

Model: Model L1b		Date: 30-Oct-02	No.: RH911001
Subject: Printer & Scanner Drivers Type 1100		Prepared by: A. Ishiyama	
From: Technical Services Sec., Service Planning Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please note the following symptoms for the Scanner TWAIN Driver and Printer Driver, as well as the solution for both on page 2.

## 1. Wrong language installed in Scanner (Twain) driver.

### Symptom

When the TWAIN driver is installed set for the Italian display language, the Scan window UI is displayed in Spanish.

**Note:** Help and Installation Guide are correctly displayed in Italian.

### Cause

Driver bug.

### Affected Lots

July and August '02 production.

### Affected Driver Versions

Twain Versions 1.01 to 1.03.

### Occurrence rate

100%, all operating systems

## 2: Plug & Play Message Pops Up in Printer driver with Win XP.

The Plug & Play message pops up whenever the PC is turned on, even when the printer driver has been installed correctly (Win XP only).

Driver bug

July and August '02 production

Printer Versions 4.36 to 4.37

100% in Win XP (0% in other operating systems).

Model: Model L1b

Date: 30-Oct-02

No.: RH911001

## Solution for Both Driver Symptoms

Both the TWAIN and Printer drivers have been modified to fix the above symptoms from the following versions:

- TWAIN Driver: Version 1.05
  - Driver CD for distribution: (updated)
  - Production: from Sept '02.
- Printer Driver: Version 4.37
  - Web server release: See Note below.

### Note (Printer Driver):

As Printer Driver Version 4.37 had previously been posted to the Web server in September '02, the above driver should have been named version 4.38 (naming error). However, server records show that no customers have downloaded this driver in September in the world (not known yet for October). In addition, this version was only released via the Web server, and has not been used in any production units. Therefore we believe that there will be relatively few customers reporting any problems with this version.

It is possible to distinguish between the old and new version 4.37 drivers by checking the date of the file, as shown below.

名前	サイズ	ファイルの種類	更新日時
inst32lex_	290KB	EX_ファイル	99/02/23 11:45
ISDelete	27KB	アプリケーション	98/10/27 13:06
Setup.dll	34KB	ダイナミックリンクライ...	98/09/29 17:34
_sys1.cab	172KB	WinZip File	02/08/28 15:32
_sys1.hdr	4KB	HDR ファイル	02/08/28 15:32
_user1.cab	613KB	WinZip File	02/08/28 15:32
_user1.hdr	5KB	HDR ファイル	02/08/28 15:32
Data.tag	1KB	TAG ファイル	02/08/28 15:32
data1.cab	1,538KB	WinZip File	02/08/28 15:32
data1.hdr	8KB	HDR ファイル	02/08/28 15:32
lane.dat	23KB	DAT ファイル	99/01/12 11:34
layout.bin	1KB	BIN ファイル	02/08/28 15:32
os.dat	1KB	DAT ファイル	98/07/27 17:41
Readme.txt	1KB	テキスト文書	02/09/03 18:21
Setup.exe	72KB	アプリケーション	99/01/12 12:42
Setup.ini	1KB	設定ファイル	02/08/28 15:32
setup.ins	59KB	インターネット通信設...	02/08/28 15:31
setup.iss	1KB	ISS ファイル	02/06/06 16:41
setup.lid	1KB	LID ファイル	02/08/28 15:32

**4.37 – Old Version**  
(released to Web server Sept '02)

名前	サイズ	ファイルの種類	更新日時
inst32lex_	290KB	EX_ファイル	99/02/23 2:45
ISDelete	27KB	アプリケーション	98/10/27 4:06
Setup.dll	34KB	ダイナミックリンクライ...	98/09/29 8:34
_sys1.cab	172KB	WinZip File	02/08/26 5:11
_sys1.hdr	4KB	HDR ファイル	02/08/26 5:11
_user1.cab	613KB	WinZip File	02/08/26 5:11
_user1.hdr	5KB	HDR ファイル	02/08/26 5:11
Data.tag	1KB	TAG ファイル	02/08/26 5:11
data1.cab	1,552KB	WinZip File	02/08/26 5:11
data1.hdr	8KB	HDR ファイル	02/08/26 5:11
lane.dat	23KB	DAT ファイル	99/01/12 2:34
layout.bin	1KB	BIN ファイル	02/08/26 5:11
os.dat	1KB	DAT ファイル	98/07/27 8:41
Setup.exe	72KB	アプリケーション	99/01/12 3:42
Setup.ini	1KB	設定ファイル	02/08/26 5:11
setup.ins	59KB	インターネット通信設...	02/08/26 5:11
setup.iss	1KB	ISS ファイル	02/06/06 6:41
setup.lid	1KB	LID ファイル	02/08/26 5:11

**4.37 – New Version**  
(distributed on CD from Sept '02 production)

Although the CD does not contain the Readme.txt file, the Web release version will.

Model: Model L1		Date: 1-Nov-02	No.: RH911002
Subject: Service Manual & Parts Catalog Correction		Prepared by: A. Ishiyama	
From: Technical Services Sec., Service Planning 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 checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other (      )		

The following contains corrections and additions to the Service Manual and Parts Catalog, in accordance with the release of the Asia model. Also, complete versions containing all the following revisions have been posted to the RISSN Server.



## Revised Pages

No.	Section	Page	Reason for Revision	
			General Correction	Addition for Asia
1	PRECAUTIONS	1	Yes	
2	TABLE OF CONTENTS	ii ~ iii	Yes	
3	3.13 TOP COVER	3-11	Yes	
4	3.15 LSU	3-12	Yes	
5	4.5.8 GHOST	4-13	Yes	
6	4.5.10 HORIZONTAL BAND	4-15	Yes	
7	4.5.16 TREMBLING AT THE END WHEN OHP PRINTING	4-19	Yes	
8	4.5.18 NO POWER	4-20	Yes	
9	4.5.19 FUSING UNIT ERROR	4-21	Yes	
10	5.1.2 SYSTEM DATA LIST IN TECH MODE	5-2	Yes	Yes
11	5.1.3 TECH MODE OPTIONS	5-3 5-4	Yes	
12	5.2.1 DOWNLOAD PROCEDURE	5-12	Yes	
13	5.2.2 RE-PROGRAMMING PROCEDURE AFTER DOWNLOAD	5-13	Yes	
14	SPECIFICATIONS	Spec-1 Spec-4		Yes
15	PARTS CATALOG	Total 10 pages		Yes

Model: Model L1b		Date: 11-Dec-02	No.: RH911003
Subject: Scanning Performance with using Blue Ball Point Pen		Prepared by: A. Ishiyama	
From: Technical Services Sec., Service Planning Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (       )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following is for the L1b (H912 models) only.

## Symptom

Poor reproduction of some areas written with a blue ballpoint pen.

Image samples appear on the following pages (written to simulate actual handwritten styles).

## Cause

The CIS (contact image sensor) in H912 models use blue light for exposure, which can make it difficult to reproduce some blue areas written in pen on the original. As shown on the following pages, some manufacturers produce pens that do not appear well on outputs.

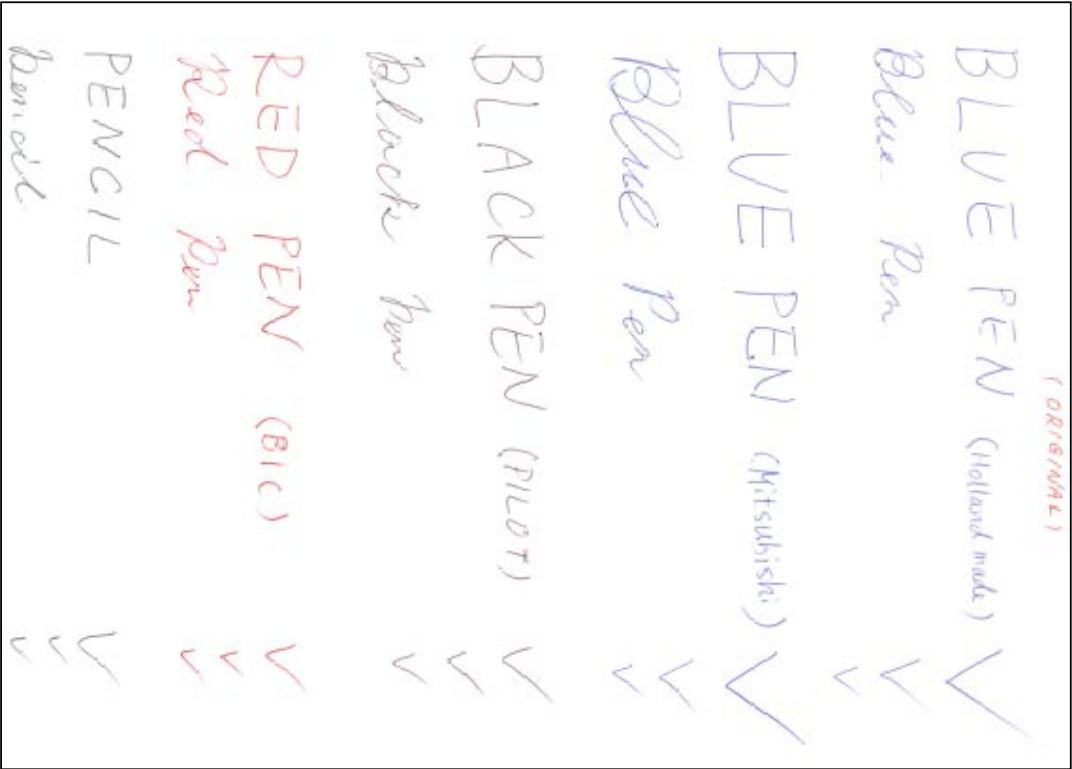
**Note:** The CIS in H911 models and in most Ricoh fax products employs yellow-green light for exposure, which has no trouble in reproducing areas hand written in blue pen.

## Action

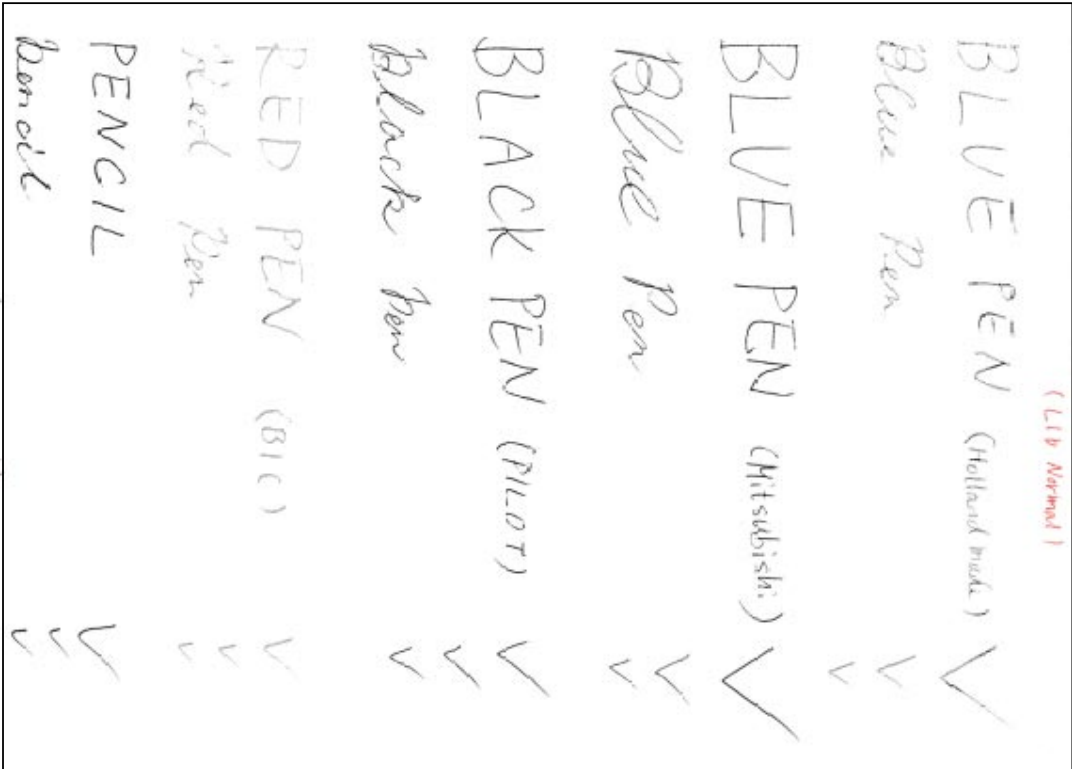
Use the "Darken" setting on the operation panel when sending or making copies of an original containing areas hand-written in blue pen.

Model: Model L1b	Date: 11-Dec-02	No.: RH911003
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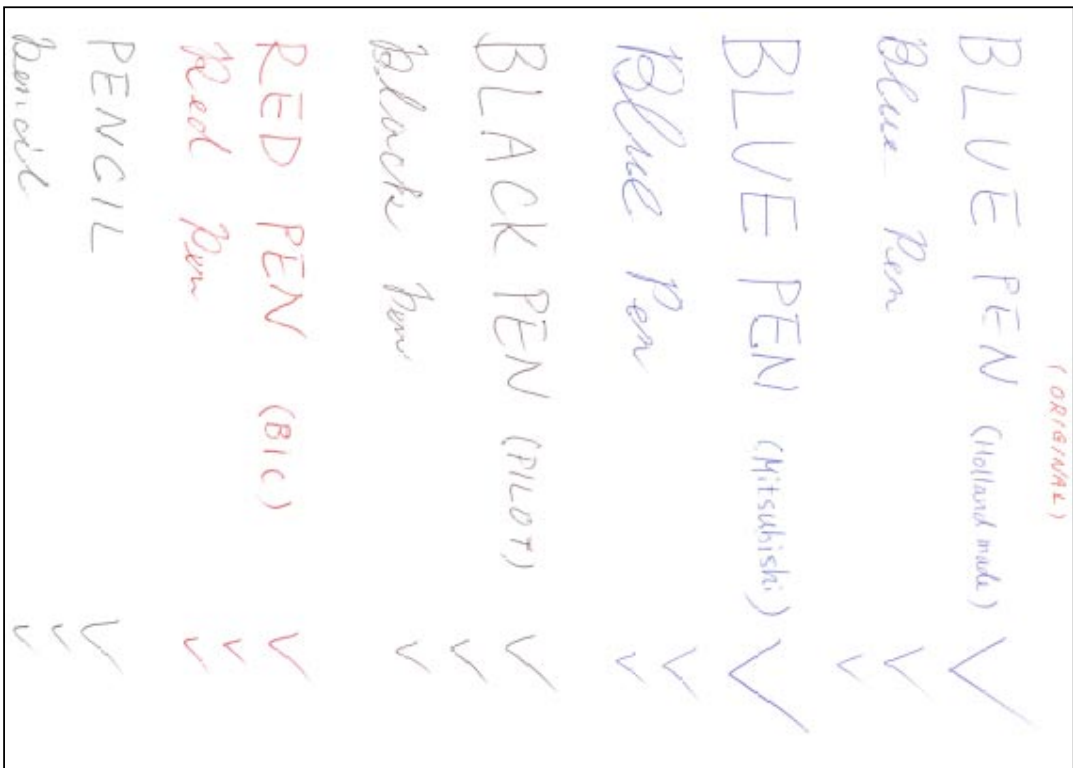
[Original Document]



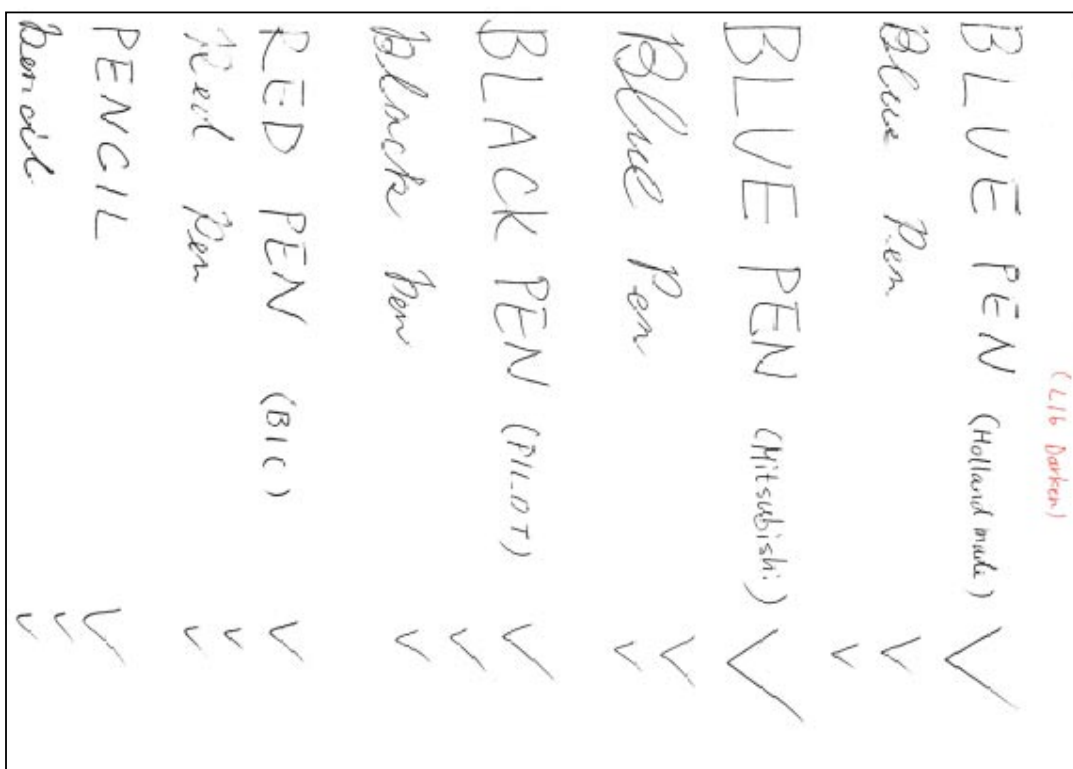
[Printout - Normal]



[Original Document]



[Printout - Darken]



Model: Model L1a/b		Date: 9-Jan-03	No.: RH911004
Subject: Firmware History		Prepared by: A. Ishiyama	
From: Technical Services Sec., Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input checked="" 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"/> Other (      )		

The following is the firmware history for the Model L1a/b (H911/H912 models).

## [L1a model]

File Name	Version	Checksum	Production
<b>H912a.504</b>	<b>5.0.4</b>	<b>CF7C</b>	<b>September '02 production (This is the first mass production version for Asian models.)</b>
530_rc.502	5.0.2	2DDA	First mass production

**Note:** The above firmware is being used in European and Asian models.  
Firmware version 5.0.3 has been skipped and will not be released.

## [L1b model]

File Name	Version	Checksum	Production
<b>H912b.554</b>	<b>5.5.4</b>	<b>2C70</b>	<b>September '02 production</b>
531p_rc.553	5.5.3	B69E	First mass production

**Note:** The above firmware is being used in USA and European models.

## Descriptions of changes:

### [L1a]

Symptoms Corrected	Version
Firmware modified to correct the following 1. <b>Default setting of Remote Test (RDC) in EU version (Country code : UK) has been changed from Off to On.</b> 2. <b>Help Lists in Dutch and Portuguese have been corrected.</b> 3. <b>Asian countries (Sri Lanka, Philippines and Vietnam) have been added.</b>	<b>5.0.4</b>

### [L1b]

Symptoms Corrected	Version
Firmware modified to correct the following 1. <b>Default setting of Remote Test (RDC) in EU version (Country code : UK) has been changed from Off to On.</b> 2. <b>Help Lists in Dutch and Portuguese have been corrected.</b>	<b>5.5.4</b>

Model: Model L1a/L1b		Date: 21-Jan-03	No.: RH911005
Subject: Quick Guide		Prepared by: A. Ishiyama	
From: Technical Services Sec., Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following is regarding the quick guide packed in European models of both L1a/L1b (H911-27/H912-27 models) only.

**<Symptom>**

Some Italian sentences have been mixed with the Spanish part of the quick guide.

**Reference:** Quick Guide contains 5 different languages combined in one booklet.

**<Cause>**

Editing error

**<Affected Lots>**

From the 1<sup>st</sup> lot of mass production (July '02) to December '02 on EU models.

**<Action>**
***Temporary Countermeasure***

In the field: a. An errata sheet will be distributed (see next page).

b. The Spanish section of the Quick Guide will be revised and distributed.

Production line: An errata sticker has been attached to the relevant pages of the Quick Guide from January '03 production (until the old Quick Guides run out).

**Cut-in Serial No.** Model L1a (H911-27): from A4138520001

Model L1b (H912-27): from A4238520001

***Permanent Countermeasure***

The Quick Guide will be revised and packed with the machine once the old guides (containing the errata) have been used up.

***Part No. Information***

Item	Part No.
Wrong Quick Guide	H911-1001B Rev3.00
Correct Quick Guide	H911-1001C Rev3.01
Unique Spanish Guide	H911-1015 Rev1.00

**Note:**

These part numbers are for internal use only, and are not registered with service parts.



&lt;Errata Sheet&gt;

## Fe de erratas del manual "Guía rápida"

**Se han impreso varias páginas en otro idioma, a continuación aparece la corrección correspondiente.**

### S 1.3 pagina

**Nota:** Si desea utilizar la conexión de teléfono o un contestador automático, consulte la guía del usuario.

### S 1.4 pagina

**Nota:** Asegúrese de que la impresora y el ordenador están apagados.

**Nota:**

- Cuando la máquina está encendida, aparecerá en la pantalla "INICIALIZANDO". Si no hay papel cargado, en la pantalla aparecerá "PAPEL AGOTADO". Continúe con el siguiente paso.
- Conecte el cable de alimentación a la toma de tierra.

### S 1.11 pagina

#### Ajuste de la fecha y hora

Cuando instale esta serie por primera vez o cuando el aparato se quede sin alimentación durante unos 15 segundos, en la pantalla se le indicará que reajuste la fecha y la hora.

**FIJAR FECHA&HORA**

1. Pulse **Herramientas Usuario** en el panel frontal. La pantalla muestra el primer menú de configuración, NOMBRE/NUM. FAX.
2. Pulse ◀ o ▶ hasta que aparezca "AJUST.FECHA/HORA", a continuación pulse **Inicio/Aceptar** para acceder al menú Ajust.Fecha/Hora.
3. La pantalla le solicita que elija un formato de fecha. Pulse **Inicio/ Aceptar**.
4. Pulse ◀ o ▶ hasta que encuentre el formato de fecha deseado y, a continuación, pulse **Inicio/Aceptar**.  
Si selecciona USA, la fecha aparece en formato de Mes-Día-Año. El formato EUROPA aparecerá como Día-Mes-Año. La pantalla muestra la fecha y hora definidas utilizando el formato de fecha seleccionado y le solicita que defina el mes.

**04-01-2001 10:30** (Formato USA)

5. Introduzca la fecha y hora correctas con el teclado numérico. Cada vez que introduzca un número para una opción, la pantalla le solicitará que introduzca el número correspondiente a la siguiente opción en el orden siguiente: MES, FECHA, AÑO, HORA y MINUTOS.  
Introduzca la hora en formato de 24 horas. Por ejemplo, introduzca 2230 para indicar 10:30 P.M.  
Si introduce un número no válido, la máquina emitirá un pitido y no pasará al siguiente paso. Si esto ocurre, basta con introducir de nuevo el número correcto.
6. Cuando haya terminado, pulse **Inicio/Aceptar** para guardar los ajustes. La pantalla vuelve al modo de espera, y muestra la fecha y hora definidas.

**9-MAR 12:30 FAX** (Formato EUROPA)

**Nota:** Para definir el número y el nombre del fax, consulte la guía del usuario.

**Referencia:** Vea el capítulo 3 "Impresión y escaneo (sólo para el modelo MFP)" de la guía del usuario para instalar el software de la impresora y del escáner.

Model: Model L1a/L1b		Date: 21-Jan-03	No.: RH911006
Subject: When Connecting External Telephone		Prepared by: A. Ishiyama	
From: Technical Services Sec., Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

As of the issue date of this bulletin, the following applies only to models for Italy.

## <Symptom>

Machines connected to an external telephone in Italy do not answer incoming calls.

**Note:** This only occurs when an external telephone is connected through the EXT jack with a 4-line telephone cord (2-line cords work fine).

## <Cause>

Incompatibility between the LIU (NCU) circuit and the wiring configuration of the telephone.

## <Affected Lots>

All lots

## <Action>

### *In the field*

Use a 2-line telephone cord when connecting an external telephone line or other device.

### *Production Line*

Temporary: An errata sticker has been attached to the relevant pages of the Quick Guide from January '03 production (until the old Quick Guides run out).

Permanent: The relevant pages of the Quick Guide will be revised as a running change.

The revision appears in Italian, but in English means the following:

**Note:** If you want to use an external telephone or an answering machine, use a 2-wire telephone cord instead of a 4-wire cord. If you use a 4-wire telephone cord, this machine may not be able to answer the incoming call. Refer to the User's Guide for details.

Model: Model L1a/L1b		Date: 4-Feb-03	No.: RH911007
Subject: Fusing Unit		Prepared by: A. Ishiyama	
From: Technical Services Sec., Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please note the following important note regarding the Model L1 Fusing Unit (110V: H9119534, 220V: H9119535).

### <Important Note – Fusing Unit>

As mentioned in the Parts Catalog, only the assembled Fusing Unit is available as a service part, i.e. the unit's component parts are not registered individually.

Therefore,

**1. Please replace only assembled Fusing Units in the field, i.e. do not replace any of the component parts individually, or cannibalize these components for use in other units.**

**Please follow this guideline, even in the following cases:**

- Only a small component inside the unit needs replacement (e.g. thermistor).
- The price for an entire unit is expensive.

**2. Whenever servicing the fusing unit (incl. replacement), please be careful that the tapping screws are properly fixed in place – i.e. not too tight, not too loose. This is the most critical issue, since the fusing lamp is directly connected to the AC power supply.**

### <Background>

Ricoh products do not use tapping screws for the fusing unit, as heat from the unit can cause the screws to loosen, which can lead to safety problems such as a fire. Although this OEM product does use tapping screws to fix the lamp to the unit and the unit to the base frame, Ricoh has confirmed that the screw does not come loose even after an 95K running test (machine lifetime: 60K). In addition, the condition of the screws is checked at the factory to confirm that they will remain properly in place for the duration of the machine's lifetime. This is why it is necessary for whole-unit replacement in the field, i.e. Ricoh does not supply its component parts.

However, this screw must be removed whenever performing any maintenance on the fusing unit, and as mentioned in #2 above, and it must then be reattached properly to ensure it does not loosen.

Reissued: 27-Feb-03

Model: Model L1a/L1b	Date: 9-Jan-03	No.: RH911004a
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## RTB Reissue

The items in bold italics have been added.

Subject: Firmware History		Prepared by: A. Ishiyama	
From: Technical Services Sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following is the firmware history for the Model L1a/b (H911/H912 models).

### [L1a model]

File Name	Version	Checksum	Production
<b><i>H912a.505</i></b>	<b><i>5.0.5</i></b>	<b><i>FC82</i></b>	<b><i>November '02 production</i></b>
H912a.504	5.0.4	CF7C	September '02 production (This is the first mass production version for Asia model.)
530_rc.502	5.0.2	2DDA	First mass production

**Note:** The above firmware is being used in European and Asian models.  
Firmware version 5.0.3 has been skipped and will not be released.

### [L1b model]

File Name	Version	Checksum	Production
<b><i>H912b.555</i></b>	<b><i>5.5.5</i></b>	<b><i>4CCD</i></b>	<b><i>November '02 production</i></b>
H912b.554	5.5.4	2C70	September '02 production
531p_rc.553	5.5.3	B69E	First mass production

**Note:** The above firmware is being used in USA and European models.

## Descriptions of changes:

### [L1a]

Symptoms Corrected	Version
<b><i>The default setting for Remote Test (RDC) has been changed from Off to ON for all country codes except the U.S. (i.e. the U.S. remains at a default of Off).</i></b>	<b><i>5.0.5</i></b>
Firmware modified to correct the following 1. Default setting of Remote Test (RDC) in EU version (Country code: UK) has been changed from Off to On. 2. Help List in Dutch and Portuguese have been corrected. 3. Asian countries (Sri Lanka, Philippines and Vietnam) have been added.	5.0.4

**Reissued: 27-Feb-03**

Model: Model L1a/L1b	Date: 9-Jan-03	No.: RH911004a
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**[L1b]**

Symptoms Corrected	Version
<b><i>The default setting for Remote Test (RDC) has been changed from Off to ON for all country codes except the U.S. (i.e. the U.S. remains at a default of Off).</i></b>	<b>5.5.5</b>
Firmware modified to correct the following 1. Default setting of Remote Test (RDC) in EU version (Country code: UK) has been changed from Off to On. 2. Help List in Dutch and Portuguese have been corrected.	5.5.4

Reissued: 12-Mar-03

Model: Model L1a/L1b	Date: 1-Nov-02	No.: RH911002a
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## RTB Reissue

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

Subject: Manual & Parts Catalog Correction		Prepared by: A. Ishiyama	
From: Technical Services Sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following contains corrections and additions to the Service Manual and Parts Catalog, in accordance with the release of the Asia model. Also, complete versions containing all the following revisions have been posted to the RISSN Server.

### <Revised Pages>

No.	Section	Page	Reason for Revision	
			General Correction	Addition for Asia
1	PRECAUTIONS	1	Yes	
2	TABLE OF CONTENTS	ii ~ iii	Yes	
3	3.13 TOP COVER	3-11	Yes	
4	3.15 LSU	3-12	Yes	
5	4.5.8 GHOST	4-13	Yes	
6	4.5.10 HORIZONTAL BAND	4-15	Yes	
7	4.5.16 TREMBLING AT THE END WHEN OHP PRINTING	4-19	Yes	
8	4.5.18 NO POWER	4-20	Yes	
<b>9</b>	<b><i>4.5.19 FUSING UNIT ERROR</i></b>	<b><i>4-21</i></b>	<b>Yes</b>	<b>Yes</b>
10	5.1.2 SYSTEM DATA LIST IN TECH MODE	5-2	Yes	Yes
11	5.1.3 TECH MODE OPTIONS	5-3 5-4	Yes	
12	5.2.1 DOWNLOAD PROCEDURE	5-12	Yes	
13	5.2.2 RE-PROGRAMMING PROCEDURE AFTER DOWNLOAD	5-13	Yes	
14	SPECIFICATIONS	Spec-1 Spec-4		Yes
15	PARTS CATALOG	Total 10 pages		Yes
<b>16</b>	<b><i>4.5.17 POOR FUSING GRADE</i></b>	<b><i>4-19</i></b>	<b>Yes</b>	<b>Yes</b>

Reissued: 12-Mar-03

Model: Model L1a/L1b

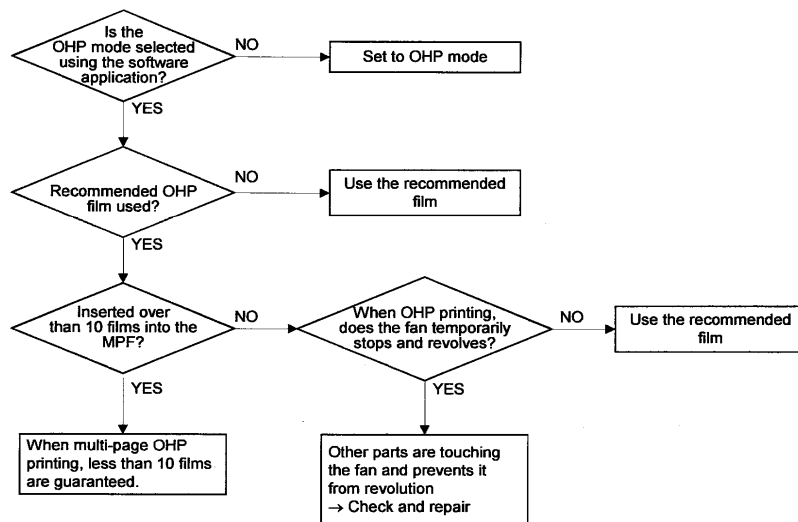
Date: 1-Nov-02

No.: RH911002a

14 March, 2003

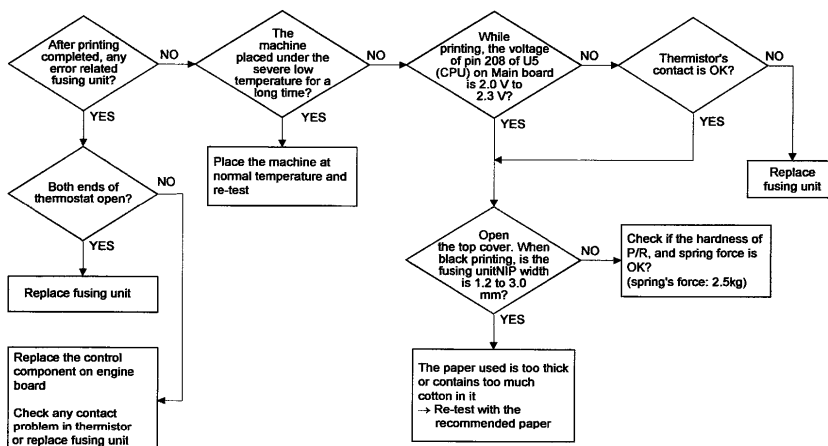
## TROUBLESHOOTING FLOW CHART

### 4.5.16 TREMBLING AT THE END WHEN OHP PRINTING



H911T926.WMF

### 4.5.17 POOR FUSING GRADE



H911T927A.WMF

Reissued: 12-Mar-03

Model: Model L1a/L1b

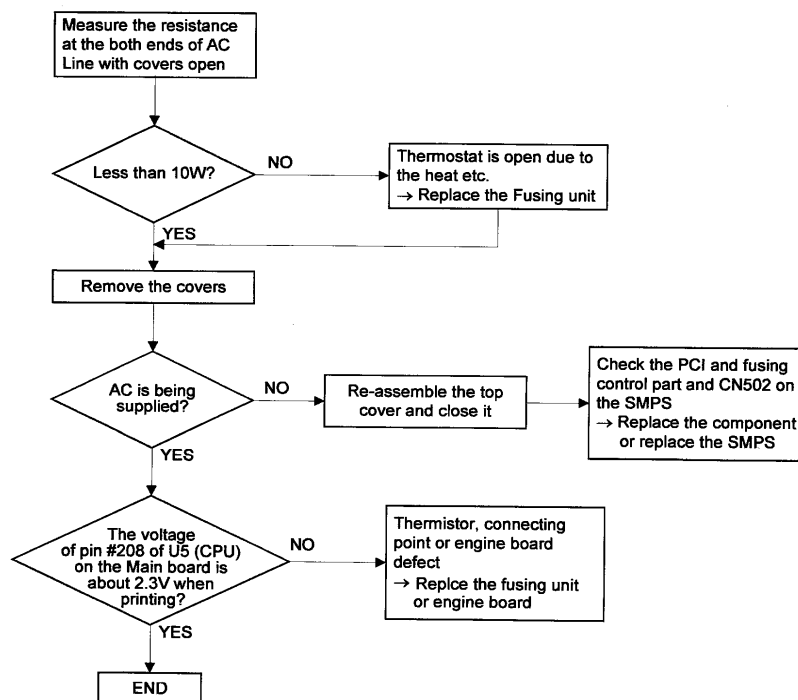
Date: 1-Nov-02

No.: RH911002a

14 March, 2003

## TROUBLESHOOTING FLOW CHART

### 4.5.19 FUSING UNIT ERROR



Trouble-shooting

H911T929A WMF



Reissued: 21-May-03

Model: Model L1a/L1b	Date: 9-Jan-03	No.: RH911004b
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## RTB Reissue

The items in bold italics have been added.

Subject: Firmware History		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" 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"/> Other (      )		

The following is the firmware history for the Model L1a/b (H911/H912 models).

## 1. File Information

### [L1a model]

<EU1/Asia versions: English/German/French/Italian/Spanish/Portuguese/Dutch>

File Name	Version	Checksum	Production
H912a.505	5.0.5	FC82H	November '02 production
H912a.504	5.0.4	CF7CH	September '02 production (This is the first mass production version for Asia model.)
530_rc.502	5.0.2	2DDAH	First mass production

**Note:** The above firmware is being commonly used in European and Asian models.  
Firmware version 5.0.3 has been skipped and will not be released.

<China version: English/German/French/Italian/Spanish/Portuguese/Dutch>

File Name	Version	Checksum	Production
<b><i>H911cn.602</i></b>	<b><i>6.0.2</i></b>	<b><i>A41BH</i></b>	<b><i>First mass production</i></b>

**Note:** The above firmware is being used in only the China model.

<EU2 version: English/German/French/Polish/Finnish/Swedish/Norwegian>

File Name	Version	Checksum	Production
<b><i>L1a_h.505</i></b>	<b><i>5.0.5H</i></b>	<b><i>C128H</i></b>	<b><i>First official release as for EU2 version in May '03</i></b>
<b><i>L1a_Z.505</i></b>	<b><i>5.0.5Z</i></b>	<b><i>A360H</i></b>	<b><i>Second release in May '03</i></b>
<b><i>H9121a_s.505</i></b>	<b><i>5.0.5S</i></b>	<b><i>0C15H</i></b>	<b><i>First release in December '02</i></b>

**Note:** The above firmware is provided for the European model by Web server, but not implemented in the production.

When you replace the version from EU1 to EU2, please refer to the service manual section 5.2 for details about how to download the firmware.

Reissued: 21-May-03

Model: Model L1a/L1b	Date: 9-Jan-03	No.: RH911004b
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## [L1b model]

<EU1/NA versions: English/German/French/Italian/Spanish/Portuguese/Dutch>

File Name	Version	Checksum	Production
H912b.555	5.5.5	4CCDH	November '02 production
H912b.554	5.5.4	2C70H	September '02 production
531p_rc.553	5.5.3	B69EH	First mass production

**Note:** The above firmware is being commonly used in USA and European models.

<EU2 version: English/German/French/Polish/Finnish/Swedish/Norwegian>

File Name	Version	Checksum	Production
<b>L1b_h.555</b>	<b>5.5.5H</b>	<b>CA09H</b>	<b>First official release as for EU2 version in May '03</b>
<b>L1b_Z.555</b>	<b>5.5.5Z</b>	<b>A85CH</b>	<b>Second release in May '03</b>
<b>H9121b_s.555</b>	<b>5.5.5S</b>	<b>B10AH</b>	<b>First release in December '02</b>

**Note:** The above firmware is provided for the European model by Web server, but not implemented in the production.

**When you replace the version from EU1 to EU2, please refer to the service manual section 5.2 for details about how to download the firmware.**

## 2. Descriptions of changes

### [L1a: EU1/Asia]

Symptoms Corrected	Version
The default setting for Remote Test (RDC) has been changed from Off to ON for all country codes except the U.S. (i.e. the U.S. remains at a default of Off).	5.0.5
Firmware modified to correct the following 1. Default setting of Remote Test (RDC) in EU version (Country code: UK) has been changed from Off to On. 2. Help List in Dutch and Portuguese have been corrected. 3. Asian countries (Sri Lanka, Philippines and Vietnam) have been added.	5.0.4

### [L1a: EU2]

Symptoms Corrected	Version
<b><i>In addition to Swedish and Norwegian, Polish and Finnish have newly been added, and instead Spanish and Italian have been removed.</i></b> <b><i>At last, EU2 has officially been released with the following languages;</i></b> <b><i>* English/French/German/Polish/Finnish/Swedish/Norwegian</i></b>	<b>5.0.5H</b>
<b><i>Swedish wording error has been corrected.</i></b>	<b>5.0.5Z</b>
<b><i>This firmware contains the following display languages:</i></b> <b><i>English/French/German/Spanish/Italian/Swedish/Norwegian, and instead Dutch and Portuguese have been removed.</i></b>	<b>5.0.5S</b>

**Reissued: 21-May-03**

Model: Model L1a/L1b	Date: 9-Jan-03	No.: RH911004b
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**[L1b: EU1/NA]**

Symptoms Corrected	Version
The default setting for Remote Test (RDC) has been changed from Off to ON for all country codes except the U.S. (i.e. the U.S. remains at a default of Off).	5.5.5
Firmware modified to correct the following 1. Default setting of Remote Test (RDC) in EU version (Country code: UK) has been changed from Off to On. 2. Help List in Dutch and Portuguese have been corrected.	5.5.4

**[L1b: EU2]**

Symptoms Corrected	Version
<i>In addition to Swedish and Norwegian, Polish and Finnish have newly been added, and instead Spanish and Italian have been removed. At last, EU2 has officially been released with the following languages; * English/French/German/Polish/Finnish/Swedish/Norwegian</i>	<i>5.5.5H</i>
<i>Swedish wording error has been corrected.</i>	<i>5.5.5Z</i>
<i>This firmware contains the following display languages: English/French/German/Spanish/Italian/Swedish/Norwegian, and instead Dutch and Portuguese have been removed.</i>	<i>5.5.5S</i>

Reissued: 15-Jul-03

Model: Model L1a/L1b	Date: 9-Jan-03	No.: RH911004c
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## RTB Reissue

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

Subject: Firmware History		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following is the firmware history for the Model L1a/b (H911/H912 models).

## 1. File Information

### [L1a model]

<EU1/Asia versions: English/German/French/Italian/Spanish/Portuguese/Dutch>

File Name	Version	Checksum	Production
<b><i>H912a.506</i></b>	<b><i>5.0.6</i></b>	<b><i>90D7H</i></b>	<b><i>June '03 production (Cut in S/N: A4139023834)</i></b>
H912a.505	5.0.5	FC82H	November '02 production
H912a.504	5.0.4	CF7CH	September '02 production (This is the first mass production version for Asia model.)
530_rc.502	5.0.2	2DDAH	First mass production

**Note:** The above firmware is being commonly used in European and Asian models.  
Firmware version 5.0.3 has been skipped and will not be released.

<China version: English/German/French/Italian/Spanish/Portuguese/Dutch>

File Name	Version	Checksum	Production
H911cn.602	6.0.2	A41BH	First mass production

Note: The above firmware is being used in only the China model.

<EU2 version: English/German/French/Polish/Finnish/Swedish/Norwegian>

File Name	Version	Checksum	Production
L1a_h.505	5.0.5H	C128H	First official release as for EU2 version in May '03
L1a_Z.505	5.0.5Z	A360H	Second release in May '03
H9121a_s.505	5.0.5S	0C15H	First release in December '02

Note: The above firmware is provided for the European model by Web server, but not implemented in the production.

When you replace the version from EU1 to EU2, please refer to the service manual section 5.2 for details about how to download the firmware.

**Reissued: 15-Jul-03**

Model: Model L1a/L1b

Date: 9-Jan-03

No.: RH911004c

**[L1b model]**

&lt;EU1/NA versions: English/German/French/Italian/Spanish/Portuguese/Dutch&gt;

File Name	Version	Checksum	Production
<b>H912b.556</b>	<b>5.5.6</b>	<b>41BBH</b>	<b>July '03 production</b>
H912b.555	5.5.5	4CCDH	November '02 production
H912b.554	5.5.4	2C70H	September '02 production
531p_rc.553	5.5.3	B69EH	First mass production

**Note:** The above firmware is being commonly used in USA and European models.

&lt;EU2 version: English/German/French/Polish/Finnish/Swedish/Norwegian&gt;

File Name	Version	Checksum	Production
L1b_h.555	5.5.5H	CA09H	First official release as for EU2 version in May '03
L1b_Z.555	5.5.5Z	A85CH	Second release in May '03
H9121b_s.555	5.5.5S	B10AH	First release in December '02

Note: The above firmware is provided for the European model by Web server, but not implemented in the production.

When you replace the version from EU1 to EU2, please refer to the service manual section 5.2 for details about how to download the firmware.

Reissued: 15-Jul-03

Model: Model L1a/L1b	Date: 9-Jan-03	No.: RH911004c
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## 2. Descriptions of changes

[L1a model]

### <EU1/Asia>

Symptoms Corrected	Version
<b><i>Fallback error during training session when communicating with certain terminals (TCF data sending method changed; see GFPR #: RE03040008).</i></b>	<b>5.0.6</b>
The default setting for Remote Test (RDC) has been changed from Off to ON for all country codes except the U.S. (i.e. the U.S. remains at a default of Off).	5.0.5
Firmware modified to correct the following 1. Default setting of Remote Test (RDC) in EU version (Country code: UK) has been changed from Off to On. 2. Help List in Dutch and Portuguese have been corrected. 3. Asian countries (Sri Lanka, Philippines and Vietnam) have been added.	5.0.4

### <EU2>

Symptoms Corrected	Version
<b><i>Fallback error during training session when communicating with certain terminals (TCF data sending method changed; see GFPR #: RE03040008).</i></b>	
In addition to Swedish and Norwegian, Polish and Finnish have newly been added, and instead Spanish and Italian have been removed. At last, EU2 has officially been released with the following languages; * English/French/German/Polish/Finnish/Swedish/Norwegian	5.0.5H
Swedish wording error has been corrected.	5.0.5Z
This firmware contains the following display languages: English/French/German/Spanish/Italian/Swedish/Norwegian, and instead Dutch and Portuguese have been removed.	5.0.5S

### <China>

Symptoms Corrected	Version
<b><i>Fallback error during training session when communicating with certain terminals (TCF data sending method changed; see GFPR #: RE03040008).</i></b>	-

**Reissued: 15-Jul-03**

Model: Model L1a/L1b	Date: 9-Jan-03	No.: RH911004c
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**[L1b model]**
**<EU1/NA>**

Symptoms Corrected	Version
<b><i>Fallback error during training session when communicating with certain terminals (TCF data sending method changed; see GFPR #: RE03040008).</i></b>	<b>5.5.6</b>
The default setting for Remote Test (RDC) has been changed from Off to ON for all country codes except the U.S. (i.e. the U.S. remains at a default of Off).	5.5.5
Firmware modified to correct the following 1. Default setting of Remote Test (RDC) in EU version (Country code: UK) has been changed from Off to On. 2. Help List in Dutch and Portuguese have been corrected.	5.5.4

**<EU2>**

Symptoms Corrected	Version
<b><i>Fallback error during training session when communicating with certain terminals (TCF data sending method changed; see GFPR #: RE03040008).</i></b>	
In addition to Swedish and Norwegian, Polish and Finnish have newly been added, and instead Spanish and Italian have been removed. At last, EU2 has officially been released with the following languages; * English/French/German/Polish/Finnish/Swedish/Norwegian	5.5.5H
Swedish wording error has been corrected.	5.5.5Z
This firmware contains the following display languages: English/French/German/Spanish/Italian/Swedish/Norwegian, and instead Dutch and Portuguese have been removed.	5.5.5S

Model: Model L1		Date: 16-Feb-04	No.: RH911008
Subject: Service Manual & Parts Catalog Correction		Prepared by: T.Shintani	
From: 1st Technical Support Sec. Service Support 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 checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other (      )		

Please apply the following illustration correction to your Model L1 Service Manuals:

The connector for the handset harness has been removed from the illustration as shown below, because the Ricoh version of this product does not use a handset.

Note: Please also refer to MB MH911007.

