RICOH   Technical Bulletin

Model: Model K-C2 Printer/Scanner Option (B622)	Date: 19-Nov-04	No.: RB121009

Subject: Wrong Installer on LAN-FAX Driver CD-ROM	Prepared by: A. Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB only applies to the <u>China/Taiwan versions of the Printer/Scanner option (B622-21).</u>

Symptom
The LAN-FAX does not work if it is installed with "Auto Run" on the CD-ROM v1.00 or v1.01.

Cause
Firmware bug:
The installer program for "Auto-run" installs the wrong driver (M3).

Note: The LAN-FAX works fine if it is installed with "Add Printer," because this program installs the correct driver (M4).

Workaround in the field
Install the LAN-FAX driver with "**Add Printer**" (not "Auto-run").

Solution
Firmware modification.
Applied from: CD-ROM **v1.02**, December 2004 production

Model: Kir-C2	Date: 26-Jun-06	No.: RB121001

Subject: Important Notes for the replacement of the controller board	Prepared by: Hiromoto Saitoh
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB applies to the following models:
Model K-C2, K-C2.5 (B121, B122, B123, B259, B260, B261)

Important Note Regarding the Replacement of the Controller Board

Do the following procedure after you replace the controller board.
Note: This is necessary for the machine to support @Remote (NRS).

1. Execute **Sp5870-3** (Common Key Info Initialize).
2. Execute **Sp5870-1** (Common Key Info Writing).
3. Turn the machine main power OFF/ON.