Model: NAD 30S/30/40	Date: 15-Jan-99	No.: 23

Subject: Service Manual Correction	Prepared by: S. Tomoe
From: GTSS Field Information Dept.	

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

The following information should be added to the service manual for the NAD printer option.

4.6 SPECIAL TOOLS

Part Number	Description	Q'ty
A8545120	ROM SIMM	1
G0219350	Loop Back Connector	1

Model: NAD 30S/30/40 (Printer Controller Type 450)	Date: 31-Mar-99	No.: 29

Subject: Installation procedure for Asia (-39), Taiwan (-69) and China (-19) version models.	Prepared by: K. Ugaeri
From: GTSS Field Information Dept.	

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

To solve the problems below, the firmware for the controller and the main frame have been modified. Please install the printer controller type 450 using the installation procedure below.

A. Symptom

1. [Online] has been added for the printer fonts for the China/Taiwan machines. Please install this version when adding the printer for the China/Taiwan machines.

2. The registered fonts are not displayed on the Chinese machines during 4-line displays. Please install this version when adding the scanner option on the Chinese/Taiwan/Asian machines.

B. Installation procedure

When the printer option is installed on the Asia (-39), Taiwan (-69) or China (-19) version of the NAD, use the firmware below for the printer controller and the BICU (main frame) which correspond with the 4-line displays and select the Dip Switch on the controller board depending on the language, as shown below.

1.Firmware version required

BICU F/W

Destination	Version	Part No.	Product Code
Asian (0 UK, 1 TW)	13.6.23 as	A2325115L	-39
Taiwanese (0 TW, 1 UK)	13.6.23 tw	A2325117H	-69
Chinese (0 CH, 1 UK)	13.6.23 ch	A2325116H	-19

These versions of the firmware are available from March production '99.
0 and 1 refer to the settings of Copier SP mode 5009.

Controller F/W

Version 1.75   Program No. A8505280E

2.DIP Switch settings on the controller board

Asian main frame, with the '0 UK (English)/1 TW (Taiwanese)' version firmware
or Taiwanese main frame, with the '0 TW (Taiwanese)/1 UK (English)' version firmware

Dip Switch No.2	Dip Switch No.3	Codes sent from controller
OFF	ON	Taiwanese (BIG-5)

Chinese main frame, with the '0 CH (Chinese)/1 UK (English)' version firmware

Dip Switch No.2	Dip Switch No.3	Codes sent from controller
ON	ON	Chinese (GB)

 *UK (English), TW (Taiwanese), and CH (Chinese) are selected in Copy SP mode (5009).

Note: 1 When the printer controller type 450 is installed on the other products, you do not need to change Dip switches, but keep the default (No.2 = OFF, No.3 = ON)

2 If you change the firmware from the European version to Asian version for the main frame, upgrade the controller firmware to ver 1.75 first.

RICOH

Technical Bulletin

PAGE: 1/1

Model: NAD 30S/30/40	Date: 15-Oct-99	No.: RA230047

Subject: Printer Controller Firmware	Prepared by: E. Fukuyama
From: Technical Service Dept., GTS Division	

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

The firmware for the type 450E controller board has been updated. Although the new version (1.82) has already been posted on the SERES DB, the details of a symptom mentioned below were not included in the update history at the time the firmware was released. This RTB has therefore been issued to inform you of these details. Please refer to #7 in the table below for a description of the symptom.

Printer Controller Software Release Note

Software Version: 1.82

The following symptoms have been remedied:

No,	Title	Details of Errors
1.	Eurofont	Addition of Eurofont
2.	Output Tray	Paper not exiting to the external tray.
3.	Abnormal image	An abnormal image occurs when a captured file is sent (resulting in SC2002).
4	The printer stalls	The printer stalls after paper jam status has been cleared.
5.	Output tray	Paper does not exit to the output tray that has been selected at the operation panel.
6.	Part of the image is lost	Part of the image is lost when printing out multiple copies of a one-page Microsoft Word document (using "rotate sort").
7.	"Please Wait" condition occurs when the PT300 right door is opened.	The "Please Wait" display remains even if the door is closed. It is then necessary to open and close the front or right door of the mainframe to clear the condition.

Model: NAD 30S/30/40	Date: 08-Dec-00	No.: RA230064

Subject: Software Release Information	Prepared by: E. Fukuyama
From: Technical Services Dept., GTS Division	

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

This is to inform you of the printer firmware history for the NAD30S/30/40.

For Other Models

A8505280	Version	C. SUM
F	1.82	6CAF
G	1.83	368E
H	1.93	6DF0
J	1.97	1769

For Lanier

B3065283	Version	C. SUM
D	1.82	6CAF
E	1.83	368E
F	1.93	6DF0
G	1.97	1769

| Model: NAD 30S/30/40 | Date: 08-Dec-00 | No.: RA230064 |

Symptom Corrected	Other models	Lanier
After Danish has been set as the language, extra characters are printed out.	J	G
When the Dazel system is used, there is no job completion notification.	J	G
-With PortNavi, the job completion notification is either printed out but incorrect, or is not printed out at all. -Jobs performed without using registered user codes do not appear on the job history list.	J	G
The machine displays SC365 after some sets of a multi-page document in Word 97 are printed out.	H	F
A paper jam occurs when restarting printing in duplex mode after the machine runs out of paper in the tray.	H	F
The image position being printed using PostScript.	H	F
The data of AppleTalk ZoneName is kept.	G	E
The default setting has been changed from FONTSOURCE="SOFT" to FONTSOURCE="S".	G	E
A PJL command to describe the job name in process has been added.	G	E
Addition of Euro font.	F	D
Paper not exiting to the external tray.	F	D
Abnormal image occurs when a captured file is sent (resulting in SC2002).	F	D
The printer stalls after paper jam status has been cleared.	F	D
Paper does not exit to the output tray that has been selected at the operation panel.	F	D
Part of the image is lost when printing out multiple copies of a one-page Word document (using "rotate sort").	F	D

RICOH Technical Bulletin

Model: NAD 30S/30/40	Date: 08-Mar-01	No.: RA230066

Subject: Software Release Information	Prepared by: E. Fukuyama
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the NAD30S/30/40.
New items appear in bold italics.

For Other Models

A8505280	Version	C. SUM
F	1.82	6CAF
G	1.83	368E
H	1.93	6DF0
J	1.97	1769
K	1.98	576D

For Lanier

A8505255	Version	C. SUM
D	1.82	6CAF
E	1.83	368E
F	1.93	6DF0
G	1.97	1769
H	1.98	576D

Symptom Corrected	Other models	Lanier
When performing a mixed copy job with Letter and Legal paper, the machine does not switch between the trays from an AS400 system.	*K*	*H*
Grid lines do not appear on MS-Excel originals.	*K*	*H*
When printing from an SAP application, extra sheets of paper are fed.	*K*	*H*

Model: NAD 30S/30/40	Date: 30-Nov-01	No.: RA230070

Subject: Software Release Information	Prepared by: E. Fukuyama
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the NAD30S/30/40.
New items appear in bold italics.

For Other Models

A8505280	Version	C. SUM
F	1.82	6CAF
G	1.83	368E
H	1.93	6DF0
J	1.97	1769
K	1.98	576D
L	2.01	BC8F

For Lanier

A8505255	Version	C. SUM
D	1.82	6CAF
E	1.83	368E
F	1.93	6DF0
G	1.97	1769
H	1.98	576D
J	2.01	BC8F

Symptoms Corrected	Other models	Lanier
SmartNetMonitor shows the wrong total counter value.	*L*	*J*
The right edge of the image is missing when printing out from the AS400.	*L*	*J*
Cannot perform auto conversion for A4/Letter.	*L*	*J*

Model: NAD 30S/30/40	Date: 12-Mar-02	No.: RA230071

Subject: Software Release Information	Prepared by: E. Fukuyama
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the NAD30S/30/40.
New items appear in ***bold italics***.

For Models Other than Lanier

A8505280	Version	C. SUM
F	1.82	6CAF
G	1.83	368E
H	1.93	6DF0
J	1.97	1769
K	1.98	576D
L	20.1	BC8F
M	***2.02***	***B89C***

For Lanier Models

A8505255	Version	C. SUM
D	1.82	6CAF
E	1.83	368E
F	1.93	6DF0
G	1.97	1769
H	1.98	576D
J	2.01	BC8F
K	***2.02***	***B89C***

Model: NAD 30S/30/40	Date: 12-Mar-02	No.: RA230071

Symptom Corrected	Other models	Lanier
Sometimes after reinitializing the NIB, the panel continues to display "NIB Initializing".	M	K
The printer is sometimes unable to give an SNMP response.	M	K
An SC error occurs after continuous USTATUSTIMED and USTATUSOFF commands.	M	K
An extra blank sheet of paper is printed out in the middle of a UNIX print job.	M	K

Model: NAD 30S/30/40	Date: 27-Mar-02	No.: RA230072

Subject: Software Release Information	Prepared by: E. Fukuyama
From: Technical Services Dept., GTS Division	

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

Printer firmware history for the NAD30S/30/40.
New items appear in **_bold italics_**.

For Models Other than Lanier

A8505280	Version	C. SUM
F	1.82	6CAF
G	1.83	368E
H	1.93	6DF0
J	1.97	1769
K	1.98	576D
L	20.1	BC8F
M	2.02	B89C
_N_	**_2.03_**	**_2E14_**

For the Lanier Model

A8505255	Version	C. SUM
D	1.82	6CAF
E	1.83	368E
F	1.93	6DF0
G	1.97	1769
H	1.98	576D
J	2.01	BC8F
K	2.02	B89C
_L_	**_2.03_**	**_2E14_**

Symptom Corrected	Other models	Lanier
With display languages other than English, "5. Convert" (A4/Letter auto-conversion feature) is not displayed in the User Tools → 4. Printer → 6. Configuration Menu.	N	L
Jobs sent with some PS drivers are erased when the Bypass tray is set as the default feeding tray.	N	L
1. 13U, 9N and 4U symbol sets newly added. *2. "Eurofont" added to symbol sets 5M and 12J.*	N	L

Model: NAD 30S/30/40	Date: 5-Jun-02	No.: RA230073

Subject:Software Release Information	Prepared by: Yuuji Urushihara
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 ( )		

Printer firmware history for the NAD30S/30/40.
New items appear in **_bold italics_**.

For Models Other than Lanier

A8505280	Version	C. SUM
F	1.82	6CAF
G	1.83	368E
H	1.93	6DF0
J	1.97	1769
K	1.98	576D
L	20.1	BC8F
M	2.02	B89C
N	2.03	2E14
_**P**_	_**2.05**_	_**5112**_

For Lanier Models

A8505255	Version	C. SUM
D	1.82	6CAF
E	1.83	368E
F	1.93	6DF0
G	1.97	1769
H	1.98	576D
J	2.01	BC8F
K	2.02	B89C
L	2.03	2E14
_**M**_	_**2.05**_	_**5112**_

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Model: NAD 30S/30/40	Date: 5-Jun-02	No.: RA230073

Symptom Corrected	Other models	Lanier
When using Eurofont symbol sets 13U, 9N and 4U, all fonts other than Times New Roman are displayed as Arial.	*P*	*M*
"Unknown Problem" has been removed from all NDPS Gateway error messages, as this display is unnecessary.	*P*	*M*