

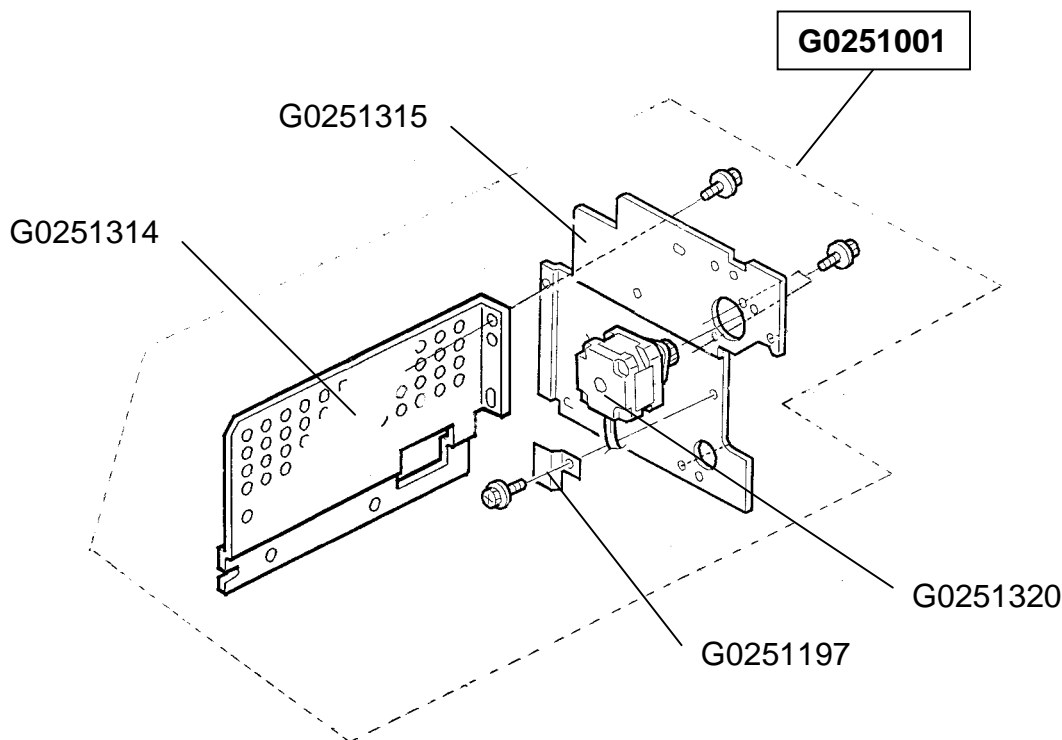
Model: GF10		Date: 15-Dec-98	No: 1
Subject: Part number for the main motor		Prepared by: K.Takagi	
From: GTSS Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> 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 ()		

The service parts composition for the main motor has been changed as follows, because the manufacturer cannot supply the motor unit separately.

 SPC can take orders only for part number **G0251001**, so the part number of **G0251320** will not be used for orders.

Old		New	
Part Number for Orders	Composition	Part Number for Orders	Composition
G0251320 (Main Motor – DC24V 0.7A)	G0251320	G0251001 (Motor Assy)	G0251320 G0251314 G0251315 G0251197

Part composition for G0251001



Model: GF10		Date: 15-Feb-99	No.: 2
Subject: Service Manual Correction		Prepared by: K. Takagi	
From: GTSS Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" 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 firmware recovery procedure should be added to the service manual in section 6.

Use this procedure if a firmware upgrade procedure failed.

Refer to the attached pages.

Model: GF10	Date: 15-Feb-99	No.: 2
-------------	-----------------	--------

Firmware Recovery

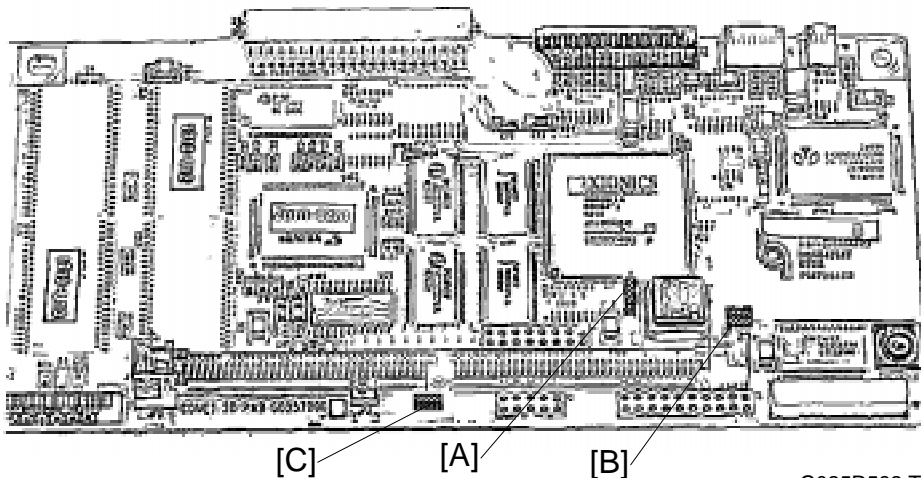
Tools:

Personal computer with Windows 95 installed.
WinRICOHE

Procedure:

CAUTION: Do not turn off the power while "Please wait" or "Registered" is displayed.

1. Turn off the main switch and then remove the SIMM from the control board.
2. Short JP4 [A], JP7 [B] and JP2 [C] on the control board.



G025R582.TIF

3. Reinstall the SIMM on the control board.
4. Turn on the main switch.
After turning on the switch, wait more than 5 seconds.
5. Start up WinRICOHE on the personal computer and click "Select Prn Files" [D] on the display.



Model: GF10

Date: 15-Feb-99

No.: 2

6. Select "Comet Firm Files" [E] from the file types and remove the checkmark next to "Interval" [F].
7. Open the folder that contains the new firmware file.
8. Select the recovery file [G].
9. Click "Start" [H].

After clicking "Start", the Start key changes to a counter and counts up as the firmware is recovered. (This takes about 1 minute.)



10. After the counter changes back to "Start", wait more than 15 seconds. Then turn off the main switch.
11. Return JP2 to the open condition.
12. Turn on the main switch.
13. Execute Firmware Updating again (Replacement and Adjustment – Adjustment – Firmware Updating).

Model: G Series, Schmidt Series		Date: 30-Jun-99	No.: RFMLU009
Subject: Vertical gray band		Prepared by: Y. Okunishi	
From: Technical Service Dept., GTS Division			
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 ()		

Symptom

Vertical gray band along the left edge of the printout.

Cause

Part of the development roller surface in the AIO becomes damaged due to overuse.

Action taken

Replace the AIO.

Note

The maximum copy volumes of the G series and Schmidt 3 are 1500 and 2000 prints / month respectively.

This symptom may occur if the customer exceeds these limits.

RC	REBV	ASIA	
*	*	*	

Model: GF-10		Date: 15-Jul-99	No.: RG025003
Subject: Operation Panel		Prepared by: K. Moriizumi	
From: Technical Service Dept., GTS Division			
Classification:	<input 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

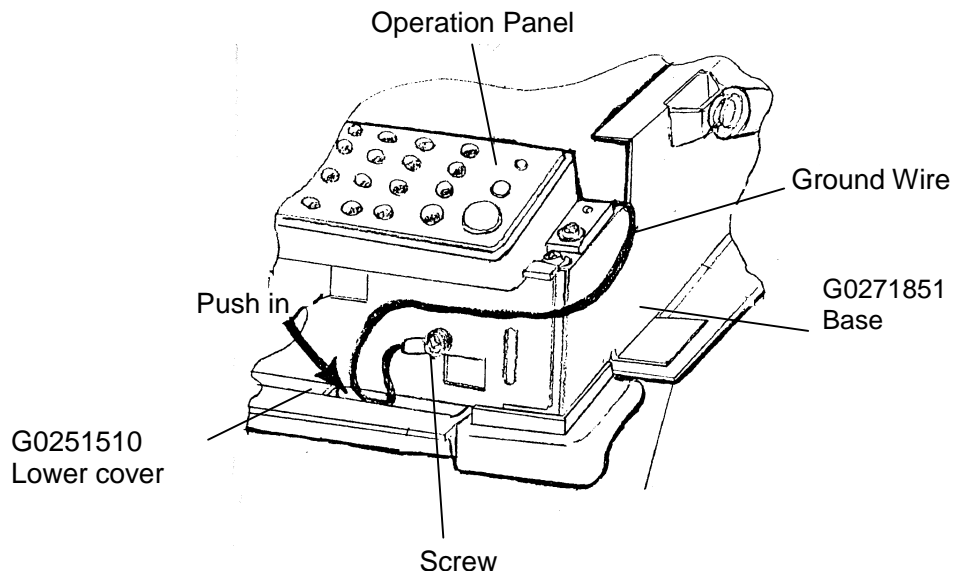
The ground wire of the operation panel has been extended so that it can be wrapped around the noise filter. This RTB shows how to attach the new operation panel.

SOLUTION

- GF10-1/2 -

The noise filter does not need to be attached to GF10-1/2 models. Due to the ground wire being relatively long, please follow the procedure described below to prevent the ground wire from getting caught between covers.

1. Attach the ground wire of the operation panel to the base of the scanner unit with one screw.
2. Push the loose wire into the gap between the base and lower cover (of the scanner unit).



Model: GF-10

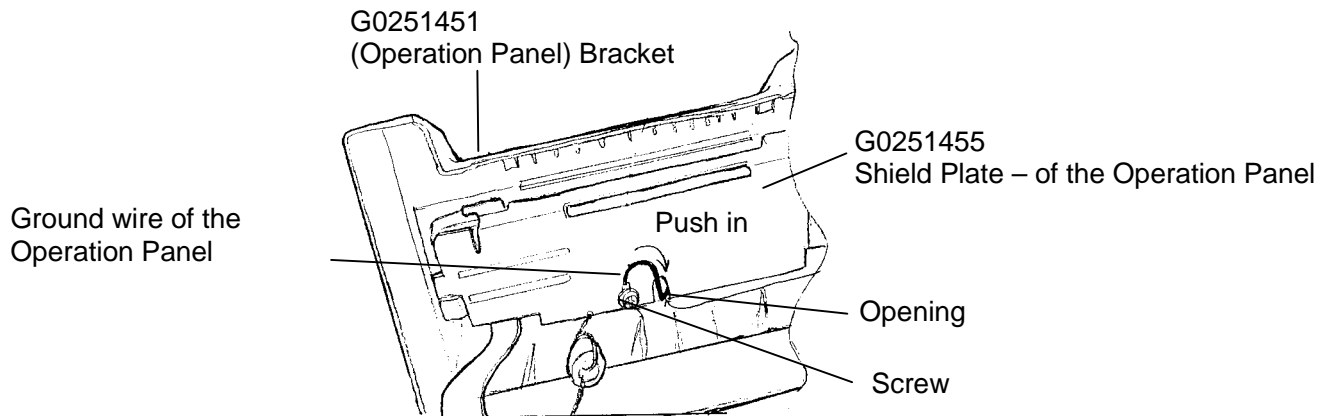
Date: 15-Jul-99

No.: RG025003

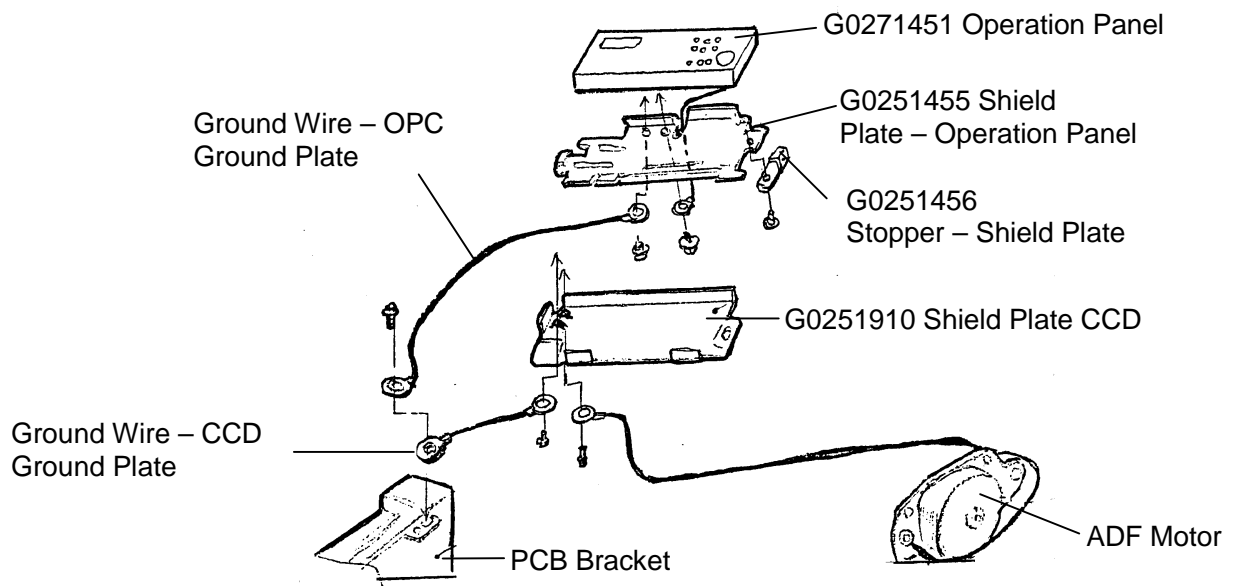
- GS10 -

The noise filter does not need to be attached to GS10 models. Due to the ground wire being relatively long, please follow the procedure described below to prevent the ground wire from touching the ADF unit.

1. Attach the ground wire of the operation panel to the operation panel bracket.
2. Push the loose wire into the opening in the bracket.



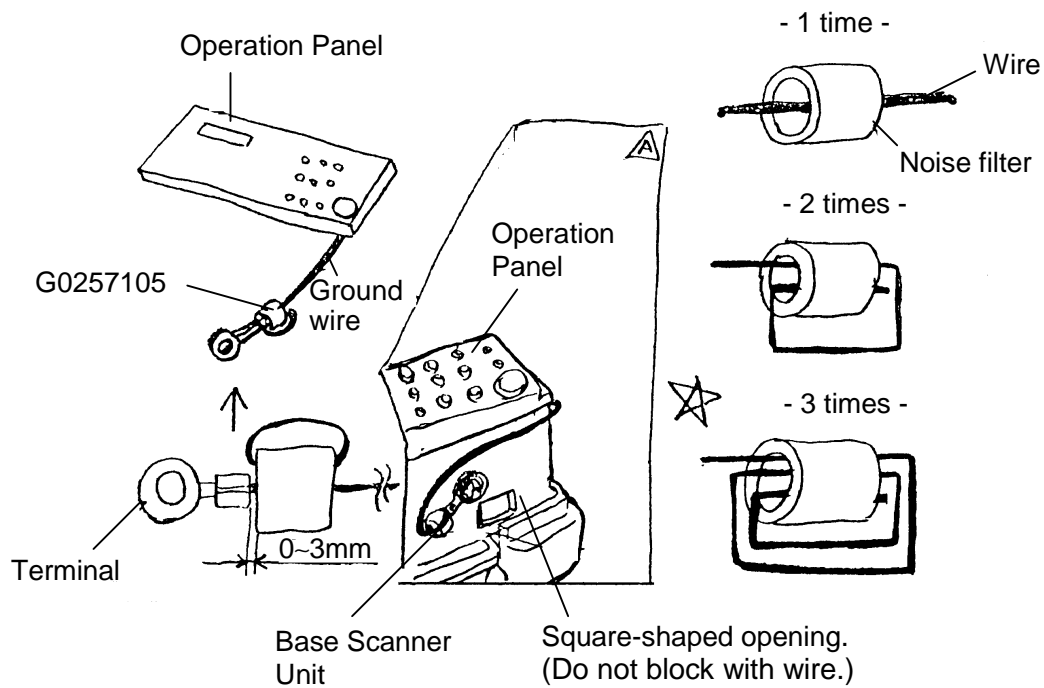
For reference: Assembly of ground wires



Model: GF-10	Date: 15-Jul-99	No.: RG025003
--------------	-----------------	---------------

- GF10-1S/2S, GF10-Better -

1. Wrap the ground wire around the noise filter 3 times. Be sure to position the noise filter at the end of wire (within 3 mm of the terminal).
2. Attach the wire to the base of the scanner unit. When attaching the wire, avoid blocking the square-shaped opening in the scanner unit base with the ground wire.



Model: GF10		Date: 15-Aug-99	No.: RG025004
Subject: Symbol Set		Prepared by: K. Moriizumi	
From: Technical Service Dept., GTS Division			
Classification:	<input 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

How to change the symbol set by using PCL commands.

1. Please copy the following files to your PC:

Text.txt
 Chgsym.prn
 Defsym.prn

2. Shut down Windows 95, then reboot your PC to the original MS-DOS.
 (Press the F8 key of your PC and select "Previous version of MS-DOS before starting Windows 95. Do not use the DOS window or the MS-DOS mode in Windows 95.)

3. Type the following command at the DOS prompt:

```
C:\>print text.txt
```

The text will be printed out using the ROMAN8 character set, as this is the default.

4. Next, type the following commands.

```
C:\>copy /b chgsym.prn lpt1:
C:\>print text.txt
```

At this time, the characters are printed as the VNMATH symbol set. Even if the power is turned off and on, the machine maintains this setting.

Model: GF10

Date: 15-Aug-99

No.: RG025004

5. Execute the following commands if you wish to change the symbol set back to ROMAN8 (default setting).

```
C:\>copy /b defsym.prn lpt1:
```

6. If you edit the chgsym.prn file, you can use a symbol set from the list on the next page:

```
C:\>e chgsym.prn or C:\>edit chgsym.prn
```

(Please use either DOS command depending on your DOS version.)

Change 'VNMATH' (the symbol set name) on the end of the first line to any symbol set name you like included in the following table. Type the symbol set name in capital letters.

For example, to change to the ISOL1 symbol set:

```
-----  
%-12345X@PJL DEFAULT LPARM : PCL SYMSET = ISOL1  
%-12345X  
-----
```

Note:

If you copy the above lines from any other file (such as a doc or pdf file) into the chgsym.prn file, the symbol set will not be changed. This is because the control command has been changed. You must edit the chgsym.prn file directly.

Model: GF10

Date: 15-Aug-99

No.: RG025004

--- List of Symbol Sets ---

ROMAN8

ISOL1

ISOL2

ISOL5

PC8

PC8DN

PC850

PC852

PC8TK

WINL1

WINL2

WINL5

DESKTOP

PSTEXT

VNINTL

VNUS

MSPUBL

MATH8

PSMATH

VNMATH

PIFONT

LEGAL

ISO4

ISO6

ISO11

ISO15

ISO17

ISO21

ISO60

ISO69

WIN30

Model: GF10		Date: 15-Aug-99	No.: RG025005
Subject: Paper Pick-up Sensor		Prepared by: K. Moriizumi	
From: Technical Service Dept., GTS Division			
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 ()		

SYMPTOM

The Paper Pick-up Sensor (P/#: G0253004) occasionally does not return to its initial position. The problem is solved by hand with most machines. However, in some machines the problem occurs repeatedly.

CAUSE

The shaft rises and gets caught on the sensor holder. This causes the sensor to not move smoothly.

SOLUTION

A two-fold implementation of the paper pick-up sensor and holder modifications.

1. Temporary Solution:

- Modification of the main frame (P/#: G0261110).
 - The shape of the opening of the paper pick-up sensor holder has been changed in order to prevent the sensor shaft rising.
- These modifications were implemented from the first production lot of January 1999.

2. Permanent Solution:

Modification of the paper pick-up sensor:

- G0253004 --> G0253047 Actuator - Paper Pick-up Sensor
- G0253048 Shaft - Paper Pick-up Sensor
- G0253026 --> G0253049 Spring - Paper Pick-up Sensor

- The paper pick-up sensor has been divided into two components: an actuator and shaft. Even if the shaft rises and becomes caught on the sensor holder, the actuator will be able to move freely. In addition, the spring has also been modified.
- These modifications were implemented from the first production lot of May 1999.

Model: GF-10		Date: 31-Oct-99	No.: RG025006
Subject: Part number for the main motor		Prepared by: K. Takagi	
From: Technical Service Dept., GTS Division			
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 ()		

On December 15, 1998, we issued RTB number 1 regarding the part number change for the main motor.

According to this RTB, SPC can accept orders for the main motor assembly only (G0251001), therefore the main motor itself (G0251320) cannot be ordered individually.

However, after consideration, we have changed back to having a separate part number for the motor itself, as it has been pointed out that the assembly is difficult to replace in the field.

You will now be able to order the main motor separately under the part number mentioned in the parts catalog (G0251320).

Therefore, the part number for the main motor assembly (G0251001) will no longer be used.

New	Old
Part Number for Orders	Part Number for Orders
G0251320 : Main Motor – DC24V 0.7A	G0251001 : Motor Assy

Model: GF-10		Date: 31-Jan-00	No.: RG025007
Subject: Service Manual Correction		Prepared by: K. Takagi	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

- Model: GF10-1 GF10-2
 GF10-1S GF10-2S
 GS10 GF10Better

Please make the following corrections in your Bizworks 106/706 service manual.

1. Service Tables And Procedures

- **RAM Display/Rewrite [Function 82] (Page 4-8)**

Incorrect:

9. Press [Zoom+] or [Zoom-] to move the cursor.

Example: After pressing [Zoom+] once, the cursor moves right.

Note: If necessary, press [Start] to move the cursor to the address field again.

10. Press [OK] to store the new data.

11. Press [Stop] to exit the hexadecimal mode.

Correct:

9. Press [Zoom+] or [Zoom-] to move the cursor.

Example: After pressing [Zoom+] once, the cursor moves right.

10. Press [Start] to store the new data and move the cursor to the address field again.

11. Press [OK].

12. Press [Stop] to exit the hexadecimal mode.

Model: GF-10

Date: 31-Jan-00

No.: RG025007

- **RAM Display/Rewrite [Function 82] (Page 4-8 and 4-9)**

Incorrect:

16. Press [Zoom+] or [Zoom-] to move the cursor.

Example: After pressing [Zoom+] once, the cursor moves right as shown.

Note: If necessary, press [Start] to display the address field again.

17. Press [OK] to store the new data.

18. Press [Stop] to exit this function.

Correct:

18. Press [Zoom+] or [Zoom-] to move the cursor.

Example: After pressing [Zoom+] once, the cursor moves right as shown.

19. Press [Start] to store the new data and display the address field again.

20. Press [OK].

21. Press [Stop] to exit this function.

Model: GF-10		Date: 31-Jan-00	No.: RG025008
Subject: Country Setting for Spain		Prepared by: K. Takagi	
From: Technical Service Dept., GTS Division			
Classification:	<input 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

- Model: GF10-1 GF10-2
 GF10-1S GF10-2S
 GS10 GF10Better

When changing the country code to Spain (15), please also change the machine settings listed below to conform with Spanish PTT regulations.

This has become necessary because the controller firmware does not change the following settings;

1. Country switch parameters (SWCNTRY)
SwCntry 01 bit 4: DCN sent
2. NCU parameters
Address 00000FCD: T0 timer

SOLUTION

The following should be changed when setting the country code to Spain (15).

1. SwCntry 01 bit 4
Set this bit to "1"
(refer to the service manual section 4.2.1 User Parameter Programming)
2. NCU parameters
Assign a value of 23 (H) to the RAM address 00000FCD (H)
(refer to the service manual section 4.2.7 RAM Display/Rewrite)

Model: GF-10		Date: 29-Jan-01	No.: RG025009
Subject: Error Code 44		Prepared by: K. Moriizumi	
From: Technical Service Dept., GTS Division			
Classification:	<input 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Model: GF10-1 GF10-2
 GF10-1S GF10-2S
 GS10 GF10Better

SYMPTOM

Error code 44 is displayed (not defined in the Service Manual).

CAUSE

Due to a bug with the Bizworks CPU (XipChip), the Start key does not work following a copy job. The problem occurs when the image processing circuit in the CPU (XipCip) does not immediately respond to incoming signals.

SOLUTION

Turn the power off and on when the error code is displayed.

Please add the error code 44 description to your Service Manuals.

Note: The firmware was modified before mass production so that error code 44 is displayed when it occurs.

Model: GF-10		Date: 02-Oct-01	No.: RG025010
Subject: Recovering from a non-feed paper jam		Prepared by: K. Moriizumi	
From: Technical Services Dept., GTS Division			
Classification:	<input 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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

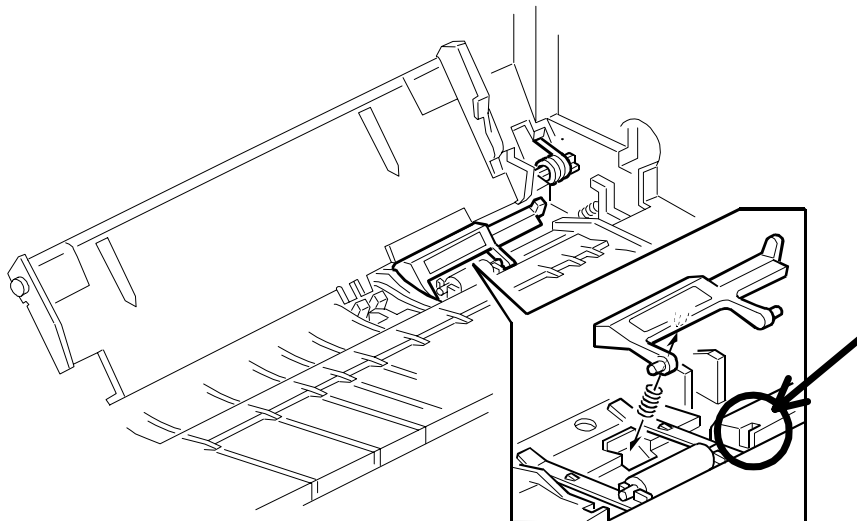
- Models: GF10-1 GF10-2
 GF10-1S GF10-2S
 GS10 GF10Better

Please use the following solutions when a machine is returned to the repair center following frequent non-feed jams:

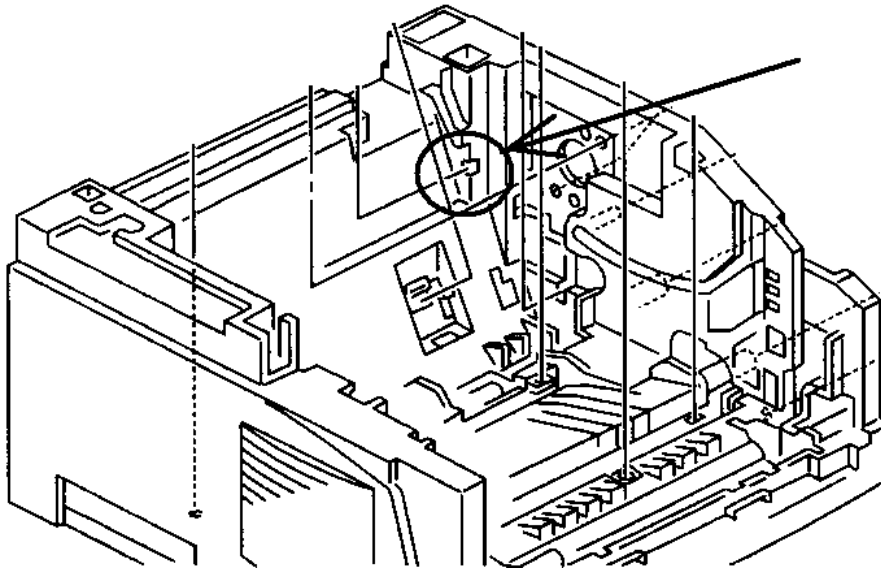
Solution 1: Apply grease to the 2 areas shown below.

Note: Be sure to use GREASE 501 (52039502).

A. The axis holder of the paper separation pad on the base frame unit:



B. The axis holder of the Bottom Plate – Paper Pick-up on the base frame unit:



Solution 2: Replace the DC solenoid (G0255009) with the Pick-up Solenoid used in the FAX 1400L (H5385055).

Note: For this solution, it will be necessary to:

- Remove the e-ring from the solenoid plunger. This will allow the plunger to move freely.
- Make sure that the solenoid plunger does not touch the grounding plate.

Limitations with Solution 2:

After replacing the e-ring, the following may occur.

- Noise when the solenoid turns on/off.
- A slightly shorter lifetime and lower reliability of the solenoid.
- If the solenoid touches the MCB board, the MCB board may be bent. This will cause the paper end sensor output to be incorrect.
- The plunger may come in contact with the base frame. If it does, simply cut out the base frame contact area.