

Reissued: 17-Jun-10

Model: App2Me	Date: 15-Jan-10	No.: RD549001a
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RTB Reissue

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

Subject: Firmware Release Note: App2Me Provider		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **App2Me Provider**.

Version	Program No.	Effective Date
<i>1.5.2</i>	<i>D5495001A</i>	<i>May 2010 production</i>
1.5.0	D5495001	1st Mass production

Version	Modified Points or Symptom Corrected				
<i>1.5.2</i>	<i>Minor bug correction.</i>				
1.5.0	Initial release Notes: 1. To use App2Me Scan, App2Me Manager ver.1.5.0 is required. 2. Requires the following Java VM version.				
	GW Ver.	Model Name	Model Code	Java VM Ver.	Note
	07A models	AI-C1	D009/D011 D012/D013	V4.19	To be released around end of Jan.2010.
		R-C5	D017/D018 D019/D020		
		V-C2	D014/D015		
	08S models	Di-C1	D038/D041	V4.19	To be released around end of Jan.2010.
		AT-C2	D023/D025		
		AP-C2	D027/D029		
	08A models	MT-C4	D062/D063 D065/D066	V5.08	To be released around end of Jan.2010.

Reissued:20-Jan-11

Model: App2Me Provider	Date: 23-Feb-10	No.: RD549002b
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RTB Reissue

The areas in ***bold/italics*** were changed.

Note: The VM card was modified so that the auto off timer does not need to be set to 5 minutes or longer.

Subject: App2Me Provider Installation/Update Guide		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the App2Me Provider Installation / Update Guide release information.

App2Me Provider Installation/Update Guide

Feb, 2010
Subject to change
Ricoh Company LTD

About App2Me Provider

App2Me Provider is a SDK application, which can be obtained from **the Firmware Download Center**. App2Me Provider is free of charge, and therefore it does **not** require activation unlike CAP and GlobalScan.

App2Me Provider has been pre-installed on new models of MFP, starting with the AL-C1.5, R-C5.5, and 09A model(V-C3). App2Me Provider does not start-up on the pre-installed models by default, so it needs to be started up before use.

App2Me Provider can also be used with existing models, primarily 07A to 08A models. App2Me Provider must be installed by a **Field Support Staff** for the existing models. Please refer to table1 for the list of App2Me-compatible models.

Table1: App2Me compatible models

Season	Models	App2Me Provider pre-installed
07A	V-C2, AL-C1, R-C5	No
08S	AT-C2, AP-C2, DI-C1	No
08A	MT-C4, Katana-C2	No
-	AL-C1.5/R-C5.5	Yes
09A	V-C3	Yes

Two versions of the App2Me Provider was released in Jan 2010. These are v1.0.2 and v1.5.0. The Java VM version requirements for the each App2Me version are as follows:

Table2: Java VM version requirements for App2Me Provider v1.0.2

Season	Models	Required Java VM version
-	AL-C1.5, R-C5.5	V4.18
09A	V-C3	V7.01

Table3: Java VM version requirements for App2Me Provider v1.5.0

Season	Models	Required Java VM version
07A	V-C2, AL-C1, R-C5	V4.19
08S	AT-C2, AP-C2, DI-C1	V4.19
08A	MT-C4, Katana-C2	V5.08
-	AL-C1.5, R-C5.5	V4.19
09A	V-C3	V7.01

A major difference exists between the 2 versions regarding the available file formats when scanning. Only single page TIFF and JPEG are available with v1.0.2. Multi-page TIFF, single page PDF, multi-page PDF, and high compression PDF are available from v1.5.0, in addition to the 2 original formats.

Note: ~~The use of App2Me Provider together with CAP or Global Scan is now supported. However, the use of App2Me with is currently undergoing testing.~~

Auto Off Timer settings for each VM card version

Season	Models	VM version (Before modification)	VM version (After modification)
07A	V-C2, AL-C1, R-C5	V4.20.04	V4.21.05
08S	AT-C2, AP-C2, DI-C1	V4.20.04	V4.21.05
08A	MT-C4, Katana-C2	V5.09.04	V5.10.04
-	AL-C1.5, R-C5.5	V4.20.04	V4.21.05
09A	V-C3	V7.03.09	V7.06.04

VM card modification

With the versions listed above or newer, the Auto Off Timer setting can be set to 1 minute (it does not need to be set to 5 minutes or longer).

Previously, the Auto Off Timer setting had to be set to 5 minutes or longer. This is because with a shorter setting, if there were other SDK applications installed as well, the SDK application would not boot up or an SC error would occur. This modification solves this issue by prohibiting the machine from switching to Sleep Mode until the SDK application has booted up.

Important:***If the VM card installed contains this modification (“AFTER” or newer version):***

Depending on which Embedded Software Architecture application is installed, the machine may take longer than indicated to enter Sleep Mode.

If the VM card installed does not contain this modification (“BEFORE” or older version):

If App2Me is the only SDK application in use on the machine, the Auto Off Timer can still be set to 1 minute. However, if there are other SDK applications installed as well, make sure to set the timer to 5 minutes or longer.

Auto Off Timer settings for each ESA application

	Auto Off setting before VM card modification	Auto Off setting after VM card modification
VM + App2Me	1 min. or longer	1 min. or longer
VM + App2Me + Another SDK application	5 min. or longer	1 min. or longer
VM + Another SDK application	5 min. or longer	1 min. or longer

The Firmware Download Centers

Release date:

Jan 2010

Downloadable software:

- 1.App2Me Provider v1.0.2
(For pre-installed models)
2. App2Me Provider v1.5.0
(For 07A-08A models)
- 3.App2Me Provider v1.5.0
(For pre-installed models)
* Around end of Feb. 2010

App2Me pre-installed models



Release date:

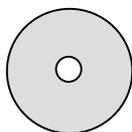
Jan. 2010

Pre-installed software:

1. App2Me Provider v1.0.2

* Provider v1.5.0 will be pre-installed from April 2010.

CD included with pre-installed models



Available from:

Early Feb. 2010

Included software:

1. App2Me Manager v1.0.1
 2. App2Me Provider v1.0.2
 3. App2Me Scan v1
- * CD will be revised to include Manager v1.5.0 and App2Me Scan v2 from July 2010.

Installation of App2Me Provider on 07A-08A models

There are two scenarios of installation of App2Me provider on 07A-08A models.

Scenario 1: Installation of App2Me Provider only.

Scenario 2: Installation of App2Me Provider and other SDK Application.

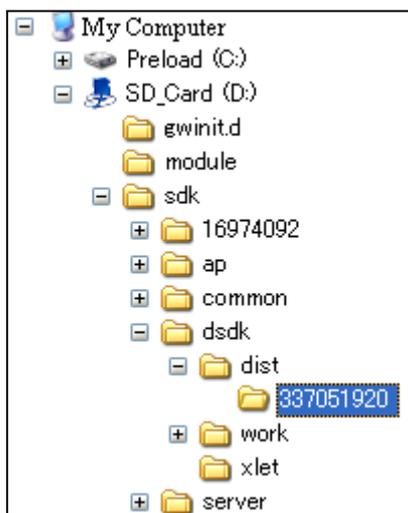
Installation of the App2Me Provider

1: Get a Java VM card compatible with the customer's device.

2: Get App2Me Provider from the Firmware Download Center.

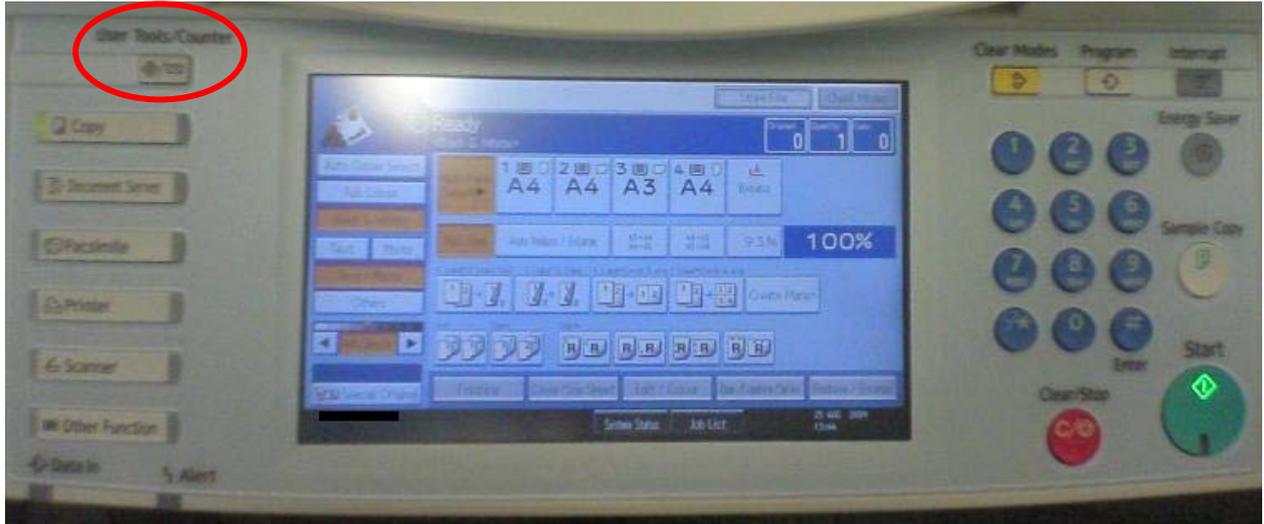
3: Copy App2Me Provider to the Java VM card.

Unzip the zip file obtained from the Firmware Download Center. Copy the folder (App2Me Provider) to the **"dist"** folder in Java VM card, whose folder path is **"D:\sdk\dsdk\dist"**. The folder name is **"337051920"**. The actual drive letter assigned to the SD card will vary depending on the PC used.

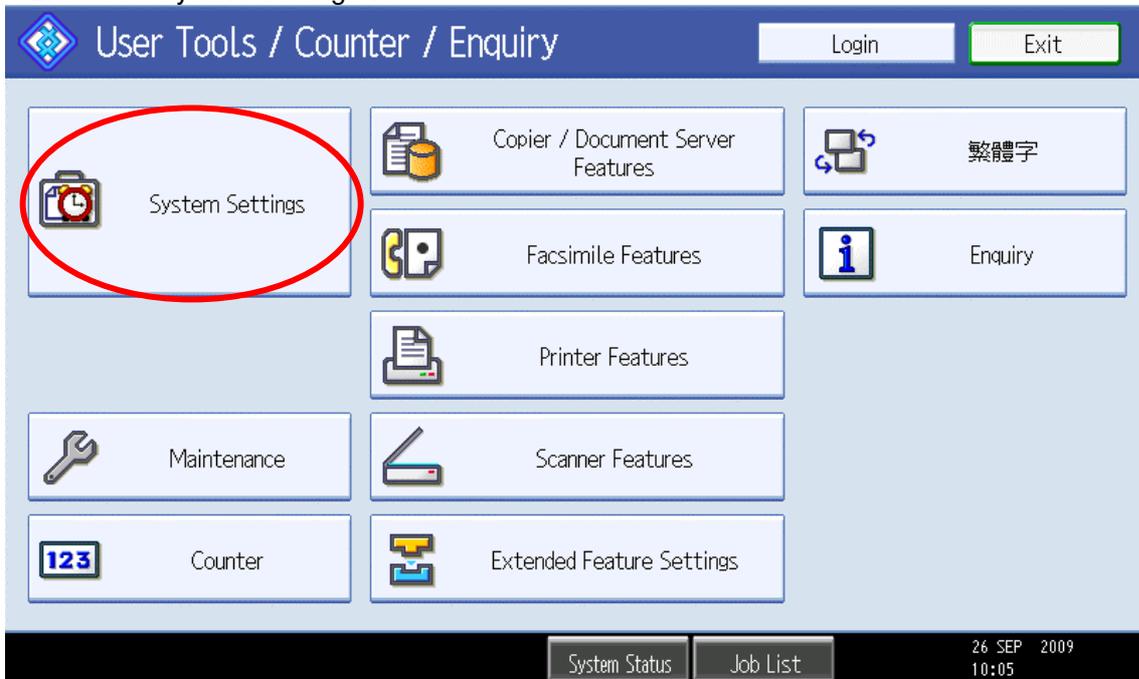


4: Check and configure the "Auto Off Timer" on the customer's device:

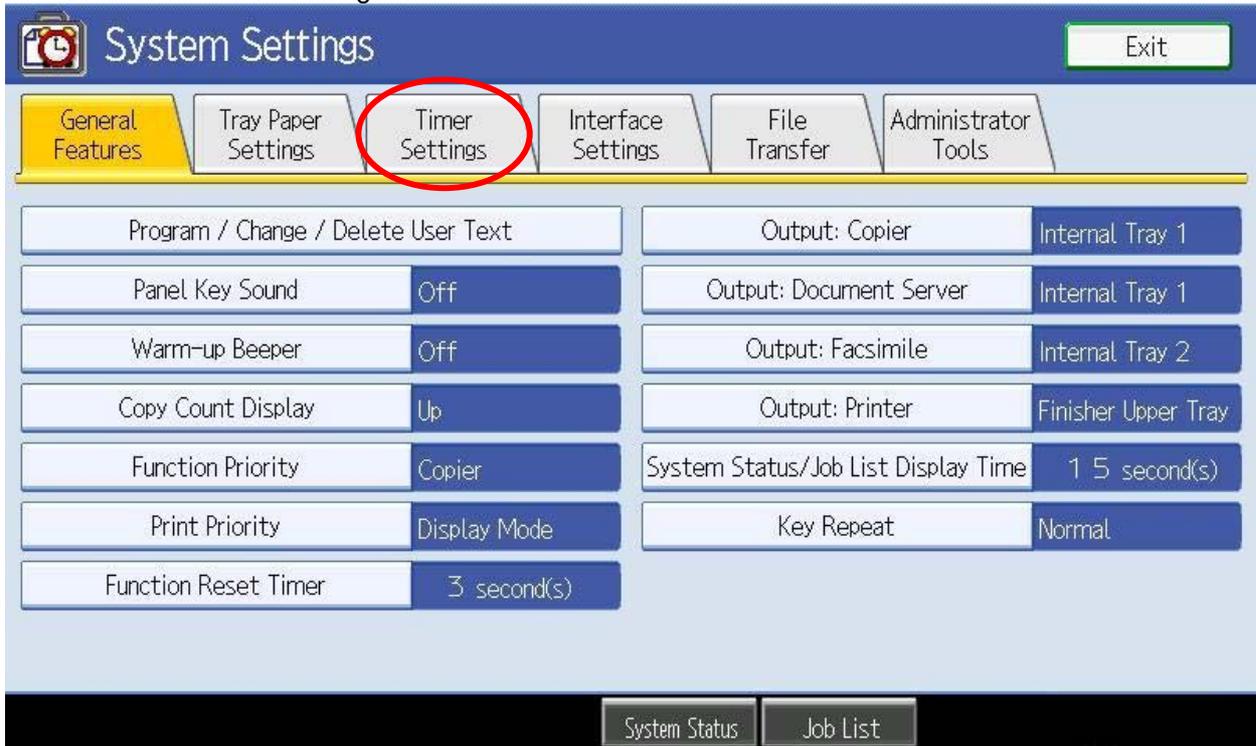
4-1. Press the “User Tools/Counter” button.



4-2. Select “System Settings”.



4-3. Select the "Timer Settings" tab.



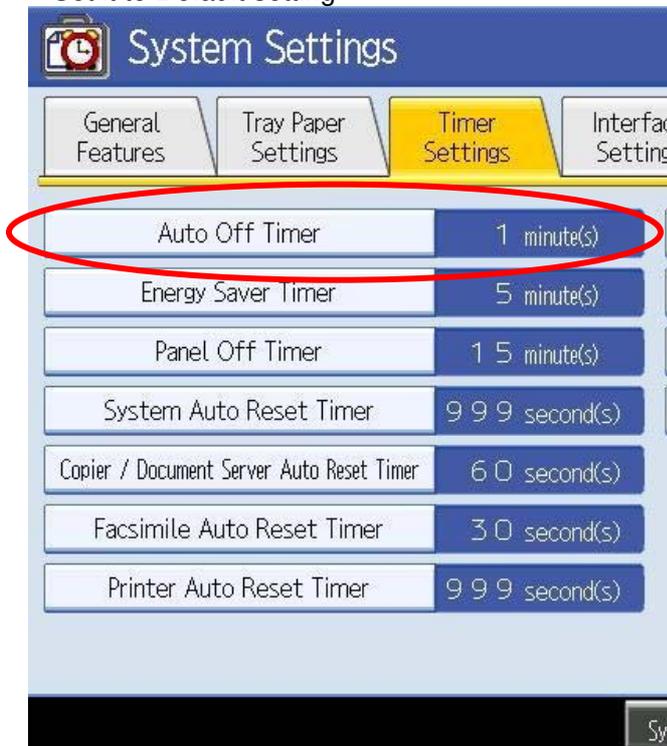
4-4. Select "Auto Off Timer"

Scenario 1

Set it to Default setting

Scenario 2

Set it to 5 minutes or longer



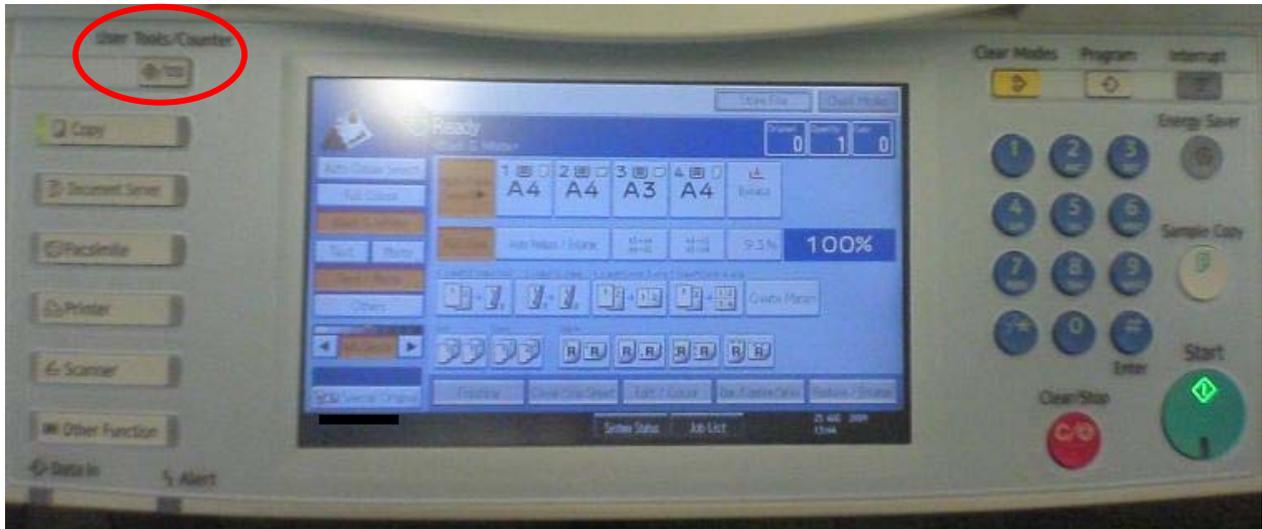
4-5. Exit User Tools.

5: Physically install the Java VM card, and then install and configure App2Me Provider:

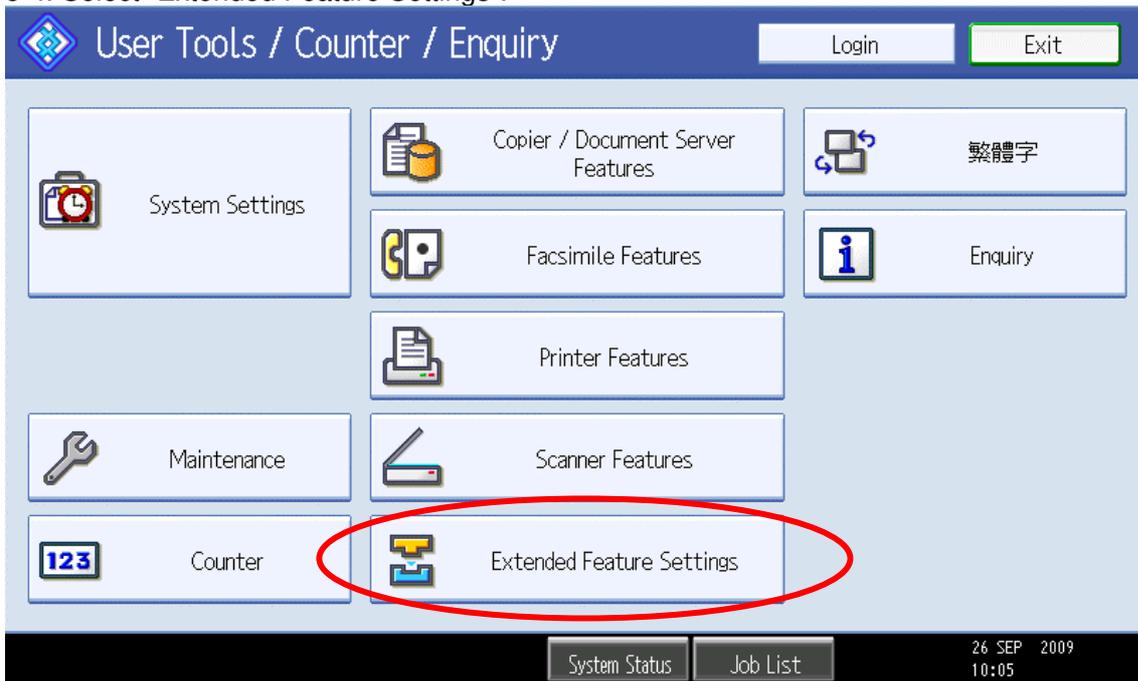
5-1. Turn off the device's main power switch. Then physically install the Java VM card which contains App2Me provider. Turn the device main power on.

5-2. Auto-installation of the Java VM and App2Me Provider starts. Wait for it to complete.

5-3. Press the "User Tools/Counter" button.

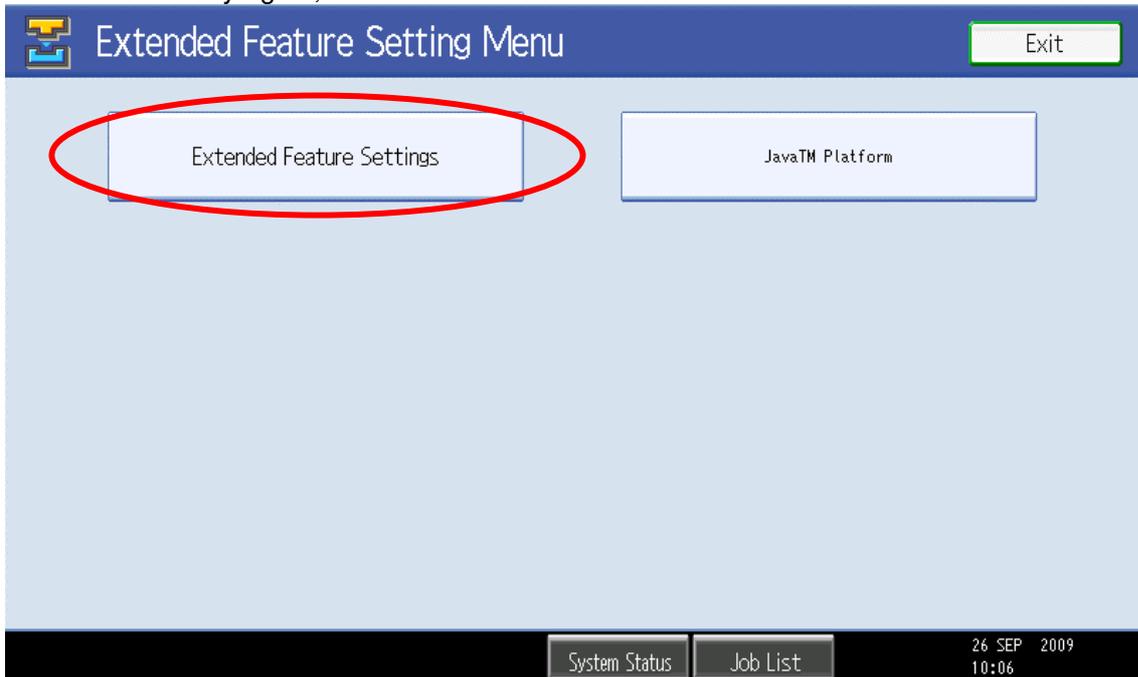


5-4. Select "Extended Feature Settings".



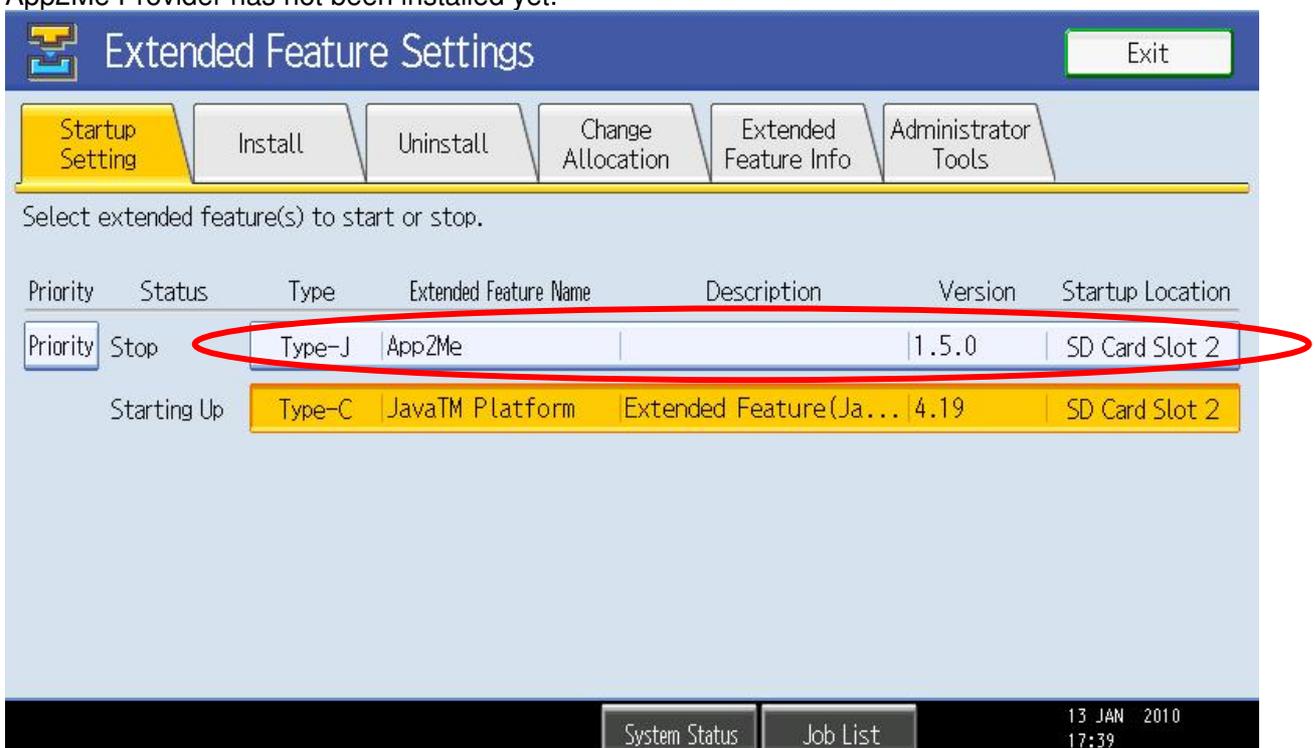
5-5. Select "Extended Feature Settings".

If you don't see the "JavaTM Platform" button on the right, it means that Java has not started up yet. Please exit and try again, as Java is sometimes slow to start.



5-6. Select "App2Me".

When the color of a button is orange, it means that the SDK application has started up. If the button is not orange, then the SDK application is stopped. If you don't find a button for App2Me, it means that App2Me Provider has not been installed yet.



5-7. App2Me Provider is now started.

Note: "Starting Up" is the normal status for a running SDK application.

5-8. Select the "Extended Feature Info" tab.

Extended Feature Settings

Exit

Startup Setting Install Uninstall Change Allocation **Extended Feature Info** Administrator Tools

Select extended feature(s) to start or stop.

Priority	Status	Type	Extended Feature Name	Description	Version	Startup Location
Priority	Starting Up	Type-J	App2Me		1.5.0	SD Card Slot 2
	Starting Up	Type-C	JavaTM Platform	Extended Feature(Ja...	4.19	SD Card Slot 2

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5-9. Select "App2Me".

Extended Feature Settings

Exit

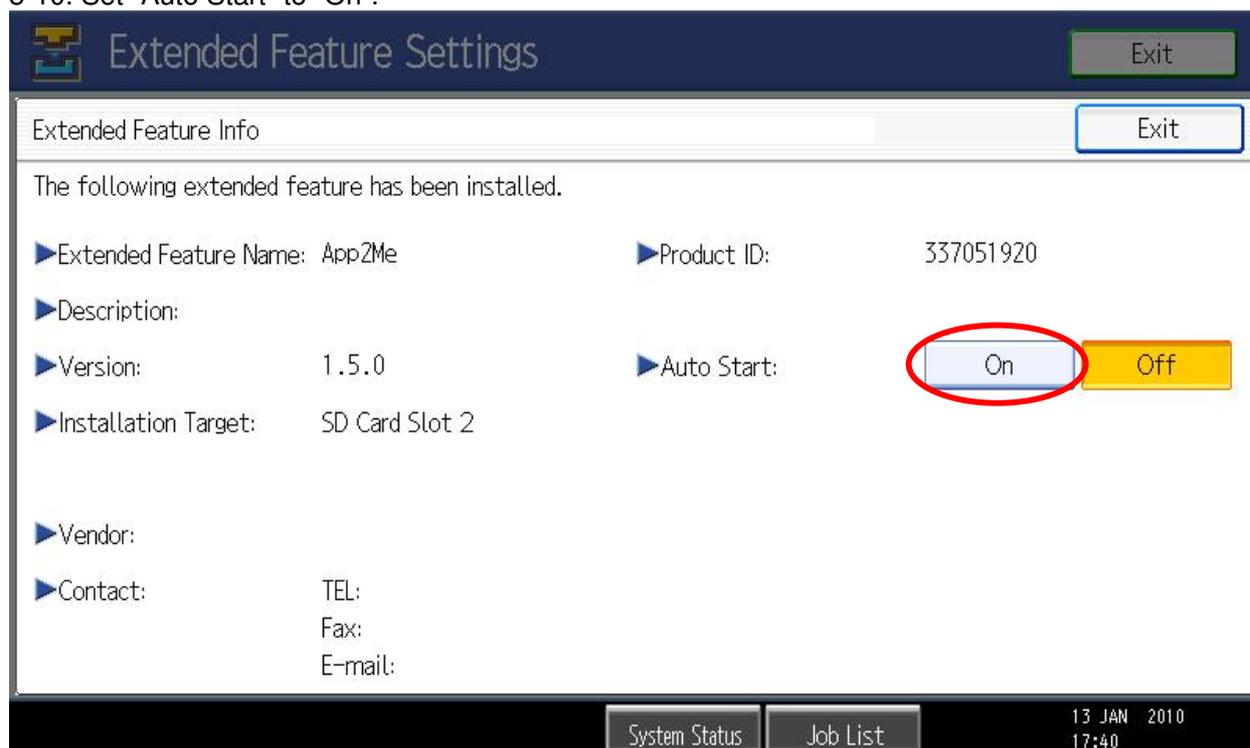
Startup Setting Install Uninstall Change Allocation **Extended Feature Info** Administrator Tools

Select an extended feature to check.

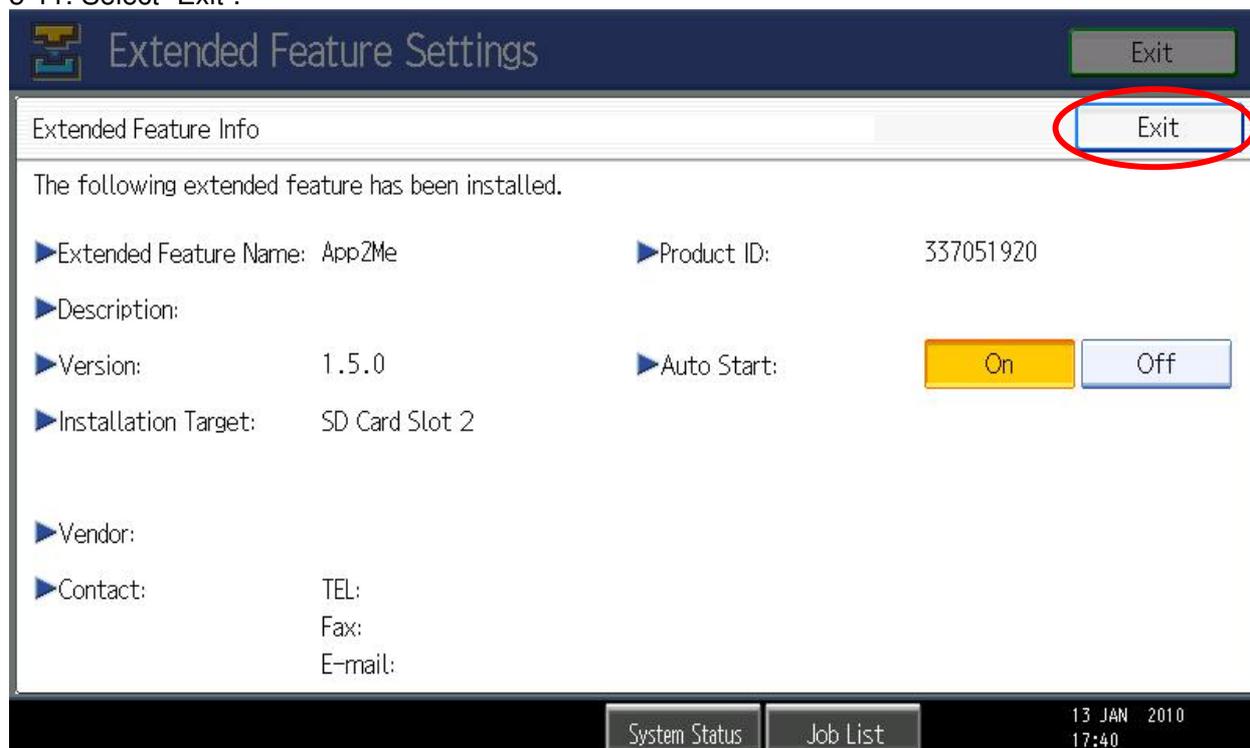
Status	Type	Extended Feature Name	Description	Version	Startup Location
Starting Up	Type-J	App2Me		1.5.0	SD Card Slot 2
Starting Up	Type-C	JavaTM Platform	Extended Feature(Ja...	4.19	SD Card Slot 2

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5-10. Set "Auto Start" to "On".



5-11. Select "Exit".



5-12. Exit the User Tools.

Configuration of App2Me Provider for Pre-installed models

App2Me provider is included on the VM card for pre-installed models.

However, App2Me provider does not start-up on the pre-installed models by default, so it must to be started up before use.

Please perform steps 5-3 to 5-12 to use App2Me on the pre-installed models.

Updating App2Me Provider on pre-installed models and 07A-08A models

There are two scenarios for updating App2Me Provider.

Scenario 1: App2Me Provider is the only SDK application on the Java VM card

Scenario 2: SDK applications other than App2Me Provider are installed on Java VM card

Note: A Java VM update is required when updating App2Me Provider v1.0.2 to v1.5.0. But it is still unknown if further Java VM updates will be required when App2Me Provider is updated to later versions.

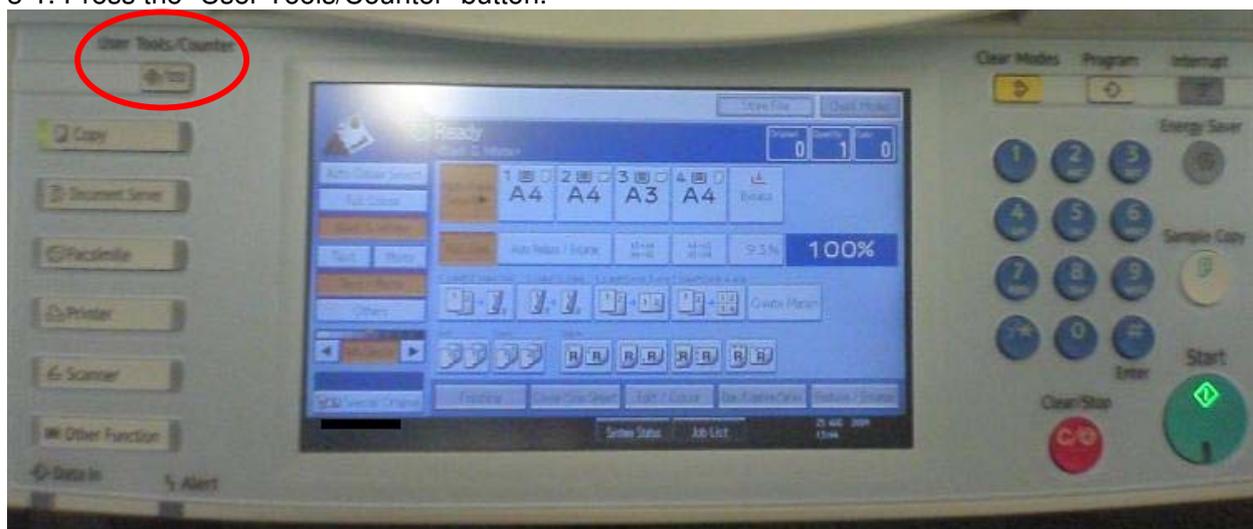
Scenario 1: App2Me Provider is the only SDK application on the Java VM card

1: Get App2Me Provider from the Firmware Download Center.

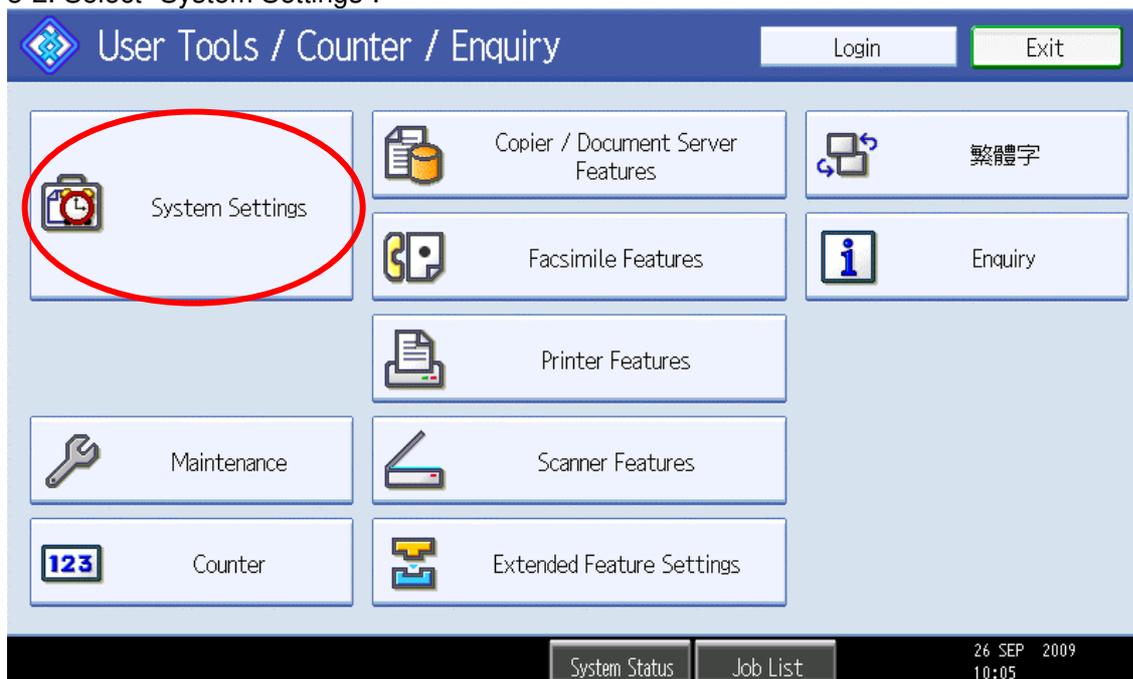
2: Get the Java VM update tool **when necessary**.

3: Check and configure “Auto Off Timer” of the device:

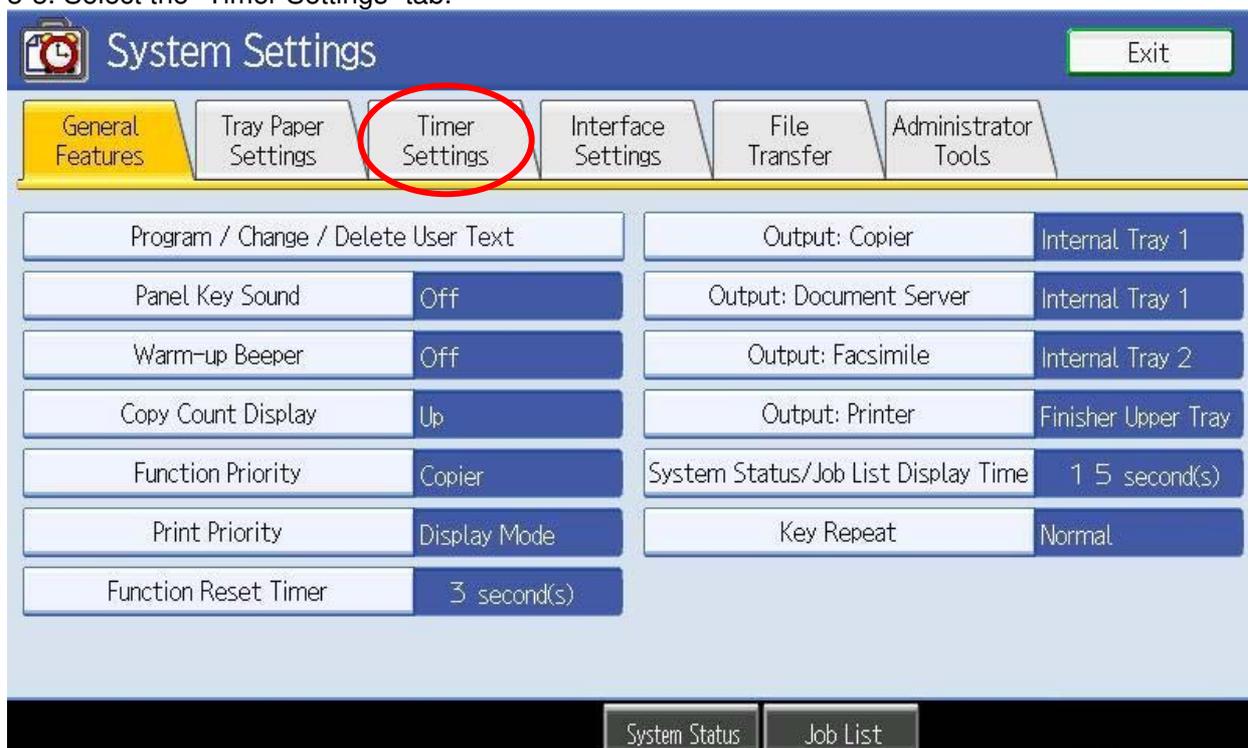
3-1. Press the “User Tools/Counter” button.



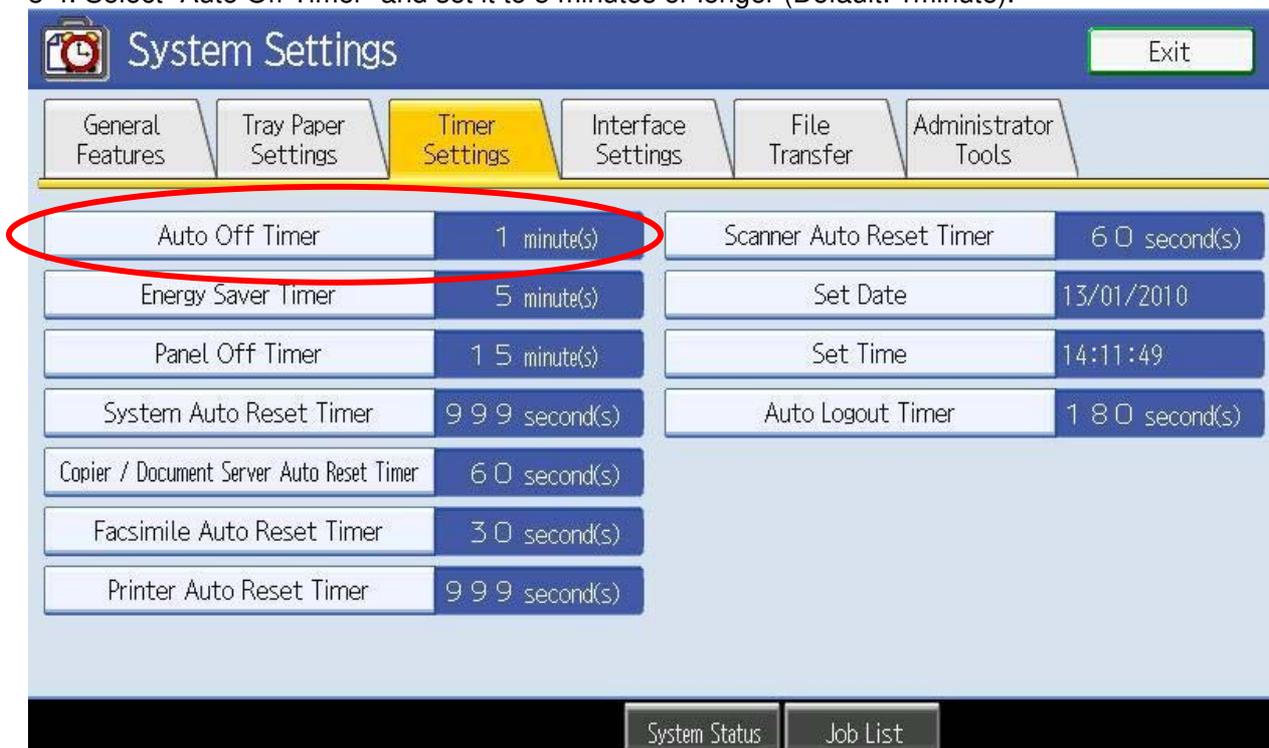
3-2. Select "System Settings".



3-3. Select the "Timer Settings" tab.

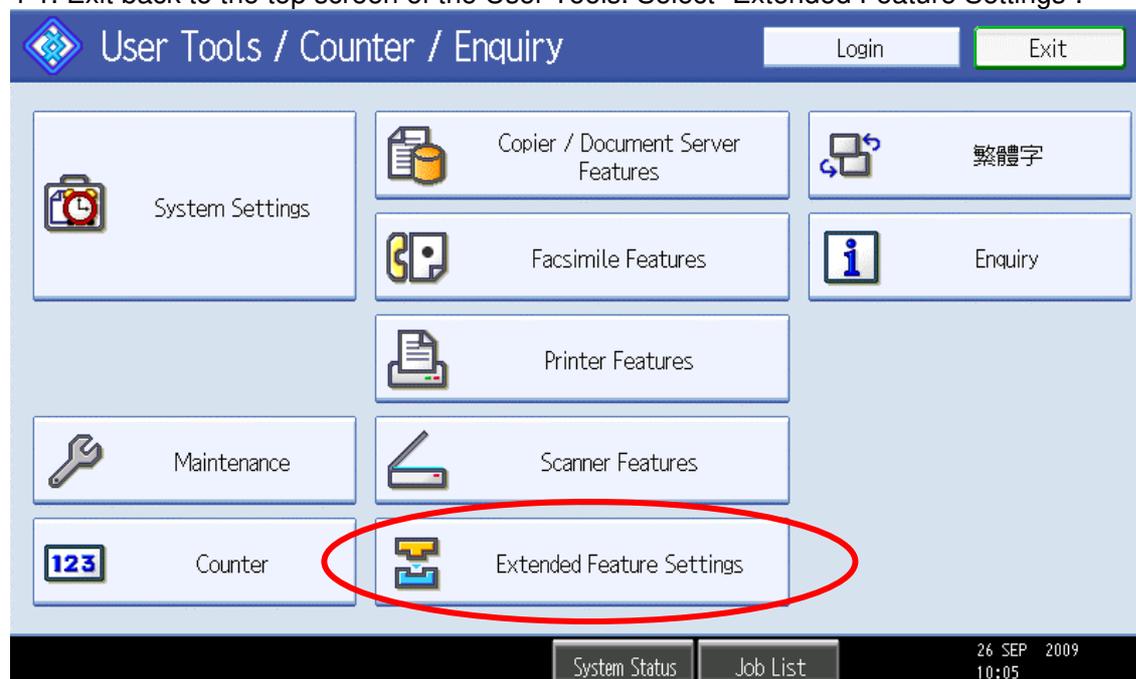


3-4. Select "Auto Off Timer" and set it to 5 minutes or longer (Default: 1 minute).



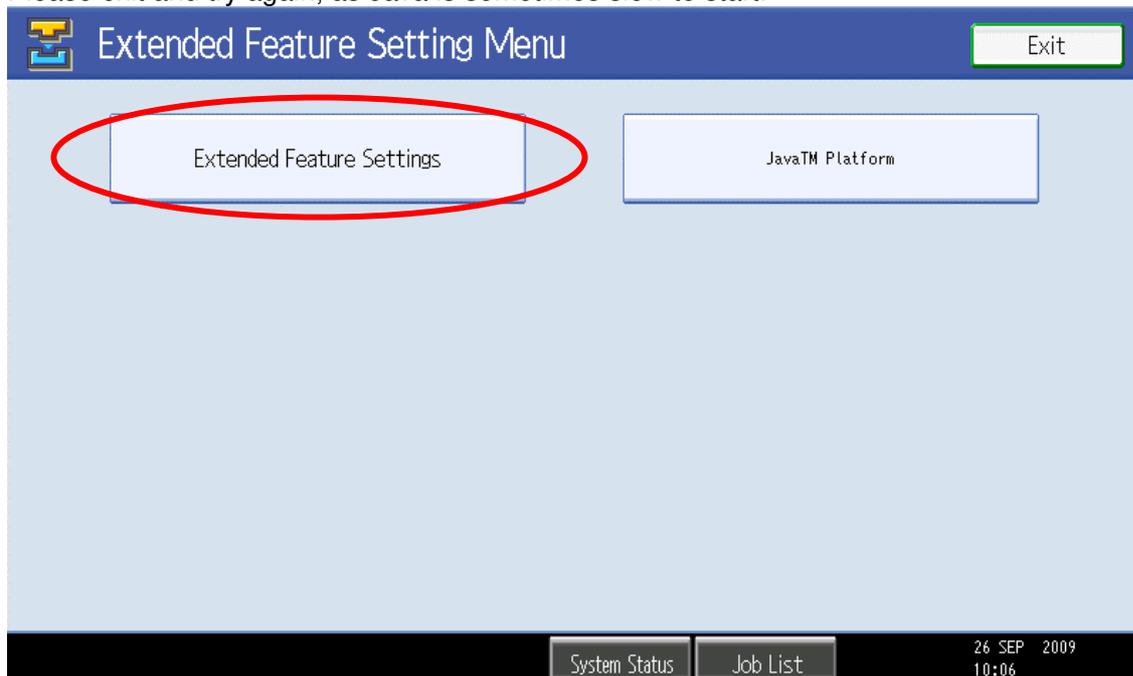
4: Stop App2Me and all other SDK applications running on the device.

4-1. Exit back to the top screen of the User Tools. Select "Extended Feature Settings".

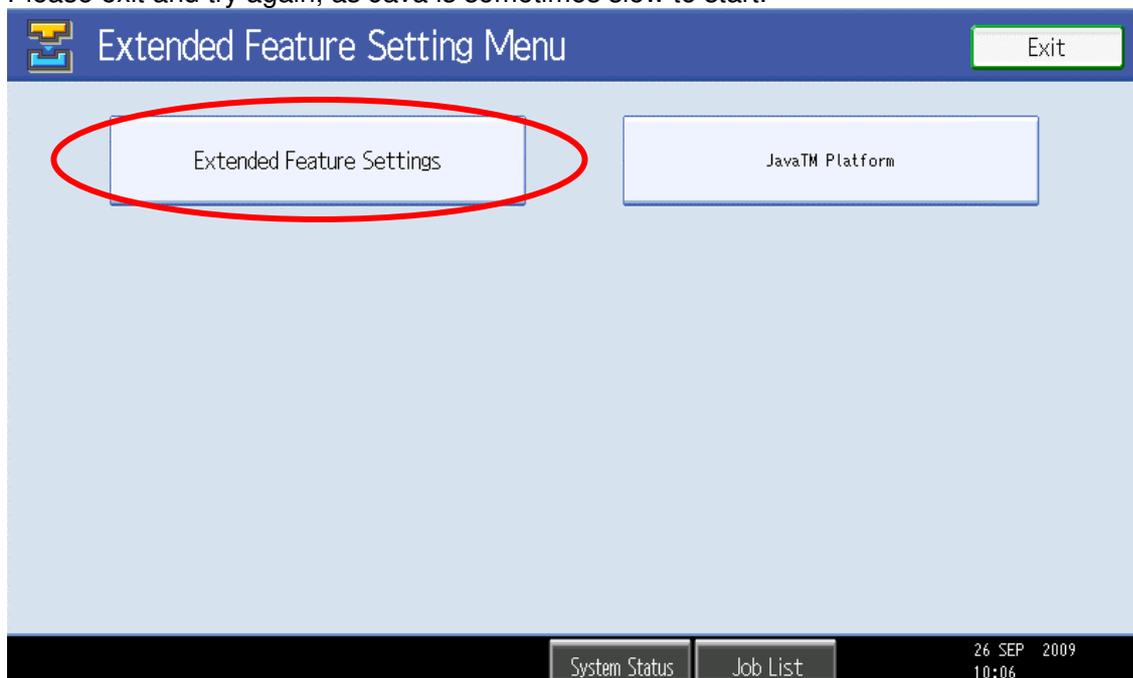


4-2. Select "Extended Feature Settings".

If you don't see the "JavaTM Platform" button on the right, it means that Java has not started up yet. Please exit and try again, as Java is sometimes slow to start.



If you don't see the "JavaTM Platform" button on the right, it means that Java has not started up yet. Please exit and try again, as Java is sometimes slow to start.



4-3. Stop “App2Me” and all other SDK applications.

When the color of a button is orange, it means that the SDK application has started up. If the button is not orange, then the SDK application is stopped.

Extended Feature Settings

Exit

Startup Setting Install Uninstall Change Allocation Extended Feature Info Administrator Tools

Select extended feature(s) to start or stop.

Priority	Status	Type	Extended Feature Name	Description	Version	Startup Location
Priority	Starting Up	Type-J	App 2 Me		1.0.2	SD Card Slot 2
	Starting Up	Type-C	JavaTM Platform	Extended Feature(Ja...	4.16	SD Card Slot 2

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4-4. Exit the “User Tools”.

Extended Feature Settings

Exit

Startup Setting Install Uninstall Change Allocation Extended Feature Info Administrator Tools

Select extended feature(s) to start or stop.

Priority	Status	Type	Extended Feature Name	Description	Version	Startup Location
Priority	Stop	Type-J	App 2 Me		1.0.2	SD Card Slot 2
	Starting Up	Type-C	JavaTM Platform	Extended Feature(Ja...	4.16	SD Card Slot 2

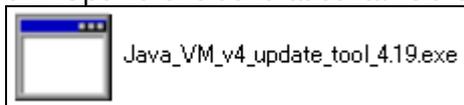
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5: Turn off the device, and physically take out the Java VM card.

6: Update the version of Java VM card **when necessary** using a PC.

6-1. Insert the Java VM card on a SD card slot of your PC.

6-2. Open the folder that contains the Java VM update tool.

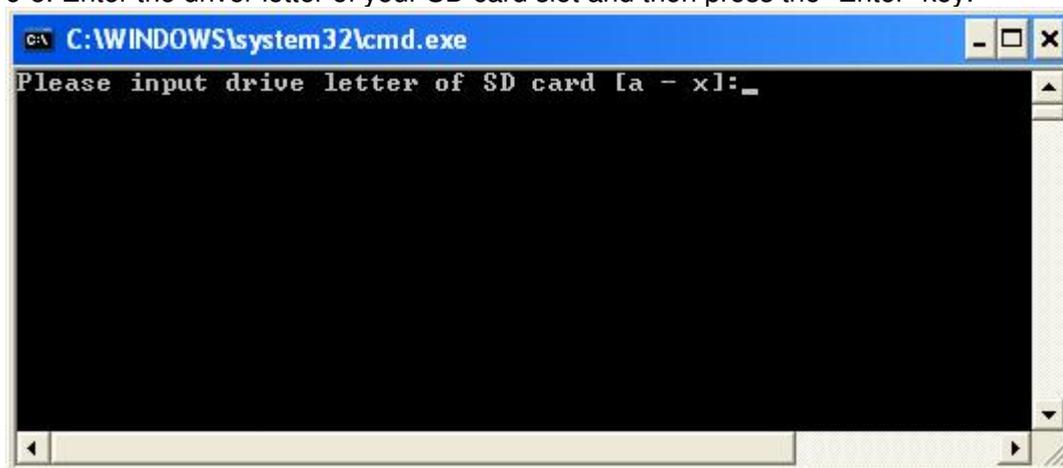


6-3. Double-click the tool to extract the contents. The contained files are saved in the same folder.

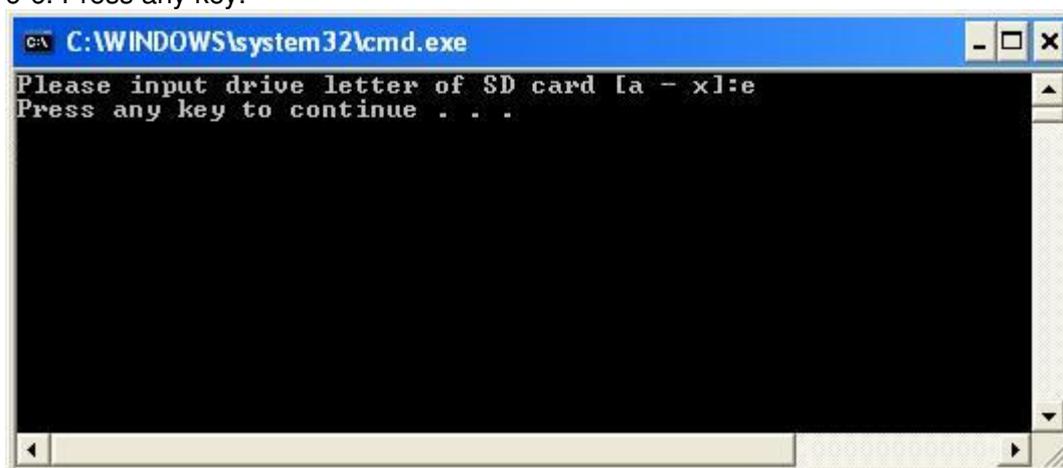
6-4. Double-click "updateTo.bat".



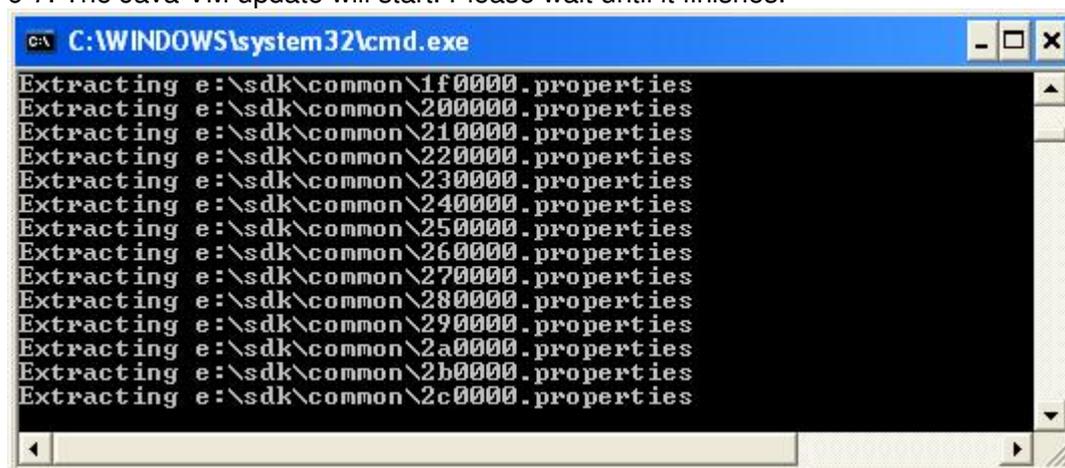
6-5. Enter the driver letter of your SD card slot and then press the "Enter" key.



6-6. Press any key.



6-7. The Java VM update will start. Please wait until it finishes.

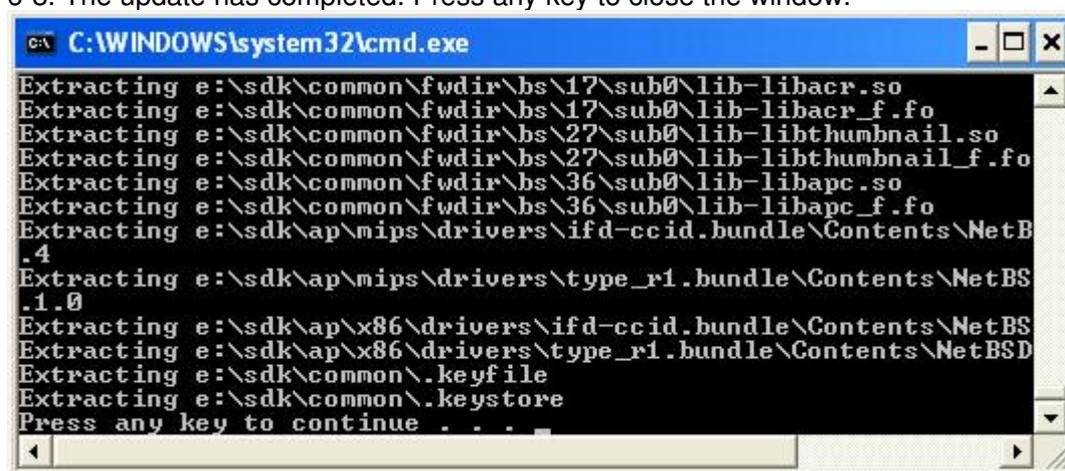


```

C:\WINDOWS\system32\cmd.exe
Extracting e:\sdk\common\1f0000.properties
Extracting e:\sdk\common\200000.properties
Extracting e:\sdk\common\210000.properties
Extracting e:\sdk\common\220000.properties
Extracting e:\sdk\common\230000.properties
Extracting e:\sdk\common\240000.properties
Extracting e:\sdk\common\250000.properties
Extracting e:\sdk\common\260000.properties
Extracting e:\sdk\common\270000.properties
Extracting e:\sdk\common\280000.properties
Extracting e:\sdk\common\290000.properties
Extracting e:\sdk\common\2a0000.properties
Extracting e:\sdk\common\2b0000.properties
Extracting e:\sdk\common\2c0000.properties

```

6-8. The update has completed. Press any key to close the window.



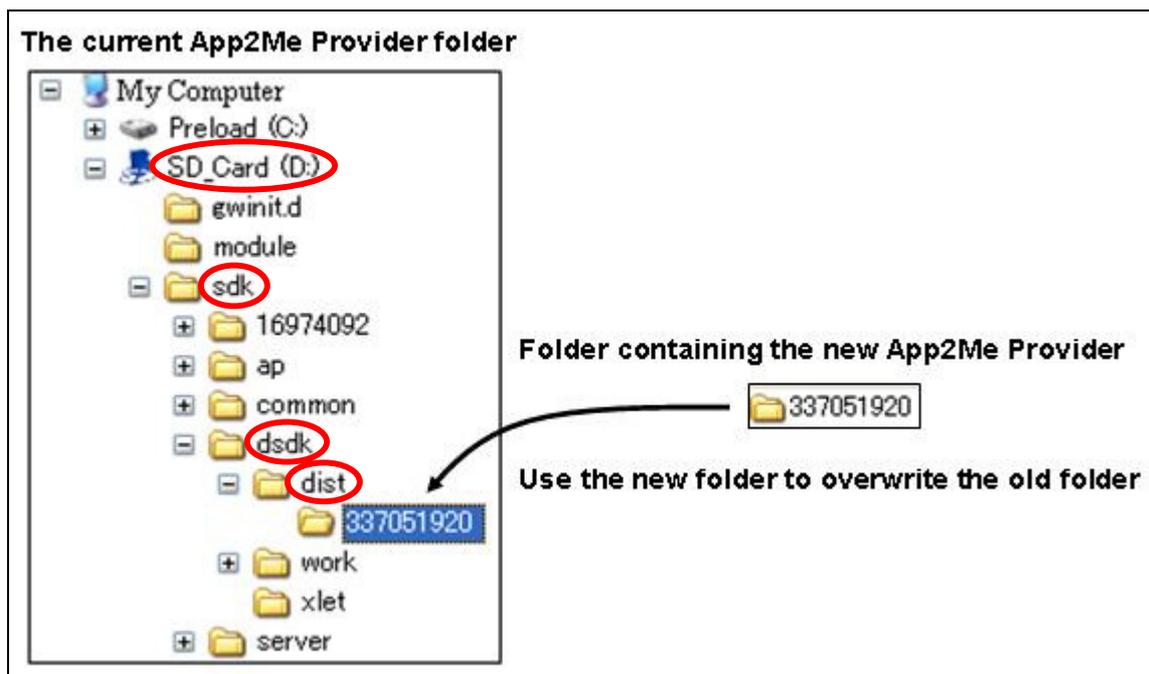
```

C:\WINDOWS\system32\cmd.exe
Extracting e:\sdk\common\fwdir\bs\17\sub0\lib-libacr.so
Extracting e:\sdk\common\fwdir\bs\17\sub0\lib-libacr_f.fo
Extracting e:\sdk\common\fwdir\bs\27\sub0\lib-libthumbnail.so
Extracting e:\sdk\common\fwdir\bs\27\sub0\lib-libthumbnail_f.fo
Extracting e:\sdk\common\fwdir\bs\36\sub0\lib-libapc.so
Extracting e:\sdk\common\fwdir\bs\36\sub0\lib-libapc_f.fo
Extracting e:\sdk\ap\mips\drivers\ifd-ccid.bundle\Contents\NetB
.4
Extracting e:\sdk\ap\mips\drivers\type_r1.bundle\Contents\NetBS
.1.0
Extracting e:\sdk\ap\x86\drivers\ifd-ccid.bundle\Contents\NetBS
Extracting e:\sdk\ap\x86\drivers\type_r1.bundle\Contents\NetBSD
Extracting e:\sdk\common\keyfile
Extracting e:\sdk\common\keystore
Press any key to continue . . .

```

7: Overwrite the old App2Me Provider with the new one.

On your PC, overwrite the old App2Me folder, whose folder path is “D:\sdk\dSdk\dist\337051920” with the newer one. The driver letter “D” may change according to your PC environment.

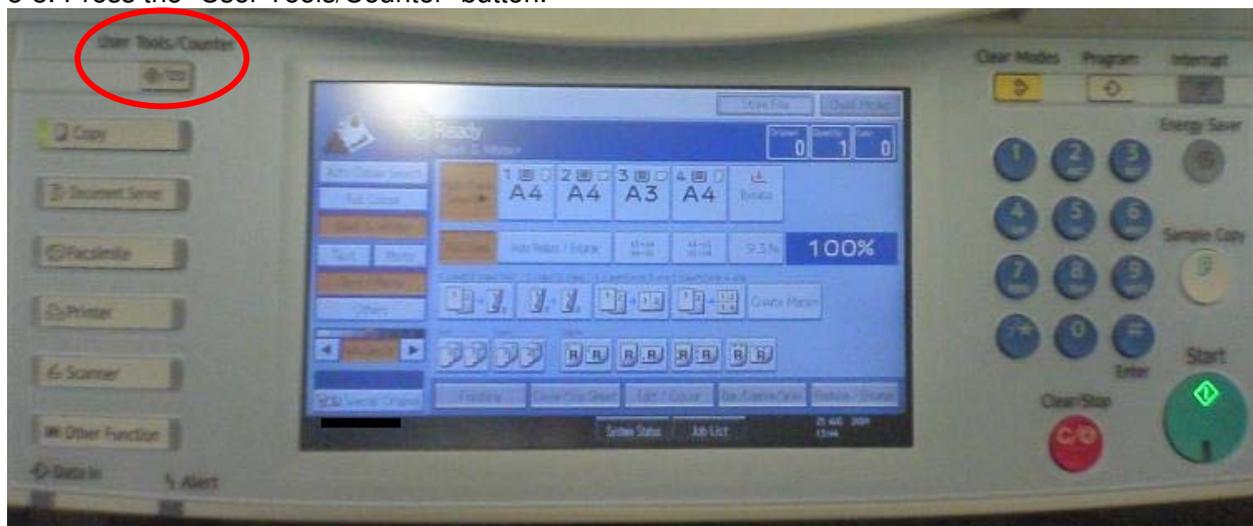


8: Insert the Java VM card, then install and configure App2Me Provider on the operation panel.

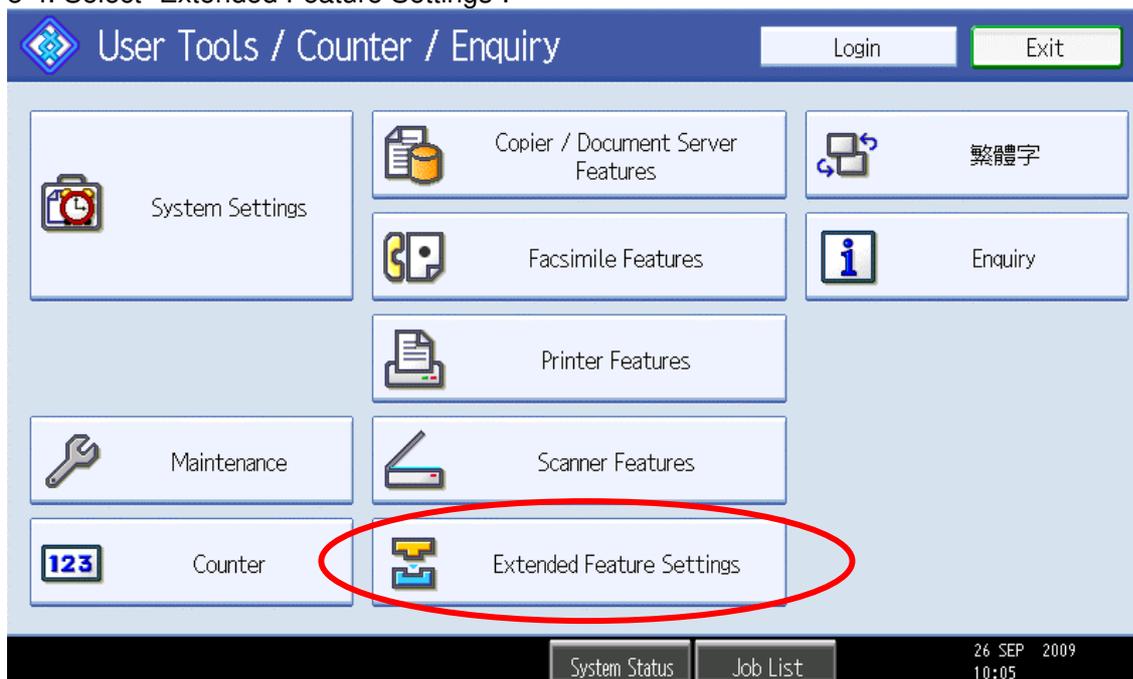
8-1. Physically install the Java VM card. Turn the device's main power on.

8-2. The new App2Me Provider update will automatically start. This takes about 5 minutes.

8-3. Press the "User Tools/Counter" button.

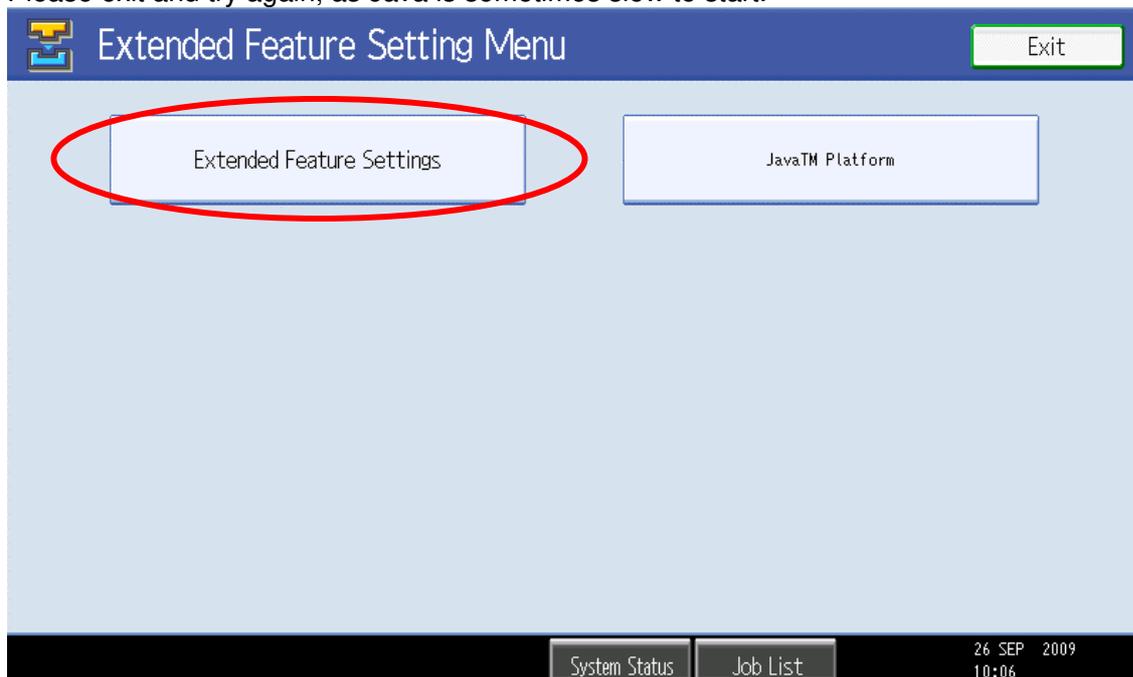


8-4. Select "Extended Feature Settings".



8-5. Select "Extended Feature Settings".

If you don't see the "JavaTM Platform" button on the right, it means that Java has not started up yet. Please exit and try again, as Java is sometimes slow to start.



8-6. Select "App2Me".

When the color of a button is orange, it means that the SDK application has started up. If the button is not orange, then the SDK application is stopped. If you don't find a button for App2Me, it means that App2Me Provider has not been installed yet.

The screenshot shows the 'Extended Feature Settings' window with the 'Startup Setting' tab active. The 'App2Me' feature is highlighted with a red oval. The table below shows the status of the features.

Priority	Status	Type	Extended Feature Name	Description	Version	Startup Location
Priority	Stop	Type-J	App2Me		1.5.0	SD Card Slot 2
	Starting Up	Type-C	JavaTM Platform	Extended Feature(Ja...	4.19	SD Card Slot 2

8-7. App2Me Provider has started up.

Note: "Starting Up" is the normal status for a running SDK application.

8-8. Select the "Extended Feature Info" tab.

The screenshot shows the 'Extended Feature Settings' window with the 'Extended Feature Info' tab selected and highlighted with a red oval. The 'App2Me' feature is now highlighted in orange, indicating it is started up. The table below shows the status of the features.

Priority	Status	Type	Extended Feature Name	Description	Version	Startup Location
Priority	Starting Up	Type-J	App2Me		1.5.0	SD Card Slot 2
	Starting Up	Type-C	JavaTM Platform	Extended Feature(Ja...	4.19	SD Card Slot 2

8-9. Select "App2Me".

Extended Feature Settings

Exit

Startup Setting | Install | Uninstall | Change Allocation | **Extended Feature Info** | Administrator Tools

Select an extended feature to check.

Status	Type	Extended Feature Name	Description	Version	Startup Location
Starting Up	Type-J	App2Me		1.5.0	SD Card Slot 2
Starting Up	Type-C	JavaTM Platform	Extended Feature(Ja...	4.19	SD Card Slot 2

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8-10. Set "Auto Start" to "On".

Extended Feature Settings

Exit

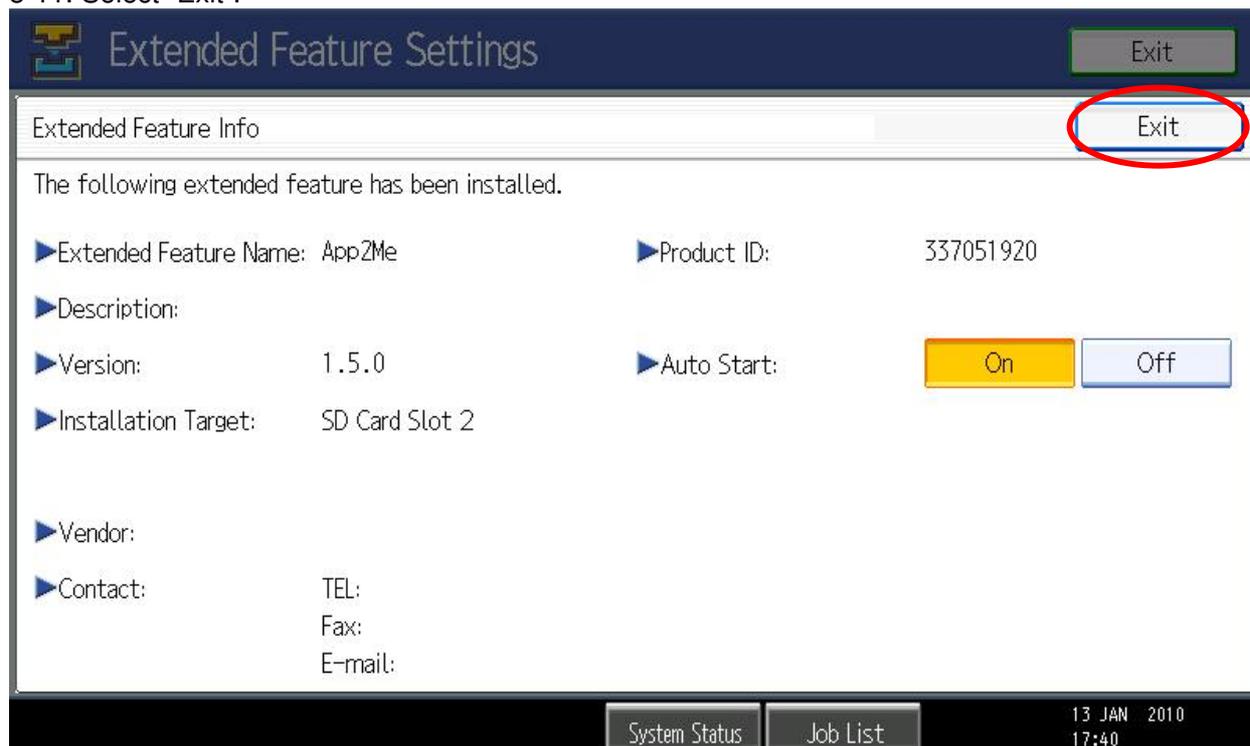
Extended Feature Info | Exit

The following extended feature has been installed.

- ▶ Extended Feature Name: App2Me
- ▶ Product ID: 337051920
- ▶ Description:
- ▶ Version: 1.5.0
- ▶ Auto Start: **On** | Off
- ▶ Installation Target: SD Card Slot 2
- ▶ Vendor:
- ▶ Contact: TEL:
Fax:
E-mail:

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8-11. Select "Exit".



8-12. Exit the User Tools.

Scenario 2: SDK applications other than App2Me Provider are installed on Java VM card

This section will be completed after testing of the App2Me Provider with other SDK applications has been completed.

Appendix

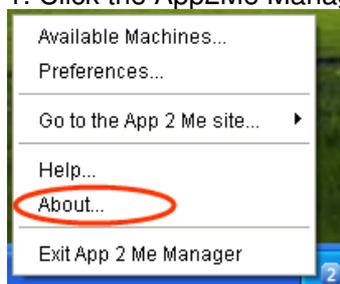
Updating App2Me Manager

Ricoh technicians are not responsible for updating App2Me Manager. This section is intended to address cases where Ricoh technicians are asked to update App2Me Manager by a customer.

Manual Update

App2Me Manager can be updated with the following operations.

1. Click the App2Me Manager icon located in the Windows Task Tray and select “About...”



2. Click “Check for Updates”. If an update is available, a confirmation dialog will appear before the update starts.



Model: App2Me Provider		Date: 17-Dec-10	No.: RD549003
Subject: Uninstall App2Me Provider		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

App2Me Provider automatically re-installs itself when the device is rebooted if only the built-in SDK application uninstall function is used.

CAUSE

The issue occurs when the VM card includes the install data for App2Me Provider. As App2Me Provider is set to automatically install itself, it keeps installing itself even after it is uninstalled as long as the install data exists on the VM card. This issue doesn't occur with other SDK applications because they are set to be installed manually.

The issue occurs with 09A or later models because the VM card included with those devices is pre-installed with App2Me Provider. This issue can also affect the models for which App2Me is an option (08A or earlier models):

- A. If the application is installed via the SD card, the issue occurs.
- B. If the application is installed using WIM, the issue does not occur because the install data is not stored on the VM card.

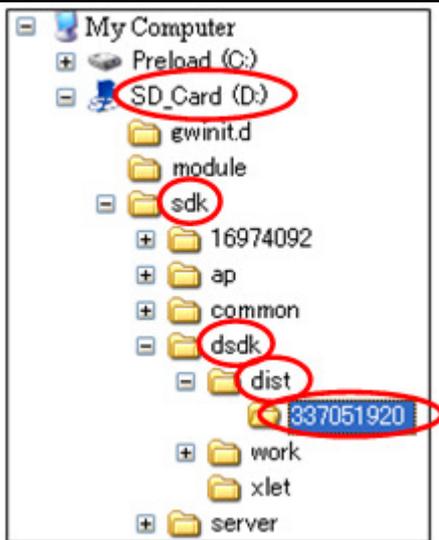
SOLUTION

1. Uninstall App2Me Provider using the built-in SDK application uninstall function.
2. Turn off the main power of the device.
3. Remove the VM card from the device.
4. Put the VM card into a SD card slot of your PC.
5. Delete the folder which contains the App2Me Provider data.
The folder path: <SD card drive letter>:\sdk\dsdk\dist\337051920

Model: App2Me Provider

Date: 17-Dec-10

No.: RD549003



6. Insert the VM card back into the device.
7. Turn on the main power of the device.