RICOH

Reissued: 16-Apr-07

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296001a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine	Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the **Engine.**

Version	Program No.	Effective Date
1.02 :10	*B2985160B*	*April 2007 production*
1.01 :10	B2985160A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.02 :10	*Symptom corrected:* *1. The following SP modes return to default when the machine recovers from Energy Saver Mode.* *SP1105-003: Roller Center: Bypass* *SP1105-004: Roller Center: Ends* *SP1105-007: Roller Center: Bypass (Thick Paper)* *SP1105-008: Roller Ends: Bypass (Thick Paper)* *SP1105-009: Re-load Temp. Minus: Roller Center (Thick Paper)* *SP1105-010: Re-load Temp. Minus: Roller Ends (Thick Paper)*
1.01 :10	1st Mass production.

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296002b

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release Note: Net File	Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the **Net File.**

Version	Program No.	Effective Date
2.02	*D3155938C*	*July 2007 production*
2.00.5	D3155938B	January 2007 production
2.00	D3155938A	1st Mass production.

Version	Modified Points or Symptom Corrected

2.02	*Symptom corrected:*
	1. *Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happened if the folder paths were imported to the address book from a csv file via SDM for Admin.*
	2. *File and user names shown in the Document server that contain Korean characters might have appeared garbled in the operation panel or WebImageMonitor. This only occurred if the document was edited directly in the document server (not downloaded and edited locally) using DeskTopBinder.*
	3. *Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.*
	Note: To fix this issue, all of the following firmware must be applied:
	  − *System firmware ver 1.04 or later*
	  − *Websys firmware ver 1.02 or later*
	  − *WebDocBox firmware ver 1.03 or later*
	  − *NFA firmware ver 2.02 or later*
	  − *Printer firmware ver 1.03 or later*

2.00.5	Symptom corrected: The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both Controller firmware (version 1.00 or later) and Netfile firmware (version 2.00.5 or later) need to be apllied to fix this issue.
2.00	1st Mass production.

RICOH

Reissued: 23-Jan-08

Model: Adonis-C4.5	Date: 08-Nov-06	No.: RB296003c

RTB Reissue
The items in bold italics have been added.

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

This RTB has been issued to announce the firmware release information for the **Network Support.**

Version	Program No.	Effective Date
5.17.1	*D3155934D*	*December 2007 production*
5.16	D3155934C	June 2007 production
5.14	D3155934B	January 2007 production
5.13	D3155934A	1st Mass production.

Version	Modified Points or Symptom Corrected
5.17.1	*Symptom corrected:* *1. The performance of WIM might be reduced if SSDP is enabled on the device.* *2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)* *3. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.* *4. Jobs that contain a USTATUS command cause slow printing (GFPR#RC07050010).* *5. An IEEE 1284 job might result in the device to becoming locked in the Waiting state.*
5.16	Symptom corrected: 1. A 404 error will be returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.x Batch Configuration. 2. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 3. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)
5.14	1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable.
5.13	1st Mass production.

RICOH

Technical **B**ulletin

Reissued:14-Dec-06

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296004a

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PCL	Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
1.03	*D3155125B*	*December 2006 production*
1.00	D3155125A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03	*The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP.*
1.00	1st Mass production.

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296005

Subject: Firmware Release Note:PS3		Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **PS3.**

Version	Program No.	Effective Date
1.00	D3195105A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production.

RICOH

Reissued:10-Jan-07

Model: Adonis-C4.5	Date: 08-Nov-06	No.: RB296006a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer	Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the **Printer.**

Version	Program No.	Effective Date
1.02	*D3155941B*	*January 2007 prodcution*
1.01	D3155941A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.02	1. *After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out.(FPR#RE06120004)* 　- *"Print"* 　- *"Delete"* 　- *"Select All Jobs"* 　- *"Clear All"* 　- *"Unlock File" (File Administrator privileges required)* 　- *"Change Password"* 2. *PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met:* 　- *"Shift load to printer" selected for the RPCS driver's Job Load Distribution setting.* 　- *Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper.*
1.01	1st Mass production.

Reissued: 10-Oct-07

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296007a

RTB Reissue

The items in bold italics have been corrected.

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

This RTB has been issued to announce the firmware release information for the **Scanner.**

Version	Program No.	Effective Date
a4_2.06	*D3155932A*	*September 2007 production*
a4_2.03	D3155932	1st Mass production.

Version	Modified Points or Symptom Corrected
a4_2.06	*Symptom corrected:* *1. The device or just the scanner application might stall when the device is awoken from sleep mode. This only happened if both of the following conditions were met:* *‒ User authentication was enabled.* *‒ The SNTP polling interval setting was "Constant Intervals".*
a4_2.03	1st Mass production.

Reissued: 10-Oct-07

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296008b

RTB Reissue

The items in bold italics have been corrected.

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

This RTB has been issued to announce the firmware release information for the **Controller.**

Version	Program No.	Effective Date
1.04	*B2985931D*	*July 2007 production*
1.03	*B2985931C*	*March 2007 producion*
1.02	B2985931B	December 2006 production
1.01	B2985931A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.04	*Symptom corrected:* *1. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.* *Note: To fix this issue, all of the following firmware must be applied:* *– System firmware ver 1.04 or later* *– Websys firmware ver 1.02 or later* *– WebDocBox firmware ver 1.03 or later* *– NFA firmware ver 2.02 or later* *– Printer firmware ver 1.03 or later*
1.03	*Symptom corrected:* *1. Communication between RC Gate (external and embedded) and the device works properly.* *2. Entries such as "usercode/username" in the Job Log or Access Log might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries.*
1.02	The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.
1.01	1st Mass production.

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Reissued: 10-Oct-07

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296009b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Websys	Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the **Websys.**

Version	Program No.	Effective Date
1.02	*D3155936C*	*June 2007 production*
1.01.1	D3155936B	March 2007 production
1.01	D3155936A	1st Mass production.

Version	Modified Points or Symptom Corrected

1.02	*Symptom corrected:*
	1. WebImageMonitor contained wording errors in Traditional Chinese.
	2. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.
	Note: To fix this issue, all of the following firmware must be applied:
	  – *System firmware ver 1.04 or later*
	  – *Websys firmware ver 1.02 or later*
	  – *WebDocBox firmware ver 1.03 or later*
	  – *NFA firmware ver 2.02 or later*
	  – *Printer firmware ver 1.03 or later*
	3. Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.

1.01.1	Symptom corrected: "ILLEGALCHAR_G" is shown unnecessarily in the "Add" or "Change" pages of the Korean WIM address book.
1.01	1st Mass production.

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Technical Bulletin

Reissued: 11-Jan-07

Model: Adonis-C4.5	Date: 10-Jan-07	No.: RB296010a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Fax)	Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
02.00.00	*D3155935A*	*February 2007 production*
00.06.00	D3155935	1st Mass Production

Version	Symptom Corrected
02.00.00	*Minor changes applied to improve reliability*
00.06.00	1st Mass Production

RICOH

Technical Bulletin

PAGE: 1/1

Model: Adonis-C4.5b/c		Date: 23-Mar-07	No.: RB296011
Subject: Correction Service Manual (FAX RAM Addresses)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☒ Service manual revision ☐ Retrofit information

The Service Manual was corrected as follows:

P3-79: Service RAM Address for Fax Option Type 3045 (B779)

Delete the following RAM addresses from the table.

6BEBFE(H)	Dial tone detection frequency – Upper limit (High)
6BEBFF(H)	Dial tone detection frequency – Upper Limit (Low)
6BEC00(H)	Dial tone detection frequency – Lower Limit (High)
6BEC01(H)	Dial tone detection frequency – Lower Limit (Low)
6BEC02(H)	Dial tone detection waiting time (20 ms)
6BEC03 to 6BEC04	Dial tone detection monitoring time (20 ms)
6BEC05(H)	Dial tone detect judge time (20 ms)
6BEC06(H)	Dial tone disconnect permission time (20 ms)

Important: <u>Do not change the values</u> of these RAM addresses.

They are not for use in the field.

RICOH

Reissued: 23-Jan-08

Model: Adonis-C4.5	Date: 27-Mar-07	No.: RB296012a

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release Note: (DESS)	Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
3.01.1	*D3155940A*	*December 2007 production*
3.00.1	D3155940	1st Mass production.

Version	Modified Points or Symptom Corrected
3.01.1	*Symptom corrected:* *1. An SSL2.0 client code fails to properly check for NULL (CVE-2006-4343). (TechMail#OTS-2008-185)* *2. Multiple RSA implementations fail to properly handle signatures (CVE-2006-4339). (TechMail#OTS-2008-276).*
3.00.1	1st Mass production.

Model: Adonis-C4.5	Date: 15-May-07	No.: RB296013

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

Please correct your Service Manuals as follows.

Add the following SP mode:

5816 208	Operation Error, Incorrect Setting	-12005	@Remote communication is prohibited. The device has a problem with a Cumin function.
		-12006	After confirmation is completed, confirmation request was made again.
		-12007	Different request number was used for registration from the number which was used for confirmation.
		-12008	Because the device was in use, updating certification was failed.

Model: Adonis-C4.5b/c	Date: 23-May-07	No.: RB296014

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

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

Please apply the following SP7504 description revisions, which correct the firmware translation errors that appear on the LCD and SMC.

SP7-504-

Item	Incorrect Description	Correct Description
03	Tray 1: On	Tray 1 Paper Feed Sensor
04	Tray 2: On	Tray 2 Paper Feed Sensor
05	Tray 3/LCT: ON	Tray 3 Paper Feed Sensor
06	Tray 4: On	Tray 4 Paper Feed Sensor
07	External Tray: On	LCT Tray Relay Sensor
08	Registration: ON	Vert. Transport Sensor 1
09	External Tray: ON	Vert. Transport Sensor 2
10	Internal Tray: ON	Vert. Transport Sensor 3
13	Duplex Exit 2: ON	Registration Sensor
14	Duplex Exit 3: ON	Fusing Exit Sensor
16	Exit 1: Off	Exit Sensor
17	-	Relay Sensor 1 (Optional Bridge Unit)
18	-	Relay Sensor 2 (Optional Bridge Unit)
19	Ent. Duplex 1: Off	Duplex Entrance Sensor
23	Exit Duplex: Off	Duplex Exit Sensor
24	-	1-Bin Tray Sensor
40	Ent. FIN Off	Booklet FIN Stack Exit
41	Exit FIN Off	Booklet FIN Saddle Stitch Staple
57	LCT Tray	LCT Relay Sensor Off
58	Vert. Trans 1: ON	Vert Transport Sensor 1 Off
59	Vert. Trans 2: ON	Vert Transport Sensor 2 Off
60	Registration: OFF	Vert Transport Sensor 3 Off
61	Transport Sensor 4	Vert Transport Sensor 4 Off
63	External Tray: OFF	Reg. Sensor Off
66	Duplex Exit 1: OFF	Exit Sensor Off
67	-	Relay Sensor 1 (Optional Bridge Unit) Off
68	Relay Sensor 2: OFF	Relay Sensor 2 (Optional Bridge Unit) Off
69	Duplex Feed: OFF	Duplex Entrance Sensor Off
73	Exit Duplex: ON	Duplex Exit Sensor Off

Model: Adonis-C4.5b/c	Date: 23-May-07	No.: RB296015

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

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

Please apply the following correction to your Model A-C4.5 Service Manual (machine code: B291/B295/B296/B297).

Section 5 (SERVICE TABLES)
5.2.3 Service Tables (page 5-35)

Incorrect:

5045	Accounting Counter
	Selects the counting method if the meter charge mode is enabled with SP5-930-001. **Note**: You can change the setting only one time. [0 to 1/ 1] 0: Development counter. Shows the total counts for color (Y,M,C) and black (K). 1: Paper counter. Shows the total page counts for: Color Total, Black Total, Color Copies, Black Copies, Color Prints, Black Prints.

Correct:

5045	Accounting Counter
	Selects whether the printer counter is displayed on the LCD. **Note**: You can change the setting only one time. [0~1/0/1] 0: Displays total counter only. 1: Displays both total counter and printer counter.

Model: Adonis-C4.5	Date: 25-Mar-07	No.: RB296016

Subject: Service Manual Correction	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

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

The Service Manual was changed as follows:

Add the following description to section 5.3 UPDATING THE FIRMWARE.

Errors During Firmware Update

An error message is displayed if an error occurs during the download. The error code consists of the letter "E" and a number (e.g., "E20").

Error Message Table

NO.	MEANING	SOLUTION
20	Cannot map logical address	Make sure the SD card is installed correctly, or use a different SD card.
21	Cannot access memory	HDD connection incorrect, or replace HDD.
22	Cannot decompress compressed data	Incorrect ROM data on the SD card, or data is damaged.
23	Error occurred when ROM update program started	Controller program defective. If the second attempt fails, replace the controller board.
24	SD card access error	Make sure the SD card is installed correctly, or use a different SD card.
30	No HDD available for stamp data download	HDD connection not correct or replace hard disks.
31	Data incorrect for continuous download	Install the SD card with the remaining data necessary for the download, then re-start the procedure.
32	Data incorrect after download interrupted	Execute the recovery procedure for the module, then repeat the installation procedure.
33	Incorrect SD card version	Incorrect ROM data on the SD card, or data is damaged.
34	Module mismatch - Correct module is not on the SD card	The data on the SD is not correct. Get the correct data (Japan, Overseas, OEM, etc.) then install again.
35	Module mismatch – Module on SD card is not for this machine	SD update data is incorrect. The data on the SD card is for a different machine. Get the correct data then install again.
36	Cannot write module – Cause other than E34, E35	SD update data is incorrect. The data on the SD card is for a different machine. Get the correct data then install again.

Model: Adonis-C4.5	Date: 25-Mar-07	No.: RB296016

40	Engine module download failed	Replace the data for the module on the SD card and try again, or replace the BICU.
41	FAX module download failed	Replace the data for the module on the SD card and try again, or replace the MBU.
42	Operation panel module download failed	Replace the data for the module on the SD card and try again, or replace the LCDC.
43	Stamp data module download failed	Replace the data for the module on the SD card and try again, or replace the HDD.
44	Controller module download failed	Replace the data for the module on the SD card and tray again, or replace the Controller board.
50	Electronic confirmation check failed	SD update data is not correct. The data on the SD card is for a different machine. Get the correct data then install again.

RICOH

Reissued: 10-Oct-07

Model: Adonis-C4.5	Date: 08-Nov-06	No.: RB296006b

RTB Reissue

The items in bold italics have been added.

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

This RTB has been issued to announce the firmware release information for the **Printer.**

Version	Program No.	Effective Date
1.03	*D3155941C*	*June 2007 production*
1.02	D3155941B	January 2007 production
1.01	D3155941A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03	*Symptom corrected:* *1. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.* *Note: To fix this issue, all of the following firmware must be applied:* – *System firmware ver 1.04 or later* – *Websys firmware ver 1.02 or later* – *WebDocBox firmware ver 1.03 or later* – *NFA firmware ver 2.02 or later* – *Printer firmware ver 1.03 or later*
1.02	1. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out.(FPR#RE06120004) - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Cahnge Password" 2. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: - "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. - Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper.

Technical **B**ulletin

RICOH

Model: Adonis-C4.5	Date: 08-Nov-06	No.: RB296006b

Version	Modified Points or Symptom Corrected
1.01	1st Mass production.

Model: Adonis-C4.5	Date: 5-Oct-07	No.: RB296017

Subject: Platen cover sheet damage		Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.		

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

SYMPTOM

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

CAUSE

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

SOLUTION

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

If the platen cover sheet shows any damage:

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

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

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

Model: Adonis-C4.5b/c	Date: 11-Oct-07	No.: RB296018

Subject: Firmware Release Note: (Webdocbox)		Prepared by: K.Takagi
From: 2nd Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Web docbox**

Version	Program No.	Effective Date
1.03	*B7835937C*	*October 2007 production*
1.02	B7835937B	June 2007 production
1.01	B7835937A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03	*Symptom corrected:* *1. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.* *Note: To fix this issue, all of the following firmware must be applied:* *– System firmware ver 1.04 or later* *– Websys firmware ver 1.02 or later* *– WebDocBox firmware ver 1.03 or later* *– NFA firmware ver 2.02 or later* *– Printer firmware ver 1.03 or later*
1.02	Symptom corrected: 1.Minor bug correction.
1.01	1st Mass Production

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296008c

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Controller	Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the **Controller.**

Version	Program No.	Effective Date
1.05	*B2985931E*	*February 2008 production*
1.04	B2985931D	July 2007 production
1.03	B2985931C	March 2007 production
1.02	B2985931B	December 2006 production
1.01	B2985931A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.05	*Symptom corrected:* *2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur:* *1. The device stalls while the first job is being stored to the HDD.* *2. After the stall, the printer is rebooted and another job is submitted for storage.* *3. The first and second store must be to/from the same application (Copy/Scanner/Printer).*
1.04	Symptom corrected: 1. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: – System firmware ver 1.04 or later – Websys firmware ver 1.02 or later – WebDocBox firmware ver 1.03 or later – NFA firmware ver 2.02 or later – Printer firmware ver 1.03 or later
1.03	Symptom corrected: 1. Communication between RC Gate (external and embedded) and the device works properly. 2. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries.

RICOH

Technical Bulletin

Reissued: 06-Mar-08

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296008c

Version	Modified Points or Symptom Corrected
1.02	The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.
1.01	1st Mass production.

Model: Adonis-C4.5b/c	Date: 23-Apr-08	No.: RB296019a

Subject: Dirty Background Image		Prepared by: S. Tomoe
From: 2nd Tech Support Sec. Service Support Dept.		
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Action required ☐ Electrical ☐ Service manual revision ☐ Transmit/receive ☐ Retrofit information ☐ Other ( ) ☒ Tier 2

RTB Reissue
The items in *bold italics* were added

SYMPTOM

Dirty background image sometimes appears under certain conditions which are mentioned in "Cause" below.

CAUSE

The TC (toner concentration) in the development unit is too high.
   The factors of this condition are as follows:
   - It may occur easier in low humidity and low temperature conditions.
   - It may occur easier when the print volume is high.
   - It may occur easier when a lot of one-to-one prints are made.
   - It may occur easier when there is a lot of paper dust in the recycled toner.
   - It may occur easier when printing with high image coverage.

The process in which the problem occurs is as follows:
   TC becomes high caused by the above factors => Accelerates the "Toner Filming" on the development roller => Toner over toning, dirty background.

TEMPORARY SOLUTION

To reduce the TC in the development unit and to cause the generation time of this problem to be delayed, change the development bias as follows:
 - Increase the development bias for the ID sensor pattern to reduce the toner concentration.
 - Increase the development bias to increase the image density.

REQUIRED ACTION IN THE FIELD

When this issue occurs, please do the following procedure.
1. Before changing the development bias,
   - Replace the developer
   - Clean the development roller surface
   - Clean the recycled toner pathway in the PCU. (Refer to the following procedure for more detail)

Model: Adonis-C4.5b/c	Date: 23-Apr-08	No.: RB296019a

2. Make the following SP mode changes:
   - SP2201-01 (Development Bias): From 550 to 660
   - SP2201-02 (Development Bias for ID sensor pattern): From 400 to 500
   - *SP2001-01 (Charge Roller Bias): Increase the setting by 100*
   - *SP2001-02 (Charge Roller Bias for ID sensor pattern): Increase the setting by 100*

   Note: For cases in which you have already performed the first two SP changes (SP2201-01, -02), you do not need to make a special site visit to perform the third and fourth SP changes (SP2001-01, -02). Perform these changes at the next site visit (PM visit or other).

Remarks

1. The above procedure is not a final solution. Even if you perform this temporary solution, the generation time of this problem will be delayed, but this problem may occur under the following conditions.

   1) The conditions listed above, which are mentioned in the Limitation List for A-C4.5 as follows.
      - Low temperature (10 degrees C) and low humidity (15%)
      - Printing volume that exceeds the maximum CV of 50k/month

      Note: This tends to occur often when the machine is used for the first time in the morning, following a day of high-volume printing.

   2) Conditions related to user operations (when two or more of the conditions as explained in "Cause" are met simultaneously)

Cleaning Procedure for the recycled toner pathway in the PCU

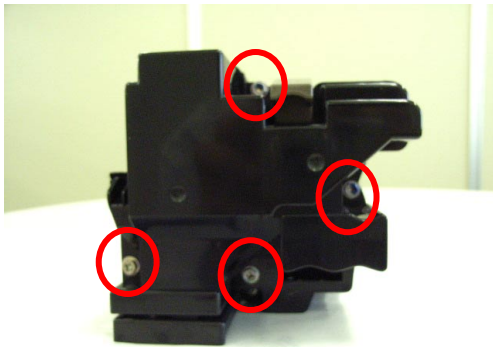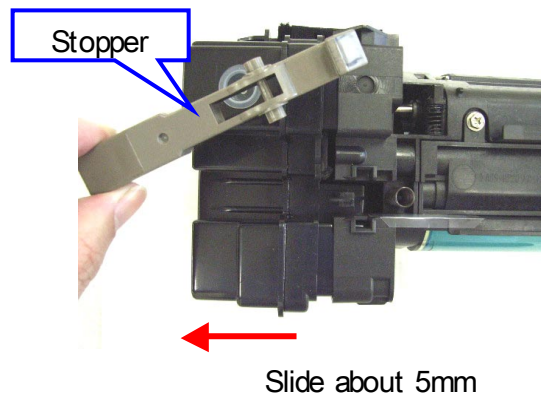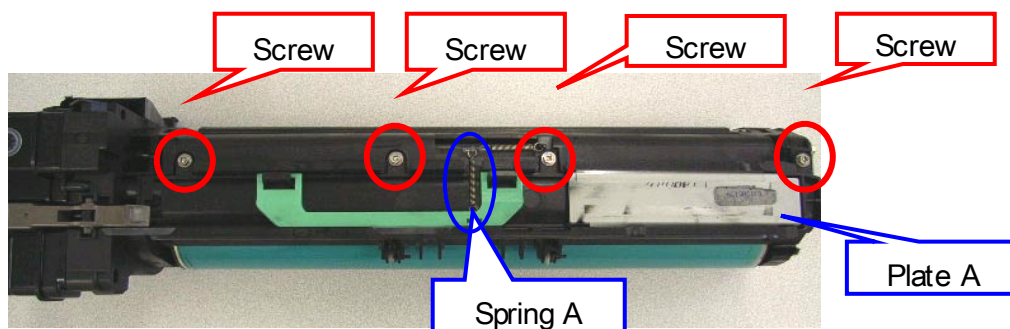These procedures are for cleaning out the recycled toner (location shown in the following photo).

Model: Adonis-C4.5b/c	Date: 23-Apr-08	No.: RB296019a

1. Remove 4 screws

2. Slide the developer tank about 5mm then remove the stopper.

Stopper

Slide about 5mm

3. Remove the Plate A which is fixed by tape
4. Remove the Spring A
5. Remove 4 screws

Screw   Screw   Screw   Screw

Plate A

Spring A

Model: Adonis-C4.5b/c	Date: 23-Apr-08	No.: RB296019a

6. Remove the upper cover, then clean out the recycled toner using a vacuum cleaner.

Clean this area
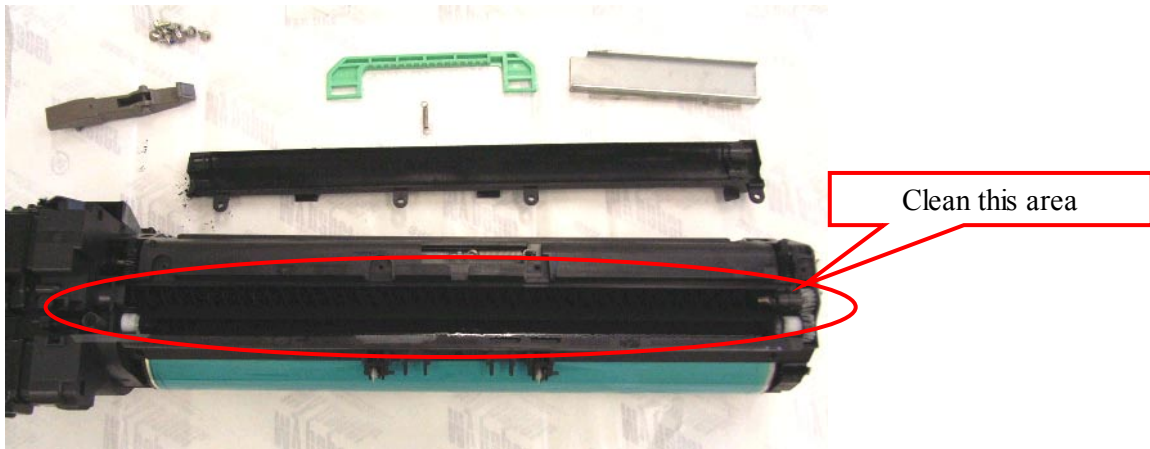
7. Re-attach all removed parts.

IMPORTANT

1) You should install the green lever together with the upper cover.

2) It is easier to install spring A if you use a small screw driver.
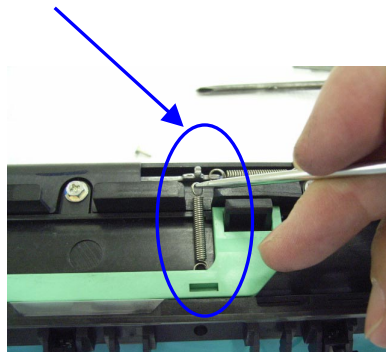
FINAL SOLUTION

We are still investigating the final solution and we will let you know as soon as it is fixed. Please give us more time to provide the final solution, because we must review the entire copy process. In the meantime, please perform the temporary solution as shown above if this problem occurs.

Technical **B**ulletin

PAGE: 1/1

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296004b

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PCL	Prepared by: S.Tomoe
From: 2nd Tech. Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the **PCL.**

Version	Program No.	Effective Date
1.11	*D3155125D*	*May 2008 production*
1.07	D3155125C	July 2007 production
1.03	D3155125B	December 2006 production
1.00	D3155125A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.11	*Symptom corrected:* *1. The PCL module cannot be added to the RPCS Printer unit SD-card (GFPR#07090005).* *2. PCL jobs containing fonts with a number of characters that is evenly divisible by 256 might cause the device to stall. (GFPR#RE0706006, RA07090001)* *3. Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008)*

1.07	Symptom corrected:
	 1. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall.
	 2. Jobs containing bitmapped PCL fonts might cause the device to stall.
	 3. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur.
	    – When sending a BOP job, the printer status stays at "Processing" and the job is not printed.
	    – Memory leak occurs when printing a bitmap font with insufficient memory condition.

1.03	The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP.
1.00	1st Mass production.

Model: Adonis-C4/C4.5	Date: 26-Sep-05	No.: RB195007c

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (FCU)	Prepared by: S.Tomoe
From: 2nd Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
05.00.00	*B7795570H*	*August 2008 production*
04.00.00	B7795570G	November 2006 production
03.00.00	B7795570F	November 2005 production
02.00.00	B7795570E	October 2005 production
01.02.00	B7795570D	1st Mass Production

Version	Symptom Corrected
05.00.00	*Symptom Corrected:* *1. When V34 is received, the communication is disconnected and prints a Power Failure Report.* *2. On-hook transmission may not be done.*
04.00.00	Wording errors (Russian)
03.00.00	Wording errors (Korean)
02.00.00	Wording errors (Chinese) Supports Korean language
01.02.00	1st Mass Production

Reissued: 26-Sep-08

Model: Adonis-C4.5	Date: 10-Jan-07	No.: RB296010b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Fax)	Prepared by: K.Moriizumi
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
02.00.00	*D3155935A_LRC0010*	*August 2008 production*
02.00.00	D3155935A	February 2007 production
00.06.00	D3155935	1st Mass Production

Version	Symptom Corrected
02.00.00	*Symptom corrected:* *IP-FAX communication fails* *(Bit 24: Expansion, unnecessary for DCS, is ON).* *Note: "DCS" stands for Digital Command Signal, a standard facsimile protocol signal.*
02.00.00	Minor changes applied to improve reliability
00.06.00	1st Mass Production

Reissued: 25-Dec-08

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296008d

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Controller		Prepared by: S. Tomoe
From: 2nd Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Controller.**

Version	Program No.	Effective Date
1.06	*B2985931F*	*January 2009 production*
1.05	B2985931E	February 2008 production
1.04	B2985931D	July 2007 production
1.03	B2985931C	March 2007 production
1.02	B2985931B	December 2006 production
1.01	B2985931A	1st Mass production.

Version	Modified Points or Symptom Corrected

1.06	*Symptom corrected:*
	 1. *The job processing speed is slower when the DataOverwriteSecurity option is installed.*
	 2. *The device might not be able to access the network under the following conditions (FPR#RC07050005)*
	 - The device is connected to a hub that has link flapping enabled.
	 - The device "Ethernet speed" is not "Auto".
	 3. *ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.*
	 4. *If the "User Account Enhance Unit" is installed, the following problems might occur:*
	   a) *Information in the "Counter per User" sheet might be incorrect.*
	   b) *A duplicate might be created when the driver registers a User Code in the addressbook.*
	   c) *The User Code counter that is incremented might not correspond to the user that submitted the job.*
	 5. *For the machine with the Data Overwrite Security option, when the power is down during updating firmware using the RFU function, the machine cannot re-start to update firmware after the power is on.*
	
	 @Remote related issues:
	 1. *The following error messages were deleted from the operation panel display, as it is not necessary to notify end users of these conditions (and therefore would be confusing):*
	 "Check the proxy settings. If the same error occurs,......" (embedded RC

Model: **Adonis-C4.5**	Date: 08-Nov-06	No.: RB296008d

Version	Modified Points or Symptom Corrected
	Gate) *"Cannot connect to the server for remote diagnostic." (external RC Gate)* *2. SC990 occurs when installing an embedded RC Gate (Cumin) via a Proxy Sever if the host name (and not the IP address) is used as the Proxy Server Address.* *3. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default).*

1.05	Symptom corrected:
	2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur:
	  1. The device stalls while the first job is being stored to the HDD.
	  2. After the stall, the printer is rebooted and another job is submitted for storage.
	  3. The first and second store must be to/from the same application (Copy/Scanner/Printer).

1.04	Symptom corrected:
	1. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.
	Note: To fix this issue, all of the following firmware must be applied:
	  – System firmware ver 1.04 or later
	  – Websys firmware ver 1.02 or later
	  – WebDocBox firmware ver 1.03 or later
	  – NFA firmware ver 2.02 or later
	  – Printer firmware ver 1.03 or later

1.03	Symptom corrected: 1. Communication between RC Gate (external and embedded) and the device works properly. 2. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries.
1.02	The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.
1.01	1st Mass production.

RICOH

Technical **B**ulletin

Reissued:30-Apr-09

Model: Adonis-C4.5b/c	Date: 13-Apr-09	No.: RB296020a

RTB Reissue

The items in **bold italics** were corrected or added.

Subject: Touch panel problem		Prepared by: K. Hamada
From: 2nd Tech Support Sec. Service Support Dept.		
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other (　　)	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

- *The panel does not respond at all, or*

- *The positions of the buttons shift (even after performing calibration)*

   Note: This issue affects all A-C4.5 machines.

CAUSE

The adhesive that binds electrodes to the touch panel surface contains a polymer that tends to expand under normal office environmental conditions.

SOLUTION

   In the field:

   Replace the touch panel (**see the procedure below**).

   Service parts:

   The adhesive was changed to one that will not expand under conditions of standard office environments.

Old Part Number	**New Part Number**	
B2135222:	**H3109900**	TOUCH PANEL:HVGA:FU-ACF

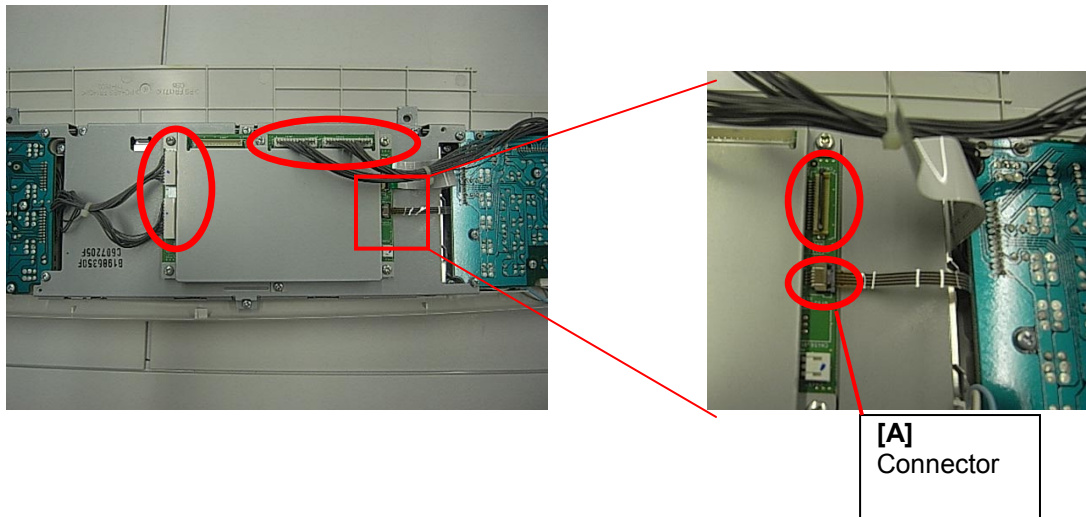## **Cut–in Serial Numbers**

As mentioned above, this issue affects all A-C4.5 machines.

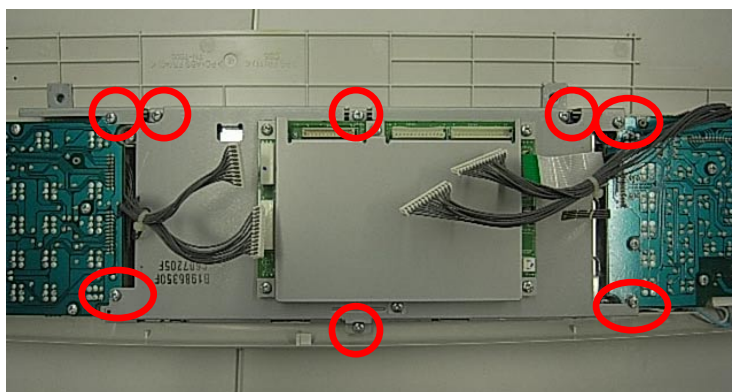## **Touch Panel Replacement Procedure**

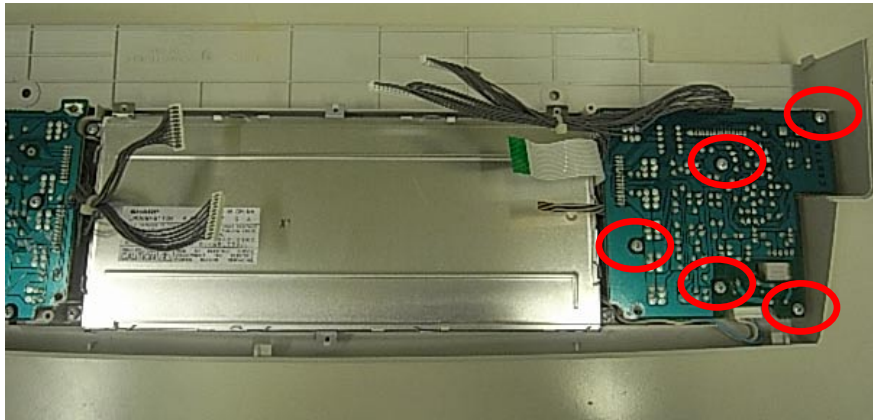1. Remove the operation panel (screw x 2, harness x 1).

Screw

2. Remove the harness and flat cable (harness x 4, flat cable x 2).
   Push the connector **[A]** to the right, and then remove the flat cable.

[A]
Connector

3. Remove the operation panel bracket (screw x 8).

4. Remove the right board (screw x 5) and then remove the connector.

5. Remove the LCD and the touch panel from the operation panel (screw x 4)
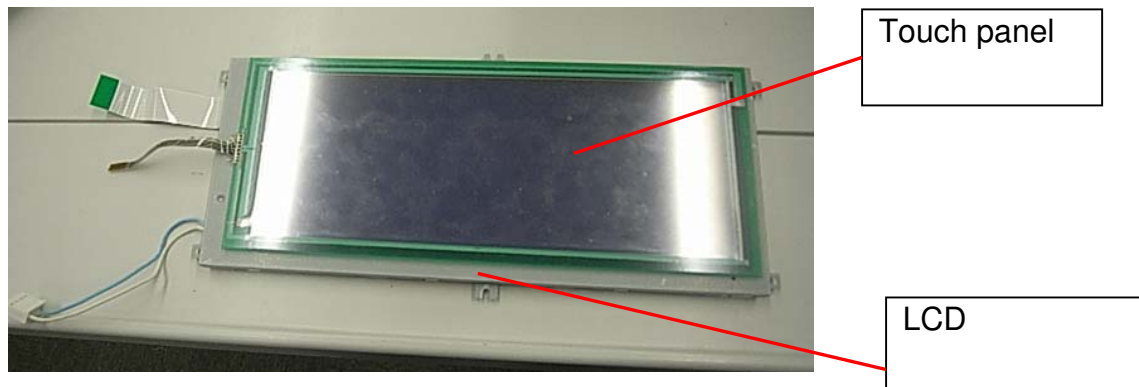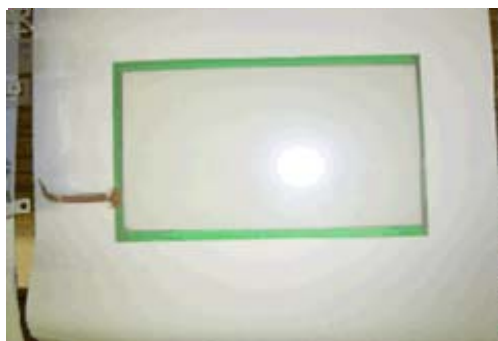
6. Remove the touch panel from the LCD.

Touch panel

LCD

7. Attach the new touch panel (P/N **H3106173**) to the LCD.
    Important: Only replace the touch panel. Do not replace the LCD.

8. Re-assemble the operation panel unit in the reverse order of the steps above.
9. Do the Touch Panel Position Adjustment, and then make sure the touch panel works
    correctly.

Model: Adonis-C4.5b/c	Date: 13-Apr-09	No.: RB296020

Touch Panel Position Adjustment

Notes:

· It is necessary to calibrate touch panel at the following times:

· When you replace the operation panel.

· When you replace the controller board.

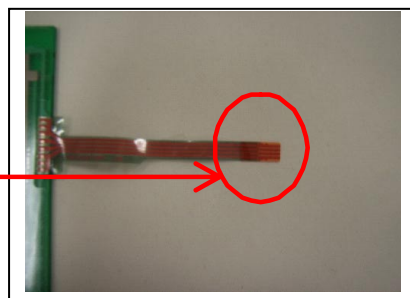· When the touch panel detection function does not operate correctly

Do not use items [2] to [9] on the Self-Diagnostic Menu. These items are for design use only.

1. Press [Clear mode], press [1] [9] [9] [3], press [Clear] 5 times to open the Self-Diagnostics menu.

2. On the touch screen press "Touch Screen Adjust" (or press o).

3. Use a pointed (not sharp) tool to press the upper left mark .

4. Press the lower right mark when " " shows.

5. Touch a few spots on the touch panel to make sure that the marker "+" shows exactly where the screen is touched.

6. Press Cancel. Then start from Step 2 again if the "+" mark does not show where the screen is touched.

7. Press [#] OK on the screen (or press #) when you are finished.

8. Touch [#] Exit on the screen to close the Self-Diagnostic menu. Save the calibration settings.
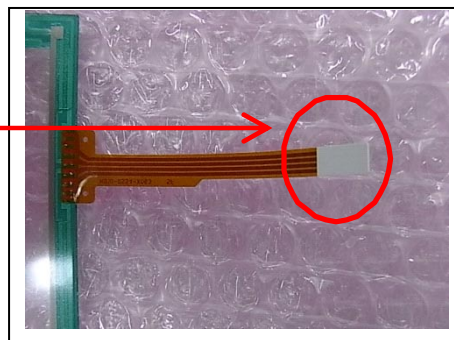
Model: Adonis-C4.5b/c	Date: 13-Apr-09	No.: RB296020

How to distinguish the new parts from the old parts

Old parts:
The tip of the electrode is **brown.**

New parts:
The tip of the electrode is **white.**

Model: Adonis-C4.5b/c	Date: 20-Apr-09	No.: RB296021

Subject: Dirty Background	Prepared by: S. Tomoe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

SYMPTOM

Dirty background sometimes appears.

CAUSE

When one of the following conditions is met, the chargeability of the toner is decreased, and the machine responds by increasing the toner concentration (TC). As a result, toner filming on the development roller is accelerated, and poorly-charged toner is easily transferred onto the non-image areas of the OPC surface.

- Low humidity and low temperature conditions
- High print volume
- High one-to-one print jobs
- High image coverage
- High paper dust content in recycled toner

SOLUTION

Production:

The toner was modified to minimize the decrease in chargeability under the conditions listed above.

> **Note:** The modified toner has a lot number that ends in **suffix A**, or has one of the following **new EDP codes**.

| Model Code	**EDP Code**	Model Name:	Effective from (2009):
B90726	**841346**	Toner Type MP 4500/8045e/LD345	April production
B90722	**841347**	Toner MP 4500E	May production
B90723	**841348**	Toner MP 4500	May production
B90724	**841349**	Toner Black IS 2445/I	May production
B90721	**841350**	Toner MP 4500S	April production
B90719	**841351**	Black Toner for LD335/LD345	April production
B90720	**841352**	Toner MP 4500	April production
B90725	**841353**	Toner MP 4500C	March production

Action in the field:

If the symptom is reported, do the following four procedures.

### I. Cleaning the pathway for recycled toner inside the PCU

1. Turn the machine main power OFF.

2. Remove the PCU.

3. Remove the four screws shown in the photo.
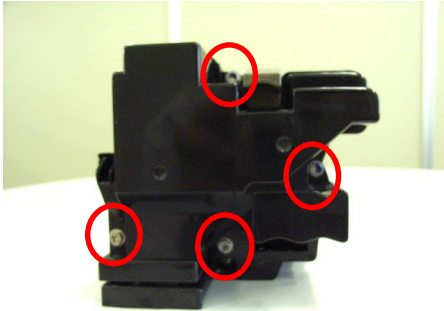
4. Slide the developer tank about 5mm as shown, and then remove the stopper.

Stopper

Slide about 5mm
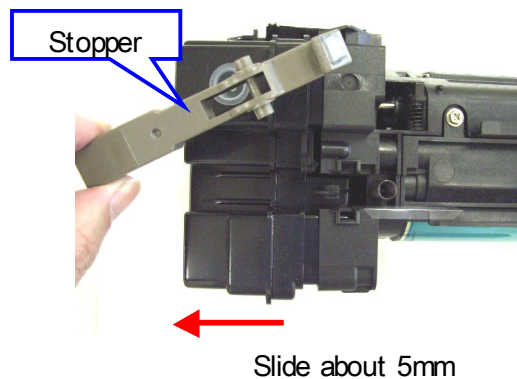
5. Remove the plate [A], which is attached to the frame with tape.

6. Remove the spring [B].

7. Remove the four screws shown.

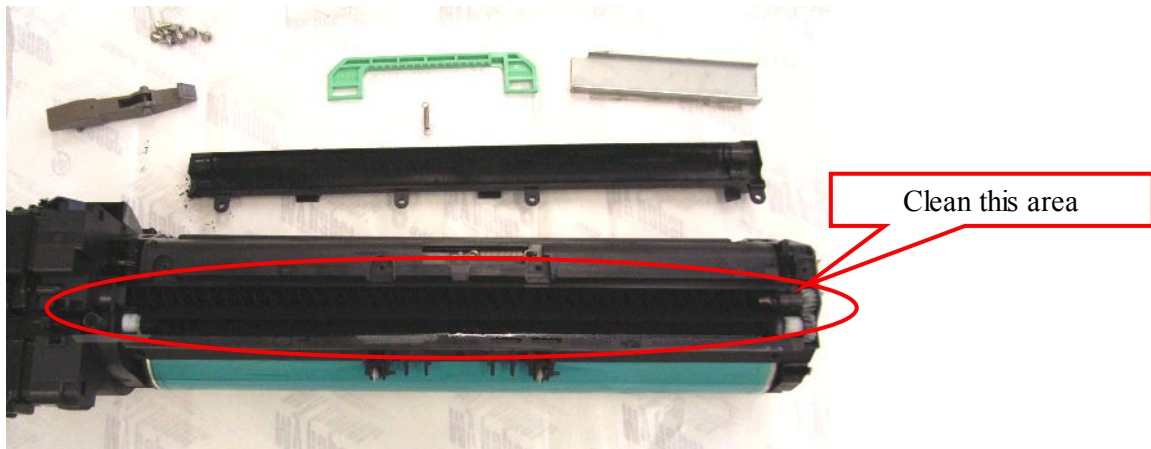Screw   Screw   Screw   Screw

[A]

[B]
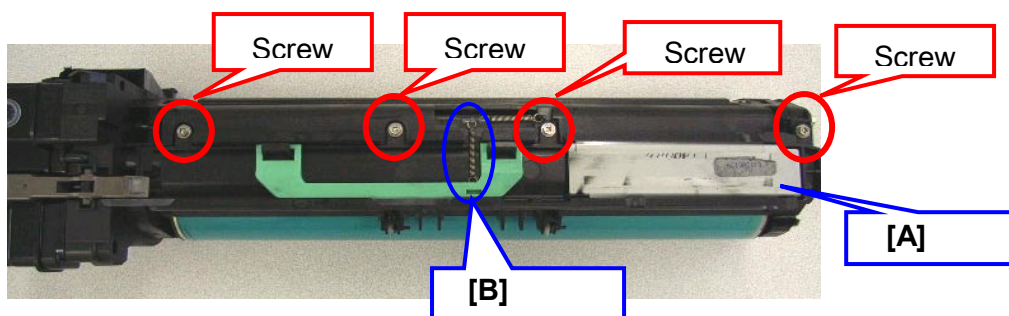
8. Remove the upper cover.

9. Clean out the recycled toner with a vacuum cleaner.

Clean this area

10. Re-attach all the parts you removed in the steps above.

Note: Using a small screwdriver will make it easier to attach the spring [B] (see the photo below).

Important: Make sure to install the green lever together with the upper cover.

[B]

Model: Adonis-C4.5b/c	Date: 20-Apr-09	No.: RB296021
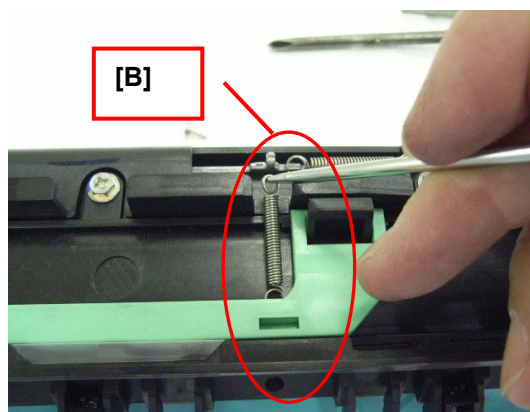
II. Cleaning the development roller surface

IMPORTANT: You do not need to replace the development roller. This symptom can be solved by performing the four procedures in this RTB.
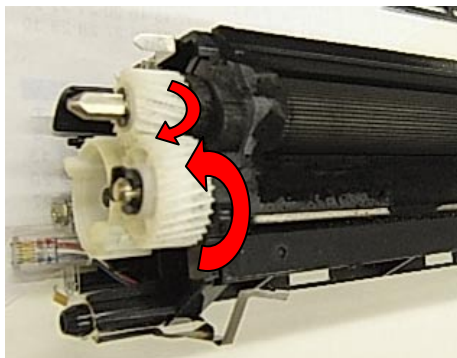
1. Remove the development unit.

2. Remove the upper development cover [A] (clip x 2).
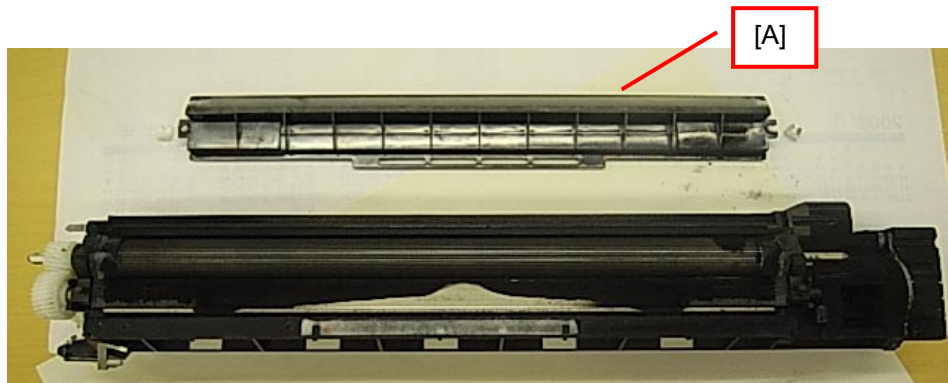
3. Fold up a sheet of copy paper to fit the width of the uncovered area of the development roller, as shown below.

4. Slide the paper along the length of the roller to clean the toner off the surface.

5. Rotate the development roller in the direction of the arrow until the section you cleaned is no longer visible. Repeat Step 4 for this section of the roller surface.

Model: Adonis-C4.5b/c	Date: 20-Apr-09	No.: RB296021

6. Repeat Steps 4 and 5 until you have cleaned the entire surface of the roller.

7. Reassemble the development unit and reinstall the unit in the machine.

III. Removing toner from the toner supply unit

1. Remove the toner supply unit.
2. Lift up the shutter [A], and then turn the inner plastic parts [B] in the direction of the arrow. Continue turning the parts until you have removed all the toner from the unit.
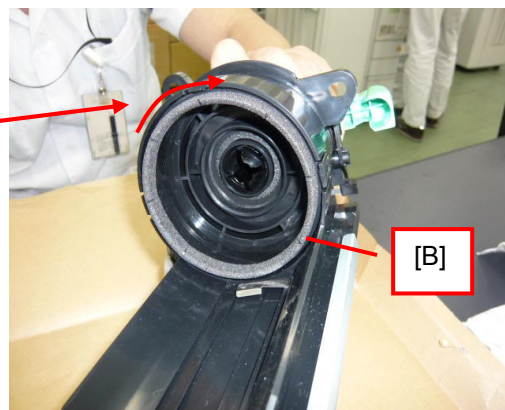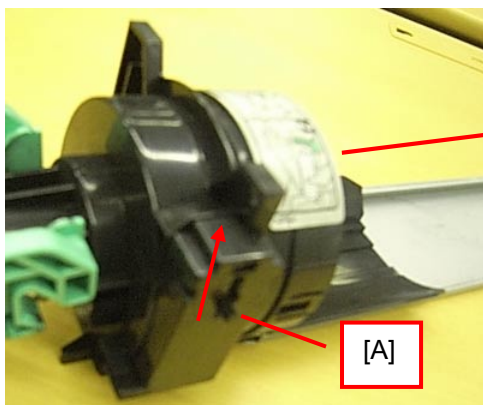
3. Reinstall the toner supply unit and install the new toner bottle.
4. Turn the machine main power ON.

IV. Set the following SP modes to the values shown.

Important: Do this for machines that have already had the temporary countermeasure applied as well.

SP Mode: Set to this value:

SP 2201-01 (Development Bias):   **560**
SP 2201-02 (Development Bias for ID sensor pattern):   **400**

   Note: For high-CV users (ACV: 30K or more), set this SP to a value of **460**.

SP 2001-01 (Charge Roller Bias):   **1500**

SP 2001-02 (Charge Roller Bias for ID sensor pattern):   **250**

Reissued: 30-Aug-10

Model: Adonis-C4.5	Date: 08-Nov-06	No.: RB296003d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Network Support	Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

This RTB has been issued to announce the firmware release information for the **Network Support.**

Version	Program No.	Effective Date
5.19	*D3155934E*	*September 2010 production*
5.17.1	D3155934D	December 2007 production
5.16	D3155934C	June 2007 production
5.14	D3155934B	January 2007 production
5.13	D3155934A	1st Mass production

Model: Adonis-C4.5	Date: 08-Nov-06	No.: RB296003d

Version	Modified Points or Symptom Corrected
5.19	*Symptom corrected:* 1. **Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.** 2. **Trying and failing to login to a Scan destination three times might result in the MFP stalling with an SC899 error.** 3. **Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.** 4. **The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).** 5. **Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook.** 6. **The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes.** 7. **The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2.** 8. **After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.** 9. **The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.** 10. **If the device tries and fails to login to a Windows scan destination 3 times, the device will stall displaying an SC 889 error. This is intermittent, occurring about 20% of the time that the conditions are met.** 11. **If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.** *Other changes:* 1. **Unable to Scan to SMB to a destination that is not specified using an FQDN.** 2. **Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.** 3. **Windows Authentication fails if the username or password includes lower-case European characters.** 4. **The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.**

RICOH

Technical **B**ulletin

Reissued: 30-Aug-10

Model: Adonis-C4.5	Date: 08-Nov-06	No.: RB296003d

Version	Modified Points or Symptom Corrected
5.17.1	Symptom corrected: 1. The performance of WIM might be reduced if SSDP is enabled on the device. 2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) 3. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 4. Jobs that contain a USTATUS command cause slow printing (GFPR#RC07050010). 5. IEEE 1284 job might result in the device to becoming locked in the Waiting state.
5.16	Symptom corrected: 1. A 404 error will be returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.x Batch Configuration. 2. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 3. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)
5.14	1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable.
5.13	1st Mass production

Model: Adonis-C4.5b/c	Date: 13-Mar-12	No.: RB296022

Subject: Parts Catalog Correction	Prepared by: Takuya Hirakawa
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Part number	Description	Q'ty	Int	Page	Incorrect Index	**Correct index**	Note
AB011386	Development Sleeve Gear	1	-	39	7	**8**	
AB011446	Gear – 29Z	1	-	39	8	**7**	
A2323069	Rear Bias Terminal - Development	1	-	39	22	**28**	
B0043062	Ground Plate – Doctor Blade	1	-	39	28	**22**	

Change/Reason: The index was corrected.

Model: Adonis-C4/C4.5	Date: 26-Sep-05	No.: RB195007e

RTB Reissue

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

Subject: Firmware Release History (FCU)	Prepared by: R. Tsurumi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
07.00.00	*B7795570K*	*-*	*Available*
06.00.00	B7795570J	August 2011 production	Available
05.00.00	B7795570H	August 2008 production	Available
04.00.00	B7795570G	November 2006 production	Available
03.00.00	B7795570F	November 2005 production	Available
02.00.00	B7795570E	October 2005 production	Available
01.02.00	B7795570D	1st Mass Production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected
07.00.00	*Symptom corrected:* *If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.*
06.00.00	Symptoms corrected: 1. Image problem occurs with JBIG transmission if the image is sent after a JBIG reception job is interrupted. 2. Errors frequently occur when receiving from a FAX server. 3. Forwarding to a FAX folder fails. Other changes: 4. TEC value further improved.
05.00.00	Symptom Corrected: 1. When V34 is received, the communication is disconnected and prints the Power Failure Report. 2. On-hook transmission may not be done.
04.00.00	Wording errors (Russian)
03.00.00	Wording errors (Korean)
02.00.00	Wording errors (Chinese) Supports Korean language

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Model: Adonis-C4/C4.5	Date: 26-Sep-05	No.: RB195007e

Version	Symptom Corrected
01.02.00	1st Mass Production