

Model: SP3		Date: 31-Oct-97	No: 4
Subject: Controller Board ROM Modification		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

This bulletin describes the software modifications for the printer controller board.

The new software version has been included in the controller board from October production.

Category	Problem	Countermeasure
Scanner Option	When there is an original in the ADF and no paper on the exposure glass, if the user scans the original using the flat-bed original mode from the PC, the controller may hang up.	Modified software
Scanner Option	Whenever the power is on, the controller board sometimes performs a SCSI Bus reset.	Modified software
Scanner Option	When scanning using 256 gray scales, 300dpi, and the maximum scanning area, the controller cannot scan the image and a time out error occurs.	Modified software
New PCL Printer Driver (Software 2000)	Using the new PCL printer driver (by Software 2000), if a different paper tray is selected for the first page with this printer driver, the first page cannot be stapled together with the following pages	Modified software

Important: This modification is required if the scanner option is installed.
 Before the scanner option is installed, check the software version of the controller board.
 If it is ver. 2.29 or earlier, replace the controller software.

NOTE: Note that the software version used on the production line skipped from ver. 2.27 to 2.30.

Controller Board Part Number and Software Version:

Product Code	Controller Board	Software Version
A649-00	A6495100Q	ver. 2.30

RTB Correction

Reissue date: **31-Jan-98**

The items in bold italics have been added.

Model: SP3		Date: 15-Jan-98	No: 5
Subject: Controller Error		Prepared by: E.Fukuyama	
From: QAC Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

A controller error was displayed due to a poor connection of the harness between the controller board and the hard disk.

Problem

LEDs D2, 3, 5, and 6 ***or the LED D6*** on the controller board were lit and a controller error was displayed on the operation panel.

Cause

Due to a poor connection of the harness between the controller board and the hard disk, the hard disk test cannot be executed.

Action

1. Check to see if the connector pins on the hard disk or the connector board are deformed.
If the pins are deformed, fix them if possible. Replace them if they cannot be fixed.
2. Check to see if there is any foreign material on the connector. If so, please remove it.
3. Reset the harness.
When inserting the harness into the connector, enough force should be applied to ensure that it is completely plugged in.

Model: SP3		Date: 15-Mar-98	No: 7
Subject: Software Upgrade Procedure Revision		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This bulletin describes the revision of the upgrade procedure for the SP3 printer controller software.

If the SP3 printer controller software must be upgraded in the field, please use the following procedure. New upgrade program files (SCOPY.BAT, FCOPY.EXE and TIMER.EXE) will be use to upgrade the new system software.

Please modify the section "Download New System Software" (from page 4-4) of the technical manual for the Printer/Scanner Controller Options.

— — — — — *Technical Manual for the Printer /Scanner Controller* — — — — —

2.3 DOWNLOAD NEW SYSTEM SOFTWARE

Download New System Software is used to update the controller system software from a personal computer through a parallel cable.

Preparation

- Provide a DOS based computer with a parallel port (LPT1 is used by default)
NOTE: MS-DOS or PC-DOS is required on the PC.
- Provide a standard parallel cable to connect the computer to the SP3.
- Provide new system software to download from the computer
- Provide the SCOPY programs under one directory (command files and BAT file).

i.e.

```
C:\SCOPY(directory)\SCOPY.BAT
                      FCOPY.EXE
                      TIMER.EXE
```

All these three files are required to download the system software.

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2.3.2 HOW TO DOWNLOAD NEW SYSTEM SOFTWARE

NOTE: Before doing this, remove all printer/network cables from the SP3.

1. Check that the parallel cable is properly connected to the downloading computer.
2. Turn on the SP3, then turn on the computer.
3. Copy the new system software file to the computer's hard disk.
4. Check the location of the SCOPY program files (BAT file and EXE files) on the computer.
5. Check the printer port to which the parallel cable is connected (LPT1).
6. After the DOS prompt appears, change to the directory that contains the SCOPY program files,
7. On the SP3, enter the Maintenance Menu through the control panel.
Refer to the "How to enter the Maintenance Menu" section.
8. On the SP3, press the "Execute" button in the "Download new system software" screen. The control panel displays the following message:
"Are you sure you want to Download New System Software?"
If the computer is ready to upload the software, press the "Yes" button.
9. On the computer, type the following at the DOS prompt in the directory where SCOPY.BAT is.
SCOPY (space)File name(space)

Example:

c:\SCOPY\SCOPY s201r.img LPT1

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10. Press the "Enter" key on the computer

- The SP3 control panel displays the following message during software downloading.
"Downloading New System Software"
The computer displays the following:
[e.g.]
c:\SCOPY\SCOPY 201r.img
Start to downloading...
Please confirm on control panel if download is completed successfully.

⚠ CAUTION

Do not press any key or turn off the machine before confirming on the SP3 control panel that the software download was successful (i.e., until the following message is displayed).

Within approximately 2 minutes, the displayed message will be changed to the following message on the SP3 control panel automatically.

"System Flash Download is successful Power machine off and then on to restart."

NOTE: Depending on the PC configuration, the time to complete downloading software may differ.

11. After confirming a successful download, turn off and restart the machine.

12. Print out the Print Self Test to check the software version. (Refer to the Checking the Connections Section.)

NOTE: If the job cannot be completed, it may be necessary to change the LPT configuration.

Model: SP3		Date: 15-Mar-98	No: 8
Subject: Controller Software Modification		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This bulletin describes the software modifications for the printer controller board.

The new software version has been included in the controller board from February production.

Category	Problem	Countermeasure
Scanner Option	When the NIC is installed, if the user scans an original using the grey-scale mode from the PC, the controller may hang up.	Modified software

Controller Board Part Number and Software Version:

Product Code	Controller Board	Software Version
A649-00	A6495100R	ver. 2.31

Model: NIC Option for SP3		Date: 15-Mar-98	No: 9
Subject: The floppy disk cannot be read		Prepared by: K.Ugaeri	
From: QAC Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

Floppy disk for DOS cannot be read.

CAUSE

Some DOS floppy disks have been copied from the floppy disk for Unix.

SOLUTION

A. Stocked NIC board in the warehouse

Please replace the floppy disks in the carton box.

B. In the field

If you have this problem in the field, please replace the floppy disk.

* Regarding the new floppy disk kits, for the replacement please contact the Ricoh sales company.

Model: PS2 OPTION for SP3 (A650-00)		Date: 15-Mar-98	No: 10
Subject: No recognition & No reprogrammable		Prepared by: K.Ugaeri	
From: QAC Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

The PS2 OPTION for SP3 (A650-00) has the following two faults.

SYMPTOMS

1. At installation, the PS2 board cannot be recognized.
2. New PS software cannot be reprogrammed into the PS2 board, because it is not possible to erase the programmed software before reprogramming it.

CAUSES

1. The program in some PS2 options was damaged due to noise on the cable between the PC and the checker in the factory which downloads the software.
2. The PS2 option uses flash ROMs from two vendors (Fujitsu and AMD). The AMD chips were used for the December production in 1997 and January production in 1998. These chips cannot be erased before programming new software.

ACTION REQUIRED

- A. Stocked PS2 options in the warehouse
Please replace them with new ones and send back the old ones.
- B. PS2 options in the field
 1. When the PS2 board cannot be recognized after installing it, please replace it with a new one.
(Note) Before replacing it, please reinstall again and confirm that it can be recognized.
 2. Please replace all boards with the lot no. of 7Zxxx and 81xxx with new ones.
The lot no. is shown on the carton or on the label on the board as shown below.

