Model: Russian-C	Date: 15-Dec-99	No.: RA265001

Subject: Quick dial problem	Prepared by: K. Miura
From: Technical Services Dept., GTS Division	

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

SYMPTOM

In cases where the country code has been changed to France (00), the following error is displayed as soon as the quick dial key is selected:
"This destination is not available. Please check FAX number".

CAUSE

The communication switch 06 bit 4 mode is a carryover from the previous model and is not used in the Russian-C1. However, the software activates the mode by changing the value from 0 to 1 when the country code is changed to 00. For modes that are carried over but not meant to be used, the software will normally not do this.

SOLUTION

After changing the country code to France (00) at installation, communication switch 06 bit 04 should be disabled by changing the value from 1 to 0.

As a permanent solution, a modified version (ver. 13.04) of the software has been released.

RICOH Technical Bulletin

Model: Russian-C1	Date: 15-Feb-00	No.: RA265002

Subject: Service Manual Correciton	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Please correct your service manuals as follows:

1. <u>The optional 48 MB memory is not required when installing the optional finisher.</u>

1.2.2 INSTALABLE OPTION TABLE (P 1-7)

- Incorrect -

No.	Option	Russian-C1A/C1B	Note
11	1000-sheet Finisher (Option)	Δ	Requires No. 10, 12 and either no.3 or 4

- Correct -

| No.	Option	Russian-C1A/C1B	Note
11	1000-sheet Finisher (Option)	Δ	Requires No. 10 and either no.3 or 4

3.12. 1,000-SHEET FINISHER INSTALLATION (P 3-35)

Delete Note no.2: "If this finisher will be installed on the A265 or A267 copier, …"

2. <u>SP 5-401-2 and –3 are only used in machines for the Japanese market.</u>

Please correct the SP mode table as follows:

Mode No.			Function	Setting
Class 1 and 2	Class 3			
5-401	2	User Code Mode (Fax)	**This SP is for Japan only, Do not change the value.**	**0: No** 1: Yes
	3	User Code Mode (Fax)	**This SP is for Japan only, Do not change the value.**	**0: No** 1: Yes

3. The call-outs and installation steps for the optional tray heater should be corrected as follows (P 3-46).

A2651503.WMF

A2651505.WMF
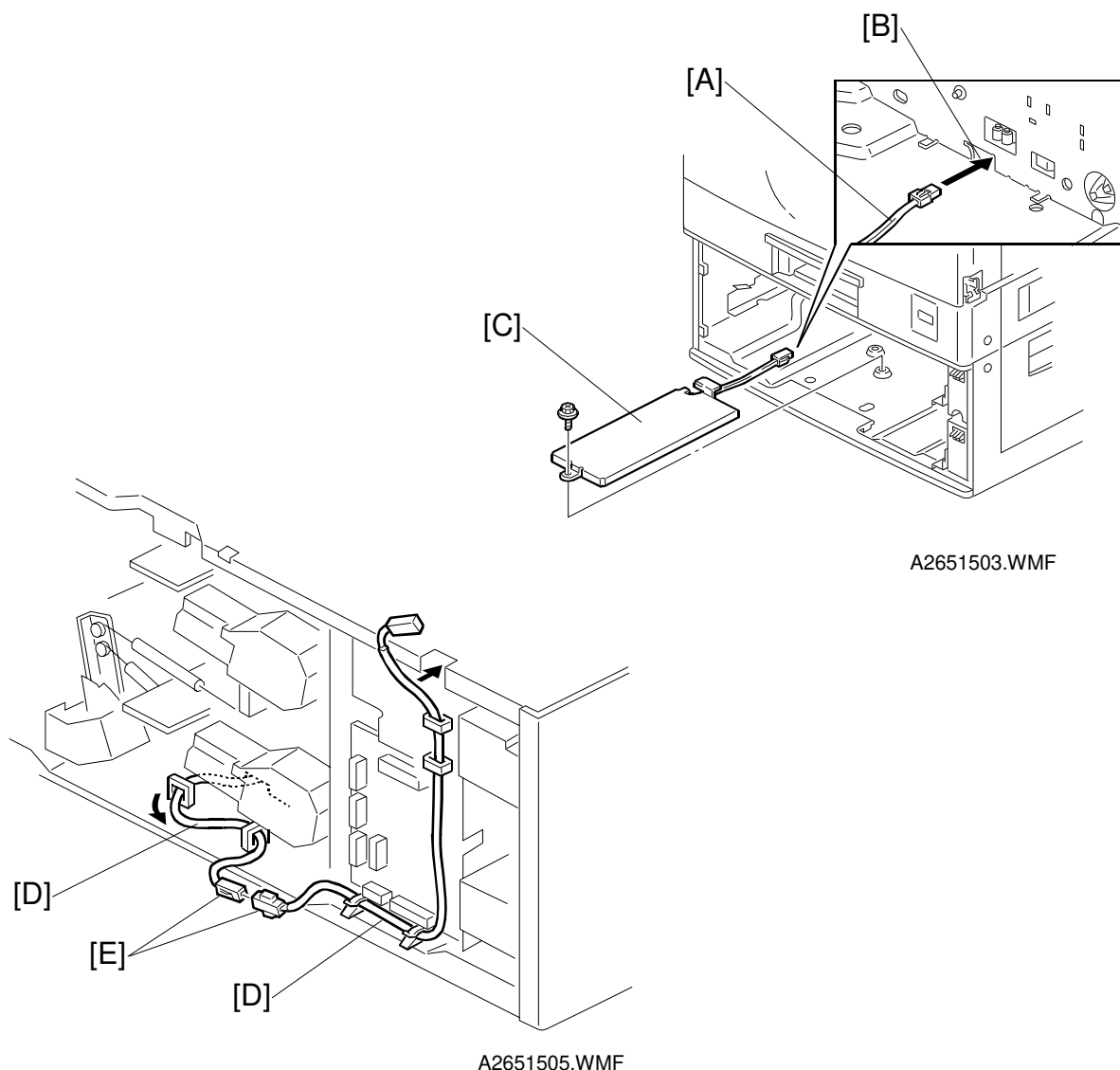
5. Slide out the two paper trays from the optional paper tray unit.

6. Pass the connector [A] through the opening [B].

7. Install the tray heater assembly [C] (1 screw).

8. Clamp the cables [D], as shown.

9. Join the connectors [E].

10. Reinstall the cable guide.

4. <u>The settings of the following SP modes should be corrected.</u>

SP1-908-8, SP1-909-8, SP1-910-8, and SP1-911-8

Incorrect	correct
0: None (Not used)	0: None (Not used)
1: HLT/A5	**1: HLT/A5**
2: A4	2: A4T
3: LT	3: LG, LTT
4: DLT	4: DLT, LT
5: A3	5: A3, A4

Note: The "T" after A4 and LT refer to the lengthwise feeding direction.

SP1-908-9, SP1-909-9, SP1-910-9, and SP1-911-9

Incorrect	correct
0: None (Not used)	**0: None (Not used)**
1: HLT/A5	1: HLT/A5
2: A4	2: A4T
3: LT	3: LG, LTT
4: DLT	4: DLT, LT
5: A3	5: A3, A4

Note: The "T" after A4 and LT refer to the lengthwise feeding direction.

5. <u>Add the following SC code:</u>

7.1.2 SC CODE DESCRIPTIONS

SC981: NVRAM Error

Definition: [B]
    The NVRAM is defective
Possible Causes:
    ▪ NVRAM defective
    ▪ BICU defective

6. The PM table for the 1000-sheet finisher should be corrected (P 5-2).

Delete Punch Waste Hopper.

	EM	120K	240K	360K	Note
1,000-SHEET FINISHER					
~~Punch Waste Hopper~~	~~I~~	~~I~~	~~I~~	~~I~~	~~Empty the hopper.~~

7. The following part number should be corrected (P 4-83).

Wrong Parts Number	Correct Parts Number	Description	Q'ty
A2679001	A2679099	NVRAM – Minus Counter	1

8. The following HDD error code for the printer should be corrected:

6.2 ERROR CODES (Printer controller, P-6-2)

- Incorrect -

Code	Description	Required Action
3002	A damaged cluster was found on the HDD.	The damaged cluster is automatically marked as "bad". If this error is frequent, format the HDD.

- Correct -

Code	Description	Required Action
3003 or 3004	A damaged cluster was found on the HDD.	The damaged cluster is automatically marked as "bad". If this error is frequent, format the HDD.

Model: Russian-C1	Date: 29-Feb-00	No.: RA265003

Subject: ROM History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

This is to inform you of the BICU firmware history for the Russian-C1.

- USA Model -

A2675532	Version	C. SUM	Production
B	1.57	C4BA	1st Mass Prod.
C	1.64	A2BF	October Prod. '99

- European Model -

A2675533	Version	C. SUM	Production
B	1.57	86E8	1st Mass Prod.
C	1.64	837F	October Prod. '99

- Asia/Taiwan/China Models -

A2675534	Version	C. SUM	Production
A	1.64	A2BF	1st Mass Prod.
B	1.71	0FE8	March Prod. '00

Model: Russian-C1	Date: 29-Feb-00	No.: RA265003

Symptom Corrected	USA	EU	Asia
The machine goes into Energy Saver Mode when the operator presses the Energy Saver Mode key while a print job is in progress. However, when the operator brings the machine out of the mode and returns to System Settings or Copy Features (both inside user tools), a message is displayed asking the operator to wait and the machine returns to the main copy screen. At this time, the LED for the user tools key is lit, and all indicators except the LCD report that the machine is still in User Tools.	B	B	---
If the operator enters System Settings or Copy Features (both inside user tools) from Fax, Printer or Scanner mode while a duplex or staple copy job is in progress, the "Copy in progress" screen is displayed. The message is still displayed even if the operator presses the User Tools Key to return to the main copy screen after the copy job finishes.	B	B	---
If a jam occurs while printing out a counter report, the jam indication is displayed but soon disappears. The machine then returns to the counter display screen. In addition, if the paper end condition occurs while the paper is being fed, the machine returns to the counter display screen without properly displaying "Set A4 (81/2 X 11) paper in tray".	B	B	---
On machines with an optional LCT installed, SC507 can occur when the main power switch is turned on under the following conditions: 1. The LCT end fence is not in the HP *and* 2. The bottom plate for the right tray is not detected by the lower HP sensor. However, these occurrence conditions are very rare.	B	B	---
"1/2" appears in the Key Operator Tools display (inside user tools – system settings).	B	B	---
After the operator exits either of the following screens with the User Tools key and starts a copy job, the first sheet is printed out as the counter list. • System Settings – Key Operator Tools – Counter List Printing • Copy Features– Key Operator Tools – Counter List Printing	B	B	
Corrects Taiwanese translation error.	---	---	B

Technical Bulletin

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004

Subject: Printer Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the Russian-C1

- For Other Models -

B3065280	Version	C. SUM	Production
A	1.2.0	A8EA	1st Mass Prod.
B	1.2.9	B908	January Prod. '00

- Lanier -

B3065283	Version	C. SUM	Production
A	1.2.0	FCB9	1st Mass Prod.

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004

Symptom Corrected	Other models	Lanier
Firmware modified so that it can be used with printer controllers for China and Taiwan.	B	---
Firmware modified so that it will be compatible with the new HDD to be used in the printer controller. **Note:** The new HDD is identical in function to the previous one.	B	---
If a Postscript Driver job is canceled midway through, the image data for the next job is not printed out correctly.	B	---
"Waiting..." is displayed when an error occurs, but the machine does not return to normal operating mode (ready status). The next job is not printed out.	B	---
When two separate jobs of text data less than 256 bytes are sent from the network, the two jobs are printed out simultaneously on the same page.	B	---
It is possible to print out the HDD Directory List when there is no HDD or PS option installed.	B	---
Corrects Taiwanese translation error.	B	---
If data recovery (Raster image production) takes longer than usual when using Formfeed, the Alarm LED remains lit until printing begins. To correct this, the LED can now be turned off by pressing the ENTER key.	B	---

Model: Russian-C1	Date: 10-Mar-00	No.: RA265005

Subject: Scanner Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Scanner firmware history for the Russian-C1

A8775810	Version	C. SUM	Production
E	3.0.1	6032	1st Mass Prod.
F	4.0.0	2E79	February Prod. '00
G	4.0.3	5736	March Prod. '00

Symptom Corrected	Suffix
The firmware was modified so that it can be used with the scanner controller for Adonis-C1.	F
The machine sometimes scans part of the exposure glass scale and edge of the original. To prevent this, a new scanner SP mode has been added (SP017, Scanner Margin Adjustment). **Note:** After installing the firmware, Scanner SP006 must be performed.	F
The machine stalls when the memory full condition is reached.	F
When Scanner Auto Clear is enabled: If an ADF jam occurs during a scanning job initiated before the Scanner Auto Clear timer expires, the scanner settings are reset to the defaults.	G

RICOH   Technical Bulletin

Model: Russian-C1	Date: 10-Mar-00	No.: RA265006

Subject: Scale and edge of original is scanned (Scanner Option)	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

SYMPTOM

When using the scanner function, the machine sometimes scans part of the exposure glass scale and the edge of the original. A black line appears on the scanned image.

CAUSE

Scanning starts from the upper-left hand corner of the exposure glass. Therefore, when the original is curled or not lined up flush against this corner (platen mode) or when DF feed is late (ADF mode), the machine scans part of the exposure glass scale and the edge of the original.

SOLUTION

A new scanner SP mode has been added (SP017, "Trimming") so that the scanning margin can be adjusted. This SP mode was made available with the release of scanner controller firmware version 4.0.0. After installing **this** firmware version, please make sure to perform SP006 to reset the UP and SP settings related to the scanner.

The details of this SP mode are as follows:

Scanner SP017

No		Function	Settings
017	Trimming	Adjusts the scanning margins for both the main and sub scan directions.	0 ~ 5 1 mm / step
		The larger the value, the wider the margin.	**0**

Note:

This problem occurs only when the machine is set to scan the entire original, not when scanning a selected area within the original. Therefore, this SP mode does not apply to cases where the Preview function is used.

RICOH

Model: Russian-C1	Date: 10-Mar-00	No.: RA265006

Examples:

1. <u>When the machine scans an A4 sized original in Platen Mode and the value of SP017 is 5 (illustration 1 below):</u>
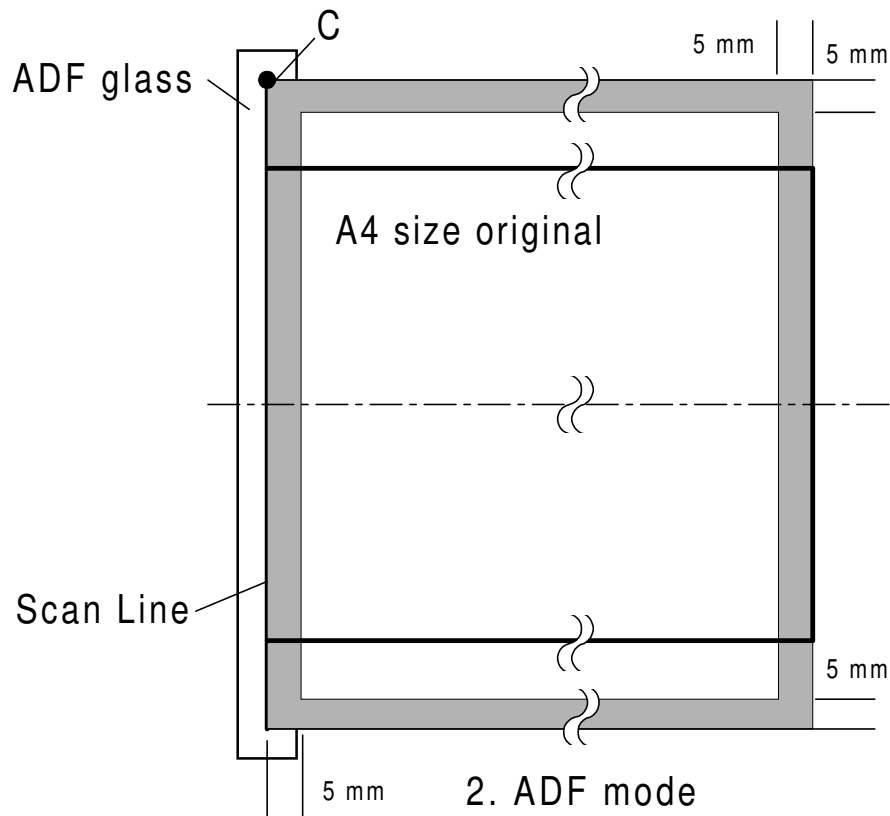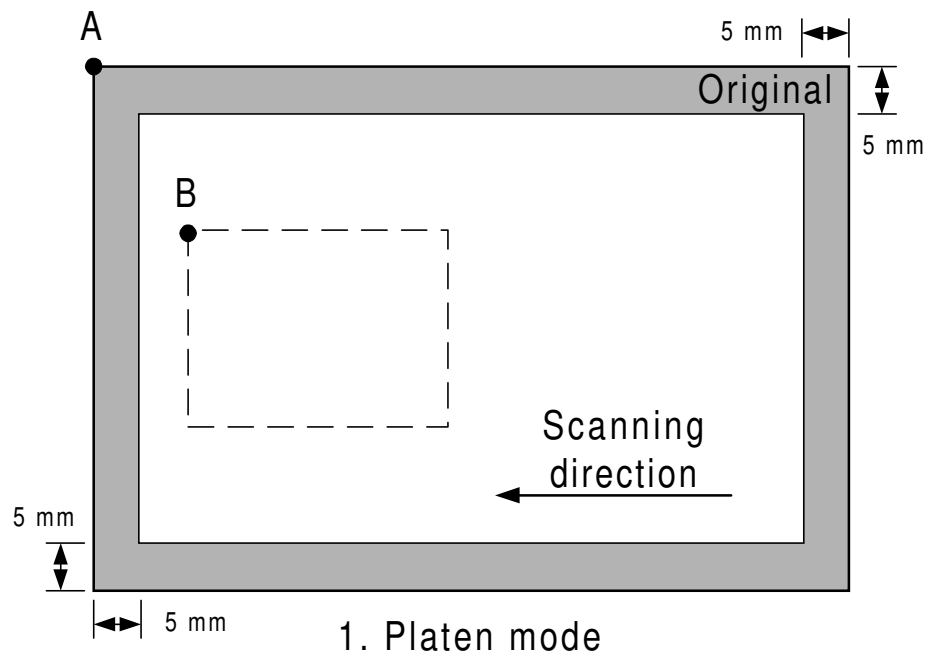
   Since the scanning start position is at "A", margins will placed at 5 mm from the left and right edges (main scan) as well as from the leading and trailing edges (sub-scan).
   Any image within 5 mm of the four edges will be erased.

2. <u>When scanning a selected area with the Preview function in Platen Mode and the value of SP017 is 5 (illustration 1):</u>

   Since scanning starts from point "B", the 5 mm margin is not applied to the selected area, and nothing in this area is erased along either scan direction.

3. <u>When the machine scans an A4 sized original in ADF mode and the value of SP017 is 5 (illustration 2):</u>

   In ADF mode, the original is <u>centered along the main scan direction</u>. Although the sub-scan direction margins are applied to the original (as in example 1), the main scan margins will not appear (left/right edges). This is because the machine applies the 5 mm main scan margin using reference point "C" (where scanning begins), and so the centered A4 original is too narrow for the main scan margin to appear.

Model: Russian-C1	Date: 10-Mar-00	No.: RA265006

A

Original

5 mm

5 mm

B

Scanning direction

5 mm

5 mm

1. Platen mode

C

ADF glass

5 mm

5 mm

A4 size original

Scan Line

5 mm

5 mm

2. ADF mode

Reissued: 21-Mar-00

Model: Russian-C1	Date: 29-Feb-00	No.: RA265003a

RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

BICU firmware history for the Russian-C1.

USA Model

A2675532	Version	C. SUM	Production
B	1.57	C4BA	1st Mass Prod.
C	1.64	A2BF	October Prod. '99
D	*1.74*	*C99D*	*March Prod. '00*

European Model

A2675533	Version	C. SUM	Production
B	1.57	86E8	1st Mass Prod.
C	1.64	837F	October Prod. '99
D	*1.74*	*0C26*	*March Prod. '00*

Asia/Taiwan Models

A2675534	Version	C. SUM	Production
A	1.64	A2BF	1st Mass Prod.
B	1.71	0FE8	*April Prod. '00*
C	*1.74*	*0C26*	*March Prod. '00*

China Model

A2675536	Version	C. SUM	Production
A	*1.74*	*7FBA*	*1st Mass Prod.*

Model: Russian-C1	Date: 29-Feb-00	No.: RA265003a

Symptoms Corrected (See RTB 3 for older symptoms)	USA	EU	Asia	CHN
Chinese translation error.	---	---	---	*A*
In Printer mode, dirty background may appear near the leading edge of the first page printed out following a paper jam recovery.	*D*	*D*	*C*	*A*
When exiting to the 1-bin tray, a paper jam may occur caused by the bouncing of the exit sensor actuator.	*D*	*D*	*C*	*A*

RICOH $\qquad$ **T**echnical **B**ulletin

Reissued: 21-Mar-00

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004a

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

Subject: Printer Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the Russian-C1

Other Models

B3065280	Version	C. SUM	Production
A	1.2.0	A8EA	1st Mass Prod.
B	1.2.9	B908	January Prod. '00
C	*1.3.4*	*C923*	*March Prod. '00*

Lanier Model

B3065283	Version	C. SUM	Production
A	1.2.0	FCB9	1st Mass Prod.
B	*1.3.4*	*E967*	*March Prod. '00*

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004a

Symptom Corrected (see RTB 4 for earlier symptoms)	Other models	Lanier
Electrical sort mode (collation) will be disabled when special paper mode is selected for tray 2.	*C*	*B*
If the bridge unit cover is opened during printing in electrical sort mode (second set onward), the machine cannot recover from the resulting jam condition.	*C*	*B*
Even when the PJLK command "<Esc>&11H" is released instructing the machine to feed the paper from tray 2, the paper is not fed from the tray.	*C*	*B*
Version 1.3.4 is being released in response to a special request from the Italian Postal Service. *In addition to the cumulative total counter value (copier/fax/printer), the total counter values for each function can be sent to PCs connected to the PAS Server.*	*C*	*B*
With Overlay printing, the text outside the fixed overlay pattern is printed out as PCL commands (specifically, the ESC sequence).	*C*	*B*

RICOH   Technical Bulletin

Model: Russian-C (Printer Option)	Date: 29-Mar-00	No.: RA265007

Subject: Hard Disk Compatibility	Prepared by: K. Misugi
From: Technical Services Dept., GTS Division	

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

This RTB informs possible compatibility problems with the Printer Hard Disk Type 185 (model code: G690-06).

This hard disk unit can be used in the following models.

- Stinger-C (Stinger-C1L) printer option
- Russian-C printer option
- Russian-P

Background

The production of the current 1.6 GB hard disk unit will be discontinued in March '00, and the new 6.0 GB hard disk will be used from April.

When the new 6.0 GB hard disk unit is installed in the machine with a previous version of the controller software, an error may occur.

Please note that the controller firmware has been modified from January '00 production (for all above models) so the machines are compatible with both the old 1.6 GB and the new 6.0 GB hard disk unit.

Compatibility Table

	Old 1.6 GB HDD (G690-06)	New 6.0 GB HDD (G690-07)
Previous controller firmware	Compatible	Error may occur
Version 1.2.9 or later (modified from January '00 production)	Compatible	Compatible

Symptom

The machine may not be able to detect the HDD at the power-on self-diagnostic test.

For Stinger-C/Russian-P with printer option: SC2001 3003 (HDD error) is displayed
For Russian-P: Error 5 (HDD error) is displayed

Solution

Turn the main switch off and on.
If the problem persists, try turning off and on again.

Model: Russian-C (Printer Option)	Date: 29-Mar-00	No.: RA265007

Once the machine detects the HDD properly (no error message is displayed), there are no problems with the performance of the machine.
For a permanent solution, please upgrade the controller software with version 1.2.9 or later.

Model: Russian-C1 (Printer Option)	Date: 20-Apr-00	No.: RA265008

Subject: NIB NVRAM Backup and Restore	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

This RTB informs of possible problems when using the NIB NVRAM backup and restore function.

Symptom

The machine may not start up after the NIB NVRAM backup procedure (Service Tool: NIB read/write). This problem may occur after the NIB NVRAM data is backed up to the controller (data copy direction: "NIB -> CTL").
This is because the NVRAM is not big enough to store all the NIB data.

Note: The NIB NVRAM backup and restore procedure is required only when replacing the NIB.

Solution

Do not use the NIB NVRAM backup (and restore) procedure.

If the machine does not start up after performing this function, you must download the controller firmware using the error recovery firmware update procedure.
(This procedure will force the controller to boot from the IC card. Please refer to section 4.5.2 of the service manual for the detailed procedure.)

The controller firmware will be modified so this function will no longer be valid. It will not be shown in the Service Tools.
The firmware is modified from the April '00 production (version 1.3.6).
Currently there is no way to enable this function because the current NVRAM on the controller board is not big enough to store all the NIB NVRAM data.

After replacing a NIB, please input the data manually.

Printer Controller Service Manual (B306) Correction

The printer controller manual should be corrected as follows.

1. Delete the column for the Service Tools – L (NIB Read/Write) on page 4-2.

2. Delete section 4.4.3 NIB NVRAM BACKUP AND RESTORE on page 4-7.

Model: Russian-C (Fax Option)	Date: 28-Apr-00	No.: RA265009

Number Correction, RTB Correction

The bulletin number has been corrected. (RA895001 → RA265009)
The items in bold italics have been corrected or added.

Subject: ROM History (Russian-C Fax Option)	Prepared by: M.Mano
From: Technical Services Dept., GTS Division	

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

Firmware history for the Russian-C Fax Option
USA Model

A2685582	File No. (A268Uxxx)	Version	C.SUM	Production
B	002	10.03	48D4	1st Mass Prod.
C	003	13.03	AE2E	December Prod. '99

European Model

A2685584	File No. (A268Exxx)	Version	C.SUM	Production
C	103	10.03	2512	1st Mass Prod.
D	104	12.01	35B2	November Prod. '99
E	105	13.03	A88A	December Prod. '99
F	106	13.04	1EDA	December Prod. '99
G	107	16.01	4C32	February Prod. '00
H	*108*	*18.00*	*BE30*	*April Prod. '00*

European 2nd Language

A2685585	File No. (A268Exxx)	Version	
	200	12.01	E0B4
A	201	13.03	0136
B	202	13.04	3C64
C	203	16.01	9112
D	*204*	*18.00*	*8720*

European 3rd Language

A2685586	File No. (A268Exxx)	Version	C.SUM
	300	12.01	BD3B
A	301	13.03	7265
B	302	13.04	EA5A
C	303	16.01	B4B1
D	*304*	*18.00*	*AAE2*

Model: Russian-C (Fax Option)	Date: 28-Apr-00	No.: RA265009

Asia Version

A2685587	File No. (A268Axxx)	Version	C.SUM	Production
	000	10.03	87BE	1st Mass Prod.
A	001	13.03	34AB	December Prod. '99
B	002	13.05	8163	February Prod. '00
C	*003*	*17.02*	*5C77*	*April Prod. '00*
D	*004*	*18.00*	*B27D*	*April Prod. '00*

Model: Russian-C (Fax Option)	Date: 28-Apr-00	No.: RA265009

Symptom Corrected (for older corrections, see previous RTBs)	USA	EU	EU2	EU3	Asia/ TWN

When sending an original wider than the maximum paper width of the receiving machine (Auto-Reduction OFF / JBIG compression), the machine cuts the image to the smaller size but sends the left most area of the image instead of the central area.
The symptom occurs only when the following software is used:
  European model: A2685584C (ver. 16.01)
  European 2nd language: A2685585C (ver. 16.01)
  European 3rd language: A2685586C (ver. 16.01)
  Asian model: A2685587D (ver. 17.02)
	-	*H*	*D*	*D*	*D*

Even though the following bit switch settings should disable the File Retention function, the machine retains files for 24 hours:
  User Parameter switch 24 (swusr_18):
    (bit 1, bit 0) = (1, 0)
	-	*H*	*D*	*D*	*D*

When bit 4 of Communication switch 07 is 1 (Fallback from G4 to G3 when G4 communication fails on the ISDN B-channel is enabled) and a G4 communication error occurs on the ISDN B-channel (ADF mode), the machine falls back to G3 and resumes transmission from the second page. This is because the first page has already fed out from the ADF.	-	*H*	*D*	*D*	*C*
The PTT approval for Hungary has been passed. *The following country code will be added for Hungary:* *22H (34)*	-	*H*	*D*	*D*	-
The following Chinese characters have been corrected for the KANTAI display language: 前頁 > 上一頁 次頁 > 下一頁	-	-	-	-	*C*
When using the Create Margin Transmission function and the rear side image needs to be rotated 180 degrees, the margin for the rear side is placed on the right (instead of the left).	-	G	C	C	*C*
A ghost image may appear on the left of the page in JBIG direct transmission mode during dual operation. *(The page width data is occasionally not received before making the page.)*	-	G	C	C	*C*

Model: Russian-C (Fax Option)	Date: 28-Apr-00	No.: RA265009

A2685582	A895-01
C	H3491200001 ~

A2685584	A895-02
D	H3491003837~
E	H3491202306 ~
F	H3491202306 ~
G	*H3400200728 ~*
H	*TBA*

A2685585	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	*H3400200728 ~*
D	*TBA*

A2685586	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	*H3400200728 ~*
D	*TBA*

A2685587	A895-03
A	H3491202496 ~
B	H3400201122 ~
C	*H3400404851 ~*
D	*TBA*

Model: Russian-C (Fax Option)	Date: 28-Apr-00	No.: RA265010

Subject: V34 Modem ROM History (Russian-C SG3 Option)	Prepared by: M.Mano
From: Technical Services Dept., GTS Division	

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

Firmware history for the Russian-C SG3-V34 option.

A8955590	Version	C.SUM	Production
" "	0331	6D4C	1st Mass Prod.
A	*0334*	*885E*	*February Prod. '00*

Symptom Corrected	Version
A communication error occurs when the modem data is erased by a loader malfunction. *The malfunction is caused by a buildup of static electricity.* *Note: * Panasonic modem only.* * * The loader is a function normally contained in the modem software that allows it to be overwritten to a newer version.* *To prevent this error, the manufacturer has removed the loader function from ROM version 0334.* *This function was also removed because the manufacturer does not intend to release any versions after 0334, as it has judged that the need will not arise in the field.* *As a result, customers who use an SG3 option with ver.0334 will need a technician to install a new SG3 board to update to the next version (if released).*	*A*

Model: Russian-C (Fax Option)	Date: 08-May-00	No.: RA265011

Subject: CTR21 Requirements		Prepared by: M.Mano
From: Technical Services Dept., GTS Division		

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

For European models, the following parameters <u>should not be changed from their default settings in the field</u>.

REASON: The default values for these parameters have been approved by CTR21 and/or EG201121. Therefore, a change in any one of these values would constitute a violation of these requirements.

Bit Switches

Parameters	Descriptions
Communication switch 10	Memory transmission: Maximum number of dialing attempts to the same destination.
Communication switch 12	Memory transmission: Interval between dialing attempts to the same destination.

Model: Russian-C (Fax Option)	Date: 08-May-00	No.: RA265011

RAM Addresses for Standard G3

Parameters	Descriptions
RAM Address: 680404	PSTN dial tone frequency upper limit (high byte)
RAM Address: 680405	PSTN dial tone frequency upper limit (low byte)
RAM Address: 680406	PSTN dial tone frequency lower limit (high byte)
RAM Address: 680407	PSTN dial tone frequency lower limit (low byte)
RAM Address: 680408	PSTN dial tone detection time
RAM Address: 680409	PSTN dial tone reset time (LOW)
RAM Address: 68040A	PSTN dial tone reset time (HIGH)
RAM Address: 68040B	PSTN dial tone continuous tone time
RAM Address: 68040C	PSTN dial tone permissible drop time
RAM Address: 68040D	PSTN wait interval (LOW)
RAM Address: 68040E	PSTN wait interval (HIGH)
RAM Address: 68044A	Time between opening or closing the DO relay and opening the OHDI relay
RAM Address: 68044B	Break time for pulse dialing
RAM Address: 68044C	Make time for pulse dialing
RAM Address: 68044D	Time between final OHDI relay closure and DO relay opening or closing
RAM Address: 68044E	Minimum pause between dialed digits (pulse dial mode)
RAM Address: 68044F	Time waited when a pause is entered at the operation panel
RAM Address: 680450	DTMF tone on time
RAM Address: 680451	DTMF tone off time
RAM Address: 680452	Tone attenuation level of DTMF signals while dialing
RAM Address: 680453	Tone attenuation value difference between high frequency tone and low frequency tone in DTMF signals
RAM Address: 680472	Acceptable ringing signal frequency: range1, upper limit
RAM Address: 680473	Acceptable ringing signal frequency: range1, lower limit
RAM Address: 680474	Acceptable ringing signal frequency: range2, upper limit
RAM Address: 680475	Acceptable ringing signal frequency: range2, lower limit
RAM Address: 680476	Number of rings until a call is detected
RAM Address: 680477	Minimum required length of the first ring
RAM Address: 680478	Minimum required length of the second and subsequent rings
RAM Address: 680479	Ringing signal detection reset time (LOW)
RAM Address: 68047A	Ringing signal detection reset time (HIGH)
RAM Address: 6804B4	PSTN: Tx level from the modem
RAM Address: 6804DA	T.30 T1 timer

RAM Addresses for Optional G3

Parameters	Descriptions
RAM Address: 680504	PSTN dial tone frequency upper limit (high byte)
RAM Address: 680505	PSTN dial tone frequency upper limit (low byte)
RAM Address: 680506	PSTN dial tone frequency lower limit (high byte)
RAM Address: 680507	PSTN dial tone frequency lower limit (low byte)
RAM Address: 680508	PSTN dial tone detection time
RAM Address: 680509	PSTN dial tone reset time (LOW)
RAM Address: 68050A	PSTN dial tone reset time (HIGH)
RAM Address: 68050B	PSTN dial tone continuous tone time
RAM Address: 68050C	PSTN dial tone permissible drop time
RAM Address: 68050D	PSTN wait interval (LOW)
RAM Address: 68050E	PSTN wait interval (HIGH)
RAM Address: 68054A	Time between opening or closing the DO relay and opening the OHDI relay
RAM Address: 68054B	Break time for pulse dialing
RAM Address: 68054C	Make time for pulse dialing
RAM Address: 68054D	Time between final OHDI relay closure and DO relay opening or closing
RAM Address: 68054E	Minimum pause between dialed digits (pulse dial mode)
RAM Address: 68054F	Time waited when a pause is entered at the operation panel
RAM Address: 680550	DTMF tone on time
RAM Address: 680551	DTMF tone off time
RAM Address: 680552	Tone attenuation level of DTMF signals while dialing
RAM Address: 680553	Tone attenuation value difference between high frequency tone and low frequency tone in DTMF signals
RAM Address: 680572	Acceptable ringing signal frequency: range1, upper limit
RAM Address: 680573	Acceptable ringing signal frequency: range1, lower limit
RAM Address: 680574	Acceptable ringing signal frequency: range2, upper limit
RAM Address: 680575	Acceptable ringing signal frequency: range2, lower limit
RAM Address: 680576	Number of rings until a call is detected
RAM Address: 680577	Minimum required length of the first ring
RAM Address: 680578	Minimum required length of the second and subsequent rings
RAM Address: 680579	Ringing signal detection reset time (LOW)
RAM Address: 68057A	Ringing signal detection reset time (HIGH)
RAM Address: 6805B4	PSTN: Tx level from the modem
RAM Address: 6805DA	T.30 T1 timer

Reissued: 15-May-00

Model: Russian-C1	Date: 29-Feb-00	No.: RA265003b

RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

BICU firmware history for the Russian-C

USA Model

A2675532	Version	C. SUM	Production
B	1.57	C4BA	1st Mass Prod.
C	1.64	A2BF	October Prod. '99
D	1.74	C99D	March Prod. '00
E	*1.77*	*B85F*	*April Prod. '00*

European Model

A2675533	Version	C. SUM	Production
B	1.57	86E8	1st Mass Prod.
C	1.64	837F	October Prod. '99
D	1.74	*141C*	March Prod. '00
E	*1.77*	*043F*	*April Prod. '00*

Asia/Taiwan Models

A2675534	Version	C. SUM	Production
A	1.64	A2BF	1st Mass Prod.
B	1.71	0FE8	April Prod. '00
C	1.74	0C26	March Prod. '00
D	*1.77*	*69A8*	*April Prod. '00*

Reissued: 15-May-00

| Model: Russian-C1 | Date: 29-Feb-00 | No.: RA265003b |

China Model

A2675536	Version	C. SUM	Production
A	1.74	7FBA	1st Mass Prod.
B	**1.77**	**8068**	**April Prod. '00**

Symptoms Corrected	USA	EU	Asia	CHN
Specification change: *The default value of SP5-501-002 has been changed to "0".*	*E*	*E*	*D*	*B*
Under the following conditions, the stapling function cannot be used after clearing a copy jam: *1. A4 sideways feed* *2. The finisher front cover is opened while the last copy is being exited to the finisher.*	*E*	*E*	*D*	*B*
Under the following conditions, the PM alarm does not activate when the PM counter reaches the value set in SP5-501-001 (PM Alarm interval): *1. SP5-816 (CSS function) = 0 (default setting)* *2. SP5-501-002 (PM Alarm) = 1 (default setting)*	*E*	*E*	*D*	*B*
Chinese translation error.	---	---	---	A
In Printer mode, dirty background may appear near the leading edge of the first page printed out following a paper jam recovery.	D	D	C	A
When exiting to the 1-bin tray, a paper jam may occur caused by the bouncing of the exit sensor actuator.	D	D	C	A
The machine goes into Energy Saver Mode when the operator presses the Energy Saver Mode key while a print job is in progress. However, when the operator brings the machine out of the mode and returns to System Settings or Copy Features (both user tools), a message is displayed asking the operator to wait and the machine returns to the main copy screen. At this time, the LED for the user tools key is lit, and all indicators except the LCD report that the machine is still in User Tools.	*C*	*C*	---	---
If the operator enters System Settings or Copy Features (both user tools) from Fax, Printer or Scanner mode while a duplex or staple copy job is in progress, the "Copy in progress" screen is displayed. The message is still displayed even if the operator presses the User Tools Key to return to the main copy screen after the copy job finishes.	*C*	*C*	---	---

Reissued: 15-May-00

| Model: Russian-C1 | Date: 29-Feb-00 | No.: RA265003b |

Symptoms Corrected	USA	EU	Asia	CHN
If a jam occurs while printing out a counter report, the jam indication is displayed but soon disappears. The machine then returns to the counter display screen. In addition, if the paper end condition occurs while the paper is being fed, the machine returns to the counter display screen without properly displaying "Set A4 (81/2 x 11) paper in tray".	*C*	*C*	---	---
On machines with an optional LCT installed, SC507 can occur when the main power switch is turned on under the following conditions: 1. The LCT end fence is not in the HP *and* 2. The bottom plate for the right tray is not detected by the lower HP sensor. However, these occurrence conditions are very rare.	*C*	*C*	---	---
"1/2" appears in the Key Operator Tools display (user tools – system settings).	*C*	*C*	---	---
After the operator exits either of the following screens with the User Tools key and starts a copy job, the first sheet is printed out as the counter list. • System Settings – Key Operator Tools – Counter List Printing • Copy Features– Key Operator Tools – Counter List Printing	*C*	*C*	A	---
Corrects Taiwanese translation error.	---	---	B	---

Model: Russian-C1	Date: 15-May-00	No.: RA265012a

RTB Correction
The illustration (Fig. 2) has changed as shown below.

Subject: Original skew correction	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

SYMPTOM

Skewed image on the original cannot be corrected even if the ADF position is changed (refer to figure 1).

CAUSE

The present shift range is not wide enough to completely correct the skew in some cases. The shift range is limited to 0.5 mm because the hinge is stopped by the scanner rear upper cover.

SOLUTION

To expand the shift range, the bottom of the hinge has been shortened by 1 mm and the opening in the scanner rear upper cover has been expanded by 1.5 mm. See figure 2.

Modification information:

Right hinge:
    Part number: A8581831B → C (suffix has been changed)
    Cut-in serial numbers:
        A858-17:   2607301842~ (from January 2000 production)
        A858-26:   4C28200001~ (from February 2000 production)
        A858-55:   L0580820001~ (from February 2000 production)

Scanner Rear Upper Cover:
    Part number: A2671251F → G (suffix has been changed)
    No cut-in serial numbers

ACTION IN THE FIELD

If the skewing on the original cannot be corrected, replace the scanner rear upper cover and/or the right hinge of the ADF.
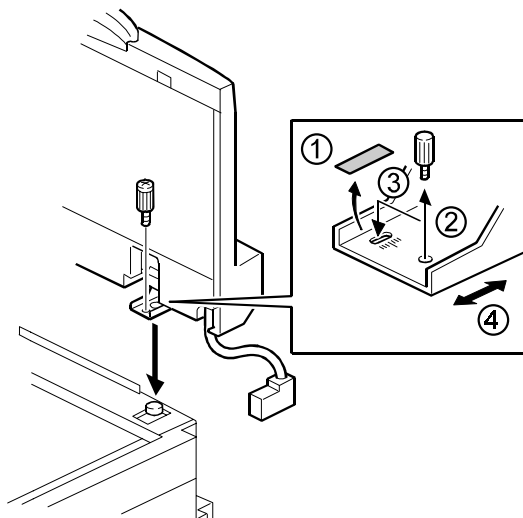
Figure 1

Scanner rear upper cover

69.5 mm
~~59.5 mm~~
↓
~~61.0 mm~~
71.0 mm
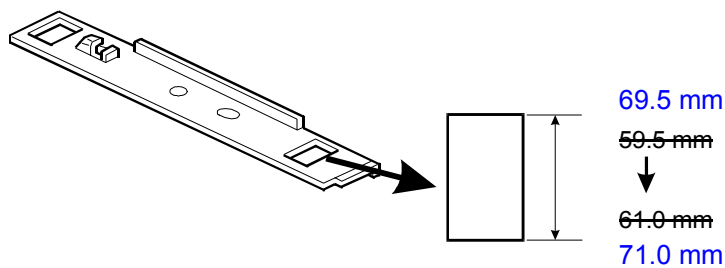
Right hinge

A: 58.5 mm ⟶ 57.5 mm

A
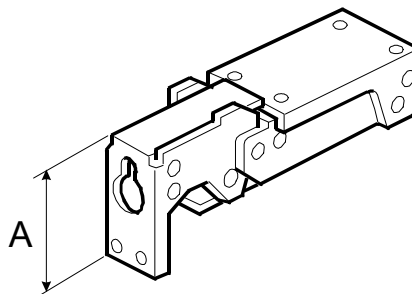
Figure 2

Model: Russian-C1	Date: 15-May-00	No.: RA265013

Subject: The drum does not turn	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

SYMPTOM

The drum does not turn, causing a paper jam at the drum.

CAUSE

The pin on the drum drive shaft is being pushed all the way into the shaft. As a result, the drum drive coupler cannot rotate.

SOLUTION

After discovering a problem with the tool used in motor production, the factory changed back to the old tool until an improved one could be manufactured. During this interval, the motors produced up until the tool change were collected. Also, the motors in production were checked for any misaligned pins and marked with a black or red spot next to the lot number.

Even though the manufacturer collected the motors, there is a possibility that not all were recalled. However, we believe that the occurrence rate in the field is low because there was a very short interval between the tool change and the discovery of the problem/motor collection.

The new tool was later completed and has been used in motor production since December 1999.

RICOH

Technical Bulletin

Model: Russian-C1	Date: 22-May-00	No.: RA265014

Subject: Optional memory (Printer Option)	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

This bulletin is to clarify the memory requirements for the available printer functions. The section for the printer controller in the Service Manual does not mention this information clearly.

Function	Optional memory	Optional HDD
Sort / Sort with Stapling	O	---
Rotate Sort	---	O
Duplex	O	---
Proof Print	---	O

O = required for this function   --- = not required for this function

Model: Russian-C1	Date: 04-Jul-00	No.: RA265015

Subject: PCU Problems		Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division		

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

This RTB will explain troubleshooting procedures for the following PCU symptoms: full-page dirty background, side-edge dirty background, broken gear.

1. Full-page Dirty Background Copy

Symptom:
Dirty background on copies.

Cause:
Some PCUs produced from August to October 1999 contain developer which does not maintain the correct Q/M while the machine is used. This causes toner to scatter from the development unit, leading to dirty background. The occurrence rate is 2 to 3 % of the total number of units produced from August to October 1999. The lot numbers of the affected PCUs are as follows:

Built-in PCU:
2B0908xxxxx (August Prod.)
0E0909xxxxx (September Prod.) ~ 0E0910xxxxx (October Prod.)
WE091xxxxx (October Prod.)

Supply PCU:
3B0908xxxxx (August Prod.)
1E0909xxxxx (September Prod.) ~ 1E0910xxxxx (October Prod.)
LE0909xxxxx (September prod.) ~ LE0910xxxxx (October Prod.)
FE0909xxxxx (September Prod.)
GE0909xxxxx (September Prod.)
RE0909xxxxx (September Prod.) ~ RE0910xxxxx (October Prod.)
SE0910xxxxx (October Prod.)

Countermeasure:
The factory procedures for controlling developer characteristics have been changed so that the developer will maintain the correct Q/M. These changes are effective as of November 1999 production lots.

2. Gear Broken

Symptom:
  PCU internal gear breaks.

Cause:
  The bushing for the toner supply coil shaft (PCU) partially melts from friction between the shaft and bushing. This causes the shaft to lock and the gear inside the PCU to break.

Countermeasure:
  The material of the bushing has been changed. This modification has been applied from the following cut-in serial numbers:

  Built-in PCU:
    0E091004486~ (October prod.)

  Supply PCU:
    1E091000001~ (October prod.)
    GE091000001~ (October prod.)
    NE091100001~ (November prod.)
    RE091000001~ (October prod.)
    SE091000001~ (October prod.)
    FE091100001~ (November prod.)
    LE091000001~ (October prod.)

3. Action Required

When either of the problems described above occurs in the field, please do the attached procedure (next page) in order to confirm the actual cause. Then please forward the data listed below to the dealer.
  1. Machine Serial Number
  2. PCU lot number. The lot number can be found on the top part of the PCU (11 digits).
  3. SMC printout:
     For dirty background, SMC printout before replacing the PCU.
     For a broken gear, SMC printout after replacing the PCU.
  4. Copy samples made with the defective PCU (Dirty background copy only)
  5. Attached procedure.

PCU Problem

Symptom:
Dirty background

Symptom:
1. Add Toner Indicator does not turn off.
2. Light copy image
3. Noise generated from the PCU

Does dirty background occur at installation? — Yes

No

Action:
Perform the following procedure.

Action:
Perform the following procedure.

Enter copier SP2-220.
Input the data into table 1.
Note:
Vt 2.30/2.29 Vsp 3.66 ....
   | |
   Vt   Vref

Enter copier SP2-220.
Input the data into table 3.
Note:
Vt 2.30/2.29 Vsp 3.66 ....
   | |
   Vt   Vref

Vsp <= 0.1, Vsg = 3.7~4.5, Vt = 2.7~2.8, Vref = 2.7~2.8 ? — No

Other components are causing the problem.

No — Vsp <= 0.15?

Yes

Yes

1. Make 20 ~ 50 copies of the OS-A3 Test Chart.
2. Turn the power off and on.
3. Enter SP2-220
4. Input the data into Table 2.

1. Change the value of SP2-926 to 2.78.
2. Turn the power off and on.
3. Make 20 ~ 50 copies of the OS-A3 Test Chart.
4. Turn the power off and on.
5. Enter SP2-220
6. Input the data into Table 4.

Vsp <= 0.1? — No

Yes — Does dirty background occur? — No — Vsp <= 0.15?

Yes

No

Yes

Problem is solved.

Replace the PCU.

Send the defective PCU, image samples, and SMC print with this sheet to the appropriate Ricoh subsidiary.

Action:
Check whether or not the toner supply auger rotates. Refer to the following procedure:

1. Remove the translucent cap on the center of the PCU.
2. Turn the development roller using the coupler.
3. Check to see if the auger is rotating.

Other components are causing the problem. — Is the auger rotating?

Cause:
The bushing of the toner supply auger has been locked.

Replace the PCU.

Send the defective PCU, image samples, and SMC print with this sheet to the appropriate Ricoh subsidiary.

Table 1

Vt	Vref	Vsg	Vsp	Vsdp

Table 2

Vt	Vref	Vsg	Vsp	Vsdp

Table 3

Vt	Vref	Vsg	Vsp	Vsdp

Table 4

Vt	Vref	Vsg	Vsp	Vsdp

Country	
Company	
Date	
Machine serial #	
PCU Lot. #	
Copy samples	Yes, No
SMC print	Yes, No

Model: Russian-C1	Date: 04-Jul-00	No.: RA265015

4. Side-edge Dirty Background

Symptom:
Dirty background on the edges of paper.

Cause:
When the toner concentration in the development unit rises, toner tends to scatter onto the transfer roller. As a result, dirty background appears at the edges of the paper as well as on the entire back side of the paper.

Action required:
1. Check Vsp after turning the main switch on. Make 20 sky shot copies. After turning the main switch off and on, check Vsp. If Vsp is higher than before, the developer is not defective.
2. Change the value of SP2-929 (Vref upper Limit) from 280 (2.80V) to 320 (3.20V).
   *Toner concentration will be lowered to 1.6%.
3. Change the value of SP9-920 (TD (V/wt%) Setting) from 40 to 10 with the following procedure.
   Enter SP9 and Press "Text key", "Auto Image Density key" and "# key" at the same time, then enter 920.
   *The sensitivity of the sensor is increased. Do not change the setting of other SP9-xxx modes.
4. Clean the transfer unit, then make 20 copies.

Model: Russian-C (Fax Option)	Date: 10-Jul-00	No.: RA265016

Subject: Manual Correction - LCT Paper Feed Selection	Prepared by: M. Mano
From: Technical Services Dept., GTS Division	

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

This RTB explains two Service Manual corrections and the solution to a related symptom.

■ **Please correct your Service Manuals as follows:**

1. 6800CF(H) - User Parameter SW 15 (SWUSR_0F) bits 0, 1 and 2, page 4-87:
The setting option labeled as "1 0 1 LCT" was mistakenly included. This should be deleted.

2. Printer Switch 02, page 4-37:
LCT Usage for fax printing (bit 4) was also a misprint. Bit 4 should be 'Not used' (the same as bits 5 to 7). In addition, bit 2 should read as follows:

Old:

Bit No	FUNCTION
2	3rd paper feed station usage for fax printing **0:** Enabled **1:** Disabled

New:

Bit No	FUNCTION
2	3rd paper feed station usage for fax printing **(includes LCT)** **0:** Enabled **1:** Disabled

These corrections are necessary because the option installed just under the mainframe (LCT or Paper Feed Tray 1) is always recognized as Tray 3. Therefore, to enable or disable fax printout with these switches, Tray 3 must be selected.

■ **Related symptom and solution:**

Symptom:
Paper feed from the LCT is not possible with the fax application even if the LCT is selected for fax printout with User Parameter SW 15 (SWUSR_0F), page 4-87.

Solution:
As described above, select Tray 3 to enable fax printout from the LCT.

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004b

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

Subject: Printer Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the Russian-C1.

For Other Models

B3065280	Version	C. SUM	Production
A	1.2.0	A8EA	1st Mass Prod.
B	1.2.9	B908	January Prod. '00
C	1.3.4	C923	March Prod. '00
D	*1.3.6*	*E26A*	*April prod. '00*

For Lanier

B3065283	Version	C. SUM	Production
A	1.2.0	FCB9	1st Mass Prod.
B	1.3.4	E967	March Prod. '00
C	*1.3.6*	*E38C*	*April Prod. '00*

Symptoms Corrected (for older symptoms, please refer to previous bulletins)	Other models	Lanier
If a tray SC occurs during electrical sort (collation) printing, the error message does not appear on the LCD.	*D*	*C*
The NIB NVRAM back-up and restore function (SP mode: Service Tools "L: NIB read/write") is no longer valid. **Note:** Please refer to RTB No. RA265008 for details.	*D*	*C*

RICOH   **T**echnical **B**ulletin   **PAGE: 1/4**

Reissued: 25-Aug-00

Model: Russian-C	Date: 28-Apr-00	No.: RA265009a

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

Subject: ROM History (Russian-C Fax Option)	Prepared by: M.Mano
From: Technical Services Dept., GTS Division	

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

Firmware history for the Russian-C Fax Option
USA Model

A2685582	File No. (A268Uxxx)	Version	C.SUM	Production
B	002	10.03	48D4	1st Mass Prod.
C	003	13.03	AE2E	December Prod. '99
D	***004***	***21.00***	***FFEE***	***August Prod. '00***

European Model

A2685584	File No. (A268Exxx)	Version	C.SUM	Production
C	103	10.03	2512	1st Mass Prod.
D	104	12.01	35B2	November Prod. '99
E	105	13.03	A88A	December Prod. '99
F	106	13.04	1EDA	December Prod. '99
G	107	16.01	4C32	February Prod. '00
H	108	18.00	BE30	April Prod. '00

European 2nd Language

A2685585	File No. (A268Exxx)	Version	
	200	12.01	E0B4
A	201	13.03	0136
B	202	13.04	3C64
C	203	16.01	9112
D	204	18.00	8720

European 3rd Language

A2685586	File No. (A268Exxx)	Version	C.SUM
	300	12.01	BD3B
A	301	13.03	7265
B	302	13.04	EA5A
C	303	16.01	B4B1
D	304	18.00	AAE2

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

Reissued: 25-Aug-00

Model: Russian-C	Date: 28-Apr-00	No.: RA265009a

Asia Version

A2685587	File No. (A268Axxx)	Version	C.SUM	Production
	000	10.03	87BE	1st Mass Prod.
A	001	13.03	34AB	December Prod. '99
B	002	13.05	8163	February Prod. '00
C	003	17.02	5C77	April Prod. '00
D	004	18.00	B27D	April Prod. '00

Reissued: 25-Aug-00

Model: Russian-C	Date: 28-Apr-00	No.: RA265009a

Symptom Corrected (new symptoms only - for older ones, see the older bulletins)	USA	EU	EU2	EU3	Asia/ TWN
The ICB-1 functions are available.	*D*	-	-	-	-
When the use of the PSTN-2 line is changed to Rx only, the settings for PSTN-2 cannot be changed.	*D*	-	-	-	-
The machine displays the clock for 12:xx as 0:xx	*D*	-	-	-	-
When a value more than 20H is input for the incoming signal detection level (RAM address 6804BD), the minimum signal strength decreases. *** The maximum value for this address is 1FH.**	*D*	-	-	-	-
Even though the following bit switch settings should disable the File Retention function, the machine retains files for 24 hours: **User Parameter switch 24 (swusr_18):** **(bit1, bit0) = (1, 0)**	*D*	H	D	D	D
When using the Create Margin Transmission function and the rear side image needs to be rotated 180 degrees, the margin for the rear side is placed on the right (instead of the left).	*D*	G	C	C	C
A ghost image may appear on the left of the page in JBIG direct transmission mode during dual operation. **(The page width data is occasionally not received before making the page.)**	*D*	G	C	C	C

Reissued: 25-Aug-00

Model: Russian-C	Date: 28-Apr-00	No.: RA265009a

A2685582	A895-01
C	H3491200001 ~
D	**TBA**

A2685584	A895-02
D	H3491003837~
E	H3491202306 ~
F	H3491202306 ~
G	H3400200728 ~
H	**H3400400875 ~**

A2685585	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	H3400200728 ~
D	**H3400400875 ~**

A2685586	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	H3400200728 ~
D	**H3400400875 ~**

A2685587	A895-03
A	H3491202496 ~
B	H3400201122 ~
C	H3400404851 ~
D	**H3400404858 ~**

Model: Russian-C	Date: 28-Apr-00	No.: RA265009b

RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Russian-C Fax Option)	Prepared by: M. Mano
From: Technical Services Dept., GTS Division	

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

Firmware history for the Russian-C Fax Option

USA Model

A2685582	File No. (A268Uxxx)	Version	C.SUM	Production
B	002	10.03	48D4	1st Mass Prod.
C	003	13.03	AE2E	December Prod. '99
D	004	21.00	FFEE	August Prod. '00

European Model

A2685584	File No. (A268Exxx)	Version	C.SUM	Production
C	103	10.03	2512	1st Mass Prod.
D	104	12.01	35B2	November Prod. '99
E	105	13.03	A88A	December Prod. '99
F	106	13.04	1EDA	December Prod. '99
G	107	16.01	4C32	February Prod. '00
H	108	18.00	BE30	April Prod. '00
J	*109*	*22.00*	*29AF*	*September Prod. '00*

European 2nd Language

A2685585	File No. (A268Exxx)	Version	C.SUM
	200	12.01	E0B4
A	201	13.03	0136
B	202	13.04	3C64
C	203	16.01	9112
D	204	18.00	8720
E	*205*	*22.00*	*9616*

European 3rd Language

A2685586	File No. (A268Exxx)	Version	C.SUM
	300	12.01	BD3B
A	301	13.03	7265
B	302	13.04	EA5A
C	303	16.01	B4B1
D	304	18.00	AAE2
E	*305*	*22.00*	*039C*

| Model: Russian-C | Date: 28-Apr-00 | No.: RA265009b |

Asia Version

A2685587	File No. (A268Axxx)	Version	C.SUM	Production
	000	10.03	87BE	1st Mass Prod.
A	001	13.03	34AB	December Prod. '99
B	002	13.05	8163	February Prod. '00
C	003	17.02	5C77	April Prod. '00
D	004	18.00	B27D	April Prod. '00

Model: Russian-C	Date: 28-Apr-00	No.: RA265009b

Symptom Corrected	USA	EU	EU2	EU3	Asia/ TWN
When the use of the PSTN-2 line is changed to Rx only, the setting of PSTN-2 cannot be changed.	D	*J*	*E*	*E*	-
When over 20H is input for the incoming signal detection level (RAM address 6804BD), the minimum signal strength decreases. *The maximum value for this address is 1FH.*	D	*J*	*E*	*E*	-

A2685582	A895-01
C	H3491200001 ~
D	TBA

A2685584	A895-02
D	H3491003837~
E	H3491202306 ~
F	H3491202306 ~
G	H3400200728 ~
H	H3400400875 ~
J	*TBA*

A2685585	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	H3400200728 ~
D	H3400400875 ~
E	*TBA*

A2685586	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	H3400200728 ~
D	H3400400875 ~
E	*TBA*

A2685587	A895-03
A	H3491202496 ~
B	H3400201122 ~
C	H3400404851 ~
D	H3400404858 ~

Model: Russian-C1	Date: 27-Sep-00	No.: RA265017

Subject: V34 ROM History (Russian-C SG3 Option)	Prepared by: M. Mano
From: Technical Services Dept., GTS Division	

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

Firmware history for the Russian-C SG3-V34 option

A8955580	Version	C.SUM	Production
A	16	FE38	1st Mass Prod.
B	*18*	*719C*	*April Prod. '00*

Symptom Corrected	Version
The PTT approval for Hungary has been passed. *The following country code will be added for Hungary:* *22H (34)*	*B*
When over 20H is input for the incoming signal detection level (RAM address 6805BD), the minimum signal strength decreases. *The maximum value for this address is 1FH.*	*B*

Model: Russian-C1	Date: 29-Feb-00	No.: RA265003c

RTB Correction

The Items in bold italics have been corrected or added.

Subject: ROM History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

BICU firmware history for the Russian-C1
USA Model

A2675532	Version	C. SUM	Production
B	1.57	C4BA	1st Mass Prod.
C	1.64	A2BF	October Prod. '99
D	1.74	C99D	March Prod. '00
E	1.77	B85F	April Prod. '00
F	*1.84*	*99B6*	*September Prod. '00*

European Model

A2675533	Version	C. SUM	Production
B	1.57	86E8	1st Mass Prod.
C	1.64	837F	October Prod. '99
D	1.74	141C	March Prod. '00
E	1.77	043F	April Prod. '00
F	*1.84*	*A504*	*September Prod. '00*

Asia/Taiwan Models

A2675534	Version	C. SUM	Production
A	1.64	A2BF	1st Mass Prod.
B	1.71	0FE8	April Prod. '00
C	1.74	0C26	March Prod. '00
D	1.77	69A8	April Prod. '00
E	*1.84*	*1CE2*	*September Prod. '00*

Model: Russian-C1	Date: 29-Feb-00	No.: RA265003c

China Model

A2675536	Version	C. SUM	Production
A	1.74	7FBA	1st Mass Prod.
B	1.77	8068	April Prod. '00
C	*1.84*	*735A*	*September Prod. '00*

Russia Model

A2675537	Version	C. SUM	Production
	1.80	2404	1st Mass Prod.
A	*1.84*	*F452*	*September Prod. '00*

Symptom Corrected (new ones only – see older bulletins for other symptoms corrected)	USA	EU	Asia	CHN	RU
To minimize dirty background on copies, TD sensor sensitivity: S will change as follows, depending on the Vref value entered: *Vref* *Sensitivity: S* *1 ~ 2.7* *0.4* *2.8 ~ 3.0* *0.2* *3.1 ~ 3.2* *0.1*	*F*	*F*	*E*	*C*	*---*
If the main scan magnification (SP2-998) is set at 0.1 when using the printer function or receiving a fax at 400dpi, the image will be stretched along the main scan direction.	*F*	*F*	*E*	*C*	*---*
One of the selections for Output Tray Priority (UP mode – System Settings) has been changed as follows: *[Shift Tray] → [Finisher Tray]*	*F*	*F*	*E*	*C*	*A*
Although specifications prohibit it, the machine is able to make copies under the following conditions: *1. Special size is selected for paper tray 2* *2. Combine Mode is selected (several originals onto double-sided copies).*	*F*	*F*	*E*	*C*	*---*
The following title descriptions for SP and Sales Modes have been changed: *[Serviceman] → [Service]* *[Salesman] → [Sales]*	*F*	*F*	*E*	*C*	*A*
The firmware version will be displayed when the main switch is turned on.	*---*	*---*	*---*	*---*	*A*

Model: Russian-C	Date: 08-Mar-00	No.: RA265004c

RTB Correction

The Items in bold italics have been corrected or added.

Subject: Printer Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the Russian-C1
Other Models

B3065280	Version	C. SUM	Production
A	1.2.0	A8EA	1st Mass Prod.
B	1.2.9	B908	January Prod. '00
C	1.3.4	C923	March Prod. '00
D	1.3.6	E26A	April prod. '00
E	*1.4.0*	*0637*	*September Prod. '00*

Lanier Model

B3065283	Version	C. SUM	Production
A	1.2.0	FCB9	1st Mass Prod.
B	1.3.4	E967	March Prod. '00
C	1.3.6	E38C	April Prod. '00

Reissued: 04-Oct-00

Model: Russian-C		Date: 08-Mar-00	No.: RA265004c

Symptom Corrected (new ones only – see older bulletins for other symptoms corrected)	Other models	Lanier
The printed area is shifted slightly when "Unit of Measure" is defined using the macro command.	*E*	---
With Raster images, sometimes part of the right edge of the printable area comes out blank.	*E*	---
Italian and Spanish text characters overlap each other on the configuration page error log.	*E*	---
The following title on the configuration page has been changed: "Printer Name (NetWare)" → "Printer Name".	*E*	---
If the optional memory and PS option are not installed, A3-size images read by a scanner cannot be printed out.	*E*	---

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004d

RTB Correction

The items in bold italics have been corrected or added.

Subject: Printer Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the Russian-C1.

Items in bold italics have been corrected or added.

Lanier

B3065283	Version	C. SUM	Production
A	1.2.0	FCB9	1st Mass Prod.
B	1.3.4	E967	March Prod. '00
C	1.3.6	E38C	April Prod. '00

Others

B3065280	Version	C. SUM	Production
A	1.2.0	A8EA	1st Mass Prod.
B	1.2.9	B908	January Prod. '00
C	1.3.4	C923	March Prod. '00
D	1.3.6	E26A	April prod. '00
E	1.4.0	0637	September Prod. '00
F	*1.4.4*	*1507*	*November Prod. '00*

Reissued: 26-Oct-00

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004d

Symptom Corrected	Other models	Lanier
Part of the image is missing for the first two pages when printing out with the Unico2000 CAD application.	*F*	*---*
When printing out with the Microsoft Mini Driver for Windows NT Terminal Server, the image created is sometimes out of specification.	*F*	*---*
When printing out a file made with certain CAD applications for DOS without using a printer driver, thick lines on the original image appear thin on the output. *** To activate this correction, it is necessary to set Bit SW3, bit 3 to 1* *(0=Disabled, 1=Enabled).*	*F*	*---*
Firmware modified to meet the functional specifications of the Tray Priority function.	*F*	*---*
In some stapling modes, the printing image direction is not same as the copier's. *** To activate this correction, it is necessary to set Bit SW3, bit 7 to 1* *(0=Disabled, 1=Enabled).*	*F*	*---*
The print speed slows down during continuous printing of a 1-page job. *** To activate this correction, it is necessary to set Bit SW3, bit 2 to 1* *(0=Disabled, 1=Enabled) and SET BIT SW3, bit 4 to 1 (DAZEL support function disabled). The correction will not be effective if both of these switches are enabled.*	*F*	*---*
Firmware modified so that the controller can connect to and be used with the DAZEL System. However, the Russian-C is not yet officially certified by DAZEL Corp. *When you enable this function, it is necessary to do the following:* *-Upgrade the NIB firmware to version 4.0.6 or later and the PS3 firmware to version 1.2.4 or later.* *-Set the NIC to bi-directional-mode (refer to the NIC manual).* *-Do not set Bit SW3, bit 2 to 1 (as explained above, these two switches should not be simultaneously enabled).* *To deactivate the DAZEL support function, set Bit SW3, bit 4 to 1 (0=Enabled, 1=Disabled).*	*F*	*---*

Model: Russian-C1	Date: 27-Oct-00	No.: RA265018

Subject: Firmware history for the Capture Box Type 270	Prepared by: K. Moriizumi
From: Technical Services Dept., GTS Division	

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

This is to inform you of the firmware release for the Russian-C Capture Box Option Type 270.

Note: Install the following firmware or later version in Russian-C mainframes that contain the Capture Box Option Type 270.

BICU

USA Model

A2675540	Version	C. SUM	Production
	1.84NOA1NA	0AC0	1st Mass Prod.

FCU

USA Model

A2685582	Version	C. SUM	Production
D	21.00	FFEE	August 2000 prod.

Important:

Install the BICU firmware (A2675540) in the Russian-C mainframes that **contain** the Capture Box Option Type 270. If "User Select" is displayed among the application keys on the Russian-C operation panel, the Capture Box Option Type 270 has been installed.

Install the standard BICU firmware (A2675532) in standard Russian-C mainframes that **do not contain** the Capture Box Option Type 270.

If the wrong BICU firmware is installed, an SC error will occur and/or the Capture Box Option will not function.

Reissued: 08-Dec-00

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004e

RTB Correction

The items in bold italics have been corrected or added.

Subject: Printer Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

This is to inform you of the printer firmware history for the Russian-C1.
Items in bold italics have been corrected or added.

For Other Models

B3065280	Version	C. SUM	Production
A	1.2.0	A8EA	1st Mass Prod.
B	1.2.9	B908	January Prod. '00
C	1.3.4	C923	March Prod. '00
D	1.3.6	E26A	April prod. '00
E	1.4.0	0637	September Prod. '00
F	1.4.4	1507	November Prod. '00
G	*1.4.8*	*DAFC*	*December Prod. '00*

For Lanier

B3065283	Version	C. SUM	Production
A	1.2.0	FCB9	1st Mass Prod.
B	1.3.4	E967	March Prod. '00
C	1.3.6	E38C	April Prod. '00

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004e

Symptoms Corrected (New symptoms only – for older ones, see earlier RTBs)	Other models	Lanier
When printing out from a certain DOS application, the right part of the internal print pattern is missing.	*G*	---
When using a certain DOS CAD application, the paper size and/or paper feed direction are not sent to the controller, and the machine uses the defaults.	*G*	---
When printing out with a certain macro, the frame and lower area of the image are missing.	*G*	---
When using the Dazel system, the job cannot be reset after the paper feed tray reaches paper end.	*G*	---

Model: Russian-C1	Date: 14-Dec-00	No.: RA265019

Subject: Firmware history for the Capture Box Type270	Prepared by: K. Moriizumi
From: Technical Services Dept., GTS Division	

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

Firmware release for the Russian-C Capture Box Option Type 270.

Note: Install the following firmware or a later version in Russian-C mainframes that contain the Capture Box Option Type 270.

BICU

For European Models

A2675541	Version	C. SUM	Production
" "	1.85NOA1EU	75D4	1st Mass Prod.

FCU

For European Models

A2685584	Version	C. SUM	Production
K	23.00	4775	November 2000 prod.

For European 2nd Language

A2685585	Version	C. SUM
F	23.00	E608

For European 3rd Language

A2685586	Version	C. SUM
F	23.00	FAD9

Important: BICU Firmware

Install BICU firmware A2675541 in the Russian-C mainframes that **contain** the Capture Box Option Type 270. If "User Select" is displayed among the application keys on the Russian-C operation panel, the Capture Box Option Type 270 has been installed.

Install standard BICU firmware A2675533 in standard Russian-C mainframes that **do not** contain the Capture Box Option Type 270.

If the wrong BICU firmware is installed, an SC error will occur and/or the Capture Box Option will not function.

Model: Russian-C1	Date: 14-Dec-00	No.: RA265020

Subject: Firmware history for the Capture Box Type270	Prepared by: K. Moriizumi
From: Technical Services Dept., GTS Division	

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

Firmware history for the Russian-C Capture Box Option Type270.

Note: Install the following firmware or a later version in Russian-C mainframes that contain the Capture Box Option Type 270.

BICU

For USA Models

A2675540	Version	C. SUM	Production
" "	1.84NOA1NA	0AC0	1st Mass Prod.
A	1.85NOA1NA	D3C	November 2000 Prod.

For Europe Models

A2675541	Version	C. SUM	Production
" "	1.85NOA1EU	75D4	1st Mass Prod.

Symptom Corrected	USA	EU
Sotware bugs: 1. Even if Printer or Fax has been set with the User Select function priority, "Copier" is displayed at power up. 2. Even if Printer has been set with the User Select function priority, the LED for the User Select key is lit.	A	-

Reissued: 23-Oct-00

Model: Russian-C	Date: 28-Apr-00	No.: RA265009c

RTB Correction

The items in bold italics have been corrected.

Subject: ROM History (Russian-C Fax Option)	Prepared by: M. Mano
From: Technical Services Dept., GTS Division	

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

Firmware history for the Russian-C Fax Option

- USA Model -

A2685582	File No. (A268Uxxx)	Version	C.SUM	Production
B	002	10.03	48D4	1st Mass Prod.
C	003	13.03	AE2E	December Prod. '99
D	004	21.00	FFEE	August Prod. '00

- European Model -

A2685584	File No. (A268Exxx)	Version	C.SUM	Production
C	103	10.03	2512	1st Mass Prod.
D	104	12.01	35B2	November Prod. '99
E	105	13.03	A88A	December Prod. '99
F	106	13.04	1EDA	December Prod. '99
G	107	16.01	4C32	February Prod. '00
H	108	18.00	BE30	April Prod. '00
J	109	22.00	*D0EA*	September Prod. '00

- European 2nd Language -

A2685585	File No. (A268Exxx)	Version	C.SUM
	200	12.01	E0B4
A	201	13.03	0136
B	202	13.04	3C64
C	203	16.01	9112
D	204	18.00	8720
E	205	22.00	*0496*

- European 3rd Language -

A2685586	File No. (A268Exxx)	Version	C.SUM
	300	12.01	BD3B
A	301	13.03	7265
B	302	13.04	EA5A
C	303	16.01	B4B1
D	304	18.00	AAE2
E	305	22.00	*A262*

Model: Russian-C	Date: 28-Apr-00	No.: RA265009c

- Asia Version -

A2685587	File No. (A268Axxx)	Version	C.SUM	Production
	000	10.03	87BE	1st Mass Prod.
A	001	13.03	34AB	December Prod. '99
B	002	13.05	8163	February Prod. '00
C	003	17.02	5C77	April Prod. '00
D	004	18.00	B27D	April Prod. '00

Model: Russian-C	Date: 28-Apr-00	No.: RA265009c

Symptom Corrected Nothing New – Only the Checksums etc on p 1 and p 2 were changed	USA	EU	EU2	EU3	Asia/ TWN
ICB-1 function is available.	D	-	-	-	-
When the use of the PSTN-2 line is changed to Rx only, the setting of PSTN-2 cannot be changed.	D	J	E	E	-
The machine displays the clock for 12:xx as 0:xx	D	-	-	-	-
When over 20H is input for the Incoming signal detection level (RAM address 6804BD), the minimum signal strength decreases. * Maximum value for this address is 1FH.	D	J	E	E	-
When sending an original wider than the maximum paper width of the receiving machine (Auto-Reduction OFF / JBIG compression), the machine cuts the image to the smaller size but sends the left most area of the image instead of the central area. The symptom occurs only when the following software is used: European model: A2685584C (ver. 16.01) European 2nd language: A2685585C (ver. 16.01) European 3rd language: A2685586C (ver. 16.01) Asian model: A2685587D (ver. 17.02)	-	H	D	D	D
Even though the following bit switch settings should disable the File Retention function, the machine retains files for 24 hours: User Parameter switch 24 (swusr_18): (bit1, bit0) = (1, 0)	D	H	D	D	D
When bit 4 of Communiation switch07 is 1 (Fallback from G4 to G3 when G4 communication fails on the ISDN B-channel is enabled) and G4 communication error occurs on the ISDN B-channel (ADF mode), the machine falls back to G3 and resumes transmission from the second page. This is because the first page has already exited from the ADF.	-	H	D	D	C
The PTT approbal for Hangary has been passed. The following country code will be added for Hangary: 22H (34)	-	H	D	D	-
The following Chinese characters have been corrected for the KANTAI display language: 前頁 > 上一頁 次頁 > 下一頁	-	-	-	-	C
When using the Create Margin Transmission function and the rear side image needs to be rotated 180 degrees, the margin for the rear side is placed on the right (instead of the left).	D	G	C	C	C
The ghost image may appear on the left of the page in JBIG direct transmission mode during the dual operation. (The page width data is rarely not received before making the page.)	D	G	C	C	C
PC Fax Expander is not recognized (only for Asia version).	-	-	-	-	B

Model: Russian-C	Date: 28-Apr-00	No.: RA265009c

Symptom Corrected	USA	EU	EU2	EU3	Asia/ TWN
For CTR21 approval, the unique dialing requirement (Communication SW06) are not used and their default setting were changed from "Enabled" to "Disabled". And G4 country code in France has been changed from 00 to 02 (UK).	-	G	C	C	-
Quick Dial is not working when the country code is set to France. If this problem occurs on old firmware, please change the COM SW06 - bit4 from 1 to 0.	-	F	B	B	-
Conditions for printing (Scan Router): It determines whether or not the machine will print out the incomoing fax when transmission is made to the Scan Router Professional Station. 　User Parameter switch31 bit2 　　0: Document not printed　　1: Document will be printed	C	E	A	A	-
The German wording is wrong. 　1.G3 Auto Sel. -> G3 Autom.Wahl 　2.Etikett einf•gen:progr.Wert -> Anw.-einf•gen:progr.Name 　3.Etik.einf.:AUS -> Name einf.:AUS 　4.Anw.-Progr. Hauptmen -> Anw.-Progr.Hauptmen•	-	D	A	A	-
When the received CSI have only space data, it is ignored by this version firmware.	B	C	A	A	" "
Line Error Marks on received page: A mark will be printed on the left edge of the page anywhere a line error has occurred in the data if following bit is enabled. 　System switch00 bit4 　　0: Disabled　　1: Enabled	B	C	A	A	" "
In order to ensure that the NSF/DIS signals (from the machine that is to receive the facsimile) will successfully be received by the sender, the transmission duration of these signals can now be extended as follows: 　G3 switch0F 　Bit 3　Bit 2　　Settings 　　0　　0　　32 sec 　　0　　1　　40 sec 　　1　　0　　50 sec 　　1　　1　　60 sec	B	C	A	A	" "

The table within the first symptom row:

Country Code	Comm SW06	G3 SW0B	G4i SW00
Germany	bit 0 :0	bit 2 :0	-
Austria	bit 1 :0	-	-
Denmark	bit 3 :0	-	-
France	-	bit 5 :0	00000010
Switzerland	bit 5 :0	-	-

Model: Russian-C	Date: 28-Apr-00	No.: RA265009c

A2685582	A895-01
C	H3491200001 ~
D	TBA

A2685584	A895-02
D	H3491003837~
E	H3491202306 ~
F	H3491202306 ~
G	H3400200728 ~
H	H3400400875 ~
J	TBA

A2685585	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	H3400200728 ~
D	H3400400875 ~
E	TBA

A2685586	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	H3400200728 ~
D	H3400400875 ~
E	TBA

A2685587	A895-03
A	H3491202496 ~
B	H3400201122 ~
C	H3400404851 ~
D	H3400404858 ~

Reissued: 26-Dec-00

Model: Russian-C	Date: 02-Nov-00	No.: RA265009d

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

Subject: ROM History (Russian-C Fax Option)	Prepared by: M. Mano
From: Technical Services Dept., GTS Division	

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

Firmware history for the Russian-C Fax Option.
USA Model

A2685582	File No. (A268Uxxx)	Version	C.SUM	Production
B	002	10.03	48D4	1st Mass Prod.
C	003	13.03	AE2E	December Prod. '99
D	004	21.00	FFEE	August Prod. '00
E	*005*	*23.00*	*F50B*	*November Prod. '00*

European Model

A2685584	File No. (A268Exxx)	Version	C.SUM	Production
C	103	10.03	2512	1st Mass Prod.
D	104	12.01	35B2	November Prod. '99
E	105	13.03	A88A	December Prod. '99
F	106	13.04	1EDA	December Prod. '99
G	107	16.01	4C32	February Prod. '00
H	108	18.00	BE30	April Prod. '00
J	109	22.00	29AF	September Prod. '00
K	*00A*	*23.00*	*4775*	*November Prod. '00*

European 2nd Language

A2685585	File No. (A268Exxx)	Version	C.SUM
	200	12.01	E0B4
A	201	13.03	0136
B	202	13.04	3C64
C	203	16.01	9112
D	204	18.00	8720
E	205	22.00	0496
F	*206*	*23.00*	*E608*

Model: Russian-C	Date: 02-Nov-00	No.: RA265009d

European 3rd Language

A2685586	File No. (A268Exxx)	Version	C.SUM
	300	12.01	BD3B
A	301	13.03	7265
B	302	13.04	EA5A
C	303	16.01	B4B1
D	304	18.00	AAE2
E	305	22.00	A262
F	*306*	*23.00*	*FAD9*

Asia Version

A2685587	File No. (A268Axxx)	Version	C.SUM	Production
	000	10.03	87BE	1st Mass Prod.
A	001	13.03	34AB	December Prod. '99
B	002	13.05	8163	February Prod. '00
C	003	17.02	5C77	April Prod. '00
D	004	18.00	B27D	April Prod. '00

Reissued: 26-Dec-00

Model: Russian-C	Date: 02-Nov-00	No.: RA265009d

Symptom Corrected (new ones only; for old ones, see older RTBs)	USA	EU	EU2	EU3	Asia/ TWN
The machine transfers messages received by G4 polling reception to the ICB-1.	*E*	*K*	*F*	*F*	*-*
The RTC detection conditions have been changed from 3 to 2 EOL signals.	*E*	*K*	*F*	*F*	*-*
ICB-1 function is available.	D	*K*	*F*	*F*	-

Model: Russian-C	Date: 02-Nov-00	No.: RA265009d

A2685582	A895-01
C	H3491200001 ~
D	H3400800018 ~
E	**TBA**

A2685584	A895-02
D	H3491003837~
E	H3491202306 ~
F	H3491202306 ~
G	H3400200728 ~
H	H3400400875 ~
J	TBA
K	**TBA**

A2685585	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	H3400200728 ~
D	H3400400875 ~
E	TBA
F	**TBA**

A2685586	A895-02
A	H3491202306 ~
B	H3491202306 ~
C	H3400200728 ~
D	H3400400875 ~
E	TBA
F	**TBA**

A2685587	A895-03
A	H3491202496 ~
B	H3400201122 ~
C	H3400404851 ~
D	H3400404858 ~

Reissued: 22-Jan-01

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004f

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

Subject: Printer Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the Russian-C1.
Items in bold italics have been corrected or added.

Other Models

B3065280	Version	C. SUM	Production
A	1.2.0	A8EA	1st Mass Prod.
B	1.2.9	B908	January Prod. '00
C	1.3.4	C923	March Prod. '00
D	1.3.6	E26A	April prod. '00
E	1.4.0	0637	September Prod. '00
F	1.4.4	1507	November Prod. '00
G	1.4.8	DAFC	December Prod. '00
H	*1.4.9*	*8F64*	*January Prod. '01*

Lanier

B3065283	Version	C. SUM	Production
A	1.2.0	FCB9	1st Mass Prod.
B	1.3.4	E967	March Prod. '00
C	1.3.6	E38C	April Prod. '00
D	*1.4.9*	*B6C9*	*January Prod. '01*

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004f

Symptom Corrected (new symptoms and changes only – for others, see older bulletins)	Other models	Lanier
If Add Toner occurs during printing with staple mode, the machine does not print out the remaining page even if the toner bottle is replaced.	*H*	*D*
After an A4 LEF print job is completed and the ON Line key is pressed, it takes a relatively long time to enter OFF Line mode.	*H*	*D*
When printing an MS Word 97 or WordPad document using the PCL 6 driver with the following functions enabled, the front side is printed out with Top Binding and the rear side is printed out with Side Binding: Duplex-Side Binding and in Paper mode Different Paper for First Page (First Page from 1 or 2 Tray and Other Pages from Tray 3 or 4; Destination – Printer Default). *This problem doesn't occur with the PCL5e driver.*	*H*	*D*
The controller stalls when the test document (A4 LEF) for Corel Draw 9 is printed.	*H*	*D*
The "Paper Type" information is not listed in the configuration sheet when the by-pass feed unit is installed.	*H*	*D*
When printing out from a certain DOS application, the right part of the internal print pattern is missing.	G	*D*
When using a certain DOS (CAD) application, the paper size and/or paper feed direction are not sent to the controller, and the machine uses the defaults.	G	*D*
When printing out with a certain macro, the frame and lower area of the image are missing.	G	*D*
When using the Dazel system, the job cannot be reset after the paper feed tray reaches paper end.	G	*D*
Part of the image is missing for the first two pages when printing out with the Unico2000 CAD application.	F	*D*
When printing out with the Microsoft Mini Driver for Windows NT Terminal Server, the image created is sometimes out of specification.	F	*D*
When printing out a file made with certain CAD applications for DOS without using a printer driver, thick lines on the original image appear thin on the output. ** To activate this correction, it is necessary to set Bit SW3, bit 3 to <u>1</u> (0=disabled, 1=Enabled).	F	*D*
Firmware modified to meet the functional specifications of the Tray Priority function.	F	*D*
In some stapling modes, the printing image direction is not same as the copier's. ** To activate this correction, it is necessary to set Bit SW3, bit 7 to <u>1</u> (0=disabled, 1=Enabled).	F	*D*
The print speed slows down during consecutive printing of 1-page jobs. ** To activate this correction, it is necessary to set Bit SW3, bit 2 to <u>1</u> (0=Disabled, 1=Enabled) and set BIT SW3, bit 4 to <u>1</u> (DAZEL support function disabled). The correction will not be effective if both of these switches are enabled.	F	*D*
Firmware modified so that the controller can connect to and be used with the DAZEL System. However, the Russian-C is not yet officially certified by DAZEL Corp. When you enable this function, it is necessary to do the following: -Upgrade the NIB firmware to version 4.0.6 or later and the PS3 firmware to version 1.2.4 or later. -Set the NIC to bi-directional mode (refer to the NIC manual). -Do not set Bit SW3, bit 2 to 1 (as explained above, these two SW should not be simultaneously enabled). To deactivate the DAZEL support function, set Bit SW3, bit 4 to <u>1</u> (0=Enabled,	F	*D*

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004f	

1=Disabled).		
The printed area is shifted slightly when "Unit of Measure" is defined using the macro command.	E	*D*
With Raster images, sometimes part of the right edge of the printable area comes out blank.	E	*D*
Italian and Spanish text characters overlap each other on the configuration page error log.	E	*D*
The following title on the configuration page has been changed: "Printer Name (NetWare)" → "Printer Name".	E	*D*
If the optional memory and PS option are not installed, A3-size images read by a scanner cannot be printed out.	E	*D*

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

PAGE: 1/1

Model: Russian-C1 (Scanner Option Type 270)	Date: 24-Jan-01	No.: RA265021

Subject: Scanner controller does not connect to a hub	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

SYMPTOM

The scanner controller may not connect with some types of hubs at 10 Mbps, depending on the particular hub and scanner NIB combination.

CAUSE

The OSC5 oscillator on the scanner controller does not match the particular hub.

SOLUTION

The OSC5 oscillator has been changed. The new controller is A8775311 (A8775310N).

Note: Initially, this was only a suffix change, however later we changed the part number to A8775311.

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

Reissued: 20-Feb-01

Model: Russian-C1	Date: 29-Feb-00	No.: RA265003d

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

Subject: ROM History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

This is to inform you of the BICU firmware history for the Russian-C1. Items in bold italics have been corrected or added.

For N.A. Models

A2675532	Version	C. SUM	Production
B	1.57	C4BA	1st Mass Prod.
C	1.64	A2BF	October Prod. '99
D	1.74	C99D	March Prod. '00
E	1.77	B85F	April Prod. '00
F	1.84	99B6	September Prod. '00
G	*1.87*	*4572*	*February Prod. '01*

For European Models

A2675533	Version	C. SUM	Production
B	1.57	86E8	1st Mass Prod.
C	1.64	837F	October Prod. '99
D	1.74	141C	March Prod. '00
E	1.77	043F	April Prod. '00
F	1.84	A504	September Prod. '00
G	*1.87*	*F2FE*	*February Prod. '01*

Reissued: 20-Feb-01

Model: Russian-C1	Date: 29-Feb-00	No.: RA265003d

For Asia/Taiwan Models

A2675534	Version	C. SUM	Production
A	1.64	A2BF	1st Mass Prod.
B	1.71	0FE8	April Prod. '00
C	1.74	0C26	March Prod. '00
D	1.77	69A8	April Prod. '00
E	1.84	1CE2	September Prod. '00
F	*1.87*	*CEE8*	*February Prod. '01*

For China Models

A2675536	Version	C. SUM	Production
A	1.74	7FBA	1st Mass Prod.
B	1.77	8068	April Prod. '00
C	1.84	735A	September Prod. '00
D	*1.87*	*847F*	*February Prod. '01*

For Russia Models

A2675537	Version	C. SUM	Production
	1.80	2404	1st Mass Prod.
A	1.84	F452	September Prod. '00
B	*1.87*	*4417*	*February Prod. '01*

Reissued: 20-Feb-01

| Model: Russian-C1 | Date: 29-Feb-00 | No.: RA265003d |

Symptom Corrected	USA	EU	Asia	CHN	RU
Occasionally, full page image data is reduced and printed on the left side, and the right side is printed solid black in Fax and Printer modes when the following 3 conditions exist: *1. SP2-998 (Main Scan Magnification) –1 (Engine) has a different value than –2 (Copy).* *2. The interleave function is enabled between copy and printer modes (both 600 dpi).* *3. Soon after the interleave job is finished, the machine prints out an image at a resolution other than 600 dpi (e.g. fax image, printer image at 300dpi).*	*G*	*G*	*F*	*D*	*B*
A new SP mode (SP2-993) has been added to prevent dirty background on the rear side of the first copy. Please refer to RTB# RA265022 for more details.	*G*	*G*	*F*	*D*	*B*
When the main power is turned on, the machine cannot detect jammed paper remaining at the exit sensor if the interchange unit is not installed.	*G*	*G*	*F*	*D*	*B*

RICOH

Technical Bulletin

Model: Russian-C1	Date: 20-Feb-01	No.: RA265022

Subject: New SP mode	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

The following SP mode has been added from BICU firmware version 1.87. Please add this SP mode description to your Service Manual.

Mode No.			Function	Setting
Class 1 and 2	Class 3			
2-993*		Transfer Current Timing	Selects the transfer current application timing. *If "1" is selected, the machine applies the transfer current 90 ms before the Normal application time.* *Use this SP mode when dirty background appears on the rear side of the first page.*	**0: Normal** 1: Early

Model: Russian-C1	Date: 10-Apr-01	No.: RA265023

Subject: Broken Black Stripes		Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division		

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

SYMPTOM

Broken black stripes appear on copies (see below).
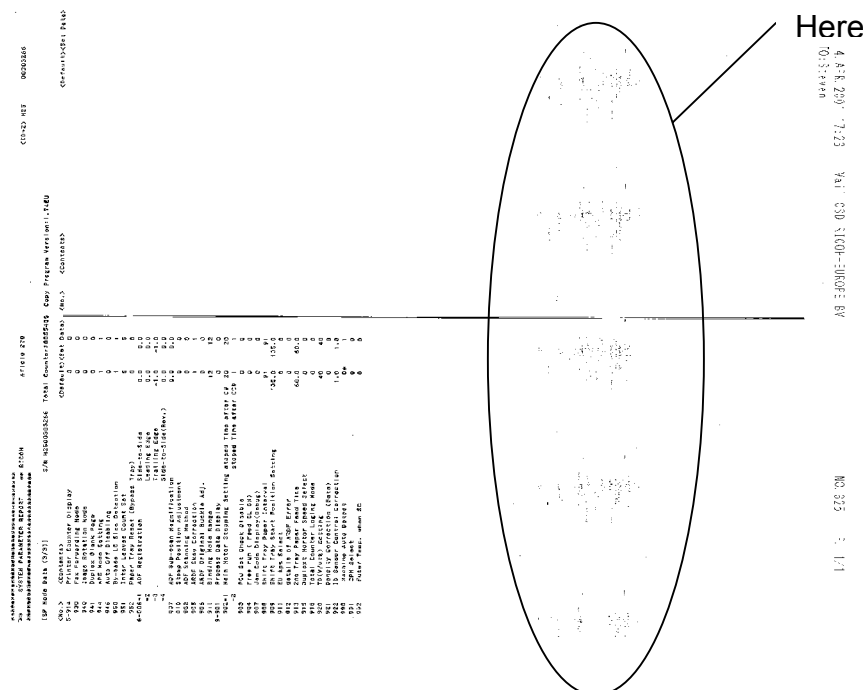
Here

CAUSE

The Russian-C1 has toner recycling mechanisms. However, there are cases where broken black stripes can appear on copies when paper dust in this recycled toner builds up on the drum or charge roller surfaces. If the paper dust is on the charge roller surface, the stripe intervals will be in the pitch of the roller. The cleaning mylar, which contacts the registration roller, normally collects paper dust and prevents such copy problems. However, when there is an abnormally large amount of paper dust present, the mylar is not able to collect all of it, which can cause some to get into the PCU.

SOLUTION

Clean out the paper dust that has accumulated between the dust cleaning mylar and registration roller:
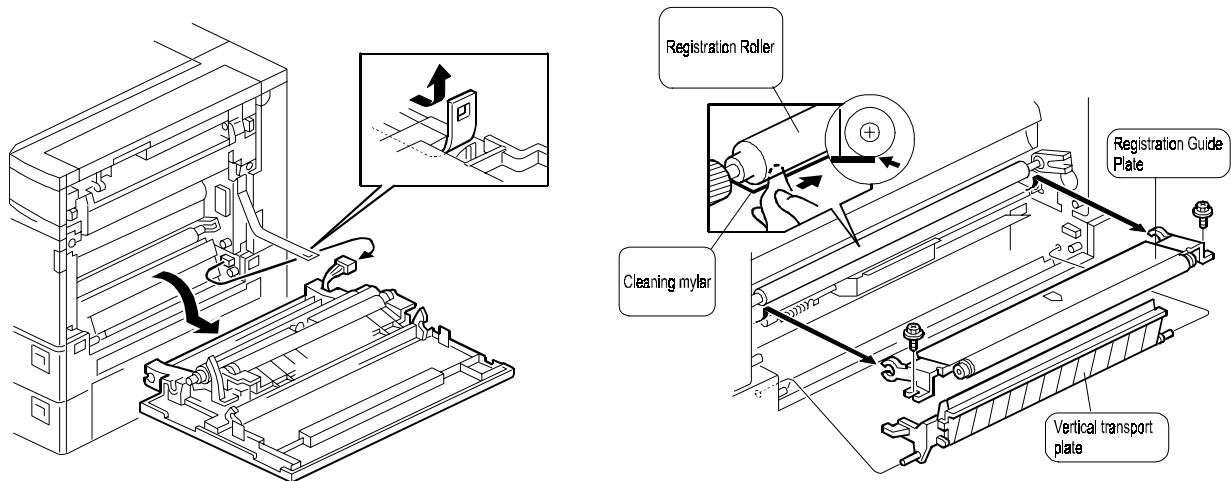
1. Detach the support arm from the right cover, then remove the ID sensor connector and right cover.
2. Being careful not to scratch the mylar, slide the vertical transport guide plate to one side and remove it.
3. Remove the registration guide plate (2 screws).
4. Slide a piece of thick paper, or other material that will not scratch the roller, in between the registration roller and mylar. Then, while sliding the paper back and forth, remove the accumulated paper dust.
   Note: Before doing this, be sure to place a piece of paper underneath the registration roller to prevent paper dust from getting on the paper feed rollers.

In addition, we also recommend cleaning the charge roller.

RICOH

Technical Bulletin

Reissued: 31-May-01

Model: Russian-C1	Date: 10-Mar-00	No.: RA265005a

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

Subject: Scanner Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Scanner firmware history for the Russian-C1.

A8775810	Version	C. SUM	Production
E	3.0.1	6032	1st Mass Prod.
F	4.0.0	2E79	February Prod. '00
G	4.0.3	5736	March Prod. '00
H	*4.0.4*	*5B8F*	*November Prod. '00*

Symptom Corrected (for older corrections, see older RTBs)	Suffix
Improvement: *An MTF filter is used in Text Mode to improve the quality of the scanned image.*	*H*

Model: Russian-C1	Date: 14-Dec-00	No.: RA265020a

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

Subject: Firmware history for the Capture Box Type270	Prepared by: K. Moriizumi
From: Technical Services Dept., GTS Division	

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

Firmware history for the Russian-C Capture Box Option Type 270.

Note: Install the following firmware or later version in Russian-C mainframes that contain the Capture Box Option Type 270.

BICU

USA Model

A2675540	Version	C. SUM	Production
" "	1.84NOA1NA	0AC0	1st Mass Prod.
A	1.85NOA1NA	D3C	November 2000 Prod.
B	***1.87NOA1NA***	***4729***	***February Prod. '01***

Europe Model

A2675541	Version	C. SUM	Production
" "	1.85NOA1EU	75D4	1st Mass Prod.
A	***1.87NOA1EU***	***0C8F***	***February Prod. '01***

Symptoms Corrected (see earlier RTBs for earlier symptoms)	USA	EU
Occasionally, the full page image data is reduced and printed on the left side, and the right side is printed solid black in fax and printer modes when the following 3 conditions exist: *1. SP2-998 (Main Scan Magnification) –1 (Engine) has a different value than –2 (Copy).* *2. The interleave function is enabled between copy and printer modes (both 600 dpi).* *3. Soon after the interleave job is finished, the machine prints out an image at a resolution other than 600 dpi (e.g. fax image, printer image at 300dpi).*	*B*	*A*
A new SP mode (SP2-993) has been added to prevent dirty background on the rear side of the first copy. Please refer to RTB# RA265022 for more details.	*B*	*A*
Just after the main power is turned on, the machine cannot detect jammed paper remaining at the exit sensor if the interchange unit is not installed.	*B*	*A*

Model: Russian-C1	Date: 10-Apr-01	No.: RA265023a

Subject: Broken Black Stripes		Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division		

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

This RTB has been reissued to provide the countermeasure for the symptom described below.

COUNTERMEASURE

To ensure proper charge roller cleaning, the roller cleaner has been changed from a cleaning pad to a cleaning roller (brush type).

PCU CUT-IN LOT NUMBERS

Built-in PCU: 3E2104xxxxxx~

Supply PCU: B403-00   5E1104xxxxx~
B403-01   GE1104xxxxx~
B403-02   NE1104xxxx~
B403-03   RE1104xxxx~
B403-05   FE1104xxxxx~
B403-06   LE1104xxxxx~

SYMPTOM

Broken black stripes appear on copies (see below).
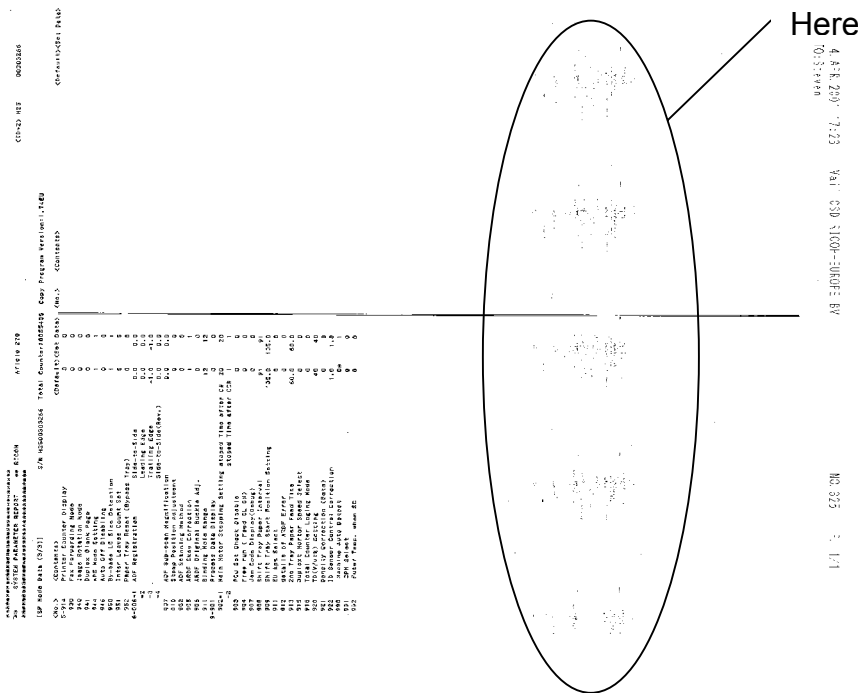
Here

CAUSE

The Russian-C1 has toner recycling mechanisms. However there are cases where broken black stripes (see below) can appear on copies when paper dust in this recycled toner builds up on the drum or charge roller surfaces. If the paper dust is on the charge roller surface, the stripe intervals will be at the pitch of the roller. The cleaning mylar, which contacts the registration roller, normally collects paper dust and prevents such copy problems. However, when there is an abnormally large amount of paper dust present, the mylar is not able to collect all of it, which can cause some to get into the PCU.

SOLUTION

Clean out the paper dust that has accumulated between the dust cleaning mylar and registration roller:

Registration Roller

Registration Guide Plate

Cleaning mylar
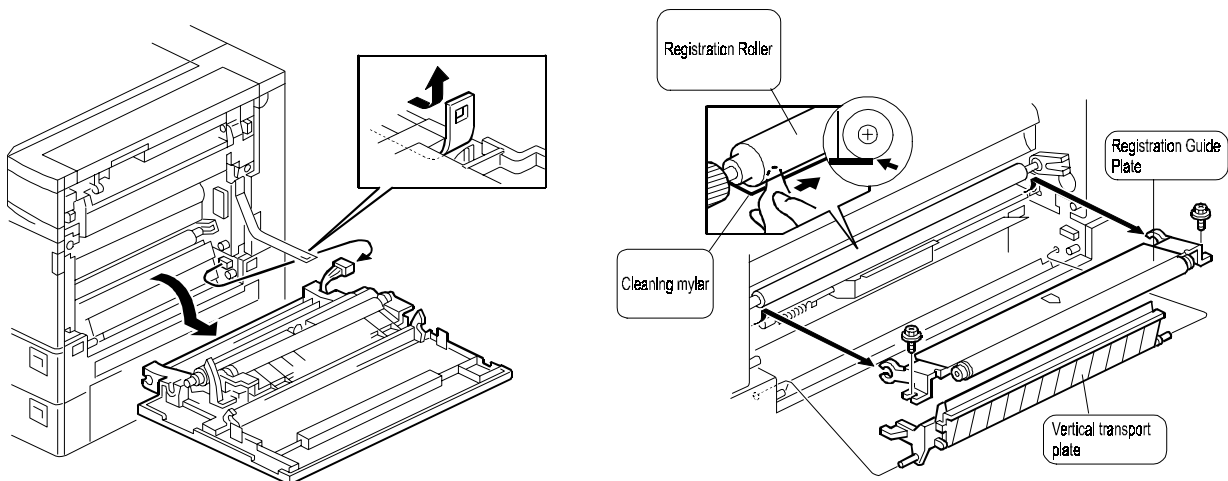
Vertical transport plate

Model: Russian-C1	Date: 10-Apr-01	No.: RA265023a

1. Detach the support arm from the right cover, remove the ID sensor connector and remove the right cover.
2. Being careful not to scratch the mylar, slide the vertical transport guide plate to one side and remove it.
3. Remove the registration guide plate (2 screws).
4. Slide a piece of thick paper, or other material that will not scratch the roller, in between the registration roller and mylar. Then, while sliding the paper back and forth, remove the accumulated paper dust.
   Note: Before doing this, be sure to place a piece of paper underneath the registration roller to prevent paper dust from getting on the paper feed rollers.
5. Clean the charge roller if possible.

RICOH

Technical Bulletin

Model: Russian-C1	Date: 09-Aug-01	No.: RA265024

Subject: PCU Type 320 Information		Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division		

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

The Russian-P2 was launched in December 2000, at which time the new Russian-P2 PCU (type 320) was also adopted for the Russian-C1. Please note the following:
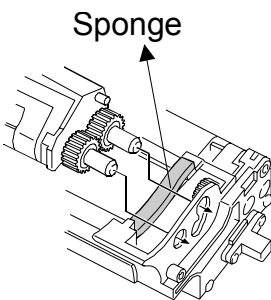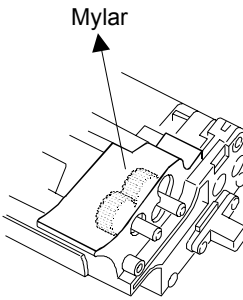
1. Differences between the type 270 PCU (Russian-C1) and type 320 PCU (Russian-P2): <u>Developer only</u>. The developer was changed to maintain proper image quality with the increased print speed of the Russian-P2.

2. Interchangeability:

   The Russian-C1 can use both PCUs, while the Russian-P2 can only use the new (type 320) PCU.

3. Model codes and lot numbers:

Type	Model Code	Lot Number
Built-in PCU	Russian-C1	3E2ymmxxxxx
	Russian-P2	2E1ymmxxxxx
Supply PCU	B403-00	5E1ymmxxxxx
	B403-01	GE1ymmxxxxx
	B403-02	NE1ymmxxxxx
	B403-03	RE1ymmxxxxx
	B403-04	SE1ymmxxxxx
	B403-05	FE1ymmxxxxx
	B403-06	LE1ymmxxxxx

RICOH

Technical Bulletin

PAGE: 1/2

Model: Russian-C1	Date: 09-Aug-01	No.: RA265025

Subject: Image problem history caused by PCU		Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division		

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

This RTB summarizes the history of modifications made to the PCU for various image quality symptoms.

1. Light Copy / Toner End / Gear Broken

Cause	Countermeasure	Affected Part
The bushing for the toner supply coil shaft partially melts.	Material of the bushing changed. → RTB #RA265015	PCU November 1999 ~
Developer leaks out from the cleaning and developer tanks and gets stuck on the gear.	1. Sponge attached so that developer from below the roller will not get stuck on the gear. See fig 1 2. Strip of Mylar attached so that the developer will not fall onto the gear and stick to it. See fig 2. Sponge Mylar Fig.1 Fig. 2	PCU July 2000 ~
	To improve upon the previous countermeasure, the material of the idle gear has been changed to metal.	PCU March 2001~

2. Full-page Dirty Background

Cause	Countermeasure	Affected Part
Toner concentration (in the development unit) too high.	Factory procedures for regulating developer properties changed. → RTB #RA265015	PCU November 1999 ~
	BICU firmware changed to enhance the range of TD sensor sensitivity ("S"). → RTB #RA265003	BICU firmware ver. 1.8.4 ~
	Amount of developer inserted in the PCU at the factory changed from 365g to 345g, in order to reduce developer mixing torque.	PCU September 2000 ~

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004g

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

Subject: Printer Firmware History	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the Russian-C1.
Items in bold italics have been corrected or added.

For Models Other than Lanier

B3065280	Version	C. SUM	Production
A	1.2.0	A8EA	1st Mass Prod.
B	1.2.9	B908	January Prod. '00
C	1.3.4	C923	March Prod. '00
D	1.3.6	E26A	April prod. '00
E	1.4.0	0637	September Prod. '00
F	1.4.4	1507	November Prod. '00
G	1.4.8	DAFC	December Prod. '00
H	1.4.9	8F64	January Prod. '01
J	*1.5.4*	*CDBB*	*September Prod. '01*

For the Lanier Model

B3065283	Version	C. SUM	Production
A	1.2.0	FCB9	1st Mass Prod.
B	1.3.4	E967	March Prod. '00
C	1.3.6	E38C	April Prod. '00
D	1.4.9	B6C9	January Prod. '01
E	*1.5.4*	*DF94*	*September Prod. '01*

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

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004g

Symptom Corrected	Other models	Lanier
For Dazel: When a stack job has been cancelled, a mismatch occurs between the actual number of pages printed out and the number reported to the server.	*J*	*E*
The OCR font does not download to the HDD.	*J*	*E*
With the PS driver, the printer does not print out jobs when the Separator function has been selected.	*J*	*E*
The Configuration Sheet does not print out.	*J*	*E*
When a job has been sent with the PS driver but the tray has not been specified (w/manual selection), the machine does not inform Aficio Manager of this error.	*J*	*E*
When using the PS driver for a collation print job (bypass feed), only the 1st set is printed out.	*J*	*E*
A buffer size error occurs during data communication over IEEE1284 ECP.	*J*	*E*

Model: Russian-C1	Date: 03-Oct-01	No.: RA265026

Subject: DF Jam		Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division		

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

SYMPTOM

An original jam occurs if the leading edge contacts the pull-out roller guide while the second side is being scanned.

Pull out Roller Guide

Left Cover

CAUSE

Some left covers were produced with a slight bulge in the pull-out roller guide (0.1 – 0.5 mm). The jam does not always occur, but has a greater tendency to occur if the original leading edge is already curled.

Model: Russian-C1	Date: 03-Oct-01	No.: RA265026

SOLUTION

If this occurs in the field, attach mylar A8589900 as shown below, effectively extending the roller guide. (Please be sure to observe dimensions A and B).
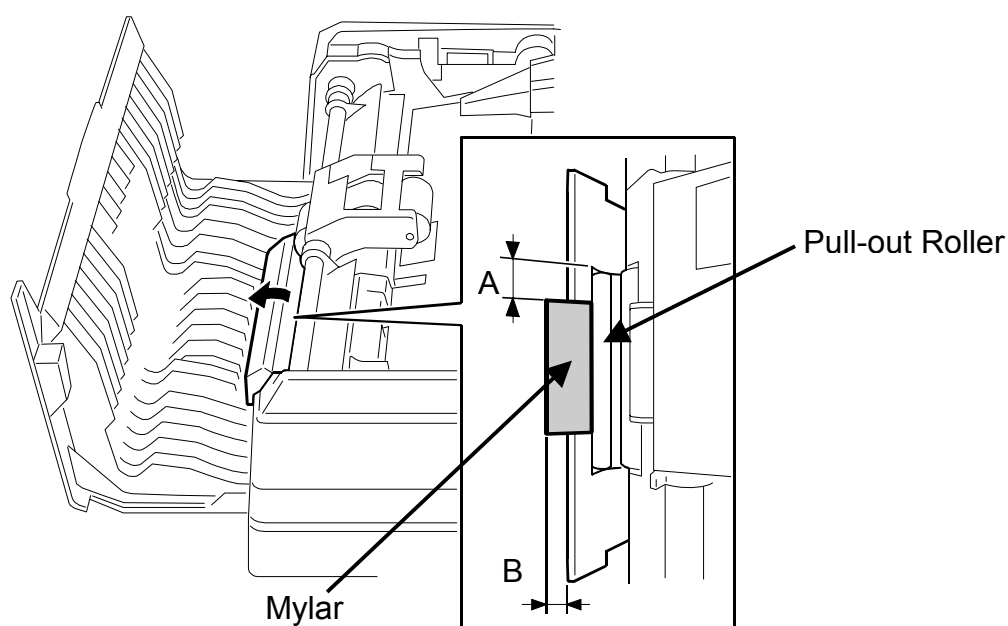
A: 14 +/- 5 mm

B: 1.5 – 3.0 mm

Cut-in Serial Numbers

A858-17: H2617700001 – H2617708471
A858-26: 4C28510001 – 4C28511000
A858-55: L0581850001 – L0581850616, L0581860001 – L0581860839

RICOH

Technical Bulletin

Model: Russian-C1	Date: 30-Oct-01	No.: RA265027

Subject: Point to Point Diagram Correction	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

Please correct your Russian-C1 Point to Point Diagrams as follows:

1. IOB – CN343 (Key Counter)
Location: H2

	Incorrect:	Correct:
CN343-1	Key Counter [▼24]	GND
CN343-2	+ 24V	Key Counter Set [▼24]
CN343-3	Key Counter Set [▼24]	+ 24V
CN343-4	GND	Key Counter [▼24]

2. PSU – CN286
Location: B5

Incorrect: Correct:

	CN286			CN286
+24V	-5		+24V	-5
+24V	-7		+24V	-7
GND	-4		GND	-4
GND	-6		GND	-6
GND	-7		GND	CN285 -7
+5V	-3		+5V	CN285 -3

Model: Russian-C1	Date: 09-Aug-01	No.: RA265025a
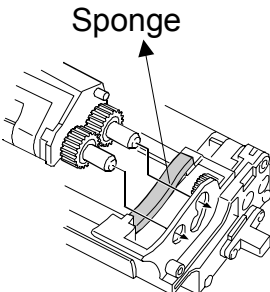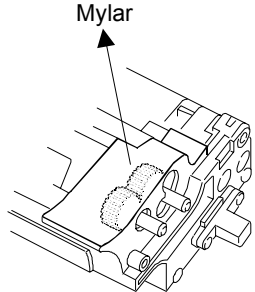
RTB Correction
The items in bold italics have been corrected or added.

Subject: Image problem history caused by the PCU	Prepared by: S. Tomoe
From: Technical Services Dept., GTS Division	

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

This RTB summarizes the history of modifications made to the PCU for various image quality symptoms.

1. Light Copy / Toner End / Gear Broken

Cause	Countermeasure	Affected Part
The bushing for the toner supply coil shaft partially melts.	Material of the bushing changed. → RTB #RA265015	PCU *See table 1*
Developer leaks out from the cleaning and developer tanks and gets stuck on the gear.	1. Sponge attached so that developer from below the roller will not get stuck on the gear. See fig 1 2. Strip of Mylar attached so that the developer will not fall onto the gear and stick to it. See fig 2. Sponge — Fig.1 Mylar — Fig. 2	PCU *See table 2*
	To improve upon the previous countermeasure, the material of the idle gear has been changed to metal.	PCU *See table 4*

Model: Russian-C1	Date: 09-Aug-01	No.: RA265025a

2. Full-page Dirty Background

Cause	Countermeasure	Effected Part
Toner concentration (in the development unit) too high.	Factory procedures for regulating developer properties changed. → RTB #RA265015	PCU *See table 1*
	BICU firmware changed to enhance the range of TD sensor sensitivity ("S"). → RTB #RA265003	BICU firmware ver. 1.8.4 ~
	Amount of developer included in the PCU at the factory changed from 365g to 345g, in order to reduce developer mixing torque.	PCU *See table 3*

Cut-in Lot Number:

Table 1

	Model Code	Distributors	Serial Number	Note
For Consumables	B310-00	Ricoh	1E091000001~	October '99 production
	B310-01	Ges	GE091000001~	October '99 production
	B310-02	Nashua	NE091100001~	November '99 production
	B310-03	Rex	RE091000001~	October '99 production
	B310-04	Savin	SE091000001~	October '99 production
	B310-05	Infotec	FE091100001~	November '99 production
	B310-06	Lanier	LE091000001~	October '99 production
For Machine			OE091004486~	October '99 production

Table 2

	Model Code	Distributors	Serial Number	Note
For Consumables	B310-00	Ricoh	1E000604156~	'99 June 30 ~
	B310-01	Ges	GE000700001~	July '00 production
	B310-02	Nashua	NE000700001~	July '00 production
	B310-03	Rex	RE000700001~	July '00 production
	B310-04	Savin	SE000700001~	July '00 production
	B310-05	Infotec	FE000700001~	July '00 production
	B310-06	Lanier	LE000700001~	July '00 production
For Machines			OE000700001~	July '00 production

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Reissued: 05-Nov-01

| Model: Russian-C1 | Date: 09-Aug-01 | No.: RA265025a |

Table 3

	Model Code	Distributors	Serial Number	Note
For Consumables	B310-00	Ricoh	1E000900001~	September '00 production
	B310-01	Ges	GE000900001~	September '00 production
	B310-02	Nashua	NE000900001~	September '00 production
	B310-03	Rex	RE000800911~	'00 Aug. 31~
	B310-04	Savin	SE000900001~	September '00 production
	B310-05	Infotec	FE000800120~	'00 Aug. 30~
	B310-06	Lanier	LE000800235~	'00 Aug. 30~
For Machines			OE000802601~	'00 Aug. 22~

Table 4

	Model Code	Distributors	Serial Number	Note
For Consumables	B403-00	Ricoh	5E110500423~	May '01 production
	B403-01	Ges	GE110500642~	May '01 production
	B403-02	Nashua	NE110600001~	June '01 production
	B403-03	No Brand	RE110500001~	May '01 production
	B403-04	Savin	SE110500001~	May '01 production
	B403-05	Infotec	FE110500001~	May '01 production
	B403-06	Lanier	LE110500001~	May '01 production
For Machines			2E110501210~	May '01 production

Model: Russian-C1	Date: 08-Mar-00	No.: RA265004h

RTB Correction

The items in bold italics have been corrected or added.

Subject: Printer Firmware History	Prepared by: S. Tomoe
From: Technical Services sec. Service Planning Dept.	

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

Printer firmware history for the Russian-C1.
Items in bold italics have been corrected or added.

For Models Other than Lanier

B3065280	Version	C. SUM	Production
A	1.2.0	A8EA	1st Mass Prod.
B	1.2.9	B908	January Prod. '00
C	1.3.4	C923	March Prod. '00
D	1.3.6	E26A	April prod. '00
E	1.4.0	0637	September Prod. '00
F	1.4.4	1507	November Prod. '00
G	1.4.8	DAFC	December Prod. '00
H	1.4.9	8F64	January Prod. '01
J	1.5.4	CDBB	September Prod. '01
K	*1.5.6*	*33C8*	*December Prod. '01*
L	*1.5.7*	*543B*	*May Prod. '02*

For Lanier Models

B3065283	Version	C. SUM	Production
A	1.2.0	FCB9	1st Mass Prod.
B	1.3.4	E967	March Prod. '00
C	1.3.6	E38C	April Prod. '00
D	1.4.9	B6C9	January Prod. '01
E	1.5.4	DF94	September Prod. '01
F	*1.5.6*	*3063*	*December Prod. '01*
G	*1.5.7*	*1D68*	*May Prod. '02*

Reissued: 16-May-02

| Model: Russian-C1 | Date: 08-Mar-00 | No.: RA265004h |

Symptom Corrected	Other models	Lanier
Using a specific DOS application (UNICO2001); When the data includes the following printing order, the printer will hang up. • *Duplex printing from odd page and single page printing*	*L*	*G*
Add some Euro Symbol Sets and Euro Currency Codes for compatibility with HP printers. (PCL5e, PCLXL)	*L*	*G*
The Engine Maintenance message "Service man call" has been changed to "Service call".	*L*	*G*
When the paper runs out while sort print is performing and perform the forced print, the printer prints a multiple set of the job.	*L*	*G*
When printing the PCL file, certain characters do not print.	*L*	*G*
Software modified so that it is possible to perform jobs containing a mixture of PCL and PS commands when printing directly from a host application.	*L*	*G*
The printer freezes up when the priority paper tray is pulled out after the PS driver is unable to locate the paper size specified in the driver.	*K*	*F*
When adding macro commands to a multiple-page duplex print job, such as when directly printing out from DOS, the first sheet comes out one-sided.	*K*	*F*

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Technical Bulletin

Reissued: 29-Jul-02

Model: Russian-C	Date: 27-Sep-00	No.: RA265017a

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

Subject: V34 ROM History (Russian-C SG3 Option)	Prepared by: M.Mano
From: Technical Services sec. Service Planning Dept.	

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

Firmware history for the Russian-C SG3-V34 option.

A8955580	Version	C.SUM	Production
A	16	FE38	1st Mass Prod.
B	18	719C	April Prod. '00
C	*20*	*D444*	*December Prod. '00*
D	*21*	*2170*	*January Prod. '01*
E	*23*	*DDF2*	*June Prod. '02*

Symptom Corrected	Version
1st lot of mass production for the Uranos-C1 SG3 option.	*E*
Tx may be cancelled when sending a JBIG-compressed, well-log original at Detailed resolution in V.34 mode.	*E*
1st lot of mass production for the Adonis-C2 SG3 option.	*D*
The machine sometimes freezes if an incoming fax is received while transmitting.	*D*
The machine does not try redialing following a polling reception error.	*D*
Tx/Rx with the 2nd G3 line is disabled if an incoming fax is received while transmitting. (However, other lines can be used, and the machine does not freeze.)	*C*
The image at the bottom of the page may be disordered when receiving JBIG-compressed data at Super Fine resolution.	*C*
The PTT approval for Hungary has been passed. The following country code will be added for Hungary: 22H (34).	B
When over 20H is input for the incoming signal detection level (RAM address 6805BD), the minimum signal strength decreases. * The maximum value for this address is 1FH.	B

RICOH

Model: Russian-C2	Date: 6-Sep-02	No.: RB022018

Subject: Skew Image Adjustment Procedure	Prepared by: S. Tomoe
From: Technical Services sec. Service Planning Dept.	

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

Please utilize this RTB as a troubleshooting guide for skewed, trapezoid and parallelogram images.

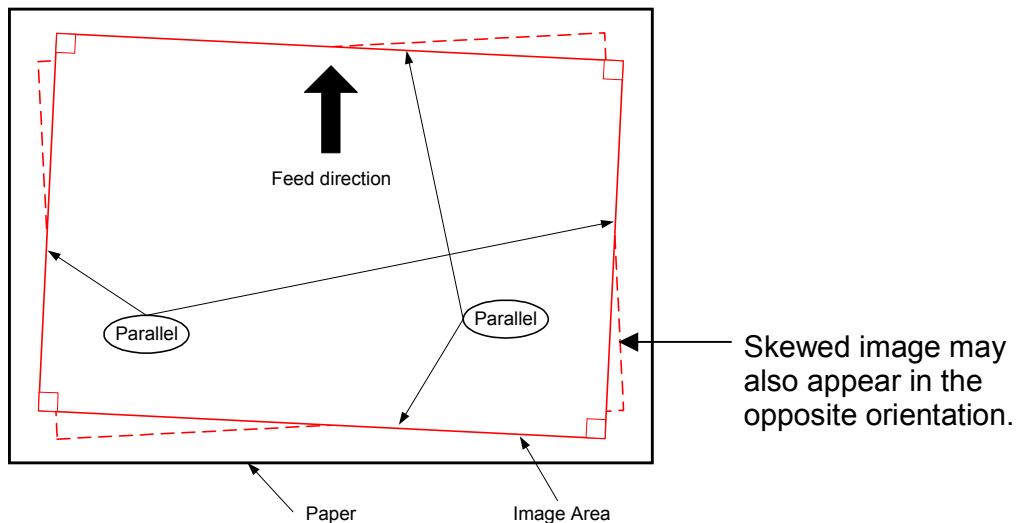# Correcting Skewed and Trapezoid Images

Russian-C1, Russian-C2

Contents

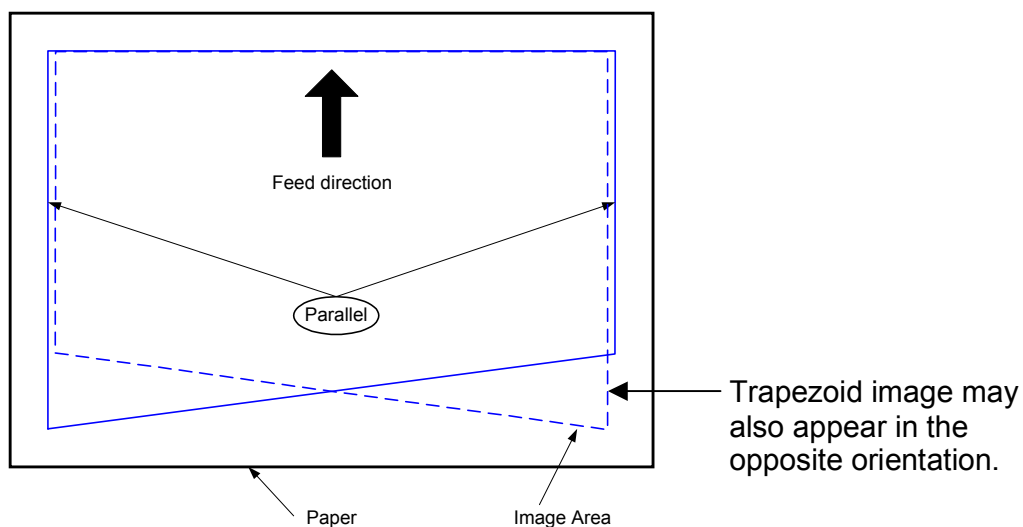# 1. VISUAL DIFFERENCES BETWEEN SKEWED, TRAPEZOID AND PARALLELOGRAM IMAGES

1.1 SKEWED IMAGES

- The image's leading and trailing edges are parallel to one another.
- The image's left and right edges are also parallel.
- However, **all four sides** are slanted with respect to the paper's edge.
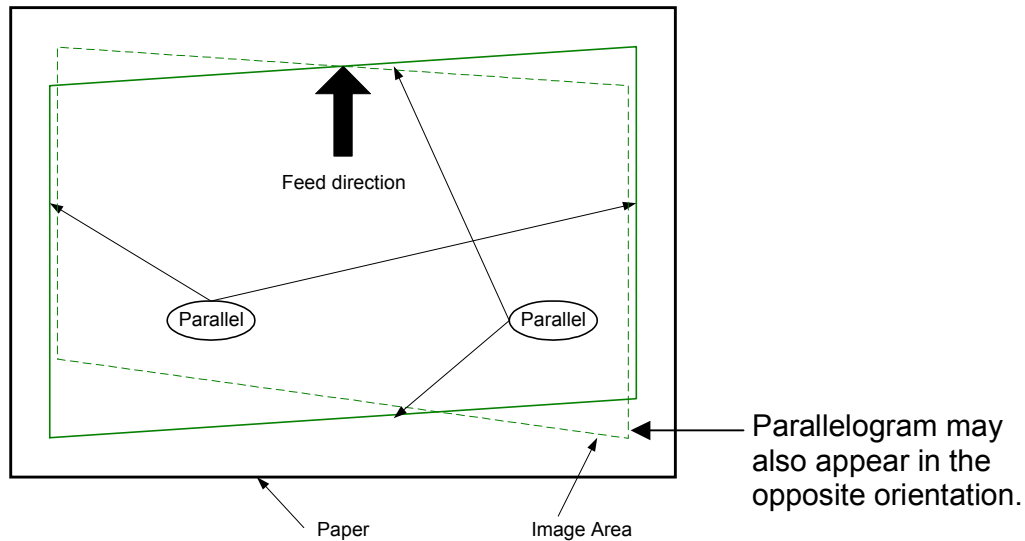
Feed direction

Parallel

Parallel

Skewed image may also appear in the opposite orientation.

Paper

Image Area

1.2 TRAPEZOID IMAGES

- Only the image's **trailing edge** is slanted with respect to the paper.
  The remaining 3 sides are parallel to the paper's edges.

Feed direction

Parallel

Trapezoid image may also appear in the opposite orientation.
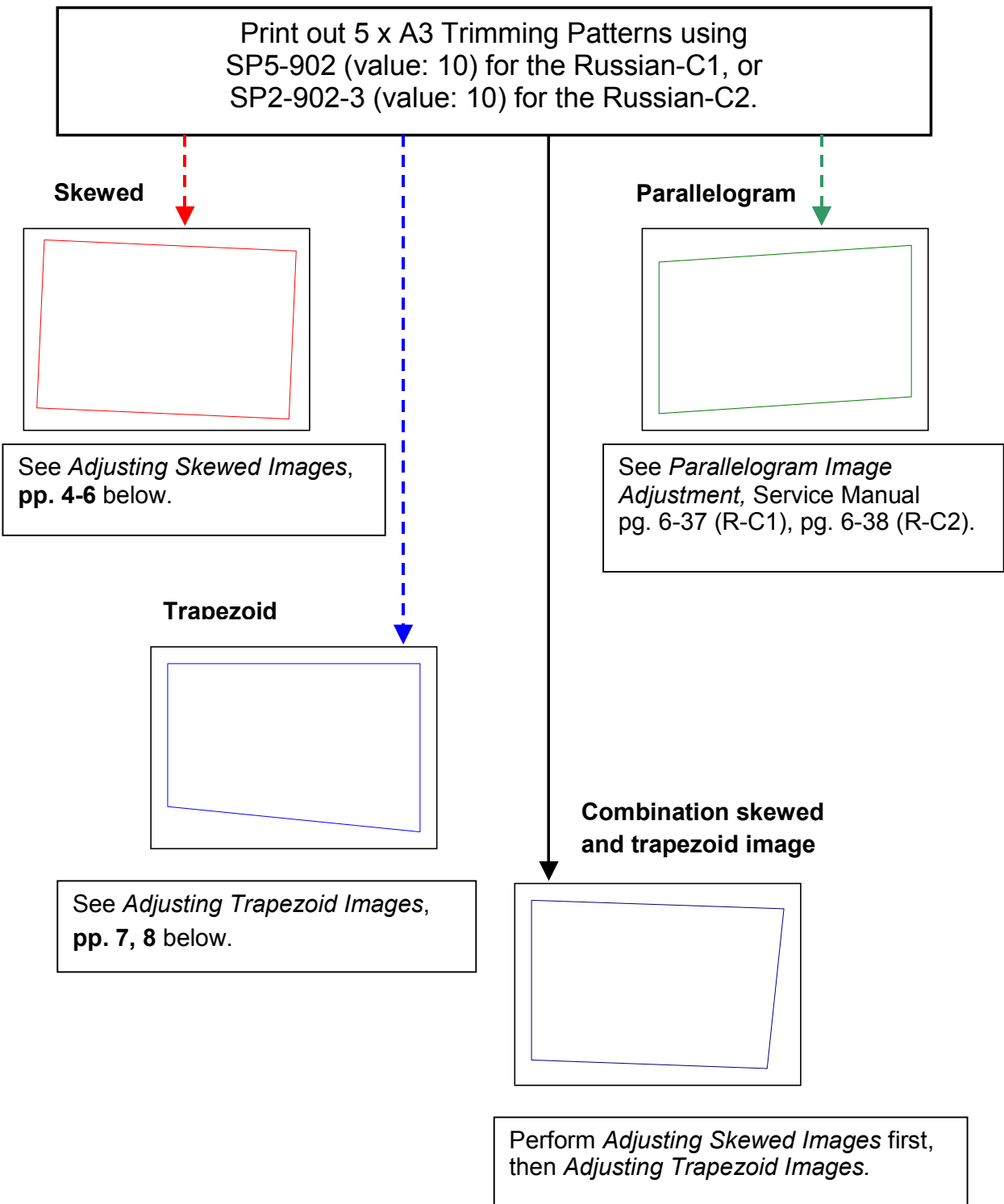
Paper

Image Area

1.3 PARALLELOGRAM IMAGES

- Like skewed images, the leading/trailing edges and left/right edges are parallel to each other, however here, the **leading and trailing edges** are both slanted with respect to the paper's edge.

Feed direction

Parallel

Parallel

Parallelogram may also appear in the opposite orientation.

Paper

Image Area

2. CHECKING THE IMAGE WITH THE TRIMMING PATTERN

Print out 5 x A3 Trimming Patterns using
SP5-902 (value: 10) for the Russian-C1, or
SP2-902-3 (value: 10) for the Russian-C2.

Skewed

Parallelogram

See *Adjusting Skewed Images*,
pp. 4-6 below.

See *Parallelogram Image
Adjustment,* Service Manual
pg. 6-37 (R-C1), pg. 6-38 (R-C2).

Trapezoid

See *Adjusting Trapezoid Images*,
pp. 7, 8 below.

**Combination skewed
and trapezoid image**

Perform *Adjusting Skewed Images* first,
then *Adjusting Trapezoid Images.*

3. CORRECTING THE IMAGES

3.1 CORRECTING SKEWED IMAGES

1. Test pattern (Trimming Pattern) mode check

Is the image skewed?

No **Yes**

1. Adjust the side fences so that there is no gap between the fences and paper stack.

2. Adjust the amount of paper buckle: SP1-003-1 and 2.

2. Platen mode check

Set an original flush against the left and rear scales and make a copy.
Does the image come out as a parallelogram?

No **Yes**

Attach the Scanner Holder (a supporter normally attached during shipping)

OR

Perform *Procedure A* below.

3. ADF mode check

Feed an original through the ADF.
Is the image skewed?

No **Yes**

Are the front and rear transport rollers feeding the original straight?
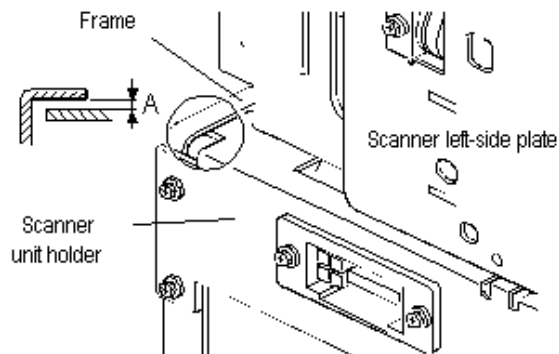
No **Yes**

Change the position of the right hinge screw to the longer hole, and make any minor positional adjustments necessary.
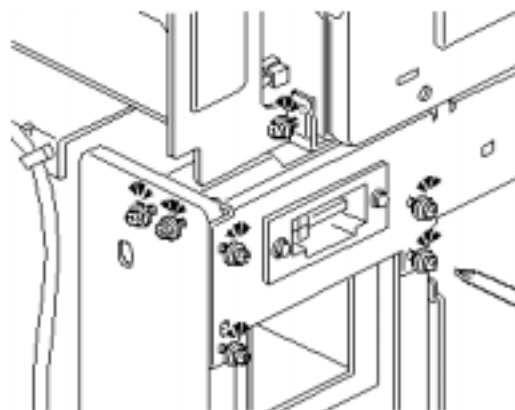
Perform *Procedure B* below.

Procedure complete.

Procedure A (from Step 2 above):

**Fig. 1**: Rear, left upper side of machine   **Fig. 2**: (similar view)

1. Remove the rear and left covers, then the left scanner cover.
2. Check to see if there is a gap ([A]) between the scanner unit holder and frame.
3. If there is no gap, this means that the left front section of the scanner unit is positioned lower than the standard.
4. Loosen all 7 screws (Fig. 2) and lift up the left front portion of unit until there is a 1 to 2 mm gap between the two.
5. Tighten the screws.
6. Place a washer (#07080050, 1 mm thick) in between the two to occupy the gap [A].
   Fix the washer in place using an instant-acting adhesive.
   Note: This washer will also absorb minor amounts of shock.
7. Check whether the parallelogram image still appears.

Procedure B (from Step 3 above):

0.5 mm

Hinge Bracket | Scanner Housing

Hinge Bracket
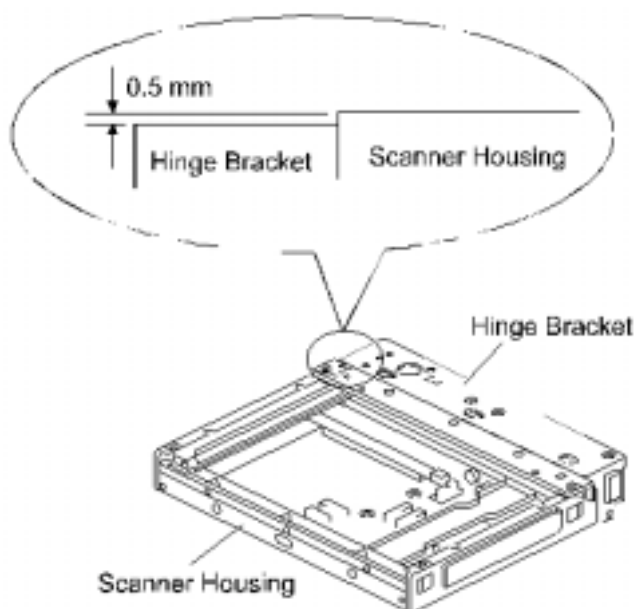
Scanner Housing
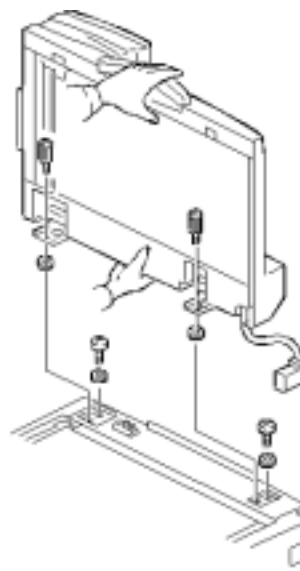
**Fig. 3**   **Fig. 4**

1. Remove the ADF, rear cover, scanner left cover, and scanner rear cover.
2. Check the height difference between the hinge bracket and scanner housing.
3. If this difference is 0.5 mm or more, please do one of the following. This is necessary since it has been confirmed that skewing occurs when the hinge bracket is this much lower than the scanner housing:

   1) Add a spacer (t = 0.5 to 0.8) between the hinge bracket (mainframe) and ADF left hinge, in order to raise the height of the left side of the ADF, **OR:**

   2) Adjust the stepped height difference between the hinge bracket and scanner housing until it is within 0±0.3 mm.

3.2   CORRECTING TRAPEZOID IMAGES

3.2.1 PROCEDURE 1: MINOR ADJUSTMENT OF THE FUSING UNIT HEIGHT (FRONT-TO-REAR)
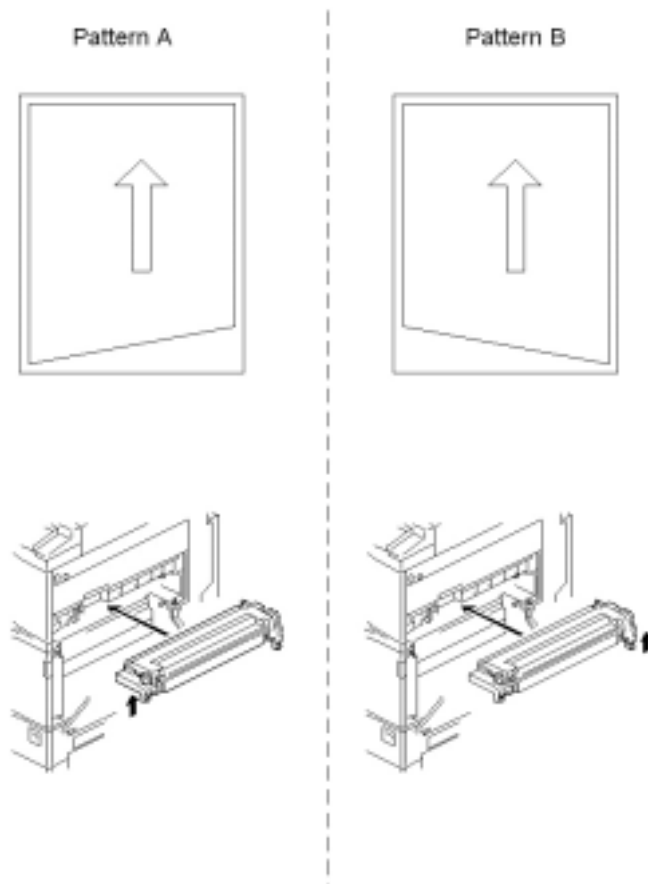
1.   Print out the SP2-902-003 Trimming Pattern (value: 10).

2.   If the image is a pattern A trapezoid:
    1) Remove and reinsert the Fusing Unit.
    2) Tighten the left fixing screw <u>while pushing up on the unit's left side</u> (until it stops).

3.   If the image is a pattern B trapezoid, do the same for the unit's <u>right side</u>.

4.   If the image is still printed out as a trapezoid, perform **Procedure 2** below.

3.2.2 PROCEDURE 2: MINOR ADJUSTMENT OF THE FUSING UNIT POSITION (FRONT-TO-REAR)

1. Remove the Fusing Unit, then add a washer (t = 0.5 to 1.6) to the front fixing screw.
   Note: This will increase the distance from the mainframe stay.

2. Check the image.
   Still NG   **OK**

                    Adjustment Complete.

3. Add more washers (t = 0.5 to 1.6, as above).
   Note: Too many washers can cause wrinkling in the paper.
   Still NG   **OK**

                    Adjustment Complete.

4. Remove the Fusing Unit and all the washers added in Steps 1 and 2 above.
   Then, add washer(s) **for the rear side in the same way**.

Recommended Washers:

t = 0.5	07080040Z or 07080040G
t = 0.8	07080050Z or 07080050G

Model: Russian-C	Date: 17-Feb-03	No.: RA265028

Subject: Dirty Background Correction Procedure	Prepared by: S. Tomoe
From: Technical Services Sec. Service Planning Dept.	

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

Please utilize this RTB as a troubleshooting guide for dirty background image and SC390.

Correcting Dirty Background Images and SC390 for
Russian-C1, Russian-C2

Contents

1. BASIC CHECKING PROCEDURE FOR DIRTY BACKGROUND IMAGES

NO.	Procedure Items	Checking Points	Note
1	Copy image check	Estimation of the image in accordance with the tables on the following pages.	
2	Process data check	Vtref value mentioned in the SMC list	Lower value means high toner concentration
			High CV machines give a lower value (1.2 – 1.4)
			Target CV machines give 1.8 – 2.4
			Low CV machines give 2.7 – 3.1
		Vsp value mentioned in the SMC list	High CV machines may give around 0.7
		Compare PCU counter and 1 to 1 copy counter	High 1 to 1 copy ratio reduces the PCU life
			(PCU life: A4, 5% charts fed sideways and 1 to 2 copy mode)
3	Make copies	Try to duplicate the image problem	Using low image coverage original such as trimming image or blank image, etc
4	External check of the PCU	Checking the level of toner scattering If the toner is scattered, clean the PCU housing	When removing the PCU, please keep the PCU level. Otherwise, a large amount of recycled toner falls into the development unit and the toner concentration will be too high.
5	Take action in accordance with the tables on the following page.		

2. TROUBLESHOOTING

Symptom 1	Symptom 2	Symptom 3		Possible Cause		Possible Factor		Action
Dirty Background	Whole surface	Dirty Background on the rear side	1	Toner concentration is too high	1	• The characteristics of the developer and the toner deteriorate, then toner chargeability is insufficient • No Ricoh made toner is used	1	• When the value of Vtref is 2.8 – 3.1, change the value of SP2-929-1 (Vtref Upper Limit) to 3.2 or 3.3 • Make 20 sky shot copies or all black test patterns. If the value of Vsp is not 0.4 – 0.5, replace the PCU Replace the PCU, Toner Supply Unit, and Toner Bottle
		Visible paper dust and/or paper fiber	2	Too much paper dust in the development unit.	2	The function of the dust removal seal at the registration area is insufficient	2	• To remove the paper dust in the unit, make 20 sky shot copies or all black test patterns • Clean the dust cleaning mylar (refer to RTB # RA265023) or install the registration cleaning pad (see MB # MA265029)
		Light gray	1	Toner concentration is too high	1	Same as 1	1	Same as 1
			3	Drum potential is low	3	Drum life over or drum filming	3	If the drum surface is not clear, there is filming by toner or paper dust. In this case, replace the PCU.
		Dark gray		Insufficient charge roller bias		• The bias terminal is dirty • Poor connection of the bias terminal		• Clean the bias terminal • Check the condition of the bias spring in the machine and bias plate in the PCU
	Partially (includes black spots)	Leading edge area	1	Because the toner concentration is too high, the development unit is dirty	1	Same as 1	1	Same as 1
			4	Upper paper guide of the fusing unit is dirty	4	• Toner concentration is too high • Paper feeding is not stabilized	4	• Same as 1 • Check the paper path • Clean or replace the upper guide of the fusing unit
		30 – 40 mm area from the trailing edge	5	The area around the development roller is dirty. The toner will attract to the paper when the trailing edge of paper passes the registration roller. Especially, this is likely to occur with A3 and A4 SEF paper	5	Toner concentration is too high	5	Same as 1 and 2
		Random		Because of causes 1 and 2, the toner on the development entrance seal drops onto the paper	1 & 2	Same as 1 and 2	1 & 2	Same as 1 and 2
	Vertical band (sub scan direction)	Bands are at the same point after changing the magnification ratio	6	The charge roller is dirty	6	• Too many paper dust attracted to the drum surface • The drum cleaning is insufficient because of particles on the drum surface • The cleaning blade is worn.	6	• Same as 2 • Clean the charge roller • Replace the PCU
			7	The ribs on the paper guides in the paper transport are dirty	7	Toner scattering	7	Clean the ribs
		Bands are at a different point after changing the magnification ratio	8	The shield glass of the laser unit is dirty	8	Toner scattering or the dusts in the machine.	8	Clean the shield glass of the laser unit
			9	The scanning area is dirty	9	The dust in the scanner unit	9	Clean the scanner unit

Symptom 1	Symptom 2	Symptom 3		Possible Cause		Possible Factor		Action
Dirty Background	Horizontal lines and bands (includes black spots)	44 mm pitch (Charge roller pitch)	6	Insufficient drum cleaning	6	Same as 6	6	Same as 6
		50 mm pitch on the rear side (Transfer roller pitch)	1	Because of cause 1, the transfer roller is dirty	1	Same as 1	1	Same as 1
		94 mm pitch (Drum pitch)	10	The drum surface is damaged or has attracted some particles	10	• A part of a paper label has got stuck on the drum • The drum has been damaged when removing jammed paper or particles	10	Clean the drum surface with a dry cloth
		125 mm pitch (Fusing roller pitch)	3	Drum potential is low in some parts	3	Same as 3	3	Same as 3
			11	Fusing off set	11	• Toner density is too high • Insufficient fusing when using thick paper • Dirty fusing roller	11	Same as 1 Change the fusing pressure lever position Clean or replace the fusing roller
SC390			12	Poor connection of the development bias terminal	12	• The bias terminal is dirty • Poor connection of the bias terminal	12	Clean the bias terminal (modular jack type connector in the PCU)
			1	Toner concentration is too high	13	Too much recycled toner dropped into the development unit (especially for high CV machines)	13	If the value of Vt is less than 0.5V, perform action no. 2
			14	TD sensor is defective	14	Static electricity, etc	14	Replace the PCU

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PAGE: 1/2

Model: Russian-C1	Date: 1-Aug-03	No.: RA265029

Subject: ROM History (Russian-C1 PostScript Option)	Prepared by: S. Tomoe
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 ( )		

Firmware history for the Russian-C1 PostScript Option.

(For Lanier Model)

B3085283	File No. (B308Lxxx)	Version	Production
A	001	1.2.0	1st Mass Prod.

(For Other Model)

B3085280	File No. (B308oxxx)	Version	Production
A	001	1.0.0	1st Mass Prod.
B	002	1.2.0	October Prod. '99
C	003	1.2.1	October Prod. '99
D	004	1.2.2	January Prod. '00
E	005	1.2.4	November Prod. '00
F	006	1.2.6	January Prod. '01
G	007	1.2.7	December Prod. '01
H	008	1.2.8	May Prod. '02

Model: Russian-C1	Date: 1-Aug-03	No.: RA265029

Symptom Corrected	Lanier	Other
Software modified so that it is possible to perform jobs containing a mixture of PCL and PS commands when printing directly from a host application.	–	H
If the machine does not contain the driver paper size when printing the 1st set of a Collate job, and Job Reset is then performed, the "Resetting Job…" display does not clear.	–	G
Software modified to ignore a "DD" tag on print data, preventing an undefined error and allowing the job to go through.	–	G
During RAM collate printing, the job cannot be cancelled.	–	F
When the job is cancelled, the output paper count is sent to the printer controller (a side-effect of the previous modification made for DAZEL connection).	–	F
The print speed slows down during continuos printing of a 1-page job. ** To activate this correction, it is necessary to set Bit SW3, bit 2 to 1 (0=Disabled, 1=Enabled) and SET BIT SW3, bit 4 to 1 (DAZEL support function disabled). The correction will not be effective if both of these switches are enabled.	–	E
Firmware modified so that the controller can connect to and be used with the DAZEL System. However, the Russian-C is not yet officially certified by DAZEL Corp. When you enable this function, it is necessary to do the following: -Upgrade the NIB firmware to version 4.0.6 or later and the PS3 firmware to version 1.2.4 or later. -Set NIC to bi-directional-mode (refer to NIC manual). -Do not set Bit SW3, bit 2 to 1 (as explained above, these two SW should not be simultaneously enabled). To deactivate the DAZEL support function, set Bit SW3, bit 4 to 1 (0=Enabled, 1=Disabled).	–	E
The product names of the Stinger-C Postscript drivers for NRG, SAVIN and Infotec should be corrected as follows: **Incorrect:** **correct:** NRG D415s/2815s/3215s PS3 NRG D415s/2815S/3215 PS3 SAVIN 9915DP PS3 SAVIN 2015DP PS3 infotec PS3 infotec 4150 MF PS3	–	D
The PostScript Option firmware has been modified so that it can also be used with the Stinger-C1L.	–	C
The PostScript Option firmware has been modified so that it can also be used with the Russian-C.	A	B
The printer controller can now detect whether it is installed in a Stinger-C1 or Stinger-C1L.		A

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Technical Bulletin

Model: Russian-C1	Date: 2-Apr-04	No.: RA265030

Subject: System Switch 1E-4	Prepared by: Y. Ohtani
From: 1st Tech. Support Sec. Service Support Dept.	

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

Please apply the following description revision to your Russian-C1 Fax Service Manuals.

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System Switch 1E			SP No.1-101-031
No	**FUNCTION**	**COMMENTS**	
4	This switch allows or prohibits all fax reception when Authorized Reception is enabled and no RTI/CSIs have been programmed. **0: All fax reception is enabled** 1: All fax reception is disabled	This switch is only effective when Authorized Reception is enabled and there are no RTI/CSIs programmed. Under these two conditions: The default setting of "0" allows the machine to receive all incoming faxes. This is useful in cases where the customer has mistakenly enabled Authorized Reception with no RTI/CSIs programmed. Setting this switch to "1" will cause the machine to reject all incoming transmissions.	

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Technical Bulletin

Model: Russian-C1	Date: 8-Oct-04	No.: RA265031

Subject: Precaution for C-ring maintenance	Prepared by: Y. Ohtani
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 (Caution for the maintenance)		

Important Note for Hot Roller Replacement

When you replace the hot roller, make sure to attach the C-ring in the **orientation shown below**. This helps the C-ring to hold the fusing roller more securely.

Correct orientation:

1. Both C-rings:

Attach the C-ring so that the **flat side faces the bearing/roller**. (The little hooks face away from the bearing/roller).
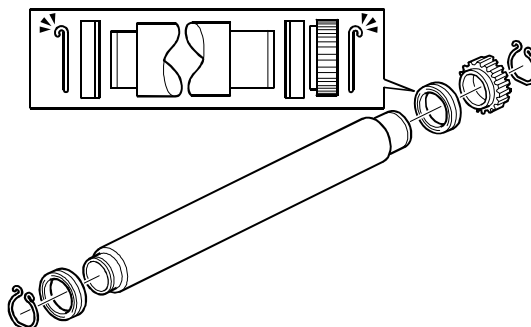
2. The gear-side C-ring only (= right side in the illustration above):
Attach the C-ring so that **the opening is 90 degrees from the D-cut sections** of the fusing roller.