Model: Iris2/Lilac2	Date: 24-Nov-00	No.: RB017001

Subject: Relay Harness of the Fax Unit	Prepared by: N. Kaiya
From: Technical Services 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 unit (machine code B383), it is not necessary to install the relay harness shown in the below figure.
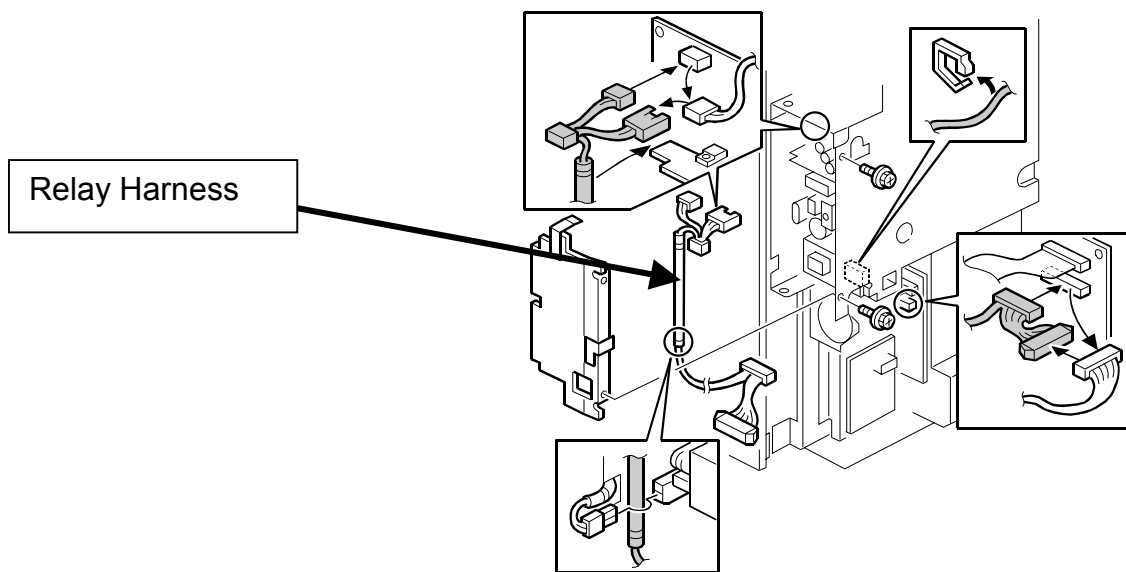
Relay Harness

The relay harness is packed with some of the August and September production lots of the fax unit to fix a problem with the domestic version product. The harness is not mentioned in the service manual.

The purpose of the relay harness was to stabilize +5VE power for the FCU by obtaining 5V power directly from the interface unit power supply unit. This was necessary because +5VE may drop and reset the CPU when the machine goes back to stand-by mode from energy saver mode. However, even if the CPU is reset when the machine goes back to stand-by mode from energy saver mode, no problem will appear with the overseas version products. Instead, the relay harness may cause the documents stored in the fax memory to disappear when the main switch is turned off and then on. This is because +5VE is supplied slightly after +5V when the main switch is turned on, and the battery back up to the memory is momentarily cut.

RICOH

Technical **B**ulletin

Model: Iris2/Lilac2	Date: 24-Nov-00	No.: RB017001

The following table shows the serial numbers of the fax units with the relay harness. No other fax units include the relay harness.

Model Code	Production Month	Number of Units	Serial Number
B383-17	Aug. 2000	55	H6200800001 – H6200800055
	Sep. 2000	71	H6200900001 – H6200800036 H6200900040 – H6200800042 H6200900044, H6200800046 H6200900048 – H6200800059 H6200900061 – H6200800062 H6200900065 – H6200800078 H6200900081 – H6200800082
B383-27	Aug. 2000	39	H6200800056 – H6200800066 H6200800068 – H6200800095
	Sep. 2000	75	H6200900083 – H6200800157
B383-29	Aug. 2000	9	H6200800096 – H6200800104
	Sep. 2000	11	H6200900158 – H6200800168

Model: Iris2/Lilac2 (Fax Option)		Date: 31-Jan-01	No.: RB017004
Subject: Message when install fax unit		Prepared by: M. Tsuyuki	
From: Technical Services Dept., GTS Division			

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

If a fax comes in while the machine is in Energy Saver Mode, there are some cases where the connection is lost because the FCU is not able to come on line fast enough. This is because it waits for the main board wakeup signal. To ensure that incoming transmissions are properly received, the FCU in all production units will bring itself on line instead.

However, as a minor side effect:
The following is displayed only when the main power is turned on for the first time following installation. This is because the main board has not yet confirmed the area and language information with the FCU:

" Area or Language of ROM is different. Please check ROM version".

Action:

Simply press "OK" and the display will be cleared.

Model: Iris2/Lilac2	Date: 04-Jun-01	No.: RB017009

Subject: Language in Service Mode		Prepared by: M. Mano
From: Technical Services Dept., GTS Division		

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

Symptom

In fax service mode, the phrases listed below are not displayed in English.

(English is used as the service mode display language in all models).

Phrase:	EU1	EU2	EU3	EU4
"Enter Number"	English	Spanish	Norwegian	Italian
"Prev."	English	Spanish	Norwegian	Italian
"Next"	English	Spanish	Norwegian	Italian
"Prev Menu"	English	Spanish	Norwegian	Italian
"Printing. Please wait!"	English	Spanish	Norwegian	Italian

Cause

In fax service mode, the machine selects the 1st language for displays that are common to fax SP and UP modes (i.e., the above phrases). The first languages for each version are as follows:

Firmware:	1st language	2nd language	3rd language
EU1	English	French	German
EU2	Spanish	Dutch	Danish
EU3	Norwegian	Portuguese	Czech
EU4	Italian	Swedish	Polish

This is a limitation of fax service mode for this model.