Reissued:2-Jul-13

Model: **MD-A1b(P3000)**	Date: 06-Mar-12	No.: RE0A0001g

RTB Reissue
The items in ***bold italics*** were corrected or added.

Subject: Firmware Release Note: MD-A1b		Prepared by: S. Ishizu
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

This RTB has been issued to announce the firmware release information for the **MD-A1b**

Version	Effective Date	File size	Note
3.0.1	***August 10th, 2013 Around 22:00 (JST/GMT+9)***	***See below****	***-Forced update* -See below****
2.3.1	April 17th, 2013 Around 12:00 (JST/GMT+9) After Server maintenance	93MB	-Optional update**
2.2.1	Jan 23rd, 2013 Around 12:00 (JST/GMT+9) After Server maintenance	69MB(2.2.1)	-Optional update**
2.1.1	Dec 9th, 2012 Around 02:00 (Dec 8th, around 26:00) (JST/GMT+9) After Server maintenance	74MB (2.1.1)	-Optional update**
2.0.2 2.0.3	Sep 23rd, 2012 Around 00:00 (Sep 22nd, Around 24:00) (JST/GMT+9) After Server maintenance	7MB(2.0.2) 111MB(2.0.3)	-Forced update* -2 times version up at one time
1.3.1	June 24th, 2012 Around 18:00(JST) After Server maintenance	Approx. 34MB	Forced update*
1.2.2	March 7th, 2012 Around 11:00 (JST)	0.4MB	
1.2.1	January 30th, 2012 around 20:00 (JST)	40MB	-
1.1.2	1st Mass production	-	-

Note: The time required to complete the download is approximately 20 minutes in the case of a 500kbps connection. The exact amount of time will depend mainly on the customer's network environment (bandwidth, configuration, etc.).

RICOH

Model: **MD-A1b(P3000)**	Date: 06-Mar-12	No.: RE0A0001g

*: Forced Update
➢ A Forced Update means that any device that connects to the server after the "Effective Date" shown above **must** update to the latest "Forced Update" version before holding a videoconference. All older firmware versions become obsolete, and cannot be used to hold videoconferences.

**: Optional Update
➢ An Optional Update means that it is not required to install the version shown. Devices that connect to the server after the "Effective Date" will have the option to update to the latest version before holding a video conference.

➢ Devices that use different firmware versions can hold teleconferences with each other, as long as they have already updated to the most recent Forced Update version. (e.g., v2.1.1 is compatible with v2.0.3, but not with v1.3.1).

***: Special update method for Ver. 3.0.1

● ***Users who already using Ver2.1.1, Ver2.2.1, and Ver2.3.1 can update directly to Ver3.0.1.***
● ***Users who are using versions older than this must update to Ver2.0.4 first (the usual method), and then update to Ver3.0.1***

User's version before updating to Ver3.0.1	Total file size of Ver.3.0.1	IMPORTANT:
2.3.1	53MB	*Update directly to Ver. 3.0.1*
2.2.1	70MB	
2.1.1	71MB	
2.0.2 2.0.3	72MB	*Update to V2.0.4, and then from this version, update directly to Ver3.0.1.*
1.3.1	Total 79MB (7MB + 72MB)	*Update one version at a time until V2.0.4 (i.e. 3 updates), and then from this version, update directly to Ver3.0.1.*
1.2.2	Total 113MB (41MB + 72MB)	*Update one version at a time until V2.0.4 (i.e. 4 updates), and then from this version, update directly to Ver3.0.1.*
1.2.1	Total 113.4MB (41.4MB + 72MB)	*Update one version at a time until V2.0.4 (i.e. 5 updates), and then from this version, update directly to Ver3.0.1.*
1.1.2	Total 153.4MB (81.4MB + 72MB)	*Update one version at a time until V2.0.4 (i.e. 6 updates), and then from this version, update directly to Ver3.0.1.*

Model: **MD-A1b(P3000)**	Date: 06-Mar-12	No.: RE0A0001g

Version	Modified Points or Symptom Corrected
3.0.1	*Additional functions:* *- Display Contact names during a meeting* *You can choose whether to display the contact names during a meeting* *When you use this feature, your Contact names are displayed in the screens of all meeting participants.* *- Limited bandwidth* *To accommodate the needs of your network environment, you can reduce the network bandwidth used during a meeting. From this version, the maximum level of bandwidth for DOWN (receive) is less than 300 kbps.* *- PC Document Share* *The following features can be enabled and disabled while the screen is being shared:* *Full Screen: Displays the entire screen.* *Active Window: Displays only the window selected.* *- Increased capacity of Contacts list* *The Contacts list can now hold up to 200 entries.*

2.3.1	*Additional functions:*
	- Contact List sorting
	   The Contact List can be sorted by "Status" or "Name".
	- Port Setting (Communication with port of TCP443)
	   If the UDP port cannot be used for communication due to problems with the network environment you are using, you can use the TCP port (443) instead.
	   *: This feature does not work when connecting to a proxy server.
	- Software keyboard
	   The keyboard can be moved along the horizontal axis (L/R) with respect the screen.
	- Improved log upload
	   The size of the following log files was increased five-fold.
	   - network_status.log
	   - videoClient.log
	Symptom corrected:
	- Volume level is displayed in linear form while being adjusted.

2.2.1	Additional functions: - Bandwidth Settings This feature was added to the Menu list as "Video Meeting Detailed Config", and allows you to limit the network bandwidth used during a meeting. To accommodate the needs of your network environment, you can reduce the network bandwidth used during a meeting. When limiting the network bandwidth, the maximum level of bandwidth for UP (send) is less than 300 kbps.

Model: **MD-A1b(P3000)**	Date: 06-Mar-12	No.: RE0A0001g

2.1.1	Additional functions:
	- Video Connection Check
	      This feature was added to the Menu list as "Connection Check", and allows the user to do a connection check without having to use any other device. Only the video connection is checked; audio is not checked.
	
	- Multi-point private meeting (PIN code)
	      Multiple contacts can participate in a private meeting, and users can connect to the meeting by selecting the contact from the Contact List.
	      Note:
	    - This change is a functional upgrade of the feature introduced in v2.0.3 for connecting to private meetings.
	    - The meeting code must be shared along all planned participants in advance.
	    - If a meeting participant is still using v2.0.3, the private meeting can only be held peer-to-peer.
	
	- Speaker volume level indicator
	      The volume level is displayed as the user adjusts the volume, and the mute icon is displayed while the microphone is on mute.
	      Note: This feature does not work when an external microphone/speaker unit is used.
	
	- Immediate detection/activation of external microphone
	      An external microphone can be connected and activated immediately while a videoconference is in progress.
	      Note: Previously, the user had to connect the microphone before starting a conference, or stop the conference in progress.
	
	Symptom corrected:
	- Cannot configure network settings for SSID search.

2.0.2
2.0.3
	Additional functions:
	- New user interface.
	- Supports Private Meetings, which allows two users to hold a one-on-one conference.
	- Supports the Checking the News feature, which allows users to receive the latest notifications on firmware updates and maintenance, and other important information.
	
	Other:
	- Improved network configuration.
	   Five profiles can be saved for each network (wired and wireless).
	   User can switch wired and wireless network without reboot.
	- Changed to the QWERTY keyboard.
	
	Note: For more details on this change, refer the user manuals.

Reissued:2-Jul-13

Model: **MD-A1b(P3000)**	Date: 06-Mar-12	No.: RE0A0001g

1.3.1	<u>Symptom corrected:</u> Several minor bugs were fixed. <u>Additional functions:</u> Supports connection to newly established Data Center (North America).
1.2.2	<u>Symptom Corrected</u>: - A DNS time-out occurs (improvement) - The volume is lowered when the external microphone speaker is used -Cursor indicator disappear when initial set-up Note: See RTB#RE0A0002 <u>Additional functions</u>: - A feature was added that automatically resumes a failed firmware update from the point at which it failed (not from the beginning). Note: See RTB# RE0A0003.
1.2.1	<u>Additional function</u> - Bandwidth indicator function - Device embedded network diagnosis function - Log upload function <u>Support</u> - PC screen share driver supports 64 bit OS
1.1.2	Initial release

NOTE
*: Ver.2.0.4 is specially developed to enable one time update from Ver.2.0.4 to Ver.3.0.1.

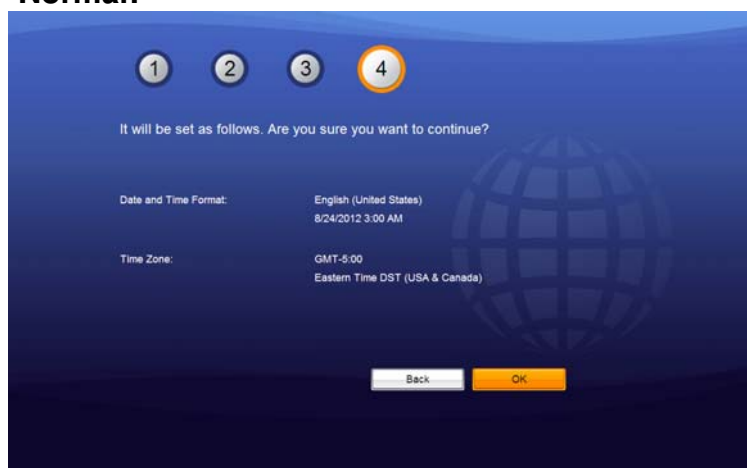| Model: MD-A1b	Date: 06-Mar-12	No.: RE0A0002

Subject: Cursor Indicator Disappear when initial set-up		Prepared by: Shingo Ishizu
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.		
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

Note: The following symptom was reported in the Japan domestic market.
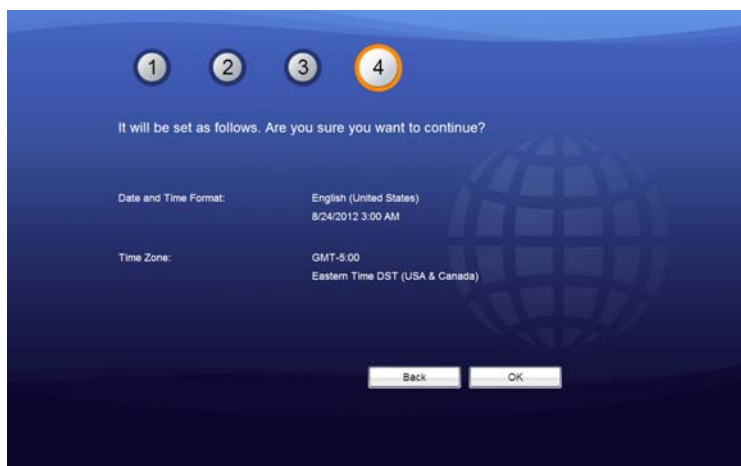
SYMPTOM

The cursor disappears when the "up" arrow (▲) is pressed during the initial set-up.

Normal:

After the (▲) key is pressed:

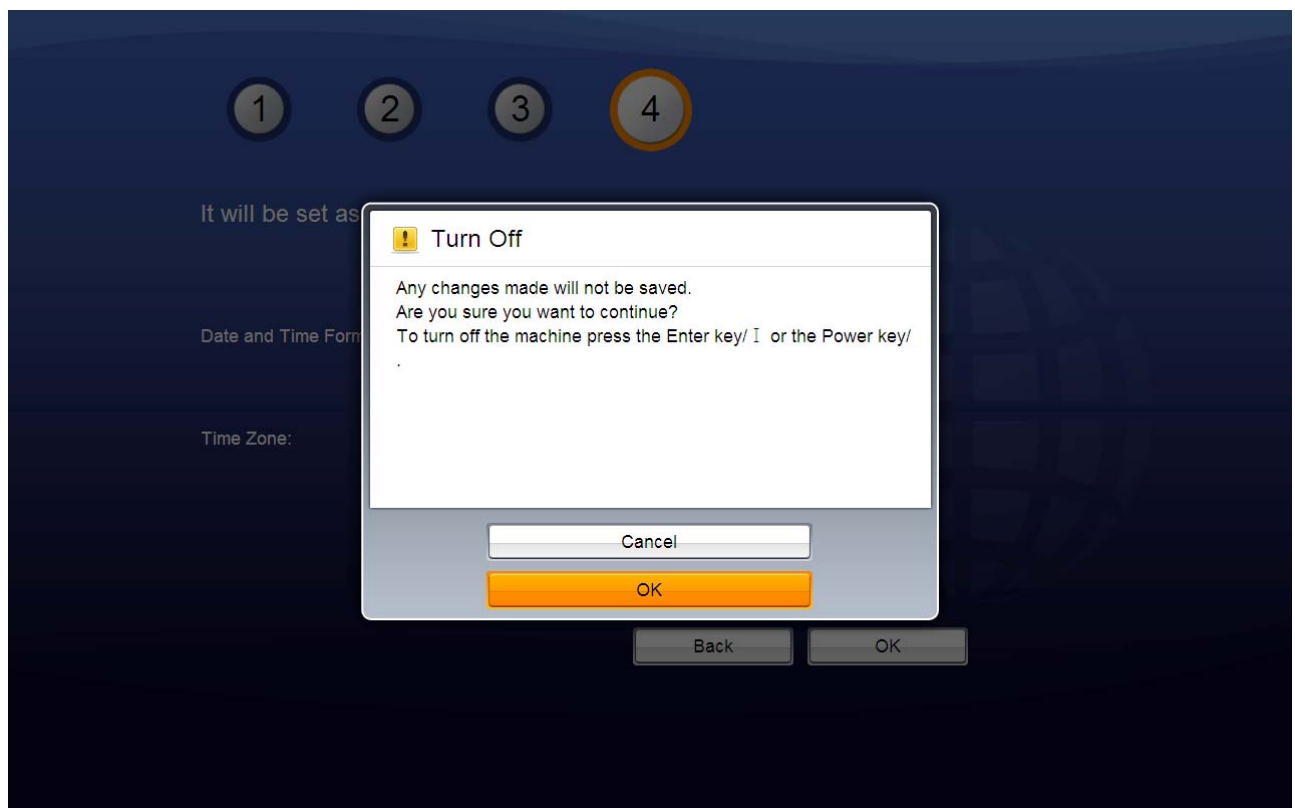| Model: MD-A1b	Date: 06-Mar-12	No.: RE0A0002

CAUSE
Software bug

SOLUTION
Temporary:
Turn the machine OFF/ON, and then do the initial set-up again.

Permanent:
The firmware will be modified and then released in March 2012.

Reissued:12-Jun-12

Model: MD-A1b	Date: 06-Mar-12	No.: RE0A0003a

RTB Reissue

The items in **bold italics** were corrected or added.

Subject: *Firmware Update Failure*	Prepared by: Shingo Ishizu	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.		
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

Note: This RTB was issued as troubleshooting information about a symptom reported on the domestic model in Japan.

SYMPTOM

Firmware update failure

CAUSE

The bandwidth of the customer's network is narrow and unstable.

SOLUTION

Update the firmware in another network environment, where the bandwidth is broader and more stable.

For example, bring the customer's MD-A1b to your office, perform the update there, and then return the MD-A1b to the customer.

> **Note:** The firmware will be modified to avoid this symptom, and is planned for a March 2012 release.

RICOH

Technical Bulletin

PAGE: 1/2

Model: MD-A1b(P3000)	Date: 31-May-12	No.: RE0A0004

Subject: How to determine the cause when repairing		Prepared by: S. Ishizu
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.		

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

This is how to determine the cause when repairing.

No.1

Symptom	Action
Microphone does not work	1. It is possible that the customer has inadvertently activated the microphone mute feature. Try performing a conference at the repair depot and check whether the microphone is actually picking up sound. 2. If the symptom is duplicated, it is possible that the microphone mute LED is broken. Confirm whether this LED lights when the main power is turned ON (since all LEDs should light at this time). 3. If the microphone mute LED does light, check to see it the microphone hole is covered by the rubber lining that is normally attached around it. 4. If the microphone hole is not covered, replace the microphone. 5. If the symptom still occurs after replacing the microphone, replace the audio board. 6. If the symptom still occurs, the machine cannot be repaired.
Cause 1. Microphone is defective 2. Audio board is defective 3. Main board is defective	

No.2

Symptom	Action
Video is not displayed	1. Replace the camera assembly, connect the device to the network, and then turn the device main power ON. 2. In the Contacts screen, check whether video can be displayed. 3. If the symptom still occurs, the machine cannot be repaired.
Cause Camera assembly is defective	

No.3

Symptom	Action
No sound	1. Replace the audio board. 2. If the symptom still occurs, replace the speaker.
Cause 1. Audio board is defective 2. Speaker is defective	

RICOH

Model: MD-A1b(P3000)	Date: 31-May-12	No.: RE0A0004

No.4	
Symptom	**Action**
The PC Screen Share drive is not displayed	1. Boot up the device and check whether the PC Screen Share drive is displayed in the Contacts screen.
Cause	
Main board is defective	2. If the symptom still occurs, the machine cannot be repaired.

No.5	
Symptom	**Action**
"An error occurred during warm-up" is displayed	1. Replace the audio board, connect the device to the network, and then turn the device main power ON.
Cause	
1. Audio board is defective 2. Wireless LAN PCB, antenna harness, and/or a antenna is defective 3. Main board is defective	2. If the symptom still occurs, replace the Wireless LAN PCB, antenna harness, and antenna. 3. If the symptom still occurs, the machine cannot be repaired.

No.6	
Symptom	**Action**
One of the buttons does not work	1. Check the buttons and replace any that are damaged.
Cause	2. If the symptom still occurs, replace the audio board.
Audio board is defective	3. If the symptom still occurs, the machine cannot be repaired.

RICOH

Technical **B**ulletin

Model: MD-A1b(P3000)	Date: 20-May-15	No.: RE0A0005

Subject: Parts Catalog Correction	Prepared by: Y. Hayashi
From: VC Products Support Sec., Solution Support Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Change/**Reason**: These parts were missing from the Parts Catalog.

Model	Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
MD-A1b		**RD010019**	(NA):AC CODE:1.2M	1		6		
MD-A1b		**RD010020**	(EU):AC CODE:1.2M	1		6		