Model: Pomelo	Date: 30-Apr-99	No.: RG033001a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Detailed Self -diagnostics Error	Prepared by: H. Someya
From: Technical Service Dept., GTS Division	

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

Symptom:
When the detailed self-diagnostics is executed if an optional memory board (16MB or 32 MB) is not installed in the main unit, the following error message appears on the LCD and the machine stops the diagnostics.
In power-up self-diagnostics mode, this problem does not occur.

```
0 0 F F
9 F C 0 B 4 A 4
```

Cause:
Software bug

Possible Unit:
G033-17: P0690100001 – 348
G033-27: P0690100349 – 648

Solution in the field:
Before executing the detailed self-diagnostics, install an optional memory board temporarily.

Solution on the product line:
The firmware for the controller has been changed from the following version.
Controller firmware version: 1.0.1
Controller part number (suffix): G0335701B

Model: Pomelo	Date: 30-Apr-99	No.: RG033002

Subject: Service Manual Correction	Prepared by: H. Someya
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 correct the following paragraph on page 4-7 of the service manual.

Incorrect:
This procedure displays, for each of the maintenance parts, the number of printouts (or toner images in the case of the belt counter) remaining before replacement is required. These counters can also be seen by printing the engine maintenance page with controller SP mode S1.

Correct:
This procedure displays, for each of the maintenance parts, the counter value at which each of them is required (this is toner images in the case of the belt counter). These counters can also be seen by printing the engine maintenance page with controller SP mode S1.

Model: Pomelo	Date: 15-Aug-99	No.: RG033003

Subject: Uneven or faint image / SC41	Prepared by: H. Someya
From: Technical Service Dept., GTS Division	

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

Symptom:
- Uneven or faint image
- SC41 appears.

Cause:
Dust entering from the holes in the base adheres to the 2nd mirror over time.

Solution in the field:
1. Remove the optical unit and clean the 2nd mirror with an optical cloth.
2. Use tape to block the 6 holes in the base.
3. Reassemble the machine.

2nd mirror

Back of optical unit
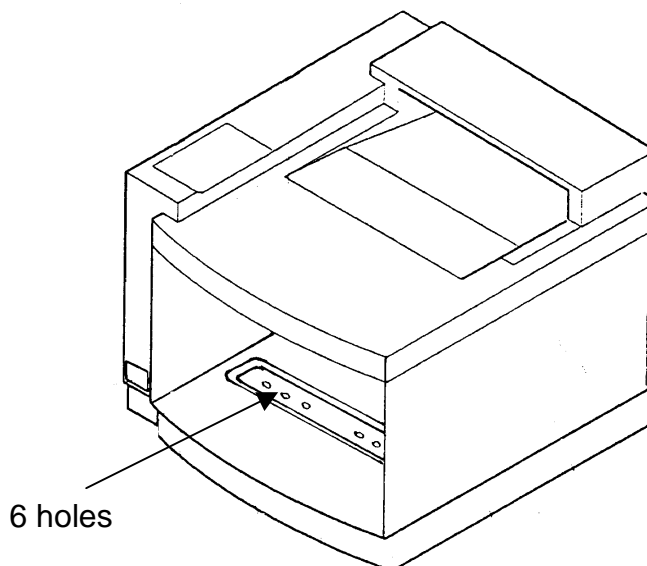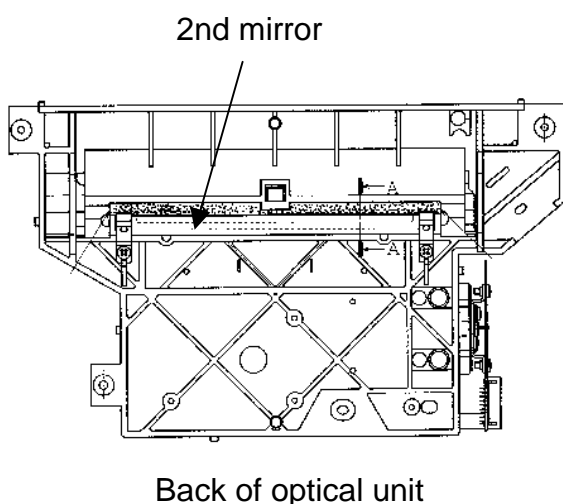
6 holes

Solution on the production line:
Polyester tape has been attached to block the 6 holes in the base (effective as of February production runs).

The following polyester tape has been registered as a service part.
- Part Number: V126239
- Description: Polyester Tape – 20 pcs

Note: The above part contains 20 pieces of tape (as one set).

Model: Pomelo	Date: 15-Aug-99	No.: RG033004

Subject: SC76 (belt slips to the side)		Prepared by: H. Someya		
From: Technical Service Dept., GTS Division				
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required	
	☐ Mechanical	☐ Electrical	☐ Service manual revision	
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information	
	☐ Other ( )			

If SC76 occurs, take the following action:
1. Install the machine on a stable and level surface.
2. Place the three wedges that have been packed together with the machine under each of the three feet.
3. If SC76 still occurs, attach the spacer to the machine according to the following procedure.

Procedure for attaching the spacer:
1. Remove the belt cartridge.
2. Measure the gap L between side plate and OPC belt as shown in diagram 1.
3. Do one of the following actions depending the length of gap L:

Gap L (mm)	Required action
0 – 3	Attach one spacer to the bearing on side A as shown in diagrams 2 & 3.
3 – 7	No action necessary
7 - 10	Attach one spacer on the bearing on side B as shown in diagrams 2 & 3.

Note: Clean the area of the bearing where the spacer will be attached with a cloth.
4. Install the belt cartridge and the turn on the machine.
5. Measure gap L after the machine has finished warming up.
6. If gap L is 3 mm to 7 mm, this procedure is complete. If gap L is less than 3 mm or more than 7 mm, repeat this procedure from step 3 (attach one more spacer).
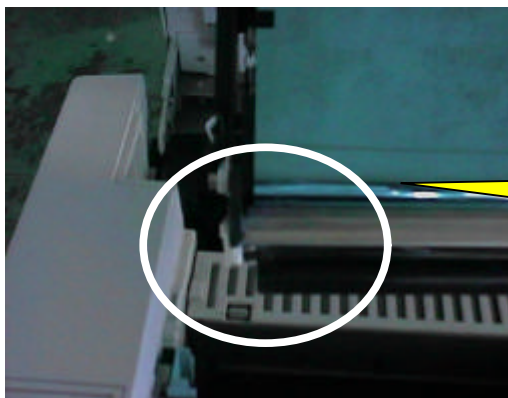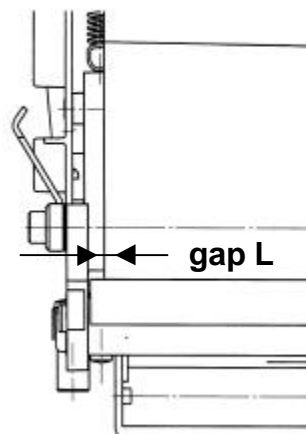**Note:** Do not attach more than 2 spacers.

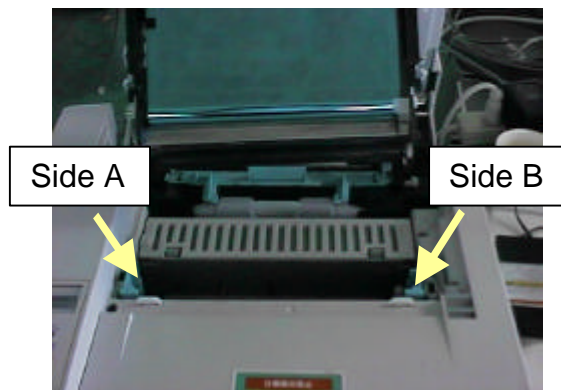**Diagram 1**

gap L

Model: Pomelo	Date: 15-Aug-99	No.: RG033004

Diagram 2

side A

side B

Places where spacers are attached
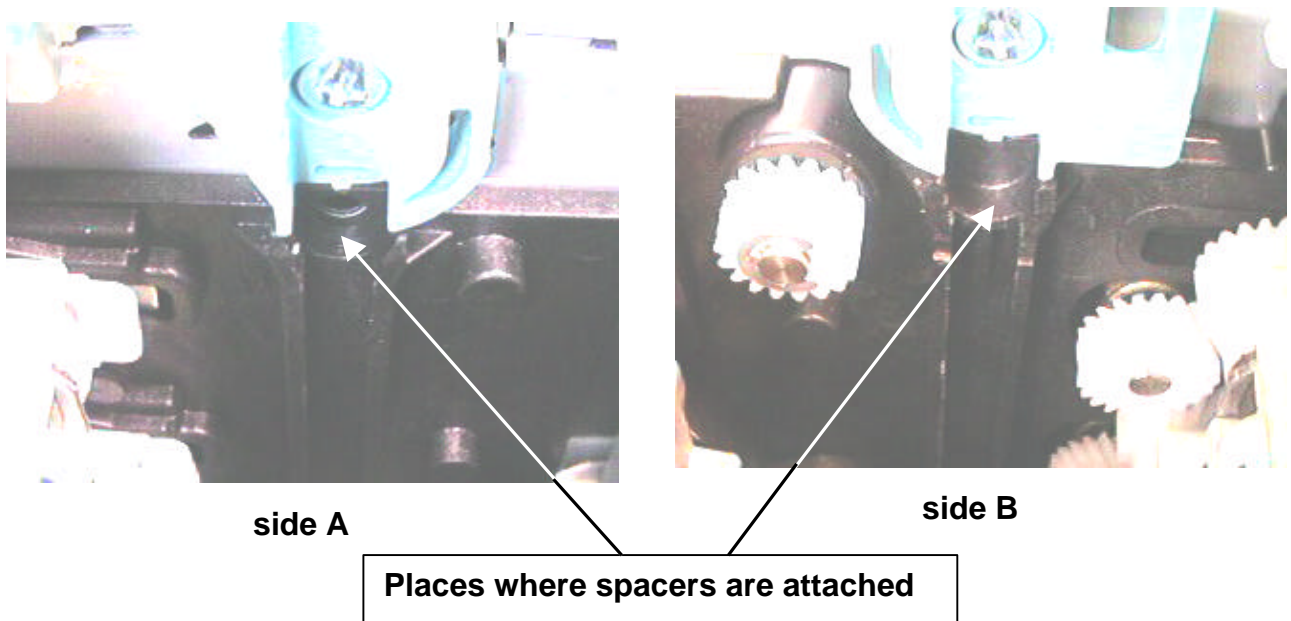
Diagram 3

Shape of the spacer:

Thickness: 0.2 mm

4 mm

8 mm

Model: Pomelo	Date: 29-Feb-00	No.: RG033005

Subject: Early problem with Ricoh NIBs when using IE 5.x	Prepared by: H. Someya
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:

When you browse the Pomelo and FresaWIN printers with Microsoft Internet Explorer 5.x (IE 5.x), IE 5.x requires installing a Japanese font even if the HTML does not have a Japanese font.

i.e., if browsing http://*Printer IP Address*/en/cgi-bin/sts_index.cgi, the following message appears:

Maybe the message is different because of a minor variation in the IE version or Windows OS. The above message appears when using IE 5.00.2920.0000 with Windows 2000. In this case, IE requires a Japanese font every time.

IE 5.00.2314.10003 with Windows NT 4.0 is shown below. In this case, IE requires a Japanese font once after browsing the Ricoh NIB (network interface board).
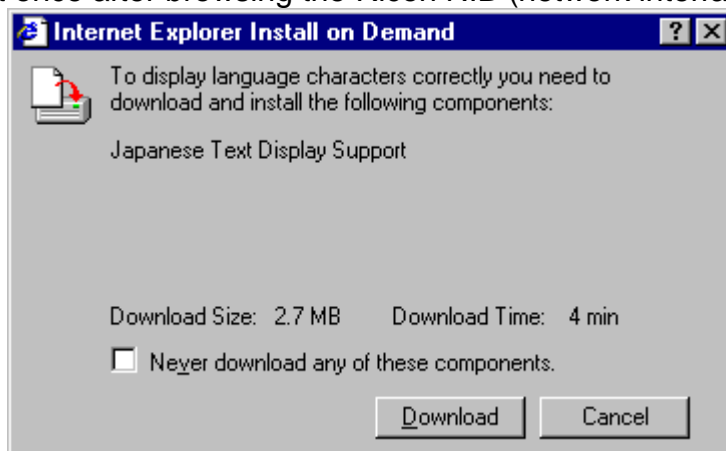
Note: The NIB works properly by canceling messages stating that a Japanese font is required.

Model: Pomelo	Date: 29-Feb-00	No.: RG033005

Cause:

The HTML in the older version Ricoh NIB has the following line:

```
<META HTTP-EQUIV="content-type" CONTENT="text/html;
CHARSET=x-sjis">
```

This line means that HTML declares this file's code is Japanese. Therefore IE 5.x requires installing a Japanese font even if all HTMLs do not have a Japanese font.

Problem NIB version

The problem Ricoh NIB versions are 3.8.7 or earlier. The latest Ricoh NIB does not include the problem line. The latest one has the following line:

```
<META HTTP-EQUIV="content-type" CONTENT="text/html">
```

Problem printers

This problem only happens with Pomelo and FresaWIN. However, the latest Pomelo and FresaWIN do not have the problem. It depends on the time when the NIB was produced.

Other printers and MFPs, such as Stinger-C, Russian-C/P, and Win-A, do not have this problem because these Ricoh NIB versions are 3.8.8 or later.

Countermeasure 1

First check the Ricoh NIB version by printing the configuration page (Menu button → <Menu> List Print → <List Print> Config. Page). The configuration page shows the Network Version line as follows:

```
Network
      Version   ELAND98 3.7.5 (0003)- 3.60f9
```

This line shows NIB version is 3.7.5.

If the NIB version is 3.8.7 or earlier, please get the latest Ricoh NIB firmware and install the new one in the NIB.

Countermeasure 2

Install a Japanese font in Windows. There are a few ways to install Japanese fonts.
1) If IE 5.x is pre-installed in Windows 2000, the Windows 2000 CD-ROM has Japanese fonts. The customer should insert the CD-ROM and click the OK button.
2) Use Windows update from the Start up Menu in Windows and install the Japanese font.

Model: Pomelo	Date: 29-Nov-00	No.: RG033006

Subject: Insufficient Transfer / Jitter		Prepared by: H. Someya
From: Technical Services Dept., GTS Division		
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

The MCTL board firmware has been modified in order to minimize the following. In addition, the development drive unit was modified to minimize item #3.

1. Insufficient transfer in a band near at leading edge equivalent to one turn of the development roller.
2. Dark lines on the printout at intervals of one development roller rotation.
3. Jitter at about 50 mm from the leading edge

Solutions:

1. <u>For both #1 and 2 above:</u>
    The firmware has been changed so that if a large amount of prints are made using only one DTM, the machine will rotate the development rollers in the unused DTMs at the end of the job.

2. <u>For #3 above:</u>
    The development drive unit has been modified so that the DTM drive speed is reduced to about half speed. Also, the MCTL board firmware was modified in order to synchronize the color switching timing with this new drive speed.

Notes concerning firmware solutions:

	Old MCTL firmware P/N:V126187 (version 1-4)	New MCTL firmware P/N:V126535 (version 1-5)
Old development drive unit P/N: V126162	(No solution)	Solution for symptoms 1 and 2
New development drive unit P/N: V126246	(No interchangeability)	Solution for symptoms 1 , 2 and 3

Note: The old development gear unit will continue to be available as a service part.

Please refer to MB# MG033005 for the cut-in serial numbers.

Model: Pomelo	Date: 29-Nov-00	No.: RG033007

Subject: SC76	Prepared by: H. Someya
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 explains the OPC modification related to SC76 (belt tracking) as well as some notes for servicing in the field.

Modification:

The OPC has been modified from the serial number mentioned below, but not as a direct countermeasure for SC76. The modification simply made the occurrence conditions of SC76 more strict, allowing the machine to continue operating on some surfaces that are not perfectly level. So although there is still a limit, the machine's tolerance of inclined surfaces has increased.

Action in the field:

SC76 normally does not occur if the machine is installed using three wedges on a sturdy, level surface. Therefore, if SC76 occurs, take the action described in RTB #RG033004 first. The spacer for this countermeasure has been registered as a service part (#G0449000).

NOTE: This service part is actually one set of 200 spacers.

Production Units:

The OPCs have been modified from the following cut-in serial numbers:

G033-17: P0690800001
G033-27: P0690900001
OPCs: Lot # xxxxxD or later (the lot # is written on the side plate of the OPC cartridge.)

RICOH

Technical Bulletin

Model: Pomelo	Date: 07-Feb-01	No.: RG033008

Subject: Controller Firmware Modification History			Prepared by: H. Someya
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 history for Pomelo.

Suffix G0335901	Version	Check Sum	Production
A	1.0.0		1st release
B	1.0.1		February Prod. '99
C	1.0.2		December prod. '99
D	1.1.1	EDDA	June Prod. '00
E	1.1.2	1C7A	February Prod. '01

Change Applied / Symptom Corrected	
When the detailed self-diagnostics are executed if an optional memory board (16MB or 32 MB) is not installed in the main unit, error message "00FF" appears on the LCD and the machine stops the diagnostics.	B
Wording corrections for the LCD and configuration page	C
The following two functions have been added to the IPDL-C menu in SP mode. This is the same as the Fresa Win+. • Minimum Line Width Adjustment • Toner Usage Display	D
The default setting of IPDL-C timeout has been changed from 300 s to 999 s.	D
It is possible to specify the paper feed trays for both the 1st and 2nd/onward pages in the MS-Word Page Setup menu.	E
Network Settings will not be cleared with UP Mode Menu Reset.	E
If there is no paper of the required size in Auto Paper Select mode and the "If the required paper size is not available, printing will not start" checkbox has not been checked in the printer driver, the printer will feed from the tray specified as the default in the System Menu, instead of from the Current Tray (previous method).	E

Model: Pomelo	Date: 18-May-01	No.: RG033009

Subject: ROM History (PomeloWIN RPS2)	Prepared by: H. Someya
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 history for the PomeloWIN RPS2.

Suffix G5035907	Version	Check Sum	Production
B	2.61	85E5	April Prod. 2000
C	3.10	9643	November Prod. 2000
D	3.55	6C18	June Prod. 2001

Symptom Corrected	
Overflow error in the coordinate variable.	D
An internal error appears when trying to cancel a job using the Reset key.	D
No "Job Resetting..." indication	C
Item header "B" of RPS2 menu is omitted. Previous Changed to B.Job Timeout C.Job Timeout C.I/O Tomeout D.I/O Timeout --- ---	C
Problem when printing from Acrobat Reader 4.0 when selecting two-byte font download.	B
Improved BG/UCR.	B
Wording change in RPS2 menu. Previous Changed to Bright Vivid Super Bright Super Vivid	B