftp> bye
host%
```

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5.5 Firmware Update for Centronics (IEEE1284)

Note:
- Firmware update via a centronics interface does not require a password.
- The only method of recovery available via a centronics interface is an IC or SD card.

1. Check the target firmware version by printing out the SMC sheet with SP5-990-4.
2. Set SP5-856-2 to a value of **1**. This will configure the machine for firmware update via the Centronics I/F.
3. Send the firmware to the target machine with the copy command.

```
C:\>copy/b "file name"
```

4. Cycle the machine's power (off then on).
5. Confirm the firmware version as shown in step 1.
6. Update all required firmware by repeating steps 1 to 5 as necessary.

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5.6 Checking the Result of the Update

Check that the firmware has been updated.

Note:
- After transmitting the firmware file from the computer, it takes approximately 3 to 5 minutes for updating to complete and the machine to restart.
- To check the result, you need to logon to the machine again using ftp. However, you cannot log on during the update process, so you are unable to check that the update has completed until the machine has restarted.

If the update was successful

- Once the firmware has been updated successfully, the system automatically restarts using the new firmware.
  After the restart, verify that the firmware has been updated to the new version. Check that the error code in the error data file (errlog.txt) is "0" by performing procedure 7.1 "Checking the error status" (below).
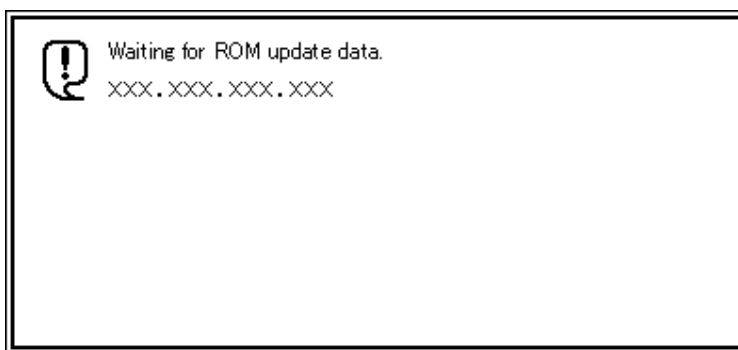
If an error occurs

- If an error occurs during the update, the system automatically restarts, the message shown below appears, and the machine waits to receive the firmware file again. If the update is interrupted by a power failure, the same thing happens once the power is restored.
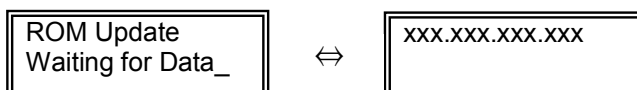
  Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

o Display panel (MFPs)

```
┌─────────────────────────────────────┐
│  ┌─┐   Waiting for ROM update data.  │
│  │!│   XXX.XXX.XXX.XXX                │
│  └─┘                                  │
│                                       │
│                                       │
│                                       │
│                                       │
│                                       │
│                                       │
└─────────────────────────────────────┘
```

o Display (Printers)

ROM Update Waiting for Data_	⇔	xxx.xxx.xxx.xxx

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

6. ERROR RECOVERY

There are three ways to recover from a loss of power during RFU.

6.1 Recovery Procedure

There are three types for recovery after a power loss during RFU. (This will depend on the firmware and model). Procedures for types 1, 2 and 3 are on the next page.

Find the firmware and model you are downloading to, and <u>begin with the type</u> shown in the table below.

Recommendation:
As mentioned in *5. Updating Procedure*, it is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

Printers

Model	System	Network	WebSys	Printer	Engine	Card Type
Model J-P2	Type1	Type1	---	Type1	Type1	IC
Model J-P2CF	Type1	Type1	---	Type1	Type1	IC
Model K-P3	Type1		Type1	Type1	Type1	IC
Model C-P1	Type1		Type1	Type1	Type1	IC
Model J-P3	Type1	Type3	Type3	Type3	Type1	SD
Model PL-P1	Type1	Type1	Type1	Type1	N/A	SD
Model G-P1	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*
Model C-P2	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*
Model K-P4	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*

MFPs

Model	System	Network	WebSys	Printer	PS	Engine	Card Type
Model A-C3e/f	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model R-C3	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model K-C2	Type1	Type1	Type1	Type3	Type3	Type3	SD
Model S-C2	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model B-C2e	Type2	Type2	Type2	Type3	Type3	Type3	SD
Model J-C1	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model MT-C2	*Type2*	*Type2*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*

Fig. 3 Recovery Method

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

Important: Do not turn the main power off while you perform any of the procedures.

Procedure for type 1:

1. Restore power to the machine. The machine will wait for the operator to start the update.

2. Connect to the machine by FTP and upload the *.rru or *.rfu files.

Procedure for type 2:

1. Try 'Procedure for type 1'.

2. If this does not work, restore power to the machine.

3. Upload the firmware from an SD card or IC card.

Procedure for type 3:

1. Try 'Procedure for type 1'.

2. If this does not work, try 'Procedure for type 2'.

3. If this does not work, replace the internal SD card or circuit board.

7. TROUBLESHOOTING

7.1 Checking the error status

You can check the error status using ftp.

Check whether an error occurred by viewing errlog.txt. This file is in the same directory as version.txt.

1. Logon to the machine using ftp.
2. Enter "dir" to check that errlog.txt exists.

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r-- root root 200 Jan  1 01:08 help

-r--r--r-- root root 200 Jan  1 01:08 syslog

-r--r--r-- root root 200 Jan  1 01:08 version.txt

-r--r--r-- root root 200 Jan  1 01:08 errlog.txt

226 Transfer complete.

ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

3. Enter "get errlog.txt -" to check the error code.

```
ftp> get errlog.txt -

200 PORT command successful.

150 Opening ASCII mode data connection for 'errlog.txt'.

Module ID: xxxxxxxx

Error Code: 51

226 Transfer complete.

ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

The information in errlog.txt consists of the module IDs of the firmware modules that caused errors and the corresponding error codes.

For what the error codes mean and how to respond to them, see section 7.2 (below).

4. Enter "bye" to exit ftp.

```
ftp> bye

C:\>
```

7.2 Error Code List

Error Code	Description/Causes	Solutions
51	The machine cannot be updated. • The machine is processing a print job. • The machine is processing a scan job. • The machine is receiving image data from the network. • The control panel is in use. • The machine is sending or receiving a fax. • The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990).	Check that the machine is idle, and then try updating again. If an SC number appears, contact your service representative.
52	The file contains erroneous data. • The data is too large or too small. • The CRC (cyclic redundancy check) value and the checksum do not match. • The firmware does not match the target machine. • The firmware was not completely uploaded or is corrupt.	Download the correct file from the website, and then try updating again.
53	An error occurred while updating. • The machine is off.	If using a DNS server, the machine's IP address might have been changed. Check the IP address, and then try updating again.

Model: Adonis-C3e/f	Date: 20-Dec-04	No.: RB135016

Subject: Toner Scattering	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 ( )		

SYMPTOM

Toner scattering occurs around the PCU and on the inside/outside of the front cover.
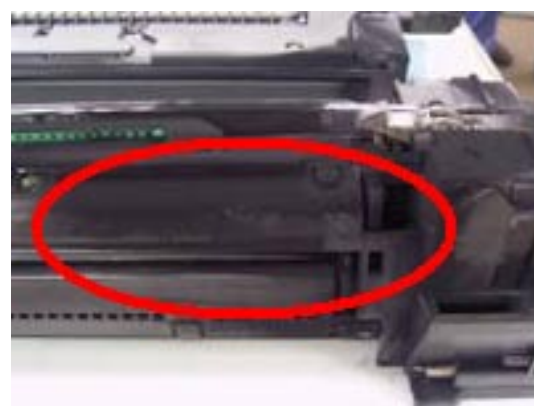
CAUSE

The operator pulls down the green lever for the toner hopper unit before they push the toner hopper unit into the machine.

Note:

- If the operator makes this error, it <u>looks like</u> the toner hopper unit is set correctly (see photo A). However, the positioning pins in the machine do not go inside the holes in the toner hopper unit.

- As a result, the PCU is not aligned with the toner supply window and the new fusing cooling fan (added from A-C3) scatters the toner inside the machine.

- The correct operation is to: 1) Push the toner hopper unit all the way in, and then 2) Pull down the lever.

A

B: Correct Position

C: Incorrect Position
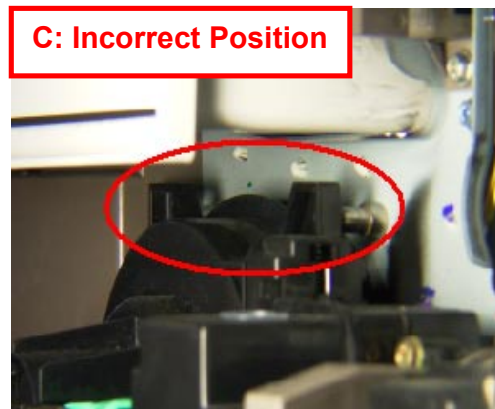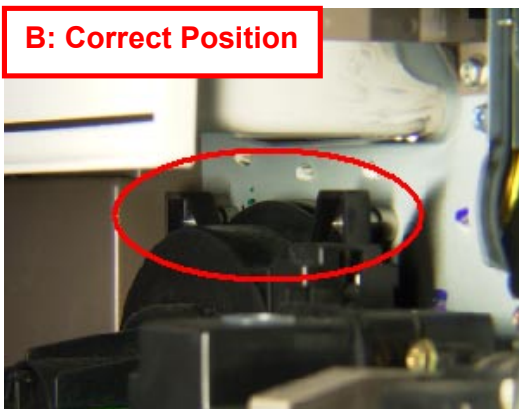
SOLUTION

1) Re-install the toner hopper unit correctly.

2) Clean the inside of the machine.

3) Show the customer the correct way to install the toner hopper unit.

RICOH

Technical Bulletin

PAGE: 1/4

Reissued: 23-Feb-05

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004f

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (Controller)	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 firmware release information for the Controller.

Version	Program No.	File name	C. SUM	Effective Date
2.36.2	B1385931B	Abc3_sys2362-01 Abc3_sys2362-02	8299 BAC9	August 2003 production
2.36.2.1	B1385931C	B1385931C_1 B1385931C_2	9399 D2C2	September 2003 production
2.37.1	B1385931D	adc3_sys2371-01 adc3_sys2371-02	7594 4B65	October 2003 production
2.38	B1385931E	adc3_sys238-01 adc3_sys238-02	A93D 855D	December 2003 production
2.39	B1385931F	adc3_sys239-01 adc3_sys239-02	1225 9E69	Feburary 2004 production
2.40	B1385931G	B1385931-01 B1385931-02	E4AF 048E	May 2004 production
2.40s	*LR0020*	*LR0020-01* *LR0020-02*	*C36B* *65C3*	*Temporary release, not for application to production line.*

Note: The firmware will be released as two BIN files.

Therefore, first, insert IC card #1 into the machine slot and initiate the download.

When this download is successfully completed, the machine will prompt the operator for card #2 to be inserted.

Please turn the main power off, replace IC card #1 with #2, then turn the main power back on and continue the download.

Reissued: 23-Feb-05

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004f

Version	Symptom Corrected
2.40s	1. **The machine does not update the address book data after SP5850-3 is executed.** **Note: This occurs only when the address book data is in the FCU.** 2. **SC990 or SC819 occurs during the copy job if the paper was fed through the bypass tray.**
2.40	1. The SMC display for the following default values has been revised in conjunction with the default changes announced in **RTB #RB135001b** for the high toner concentration in developer and low-charging offset solutions. Note: For the two solutions mentioned above, it is also necessary to update to BICU ver2.11 b .

SP #	Old	New
2001-01	1450	1500
2001-02	200	250
2005-03	1450	1500
2201-01	510	560
2201-02	380	480

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004f

2. Correct naming for SP7504 (GFPR#:RC04010010)

SP #			Incorrect	Modified name
7	504	003	Tray 1: ON	1st Paper Feed Sensor
7	504	004	Tray 2: ON	2nd Paper Feed Sensor
7	504	005	Tray 3/LCT: ON	3rd Paper Feed Sensor
7	504	006	Tray 4: ON	4th Paper Feed Sensor
7	504	007	External Tray: ON	LCT Tray Relay Sensor
7	504	008	Registration: ON	Transport Sensor 1
7	504	009	External Tray: ON	Transport Sensor 2
7	504	010	Internal Tray: ON	Transport Sensor 3
7	504	013	Duplex Exit 2: ON	Registration Sensor
7	504	014	Duplex Exit 3: ON	Fusing Exit Sensor
7	504	016	Exit1 OFF	Exit Entrance Sensor
7	504	017	Bridge Unit-1 OFF	Relay Sensor 1 (option)
7	504	018	Bridge Unit-2 OFF	Relay Sensor 2 (option)
7	504	019	EntDuplex1 OFF	Duplex Entrance Sensor
7	504	023	Exit Duplex OFF	Duplex Exit Sensor
7	504	024	1-Bin Tray (Check-in Error)	1-Bin Tray Sensor
7	504	028	Finisher Stapler	Finisher Staple Tray
7	504	029	Finisher Exit	Finisher Tray
7	504	057	LCT Tray	LCT Tray Relay Sensor.OFF
7	504	058	Vert. Trans 1: ON	Transport Sensor1.OFF
7	504	059	Vert. Trans 2: ON	Transport Sensor2.OFF
7	504	060	Bank 1 ON	Transport Sensor3.OFF
7	504	061	Registration: OFF	Transport Sensor4.OFF
7	504	063	External Tray: OFF	Registration Sensor.OFF
7	504	066	Duplex Exit 1: OFF	Fusing Exit Sensor.OFF
7	504	067	Duplex Exit 2: OFF	Relay Sensor 1.OFF
7	504	068	Duplex Exit 3: OFF	Relay Sensor 2.OFF
7	504	069	Duplex Feed: OFF	Duplex Entrance Sensor.OFF
7	504	073	Exit Duplex ON	Duplex Exit Sensor.OFF
7	504	074	1-Bin Tray (Check-Out Error)	1 Bin Tray Sensor.OFF

3. Controller stalls if receiving a FAX Tx/Rx request while switching over t
Sleep Mode.

2.39	Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).

	Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: - The destination folder is selected from a registered entry in the Address Book. - A <u>New Password</u> has been set but the <u>User Name</u> has not in the Address Book Mgmt→New Program→Folder screen. - Neither the SMB <u>Default User Name</u> nor <u>Default Password</u> has been set in the File Transfer→Default Username/Password (Send) screen.
2.38	If you attempt to connect to a POP server for POP before SMTP authentication while receiving mail from the POP server, some or all of the emails might disappear.
2.37.1	After backing up the current user information to an IC card by SP5846-51 and restoring Address management information by SP5846-52, the value of some parameters might be changed.
	SC955 might occur when attempting to print out a Document Server file from the HDD using the Booklet function without "do not print blank pages" (This is the default setting).
	The LADP search engine might ignore a search attribute such as "cn", "ou" or "mail" stored in SP5846-70/SP5846-71.
	SC870 might occur when SDM for Admin's address management tool is accessed. The steps for reproduction are: All directory information is initialized by SP5846-50. Turn the machine's main power switch On/Off. This can occur when any user information is referred to by SDM for Admin.
	Scan to Folder: Shared folders located on a PC that has more than one Network Board with an IP address might not be browsed.
	Modified to support Bluetooth Card version 3, as version 2 has been discontinued. New Bluetooth Option: G354-06/EDP402062, Bluetooth Interface Unit Type C. New Bluetooth Card and I/F Board Supported from v2.37. How to distinguish between version 2 and 3: If the number in the top-left of the backside of the Bluetooth Card ends with a 'B', you are using version 3. E.g. 3CRWB6096B.
	The system might stall with the message "Now Connecting" when the following is accessed: LDAP server register/change → Connecting test
2.36.2.1	The date on the following reports is printed out garbled on the China, Taiwan, and Korea models: - SP5-990-*** - Counter sheet - Counter table arranged by user code - Address list - Scanner transmission log
2.36.2	1st Mass Production

Model: Adnis-C3e/f	Date: 19-Dec-05	No.: RB135017

Subject: PS Driver Job Types are Missing	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
	☐ Product Safety	☐ Other ( )	

SYMPTOM

When both the model A-C3v2 and J-C2 PS drivers are installed on the same PC, Job Types that are implemented using plugin modules will not work.

Affected Job Types: Locked Print, Sample Print, Document Server and User Code.
OS/Environment: Windows 2000, XP, 2003
Affected models: A-C3v2 / J-C2 (The problem only occurs if the drivers for these 2 models are installed on the same PC.)

CAUSE

The cause is that both model A-C3v2 and J-C2 drivers use plugin modules of the same name. These names are supposed to be different, but accidentally, the same names were used.
 1) "RA45PSUI.DLL" UI module. (displays the UI.)
 2) "RA45PSRE.DLL" Render module. (renders print jobs.)

If both drivers are installed on the same PC, the plugin module names will conflict.
Due to the conflict, some Job Types are unavailable.

SOLUTION

Please use the fixed version (v1.3.0 or later) of the model J-C2 PS driver. The names of the model J-C2 plugin modules have been changed to solve the problem.

Note: Before installing the fixed driver, please completely delete the old driver for model J-C2 and A-C3v2 (File - Server Properties - Drivers tab). Then install the new driver for model J-C2 and A-C3v2.
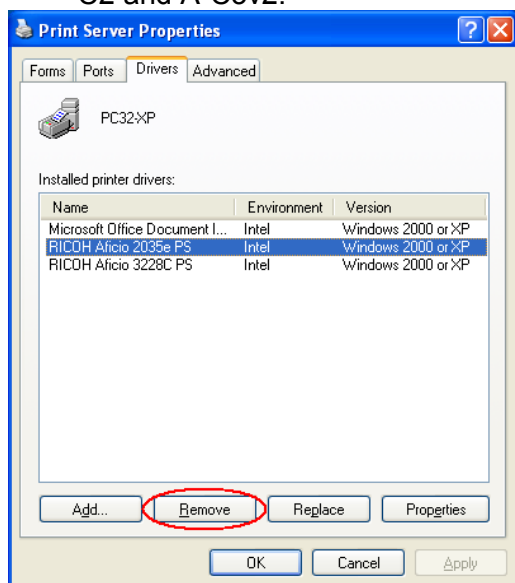
Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004g

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

Subject: Firmware Release History (Controller)	Prepared by: K.Hamada
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 Controller.

Version	Program No.	File name	C. SUM	Effective Date
2.36.2	B1385931B	Abc3_sys2362-01 Abc3_sys2362-02	8299 BAC9	August 2003 production
2.36.2.1	B1385931C	B1385931C_1 B1385931C_2	9399 D2C2	September 2003 production
2.37.1	B1385931D	adc3_sys2371-01 adc3_sys2371-02	7594 4B65	October 2003 production
2.38	B1385931E	adc3_sys238-01 adc3_sys238-02	A93D 855D	December 2003 production
2.39	B1385931F	adc3_sys239-01 adc3_sys239-02	1225 9E69	Feburary 2004 production
2.40	B1385931G	B1385931-01 B1385931-02	E4AF 048E	May 2004 production
2.40s	LR0020	LR0020-01 LR0020-02	C36B 65C3	Temporary release, not for application to production line.
2.41	*B1385931H*	*adc3-sys241-01* *adc3-sys241-02*	*745E* *CFE5*	*December 2005 production*

Note: The firmware will be released as two BIN files.

Therefore, first, insert IC card #1 into the machine slot and initiate the download.

When this download is successfully completed, the machine will prompt the operator for card #2 to be inserted.

Please turn the main power off, replace IC card #1 with #2, then turn the main power back on and continue the download.

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004g

Version	Symptom Corrected
2.41	1. *Sometimes, the firmware cannot be updated via RC Gate through FTP.*
2.40s	1. The machine does not update the address book data after SP5850-3 is executed. Note: This occurs only when the address book data is in the FCU. 2. SC990 or SC819 occurs during the copy job if the paper was fed through the bypass tray.
2.40	1. The SMC display for the following default values has been revised in conjunction with the default changes announced in *RTB #RB135001b* for the high toner concentration in developer and low-charging offset solutions. Note: For the two solutions mentioned above, it is also necessary to update to BICU ver2.11 b .

SP #	Old	New
2001−01	1450	1500
2001−02	200	250
2005−03	1450	1500
2201−01	510	560
2201−02	380	480

Model: Adonis-C3e/f		Date: 13-Nov-03	No.: RB135004g

2. Correct naming for SP7504 (GFPR#:RC04010010)

SP #			Incorrect	Modified name
7	504	003	Tray 1: ON	1st Paper Feed Sensor
7	504	004	Tray 2: ON	2nd Paper Feed Sensor
7	504	005	Tray 3/LCT: ON	3rd Paper Feed Sensor
7	504	006	Tray 4: ON	4th Paper Feed Sensor
7	504	007	External Tray: ON	LCT Tray Relay Sensor
7	504	008	Registration: ON	Transport Sensor 1
7	504	009	External Tray: ON	Transport Sensor 2
7	504	010	Internal Tray: ON	Transport Sensor 3
7	504	013	Duplex Exit 2: ON	Registration Sensor
7	504	014	Duplex Exit 3: ON	Fusing Exit Sensor
7	504	016	Exit1 OFF	Exit Entrance Sensor
7	504	017	Bridge Unit-1 OFF	Relay Sensor 1 (option)
7	504	018	Bridge Unit-2 OFF	Relay Sensor 2 (option)
7	504	019	EntDuplex1 OFF	Duplex Entrance Sensor
7	504	023	Exit Duplex OFF	Duplex Exit Sensor
7	504	024	1-Bin Tray (Check-in Error)	1-Bin Tray Sensor
7	504	028	Finisher Stapler	Finisher Staple Tray
7	504	029	Finisher Exit	Finisher Tray
7	504	057	LCT Tray	LCT Tray Relay Sensor.OFF
7	504	058	Vert. Trans 1: ON	Transport Sensor1.OFF
7	504	059	Vert. Trans 2: ON	Transport Sensor2.OFF
7	504	060	Bank 1 ON	Transport Sensor3.OFF
7	504	061	Registration: OFF	Transport Sensor4.OFF
7	504	063	External Tray: OFF	Registration Sensor.OFF
7	504	066	Duplex Exit 1: OFF	Fusing Exit Sensor.OFF
7	504	067	Duplex Exit 2: OFF	Relay Sensor 1.OFF
7	504	068	Duplex Exit 3: OFF	Relay Sensor 2.OFF
7	504	069	Duplex Feed: OFF	Duplex Entrance Sensor.OFF
7	504	073	Exit Duplex ON	Duplex Exit Sensor.OFF
7	504	074	1-Bin Tray (Check-Out Error)	1 Bin Tray Sensor.OFF

3. Controller stalls if receiving a FAX Tx/Rx request while switching over t
Sleep Mode.

2.39	Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).
	Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: - The destination folder is selected from a registered entry in the Address Book. - A New Password has been set but the User Name has not in the Address Book Mgmt→New Program→Folder screen. - Neither the SMB Default User Name nor Default Password has been set in the File Transfer→Default Username/Password (Send) screen.
2.38	If you attempt to connect to a POP server for POP before SMTP authentication while receiving mail from the POP server, some or all of the

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135004g

	emails might disappear.
2.37.1	After backing up the current user information to an IC card by SP5846-51 and restoring Address management information by SP5846-52, the value of some parameters might be changed.
	SC955 might occur when attempting to print out a Document Server file from the HDD using the Booklet function without "do not print blank pages" (This is the default setting).
	The LADP search engine might ignore a search attribute such as "cn", "ou" or "mail" stored in SP5846-70/SP5846-71.
	SC870 might occur when SDM for Admin's address management tool is accessed. The steps for reproduction are: All directory information is initialized by SP5846-50. Turn the machine's main power switch On/Off. This can occur when any user information is referred to by SDM for Admin.
	Scan to Folder: Shared folders located on a PC that has more than one Network Board with an IP address might not be browsed.
	Modified to support Bluetooth Card version 3, as version 2 has been discontinued. New Bluetooth Option: G354-06/EDP402062, Bluetooth Interface Unit Type C. New Bluetooth Card and I/F Board Supported from v2.37. How to distinguish between version 2 and 3: If the number in the top-left of the backside of the Bluetooth Card ends with a 'B', you are using version 3. E.g. 3CRWB6096B.
	The system might stall with the message "Now Connecting" when the following is accessed: LDAP server register/change → Connecting test
2.36.2.1	The date on the following reports is printed out garbled on the China, Taiwan, and Korea models: - SP5-990-*** - Counter sheet - Counter table arranged by user code - Address list - Scanner transmission log
2.36.2	1st Mass Production

RICOH

Technical Bulletin

Reissued:10-Jan-06

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002e

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

Subject: Firmware Release History (MFP Service Card)	Prepared by: K. Hamada	
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
	☐ Product Safety	☒ Other ( )	

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

MFP Service Card

Version	Program No.	C. SUM	Effective Date
1.00	*B6545935*	C7E1	July 2003 production
1.01	*B6545935A*	3044	October 2003 production
1.02	B6545935B	3643	December 2003 production
1.03	B6545935C	EF40	February 2004 production
1.04	B6545935D	3D20	November 2004 production
1.06	*B6545935F*	*A785*	*January 2006 production*

Contents

Version	Programs/Versions					
	Printer		Scanner		NRS	
1.00	1.00	B6545931	1.07	B6545932	2.36	B5775384
1.01	1.00	B6545931	2.00	B6545932A	2.37	B5775384A
1.02	1.01	B6545931A	2.01	B6545932B	2.38	B5775384B
1.03	1.02	B6545931B	2.02	B6545932C	2.39	B5775384C
1.04	1.03	B6545931C	2.02	B6545932C	2.39	B5775384C
1.06	1.03	B6545931C	2.02	B6545932C	*2.41*	*B5775384D*

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002e

Printer

Version	Description
1.03	Images that contain PCL forms via host printing might not be printed. (GFPR#RE04040009)
	If PCL data is printed under the following 3 conditions, some problems may occur. (GFPR#RE03090010, RE03090012, RE03100012, RC03100014 and RC04040013) ● PCL/PS auto switching is ON. ● The job is text data and the 255th byte contains all zeros. ● The <ESC>E command occurs somewhere in the first 128 bytes.
	Solid or broken lines might not be printed with PCL forms via host printing. (GFPR#RC04040011)
	The printer may stall and have to be rebooted after multiple forms(or templates) are sent to the printer (GFPR#RA04070002 and RE04090011)
1.02	Minor changes applied to improve reliability.
1.01	When releasing a secure/locked print job with the ID code, an error message appears and it is not possible to print the job. (GFPR #: RE03060025)
	The form overlay and the text in a PCL job are printed separately. (GFPR #: RC03080015)
	Overlay printing problem, vector lines are shifted slightly to the side (PCL 5c 1.4.0.0). (GFPR #: RC03070024)
	Font size settings will be wrong when printing a multi-page document in PCL format. (GFPR #: RC03090002)
	Cell shading specified using "pattern" settings is not printed using Excel (For Win2K or WinXP).
1.00	*Minor changes applied to improve reliability.*
1.00	1st mass production

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135002e

Scanner

Version	Description
2.02	VRAM memory-full error after multiple Scanner transmission jobs.
	Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).
2.01	When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead.
	SP1007 "Store Priority" doesn't work.
2.00	*Minor changes applied to improve reliability.*
1.07	*1st mass production*

NRS

Version	Description
2.41	***Communication between RC Gate and the device works properly.***
2.39	Minor changes applied to improve reliability.
2.38	Minor changes applied to improve reliability.
2.37	Minor changes applied to improve reliability.
2.36	1st mass production

RICOH

Technical **B**ulletin

Reissued: 24-Feb-06

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135003b

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

Subject: Firmware Release History (Controller)	Prepared by: K.Hamada	
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 Network Firmware Service Card.

Net Service Card

Version	Program No.	C. SUM	Effective Date
2.36	B6545936A	CFA3	July 2003 production
2.38	B6545936B	BB4F	December 2003 production
2.40	*B6545936C*	*1F50*	*April 2005 production*

Contents

Version	Programs/Versions					
	NCS		NFA		WebSys	
2.36	4.05	B1385933B	2.01	B1385934A	1.01	B1385935A
2.38	4.12	B1385933C	2.01	B1385934A	1.03	B1385935C
2.40	4.12	B1385933C	*2.02*	*B1385934B*	1.03	B1385935C

NCS (NIB)

Version	Description
4.12	● The SC990 error occurring under the following conditions has been fixed: 1) Stored IP address is enabled via telnet (msh> dhcp save ether on) 2) An IP address conflict occurs 3) The network interface type is changed from Ethernet to Wireless(IEEE 802.11b) Note: These conditions must occur in the order that they are written here. ● Fixed: Slow USB2.0 printing.
4.05	1st mass production

Technical **B**ulletin

Reissued: 24-Feb-06

Model: Adonis-C3e/f	Date: 11-Nov-03	No.: RB135003b

NFA (Netfile)

Version	Description
2.02	*Add "Content-Disposition attachment: filename=content. extension" to the HTTP header.*
2.01	1st mass production

WebSys

Version	Description
1.03	● A Javascript error occurred when opening Web Image Monitor with NetScape 4.7.x. (This did not affect Web Image Monitor functions). ● Some hint popups, were displayed in English even if another language had been selected. ● When adding a user to the address book using the Korean language setting of Web Image Monitor, an error occurred if a specific setting was chosen for "2nd Line" in "Label Insertion".
1.01	1st mass production

Model: Adonis-C3e/f	Date: 28-Mar-06	No.: RB135018

Subject: Firmware Release History (DESS)	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 firmware release information for the DESS.

<For all areas except Infotec>

Version	Program No.	C. SUM	Effective Date
1.02	*B6545041*	*55B0*	*April 2005 production*

Version	Symptom Corrected
1.02	*1st Mass Production*

Model: Adonis-C3e/f	Date: 12-May-06	No.: RB135019

Subject: Grease stuck to the OPC surface	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
	☐ Product Safety	☐ Other ( )	

SYMPTOM

Toner dirtying appears on both sides of the printout just after a new PCU is installed.

CAUSE

Too much grease was applied to the drum or charge roller during factory assembly. As a result, some of the grease moved to the image area of the drum or roller and attracted toner.

> **Note:** This only occurs on some service parts PCUs from the "**Affected Units**" list below. It does not occur on service parts drums/charge rollers, or PCUs already inside a new machine.

SOLUTION

Production line:

The instructions for putting the grease on the PCU were corrected.

In the field:

Do this procedure when you install a PCU from the "**Affected Units**" list below:

1. Take 5 all-white copies (A3/DLT).
2. If the symptom occurs, go to step **3.**
   If it does not occur, the PCU is normal.

Model: Adonis-C3e/f	Date: 12-May-06	No.: RB135019

3. Take 10 more all-white copies (A3/DLT).

4. If the symptom still occurs, measure the distance between each dirty image.

   ● If the distance is about **180mm**: Remove the **drum** and clean the drum surface (dry cloth +alcohol).

   ● If the distance is about **44mm**:　Remove the **charge roller** and clean the roller surface (dry cloth +alcohol).

5. Reinstall the same part you removed in step 4 (drum or charge roller).

6. Take 5 all-white copies (A3/DLT).

7. If the symptom still occurs:

   ● If the distance is about **180mm**: Replace the **drum**.

   ● If the distance is about **44mm**:　Replace the **charge roller**.

Affected Units

The symptom only occurs on the following service parts PCUs:

Service Parts P/N (PCU)	PCU Serial Number (PCU)	Model on which the PCU is used:
B0822203	051000001 - 060302100	Model A-C3/A-C3e/f
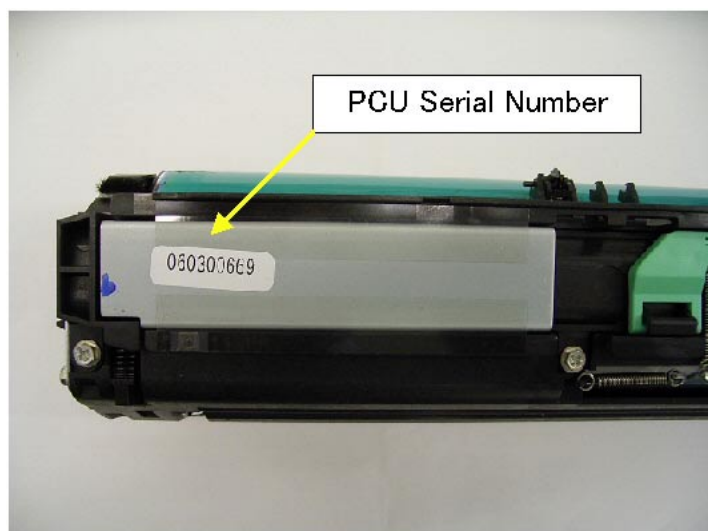
Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135006c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FAX Service Card)	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 firmware release information for the Fax Firmware Service Card.

Fax Service Card

Version	Program No.	C. SUM	Effective Date
1.05	***B6545933E***	***-***	***February 2007 production***
1.04	B6545933D	E10A	February 2004 production
1.03	B6545933C	F6D3	December 2003 production
1.02	B6545933B	5B60	October 2003 production
1.01	B6545933A	B943	August 2003 production
1.00	B6545933	DD59	July 2003 production

Contents

Version	Programs/Versions					
	Fax Application		FCU		WEBDOCBOX	
1.05	***4.00***	***B1385932D***	***8.00***	***B1345770F***	1.05	B1385936A
1.04	3.01	B1385932C	7.00	B1345770E	1.05	B1385936A
1.03	3.01	B1385932C	6.01	B1345770D	1.05	B1385936A
1.02	*2.00*	*B1385932B*	*5.00*	*B1345770C*	*1.05*	*B1385936A*
1.01	*1.01*	*B1385932A*	*4.00*	*B1345770B*	*1.05*	*B1385936A*
1.00	*1.01*	*B1385932A*	*3.01*	*B1345770A*	*1.05*	*B1385936A*

Fax Application

Version	Symptom Corrected
4.00	***Minor changes applied to improve reliability.***
3.01	Minor changes applied to improve reliability.
2.00	Destination lists are printed out garbled on China, Taiwan and Korea models.
1.01	1st mass production

Model: Adonis-C3e/f	Date: 13-Nov-03	No.: RB135006c

FCU

Version	Symptom Corrected
8.00	*Minor changes applied to improve reliability.*
7.00	1. Communication error sometimes occurs when receiving a PC Fax from a non-Ricoh machine. 2. The setting of User Parameter SW05 bit 0 has no effect, allowing the machine to try and receive incoming transmissions while in an SC condition. 3. Unable to disable the reception complete beep using "Adjust Sound Volume."
6.01	Minor changes applied to improve reliability.
5.00	Minor changes applied to improve reliability.
4.00	Modified for acquisition of FAX communication standards certification (Korea).
3.01	1st mass production

WEBDOCBOX

Version	Symptom Corrected
1.05	1st mass production

RICOH

Technical **B**ulletin

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Model: Adonis-C3e/f	Date: 5-Oct-07	No.: RB135020

Subject: Platen cover sheet damage		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
	☒ Product Safety	☐ Other ( )	

SYMPTOM

A small area on the lower front edge of the platen cover sheet is damaged. This may have a potential safety risk, depending on the amount of damage.

CAUSE

The platen cover is opened/closed repeatedly over a long period of time, and each time, the operator touches the platen cover sheet. As a result, this area of the platen cover sheet is gradually worn down.

SOLUTION

Check the condition of the platen cover sheet at the next service visit.

If the platen cover sheet shows any damage:

Temporary:
● Remove the platen cover sheet and reattach it in the reverse orientation (turn it 180 degrees so that the damaged edge is at the rear side).
● Cover the damaged area of the platen cover sheet with transparent tape.

Permanent:
● Replace the platen cover sheet with the modified part:

   P/N G3291371   Sheet: Pressure plate: Ass'y
   Used in platen cover options produced from: March 2007