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

Model: Kir-C	Date: 23-May-01	No.: RB040002

Subject: Power Failure Report	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 ( )		

The following error was found on the **Power Failure Report** for the Kir-C1 Fax option:

Sample:

* * * Power Failure Report (30. May. 2001 17:55) * * *
FAX HEADER: RICOH GTS

This file has been erased after switch off.
Power Failure time: 17:55

    0079   17:55   RX

■ The 5th line (File, Time, Mode etc.) is not listed on the report

The report should look like this:

* * * Power Failure Report (30. May. 2001 17:55) * * *
FAX HEADER: RICOH GTS

This file has been erased after switch off.
Power Failure time: 17:55

File	Time	Mode	Destination	Result
0079	17:55	RX		

This correction will be applied from the first lot of June 2001 production.

Model: Kir-C	Date: 06-Jun-01	No.: RB040006

Subject: ROM History (Kir-C1 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 Kir-C1 Fax Option.

NA

B4045582	Version	C.SUM	Production
B	01.12.00	7265	1st Mass Prod.
C	**03.06.00**	**C968**	**June Prod. '01**

Europe

B4045584	Version	C.SUM	Production
C	01.14.00	F758	December Prod. '99
D	**03.06.00**	**9923**	**June Prod. '01**

Asia

B4045587	Version	C.SUM	Production
	02.06.00	CC81	1st Mass Prod.
A	**03.06.00**	**B99C**	**June Prod. '01**

Symptom Corrected	USA	EU	Asia
Nothing is displayed in the Dedicated Transmission Parameter screen when Finnish has been selected as the display language.	*-*	*D*	*-*
The colon (":") is not displayed between the switch number and bit string for User Parameter SW 18 onward.	*C*	*D*	*" "*
Titles are not listed in the Power Failure Report (e.g. File, Time, Mode). Please see related RTB# RB040002.	*C*	*D*	*A*
When system switch 1E bit 2 (RTI/CSI display priority) = 1 (CSI), the machine displays "○" at the end of the other terminal's CSI. *e.g. +813123456789○*	*C*	*D*	*" "*

Model: Kir-C	Date: 12-Jul-01	No.: RB040008

Subject: Original Jam with ADF (Kir-C1 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 ( )	

Symptom

The third original fed by the ADF (B387) will jam when all three of the following conditions occur:
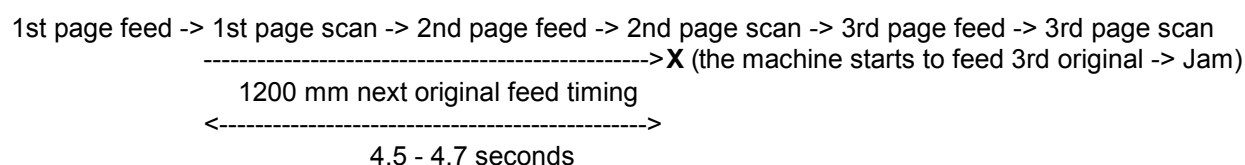
- User Parameter SW 14 (0E: Maximum document length detection: Well log) bit 1 = 1 (1200 mm).
- The actual length of each original is less than 1200 mm.
- Three or more originals are fed by the DF in Immediate Transmission mode (only).

NOTE: This does not occur with the B379 ARDF.

Cause

Once scanning for the 1st original begins, the machine begins a timer, which will expire after it feeds 1200 mm (4.5-4.7 s). When this timer expires, it is in the middle of feeding the 2nd sheet, at which time the paper feed clutch turns on. The 3rd sheet is then fed, collides with the 2nd sheet and causes the jam.

Please see the following diagram:

```
1st page feed -> 1st page scan -> 2nd page feed -> 2nd page scan -> 3rd page feed -> 3rd page scan
                 ------------------------------------------------>X (the machine starts to feed 3rd original -> Jam)
                     1200 mm next original feed timing
                 <----------------------------------------->
                         4.5 - 4.7 seconds
```

Countermeasure

As an individual countermeasure, please replace the B387 ADF ROM with the new ROM we sent to all regional head distributors.

These new ROMs instruct the machine to rely on the actual length of the original detected by the ADF. This countermeasure will be applied from August '01 mass production.

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

PAGE: 1/1

Model: Kir-C	Date: 08-Aug-01	No.: RB040011

Subject: Service Manual Correction	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 ( )		

Please correct the following misprint in your Kir-C1 Fax Option Service Manuals.
The Auto Document function does not exist for this option.

2. FEATURES
2.1 FEATURES LIST

Incorrect:

Communication Features – User Selectable	
Auto Document	O

Correct:

Communication Features – User Selectable	
Auto Document	X

Model: Kir-C	Date: 06-Jun-01	No.: RB040006a

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

Subject: ROM History (Kir-C1 Fax Option)	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 ( )		

Firmware history for the Kir-C1 Fax Option.

NA

B4045582	*File No.* *(B404uxxx)*	Version	C.SUM	Production
B	*001*	01.12.00	7265	1st Mass Prod.
C	*002*	03.06.00	C968	June Prod. '01
D	*003*	*04.09.00*	*E2DF*	*August Prod. '01*
E	*004*	*05.01.00*	*6FFC*	*October Prod. 01'*

Europe

B4045584	*File No.* *(B404exxx)*	Version	C.SUM	Production
B	*001*	01.12.00	1ED3	1st Mass Prod.
C	*002*	01.14.00	F758	March Prod. '01
D	*003*	03.06.00	9923	June Prod. '01
E	*004*	*04.09.00*	*B141*	*August Prod. '01*
F	*005*	*05.01.00*	*E20E*	*October Prod. 01'*

Asia

B4045587	*File No.* *(B404axxx)*	Version	C.SUM	Production
	001	02.06.00	CC81	1st Mass Prod.
A	*002*	03.06.00	B99C	June Prod. '01
B	*003*	*04.08.00*	*6269*	*August Prod. '01*
C	*004*	*05.01.00*	*DF7B*	*October Prod. 01'*

Reissued: 03-Oct-01

Model: Kir-C	Date: 06-Jun-01	No.: RB040006a

Symptom Corrected	USA	EU	Asia
The image in the area 3cm from the leading edge is sometimes printed again near the middle of the page.	*E*	*F*	*C*
The wording for "Quick Dial Label" in the Czech display language has been corrected as follows: *Incorrect: Štítek Blesk.* *Correct: Štítek Blesk .Vol.*	_	*F*	_
The wording for "Select Sender with" in the Danish display language has been corrected as follows: *Incorrect: Vælg modtager Bladre* *Correct: Vælg sender med*	_	*F*	_
The wording for "Extension Outside" in the Dutch display language has been corrected as follows: *Incorrect: Intern Buiten* *Correct: Intern Externe*	_	*F*	_
The wording for "Select Sender with" in the Norwegian display language has been corrected as follows: *Incorrect: Velg mottaker Se igjen.* *Correct: Velg mottaker med*	_	*F*	_
With French set as the display language, the following line is displayed twice if an undefined character is entered for a Speed Dial search: Annu. Tel.:[A] <>/OK. *(normally, a 'not found'-type error message should appear on the 2nd line).*	*D*	*E*	_
In some cases, Substitute Reception files do not appear on the Power Failure Report.	*D*	*E*	*B*
In some cases, part of the image data along the main scan direction is missing when using A3→ B4 reduction Tx.	*D*	*E*	*B*
List printing does not stop, even when the Clear/Stop key is pressed.	*D*	*E*	*B*
The center mark is missing when printing out Quick Dial Labels.	*D*	*E*	*B*

Model: Kir-C	Date: 19-Feb-02	No.: RB040023

Subject: CSI/TID, Line type programming (Kir-C1 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 ( )		

Symptom

When the functional country code (System Switch 0F) is changed to Hungary, the Czech Republic, or Poland, the CSI/TID and line type programming level change to incorrect values.

The following table shows the incorrect and correct values:

Country	Item	Incorrect	**Correct**	Note
Hungary	CSI/TID	User	**Service**	Sys SW 04 bit6
	Line type	User	<-	Sys SW 04 bit7
Czech	CSI/TID	User	**Service**	Sys SW 04 bit6
	Line type	Service	**User**	Sys SW 04 bit7
Poland	CSI/TID	User	<-	Sys SW 04 bit6
	Line type	Service	**User**	Sys SW 04 bit7

Cause

Software bug

Temporary Countermeasure

When changing the functional country code to Hungary, the Czech Republic, or Poland, please manually change the CSI/TID and line type programming level to the correct values shown above in bold.

Permanent Countermeasure

A fax main firmware modification will be applied to the production line in the near future.

Model: Kir-C	Date: 06-Jun-01	No.: RB040006b

RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Kir-C1 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 Kir-C1 Fax Option.

NA

B4045582	File No. (B404uxxx)	Version	C.SUM	Production
B	001	01.12.00	7265	1st Mass Prod.
C	002	03.06.00	C968	June Prod. '01
D	003	04.09.00	E2DF	August Prod. '01
E	004	05.01.00	6FFC	October Prod. 01'

Europe

B4045584	File No. (B404exxx)	Version	C.SUM	Production
B	001	01.12.00	1ED3	1st Mass Prod.
C	002	01.14.00	F758	March Prod. '01
D	003	03.06.00	9923	June Prod. '01
E	004	04.09.00	B141	August Prod. '01
F	005	05.01.00	E20E	October Prod. 01'

Asia

B4045587	File No. (B404axxx)	Version	C.SUM	Production
	001	02.06.00	CC81	1st Mass Prod.
A	002	03.06.00	B99C	June Prod. '01
B	003	04.08.00	6269	August Prod. '01
C	004	05.01.00	DF7B	October Prod. 01'

Russia

B4045590	*File No. (B404rxxx)*	Version	C.SUM	Production
	000	*06.03.00*	*D2A0*	*1st Mass Prod.*

Reissued: 28-Feb-02

Model: Kir-C	Date: 06-Jun-01	No.: RB040006b

Symptom Corrected	USA	EU	Asia	Russia
Firmware release for Russia.	-	-	-	" "

Reissued: 4-Jul-02

Model: Kir-C	Date: 06-Jun-01	No.: RB040006c

RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Kir-C1 Fax 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 Kir-C1 Fax Option.

NA

B4045582	File No. (B404uxxx)	Version	C.SUM	Production
B	001	01.12.00	7265	1st Mass Prod.
C	002	03.06.00	C968	June Prod. '01
D	003	04.09.00	E2DF	August Prod. '01
E	004	05.01.00	6FFC	October Prod. '01
F	*005*	*06.05.00*	*AAC1*	*March Prod. '02*

Europe

B4045584	File No. (B404exxx)	Version	C.SUM	Production
B	001	01.12.00	1ED3	1st Mass Prod.
C	002	01.14.00	F758	March Prod. '01
D	003	03.06.00	9923	June Prod. '01
E	004	04.09.00	B141	August Prod. '01
F	005	05.01.00	E20E	October Prod. 01'
G	*006*	*06.04.00*	*86FA*	*March Prod. '02*

Asia

B4045587	File No. (B404axxx)	Version	C.SUM	Production
	001	02.06.00	CC81	1st Mass Prod.
A	002	03.06.00	B99C	June Prod. '01
B	003	04.08.00	6269	August Prod. '01
C	004	05.01.00	DF7B	October Prod. 01'
D	*005*	*06.04.00*	*53CF*	*March Prod. '02*

Russia

B4045590	File No. (B404rxxx)	Version	C.SUM	Production
	000	06.03.00	D2A0	1st Mass Prod.

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

Model: Kir-C	Date: 06-Jun-01	No.: RB040006c

Symptom Corrected	USA	EU	Asia	Russia
If the machine receives an incoming MMR transmission following an interrupted non-ECM job, a blank page is sometimes printed out.	*F*	*G*	*D*	*-*
Program parameters added for the Korea version. Country code: 028 (0x1C).	*F*	*-*	*-*	*-*
Translation error for "Own Name" in Czech: *Incorrect: Vlastní Číslo* *Correct: Vlastní Jmēno*	*-*	*G*	*-*	*-*
ADDRESS appears on the Journal where DATE and TIME are normally written.	*-*	*G*	*-*	*-*
Default settings for System SW04 bits 6, 7 have been changed for Hungary, Czechoslovakia, and Poland: ♦ *Hungary: bit 6 = 0 → 1 (bit 7 no change).* ♦ *Czechoslovakia: bit 6 = 0 → 1, bit 7 = 1 → 0.* ♦ *Poland: bit 7 = 1 → 0 (bit 6 no change).*	*-*	*G*	*-*	*-*

Model: Kir-C	Date: 06-Jun-01	No.: RB040006d

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

Subject: ROM History (Kir-C1 Fax 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 Kir-C1 Fax Option.

NA

B4045582	File No. (B404uxxx)	Version	C.SUM	Production
B	001	01.12.00	7265	1st Mass Prod.
C	002	03.06.00	C968	June Prod. '01
D	003	04.09.00	E2DF	August Prod. '01
E	004	05.01.00	6FFC	October Prod. '01
F	005	06.05.00	AAC1	March Prod. '02

Europe

B4045584	File No. (B404exxx)	Version	C.SUM	Production
B	001	01.12.00	1ED3	1st Mass Prod.
C	002	01.14.00	F758	March Prod. '01
D	003	03.06.00	9923	June Prod. '01
E	004	04.09.00	B141	August Prod. '01
F	005	05.01.00	E20E	October Prod. 01'
G	006	06.04.00	86FA	March Prod. '02

Asia

B4045587	File No. (B404axxx)	Version	C.SUM	Production
	001	02.06.00	CC81	1st Mass Prod.
A	002	03.06.00	B99C	June Prod. '01
B	003	04.08.00	6269	August Prod. '01
C	004	05.01.00	DF7B	October Prod. 01'
D	005	06.04.00	53CF	March Prod. '02
E	*006*	*07.02.00*	*814A*	*September Prod. '02*

Russian

B4045590	File No. (B404rxxx)	Version	C.SUM	Production
	000	06.03.00	D2A0	1st Mass Prod.

Model: Kir-C	Date: 06-Jun-01	No.: RB040006d

Symptom Corrected	USA	EU	Asia	Russia
Modifications for compliance with new revisions made to Taiwanese Fax communication standards.	-	-	*E*	-