RICOH   Technical Bulletin   No. IFO-001

SUBJECT: Dial Tone Detection in the Netherlands	DATE: Feb. 29, 1996

PREPARED BY: K. Ugaeri CHECKED BY: M. Iwasa	FROM: Quality Assurance Center

CLASSIFICATION:		MODEL: IFO
■ Action Required ☐ Troubleshooting ☐ Retrofit Information	☐ Revision of service manual ☐ Information only ☐ Other	

NL only

<Symptom>

The machine does not detect the dial tone when its input level is high.

<Cause>

The amplification ratio of the HIC is higher than in the F/L Series, and the signal input level is higher than the modem's acting level.

<Countermeasure>

At installation in the Netherlands, change RAM Address 807FC4 for the dial tone permissible drop time from 80 ms (04 H) to 200 ms (0A H).

Address: 807FC4   default   04H (80ms)
                                                    ↓
                                  new   0A H (200 ms)

* This is a PTT requirement.

RICOH   Technical Bulletin   No.IFO-002

SUBJECT: Gear 3 of Paper Tray Came out	DATE: MAR.15.1996

PREPARED BY: K,Ugaeri CHECKED BY: M. Iwasa	FROM: QA Center	
CLASSIFICATION: ■ Action Required ☐ Troubleshooting ☐ Retrofit Information	☐ Revision of service manual ☐ Information only ☐ Other	MODEL: IFO

Symptom: Paper non-feed

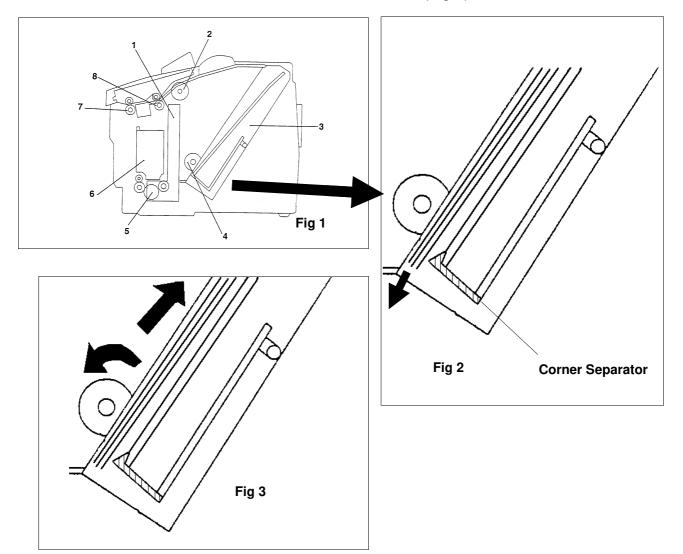Cause: This is caused by operator mistakes.
If the paper is added in the paper tray without pulling up
the release lever, the paper will be set over the corner separator.
This causes the paper to be multifed and jammed. (Fig 2)
If the operator removes the jammed paper from the paper tray without
pulling up the release lever, the feed roller will be turned in the reverse
direction and Gear3 and/or Gear2 will come out. (Fig 3)

Fig 1

Fig 2   Corner Separator

Fig 3

RICOH   Technical Bulletin   No.IFO-002

SUBJECT: Gear 3 of Paper Tray Came out

DATE:
MAR.15.1996

Temporary countermeasure:
  The caution decal will be added beside the release lever.
  (refer to Fig 4.)
  *This will be available from the beginning of April '96 in Japan (RUC).
  and from the beginning of May '96 in France (RIF).

Fig 4

Paper Lock
↕
Paper Release

Release before setting paper or removing paper jams.

Permanent countermeasure:
  To be informed later.

RICOH Technical Bulletin   No. IFO - 004

SUBJECT: New Service Parts		DATE: 1996

PREPARED BY: K.Ugaeri CHECKED BY: S.Fujii	FROM: Quality Assurance Center	

CLASSIFICATION:		MODEL:
☐ Action Required ☐ Revision of service manual		
☐ Troubleshooting ■ Information only		IFO
☐ Retrofit Information ☐ Other		

The following service parts for IFO have been registered as a result of requests from the market.

1.OP - PORT COVER

① H505 4231   Cover - OP Port   (For Ricoh, NRG and Infotec models)
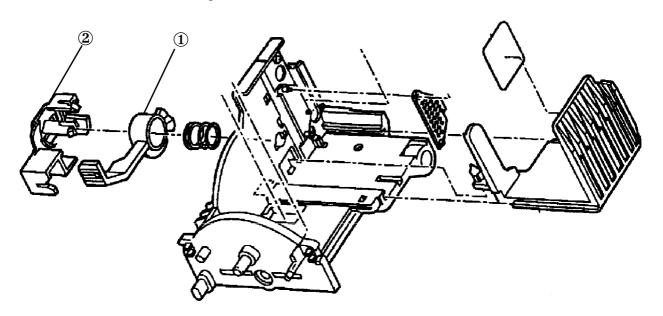
② H505 4230   Cover - OP Port   (For Danka models)

✽ When the operator opens the ADF from the rear side, the hook of the operation panel cover may be broken.

2.Release Lever Kit for the TIJ unit.
        H505 2519 Release Lever Kit - TIJ

✽ This kit consists of a Release Lever ① and a cover for the release lever ② .
✽ The cover must be changed with the release lever because it must be broken when the lever is changed.

RC	RE	ASIA	

RICOH   Technical Bulletin   No. IFO - 005

SUBJECT:IFO (Flash ROM Version)	DATE: Sep.15,1996

PREPARED BY: K.Ugaeri CHECKED BY: S.Fujii	FROM: Quality Assurance Center

CLASSIFICATION:		MODEL:
☐ Action Required	☐ Revision of service manual	
☐ Troubleshooting	■ Information only	IFO
☐ Retrofit Information	☐ Other	

For Europe and Asia

The new flash ROM version of IFO has been released from June production '96.
These products have a flash ROM and a harness for the PCFE.
Firmware download is available and a PCFE can be installed on it.
The production of the current models, below, have been discontinued.
The relationship between the new models and the current models are as follows.

- European models -

Current Model   New Model

1. infotec 3525 (H505-30)✽ ①
2. infotec 3525 (H505-39)✽ ②   → infotec 3525 (H506-30)✽ ③

3. infotec 3525 (H505-33)✽ ①   → infotec 3525 (H506-33)✽ ③

4. Ricoh FAX 880HP (H505-40)✽ ①

5. Ricoh FAX 880MP (H505-49)✽ ②   → Ricoh FAX880MP (H506-40)✽ ③

6. Ricoh FAX880MPF (H505-43)✽ ①

7. Gestetner 9743 (H505-60)✽ ①   → Ricoh FAX880MPF (H506-43)✽ ③

  /Nashua - 293
  /Rexrotary - 6230

8. Gestetner 9743 (H505-69)✽ ②   Gestetner 9743 (H506-60)✽ ③
                                                 /Nashua - P293
  /Nashua - P293   /Rexrotary - 6230
  /Rexrotary - 6230

9. Gestetner 9743F (H505-63)✽ ①

  /Nashua - P293F   Gestetner 9743 (H506-60)✽ ③
  /Rexrotary -   /Nashua - P293F
                                                 /Rexrotary - 6230F

RICOH   Technical Bulletin   No. IFO - 005

SUBJECT:IFO (Flash ROM Version)	DATE: Sep.15,1996

- Asian Models -

10. Ricoh FAX 880MP (H505-51) ⎯⎯⎯⎯⎯→ Ricoh FAX880MP (H506-51)

11. Ricoh FAX880MP (H505-53) ⎯⎯⎯⎯⎯→ Ricoh FAX880MP (H506-51)
TAIWAN

12. Nashua P293 (H505-59) ⎯⎯⎯⎯⎯→ Nashua P293 (H506-59)
/Gestetner 9743 /Gestetner 9743

The difference between the new models and the current models :

(on Part catalogs)

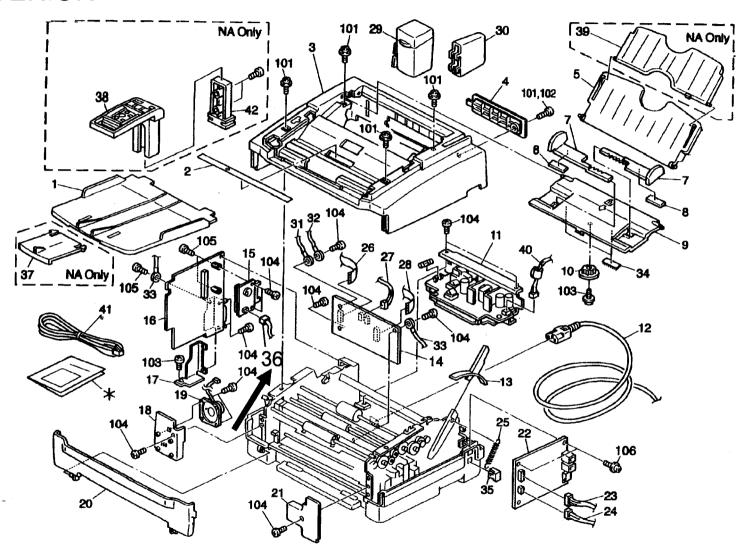|		Index	Page
✻ ① PCB - FCE - EU	H505 6022	14	4
✻ ② PCB - FCE - EU	H505 6018	14	4
✻ ③ 1) PCB - FCE - EU	H505 6025	14	4
2) Harness - FCE - EU	H505 5041	36	2
3) Wire Saddle	1105 0243	105	8
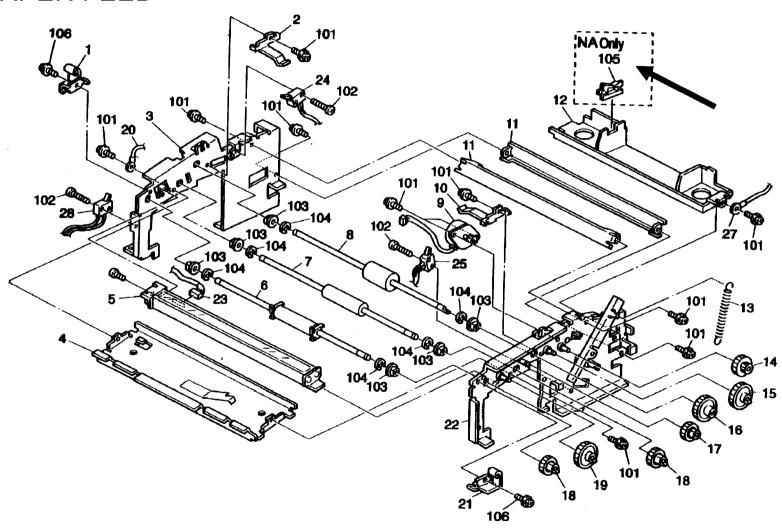
✻ Items 2) and3): Additional New Parts

RC	RE	ASIA	
	✻	✻	

1.EXTERIOR

1-2

4.PAPER FEED

RICOH   Technical Bulletin   No. IFO - 006

SUBJECT: Gear 3 of Paper Tray (2)	DATE: Sep. 15, 1996

PREPARED BY: K.Ugaeri CHECKED BY: S.Fujii	FROM: Quality Assurance Center

CLASSIFICATION:		MODEL:
■ Action Required ☐ Revision of service manual		IFO
☐ Troubleshooting ☐ Information only		
☐ Retrofit Information ☐ Other		

Sympton : Paper non - feed. (Unable to Use Printer Display)

    ✳ This problem has been reported by RTB IFO - 002, isued on 5th March '96.
       From April production '96, a Caution Decal was added to stop the operator
       from misoperating.

Cause : When the feed roller turns in reverse, a spring holds the shaft and presses against
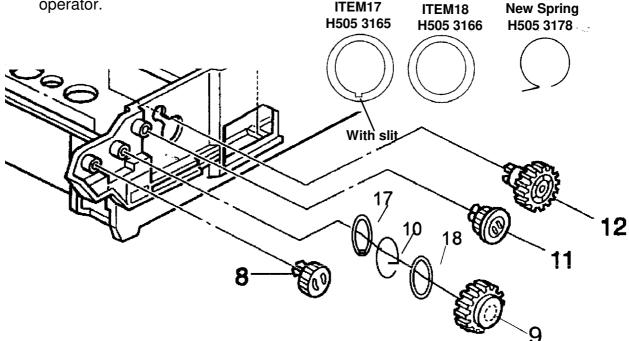   Gear2, then Gear3 and/or Gear2 are removed because of too much spring torque.

Permanent Countermeasure : A spiring has been changed and 2 collars have been added
                           to Gear2. The new spring has less torque than the old one. New,
                           Gear2 turns free even if the feed roller turns in reverse.
                           This countermeasure will be available from September 1996
                           production.

Action : When the machine has this problem, replace the spring and add the 2 collars.
       If the machine does not have a a caution decal, place it and explain the caution to the
       operator.

ITEM17 H505 3165   ITEM18 H505 3166   New Spring H505 3178

With slit

RC	RE	ASIA	
✳	✳	✳	

RICOH Technical Bulletin   No. IFO - 007

SUBJECT: "Unable Use Printer" (Error Codes 5-51,54,55,and 5F)	DATE: REVISED Sep.30,1996

PREPARED BY: K.Ugaeri CHECKED BY: S.Fujii	FROM: Quality Assurance Center	
CLASSIFICATION: ■ Action Required ☐ Revision of service manual ■ Troubleshooting ☐ Information only ☐ Retrofit Information ☐ Other		MODEL: IFO

Symptom : Unable to Use Printer Display, not including the Gear Problem reported by RTB-002 and 006.

Cause 1 : Cartridge Position Error (Error Code 5-51)
　　　　　*Position error caused by incorrect cartridge installation
　　　　　<Action>Remove the cartridge, clean the contact of the cartridge, then reinstall it.

　　　　　*Gap between the mylar and the cartridge head
　　　　　(Black mylar on the right side of the metal plate under the head)
　　　　　<Action>Replace the cartridge and change the lever of the paper thickness to
　　　　　　　　the right position.   (over the cartridge)

Cause 2 : Incorrect contact of the cartridge (Error Code 5-54)
　　　　　*Dirty contact point or incorrect cartridge installation
　　　　　<Action>Replace the cartridge.

Cause 3 : Defective cartridge (Error Code 5-5F)
　　　　　*The cartridge does not go back to the home position and stops in the center.
　　　　　 Error code 5-5F is displayed, then the above symptom appears.
　　　　　<Action>Clean the contact of the cartridge. If it is not solved, replace the
　　　　　　　　the cartridge.

Cause 4 : Printing job conflict
　　　　　*If ink end occurs while printing the power failure report, the machine tries to
　　　　　print the pattern and the power failure report after the cartridge is replaced.
　　　　　<Action> Disable the pattern printing. (User Parameter12-Bit6 set to 0.)
　　　　　　　　**How to recognize this problem
　　　　　　　　　- LCD is READY condition (Normal)
　　　　　　　　　- ON LINE is not blinking.

```
READY 100% 10:00
SET DOC. OR DIALING
```

　　　　　　　　　- If the operator enters a report printing mode (TCR), "Unable Use
　　　　　　　　　　Printer" is displayed.
　　　　　　　　　- It is not solved by turning the power switch off and on.

RICOH Technical Bulletin   No. IFO - 007

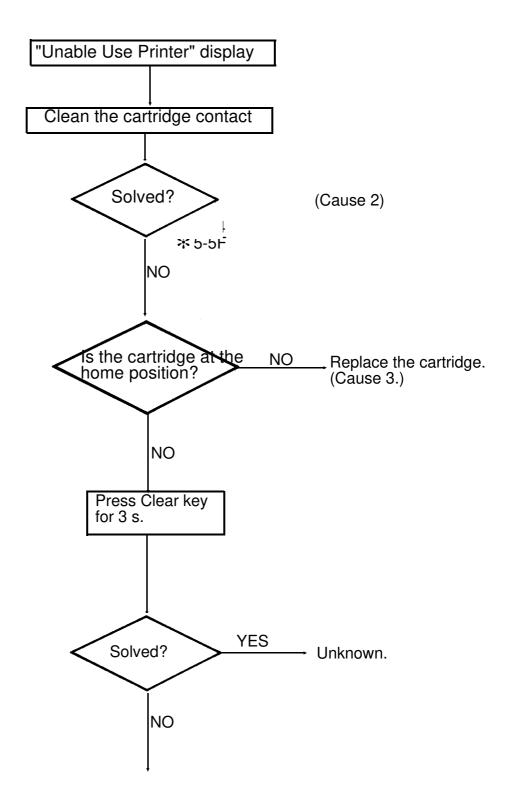**SUBJECT: "Unable Use Printer" (Error Codes 5-51,54,55,and 5F)**   DATE:
REVISED Sep.30,1996

cause 5 : Ram check error when initializing. (Error code5-55)
        Unknown
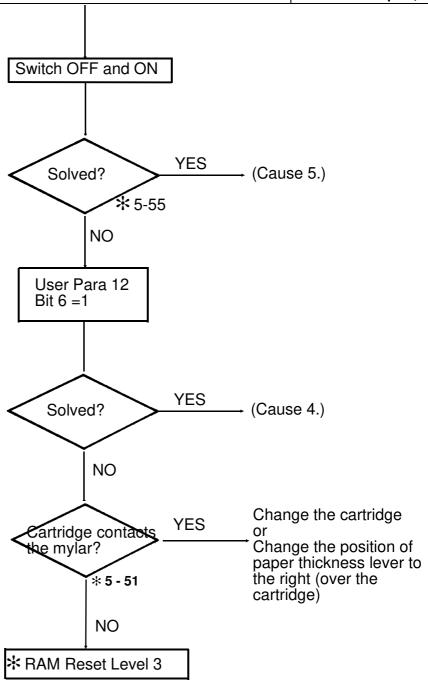<Action> : Switch off and on.

Checking Procedure

```
                    ┌─────────────────────────────┐
                    │  "Unable Use Printer" display │
                    └─────────────────────────────┘
                                   │
                    ┌─────────────────────────────┐
                    │   Clean the cartridge contact │
                    └─────────────────────────────┘
                                   │
                            ◇ Solved? ◇            (Cause 2)
                                               ＊ 5-5F
                                   │ NO
                                   │
                    ◇ Is the cartridge at the ◇  NO → Replace the cartridge.
                      home position?                  (Cause 3.)
                                   │ NO
                    ┌─────────────────┐
                    │ Press Clear key │
                    │ for 3 s.        │
                    └─────────────────┘
                                   │
                            ◇ Solved? ◇   YES → Unknown.
                                   │ NO
```

RICOH   Technical Bulletin   No. IFO - 007

SUBJECT: "Unable Use Printer" (Error Codes 5-51,54,55,and 5F) | DATE:
REVISED Sep.30,1996

Switch OFF and ON

Solved?   YES → (Cause 5.)

✳ 5-55

NO

User Para 12
Bit 6 =1

Solved?   YES → (Cause 4.)

NO

Cartridge contacts
the mylar?   YES → Change the cartridge
or
Change the position of
paper thickness lever to
the right (over the
cartridge)

✳ **5 - 51**

NO

✳ RAM Reset Level 3

✳ Do not use RAM Reset before the previous procedure.

✳ If the problem cannot be solved by the above action, dispatch
a technician to the customer.

RC	RE	ASIA	
✳	✳	✳	

RICOH   Technical Bulletin   No. F/L Series-020

SUBJECT: PSTN BUSY TONE and PABX TONE	DATE: Nov. 15, 1995

PREPARED BY: T. Kimura CHECKED BY: M. Iwasa	FROM: 2nd T.S. Section

CLASSIFICATION:		MODEL:
☐ Action Required	☐ Revision of service manual	MV310, Fax2700L,
☐ Troubleshooting	☐ Information only	Fax3700L, Fax180,
☐ Retrofit Information	■ Other	Fax170, MV74

Some value of the table for the PSTN BUSY TONE and the PABX BUSY TONE were changed.

Therefore we would like you to use the new table as attached.

RICOH   Technical Bulletin   No. F/L Series-020

SUBJECT: PSTN BUSY TONE and PABX TONE

DATE:
Nov. 15, 1995

PSTN BUSY TONE (807F13 - 807F14)

France		Germany		U.K.	
RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)
042	415-465	058	400-480	0A0	330-470
052	410-470	068	390-485	0B0	320-460
062	400-475	078	385-490	0C0(Default)	300-480
072(Default)	395-480	088(Default)	380-495	0D0	290-485
082	390-485	098	370-500	0E0	285-490
092	380-490	0A8	365-505	0F0	275-495
0A2	375-495	0B8	360-510	100	265-500
0B2	465-500	0C8	350-515	110	255-505
		0D8	345-520		

Italy		Austria		Belgium	
RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)
030	410-440	0D8	370-555	042	405-460
040(Default)	400-450	0E8	360-560	052(Default)	400-465
050	395-455	0F8	355-565	062	395-475
060	385-460	108	345-570	072	390-480
070	380-465	118	340-575	082	380-485
080	375-470	128(Default)	330-580	092	375-490
090	365-475	138	325-585	0A2	365-495
		148	315-590		
		158	310-595		

Denmark		Ireland		Norway	
RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)
036	395-450	02E	395-425	0A4	355-475
046(Default)	390-460	03E(Default)	385-435	0B4	345-490
056	385-465	04E	380-440	0C4	335-500
066	375-470	05E	370-445	0D4	325-505
076	370-475	06E	365-450	0E4	320-510
086	365-480	07E	355-455	0F4(Default)	310-515
		08E	350-465	104	305-520
				114	290-525

Sweden		Switzerland		Holland	
RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)
032(Default)	410-440	0F0	385-560	0F0	335-540
042	400-450	100	380-565	100	325-545
052	395-455	110	370-570	110	320-555
062	385-460	120(Default)	365-575	120	310-560
072	380-465	130	355-580	130	300-565
082	375-470	140	350-585	140(Default)	295-570
092	365-475	150	340-590	150	285-575
		160	330-595		
		170	325-600		

RICOH Technical Bulletin No. F/L Series-020

SUBJECT: PSTN BUSY TONE and PABX TONE

DATE: Nov. 15, 1995

PSTN BUSY TONE (807F13 - 807F14)

Spain		Israel		Australia	
RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)
0A8	330-470	040	380-430	028	405-445
0B8	320-460	050(Default)	365-435	038(Default)	415-455
0C8	300-480	060	355-440	048	400-460
0D8(Default)	290-485	070	350-445	058	390-465
0E8	285-490	080	340-550	068	385-470
0F8	275-495	090	335-555	078	380-475
108	265-500	0A0	325-565	088	370-480
118	255-505			098	365-485

Portugal		RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)
RAM Value[H]	Range(Hz)				
FFFF(Default)	NO DETECTION				
070	415-515				
080	410-520				
090	405-525				
0A0	395-530				
0B0	390-535				
0C0	385-540				
0D0	380-545				

RICOH **Technical Bulletin   No. F/L Series-020**

SUBJECT: PSTN BUSY TONE and PABX TONE

DATE:
Nov. 15, 1995

PABX BUSY TONE (807F26 - 807F27)

Italy		Denmark		Switzerland	
RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)
030(Default)	410-440	030	405-445	0F0	385-560
040	400-450	040	415-455	100	380-565
050	395-455	050(Default)	400-460	110	370-570
060	385-460	060	390-465	120(Default)	365-575
070	380-465	070	385-470	130	355-580
080	375-470	080	380-475	140	350-585
090	365-475	090	370-480	150	340-590
		0A0	365-485	160	330-595

Israel		Australia			
RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)	RAM Value[H]	Range(Hz)
040	380-430	038(Default)	395-450		
050(Default)	365-435	048	390-460		
060	355-440	058	385-465		
070	350-445	068	375-470		
080	340-550	078	370-475		
090	335-555	088	365-480		
0A0	325-565				

Model: IFO	Date: 31-Mar-97	No: 008
Subject: Blank Page Feeding		Prepared by: Y.Tamaoka
From: QAC 2nd Field Information Dept.		Checked by: S. Fujii

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

SYMPTOM

A blank page is fed out just before the start of printing.

This is especially likely to occur in the first printing run after a long time on standby (e.g. first print in the morning).
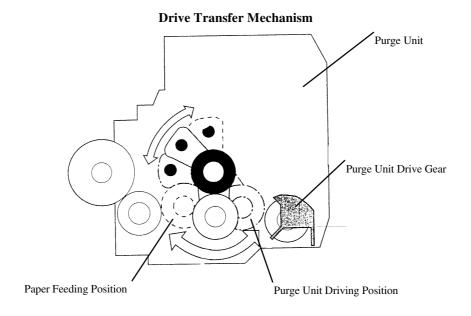
CAUSE

Ink is unexpectedly stuck to the drive transfer gear.

Impure ink is not absorbed into the absorber sheet and remains on the surface.

The absorber became full and the ink ended up sticking on the gear.

SOLUTION

1.Replace the Ink absorber sheet and Ink absorbers
   (Do not forget to initialize the TIJ counter)

2.Clean the drive transfer gear.

3.Instruct the customer not to use impure ink.

Drive Transfer Mechanism

Purge Unit

Purge Unit Drive Gear

Paper Feeding Position

Purge Unit Driving Position

Model: IFO		Date: 31-Mar-97	No: 009
Subject: Software Update History		Prepared by: Y.Tamaoka	
From: QAC 2nd Field Information Dept.		Checked by: S. Fujii	

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

Problems solved	Europe / Asia			USA
	H5057110C	H5057112 Only for china	H5057112A	H5057111C
Wording correction in Error Report	O			―
Clock is not adjusted correctly during memory transmission	O			―
Transmission does not start at the programmed time in send later mode.	O			―
Disabling DEMO Printing from Function	O			―
Communication result is always printed as "E" for ROM/DATA transfer communications	O			O
High Speed RDS does not function with Authorized Receiving mode	O			O
NEST Autoroute Implementation	O			O
Enabling beep sound at the end of a reception	O			
Skipping Authorized Receiving selection if TSI is not programmed		O		
Tel list is not printed correctly if two out of three lists are selected		O		
Wording correction for the Power Failure report			O	
Countermeasure for printing job conflict (5-5F/5-55 error)			O	

| Model: IFO | Date: 31-Mar-97 | No: 009 |

Eu./Asia	Execution Date	Check Sum (Total)
H5057110B	Start Prod.	1641
H5057110C	Feb.96	9172
H5057112	Apr.96	BAF4
H5057122A	Jul.96	BD14

USA	Execution Date	Check Sum (Total)
H5057111B	Start Prod.	C783
H5057111C	Mar.96	D322

RICOH

Technical Bulletin

Model: FX4, FX6, FX6MK2, FX6CD, FX7, LX7, LSO, AD1	Date: 31-Aug-97	No: 005
Subject: Novell Nest Autoroute Function	Prepared by: S.Yoshio	
From: 2nd Technical Support Section		

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

The NEST card has been released for Nest Autoroute function in fax machines and for fax units in the AD series.

This technical bulletin contains the revisions to the Nest Autoroute service manual. Procedures for reading and writing user-programmed data by RDS have been added. Only the Installation section was changed.

For details on the models that can use the NEST card, please check the product launch information for the models.

RC	RE	ASIA	
✶	✶	✶	

Model: FX4, FX6, FX6MK2, FX6CD, FX7, LX7, LSO, AD1	Date: 31-Aug-97	No: 005

INSTALLATION   **May 20th,1997**
INSTALLING THE NEST CARD

2.2. INSTALLING THE NEST CARD

> ⚠ **CAUTION**
>
> **Before installing the NEST card,do the following:**
> **1.Print out all messages stored in the memory.**
> **2.Print out the lists of user – programmed items and the system parameter list.**

2.2.1. Function Upgrade Card Type 140 Plus Novell$^®$ NEST^{TM}

Note

- The following installation procedure initializes (erases) all the user-programmed data stored in the card, if the Function Upgrade Card already installed in the machine is replaced with a NEST card.

Installation Procedure (Without a Function Upgrade Card)

- **Turn off the main switch.**

- **Install the battery on the NEST card.**

- **Turn on the battery switch.**

- **Install the NEST card in the slot.**

- **Turn on the main switch.**

- **Print the system parameter list and make sure that "NEST" is listed as an option on the list.**

Installation Procedure
(Replacing a Function Upgrade Card with the NEST card)

- **Read and back-up the user-programmed data stored in the Function Upgrade Card with RDS.**

- **Turn off the main switch.**

- **Remove the Function Upgrade Card from the slot.**

- **Install the battery on the NEST card and turn on the battery switch.**

- **Install the NEST card in the slot.**

- **Turn on the main switch.**

- **Print the system parameter list and make sure that "NEST" is listed as an option on the list.**

- **Write the backed-up data to the NEST card.**

Model: FX4, FX6, FX6MK2, FX6CD, FX7, LX7, LSO, AD1	Date: 31-Aug-97	No: 005

May 20th,1997   **INSTALLATION**
                                              INSTALLING THE NEST CARD

When the NEST card is replaced with another NEST card, do the following so the machine can recognize the new card.

1. **Turn off the main switch**
2. **Remove the old card.**
3. **Turn on the machine without the card and turn off.**
4. **Install the new card.**
5. **Turn on the main switch.**

⚠ **CAUTION**

The IC card contains a lithium battery.
The danger of explosion exists if a battery of this type is incorrectly replaced. Replace only with the same or an equivalent type recommended by the manufacturer. Discard used batteries in accordance with the manufacturer's instructions.

2.2.2. Feature Expander Type 100 2M Plus Novell NEST

Note

- The following installation procedure initializes (erases) all the data stored in the card, if the Feature Expander already installed in the machine is replaced with a NEST card.

Installation Procedure

- Turn off the main switch.

- Install the NEST card in the slot in the machine.

- Turn on the main switch.

- Print the system parameter list and make sure that "NEST" is listed as an option on the list.

When the NEST card is replaced with another NEST card, do the following so the machine can recognize the new card.

1. Turn off the main switch.
2. Remove the old card.
3. Turn on the machine without the card and then turn off.
4. Install the new card.
5. Turn on the main switch.