RICOH

Technical Bulletin

Model: Russian-C2	Date: 24-Oct-01	No.: RB022001

Subject: The fax function does not work	Prepared by: S. Tomoe
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 fax option type 1027 does not function if it is the only option installed on the mainframes listed below (Aug/Sept '01). It will function normally on these machines when either the 32MB or 64MB copier memory option is installed.

When only this fax option is installed on the machines listed below, please perform either of the following:

1   Update the GW controller firmware to ver.4.15 or later, **or:**

2   Install the 32MB or 64MB copier memory option.

Version 4.15 has been applied from Oct '01 production.

Machines for above action (only in cases where needed):
The following are from September '01 production, except for the one group labeled from August production.

B022-17: J0110900001 - J0110902945
B022-22: J0110903071 - J0110903880
B022-24: L1161090001 - L1161090357
B022-26: 4M10910001 - 4M10910250
B022-27: J0110800001 - J0110801050 (August '01 production)
            J0110903881 - J0110904727
B027-17: J0210900001 - J0210901700
B027-22: J0210901701 - J0210901980
B027-24: L1171090001 - L1171090380
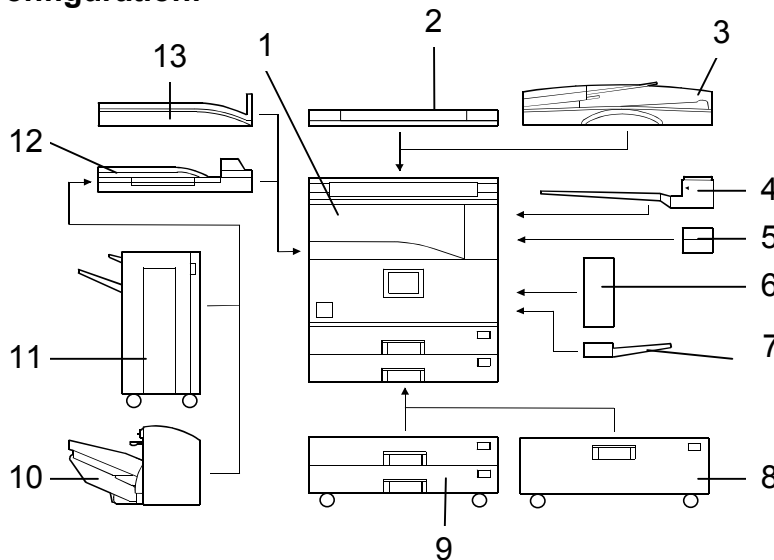B027-26: 4M20910001 - 4M20910300
B027-27: J0210901981 - J0210903332

Model: Russian-C2		Date: 26-Oct-01	No.: RB022002

Subject: Major differences between Russian-C1 and Russian-C2		Prepared by: S. Tomoe
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 RTB outlines the major differences between the Russian-C1 and Russian-C2.

Overview:

The R-C2 is intended as the successor model to the R-C1. The mechanical components and design of these two models are nearly identical. In addition, the electrical system of the R-C2 employs GW architecture.

Machine Configuration:

Version	Item	Machine Code	No.	Comments
Copier	Copier(R-C2a)	B022	1	
	Copier(R-C2b)	B027	1	
	ARDF	B386	3	New option
	Platen Cover	B406	2	Common with Kir-C
	Paper Tray Unit-2 tray	B390	9	*See Note 2*
	LCT	B391	8	*See Note 2*
	1-bin Tray	B413	4	Color change
	Shift Tray	B459	13	Color change
	Duplex Unit	B414	6	*See Note 2*
	By-pass Tray	B415	7	Color change
	Interchange Unit	B416	5	Color change
	Bridge Unit	B417	12	*See Note 2*
	1000-sheet finisher	B408	11	New option

Version	Item	Machine Code	No.	Comments
	500-sheet finisher	B442	10	Common with R-P2, Color change
	Key Counter Bracket	B452		Color change
Fax	Fax Unit	B418		
	JBIG	A892		Common with Stinger-C
	G3 interface unit	B448		
	G4 kit	B449		
	Hand set	B433		Color change
Printer/ Scanner	Printer unit	B461		
	Printer & Scanner unit	B453		
	HDD	B420		
	PS3	B462		
	User Account Enhance	B443		Common with A-C2
	NIB	G335		
	IEEE 1394	G590		Common with A-C2
	Memory – 32MB	G578		Common with A-C2
	Memory – 64MB	G579		Common with A-C2

Note:

1) The R-C2 has a new exterior color (same as A-C2).

2) The Drive Motor and Control Board for these peripherals have been changed so that the peripherals can be installed on the high cpm machine (R-C2c).

Model: Russian-C2	Date: 26-Oct-01	No.: RB022002

Mainframe: R-C1 vs. R-C2

Unit	Item	Details
Exterior	The color has been changed	
Operation panel	LCD size has been expanded	Same size as the A-C2.
Drive section	Fusing drive solenoid has been added.	To reduce warm-up time, this solenoid disengages the drive to the fusing unit during warm-up.
Electrical component	The PCB layout has been changed	The R-C2 uses GW architecture.
Scanner	The CCD has been changed	The mechanical layout of the scanner unit has been modified to accommodate this change.
Image processing	SP mode adjustments	Some SP adjustments have been deleted, some added, and others combined.
Laser exposure	The LD driver board has been changed	This board is designed to be used in the high cpm machine (R-C2c).
Paper Feed	Special paper lever deleted	The control for this function has been changed over to a software switch (op. panel).
Fusing Unit	New design to meet ZESM standards	• Thin hot roller • 2 fusing lamps • 4 thermostats • 2 thermistors • The fusing temperature control and Energy Saver function are very similar to those of the A-C2.
PCU	New developer and new toner are used to meet ZESM standards	• The ID sensor pattern creation time has been changed so that it is performed at power-on and at a specified interval (# copies). • Toner density control is the same as for the R-C1. • The cleaning pad for the charge roller has been changed to a brush roller type.

Fax option: R-C2 vs. A-C2

The fax options are very similar. However, the following differences exist because of the GW architecture used in the R-C2:

- Installable units:
  R-C2: 1 SG3 and 1 SiG4 (simultaneously).
  A-C2: 2 SG3, **or** 1 SG3 and 1 SiG4 (simultaneously).
- Default unit for scanning resolution:
  R-C2: Inches
  A-C2: mm

Printer option: R-C2 vs. A-C2

As with the fax, the printer options are very similar. However, the following differences exist because of the GW architecture used in the R-C2:

- The RPCS driver for the R-C2 -
The Overlay feature will soon be added to the Edit tab (per field requests).
The HDD for the R-C2 is an option, but is required to use the following features with the printer. (Note that these features are always available with the A-C2, since the HDD comes standard).

1. Sample Print
2. Locked Print
3. Document Server
4. Macro/Font Download
5. Rotate Sort

Scanner option: . **R-C2 vs. A-C2**

1. HDD (A-C2: standard, R-C2: option):
   Net file applications can be used with the R-C2 even if the HDD is not installed.
   However, they cannot with the A-C2.

2. Scanning Memory:
   The total scanning memory on the R-C2 is less than on the A-C2, so there are greater limitations with respect to the maximum scannable size for each dpi setting.

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Technical Bulletin

Model: Russian-C2	Date: 30-Oct-01	No.: RB022003

Subject: Software Relese Information (FAX)	Prepared by: K. Moriizumi
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 release information for the Fax Service Card.

Fax Service Card for NA Models

Version	Program No.	C. SUM	Effective Date
2.00	B0275441	D2F6	October 2001 prod.

Contents

Version	Programs/Versions					
	Fax Application		FCU		Delivery Module	
2.00	5.08.00	B4185592B	07.00.02	B0285771D	2.05	B4185588A

System Service Card for EU/Asia Models

Version	Program No.	C. SUM	Effective Date
2.00	B0275442	D22E	October 2001 prod.

Contents

Version	Programs/Versions					
	FAX Application		FCU		Delivery Module	
2.00	5.08.00	B4185592B	07.00.02	B0285772D	2.05	B4185588A

FCU

Version	Title	Symptom Corrected
05.03.00		1st mass production
06.00.01	PABX access	Even if the prefix number access mode (Loop start) is selected in PABX mode, the machine will always select Ground Start mode. As a result, the prefix number is not sent out to the telephone line.
	Print label insertion list	When the label insertion list is printed, characters containing umlauts come out scrambled.
07.00.02	Connecting with eCabinet	Modified to enable connection with eCabinet.
	Error report cannot be printed out	When 9 or more error codes are registered in memory, the error report cannot be printed out.
	For China	China model program segment added.

Model: Russian-C2	Date: 30-Oct-01	No.: RB022003

Fax Application

Version	Title	Symptom Corrected
4.11		1st mass production
4.11.1	Subst. reception file cannot be printed out	Documents received using substitute reception are successfully stored into SAF memory. However, if the main controller goes into Energy Saver mode during reception, the files cannot be printed out later.
5.08.00	"No paper" display	When there is no paper in one of the trays (and the "No paper" alert function has been selected), the alert will disappear after the machine prints out one of the automatic reports.
	PC fax transmission is canceled	If a fax Tx job is sent from a PC while the machine is in Energy Saver Mode, the machine wakes up but the job is canceled.
	"No paper" LED	If there is no paper in the tray when the machine goes to print out an Auto Document, the "No paper" message is displayed and the No Paper LED is lit. However, the LED remains lit after pressing the OK button on the "No paper" display.
	After the interrupt copy mode	Fax transmission settings are cleared after using Interrupt Copy.
	RTI (Own Fax name)	The machine allows lower-case letters to be input for the RTI, even though the specifications prohibit this.
	The LED keeps blinking - PC Fax	When the page data for a PC fax job is exactly 64 kbytes, the data-in LED does not stop blinking and the page data is not stored in memory .
	User Tools key when the SC code is displayed	Even when an SC code is displayed, the user is able to use the Facsimile Features menu in the User Tools.
	Information Box	The fax freezes if an Information Box file is printed out while the door is open.
	Journal report	With Print per User Code for Journal, user names can only be printed out up to a maximum of 16 characters (the spec. is max. 20 characters).

Model: Russian-C2	Date: 12-Dec-01	No.: RB022007

Subject: Service Manual Correction (Fax Unit)	Prepared by: K.Moriizumi
From: Technical Service Dept., GTS Division	

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

Please add the following bit switch descriptions to you're R-C2 Fax Unit Service Manual (Machine Code: B418).

Add System Switch 04 Bits <u>5, 6 and 7</u> (pg. 3-12 Bit Switches).

System Switch 04		SP No. 1-101-005
No	**FUNCTION**	**COMMENTS**
0-2	Not used	Do not change the settings.
3	Printing dedicated tx parameters on Quick/Speed Dial Lists **0:** Disabled **1:** Enabled	**1:** Each Quick/Speed dial number on the list is printed with the dedicated tx parameters (10 bytes each). The first 10 bytes of data are the programmed dedicated tx parameters; 34 bytes of data are printed (the other 24 bytes have no use for service technicians).
4	Not used	Do not change the settings.
5	Memory file transfer operation **0:** Enabled **1:** Disabled	If the machine is unable to print fax messages due to a mechanical problem, set this bit to 0 to transfer all messages in memory (including confidential rx messages) to another terminal for printout. **Transfer procedure for key operators** 1. Press 'User Tools/Counter', then 'Facsimile Settings', and finally 'Key Operator Tools'. 2. Select 'Memory File Transfer' and specify a destination for the machine to transfer all the files. 3. Press 'Start'. Normally this should be reset to 1 after transfer, otherwise anyone who knows how to enter key-operator mode can transfer confidential files. However, the bit can be left at 0 if the customer's key-operators wish to transfer the files themselves (this machine does not support confidential rx).
6	G3 CSI/G4 Terminal ID programming **0:** Enabled **1:** Disabled	**0:** The CSI and Terminal ID must be set from: User Tools – Key Operator Tools – Program ISDN-G3 Line. **Note:** The Terminal ID can only be programmed if a Group 4 option is installed.

Model: Russian-C2	Date: 12-Dec-01	No.: RB022007

System Switch 04   **SP No. 1-101-005**

No	FUNCTION	COMMENTS
7	Telephone line type programming **0:** Enabled **1:** Disabled	**0:** Telephone line type selection (tone dial or pulse dial) must be set from: User Tools – Key Operator Tools – Select Dial/Push Phone.

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Technical Bulletin

Model: Russian-C2	Date: 17-Dec-01	No.: RB022008

Subject: Notice at installing the FAX and SG3 options	Prepared by: K.Moriizumi
From: Technical Service Dept., GTS Division	

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

When installing the fax option or SG3 option, please note the following:

Note (for Australia):
Unit must be connected to Telecommunication Network through a line cord which meets the requirements of ACA Technical Standard TS008.

Model: Russian-C2		Date: 11-Jun-02	No.: RB022014
Subject: Rear Cover		Prepared by: S. Tomoe	
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 ( )		

Symptom

A rib on the Rear Covers produced at the factory in Korea (for machine code: B022-57) contacts the FCU bracket and prevents the cover from being installed.
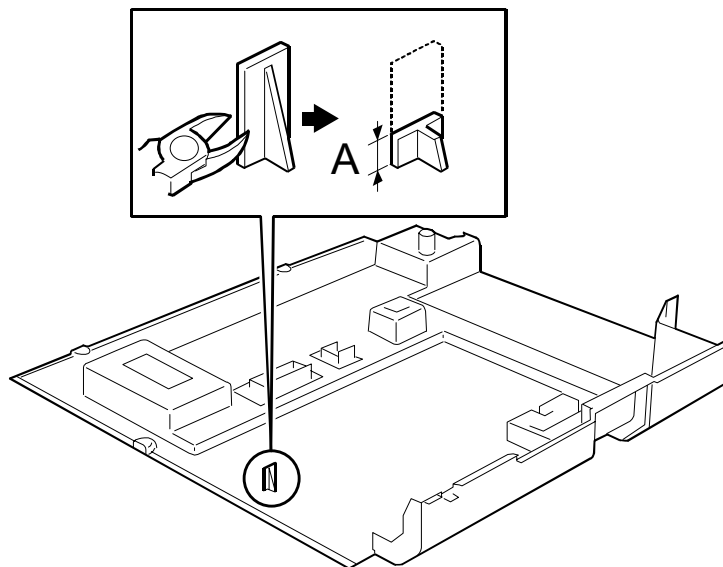**Note:** Service parts are unaffected, as they are produced in Japan.

Cause

The manufacturer had used the mold for the Russian-C1 to make the Rear Cover (which normally contains the rib).

Solution

Permanent: The manufacturer will ensure that the proper molds are used for both covers.

Action in the field: When installing the optional fax unit, please cut the rib off as shown in the illustration below.

A: 0 – 3 mm

RICOH

Model: Russian-C2	Date: 11-Jun-02	No.: RB022014

Cut-in machine serial numbers (B022-57):

Production month:	Serial number:
December, 2001	J0112400001 – J0112401600
January, 2002	J0121301601 – J0121304707
February, 2002	J0121400001 – J0121403071
March, 2002	J0121500001 – J0121501876
April, 2002	J0121600001 – J0121602141
May, 2002	J0121700001 – J0121701792, J0121701794 – J0121702598, J0121702600 – J0121702621, J0121702623 – J0121702656, J0121702661

Note: As stated above, this does not apply to service part covers, since they are produced at a different location (Japan).

Reissued: 25-Mar-03

Model: Russian-C2	Date: 30-Oct-01	No.: RB022003a

RTB Reissue

The items in bold italics have been added.

Subject: Software Relese Information (FAX)	Prepared by: K. Moriizumi
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 ( )		

This RTB has been issued to announce the firmware release information for the Fax Service Card.

Fax Service Card for NA Models

Version	Program No.	C. SUM	Effective Date
2.00	B0275441	D2F6	October 2001 prod.
2.01	B0275441A	276F	March 2002 prod.
2.03	**B0275441B**	**7B9D**	***August 2002 prod.***

Contents

Version	Programs/Versions					
	Fax Application		FCU		Delivery Module	
2.00	5.08.00	B4185592B	07.00.02	B0285771D	2.05	B4185588A
2.01	5.08.00	B4185592B	08.00.00	B0285771E	2.05	B4185588A
2.03	5.08.00	B4185592B	**09.00.00**	**B0285771F**	2.05	B4185588A

System Service Card for EU/Asia Models

Version	Program No.	C. SUM	Effective Date
2.00	B0275442	D22E	October 2001 prod.
2.01	B0275442A	CEFE	March 2002 prod.
2.03	**B0275442B**	**2C9B**	***August 2002 prod.***

Contents

Version	Programs/Versions					
	Fax Application		FCU		Delivery Module	
2.00	5.08.00	B4185592B	07.00.02	B0285772D	2.05	B4185588A
2.01	5.08.00	B4185592B	08.00.00	B0285772E	2.05	B4185588A
2.03	5.08.00	B4185592B	**09.00.00**	**B0285772F**	2.05	B4185588A

Reissued: 25-Mar-03

Model: Russian-C2	Date: 30-Oct-01	No.: RB022003a

FCU

Version	Title	Symptom Corrected
05.03.00		1st mass production
06.00.01	PABX access	Even if the prefix number access mode (Loop start) is selected in PABX mode, the machine will always select Grand Start mode. As a result, the prefix number is not sent out to the telephone line.
	Print label insertion list	When the label insertion list is printed, characters containing umlauts come out scrambled.
07.00.02	Connecting with eCabinet	Modified to enable connection with eCabinet.
	Error report cannot be printed out	When 9 or more error codes are registered in memory, the error report cannot be printed out.
	For China	< China model program segment added >.
08.00.00	Printing of the Memory Storage Report stopped	If the handset is picked up while the Memory Storage Report is being printed out, the job is stopped and cannot be resumed.
	Power Failure Report	When printing out the Power Failure Report onto 2 pages, and the machine runs out of paper before printing the second page, this page cannot be printed out even after reloading more paper into the machine.
	Signal level for the tone of the A.I. short protocol	This signal level was set about 1dBm too high, and has been corrected.
	Bit Switch default values	The default values of Bit Sw SYS04 (SP 1-101-005) bits 6 and 7 for Czech/Poland/Hungary have been changed to conform with PTT requirements. Bit 6: G3 CSI/G4 Terminal ID programming Bit 7: Telephone line type programming
	Communication LED	The Communication LED remains lit even when the telephone line is disconnected.
09.00.00	*Group destination from LAN Fax driver*	*Group addresses from the LAN Fax driver cannot be used for memory broadcasting.*
	On-hook function	*Memory transmission not possible after operator repeatedly performs on-hook dial → destination input → on-hook cancel.*
	Unlimited number of memory transmission files from LAN Fax Driver	*Specification change: The number of files that can be sent from the LAN Fax driver for memory transmission has been changed from 64 → unlimited.*
	For Korea	*Communication fails even when the country code is set to Korea.*

RICOH　Technical Bulletin

Reissued: 25-Mar-03

Model: Russian-C2	Date: 30-Oct-01	No.: RB022003a

Fax Application

Version	Title	Symptom Corrected
4.11		1st mass production
4.11.1	Subst. reception file cannot be printed out	Documents received in substitute reception are successfully stored into SAF memory, however if the main controller goes into Energy Saver mode during reception, the files cannot be printed out later.
5.08.00	"No paper" display	When there is no paper in one of the trays (and the "No paper" alert function has been selected), the alert will disappear after the machine prints out one of the automatic reports.
	PC Fax transmission is canceled	If a fax Tx job is sent from a PC while the machine is in Energy Saver Mode, the machine wakes up but the job is canceled.
	"No paper" LED	If there is no paper in the tray when the machine goes to print out an Auto Document, the "No paper" message is displayed and the No Paper LED is lit. However, the LED remains lit after pressing the OK button on the "No paper" display.
	After the interrupt copy mode	Fax transmission settings are cleared after using Interrupt Copy.
	RTI (Own Fax name)	The machine allows lower-case letters to be input for the RTI, even though specification prohibits this.
	The LED keeps blinking - PC Fax	When the page data for a PC Fax job is exactly 64 Kbytes, the data-in LED does not stop blinking and the page data is not stored in memory .
	User Tools key when the SC code is displayed	Even when an SC code is displayed, the user is able to use the Facsimile Features menu in User Tools.
	Information Box	The Fax freezes if an Information Box file is printed out while the door is open.
	Journal report	With Print per User Code for Journal, user names can only be printed out up to a maximum of 16 characters (spec. is max. 20 characters).

Model: Russian-C2	Date: 2-Apr-04	No.: RB022029

Subject: System Switch 1E-4	Prepared by: Y. Ohtani
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 ( )		

Please apply the following description revision to your Russian-C2 Fax Service Manuals.

Pg. 3-18

System Switch 1E		**SP No.1-101-031**
No	**FUNCTION**	**COMMENTS**
4	This switch allows or prohibits all fax reception when Authorized Reception is enabled and no RTI/CSIs have been programmed. **0: All fax reception is enabled** 1: All fax reception is disabled	This switch is only effective when Authorized Reception is enabled and there are no RTI/CSIs programmed. Under these two conditions: The default setting of "0" allows the machine to receive all incoming faxes. This is useful in cases where the customer has mistakenly enabled Authorized Reception with no RTI/CSIs programmed. Setting this switch to "1" will cause the machine to reject all incoming transmissions.