RIGOH

## Technical Bulletin

Reissued: 23-Jun-04 Model: Neptune-C1

Date: 26-Apr-04

No.: RB125001a

## **RTB Reissue**

The items below in	bold italics have been	revised or added.

Subject: BICU & SCU Firmware Modification History			Prepared by: F.Noguchi		
From: 2nd Tech. Support Sec. Service Support Dept.					
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Other ()</li> </ul>	Part informat     Electrical     Transmit/rec	ion eive	<ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> </ul>	

This RTB contains the modification histories for the MCU/SCU firmware.

**Note:** When installing both the MCU and SCU firmware in the field, be sure to update <u>both</u> <u>together</u>.

Destination	Part Number	Model Codes/Languages
	MCU/SCU	
USA	B1255301	B125-57: US English
EUR, Asia	B1255302	B125-27: UK English
EU1	B1255303	B125-27: French
EU2	B1255304	B125-27: Italian
EU3	B1255305	B125-27: German
EU4	B1255306	B125-27: Dutch
EU5	B1255307	B125-27: Spanish
EU6	B1255308	B125-27: Portuguese
EU7	B1255309	B125-27: Russian
CHN	B1255350	B125-69: Simplified Chinese

Destination	USA	EUR	EU1	EU2	EU3	EU4	EU5	EU6	EU7	CHN	RTB
		/Asia									Issue
P/N: B125xxxx	5301	5302	5303	5304	5305	5306	5307	5308	5309	5350	Date
Version/ Suffix											
5.04	Α	Α	Α	Α	Α	Α	Α	Α	Α	-	-
5.05	В	В	В	В	В	В	В	В	В	-	26-Apr-04
5.06	-	-	-	-	-	-	-	-	-	В	21-Jun-04

*Note: MCU/SCU v*5.0<u>6</u> *is for the China model only (B126-69), but is the equivalent of v*5.05. *From the next version release, all models will use the same version name.* 

Model: Neptune-C1

Date: 26-Apr-04

No.: RB125001a

#### < Version 5.05>

#### Cut-in serial numbers:

B125-27: From K1440400127 B125-57: From K1440500001 B125-69: From 1<sup>st</sup> production

## 1. Modified for use with the RW240 Printer/Scanner Controller (first firmware version to support this controller).

#### 2. APS for 30-inch original copies (B125-57 only)

<Symptom>

APS does not function when using 30-inch originals <Solution>

Software modified so that APS will function when using 30" originals.

**Note:** This change is applied for both Architecture and Engineering modes.

#### <Limitation>

APS will function for 30" originals with full-size (100%) only.

#### 3. SP5997 (Optional Counter Unit; for use on the Japan model only) has been deleted.

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## Technical Bulletin

Model: Neptune-C1			Dat	e: 23-Jun-04	No.: RB125002	
Subject: Black Spots				Prepared by: F.Noguchi		
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info	ormat	tion 🗌 Ac	tion required	
	Mechanical	Electric	al	🗌 Se	ervice manual revision	
	Paper path Transmit/re		it/rec	eive 🗌 Re	etrofit information	
	Other ()					

## SYMPTOM

Black spots appear on the right and/or left edges of printouts that are 841mm or greater in width.



## CAUSE

The edge of the cleaning unit entrance seal is caught under the side seal(s), allowing toner to drop down from the cleaning unit.



## SOLUTION

## **Production:**

Additional inspections of the seals have been added on the production line.

## In the Field:

Whenever replacing the drum or cleaning the cleaning unit:

- Check if the edge of the entrance seal is out of position, and reposition the seal if necessary.
- Clean the transfer & separation corona unit, because toner can sometimes accumulate on this surface.

RIGOH	Techr	PAGE: 1/1			
Model: Neptune-C1 Date				e: 23-Jun-04	No.: RB125003
Subject: Black spots on first 2-3 prints			Prepared by: F.Noguchi		
From: 2nd Tech	Support Sec. Service Support	t Dept.			
Classification:	Troubleshooting	Part inf	orma	tion 🗌 Action	n required
	Mechanical	] Mechanical 🛛 🗌 Electrical		🗌 Servi	ce manual revision
	Paper path	path Transmit/rec		eive 🗌 Retro	fit information
	Other ()				

## SYMPTOM

Black spots appear on the first two to three prints made after main power on.

Note: These spots can be wiped off the paper very easily.

## CAUSE

The fusing temperature is not set to the optimal level for the paper being used, causing dirtying on the fusing cleaning roller and mixed particles of toner and paper dust to be transferred to the image.

## SOLUTION

At machine installation, please be sure to select the most appropriate fusing mode setting according to the specifications of the paper type used by the customer (see Service Manual excerpt below).

## **Fusing Mode Selection Tables**

With this user tool, the user must set the type of paper that is used for the job.

User Tools  $\rightarrow$  1. System Settings  $\rightarrow$  1. General Features  $\rightarrow$  02 Fusing Adjustment

**NOTE: Bold** numbers in the tables below show the default settings (standard).

## Fusing Mode Selection Table: Europe/Asia

Paper Type	Mode							
i uper i ype	1	2 3		4	5			
Plain	110 g/m <sup>2</sup>	90 g/m <sup>2</sup>	70 g/m <sup>2</sup>	60 g/m <sup>2</sup>	50 g/m <sup>2</sup>			
Translucent	70~90 g/m²	70~80 g/m <sup>2</sup>	70~80 g/m <sup>2</sup>	50~70 g/m <sup>2</sup>	50~60 g/m <sup>2</sup>			
Film	0.07 ~0.095 mm							

## Fusing Mode Selection Table: N. America

Paper Type	Mode							
Гарегтуре	1	2 3		4	5			
Plain	29.3 lb.	23.9 lb.	18.6 lb.	15.9 lb.	13.3 lb.			
Translucent	18.6~29.3 lb.	18.6~21.3 lb.	18.6~21.3 lb.	13.3~18.6 lb.	13.3~15.9 lb.			
Film			2.8~3.7 mil					

**NOTE:** If Translucent paper wrinkles when using Mode 2, try Mode 1.

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## Technical Bulletin

Model: Neptune-C1			Dat	e: 23-Jun-04	No.: RB125004
Subject: Blank p	age when scanning 36" (914mr		Prepared by: F.Noguchi		
From: 2nd Tech	Support Sec. Service Support D	)ept.			
Classification:	Troubleshooting	Part info	ormat	tion 🗌 Action	n required
	Mechanical	Electric	al	🗌 Servi	ce manual revision
	Paper path	] Paper path 🛛 Transmit/r		eive 🗌 Retro	fit information
	Other ()				

## SYMPTOM

Scanned data is completely blank when scanning a 36" (914mm) original at a resolution **<u>other than</u>** 160, 200, 240, 280, 320, 360, 400, 440, 480, 520, 560, or 600dpi.

## CAUSE

The scanning start position is shifted due to a firmware bug.

## SOLUTION

## Permanent

RW240 firmware modification (scheduled for release at the beginning of August 2004).

## In the Field (temporary)

Until the modified firmware is released, please advise customers of the following.

To ensure normal scanning, whenever scanning a 36" (914mm) original, please either:

- 1. Set the resolution to one of the following values:
  - 160, 200, 240, 280, 320, 360, 400, 440, 480, 520, 560, 600dpi

## Or,

- If using a resolution other than those listed above, decrease the scanning width by 0.1" (1 mm).
  - 1. Set Formats to "Custom Size"
  - 2. Check the box for (enable) Auto Length Detect in ScanTool.
  - 3. Set the scanning width (Dx) to 35.9" (913mm).



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## Technical Bulletin

Model: Neptune-C1			Dat	e: 23-Jun-04	No.: RB125005	
Subject: Thick lines, uneven image density				Prepared by: F.Noguchi		
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info	ormat	tion 🗌 Actio	n required	
	Mechanical	Electric	al	🗌 Servi	ce manual revision	
	Paper path	🗌 Transm	it/rec	eive 🗌 Retro	ofit information	
	Other ()					

## SYMPTOM

The following occur with the Printer feature across the entire image or in intervals equal to the LPH width:

- 1. Lines appear thicker than in the original image
- 2. Uneven image density

Note:

- This does not occur with the Copier feature.
- In the samples below, the symptom is visible in the left portion of the image.

	Normal	Symptom Visible
Thick lines (illustration)		
Uneven ID (photo)		

## CAUSE

SP2943 (LED Duty Adjustment) is set to 3.7% or lower, which is not the optimized setting for Printer images.

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## SOLUTION

## Production

The factory settings for SP2943-001 to 006 (LED Duty Adjustment for the LPH) have been changed to 3.8% or higher.

Cut-in serial numbers:

B125-27: From June '04 production (K1440406xxxxx)

B125-57: From June '04 production (K1440406xxxxx)

B125-69: From 1<sup>st</sup> production

## Action in the Field

Perform the following if the above is reported from the field on Printer images.

- 1. Make sure that SP2943-001 to 006 are all set to a value of 3.8% or higher.
  - > If they are all 3.8% or higher, than there is a separate cause for the symptom.
- 2. For any value below 3.8%, change it to 3.8% or higher.
- 3. Increase the remaining SP settings by the same amount.

## Example:

♦ SP:	Value:
-------	--------

	0.5	
SP2943-001, 002	3.5:	<b>Change to</b> $\rightarrow$ 3.8% (0.3 step change)
SP2943-003, 004	4.0:	Add +0.3 = <b>4.3</b>
SP2943-005, 006	3.8:	Add +0.3 = <b>4.1</b>

#### RIGOH Technical Bulletin **PAGE: 1/8** Model: Neptune-C1 Date: 21-Sep-04 No.: RB125006 Prepared by: F.Noguchi Subject: RW240 Modification History From: 2nd Tech Support Sec. Service Support Dept. Troubleshooting Part information Action required Classification: Mechanical Electrical Service manual revision

Other (Firmware version up)		
	Other (Firmware version up)	)ther (Firmware version up)

Transmit/receive

Retrofit information

This RTB contains the modification histories for the Printer Controller (RW240) firmware.

Part Number	B6978500	RTB
Version	Suffix	Issue date
3.2	-	
3.3	A	21-Sep-04

Paper path

RIGOH	
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Model: Neptune-C1	Date: 21-Sep-04	No.: RB125006
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#### < Version 3.3>

## 1. Blank page when scanning a 36" (914mm) original <Symptom>

Scanned data is completely blank when scanning a 36" (914mm) original at a resolution other than 160, 200, 240, 280, 320, 360, 400, 440, 480, 520, 560, or 600dpi.

### 2. Specification updates

1) Modified for Windows Logo Test certification.

- 2) AutoCAD2005 support
- 3) Chinese and Russian language support
- 4) Display language support for multiple application/OS combinations (see the table below).

**Note:** Display language support for PLOTCLIENT/WIN was added from this version.

Display Language Support from v3.3:

	OS	English	DFGIS*1	Portuguese	Russian	Chinese
PLOTBASE	Only XP 2K	Yes	Yes	Yes	Yes	Yes
PLOTCLIENT	XP2K, NT4	Yes	Yes	Yes	Yes	Yes
/WIN	9XME	Yes	<b>Yes</b> (French: No)* <sup>2</sup>	No	No	No
PLOTCLIENT	XP2K, NT4	Yes	Yes	Yes	Yes	Yes
HDI	9XME	Yes	Yes	Yes	No	No
PLOTCLIENT	XP2K, NT4,	Yes	No	No	No	No
ADI	9XME		(English only)	(English only)	(English only)	(English only)
PLOTCLIENT	XP2K, NT4,	Yes	Yes	Yes	Yes	Yes
/WEB	9XME					
WINPRINT 16	9XME	Yes	No	No	No	No
			(English only)	(English only)	(English only)	(English only)
WINPRITN 32	WP2K, NT4	Yes	Yes	Yes	Yes	Yes
SCANTOOL	Only XP2K	Yes	Yes	Yes	Yes	Yes
CGM	Only XP2K	Yes	No	No	No	No
			(English only)	(English only)	(English only)	(English only)
Operation		Yes	Yes	Yes	Yes	Yes
Manual						

#### Note:

- DFGIS: Dutch, French, German, Italian, and Spanish. XP2K: Windows XP Professional or Windows 2000 Professional NT4: Windows NT4.0 9XMe: Windows 95/98/Me
- 2) French appears garbled when using PLOTCLIENT/WIN on Windows 98.

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## **RW240 Upgrade Procedure**

(From Ver.3.2 to Ver.3.3)

## (1) How to upgrade from 3.2 to 3.3 on a server

Several components make up the RW-240 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-240 PLOTBASE; others must be installed manually from the "tools" directory.

When updating from RW-240 PLOTBASE version 3.2 to 3.3, it is necessary to first uninstall version 3.2, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-240 PLOTBASE setup of version 3.3.

#### Start update

1. Close all running applications.

### Upgrade the D2 Kernel driver

- 2. In the desktop, right click on "My Computer".
- 3. Select "Manage":



- 4. Select "Device Manager" via "Computer Management" > "System tools" > "Device Manager".
- 5. Double click "Multifunction Adapters" on the right side of the Computer Management screen.
- 6. Right click on "RW-240 Controller (D2) V1.3" and choose "Properties".

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- 7. Open the "Driver" tab and click the "Update Driver" button.
- 8. Click "Next" in the "Device Driver Wizard".
- 9. Choose "Display a list of known drivers..." and click "Next".
- 10. Click the "Have disk" button.
- 11. Insert the RW-240 version 3.3 CD into your CD ROM drive.
- 12. Browse to and select the CD ROM drive and click "OK".
- 13. Select " D2.inf" and click "Open".
- 14. Click "OK".

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- 15. Click "Next" to start the "Driver Installation".
- 16. Click "Finish" to complete the upgrade.
- 17. Click "Close" to leave the "RATIO D2.1 Board" properties.
- 18. Because hardware settings have been changed, you must restart the computer.
- 19. Check the version number of the D2 kernel driver. It should be version 1.0.0.78:

RATIO D2.1 Board Properties 🛛 😨 🔀
General Information Driver Details Resources
RATIO D2.1 Board
Driver Provider: RATIO Entwicklungen GmbH
Driver Date: 6/1/2004
Driver Version: 1.0.0.78
Digital Signer: Microsoft Windows Hardware Compatibility Publ
Driver Details To view details about the driver files.
Update Driver To update the driver for this device.
Roll Back Driver If the device fails after updating the driver, roll back to the previously installed driver.
<u>U</u> ninstall To uninstall the driver (Advanced).
OK Cancel

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#### Stop the Apache web server

- 20. Open the "Start" menu on the task bar.
- 21. Select "Run".
- 22. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

23. Type "net stop apache" and press the "Enter" button on the keyboard:



#### Stop the SNMP service

- 24. Open the "Start" menu on the task bar.
- 25. Select "Run".
- 26. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

27. Type "net stop snmp" and press the "Enter" button on the keyboard:



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#### **Uninstall the RW-240 PLOTBASE**

- 28. Open the "Start" menu on the task bar.
- 29. Select "Settings".
- 30. Open the "Control Panel".
- 31. Double click "Add/Remove programs".
- 32. Select "Plotbase" from the list of currently installed programs.
- 33. Click the "Change/Remove" button and follow the steps.

#### Uninstall the Apache web server (not essential but recommended)

- 34. Open the "Start" menu on the task bar with a left mouse-button click.
- 35. Select "Settings".
- 36. Open the "Control Panel".
- 37. Double click "Add/Remove programs".
- 38. Select "Apache Web Server" from the list of currently installed programs.
- 39. Click the "Change/Remove" button and follow the steps.

#### Delete the remaining files and directories

- 40. Delete the directory c:\RW-240.
- 41. Delete the directory c:\spool.

#### Install RW-240 PLOTBASE (Version 3.3) on the Server

42. Read the instructions in the installation manual of RW-240 PLOTBASE version 3.3 and install RW-240 PLOTBASE version 3.3.

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Model: Neptune-C1

Date: 21-Sep-04

### (2) On a client

#### Uninstall RW-240 PLOTCLIENT WIN

- 43. To make all new features available, it is recommended to uninstall RW-240 PLOTCLIENTWIN.
- 44. To do so, please follow the steps as described above in the "Uninstall RW-240 PLOTBASE" section.

#### Uninstall RW-240 PLOTCLIENT HDI/ADI

- 45. Open a sample picture in your AutoCAD program.
- 46. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 47. Select "RW-240 PLOTCLIENT HDI.pc3"(\*).
- 48. Press the "Del" button on the keyboard to delete the file "RW-240 PLOTCLIENT HDI.pc3".
- 49. Close your AutoCAD program.
- 50. Open the "Start" menu on the task bar.
- 51. Select "Settings".
- 52. Open the "Control Panel".
- 53. Double click "Add/Remove programs".
- 54. Select "RW-240 PLOTCLIENT HDI" from the list of currently installed programs.
- 55. Click on the "Change/Remove" button and follow the steps.

\*Default setting. What you select depends on your previous setting.

#### **Uninstall RW-240 WINPRINT**

It is not necessary to uninstall RW-240 WINPRINT, because it will be updated automatically on the server and the client PC, by the setup procedure of version 3.3.

If, however, the RW-240 WINPRINT was not automatically updated by the setup of version 3.3, please start the RW-240 WINPRINT setup manually from the tools directory "C:\Program Files\RW-240\RW-240\tools" or from the CD that was shipped with the RW-240 Controller.

If uninstallation of RW-240 WINPRINT is necessary, the procedure is as follows:

- 56. Open the "Start" menu on the task bar.
- 57. Select "Settings".
- 58. Open "Printers".
- 59. Select "RW-240 WP"(\*).
- 60. Press the "Del" button on the keyboard to delete the printer.

\*Default setting. What you select depends on your previous setting.

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## Install the RW-240 CLIENTS (Version 3.3)

61. Read the instructions in the installation manual of RW-240 CLIENTS version 3.3 and install each program of RW-240 CLIENTS version 3.3.

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## Technical Bulletin

Model: Neptune-C1 Date			e: 27-Sep-04 No.: RB1		No.: RB125007	
Subject: "Call Service" displays via Plotbase under SC330 condition				Prepared by: F.Noguchi		
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> </ul>	<ul> <li>Part informa</li> <li>Electrical</li> <li>Transmit/rec</li> </ul>		tion eive	<ul> <li>Action</li> <li>Servic</li> <li>Retrof</li> </ul>	required e manual revision it information
	Other ()					

## SYMPTOM

- The Printer and Scanner functions do not work and the "Call Service" message is displayed when the operator starts up Plotbase.
  - > **Conditions:** The RW240 controller is connected to the copier.
- SC330 (Writing ASIC Signal Error) is displayed on the operation panel when the Stamp function is selected.
  - Note: SC330 is a Level B error, so 1) it only disables features that use defective items, and 2) it is displayed only when the Stamp function is selected.

RICOH Aficio 240W	Call Service		
DPI	600		
bypass tray	plain paper Widt	Level: 0%	
a roll 1	plain paper Widt	Level: 75%	
aroll 2	translucent Widt	Level: 100%	
cut sheet tray	plain paper A3(2	Level: 100%	
Toner Black		Level: 100%	
	s	CANTOOL	
		The machin	e is in service call. Please check the status of your mach

## CAUSE

- The connectors on the Stamp board are not connected correctly, or
- The Stamp board is defective.

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## SOLUTION

- 1. Check the setting of SP5137 (Stamp Function On/Off).
  - > If the Stamp option is not installed, set this SP mode to "Off."
- 2. Check the stamp board connectors.
  - > If they are not connected correctly, re-connect them.
  - > If this does not work, replace the Stamp board.

RICON Technical Bulletin PAG					
Model: Neptune-C1 Date			e: 10-Oct-04	No.: RB125008	
Subject: Important Note on Tray Problem Setting (User Tools) From: 2nd Tech Support Sec. Service Support Dept.				Prepared by: F.Noguchi	
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Other ()</li> </ul>	Part info	orma al iit/rec	tion Action Action Service	n required ce manual revision fit information

## Important Note on the Tray Problem Setting (User Tools)

Please note that the following operation is a normal machine specification:

Usually, the optional roll feeder and paper cassette are displayed on the operation panel when SP1960 is set to **1**, **2**, **3** or **4**. However, even with this SP setting, the roll feeder and cassette are not displayed (cannot be used) if:

 The operator or engineer mistakenly changes the Tray Problem Setting (1. System Setting → 3. Key Operator) to "Use Bypass" when the machine is operating normally (and then turns the main power Off/On),

## Or,

2) After SC508 (cutter error) occurs, the operator presses "Cancel" when the following message is displayed: "*Press cancel and the main power switch off then on to use other functions*," and turns the power Off/On.
 Note: In this case, the machine automatically changes the Tray Problem Setting to "Use Bypass."

## In the Field

- 1. Case 1 above:
  - 1) Explain the Tray Problem Setting to operators  $\rightarrow$  **Explanation on the next page**.
  - 2) Return the Tray Problem Setting back to "Do Not Use Bypass."
  - 3) Turn the main power switch Off/On.
- 2. Case 2 above (SC508 occurs):
  - 1) Do the required machine repairs
  - 2) Return the Tray Problem Setting back to "Do Not Use Bypass."
  - 3) Turn the main power switch Off/On.

## **Modification**

From the next version of the engine firmware, key operators and engineers cannot change the Tray Problem Setting to "Use Bypass".

**Note:** <u>This will prevent Case 1 above</u>. Note that the machine will still let you change the Tray Problem Setting from "Use Bypass" to "Do Not Use Bypass" in Case 2.

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Model: Neptune-C1

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Date: 10-Oct-04

## The Tray Problem Setting

After "SC508" occurs or you cannot clear a roll-feeder/paper-cassette jam, the machine must be fixed by a service engineer.

However, the Tray Problem Setting gives you the option of continuing to use the machine temporarily. Specifically, you can use the bypass tray (only), since the roll-feeder/cassette needs to be repaired.

**IMPORANT:** If you want to use the bypass tray under these conditions, change the Tray Problem Setting <u>only after</u> SC508 occurs or you cannot clear a rollfeeder/cassette jam (this setting is not meant to be changed beforehand).

## • "Use Bypass"

After SC508 occurs or you cannot clear the roll-feeder/cassette jam, change the Tray Problem Setting to "Use Bypass." This will let you use **the bypass tray only** until the machine is repaired.

### ➤ <u>SC508</u>:

Press "Cancel" when the SC is displayed. This will automatically change the Tray Problem Setting to "Use Bypass." **Note:** If you press "Exit", you cannot use the machine until it is repaired.

Cannot clear paper jam at the roll-feeder/ cassette: Access UP Mode and change the Tray Problem Setting to "Use Bypass."

**Important:** If you change the Tray Problem Setting to "Use Bypass" when there is no error or paper jam, you cannot use the roll-feeder/paper cassette.

## • "Do Not Use Bypass" (default setting)

"Do not use bypass" means that after SC508 or a roll-feeder/cassette jam occurs, the machine will <u>disable the bypass tray</u>.

This means you cannot use any paper feed station, since the roll-feeder/paper cassette are already disabled by the error condition.

RIGOR Technical Bulletin					PAGE: 1/1
Model: Neptune	-C1	Dat	e: 3-Feb-05	No.: RB125009	
Subject: Rattling noise just after the toner cartridge is replaced From: 2nd Tech Support Sec. Service Support Dept.				Prepared by: F.Noguchi	
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Other ()</li> </ul>	Part inf	orma al it/rec	tion Action Service	n required ce manual revision fit information

## Important Note on the Neptune-C1 Toner Cartridge

### The following is normal machine operation:

The mechanism in the N-C1 development unit is designed to prevent damage to the gears and toner cartridge joints.

When there is a large amount of rotational stress (load) on the agitators, the toner cartridge joint (B0103206) separates from the gear and a rattling sound occurs. The purpose of the noise is to tell the user that something is wrong with the toner cartridge.

**Note:** The load on the agitator can be high when the toner is compressed inside the cartridge. This can happen when the cartridge is stood upright (storage), or when vibration compresses the toner (shipping).

#### **Recommendation:**

If the user wants to make sure the sound does not occur, at the next service visit please advise them to do the following:

- 1. Hold the middle of the new toner cartridge and tap the joint (green end) 4 or 5 times.
- 2. Hold the joint with 2-3 fingers and tap the other side 4 or 5 times.
- 3. Hold the bottle horizontally and shake it briskly side-to-side 5 or 6 times.
- 4. Turn the joint one time around (in the direction of the arrow). **Important:** If you cannot turn the joint, do Steps 1 thru 3 again.
- 5. Install the new toner cartridge.



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## Technical Bulletin

Reissued: 2-Feb-05 Model: Neptune-C1

Date: 2

Date: 26-Apr-04

No.: RB125001b

### **RTB Reissue**

Version 5.09 and 5.10 has been released.							
Subject: BICU &	SCU Firmware Modification Hi	Prepared by: F.Noguchi					
From: 2nd Tech. Support Sec. Service Support Dept.							
Classification:	Troubleshooting Mechanical	Part informat     Electrical	tion	Action required			
	☐ Paper path ☐ Other (  )	Transmit/rec	eive	Retrofit information			

This RTB contains the modification histories for the MCU/SCU firmware.

**Note:** When installing both the MCU and SCU firmware in the field, be sure to update <u>both</u> <u>together</u>.

Destination	Part Number	Model Codes/Languages
	MCU/SCU	
USA	B1255301	B125-57: US English
EUR, Asia	B1255302	B125-27: UK English
EU1	B1255303	B125-27: French
EU2	B1255304	B125-27: Italian
EU3	B1255305	B125-27: German
EU4	B1255306	B125-27: Dutch
EU5	B1255307	B125-27: Spanish
EU6	B1255308	B125-27: Portuguese
EU7	B1255309	B125-27: Russian
CHN	B1255350	B125-69: Simplified Chinese

Destination	USA	EUR	EU1	EU2	EU3	EU4	EU5	EU6	EU7	CHN	RTB
		/Asia									Issue
P/N: B125xxxx	5301	5302	5303	5304	5305	5306	5307	5308	5309	5350	Date
Version/ Suffix											
5.04	Α	Α	Α	Α	Α	Α	Α	Α	Α	-	-
5.05	В	В	В	В	В	В	В	В	В	-	26-Apr-04
5.06	-	-	-	-	-	-	-	-	-	В	21-Jun-04
5.09	С	С	С	С	С	С	С	С	С	С	02-Feb-05
5.10	D	D	D	D	D	D	D	D	D	D	02-Feb-05

RIGOH Reissued: 2-Feb-05

Model: Neptune-C1

Date: 26-Apr-04 No.: RB125001b

#### < Version 5.10>

#### 1. "Aficio 241W" added to SP5907 (Plug & Display)

The model name RICOH Aficio 241W has been added as follows:

- 1: RICOH imagio Wide 6020 (Japan)
- 2: RICOH Aficio 240W
- 3: NRG A045
- 4: SAVIN 2400WD
- 5: Gestetner A045
- 6: LANIER LW310
- 7: WIDECONTROLLER A0 MODEL WG1 (Japan)
- 8: RICOH Aficio 241W (China)

#### < Version 5.09>

#### 1. New SP Mode added: SP2970

With this SP mode, you can disable the "left erase" function. This was added because of requests from AutoCAD users to print out all images on the left edge.

1	Mode Number/Name	Function/ [Setting]
2970	Left Erase (P) On/Off	Turns the left erase margin ON or OFF for AutoCAD printing. [0~1/0/1] <b>0: ON</b> (margin is applied) 1: OFF (margin is not applied)

#### 2. "Tray Problem Setting (1. System Settings $\rightarrow$ 3. Key Op. Tools $\rightarrow$ 5. Tray prob. Setting)

Note: For details on this symptom, see RTB125008.

#### <Symptom>

Usually, the optional roll feeder and paper cassette are displayed on the operation panel when SP1960 is set to **1**, **2**, **3** or **4**. However, even with this SP setting, the roll feeder and cassette are not displayed (cannot be used) if:

 The operator or engineer mistakenly changes the Tray Problem Setting to "Use Bypass" when the machine is operating normally (and then turns the main power Off/On),

Or,

2) After SC508 (cutter error) occurs, the operator presses "Cancel" when the following message is displayed: "*Press cancel and the main power switch off then on to use other functions*," and turns the power Off/On.

**Note:** In this case, the machine automatically changes the Tray Problem Setting to "Use Bypass."

<Solution>

- Case #1 above: Software modified so that the Tray Problem Setting cannot be changed to "Use Bypass" when the machine is operating normally.
- Case #2 above: No change. The machine still changes the setting to "Do Not Use Bypass" in case #2.

Technical B	ulletin
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Model: Neptune-C1	Date: 26-Apr-04	No.: RB125001b

**Note:** To use the paper trays again, the operator needs to change the setting to "Use Bypass" manually.

#### 3. SP mode deleted

R(CC(0)F1

Reissued: 2-Feb-05

These SP modes were deleted because they were rarely used in the field:

SP1910: Fusing/Drum Gap Adjustment	SP1955: Transport Fan Rotation
SP1901: Fusing/Drum Buckle Adjustment	SP2942-004: Print Test Pattern - SP Pattern
SP1902: Slip Rate Adjustment	SP3910: Development Bias Timing
SP1915: Magnification Adjustment	SP3920: ID Sensor Timing
SP1925: Cut Length Offset Correction	SP4966: Orig. Transport Speed Adjustment

- Trailing Edge

#### < Version 5.06>

**Cut-in serial numbers:** B125-69: From 1<sup>st</sup> production

Note: Version 5.06 is for the Chinese version (B126-69) only.

#### 1. Chinese language version has been released.

#### < Version 5.05>

**Cut-in serial numbers:** B125-27: From K1440400127 B125-57: From K1440500001 B125-69: From 1<sup>st</sup> production

## 2. Modified for use with the RW240 Printer/Scanner Controller (first firmware version to support this controller).

## 2. APS for 30-inch original copies (B125-57 only)

<Symptom> APS does not function when using 30-inch originals <Solution> Software modified so that APS will function when using 30" originals. Note: This change is applied for both Architecture and Engineering modes. <Limitation> APS will function for 30" originals with full-size (100%) only.

#### 3. SP5997 (Optional Counter Unit; for use on the Japan model only) has been deleted.

<b>€</b> <b>C</b> <b>C</b> <b>C</b> <b>C</b> <b>C</b> <b>C</b> <b>C</b> <b>C</b>					PAGE: 1/4
Model: Neptune	-C1	e: 29-Mar-05	No.: RB125010		
Subject: Installation procedure (-21 version only)				Prepared by: F.Noguchi	
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Other ()</li> </ul>	☐ Part info ☐ Electric ☐ Transm	ormai al it/rec	tion ☐ Action ⊠ Servio eive ☐ Retro	n required ce manual revision fit information

## Installation Procedure for the B125-21 Copier (Neptune-C1 China Model)

The differences from the Neptune-C1 installation procedure are highlighted in blue below.

## Most important change:

Sec. 1.2.1
 On this model, the control unit cover is an accessory.
 Note: With the other models, this part is already attached to the rear cover.

See below for details.

RIGOH	Technical B	PAGE: 2/4	
Model: Neptune-C1		Date: 29-Mar-05	No.: RB125010

## **1.2.1 ACCESSORY CHECK**

Check the accessories and their quantities against this list:

## Description

Q'ty

1. Original Output Guides	6
2. Upper Output Stacker	2
3. Upper Output Guide	1
4. Copy Exit Selection Lever	1
5. NECR	1
6. Cloth – Exposure Glass	1
7. Operating Instruction Holder	1
8. Studs	2
9. Operation Panel Anchor Screws	3
10. Flat Brush (Fusing Unit Guide Spurs)	1
11. Control Unit Cover (B125-21 only)	1
12. Tapping Screw (B125-21 only)	2



RIGOH	Technical Bulletin		PAGE: 3/4
Model: Neptune-C1		Date: 29-Mar-05	No.: RB125010

## **1.2.4 COPIER FINAL INSTALLTION PROCEDURE**

## Control Unit Cover (For B125-21 copier only)



- 1. Remove the rear cover [A] ( $\mathscr{F} \times 2$ ).
- 2. Attach the control unit cover to the rear cover [B] ( $\hat{P} \times 2$ ).
- 3. Reattach the rear cover.

## **1.3.2 Roll Feeder Installation Procedure**

#### Connecting the Copier and Roll Feeder

### Step 21: For B125-21 copier (Chinese version) only

- 21. Attach the control unit cover [D] to the rear cover [E] of the copier ( x 2). **Important:** Do not do this step if you are going to install the optional Interface Board (B690) later.
- 22. Reattach the rear cover.

RIGOH	Technical B	PAGE: 4/4	
Model: Neptune-C1		Date: 29-Mar-05	No.: RB125010

## **1.6.2 Interface Unit Installation Procedure**

- 1. Remove the rear cover of the copier [A] ( $\hat{\mathscr{F}} \times 2$ ).

# RIGOH

## Technical Bulletin

Model: Neptune-C1		Dat	Date: 9-Nov-05		No.: RB125011	
Subject: Uneven Image Density at CIS Pitch			Prepared by	: F.N	oguchi	
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info	ormat	tion 🗌 /	Action	required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	r path 🛛 Transmit/r		eive 🗌 I	Retrof	fit information
	Other ()					

## SYMPTOM

Uneven image density occurs at the same pitch as the CIS

There are two different cases:

Case 1: The image density is low at CIS #2 and CIS #4.

CIS #5	CIS #4	CIS #3	CIS #2	CIS #1
	Low Image Density		Low Image Density	



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Model: Neptune-C1	Date: 9-Nov-05	No.: RB125011
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**Case 2**: The image density is low at CIS #1, CIS #3 and CIS #5.

CIS #5	CIS #4	CIS #3	CIS #2	CIS #1
Light image		Light image		Light image
density (lighter		density (lighter		density (lighter
than normal)		than normal)		than normal)



## CAUSE

- **Case 1:** The machine is installed near a window, and direct sunlight gets into the CIS areas (inside the Scanner section).
- Case 2: The white plate is not flat against the original.

RIGOH	Technical B	PAGE: 3/8	
Model: Neptune-C1		Date: 9-Nov-05	No.: RB125011

## SOLUTION

If the symptom occurs,

- 1. Do the following procedure to check if the symptom is Case 1 or Case 2.
  - Close the blinds of any windows in the room. Or, cover the upper paper exit area with 4-6 sheets of paper (A) 840mm in width.
     Note: This is to make sure that no sunlight gets into the Scanner unit.
  - 2) Turn the main power switch ON.
  - 3) Make one copy of an original.
  - 4) If the image is normal, the symptom is <u>Case 1</u>. If the image is **not** normal, continue to **Step 5**.



- Open and close the original feed unit several times.
   Note: This is to make sure that the platen cover is flat against the original.
- 6) If the image is normal, the symptom is <u>Case 2</u>.

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Model: Neptune-C1

Date: 9-Nov-05

No.: RB125011

### 2. Do one of the following procedures (for Case 1 or Case 2)

### For Case 1:

- 1) Keep the window blinds closed so that sunlight does not enter the Scanner unit, or
- 2) Move the machine to an area away from a window.

#### For Case 2:

1) Attach the following guide sheets:

B1254857: Sheet: Guide: Pressure Plate: Right

B1254858: Sheet: Guide: Pressure Plate: Left

## See the installation procedure on the next page.

 Advise users of the following: When you close the original feed unit, make sure to press down **both sides**.

### **Cut-in Serial Numbers:**

B125-21: K1450800397 B125-22: K1450800229 B125-27: K1450800001 B125-69: From August '05

RIGOH	Technical B	ulletin	PAGE: 5/8
Model: Neptune-C1		Date: 9-Nov-05	No.: RB125011

## Installation Procedure for the "Sheet: Guide: Pressure Plate"

- 1. Open the original feed unit.
- 2. Remove the blue lock screws (left and right sides).
- 3. Lift the hinges off the gold support screws (left and right sides).



- 4. Open the original feed unit all the way (to about 90 degrees).
- 5. Remove the grounding wire for the white plate (2 screws, 1 clamp; left and right sides).



RIGOH	Technical Bulletin		PAGE: 6/8
Model: Neptune-C1		Date: 9-Nov-05	No.: RB125011

6. Press the support arm for the white plate inwards and remove the white plate (left and right sides).



- 7. Remove all of the old Guide Sheet (B1254856) that is already attached to the white plate.
- 8. Clean the attachment surface **[A]** for the new Guide Sheet with alcohol. (See the illustration below).
- 9. Attach the new Guide Sheet to the area of the white plate shown below.
  - Right side: B1254857 (1 pc)
  - Left side: B1254858 (1 pc)



RIGOH	Technical Bulletin	PAGE: 7/8
Model: Neptune-C1	Date: 9-N	lov-05 No.: RB125011

## **IMPORTANT:**

- Align the side edge of the Guide Sheet flush against the side edge of the white plate
   [B] (0-0.5mm from the edge).
  - For **B1254857**, align "Edge [C]" against the side edge of the white plate.
  - > For **B1254858**, align **either side** against the side edge of the white plate.
- Align the bottom of the Guide Sheet flush against the bottom surface of the white plate (See the illustration).





RIGOH	Technical B	PAGE: 8/8	
Model: Neptune-C1		Date: 9-Nov-05	No.: RB125011

- 10. Push the support arm for the white plate inwards, and re-attach the white plate. **IMPORTANT:** 
  - Attach the white plate from the bottom side first, so that the new Guide Sheets are on the **outside** of the main rib **[A]**.
  - After you attach the white plate, make sure you can see **all** of the new Guide Sheets **[B]** on the **outside** of the main rib **[A]**.
- 11. Move the white plate back and forth gently to make sure it is attached correctly.
- 12. Re-attach the grounding wires (left and right sides).
- 13. Re-attach the hinges to the gold support screws (left and right sides).
- 14. Re-attach the blue stopper screw.





RIGOH	Technical Bulletin				PAGE: 1/2	
Model: Neptune-C1 Date			e: 18-No	v-05	No.: RB125012	
Subject: SC991			Prepared by: F.Noguchi			
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Other ()</li> </ul>	☐ Part info ☐ Electric ☐ Transm	orma al it/rec	tion eive	Action     Servio     Retrot	n required ce manual revision fit information

## SYMPTOM

SC991 occurs when the Interface PCB Type 240 is installed.

## CAUSE

1. During transport, the shipping clamp for the ferrite core harness disconnects from the I/F unit frame. As a result, the ferrite core vibrates and the PCB connector comes loose.



Clamp disconnects completely



Clamp disconnects partially

2. At I/F unit installation, the ferrite core harness is pulled strongly and the gold harness clamp comes loose. As a result, the PCB connector comes loose.


RIGOH	Technical B	PAGE: 2/2	
Model: Neptune-C1		Date: 18-Nov-05	No.: RB125012

# SOLUTION

### **Production line**

- 1. Shipping harness clamp
  - A stronger adhesive is used to hold the shipping harness clamp to the frame.
  - The attachment area for the shipping harness clamp is cleaned with alcohol.

### **Cut-in Serial Numbers:**

B690-17: From K1941200001

- 2. Gold harness clamp
  - The size of the gold harness clamp (N5 to N4) and screw (M3x6 to M3x8) were changed.
    - > 11050559 (Clamp: EMT-5N) => 11050530 (Nylon Clamp-EMT-4N)
    - > 04513006N (Tapping Screw: M3x6) => 04513008N (Tapping Screw: M3x8)

# Cut-in Serial Numbers:

B690-17: From K1951000001 (tentative)

# Action in the field

- 1. When you install the I/F unit, open the I/F unit cover and make sure that the connectors are connected correctly. If they are not, reconnect them.
- 2. Replace the gold harness clamp with the new N4 clamp and tapping screw (M3x8).





Reissued: 24-Apr-06 Model: Neptune-C1

Date: 26-Apr-04

**RTB Reissue** 

/ersion 5.11 has been released.						
Subject: BICU & SCU Firmware Modification History				d by: F.Noguchi		
From: 2nd Tech. Support Sec. Service Support Dept.						
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Other ()</li> </ul>	Part informat Electrical Transmit/rec	tion eive	<ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> </ul>		

This RTB contains the modification histories for the MCU/SCU firmware.

**Note:** When installing both the MCU and SCU firmware in the field, be sure to update <u>both</u> <u>together</u>.

Destination	Part Number	Model Codes/Languages
	MCU/SCU	
USA	B1255301	B125-57/ B275/17: US English
EUR, Asia	B1255302	B125-27/ B275-27: UK English
EU1	B1255303	B125-27/ B275-27: French
EU2	B1255304	B125-27/ B275-27: Italian
EU3	B1255305	B125-27/ B275-27: German
EU4	B1255306	B125-27/ B275-27: Dutch
EU5	B1255307	B125-27/ B275-27: Spanish
EU6	B1255308	B125-27/ B275-27: Portuguese
EU7	B1255309	B125-27/ B275-27: Russian
CHN	B1255350	B125-69/ B275-21: Simplified Chinese

Destination	USA	EUR	EU1	EU2	EU3	EU4	EU5	EU6	EU7	CHN	RTB
		/Asia									Issue
P/N: B125xxxx	5301	5302	5303	5304	5305	5306	5307	5308	5309	5350	Date
Version/ Suffix											
5.04	Α	Α	Α	Α	Α	Α	Α	А	Α	-	-
5.05	В	В	В	В	В	В	В	В	В	-	26-Apr-04
5.06	-	-	-	-	-	-	-	-	-	В	21-Jun-04
5.09	С	С	С	С	С	С	С	С	С	С	02-Feb-05
5.10	D	D	D	D	D	D	D	D	D	D	02-Feb-05
5.11	E	E	E	E	E	E	E	Ε	E	E	24-Apr-06



Reissued: 24-Apr-06

Model: Neptune-C1	Date: 26-Apr-04	No.: RB125001c
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### < Version 5.11>

#### 1. Specification update: 15m/49.2 ft support

The maximum original and print lengths were increased from 6m to 15m.

5958	Long Length Print Setting
	Set the maximum original and print lengths.
	[0 ~ 2/ <b>0</b> /1 step]
	0: 3.6m
	1: 6m
	2: 15m

#### < Version 5.10>

#### 1. "Aficio 241W" added to SP5907 (Plug & Display)

The model name RICOH Aficio 241W has been added as follows:

- 1: RICOH imagio Wide 6020 (Japan)
- 2: RICOH Aficio 240W
- 3: NRG A045
- 4: SAVIN 2400WD
- 5: Gestetner A045
- 6: LANIER LW310
- 7: WIDECONTROLLER A0 MODEL WG1 (Japan)
- 8: RICOH Aficio 241W (China)

#### < Version 5.09>

#### 1. New SP Mode added: SP2970

With this SP mode, you can disable the "left erase" function. This was added because of requests from AutoCAD users to print out all images on the left edge.

1	Mode Number/Name	Function/ [Setting]
2970	Left Erase (P) On/Off	Turns the left erase margin ON or OFF for AutoCAD printing. [0~1/0/1] <b>0: ON</b> (margin is applied) 1: OFF (margin is not applied)

Model: Neptune-C1 Date: 26-Apr-04	pr-04 No.: RB125001c
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#### 2. "Tray Problem Setting (1. System Settings $\rightarrow$ 3. Key Op. Tools $\rightarrow$ 5. Tray prob. Setting)

Note: For details on this symptom, see RTB125008.

#### <Symptom>

Usually, the optional roll feeder and paper cassette are displayed on the operation panel when SP1960 is set to **1**, **2**, **3** or **4**. However, even with this SP setting, the roll feeder and cassette are not displayed (cannot be used) if:

1) The operator or engineer mistakenly changes the Tray Problem Setting to "Use Bypass" when the machine is operating normally (and then turns the main power Off/On),

#### Or,

2) After SC508 (cutter error) occurs, the operator presses "Cancel" when the following message is displayed: "*Press cancel and the main power switch off then on to use other functions*," and turns the power Off/On.
 Note: In this case, the machine automatically changes the Tray Problem Setting to "Use Bypass."

#### <Solution>

- Case #1 above: Software modified so that the Tray Problem Setting cannot be changed to "Use Bypass" when the machine is operating normally.
- Case #2 above: No change. The machine still changes the setting to "Do Not Use Bypass" in case #2.

**Note:** To use the paper trays again, the operator needs to change the setting to "Use Bypass" manually.

#### 3. SP mode deleted

These SP modes were deleted because they were rarely used in the field:

SP1910: Fusing/Drum Gap AdjustmentSP1955: Transport Fan RotationSP1901: Fusing/Drum Buckle AdjustmentSP2942-004: Print Test Pattern - SP PatternSP1902: Slip Rate AdjustmentSP3910: Development Bias TimingSP1915: Magnification AdjustmentSP3920: ID Sensor TimingSP1925: Cut Length Offset CorrectionSP4966: Orig. Transport Speed Adjustment- Trailing Edge

Reissued: 24-Apr-06

Model: Neptune-C1	Date: 26-Apr-04	No.: RB125001c
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#### < Version 5.06>

Cut-in serial numbers:

B125-69: From 1<sup>st</sup> production

Note: Version 5.06 is for Chinese version (B126-69) only.

#### 1. Chinese language version has been released.

#### < Version 5.05>

Cut-in serial numbers:

B125-27: From K1440400127 B125-57: From K1440500001 B125-69: From 1<sup>st</sup> production

2. Modified for use with the RW240 Printer/Scanner Controller (first firmware version to support this controller).

# 2. APS for 30-inch original copies (B125-57 only) <Symptom>

APS does not function when using 30-inch originals

# <Solution>

Software modified so that APS will function when using 30" originals.

Note: This change is applied for both Architecture and Engineering modes.

#### <Limitation>

APS will function for 30" originals with full-size (100%) only.

### 3. SP5997 (Optional Counter Unit; for use on the Japan model only) has been deleted.



# Technical Bulletin

Reissued: 24-Apr-06 Model: Neptune-C1

Date: 21-Sep-04

No.: RB125006a

# **RTB Reissue**

Version 3.6 has	been released.			
Subject: RW240 Modification History			Prepared by: F.Noguchi	
From: 2nd Tech S	Support Sec. Service Support	Dept.		
Classification:	Troubleshooting	Part information	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	$\boxtimes$ Other (Firmware version u	(qu		

This RTB contains the modification histories for the Printer Controller (RW240) firmware.

Part Number	B6978500	RTB
Version	Suffix	Issue date
3.2	-	
3.3	A	21-Sep-04
3.6	В	24-Apr-06

### < Version 3.6>

#### Specification updates

- 1) AutoCAD2006 support
- 2) PDF 1.6 support
- 3) 15,000mm/49.2 ft support with SP setting Important: To use this feature, install mainframe firmware ver5.11 or newer.
- 4) DWG/DXF/DWF option
- 5) Mac OS support

Upgrade Procedure (From Ver.3.3 to Ver.3.6)

Please refer to install run,

# Reissued: 24-Apr-06

Model: Neptune-C1	Date: 21-Sep-04	No.: RB125006a
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#### < Version 3.3>

# 1. Blank page when scanning 36" (914mm) original <Symptom>

Scanned data is completely blank when scanning a 36" (914mm) original at a resolution <u>other</u> than 160, 200, 240, 280, 320, 360, 400, 440, 480, 520, 560, or 600dpi.

#### 2. Specification updates

- 1) Modified for Windows Logo Test certification.
- 2) AutoCAD2005 support
- 3) Chinese and Russian language support
- 4) Display language support for multiple application/OS combinations (see table below).

**Note:** Display language support for PLOTCLIENT/WIN was added from this version.

Display Language Support from v3.3:

	OS	English	DFGIS*1	Portuguese	Russian	Chinese
PLOTBASE	Only XP 2K	Yes	Yes	Yes	Yes	Yes
PLOTCLIENT	XP2K, NT4	Yes	Yes	Yes	Yes	Yes
/WIN	9XME	Yes	<b>Yes</b> (French: No)* <sup>2</sup>	No	No	No
PLOTCLIENT	XP2K, NT4	Yes	Yes	Yes	Yes	Yes
HDI	9XME	Yes	Yes	Yes	No	No
PLOTCLIENT	XP2K, NT4,	Yes	No	No	No	No
ADI	9XME		(English only)	(English only)	(English only)	(English only)
PLOTCLIENT	XP2K, NT4,	Yes	Yes	Yes	Yes	Yes
/WEB	9XME					
WINPRINT 16	9XME	Yes	No	No	No	No
			(English only)	(English only)	(English only)	(English only)
WINPRITN 32	WP2K, NT4	Yes	Yes	Yes	Yes	Yes
SCANTOOL	Only XP2K	Yes	Yes	Yes	Yes	Yes
CGM	Only XP2K	Yes	No	No	No	No
			(English only)	(English only)	(English only)	(English only)
Operation		Yes	Yes	Yes	Yes	Yes
Manual						

#### Note:

- DFGIS: Dutch, French, German, Italian, and Spanish. XP2K: Windows XP Professional or Windows 2000 Professional NT4: Windows NT4.0 9XMe: Windows 95/98/Me
- 2) French appears garbled when using PLOTCLIENT/WIN on Windows 98.

Model: Neptune-C1

Date: 21-Sep-04

No.: RB125006a

# **RW240 Upgrade Procedure**

(From Ver.3.2 to Ver.3.3)

# (1) How to upgrade from 3.2 to 3.3 on a server

Several components make up the RW-240 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-240 PLOTBASE, others have to be installed manually from the "tools" directory.

In the case of updating from RW-240 PLOTBASE version 3.2 to 3.3, it is necessary to first uninstall version 3.2, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-240 PLOTBASE setup of version 3.3.

### Start update

1. Close all running applications.

### Upgrade the D2 Kernel driver

- 2. In the desktop, right click on "My Computer".
- 3. Select "Manage":



- 4. Select "Device Manager" via "Computer Management" > "System tools" > "Device Manager".
- 5. Double click "Multifunction Adapters" on the right side of the Computer Management screen.
- 6. Right click on "RW-240 Controller (D2) V1.3" and choose "Properties".

# Technical Bulletin

# Reissued: 24-Apr-06

Model: Neptune-C1	Date: 21-Sep-04	No.: RB125006a
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7. Open the "Driver" tab and click the "Update Driver" button.

8. Click "Next" in the "Device Driver Wizard".

9. Choose "Display a list of known drivers..." and click "Next".

10. Click the "Have disk" button.

11. Insert the RW-240 version 3.3 CD into your CD ROM drive.

12. Browse to and select the CD ROM drive and click "OK".

- 13. Select " D2.inf" and click "Open".
- 14. Click "OK".
- 15. Click "Next" to start the "Driver Installation".
- 16. Click "Finish" to complete the upgrade.
- 17. Click "Close" to leave the "RATIO D2.1 Board" properties.
- 18. Because hardware settings have been changed, you will need to restart the computer.
- 19. Check the version number of the D2 kernel driver. It should be version 1.0.0.78:

RATIO D2.	1 Board Pro	operties 🛛 🛛 🔀
General	nformation Dri	ver Details Resources
$\diamond$	RATIO D2.1 Bo	ard
	Driver Provider:	RATIO Entwicklungen GmbH
1	Driver Date:	6/1/2004
	Driver Version:	1.0.0.78
	Digital Signer:	Microsoft Windows Hardware Compatibility Publ
<u>D</u> river	Details	To view details about the driver files.
Ugdat	e Driver	To update the driver for this device.
<u>R</u> oll Ba	ack Driver	If the device fails after updating the driver, roll back to the previously installed driver.
	install	To uninstall the driver (Advanced).
		OK Cancel



Reissued: 24-Apr-06

Model: Neptune-C1 Date: 21-Sep-04 No.: RB125006a

#### Stop the Apache web server

- 20. Open the "Start" menu on the task bar.
- 21. Select "Run".
- 22. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

23. Type "net stop apache" and press the "Enter" button on the keyboard:



#### Stop the SNMP service

- 24. Open the "Start" menu on task bar.
- 25. Select "Run".
- 26. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

27. Type "net stop snmp" and press the "Enter" button on the keyboard:



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Reissued: 24-Apr-06 Model: Neptune-C1

Date: 21-Sep-04

No.: RB125006a

#### Uninstall the RW-240 PLOTBASE

- 28. Open the "Start" menu on the task bar.
- 29. Select "Settings".
- 30. Open the "Control Panel".
- 31. Double click "Add/Remove programs".
- 32. Select "Plotbase" from the list of currently installed programs.
- 33. Click the "Change/Remove" button and follow the steps.

#### Uninstall the Apache web server (not essential but recommended)

- 34. Open the "Start" menu on the task bar with left mouse button click.
- 35. Select "Settings".
- 36. Open the "Control Panel".
- 37. Double click "Add/Remove programs".
- 38. Select "Apache Web Server" from the list of currently installed programs.
- 39. Click the "Change/Remove" button and follow the steps.

#### Delete the remaining files and directories

- 40. Delete the directory c:\RW-240.
- 41. Delete the directory c:\spool.

#### Install RW-240 PLOTBASE (Version 3.3) on the Server

42. Read the instructions in the installation manual of RW-240 PLOTBASE version 3.3 and install RW-240 PLOTBASE version 3.3.

Model: Neptune-C1

Reissued: 24-Apr-06

Date: 21-Sep-04

# (2) On a client

# Uninstall RW-240 PLOTCLIENT WIN

- 43. To make all new features available, it is recommended to uninstall RW-240 PLOTCLIENTWIN.
- 44. To do so, please follow the steps as described above in the "Uninstall RW-240 PLOTBASE" section.

### Uninstall RW-240 PLOTCLIENT HDI/ADI

- 45. Open a sample picture in your AutoCAD program.
- 46. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 47. Select "RW-240 PLOTCLIENT HDI.pc3"(\*).
- 48. Press the "Del" button on the keyboard to delete the file "RW-240 PLOTCLIENT HDI.pc3".
- 49. Close your AutoCAD program.
- 50. Open the "Start" menu on the task bar.
- 51. Select "Settings".
- 52. Open the "Control Panel".
- 53. Double click "Add/Remove programs".
- 54. Select "RW-240 PLOTCLIENT HDI" from the list of currently installed programs.
- 55. Click on the "Change/Remove" button and follow the steps.

\*Default setting. What you select depends on your previous setting.

### **Uninstall RW-240 WINPRINT**

It is not necessary to uninstall RW-240 WINPRINT, as it will be updated automatically on server and client PC, by the setup procedure of version 3.3.

If, however, the RW-240 WINPRINT was not automatically updated by the setup of version 3.3, please start the RW-240 WINPRINT setup manually from the tools directory "C:\Program Files\RW-240\RW-240\tools" or from the CD that was shipped with the RW-240 Controller.

If uninstallation of RW-240 WINPRINT is necessary, the procedure is as follows:

- 56. Open the "Start" menu on the task bar.
- 57. Select "Settings".
- 58. Open "Printers".
- 59. Select "RW-240 WP"(\*).
- 60. Press the "Del" button on the keyboard to delete the printer.

\*Default setting. What you select depends on your previous setting.



Reissued: 24-Apr-06 Model: Neptune-C1

Date: 21-Sep-04 No

No.: RB125006a

### Install the RW-240 CLIENTS (Version 3.3)

61. Read the instructions in the installation manual of RW-240 CLIENTS version 3.3 and install each program of RW-240 CLIENTS version 3.3.

# Technical Bulletin

### **PAGE: 1/1**

Model: Neptune-C1 D			Dat	e: 31-Oct-	06	No.: RB125013
Subject: Driver for Printer Controller RW-240 (Ver.3.6)				Prepared by: F.Noguchi		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	roubleshooting		tion	Action	n required
	Mechanical     Electrical		al		Servic	ce manual revision
	Paper path	Transmit/receive		eive	Retro	fit information
	Product Safety	🛛 Other (		)	-	

Other changes:

Supports the following drivers for Printer Controller RW-240 (ver.3.6):

- Plotclient HDI driver (ACAD2007)
- Windows XP (64bit) Winprint driver: 300dpi
- Windows XP (64bit) Winprint driver: 600dpi

# Technical Bulletin

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Model: Neptune	-C1	:e: 20-Dec-06	No.: RB125014a		
The items in <b>bo</b>	Id italics have been corre	ected.			
Subject: Exit Gui	ide Plate for Roll Feeder and T		Prepared by: F.Noguchi		
From: 2nd Tech Support Sec. Service Support Dept.					
Classification:	Troubleshooting	🛛 Part informa		tion 🛛 Acti	on required
	Mechanical	Electric	al	🗌 Serv	vice manual revision
	🛛 Paper path	Transm	it/rec	eive 🗌 Retr	ofit information
	Product Safety	🗌 Other (		)	

# Important Information on a New Accessory: The Exit Guide Plate

 An exit guide plate was added as accessory for the roll feeder (B851/B852) and table (B854) from September 2006 production.

# > Part information:

Exit Guide plate (Right and Left guide plate/set) P/N B6414463

# > Cut-in S/N:

B851-17: L31060900001	B851-21: L31061100094	B851-27: L31060900147			
B852-17: L32060900001	B852-21: L32060900100	B852-27: L32060900047			
B854-17: From September 2006 production (no serial number)					

- Attach the new exit guides to improve paper stacking quality in these cases:
  - 1. If the paper is not aligned correctly when stacked on the lower exit tray (The paper is not parallel to the feed direction when it is released to the exit tray).
  - 2. If it is hard for the paper to exit to the exit tray, because the sheets already in the tray are blocking the exit path.

# Attach the guides to these models:

- B641/B642/B662
- B851/B852/**B854**



Reissued: 26-Jan-07

Model: Neptune-C1	Date: 20-Dec-06	No.: RB125014a
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# Attachment Procedure

 Mark four positioning lines on the rear cover of the roll feeder as shown.
 <u>N.A.</u>: Mark one line at 71mm from the edge of the rear cover (label this line 880mm or 34") and one line at 54mm (label this line 914mm or 36"). Do this

on both sides of the rear cover (total = 4 lines).

<u>EU</u>: Mark one line at **841mm** from the edge and one line at **914mm** from the edge on both sides (= total 4 lines)

Note: You only need to do this step on the following machines:

- B641/B642/B662: From 1st production
- B851/B852/B854: From 1st production to August '06 production



Reis	ssuea	I: 26-Ja	n-07	

Model: Neptune-C1 Date:	e: 20-Dec-06	No.: RB125014a

- 2. Attach the exit guide plates to the rear cover of the roll feeder as follows:
  - Line up the edge (A) of the upper magnet catch with the bent edge of the rear cover.
  - Line up the straight edge of exit the guide plate with the positioning lines you made in Step 1, depending on the paper size the customer is using.
  - Attach the exit guide plates.
  - Open the paper exit unit and make sure that the top edge of the exit guide plate does not touch the paper exit unit.

**Important:** If you need to remove the exit guide plate, rotate it left or right and then detach it. Do not pull the exit guide plate straight off of the machine, because this can break the exit guide plate.





# Technical Bulletin

Model: Neptune-C1

Reissued: 22-May-07

Date: 21-Sep-04

No.: RB125006b

### **RTB Reissue**

Version 3.6SP3	(3.6.037) has been releas	sed.		
Subject: RW240 Modification History			Prepared by: F.Noguchi	
From: 2nd Tech §	Support Sec. Service Support I	Dept.		
Classification:	Troubleshooting	Part information	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Other (Firmware version u	p)		

This RTB contains the modification histories for the Printer Controller (RW240) firmware.

Part Number	B6978500	RTB
Version	Suffix	Issue date
3.2	-	
3.3	A	21-Sep-04
3.6	В	24-Apr-06
3.6SP3(3.6.037)	С	22-May-07

# < Version 3.6SP (3.6.037>

# **Specification updates**

1) AutoCAD2007 support

2) DWG option 2007 support

### Upgrade Procedure (From Ver.3.6 to Ver.3.6SP3 (3.6.037)

Please refer to the instructions that appear on the screen after you begin the upgrade procedure.

# < Version 3.6>

### **Specification updates**

- 1) AutoCAD2006 support
- 2) PDF 1.6 support
- 3) 15,000mm/49.2 ft support with SP setting
   Important: To use this feature, install mainframe firmware ver5.11 or newer.
- 4) DWG/DXF/DWF option
- 5) Mac OS support

### Upgrade Procedure (From Ver.3.3 to Ver.3.6)

Please refer to the instructions that appear on the screen after you begin the upgrade procedure.

Reissued: 22-May-07

Model: Neptune-C1	Date: 21-Sep-04	No.: RB125006b
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### < Version 3.3>

#### 1. Blank page when scanning 36" (914mm) original <Symptom>

Scanned data is completely blank when scanning a 36" (914mm) original at a resolution <u>other</u> than 160, 200, 240, 280, 320, 360, 400, 440, 480, 520, 560, or 600dpi.

### 2. Specification updates

- 1) Modified for Windows Logo Test certification.
- 2) AutoCAD2005 support
- 3) Chinese and Russian language support
- 4) Display language support for multiple application/OS combinations (see table below).

**Note:** Display language support for PLOTCLIENT/WIN was added from this version.

Display Language Support from v3.3:

	OS	English	DEGIS*1	Portuguese	Russian	Chinese
PLOTBASE	Only XP 2K	Yes	Yes	Yes	Yes	Yes
PLOTCLIENT	XP2K. NT4	Yes	Yes	Yes	Yes	Yes
/WIN	9XME	Yes	Yes (French: No)* <sup>2</sup>	No	No	No
PLOTCLIENT	XP2K, NT4	Yes	Yes	Yes	Yes	Yes
HDI	9XME	Yes	Yes	Yes	No	No
PLOTCLIENT	XP2K, NT4,	Yes	No	No	No	No
ADI	9XME		(English only)	(English only)	(English only)	(English only)
	XP2K, NT4,	Yes	Yes	Yes	Yes	Yes
		Vas	No	No	No	No
	SAME	105	(English only)	(English only)	(English only)	(English only)
WINPRITN 32	WP2K, NT4	Yes	Yes	Yes	Yes	Yes
SCANTOOL	Only XP2K	Yes	Yes	Yes	Yes	Yes
CGM	Only XP2K	Yes	No	No	No	No
	-		(English only)	(English only)	(English only)	(English only)
Operation Manual		Yes	Yes	Yes	Yes	Yes

### Note:

 DFGIS: Dutch, French, German, Italian, and Spanish. XP2K: Windows XP Professional or Windows 2000 Professional NT4: Windows NT4.0 9XMe: Windows 95/98/Me

2) French appears garbled when using PLOTCLIENT/WIN on Windows 98.

Model: Neptune-C1

Reissued: 22-May-07

Date: 21-Sep-04

No.: RB125006b

# **RW240 Upgrade Procedure**

(From Ver.3.2 to Ver.3.3)

# (1) How to upgrade from 3.2 to 3.3 on a server

Several components make up the RW-240 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-240 PLOTBASE, others have to be installed manually from the "tools" directory.

In the case of updating from RW-240 PLOTBASE version 3.2 to 3.3, it is necessary to first uninstall version 3.2, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-240 PLOTBASE setup of version 3.3.

### Start update

1. Close all running applications.

### Upgrade the D2 Kernel driver

- 2. In the desktop, right click on "My Computer".
- 3. Select "Manage":



- 4. Select "Device Manager" via "Computer Management" > "System tools" > "Device Manager".
- 5. Double click "Multifunction Adapters" on the right side of the Computer Management screen.
- 6. Right click on "RW-240 Controller (D2) V1.3" and choose "Properties".

# Technical Bulletin

# Reissued: 22-May-07

Model: Neptune-C1	Date: 21-Sep-04	No.: RB125006b
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7. Open the "Driver" tab and click the "Update Driver" button.

8. Click "Next" in the "Device Driver Wizard".

9. Choose "Display a list of known drivers..." and click "Next".

10. Click the "Have disk" button.

- 11. Insert the RW-240 version 3.3 CD into your CD ROM drive.
- 12. Browse to and select the CD ROM drive and click "OK".
- 13. Select " D2.inf" and click "Open".
- 14. Click "OK".
- 15. Click "Next" to start the "Driver Installation".
- 16. Click "Finish" to complete the upgrade.
- 17. Click "Close" to leave the " RATIO D2.1 Board" properties.
- 18. Because hardware settings have been changed, you will need to restart the computer.
- 19. Check the version number of the D2 kernel driver. It should be version 1.0.0.78:

RATIO D2.1 Board	Proper	rties	? 🗙
General Information	Driver	Details Resources	
	1 Board		
Driver Provi	ider:	RATIO Entwicklungen GmbH	
Driver Date	:	6/1/2004	
Driver Versi	on:	1.0.0.78	
Digital Sign	er:	Microsoft Windows Hardware Compatibility	Publ
Driver Details	] то	view details about the driver files.	
Ugdate Driver	J To	update the driver for this device.	
Roll Back Driver	) If t ba	he device fails after updating the driver, ro ck to the previously installed driver.	8
<u>U</u> ninstall	] To	uninstall the driver (Advanced).	
		OK Car	ncel

# Reissued: 22-May-07

Model: Neptune-C1

Date: 21-Sep-04 No.: RB125006b

# Stop the Apache web server

20. Open the "Start" menu on the task bar.

- 21. Select "Run".
- 22. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

23. Type "net stop apache" and press the "Enter" button on the keyboard:



# Stop the SNMP service

- 24. Open the "Start" menu on task bar.
- 25. Select "Run".
- 26. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

27. Type "net stop snmp" and press the "Enter" button on the keyboard:



Reissued: 22-May-07 Model: Neptune-C1

Date: 21-Sep-04

No.: RB125006b

### Uninstall the RW-240 PLOTBASE

- 28. Open the "Start" menu on the task bar.
- 29. Select "Settings".
- 30. Open the "Control Panel".
- 31. Double click "Add/Remove programs".
- 32. Select "Plotbase" from the list of currently installed programs.
- 33. Click the "Change/Remove" button and follow the steps.

### Uninstall the Apache web server (not essential but recommended)

- 34. Open the "Start" menu on the task bar with left mouse button click.
- 35. Select "Settings".
- 36. Open the "Control Panel".
- 37. Double click "Add/Remove programs".
- 38. Select "Apache Web Server" from the list of currently installed programs.
- 39. Click the "Change/Remove" button and follow the steps.

# Delete the remaining files and directories

- 40. Delete the directory c:\RW-240.
- 41. Delete the directory c:\spool.

# Install RW-240 PLOTBASE (Version 3.3) on the Server

42. Read the instructions in the installation manual of RW-240 PLOTBASE version 3.3 and install RW-240 PLOTBASE version 3.3.

Model: Neptune-C1

Reissued: 22-May-07

Date: 21-Sep-04

No.: RB125006b

# (2) On a client

# Uninstall RW-240 PLOTCLIENT WIN

- 43. To make all new features available, it is recommended to uninstall RW-240 PLOTCLIENTWIN.
- 44. To do so, please follow the steps as described above in the "Uninstall RW-240 PLOTBASE" section.

Uninstall RW-240 PLOTCLIENT HDI/ADI

- 45. Open a sample picture in your AutoCAD program.
- 46. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 47. Select "RW-240 PLOTCLIENT HDI.pc3"(\*).
- 48. Press the "Del" button on the keyboard to delete the file "RW-240 PLOTCLIENT HDI.pc3".
- 49. Close your AutoCAD program.
- 50. Open the "Start" menu on the task bar.
- 51. Select "Settings".
- 52. Open the "Control Panel".
- 53. Double click "Add/Remove programs".
- 54. Select "RW-240 PLOTCLIENT HDI" from the list of currently installed programs.
- 55. Click on the "Change/Remove" button and follow the steps.
  - \*Default setting. What you select depends on your previous setting.

# **Uninstall RW-240 WINPRINT**

It is not necessary to uninstall RW-240 WINPRINT, as it will be updated automatically on server and client PC, by the setup procedure of version 3.3.

If, however, the RW-240 WINPRINT was not automatically updated by the setup of version 3.3, please start the RW-240 WINPRINT setup manually from the tools directory "C:\Program Files\RW-240\RW-240\tools" or from the CD that was shipped with the RW-240 Controller.

If uninstallation of RW-240 WINPRINT is necessary, the procedure is as follows:

- 56. Open the "Start" menu on the task bar.
- 57. Select "Settings".
- 58. Open "Printers".
- 59. Select "RW-240 WP"(\*).
- 60. Press the "Del" button on the keyboard to delete the printer.

\*Default setting. What you select depends on your previous setting.

Reissued: 22-May-07

Model: Neptune-C1 Date: 21-Sep-04 No.: RB125006b

# Install the RW-240 CLIENTS (Version 3.3)

61. Read the instructions in the installation manual of RW-240 CLIENTS version 3.3 and install each program of RW-240 CLIENTS version 3.3.

# Technical Bulletin

Reissued: 23-Jul-07 Model: Neptune-C1

Date: 26-Apr-04

No.: RB125001d

### **RTB Reissue**

Version 5.11 ha	s been released.			
Subject: BICU & SCU Firmware Modification History				d by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part information	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path Transmit/rec		eive	Retrofit information
	Other ( )			

This RTB contains the modification histories for the MCU/SCU firmware.

Note: When installing both the MCU and SCU firmware in the field, be sure to update <u>both</u> together.

Destination	Part Number	Model Codes/Languages
	MCU/SCU	
USA	B1255301	B125-57/ B275/17: US English
EUR, Asia	B1255302	B125-27/ B275-27: UK English
EU1	B1255303	B125-27/ B275-27: French
EU2	B1255304	B125-27/ B275-27: Italian
EU3	B1255305	B125-27/ B275-27: German
EU4	B1255306	B125-27/ B275-27: Dutch
EU5	B1255307	B125-27/ B275-27: Spanish
EU6	B1255308	B125-27/ B275-27: Portuguese
EU7	B1255309	B125-27/ B275-27: Russian
CHN	B1255350	B125-69/ B275-21: Simplified Chinese

Destination	USA	EUR	EU1	EU2	EU3	EU4	EU5	EU6	EU7	CHN	RTB
		/Asia									Issue
P/N: B125xxxx	5301	5302	5303	5304	5305	5306	5307	5308	5309	5350	Date
Version/ Suffix											
5.04	Α	А	А	Α	Α	Α	А	Α	А	-	-
5.05	В	В	В	В	В	В	В	В	В	-	26-Apr-04
5.06	-	-	I	-	-	-	-	-	-	В	21-Jun-04
5.09	С	С	С	С	С	С	С	С	С	С	02-Feb-05
5.10	D	D	D	D	D	D	D	D	D	D	02-Feb-05
5.11	E	Е	Е	Е	E	E	Е	E	Е	Е	24-Apr-06
5.12	F	F	F	F	F	F	F	F	F	F	23-Jul-07
5.13	G	G	G	G	G	G	G	G	G	G	23-Jul-07

Reissued: 23-Jul-07

Model: Neptune-C1	Date: 26-Apr-04	No.: RB125001d

< Version 5.13>

Symptom corrected:

- 1. Only the middle 13mm of the image appears when the SMC or Counter Sheet is printed out onto 440mm-width paper.
- 2. The settings of a reserved job are sometimes overwritten with the settings of the copy job in progress.

# Other changes:

1. AOF was moved from UP mode to SP mode, in accordance with new Energy Star requirements (China model only).

# < Version 5.12>

 The following was added to SP5907 (Plug and Play), in accordance with the new name for the China model.
 9. Aficio240W-e

# < Version 5.11>

### 1. Specification update: 15m/49.2 ft support

The maximum original and print lengths were increased from 6m to 15m.

5958	Long Length Print Setting
	Set the maximum original and print lengths.
	[0 ~ 2/ <b>0</b> /1 step]
	0: 3.6m
	1: 6m
	2: 15m

# < Version 5.10>

### 1. "Aficio 241W" added to SP5907 (Plug & Display)

The model name RICOH Aficio 241W has been added as follows:

- 1: RICOH imagio Wide 6020 (Japan)
- 2: RICOH Aficio 240W
- 3: NRG A045
- 4: SAVIN 2400WD
- 5: Gestetner A045
- 6: LANIER LW310
- 7: WIDECONTROLLER A0 MODEL WG1 (Japan)
- 8: RICOH Aficio 241W (China)

Reissued: 23-Jul-07 Model: Neptune-C1

Date: 26-Apr-04

No.: RB125001d

### < Version 5.09>

#### 1. New SP Mode added: SP2970

With this SP mode, you can disable the "left erase" function. This was added because of requests from AutoCAD users to print out all images on the left edge.

1	Mode Number/Name	Function/ [Setting]
2970	Left Erase (P) On/Off	Turns the left erase margin ON or OFF for AutoCAD printing. [0~1/0/1] <b>0: ON</b> (margin is applied) 1: OFF (margin is not applied)

Reissued: 23-Jul-07

Nontuno C1	Date: 26 A	or 04	Ν
	Date. 20-A	pi-04	

### 2. "Tray Problem Setting (1. System Settings $\rightarrow$ 3. Key Op. Tools $\rightarrow$ 5. Tray prob. Setting)

Note: For details on this symptom, see RTB125008.

#### <Symptom>

Usually, the optional roll feeder and paper cassette are displayed on the operation panel when SP1960 is set to **1**, **2**, **3** or **4**. However, even with this SP setting, the roll feeder and cassette are not displayed (cannot be used) if:

1) The operator or engineer mistakenly changes the Tray Problem Setting to "Use Bypass" when the machine is operating normally (and then turns the main power Off/On),

Or,

 After SC508 (cutter error) occurs, the operator presses "Cancel" when the following message is displayed: "Press cancel and the main power switch off then on to use other functions," and turns the power Off/On.
 Note: In this case, the machine automatically changes the Tray Problem Setting to "Use Bypass."

### <Solution>

- Case #1 above: Software modified so that the Tray Problem Setting cannot be changed to "Use Bypass" when the machine is operating normally.
- Case #2 above: No change. The machine still changes the setting to "Do Not Use Bypass" in case #2.

**Note:** To use the paper trays again, the operator needs to change the setting to "Use Bypass" manually.

### 3. SP mode deleted

These SP modes were deleted because they were rarely used in the field:

SP1910: Fusing/Drum Gap AdjustmentSP1955: Transport Fan RotationSP1901: Fusing/Drum Buckle AdjustmentSP2942-004: Print Test Pattern - SP PatternSP1902: Slip Rate AdjustmentSP3910: Development Bias TimingSP1915: Magnification AdjustmentSP3920: ID Sensor TimingSP1925: Cut Length Offset CorrectionSP4966: Orig. Transport Speed Adjustment- Trailing Edge

Reissued: 23-Jul-07

Model: Neptune-C1	Date: 26-Apr-04	No.: RB125001d
-------------------	-----------------	----------------

### < Version 5.06>

Cut-in serial numbers:

B125-69: From 1<sup>st</sup> production

Note: Version 5.06 is for Chinese version (B126-69) only.

### 1. Chinese language version has been released.

# < Version 5.05>

**Cut-in serial numbers:** B125-27: From K1440400127

B125-57: From K1440500001 B125-69: From 1<sup>st</sup> production

- 2. Modified for use with the RW240 Printer/Scanner Controller (first firmware version to support this controller).
- 2. APS for 30-inch original copies (B125-57 only)
   <Symptom>
   APS does not function when using 30-inch originals
   <Solution>
   Software modified so that APS will function when using 30" originals.

Note: This change is applied for both Architecture and Engineering modes.

### <Limitation>

APS will function for 30" originals with full-size (100%) only.

# 3. SP5997 (Optional Counter Unit; for use on the Japan model only) has been deleted.

# Technical Bulletin

Reissued: 06-Dec-07 Model: Neptune-C1

Date: 21-Sep-04

No.: RB125006c

### **RTB Reissue**

Version 3.7.1(3.	7.110) has been released	d.		
Subject: RW240 Modification History		Prepared by: F.Noguchi		
From: 2nd Tech §	Support Sec. Service Support I			
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Other (Firmware version upper path)</li> </ul>	Part informa	tion eive	<ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> </ul>

This RTB contains the modification histories for the Printer Controller (RW240) firmware.

Part Number	B6978500	RTB
Version	Suffix	Issue date
3.2	-	
3.3	A	21-Sep-04
3.6	В	24-Apr-06
3.6SP3(3.6.037)	С	22-May-07
3.7.1(3.7.110)	B6978803	06-Dec-07

# < Version 3.7.1(3.7.110)>

- 1. Major features added:
  - 1) Server side:
    - Support for MS Vista 32Bit
    - Update to LibCAD2008
    - Update Plotbase OLE to support ACAD up to ver.2008
  - 2) Client side:
    - PC/HDI support MS Vista 64Bit
    - PC/HDI support ACAD up to ver.2008
    - Help function for PC/WEB
    - WINPRINT driver signed by Microsoft
  - 3) General:
    - Canceled support of Win95, Win98, WinMe for all clients on standard product.
    - Update from elder versions is supported by update procedure as already known in elder versions. (Save jobs and settings => Uninstall old version => Install new version)



Reissued: 06-Dec-07

Model: Neptune-C1	Date: 21-Sep-04	No.: RB125006c

- Support for Adobe PDF up to version 1.6 by Adobe engine. Note: Know limitations from Plotbase version3.7.1 also apply.

# 2. Installation

The update procedure is guided as by an additional tab at setup launcher.

The tab "Update previous version" appears if set up detects a previously installed version of RW-240 PLOTBASE.

### 3. Other

When Plotbase and AutoCAD2007SP2 are used together, even if it is a combination that is supported, "Not supported" is displayed.

However, this has no effect on machine operations or functions.

Recommendation: Please use Plotbase with AutoCAD2008.

# < Version 3.6SP(3.6.037>

### **Specification updates**

- 1) AutoCAD2007 support
- 2) DWG option 2007 support

### Upgrade Procedure (From Ver.3.6 to Ver.3.6SP3(3.6.037)

Please refer to install run.

### < Version 3.6>

### **Specification updates**

- 1) AutoCAD2006 support
- 2) PDF 1.6 support
- 3) 15,000mm/49.2 ft support with SP setting
  - **Important:** To use this feature, install mainframe firmware **ver5.11** or newer.
- 4) DWG/DXF/DWF option
- 5) Mac OS support

### Upgrade Procedure (From Ver.3.3 to Ver.3.6)

Please refer to install run.

Reissued: 06-Dec-07

Model: Neptune-C1 Date: 21-Sep-04 No.: RB125006c

### < Version 3.3>

#### 1. Blank page when scanning 36" (914mm) original <Symptom>

Scanned data is completely blank when scanning a 36" (914mm) original at a resolution <u>other</u> than 160, 200, 240, 280, 320, 360, 400, 440, 480, 520, 560, or 600dpi.

# 2. Specification updates

- 1) Modified for Windows Logo Test certification.
- 2) AutoCAD2005 support
- 3) Chinese and Russian language support
- 4) Display language support for multiple application/OS combinations (see table below).

Note: Display language support for PLOTCLIENT/WIN was added from this version.

Display Language Support from v3.3:

	OS	English	DEGIS*1	Portuguese	Russian	Chinese
PLOTBASE	Only XP 2K	Yes	Yes	Yes	Yes	Yes
PLOTCLIENT	XP2K. NT4	Yes	Yes	Yes	Yes	Yes
/WIN	9XME	Yes	Yes (French: No)* <sup>2</sup>	No	No	No
PLOTCLIENT	XP2K, NT4	Yes	Yes	Yes	Yes	Yes
HDI	9XME	Yes	Yes	Yes	No	No
PLOTCLIENT	XP2K, NT4,	Yes	No	No	No	No
ADI	9XME		(English only)	(English only)	(English only)	(English only)
	XP2K, NT4,	Yes	Yes	Yes	Yes	Yes
		Vas	No	No	No	No
	SAME	105	(English only)	(English only)	(English only)	(English only)
WINPRITN 32	WP2K, NT4	Yes	Yes	Yes	Yes	Yes
SCANTOOL	Only XP2K	Yes	Yes	Yes	Yes	Yes
CGM	Only XP2K	Yes	No	No	No	No
	-		(English only)	(English only)	(English only)	(English only)
Operation Manual		Yes	Yes	Yes	Yes	Yes

### Note:

 DFGIS: Dutch, French, German, Italian, and Spanish. XP2K: Windows XP Professional or Windows 2000 Professional NT4: Windows NT4.0 9XMe: Windows 95/98/Me

2) French appears garbled when using PLOTCLIENT/WIN on Windows 98.

Model: Neptune-C1

Reissued: 06-Dec-07

Date: 21-Sep-04

No.: RB125006c

# **RW240 Upgrade Procedure**

(From Ver.3.2 to Ver.3.3)

# (1) How to upgrade from 3.2 to 3.3 on a server

Several components make up the RW-240 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-240 PLOTBASE, others have to be installed manually from the "tools" directory.

In the case of updating from RW-240 PLOTBASE version 3.2 to 3.3, it is necessary to first uninstall version 3.2, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-240 PLOTBASE setup of version 3.3.

### Start update

1. Close all running applications.

# Upgrade the D2 Kernel driver

- 2. In the desktop, right click on "My Computer".
- 3. Select "Manage":



- 4. Select "Device Manager" via "Computer Management" > "System tools" > "Device Manager".
- 5. Double click "Multifunction Adapters" on the right side of the Computer Management screen.
- 6. Right click on "RW-240 Controller (D2) V1.3" and choose "Properties".

# Technical Bulletin

# Reissued: 06-Dec-07

Model: Neptune-C1	Date: 21-Sep-04	No.: RB125006c
-------------------	-----------------	----------------

7. Open the "Driver" tab and click the "Update Driver" button.

8. Click "Next" in the "Device Driver Wizard".

9. Choose "Display a list of known drivers..." and click "Next".

10. Click the "Have disk" button.

- 11. Insert the RW-240 version 3.3 CD into your CD ROM drive.
- 12. Browse to and select the CD ROM drive and click "OK".
- 13. Select " D2.inf" and click "Open".
- 14. Click "OK".
- 15. Click "Next" to start the "Driver Installation".
- 16. Click "Finish" to complete the upgrade.
- 17. Click "Close" to leave the " RATIO D2.1 Board" properties.
- 18. Because hardware settings have been changed, you will need to restart the computer.
- 19. Check the version number of the D2 kernel driver. It should be version 1.0.0.78:

RATIO D2.1 Board	Proper	rties	? 🗙
General Information	Driver	Details Resources	
	1 Board		
Driver Provi	ider:	RATIO Entwicklungen GmbH	
Driver Date	:	6/1/2004	
Driver Versi	on:	1.0.0.78	
Digital Sign	er:	Microsoft Windows Hardware Compatibility	Publ
Driver Details	] то	view details about the driver files.	
Ugdate Driver	J To	update the driver for this device.	
Roll Back Driver	] If t ba	he device fails after updating the driver, ro ck to the previously installed driver.	1
<u>U</u> ninstall	] To	uninstall the driver (Advanced).	
		OK Car	ncel

# Reissued: 06-Dec-07

Model: Neptune-C1

Date: 21-Sep-04 No.: R

No.: RB125006c

# Stop the Apache web server

20. Open the "Start" menu on the task bar.

- 21. Select "Run".
- 22. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

23. Type "net stop apache" and press the "Enter" button on the keyboard:



# Stop the SNMP service

- 24. Open the "Start" menu on task bar.
- 25. Select "Run".
- 26. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

27. Type "net stop snmp" and press the "Enter" button on the keyboard:


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No.: RB125006c

#### Uninstall the RW-240 PLOTBASE

- 28. Open the "Start" menu on the task bar.
- 29. Select "Settings".
- 30. Open the "Control Panel".
- 31. Double click "Add/Remove programs".
- 32. Select "Plotbase" from the list of currently installed programs.
- 33. Click the "Change/Remove" button and follow the steps.

#### Uninstall the Apache web server (not essential but recommended)

- 34. Open the "Start" menu on the task bar with left mouse button click.
- 35. Select "Settings".
- 36. Open the "Control Panel".
- 37. Double click "Add/Remove programs".
- 38. Select "Apache Web Server" from the list of currently installed programs.
- 39. Click the "Change/Remove" button and follow the steps.

#### Delete the remaining files and directories

- 40. Delete the directory c:\RW-240.
- 41. Delete the directory c:\spool.

#### Install RW-240 PLOTBASE (Version 3.3) on the Server

42. Read the instructions in the installation manual of RW-240 PLOTBASE version 3.3 and install RW-240 PLOTBASE version 3.3.

Model: Neptune-C1

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# (2) On a client

### **Uninstall RW-240 PLOTCLIENT WIN**

- 43. To make all new features available, it is recommended to uninstall RW-240 PLOTCLIENTWIN.
- 44. To do so, please follow the steps as described above in the "Uninstall RW-240 PLOTBASE" section.

Uninstall RW-240 PLOTCLIENT HDI/ADI

- 45. Open a sample picture in your AutoCAD program.
- 46. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 47. Select "RW-240 PLOTCLIENT HDI.pc3"(\*).
- 48. Press the "Del" button on the keyboard to delete the file "RW-240 PLOTCLIENT HDI.pc3".
- 49. Close your AutoCAD program.
- 50. Open the "Start" menu on the task bar.
- 51. Select "Settings".
- 52. Open the "Control Panel".
- 53. Double click "Add/Remove programs".
- 54. Select "RW-240 PLOTCLIENT HDI" from the list of currently installed programs.
- 55. Click on the "Change/Remove" button and follow the steps.
  - \*Default setting. What you select depends on your previous setting.

### **Uninstall RW-240 WINPRINT**

It is not necessary to uninstall RW-240 WINPRINT, as it will be updated automatically on server and client PC, by the setup procedure of version 3.3.

If, however, the RW-240 WINPRINT was not automatically updated by the setup of version 3.3, please start the RW-240 WINPRINT setup manually from the tools directory "C:\Program Files\RW-240\RW-240\tools" or from the CD that was shipped with the RW-240 Controller.

If uninstallation of RW-240 WINPRINT is necessary, the procedure is as follows:

- 56. Open the "Start" menu on the task bar.
- 57. Select "Settings".
- 58. Open "Printers".
- 59. Select "RW-240 WP"(\*).
- 60. Press the "Del" button on the keyboard to delete the printer.

\*Default setting. What you select depends on your previous setting.

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Model: Neptune-C1 Date: 21-Sep-04 No.: RB125006c

# Install the RW-240 CLIENTS (Version 3.3)

61. Read the instructions in the installation manual of RW-240 CLIENTS version 3.3 and install each program of RW-240 CLIENTS version 3.3.

# Technical Bulletin

PAGE: 1/1

Model: Neptune-C1 Da			Dat	Date: 14-Nov-08		No.: RB125015
Subject: Driver for Printer Controller RW-240 (Ver.3.6)			Prepared	l by: F.N	oguchi	
From: 2nd Tech §	Support Sec. Service Support I	Dept.				
Classification:	Troubleshooting	Part info	ormat	tion	Action	required
			ai			e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	🛛 Other (		)		

### This is a release note for Printer Controller RW-240.

# \*\*\* SP2 (Patch) for Version 3.7.1 (3.7.110) \*\*\*

SP2 solves the following problems.

Note: PLOTBASE version 3.6SP3 (3.6.037) or earlier does not require SP2.

#### 1. Other changes:

Supports the following features (which were not supported by Plotclient/Web):

- Multi-file-upload
- Text stamping
- HPGL/Calcomp pen setting

### 2. Update from previous version:

The update will be done by a patch file (setup.exe) that updates the PC/WEB from version 3.7.1 (3.7.110) to version 3.7.110 SP2.

# Technical Bulletin

PAGE: 1/2

Model: Neptune-C1 D			Dat	Date: 26-Mar-09		No.: RB125016
Subject: Driver for Printer Controller RW-240 (Ver.3.6)			Prepare	d by: F.N	oguchi	
From: 2nd Tech §	Support Sec. Service Support [	Dept.				
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	🛛 Other (		)		

### This is a release note for Printer Controller RW-240.

# \*\*\* SP3 (Patch) for Version 3.7.1(3.7.110) \*\*\*

SP3 is an update for PlotClient HDI to support AutoCAD2009.

Note: PLOTBASE version 3.6SP3(3.6.037) or earlier does not require SP3.

### **SP3 Installation Procedure:**

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

- 1. Go to control panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to control panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-240 pc3 drivers.

Size	Туре	Date Modified
	File Folder	16.06.2006 12:41
1 KB	Shortcut	16.06.2006 12:41
2 KB	AutoCAD Plotter Co	03.03.2003 11:36
5 KB	AutoCAD Plotter Co	28.07.2004 19:14
2 KB	AutoCAD Plotter Co	03.01.2006 17:43
2 KB	AutoCAD Plotter Co	21.06.2006 08:51
1 KB	AutoCAD Plotter Co	07.12.1999 12:53
1 KB	AutoCAD Plotter Co	21.11.2000 15:18
	Size 1 KB 2 KB 5 KB 2 KB 2 KB 1 KB 1 KB	Size Type File Folder 1 KB Shortcut 2 KB AutoCAD Plotter Co 2 KB AutoCAD Plotter Co 2 KB AutoCAD Plotter Co 2 KB AutoCAD Plotter Co 1 KB AutoCAD Plotter Co 1 KB AutoCAD Plotter Co

5. Go to your directory containing the update (RW-240 PlotClient HDI).

There are different versions for 32-bit OS and 64-bit OS. Please use the correct one according to the OS of your computer.

### Example:

You are working with AutoCAD2009 on a computer, which has installed Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

6. Execute the correct setup.exe.

# Technical Bulletin

Model: Neptune-C1

RICOH

Date: 26-Mar-09 No

No.: RB125016

- 7. Follow the instructions with "Next" and "Install".
- 8. Install the updated PC3 files.

For reinstallation of the PC3 files, please refer to the RW-240 client manual, chapter "PlotClient ADI/HDI".

9. Final check

After the installation, the version number of PlotClient HDI as shown below should appear.

- 1) Go to control panel and open "Add to remove software".
- 2) Select "RW-240 PlotClient HDI" and click on "Support information".

🛃 Support Inl	fo	×
RW-240	PLOTCLIENT	HDI/ADI
Use the followin 240 PLOTCLIEN	g information to get technic T HDI/ADI.	al support for RW-
Publisher: Version:	RW-240 3.7.115	
If this program may reinstall it t	is not working properly you by clicking <b>Repair</b> .	<u>R</u> epair
		Close

## 10.Reboot

We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

# Technical Bulletin

PAGE: 1/1

Model: N-C1/C2: Paper Cassette Type240 Date			te: 19-Jun-09		No.: RB125017	
Subject: SEAL:SIDE FENCE			Prepare	d by: F.N	oguchi	
From: 2nd Tech	Support Sec. Service Support I	Dept.				
Classification:	Troubleshooting	🛛 Part inf	orma	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other (		)		

New part	Description	Q'ty	Page	Index	Note
number					
D3362762	SEAL: SIDE FENCE	2	3	25	*

\*: New index

Change: This part was added.

**Reason:** To further improve paper skew correction.

#### Important:

- Before attaching this seal, clean the attachment surface with alcohol.
- Attach the seal so that the clearance between the seal and two edges shown is between **0-1mm**.



MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Paper cassette Type 240	120/60 220-240/50, 60	USA, Canada, S. America Europe, Asia, Oceania, etc	B643-17	Service part only
Paper cassette Type 240	120/60 220-240/50, 60	USA, Canada, S. America Europe, Asia, Oceania, etc	B853-17	L3390200001

# Technical Bulletin

### **PAGE: 1/1**

Model: N-C1 D		Date: 21-Jan-10		-10	No.: RB125018	
Subject: SIDE PLATE: DRIVE			Prepare	d by: F.N	oguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part info	orma	tion	Action	1 required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other (		)	Tier 2	

New part	Description	Q'ty	Page	Index	Note
number					
B1251101 S	SIDE PLATE: DRIVE	1	39	37	*

\*: New index

**Change:** The side plate was added. **Reason:** In accordance with requests from the field.



# Technical Bulletin

#### PAGE: 1/2

Model: N-C1 Dat			ate: 29-Jan-10		No.: RB125019	
Subject: PlotClient HDI for Printer Controller RW-240			Prepare	d by: F.N	oguchi	
From: 2nd Overs	eas Tech Support Sec., 2nd P	QM Dept.				
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	🛛 Other (		)		

### This is a release note for Printer Controller RW-240.

### \*\*\* PlotClient HDI for PLOTBASE Version 3.7.1 - 3.7.1SP3(3.7.1.115) \*\*\*

This is an update for PlotClient HDI to support AutoCAD2010.

#### Note:

- 1. PLOTBASE version 3.6SP3(3.6.037) or earlier does not require this update.
- Supported OS Windows XP SP3 Windows Vista SP1

### **PlotClient HDI Installation Procedure:**

Before updating the PlotClient HDI, please make sure that all running applications are

closed on your Plotbase computer.

- 1. Go to control panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to control panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-240 pc3 drivers.

Name 🔺	Size	Туре	Date Modified
PMP Files		File Folder	16.06.2006 12:41
🐼 Add-A-Plotter Wizard	1 KB	Shortcut	16.06.2006 12:41
MDefault Windows System Printer.pc3	2 KB	AutoCAD Plotter Co	03.03.2003 11:36
MDWF6 ePlot.pc3	5 KB	AutoCAD Plotter Co	28.07.2004 19:14
M DWG To PDF.pc3	2 KB	AutoCAD Plotter Co	03.01.2006 17:43
MPLOTCLIENT HDI.pc3	2 KB	AutoCAD Plotter Co	21.06.2006 08:51
MPublishToWeb JPG.pc3	1 KB	AutoCAD Plotter Co	07.12.1999 12:53
MPublishToWeb PNG.pc3	1 KB	AutoCAD Plotter Co	21.11.2000 15:18

RICOH	echnical <b>B</b> ulletin	PAGE: 2/2				
Model: N-C1	Date: 29-Jan-1	10 No.: RB125019				
5. Go to your directory conta	ining the update (RW-240 PlotCliv	ent HDI).				
There are different versior	ns for 32-bit OS and 64-bit OS. Pl	ease use the correct one				
according to the OS of you	ur computer.					
Example:						
You are working with Auto	CAD2010 on a computer which h	nas Windows XP x64 (64				
bit Version). Then you sho	ould use the setup.exe from the xe	64 directory.				
6. Execute the correct setup	exe.					
7. Follow the instructions wit	h "Next" and "Install".					
8. Install the updated PC3 fil	Install the updated PC3 files.					
For reinstallation of the PC	C3 files, please refer to the RW-24	40 client manual, chapter				
"PlotClient ADI/HDI".						
9. Final check						
After the installation, the v	ersion number of PlotClient HDI a	as shown below should				
appear.						
1) Go to control panel and	open "Add to remove software".					
2) Select "RW-240 PlotCli	ent HDI" and click on "Support inf	ormation".				
Support Info	X	1				
RW-240 PL						
Use the following infor	mation to get technical support for RW-					

Publisher: Version:	RW-240 3. 7. 136	
If this program is n may reinstall it by c	ot working properly you licking <b>Repair</b> .	<u>R</u> epair
		⊆lose

# 10. Reboot

We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

# Technical Bulletin

#### **PAGE: 1/2**

Model: N-C1			Date: 07-Jun-10		10	No.: RB125020
Subject: SP4 Re		Prepared	d by: F.N	oguchi		
From: 2nd Overs						
Classification:	ation: Troubleshooting Part info		ormat	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	🛛 Other (		)		

### This is a release note for Printer Controller RW-240 firmware.

#### \*\*\* RW-240 Printer Controller Ver.3.7.1SP4 \*\*\*

#### Note:

- SP4 has been issued as an update to ver3.7.1SP2.
- SP4 requires PLOTBASE version SP2 or later.

#### 1. Major features added:

- 1) Support for OS <Plotbase>
  - WindowsXP SP3
  - WindowsVista SP2

#### <Clients>

- WindowsXP SP3
- WindowsVista SP2
- Windows2008Server
- 2) Update to application
  - AutoCAD2010
  - LibCad2010 (DWG option)
  - PDF 1.7 Level 3

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Model: N-C1	: N-C1	del:	Mod
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Date: 07-Jun-10

No.: RB125020

#### Firmware download/storage:

The RW-240 Printer Controller firmware is divided into the following five files, due to the large size of the original file.

Do the following when downloading and restoring the firmware:

1. Download each of the following files and store them in the same folder: RW240SP4.part1.exe (B6978804\_371SP4\_1) RW240SP4.part2.rar (B6978804\_371SP4\_2) RW240SP4.part3.rar (B6978804\_371SP4\_3) RW240SP4.part4.rar (B6978804\_371SP4\_4)

2. Double-click on the .exe file (the first file listed above).

**Note:** When you do this, the .exe file is automatically decompressed and the five separate files listed above are automatically combined (restored) into the original firmware file, "RW240SP4.iso".

3. Burn this restored file onto a DVD-ROM.

#### **SP4 Installation Procedure:**

Before updating the Printer Controller RW240, please make sure that all running applications are closed on your Plotbase computer.

1. Uninstall the LibCad from your Plotbase computer.

Windows OS => Start => Add or Remove Program => LibCad200x => Remove **Note:** Before the SP4 upgrade can be performed, it is necessary to uninstall LibCad200x from Plotbase computers with the DWG option installed.

- 2. Set the DVD-ROM for "RW-240PrinterControllerVer.3.7.1SP4.
- 3. After boot up the "Setup Launcher", select the "Updated previous version".
- 4. Follow the instructions displayed to perform Steps 1–5.
- 5. Update the RSP file to the most recent version that supports LibCad2010.
- 6. Reboot your Plotbase computer.

Note: Although this is not a necessary step, it is recommended that you do this.

# Technical Bulletin

#### **PAGE: 1/1**

Model: N-C1/C2	e: 12-Oct	-10	No.: RB125021			
Subject: Paper C	Prepare	d by: F.N	oguchi			
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part informa		tion Action required		n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other (		)		

Old Part	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
D3362511	D3362512	Cassette: Ass'y	1 - 1	X/O	3	1	
D3362762	D3362763	Seal: Side Fence	2 - 2	X/O	3	25	
	D3362765	Pad: Side Fence: Rear	2		3	26	*
G8003017	D3363017	Plain Shaft Bearing: Paper Feed: Left	1 - 1	X/O	5	2	

### \*: New index

#### Change:

- 1) The shape of the side fence seal was changed (width increased from 8mm to 14mm).
- 2) The material of the left plain shaft bearing in the paper feed section was changed. **Note:** Due to this, the color was changed from white to black.

**Reason:** To further improve paper skew correction.

#### Important:

- Before attaching this seal, clean the attachment surface with alcohol.
- Attach the seal/pad so that the clearance between the seal/pad and edges is between 0-1mm.



MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Paper cassette Type 240	120/60 220-240/50, 60	USA, Canada, S. America Europe, Asia, Oceania, etc	B643-17	Service part only
Paper cassette Type 240	120/60 220-240/50, 60	USA, Canada, S. America Europe, Asia, Oceania, etc	B853-17	L3301000001

# Technical Bulletin

#### **PAGE: 1/3**

Model: N-C1			Dat	e: 10-Dec	-10	No.: RB125022
Subject: PlotClient HDI for Printer Controller RW-240					d by: F.N	oguchi
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part informat		tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	🛛 Other (		)		

### This is a release note for Printer Controller RW-240.

### \*\*\* PlotClient HDI for PLOTBASE Version 3.7.1SP4 (3.7.1.138) \*\*\*

This is an update for PlotClient HDI to support AutoCAD2010 - 2011.

#### Note:

- 1. PLOTBASE version 3.7.1SP3 (3.7.110) or earlier does not require this update.
- Supported OS Windows XP SP3 Windows Vista SP2

### **PlotClient HDI Installation Procedure:**

Before updating the PlotClient HDI, please make sure that all running applications are

closed on your Plotbase computer.

- 1. Go to Control Panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to Control Panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-240 pc3 drivers.

Name 🔺	Size	Date Modified
C Plot Styles		10/18/2010 4:45 AM
C PMP Files		10/18/2010 4:45 AM
📰 Add-A-Plotter Wizard	1 KB	10/18/2010 4:42 AM
🔂 Default Windows System Print	2 KB	3/3/2003 7:36 PM
DWF6 ePlot.pc3	5 KB	7/29/2004 3:14 AM
DWFx ePlot (XPS Compatible)	5 KB	6/21/2007 10:17 AM
DWG To PDF.pc3	2 KB	10/23/2008 9:32 AM
PublishToWeb JPG.pc3	1 KB	12/7/1999 8:53 PM
PublishToWeb PNG.pc3	1 KB	11/21/2000 11:18 PM
RW-240 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-480 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:45 AM
RW-3600 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-7140 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:46 AM

RI	COH Technical E	Bulletin	PAGE: 2/3					
Мос	del: N-C1	Date: 10-Dec-10	No.: RB125022					
5.	. Go to your directory containing the update (RW-240 PlotClient HDI).							
	There are different versions for 32-bit OS an	d 64-bit OS. Please u	se the correct one					
	according to the OS of your computer.							
	Example:							
	You are working with AutoCAD2011 on a computer, which has Windows XP x64 (64							
	bit Version). Then you should use the setup.exe from the x64 directory.							
6.	Execute the correct setup.exe.							
7.	Follow the instructions with "Next" and "Install".							
8.	Install the updated PC3 files.							
	For reinstallation of the PC3 files, please refe	er to the RW-240 clien	it manual, chapter					
	"PlotClient ADI/HDI".							
9.	Final check							
	After the installation, the version number of I	PlotClient HDI as show	vn below should					

appear in the "About" tab of Plotclient HDI when you print any sample file with AutoCAD2011 or other supported AutoCAD products.

RW-240 PLO	CLIENT HDI			
Main	Job Data	Advanced	Options	About
	RW-24	0 PLOTCLI	ENT HDI	
For AU	FOCAD2010 -	– 2011 and LT	-Version	
All rigths	reserved.			
Copyright (c)	1986 - 2010			
RATIO Entw	cklungen GmbH Har	mburg		
Copyright (c)	2010			
RICOH COM	PANY, LTD.			
371 SP4	(Build 140)			Help
5	(Build 1 loy)			
		0. (D) ( H )		
		Start Printer Monitor		Lancel
Spool Directory	Nc2-na	a-113\spool\cfg		

10. Reboot

We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

<b>RICOH</b>	
Model: N-C1	

Date: 10-Dec-10

No.: RB125022

Note:

The Version Number of Plotclient HDI in this release shows a small error in the support information.

If you look at the version number by doing the following steps:

- 1. Go to Control Panel and open "Add or remove software"
- 2. Select RW-240 Plotclient HDI and click on "Support information",

You can find that the version number "3.7.140" is displayed as "3.7.0140".

🐻 Support Info	
RW-240 PLOTCLIENT HDI/ADI	
Use the following information to get techn support for RW-240 PLOTCLIENT HDI/ADI	ical
Publisher: RW-240 Version: 3.7.0140	
If this program is not working properly you may reinstall it by clicking Repair.	Repair
	Close

# Technical Bulletin

#### PAGE: 1/2

Model: N-C1			Dat	e: 29-Sep	-11	No.: RB125023
Subject: PlotClient HDI for Printer Controller RW-240			Prepared	d by: F.N	oguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	Other (		)		

### This is a release note for Printer Controller RW-240.

### \*\*\* PlotClient HDI for PLOTBASE Version 3.7.1SP4 (3.7.1.138) \*\*\*

This is an update for PlotClient HDI to support AutoCAD2012.

#### Note:

- 1. PLOTBASE version 3.7.1SP3 (3.7.110) or earlier does not require this update.
- Supported OS Windows XP SP3 Windows Vista SP2

#### **PlotClient HDI Installation Procedure:**

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

- 1. Go to control panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to control panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-240 pc3 drivers.

Name 🔺	Size	Date Modified
Dot Styles		10/18/2010 4:45 AM
C PMP Files		10/18/2010 4:45 AM
📰 Add-A-Plotter Wizard	1 KB	10/18/2010 4:42 AM
Default Windows System Print	2 KB	3/3/2003 7:36 PM
DWF6 ePlot.pc3	5 KB	7/29/2004 3:14 AM
DWFx ePlot (XPS Compatible)	5 KB	6/21/2007 10:17 AM
DWG To PDF.pc3	2 KB	10/23/2008 9:32 AM
PublishToWeb JPG.pc3	1 KB	12/7/1999 8:53 PM
PublishToWeb PNG.pc3	1 KB	11/21/2000 11:18 PM
RW-240 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-480 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:45 AM
RW-3600 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-7140 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:46 AM

		PAGE: 2/2				
5 Go to your directory containin	a the undate (BW-240 PlotClient	HOI)				
There are different versions for 32 bit $OS$ and 64 bit $OS$ . Please use the correct and						
according to the OS of your c	omputer.					
Example:						
You are working with AutoCA	D2012 on a computer, which has	installed Windows XP				
x64 (64 bit Version). Then you	u should use the setup.exe from the	ne x64 directory.				
6. Execute correct setup.exe.						
7. Follow the instructions with "N	lext" and "Install".					
8. Install the updated PC3 files.						
For reinstallation of the PC3 f	iles please refer to RW-240 client	manual, chapter				
"PloteClient ADI/HDI".						
9. Final check						
1) Go to control panel and op	en "Add or remove software"					
2) Select RW-240 Plotclient H	IDI and click on "Support informat	ion",				
You can find that the version	number "3.7.141" is displayed as	"3.7.141".				
to Support Info						

Use the fo	ollowing information to get technical suppo PLOTCLIENT HDI/ADI	ort for
Publisher: Version:	<b>RW-240</b> 3.7.141	

If this program is not working properly you may reinstall it by clicking Repair.	Repair
	Close

# 10. Reboot

We recommended to reboot your Plotbase computer, even though this is generally not necessary.

# Technical Bulletin

#### PAGE: 1/2

Model: N-C1			Dat	e: 10-Apr-	13	No.: RB125024
Subject: PlotClient HDI for Printer Controller RW-240			Prepared	d by: F.N	oguchi	
From: 2nd Tech S						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	Other (		)		

### This is a release note for Printer Controller RW-240.

### \*\*\* PlotClient HDI for PLOTBASE Version 3.7.1SP4 (3.7.1.138) \*\*\*

This is an update for PlotClient HDI to support AutoCAD2013.

#### Note:

- 1. PLOTBASE version 3.7.1SP3 (3.7.110) or earlier does not require this update.
- Supported OS Windows XP SP3 Windows Vista SP2

### **PlotClient HDI Installation Procedure:**

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

- 1. Go to control panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to control panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-240 pc3 drivers.

Name 🔺	Size	Date Modified	
C Plot Styles		10/18/2010 4:45 AM	
C PMP Files		10/18/2010 4:45 AM	
📰 Add-A-Plotter Wizard	1 KB	10/18/2010 4:42 AM	
Default Windows System Print	2 KB	3/3/2003 7:36 PM	
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DWFx ePlot (XPS Compatible)	5 KB	6/21/2007 10:17 AM	
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RW-3600 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM	
RW-7140 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:46 AM	

RI	COH Technic	al <b>B</b> ulletin	PAGE: 2/2				
Mod	el: N-C1	Date: 10-Apr-13	No.: RB125024				
5.	5. Go to your directory containing the update (RW-240 PlotClient HDI).						
	There are different versions for 32-bit	OS and 64-bit OS. Please	use the correct one				
	according to the OS of your computer						
	Example:						
	You are working with AutoCAD2013 c	on a computer, which has i	nstalled Windows XP				
	x64 (64 bit Version). Then you should	use the setup.exe from th	e x64 directory.				
6.	Execute correct setup.exe.						
7.	Follow the instructions with "Next" and	d "Install".					
8.	Install the updated PC3 files.						
	For reinstallation of the PC3 files plea	se refer to RW-240 client	manual, chapter				
	"PloteClient ADI/HDI".						
9.	Final check						
	1) Go to control panel and open "Add	or remove software"					
	2) Select RW-240 Plotclient HDI and	click on "Support information	on",				
	You can find that the version number	"3.7.142" is displayed as	3.7.142".				



### 10. Reboot

We recommended to reboot your Plotbase computer, even though this is generally not necessary.