Model: PRIPORT PINKGOLD	**Date:** 20-May-02	**No:** R-C238-**001**
Subject: PINKGOLD firmware history	**Prepared by:** H. Onodera, Priport Service Planning Section	

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

Model Name:
Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370

Information for the PINKGOLD begins with this bulletin.

This bulletin is to inform you of the firmware modification history of Priport PINKGOLD.

FIRMWARE MODIFICATION HISTORY

No.	Part Numbers	Description	Month Affected
1	Main firmware: C238 5114-A I/O ROM: C238 5124-B MPU: C238 5100-D	First lot of mass production.	First mass production
2	Main firmware: C238 5114-C MPU: C238 5100-G	New SP mode added: SP2-24 (Slow Starting Mode). 1: (default), 2: Slow starting mode. The figures below are drum rotation speeds. A setting of “2” will increase the image density of trial prints. This mode was added because trial print images are lighter than with other models.	January 2002 production

Setting	Trial print	1st print	2nd print	3rd print	4th print	5th print	6th print
1	30 rpm	60 rpm	75 rpm	90 rpm	105 rpm	120 rpm	120 rpm
2	15 rpm	30 rpm	60 rpm	75 rpm	90 rpm	105 rpm	120 rpm

No.	Part Numbers	Description	Month Affected
3	Main firmware: C238 5114-D MPU: C238 5100-J	Detection size ranges for several paper sizes increased to eliminate the 7mm image shift. **Note:** It is strongly recommended to install the new, thin pads together with this firmware (see RTB #RC238002 and MB #MC238001 for details).	March 2002 production
4	Main firmware: C238 5114-E I/O ROM: C238 5124-E MPU: C238 5100-K	Main firmware: New SP mode added: SP4-45 (Paper size display). Displays the size of the paper currently loaded in the paper table. **Note:** This only works for pre-defined sizes (see Remark 1 on the next page). I/O ROM: Modified so that the paper registration motor does not turn on when SP8-22 (Free run) starts without any paper.	May 2002 production

C2385114 (Main firmware): Suffix “B” has been skipped.

C2385124 (I/O ROM): Suffixes “C” and “D” have been skipped.

C2385100 (MPU): Suffixes “E”, “F”, “H” and “I” have been skipped.

NEW FIRMWARE CHECK SUMS

The check sums for the latest firmware are as follows:

New Suffix (P/N)	Description	Check Sum
C238 5114-E	Program MPU	6D84H
C238 5124-E	Program I/O	2D90H

REMARK 1

The display for SP4-45 (Paper size display) is as shown below:

U.S. models: *SP2-20 (Destination setting) = "1".*

C238A038.WMF

Form	HLT -L	Letter -L	Letter	Legal -L	Double letter -L
Width(mm)	134 to 154	211 to 231	274 to 295	211 to 231	274 to 295
Length (SP4-34)	OFF	OFF	OFF	ON	ON

"-L": Lengthwise feed SP4-34: Paper length sensor data

Other models: *SP2-20 (Destination setting) = "2".*

C238A039.WMF

Form	A6 -L	B6 -L	A5 -L	B5 -L	A4 -L	B5	A4	Folio-L	B4 -L	A3 -L
Width (mm)	94 to 118	122 to 134	142 to 162	176 to 195	203 to 223	251 to 263	291 to 314	195 to 207	251 to 263	291 to 314
Length (SP4-34)	OFF	OFF	OFF	OFF	OFF	OFF	OFF	ON	ON	ON

"-L": Lengthwise feed SP4-34: Paper length sensor data

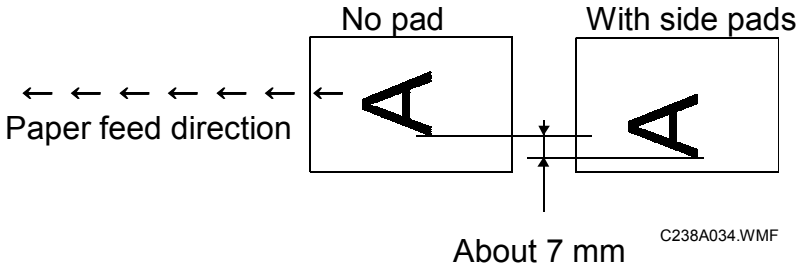
Model: PRIPORT PINKGOLD	Date: 20-May-02	No: R-C238-002
Subject: Image shift problem	Prepared by: H. Onodera, Priport Service Planning Section	

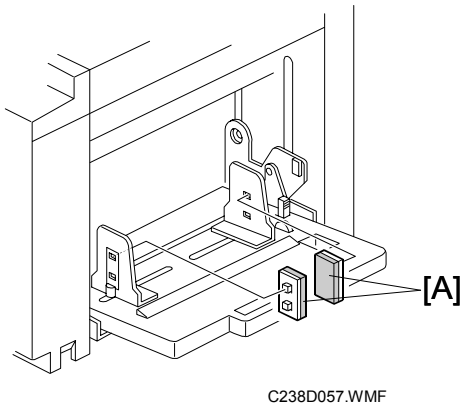
Classification:
- ☒ Troubleshooting
- ☐ Part information
- ☐ Action required
- ☐ Mechanical
- ☐ Electrical
- ☐ Service manual revision
- ☐ Paper path
- ☐ Transmit/receive
- ☐ Retrofit information
- ☐ Other ( )

Model Name:

Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370

SYMPTOM:





The image shifts approximately 7mm when the side fence friction pads [A] are used.

CAUSE:

The area that the image scanning system reads is determined by the size detected in the paper tray (not by an original detection sensor). However, the machine does not adjust for the thickness of the side pads. As a result, the machine then scans an area larger than the paper's actual size, shifting the image writing start position with respect to the paper edge.

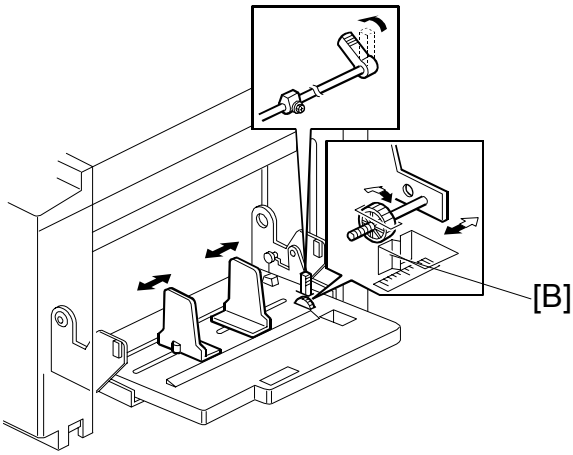
SOLUTION:

Production:

1. The width of the pads has been decreased (see MB #MC238001).

2. Main firmware suffix D has been modified so that the machine takes into account the thickness of these new pads – i.e. size detection range has been increased (see RTB #RC238001 and Table 2 below).

Note: As shown in Table 1 below, a shift may still occur when using suffix D with the old pads.



C238D056.WMF

In the Field:

The basic solution is to remove the pads, since they are normally not needed (see PINKGOLD Manual, p.6-34). However if the pads are being used to prevent multi-feeds, please do one of the following:

1. Update to firmware suffix D and install the new pads, **OR**:

2. Use the dial [B] to shift (align) the image on the page.

Table 1: Firmware/Pad Combinations

	No pads	With old side pads	With new thin pads
Before suffix "D"	OK	Shifts about 7 mm	Shifts about 3.5mm
Suffix "D" or newer	OK	(possible shift)*	OK

Note: "Possible shift" – although the size detection range has been increased with suffix D, the width may be near the upper limit when using the old pads if the pads are not set tight against the stack, or the actual paper width is greater than the target. It is therefore not recommended to use the old pads, even with suffix D.

DETAILS:

As shown in Tables 2 and 3 below, the paper width detection ranges have been expanded for several paper sizes with suffix D. The "13" added to the standard paper width refers to the combined width of the 2 old pads, which has been reduced to a combined width of 7 for the new pads.

As stated above, the effective width of the paper + old pads is at or very near the upper limit of the suffix D detection range. Therefore, if pads need to be used, it is recommended to use the new pads together with the suffix D firmware.

Table 2: U.S. Models (destination "1", SP2-20)

Standard paper width:	**HLT -L** 140 mm	**Letter –L** 216 mm	**Letter** 280 mm	**Legal -L** 216 mm	**Double letter -L** 280 mm
Paper width with new pads:	140+7=147	216+7=223	280+7=287	216+7=223	280+7=287
Paper width with old pads:	140+13=153	216+13=229	280+13=293	216+13=229	280+13=293
Width Detection Range (with D):	134 to 154	211 to 231	274 to 295	211 to 231	274 to 295
Width Detection Range (before D):	134 to 146	211 to 223	274 to 285	211 to 223	274 to 285

"-L": Lengthwise feed.

Table 3: Other models (destination "2", SP2-20)

	A6 -L 105 mm	**A5 -L** 148 mm	**B5 -L** 182 mm	**A4 -L** 210 mm	**A4** 297 mm	**A3 -L** 297 mm
Standard paper width						
Paper width with new pads	105+7=112	148+7=155	182+7=189	210+7=217	297+7=304	297+7=304
Paper width with old pads	105+13=118	148+13=161	182+13=195	210+13=223	297+13=310	297+13=310
Width Detection Range (with D)	94 to 118	142 to 162	176 to 195	203 to 223	291 to 314	291 to 314
Width Detection Range (before D)	94 to 110	142 to 154	176 to 187	203 to 215	291 to 306	291 to 306

"-L": Lengthwise feed

For non-standard or undefined sizes, even with suffix D and the new pads, the image will shift to the operator side about 4 mm. However, these sizes are not commonly used in the field, and most cases can be solved by simply removing the pads or adjusting the dial.

Table 4: Non-standard sizes

	B6 -L 128 mm	**B5** 257 mm	**Folio-L** 203 mm	**B4 -L** 257 mm
Width				
Width with new pads	128+7=135	257+7=264	203+7=210	257+7=264
Width Detection Range (with D)	122 to 134	251 to 263	195 to 207	251 to 263

Model: PRIPORT PINKGOLD	**Date:** 24-Sep-02	**No:** R-C238-**003**
Subject: PINKGOLD firmware history -part 2-	**Prepared by:** H. Onodera, Priport Service Planning Section	

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

Model Name:

Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030

This bulletin is to inform you of the modification history for the Main (C2385114) and I/O ROM firmware (C2385124) for the Priport PINKGOLD.

NOTE: See RTB #RC238001 for previous firmware modifications.

FIRMWARE MODIFICATION HISTORY

No.	Part Numbers	Description	Month Affected
1	Main firmware: C238 5114-F MPU: C238 5100-L	Printing not possible after updating (software bug). **NOTE:** Please do NOT update the field machines to C2385114-F. This only occurs with version F. If this symptom occurs, please update to C2385114-**G** or perform the following: 1. Enter SP2-24 (Slow Starting Mode) 2. Set the mode to "1". **NOTE:** The machines with the C2385114-F firmware already installed will work fine. Updating to ver. F causes the problem.	July 2002 production Destination: U.S., China, & New Zealand only
2	I/O ROM: C238 5124-F MPU: C238 5100-M	Related to the Japanese model only.	July 2002 production

<table>
<tr><th>No.</th><th>Part Numbers</th><th>Description</th><th>Month Affected</th></tr>
<tr><td>3</td><td>Main firmware:
C238 5114-G

I/O ROM:
C238 5124-G

MPU:
C238 5100-N</td><td>Main firmware:
This version corrects the bug from main firmware version F (i.e. cannot print after updating).

Settings “3”, and “4” have been added to SP2-24 (Slow Starting Mode).
1: (default) 2, 3, 4: Slow starting modes

<table>
<tr><th>Setting</th><th>Trial print</th><th>Skip feed</th><th>1st print</th><th>2nd print</th><th>3rd print</th><th>4th print</th><th>5th print</th><th>6th print</th></tr>
<tr><td>1</td><td>30 rpm</td><td>None</td><td>60 rpm</td><td>75 rpm</td><td>90 rpm</td><td>105 rpm</td><td>120 rpm</td><td>120 rpm</td></tr>
<tr><td>2</td><td>15 rpm</td><td>None</td><td>30 rpm</td><td>60 rpm</td><td>75 rpm</td><td>90 rpm</td><td>105 rpm</td><td>120 rpm</td></tr>
<tr><td>3</td><td>15 rpm</td><td>15rpm(1time)</td><td>60 rpm</td><td>75 rpm</td><td>90 rpm</td><td>105 rpm</td><td>120 rpm</td><td>120 rpm</td></tr>
<tr><td>4</td><td>15 rpm</td><td>15rpm(1time)</td><td>30 rpm</td><td>60 rpm</td><td>75 rpm</td><td>90 rpm</td><td>105 rpm</td><td>120 rpm</td></tr>
</table>
The figures above are drum rotation speeds. A setting of “2”, “3”, or “4” will increase the image density of trial prints.

Software modified so that the “P” jam indicator blinks if the Start key is pressed when SP2-21 (Swap start key for print key) is set to ON and the paper counter is “0” (displays number of prints).

Main firmware and I/O ROM:
New SP modes are added. To use them, please replace C2385114-G with C2385124-G.
*SP6-23: Paper registration - each speed
*SP6-24: Paper registration - each speed (Skip feed)
*SP6-25: Paper registration - each speed (A4 drum)
*SP6-26: Paper registration - each speed (A4: Skip)
*SP6-27: Press roller buckle

See the following page for details.</td><td>October 2002 production</td></tr>
</table>

NEW FIRMWARE CHECK SUMS

The check sums for the latest firmware are as follows:

New Suffix (P/N)	Description	Check Sum
C238 5114-G	Program MPU	0EC1H
C238 5124-G	Program I/O	01ECH

To use the following new SP modes, please replace C2385114-G with C2385124-G.
*SP6-23: Paper registration - each speed
*SP6-24: Paper registration - each speed (Skip feed)
*SP6-25: Paper registration - each speed (A4 drum)
*SP6-26: Paper registration - each speed (A4: Skip)
*SP6-27: Press roller buckle

SP6-23: PAPER REGISTRATION - EACH SPEED

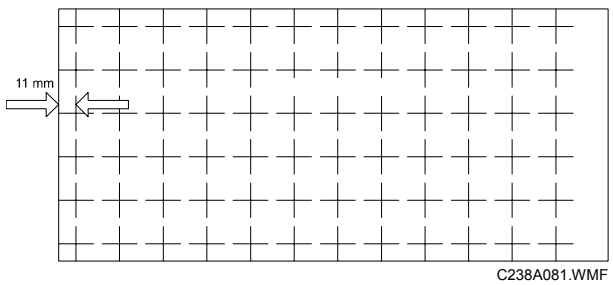
The following procedure allows the image position to be adjusted for each speed (15, 30, 60, 75, 90, 105, and 120 rpm).

Note:

- If you want to adjust the image position for all speeds at the same time, use SP6-21 (Paper Registration position).
- The procedure below can also be used for SP6-24 to -26.

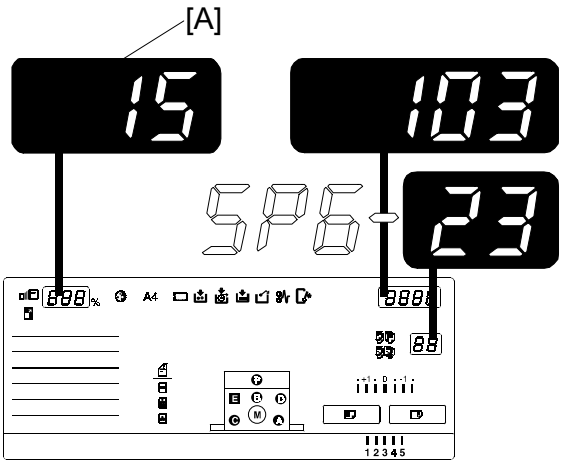
1. Set SP2-24 (Slow starting mode) to a value of “2” (print from 15 rpm).
2. Set SP8-10 (Test patterns) to a value of “6”, then press the Start key.
3. Make 6 copies at speed 5 (finishing with 120 rpm). Perform the adjustment below for all 6 copies:
   Trial print: 15 rpm
   1st print: 30 rpm
   2nd print: 60 rpm
   3rd print: 75 rpm
   4th print: 90 rpm
   5th print: 105 rpm
   6th print: 120 rpm

4. The distance between the leading edge and first line should be 11 mm, as shown below.

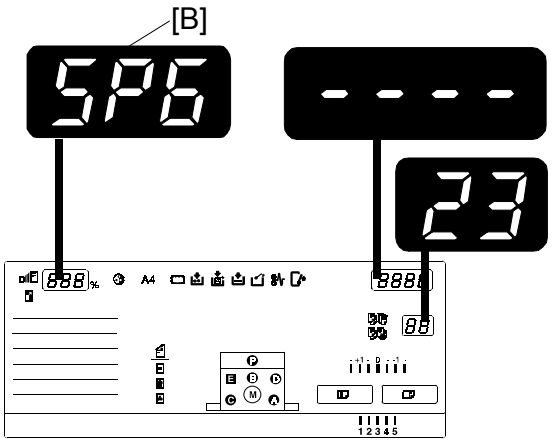


C238A081.WMF

5. If this distance is not 11 mm, access SP6-23. The zoom counter [A] displays the speed. If the I/O ROM is not C2385124-G or newer, the zoom counter [B] displays “SP6”, and cannot be adjusted.



C238A077.WMF



C238A076.WMF

6. Input a value to adjust the distance (range 0 to 255):

   The higher the value, the narrower the distance between the leading edge and the 1st line becomes (and vice-versa). Also, each step corresponds to about 0.58 mm. Input the value that will bring the distance to 11 mm.

7. Press the Enter key twice, which will change the zoom counter [A] to the next printing speed. Then repeat Steps 4 thru 6 for each of the other five copy samples (i.e. 30, 60, 75, 90, 105, and 120 rpm samples).

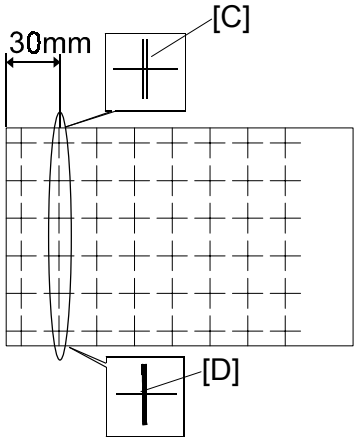
8. Perform the adjustment again for any of the samples that are still outside the 11 mm standard.

9. Return SP2-24 (Slow starting mode) to the value it was at before the adjustment.

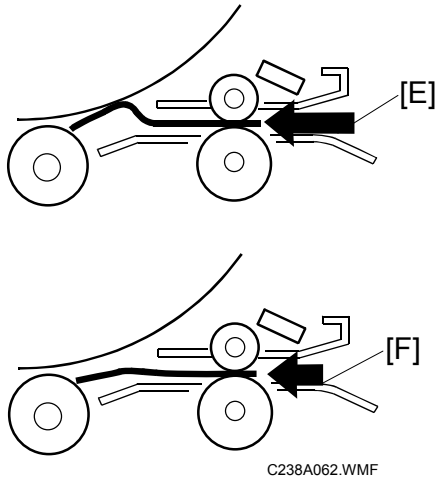
Model: PRIPORT PINKGOLD	Date: 24-Sep-02	No: R-C238-003

SP6-27: PRESS ROLLER BUCKLE

Purpose: To adjust doubled [C] or blurred [D] images (e.g. bold lines, text) for each printing speed (15, 30, 60, 75, 90, 105, and 120 rpm), by changing SP settings.



C238A082.WMF



C238A062.WMF

1. Set SP2-24 (Slow starting mode) to a value of “2” (print from 15 rpm).
2. Set SP8-10 (Test patterns) to a value of “6”, then press the Start key.
3. Make 6 copies at speed 5 (finishing with 120 rpm). Perform the adjustment below for all 6 copies.
   Trial print: 15 rpm
   1st print: 30 rpm
   2nd print: 60 rpm
   3rd print: 75 rpm
   4th print: 90 rpm
   5th print: 105 rpm
   6th print: 120 rpm
4. Check the area from the leading edge to about 30 mm down for any doubled or blurred images.
5. If any are present, access SP6-27. The zoom counter displays the printing speed. If the I/O ROM is not version C2385124-G or newer, the zoom counter displays “SP6”, and cannot be adjusted.
6. Input a value to adjust the blurred or doubled image (range: 0 to 100, step: 0.01).

   Higher values ([E]): Blurred images improve, doubled images tend to be more noticeable.
   Lower values ([F]): Doubled images improve, blurred images tend to be more noticeable.
7. Press the Enter key twice, which will change the zoom counter [A] to the next printing speed. Then repeat Steps 4 thru 6 for each of the other five copy samples (i.e. 30, 60, 75, 90, 105, and 120 rpm samples).
8. Perform the adjustment again where necessary.
9. Return SP2-24 (Slow starting mode) to the value it was at before the adjustment.

ADDITIONAL SP MODES

No.	Menu Items	Speed	Default	Settings
6-23	Paper registration – each speed	15 rpm	103	0 to 255
		30 rpm	107	
		60 rpm	93	
		75 rpm	82	
		90 rpm	70	
		105 rpm	59	
		120 rpm	45	
6-24	Paper registration – each speed (Skip feed)	15 rpm	103	0 to 255
		30 rpm	107	
		60 rpm	94	
		75 rpm	84	
		90 rpm	73	
		105 rpm	63	
		120 rpm	50	
6-25	Paper registration – each speed (A4 drum)	15 rpm	103	0 to 255
		30 rpm	107	
		60 rpm	96	
		75 rpm	85	
		90 rpm	75	
		105 rpm	62	
		120 rpm	46	
6-26	Paper registration – each speed (A4 drum: Skip)	15 rpm	103	0 to 255
		30 rpm	107	
		60 rpm	97	
		75 rpm	85	
		90 rpm	73	
		105 rpm	61	
		120 rpm	47	
6-27	Press roller buckle	15 rpm	1.00	0.00 to 1.00
		30 rpm	1.00	
		60 rpm	0.88	
		75 rpm	0.87	
		90 rpm	0.85	
		105 rpm	0.86	
		120 rpm	0.88	

Reissued: 10-Mar-03
RTB Correction
The items in bold italics have been added.

Model: PRIPORT PINKGOLD/PGB4	**Date:** 30-Oct-02	**No:** R-C238-**004a**
Subject: New model PG B4 information (China only)	**Prepared by:** H. Onodera, Priport Service Planning Section	

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

Model Name:

PINKGOLD: Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030

PG B4 (China only): Ricoh JP2800, Gestetner 5425C

This bulletin details the service-related points unique to the PG B4 (C247). Please insert this information into your Service Manuals.

Note: Please also see MB #MC238002 for a list of the components unique to the PG B4.

General notes:

- The major difference from the PINKGOLD is the size of the printable area:
  PINKGOLD: 290 x 410 mm (A3)
  PG B4: 251 x 355 mm (B4)

- Also, the PG B4 was released in November 2002 to the China field only, the model names for which are as follows:
  Ricoh model: JP2800 (C247-76)
  Gestetner model: 5425C (C247-78)

Model: PRIPORT PINKGOLD/PGB4	Date: 30-Oct-02	No: R-C238-**004a**

OVERALL INFORMATION

DIFFERENT SECTIONS BETWEEN C247 AND C238

Section	Item	Remarks
1	Installation	There are no differences from the C238 model.
2	Preventive maintenance	There are no differences from the C238 model.
3	Replacement and adjustment	There are no differences from the C238 model.
4	Troubleshooting	Some items were changed. Refer to Page 2.
5	Service tables	***Some items were changed. Refer to Page 7.***
6	Detailed section descriptions	Some items were changed. Refer to Page 3.
7	Point to point diagram	Some items were changed. Refer to Page 5.
Spec	Specifications	Some items were changed. Refer to Page 6.
C600	Document feeder	There are no differences from the C238 model.

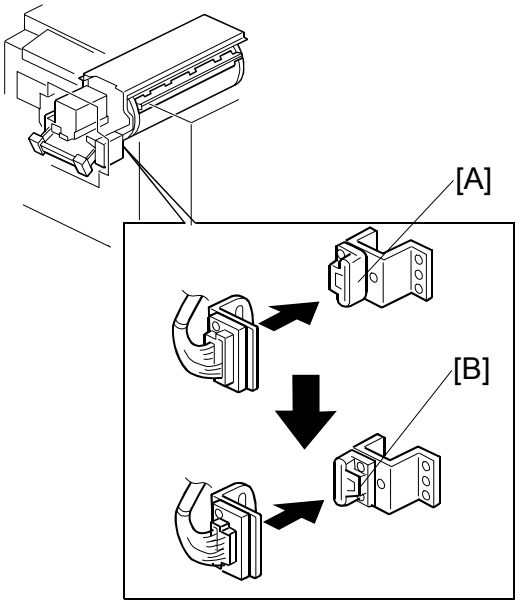
4. TROUBLESHOOTING

4.3.4. DIP SWITCHES (PAGE 4-7)

Ink detection board

No.	Normal drum (B4)	Color drum (B4)
SW1	OFF	OFF
SW2	OFF	ON
SW3	OFF	OFF
SW4	OFF	OFF

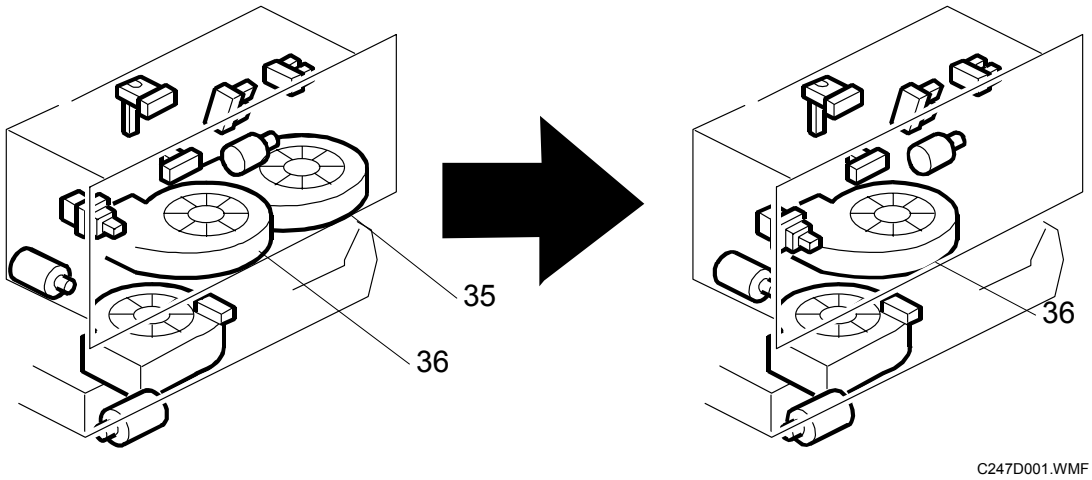
Only B4 drums can be installed on the PG B4. The direction of the connector has been changed from [A] to [B] as shown, so that the A3/A4 drums used on the PINKGOLD cannot be installed on the PG B4.



C238A085.WMF

6. DETAILED SECTION DESCRIPTIONS

6.1.2 ELECTRICAL COMPONENT LAYOUT (PAGE 6-2)



The number of air knife fan motors has been decreased from 2 to 1, due to the decrease in size of the printable image area.

6.4.8 THERMAL HEAD (PAGE 6-16)

B4 Specifications

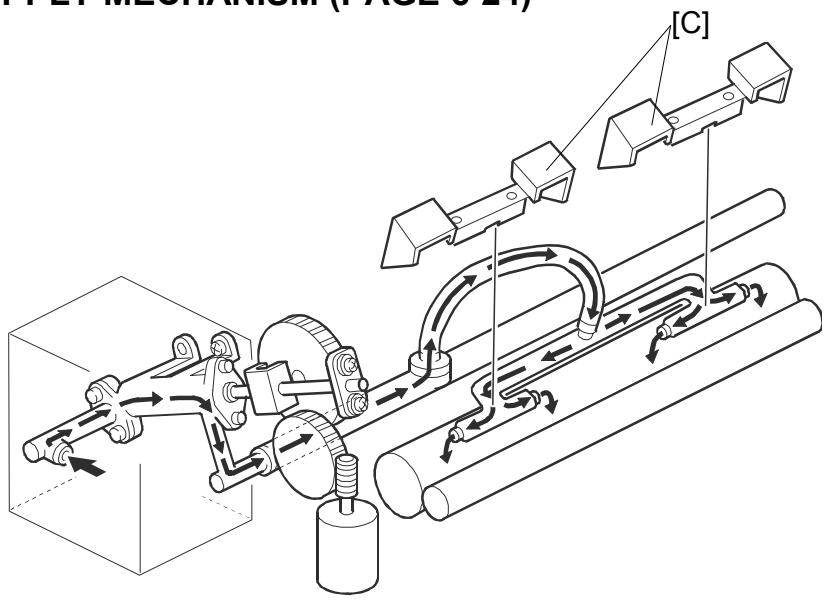
Length:	260.2 mm
Number of thermal head elements:	3072 dots
Density of thermal head elements:	300 dpi

6.5.4 CUTTER MECHANISM (PAGE 6-21)

The cutter cuts a master of about 495 mm in length for the PG B4 model.

Model: PRIPORT PINKGOLD/PGB4	Date: 30-Oct-02	No: R-C238-**004a**

6.6.3 INK SUPPLY MECHANISM (PAGE 6-24)

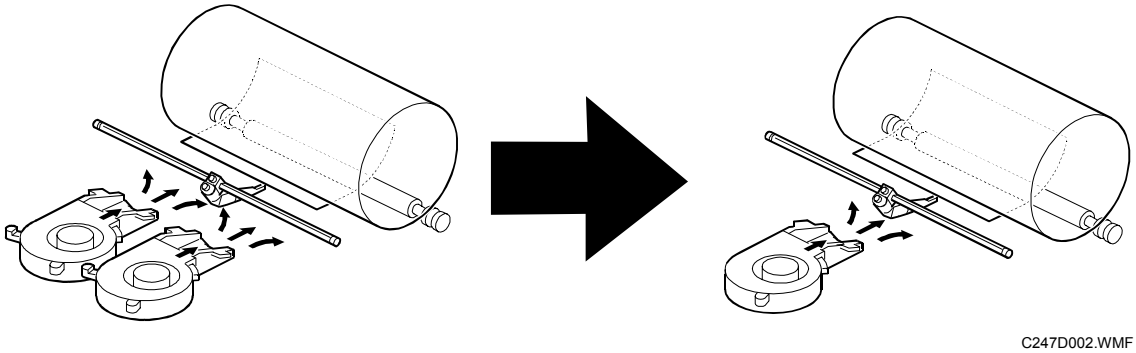


C247D005.WMF

Two ink pipe covers [C] have been added to ensure that ink from the ink distributor does not stick to the ink sensor.

6.8.3 PAPER SEPARATION FROM THE DRUM (PAGE 6-36)

Air knife

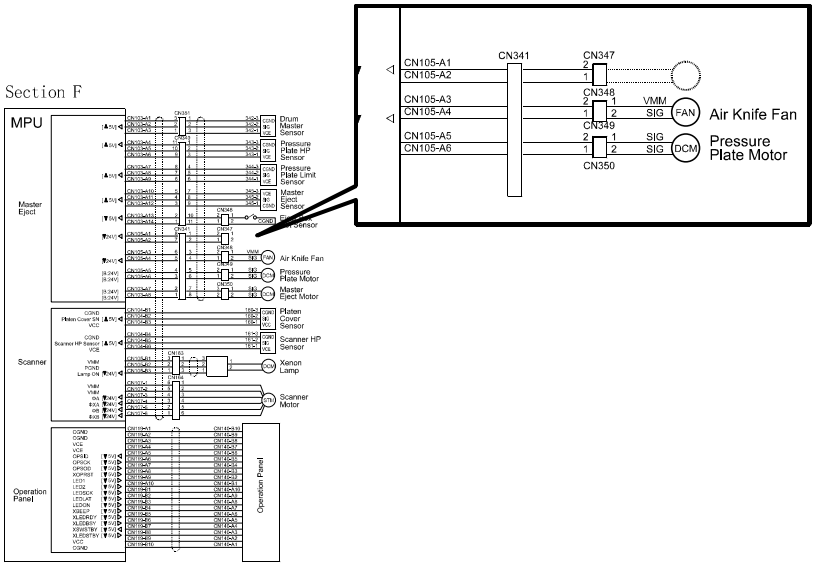


C247D002.WMF

The number of air knife fan motors has been decreased from 2 to 1, due to the decrease in size of the printable image area.

7. POINT TO POINT DIAGRAM

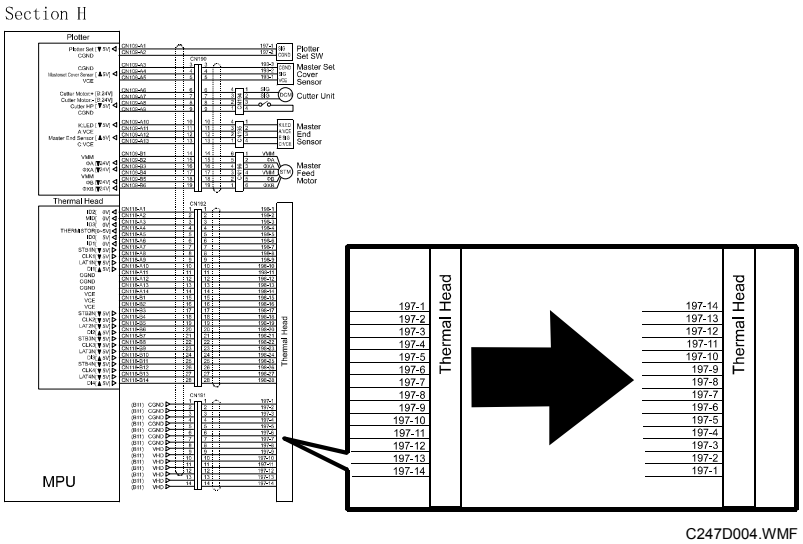
SECTION F (PAGE 7-8)



C247D003.WMF

The air knife fan motor previously connected to CN347 has been deleted (no. of motors reduced from 2 to 1).

SECTION H (PAGE 7-10)



C247D004.WMF

The pin layout of the thermal head connector has been changed to conform to the new thermal head.

Model: PRIPORT PINKGOLD/PGB4	**Date:** 30-Oct-02	**No:** R-C238-**004a**

PG B4 SPECIFICATIONS

1. GENERAL SPECIFICATIONS

The specifications are identical to those for the PINKGOLD (C238) expect for the following:

Printing Area:	251 x 355 mm
Power Source:	China 220 – 240 V, 50/60 Hz 3.0 A
Master Process Time:	Not more than 25 seconds (A4 copying) Not more than 26 seconds (B4 copying) **NOTE:** Measurement Conditions 1) 100%size 2) Fine mode not used
Master Type:	Thermal master roll type: 280mm width, 125m/roll Yield: 230 masters/roll Maximum run length per master: 2,000 prints
Optional Equipment:	Platen cover Auto document feeder B4 color drum Tape marker (dispenser) Interface board

PINKGOLD and PG B4 require a different adjustment value for SP6-40 (Ink detection adjustment).

5. SERVICE TABLES

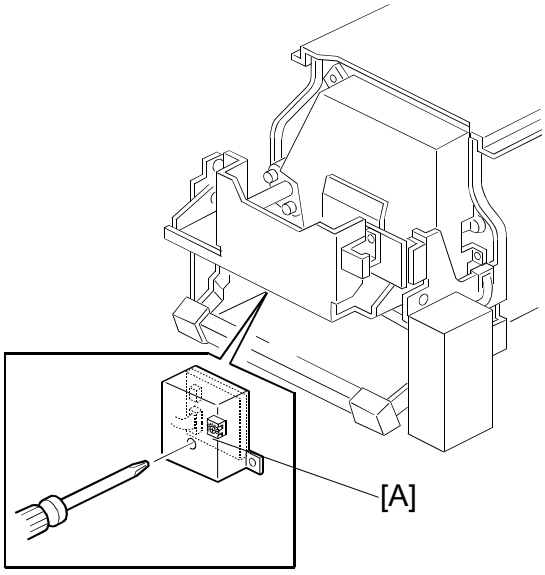
SP6-40: INK DETECTION ADJUSTMENT

Purpose: To ensure that the CPU detects a no ink condition.

CAUTION: Before attempting this procedure, wipe off the ink around the ink roller. To do this, set SP2-10 (ink detection) to OFF, and feed paper until ink ends. After finishing the procedure, do not forget to return SP2-10 to the default (ink detection on).

Access SP6-40, and open the door cover, then turn the VR1 [A] on the ink detection board until the display becomes ***"5.0 u***" (5 μs).

NOTE: When the drum has ink inside, the machine displays "----".



C238S013.WMF

Model: PRIPORT PINKGOLD/PGB4	**Date:** 26-Feb-03	**No:** R-C238-**005**
Subject: Paper non-feed	**Prepared by:** H. Onodera, Priport Service Planning Section	

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

Model Name:

PINKGOLD: Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030

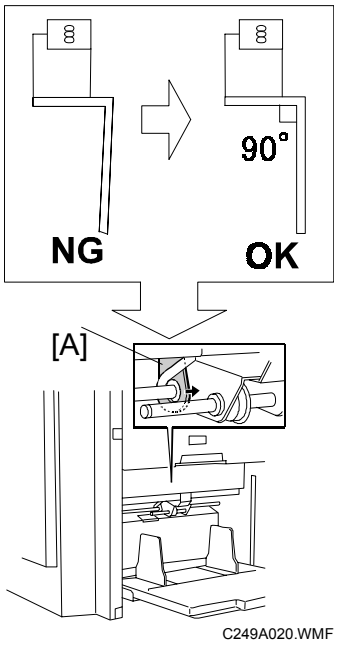
PG B4 (China only): Ricoh JP2800, Gestetner 5425C

SYMPTOM

Paper non-feed (“A-jam”).

CAUSE

A bent retainer [A] causes extra play in the bushing/roller shaft connection, which can cause the bushing to come loose.



C249A020.WMF

SOLUTION

Bend the retainer [A] back to a right angle.

NOTE: If this does not solve the problem, replace the Sleeve with P/N #07078105B (see MB #MC238011).

Model: PRIPORT PINKGOLD/PGB4	**Date: 6-Mar-03**	**No:** R-C238-**006**
Subject: No serial number plate	**Prepared by:** H. Onodera, Priport Service Planning Section	

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

Model Name:

PINKGOLD : Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030

PG B4 (China only): Ricoh JP2800, Gestetner 5425C

SYMPTOM

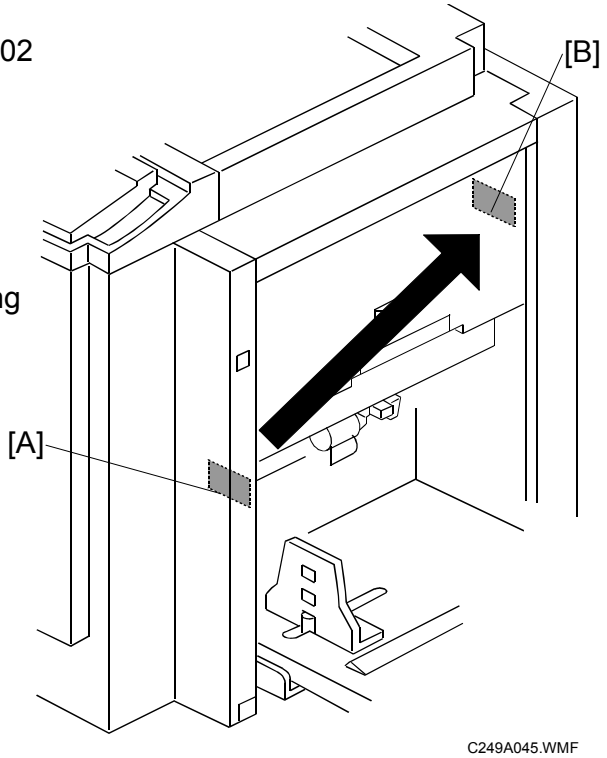
No serial number plate.

CAUSE

The serial number plate was moved from the front side [A] to the rear side [B] from June 2002 production.

SOLUTION

The plate [B] is visible when the master making unit is pulled out.



C249A045.WMF

CUT-IN SERIAL NUMBERS

Model Name	V/Hz	Destination	Code	Serial Number
Standard SD370	120/60	USA, Canada	C238-11	Discontinued
Gestetner 5430	120/60	Taiwan	C238-13	
Ges 5430, Rex 1330, Nsa CP430	230/50	Europe	C238-22	
Gestetner 5430	230/50	Asia, etc.	C238-23	
Ricoh JP3800	230/50	China	C238-26	
Ricoh JP3000	230/50	Europe	C238-27	
Gestetner 5428C	230/50	China	C238-28	
Ricoh JP3000	230/50	Asia, etc.	C238-29	
Ricoh JP3000, Ges 5430, Savin 3260DNP	120/60	USA, Canada	C238-52	
Ricoh JP3000, Gestetner 5430	230/50	Latin America	C238-54	
Standard SD370	120/60	USA, Canada	C238-61	F0920670001
Gestetner 5430	120/60	Taiwan	C238-63	
Ges 5430, Rex 1330, Nsa CP430	230/50	Europe	C238-72	
Gestetner 5430	230/50	Asia, etc.	C238-73	
Ricoh JP3800	230/50	China	C238-76	
Ricoh JP3000	230/50	Europe	C238-77	
Gestetner 5428C	230/50	China	C238-78	
Ricoh JP3000	230/50	Asia, etc.	C238-79	
Ricoh JP3000, Ges 5430, Savin 3260DNP, Lanier LDD030	120/60	USA, Canada	C238-92	
Ricoh JP3000, Gestetner 5430	230/50	Latin America	C238-94	
Ricoh JP2800	230/50	China	C247-76	F2420970001
Gestetner 5425C	230/50	China	C247-78	

Model: PRIPORT PINKGOLD/PGB4	**Date:** 18-Mar-03	**No:** R-C238-**007**
Subject: PINKGOLD firmware history - part 3 -	**Prepared by:** H. Onodera, Priport Service Planning Section	

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

Model Name:

PINKGOLD: Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030

PG B4 (China only): Ricoh JP2800, Gestetner 5425C

This bulletin is to inform you of the modification history for the Main firmware # C2385114 for the Priport PINKGOLD.

NOTE: See RTB #RC238001 and #RC238003 for previous firmware modifications.

FIRMWARE MODIFICATION HISTORY

Ver.	Part Numbers	Description	Month Affected
1.26	Main firmware: C238 5114-H MPU:C238 5100-P	Added the following SP modes: *SP1-72: Display the serial number (Service) *SP1-75: Display the serial number (Factory) *SP3-3: Input the service serial number (displayed with SP1-72) *SP2-33: Re-feeding Changed “B jam” indicator. For details, see the following pages.	March 2003 production

NEW FIRMWARE CHECK SUM

The check sum for the latest firmware is as follows:

New Suffix (P/N)	Description	Check Sum
C238 5114-H	Program MPU	3BF0H

HOW TO USE THE ADDITIONAL SP MODES

SP1-72: Serial number (Service) / SP1-75: Serial number (Factory)

Purpose: To display the serial number.

By pressing the Enter key, the display changes from the beginning of the number, to the middle, then to the end, as shown below.

Example: Serial number F0912345678.

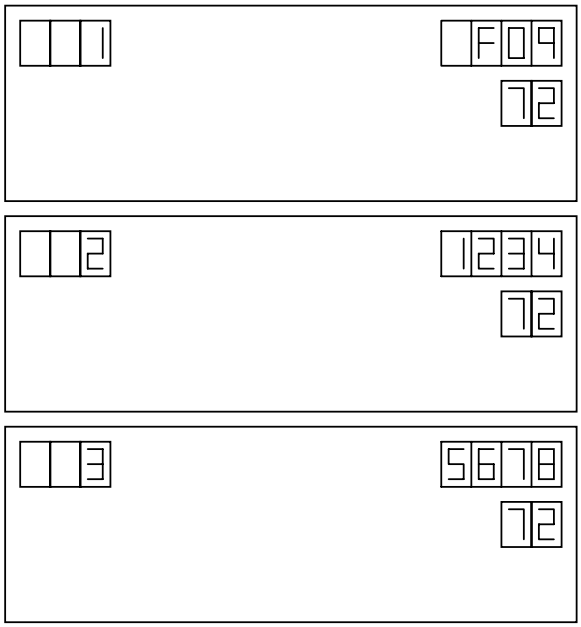
1. Enter SP1-72 (or SP1-75).
2. “F09” is displayed (first three digits).

↓#

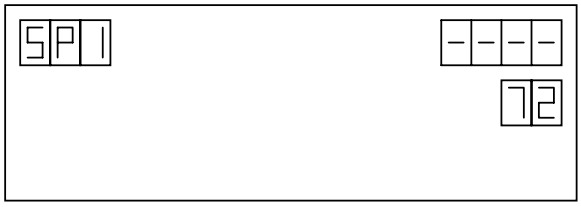
3. “1234” is displayed (middle four digits).

↓#

4. “5678” is displayed (last four digits).



NOTE: If the machine has no serial number, the SP displays “ ---- ”.



SP3-3: Input serial number that is displayed with SP1-72

Purpose: To input the serial number that is displayed with SP1-72.

Example: Serial number F0912345678.

1. Enter SP3-3. ("F09" is displayed).

   ↓#

2. Input "1234" (middle four digits).

   ↓#

3. Input "5678" (last four digits).

   ↓#

NOTE: There is no SP mode to input SP1-75 (Serial number: Factory).

SP2-33: Re-feeding

Purpose: When the machine performs re-feeding, the paper registration position can be up to 5mm out of range. If this incorrect position is not acceptable to the customer, change this SP mode to "OFF".

ON: Re-feeding is on (factory setting).

OFF: Re-feeding is off.

Model: PRIPORT PINKGOLD/PGB4	Date: 18-Mar-03	No: R-C238-007

CHANGED "B JAM" INDICATOR

Since this model has no LCD for written display messages, the conditons for the "B-jam" and "M" LEDs have been changed as follows. This is to clarify when the master wrapped around the drum should be removed.

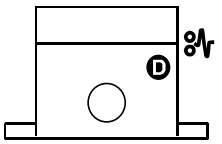
Display	Before C2385114-H	C2385114-H or newer
B jam	Remove the paper wrapped around the drum Remove the master wrapped around the drum	Remove the paper wrapped around the drum
M	No master around the drum	No master around the drum Cannot print using the wrapped master

Details

With the above change, the D-jam recovery procedure has been changed as described below. Please add the New Recovery procedure on the next page to your PINKGOLD Service Manual, Section 6.10.3, "Master feed jam" (P6-46).

Note: The following "Old Recovery Procedure" was not included in the PINKGOLD Service Manual.

Old Recovery Procedure (for versions before C2385114-H):



C249A026.WMF

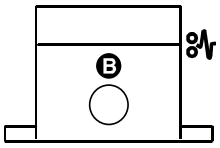
D-jam (master cut error) is indicated.

Note: This includes all D jams except for "Clamping the master".

↓

Dispose of the jammed master in the master making unit.

↓



C249A027.WMF

When the master making unit is pushed back in, the "B-jam" LED will light.

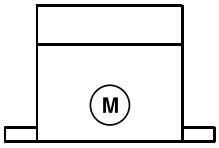
Note: This cannot be cleared by turning the main power off/on.

↓

Remove the master wrapped around the drum manually.

Note: When a master cut error occurs, the wrapped master length is not correct, therefore it is necessary to remove the wrapped master manually.

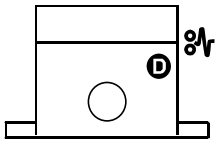
↓



C249A028.WMF

The machine returns to normal, but when the Print key is pressed, the "M" LED lights, because the master has been removed. The machine is able to print after the Start key is pressed.

New Recovery Procedure (for version C2385114-H or newer):



C249A026.WMF

D-jam (master cut error) is indicated.

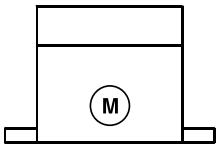
Note: This includes all D jams except for “Clamping the master”.

↓

Dispose of the jammed master in the master making unit.

↓

When the master making unit is pushed back in, no error is displayed. However when the Print key is pressed, the “M” LED lights, and the machine cannot print.



C249A028.WMF

Note: The wrapped master length is not correct, so the machine cannot print using the wrapped master.

↓

The machine returns to normal and is able to print after the Start key is pressed, as the wrapped master is removed automatically. (This is done during the “Master Eject” process.)

NOTE:

When SP2-12 (Drum master sensor) is off, the “B-jam” and “M” LEDs cannot be cleared. The factory setting for this SP is on.

Model: PRIPORT PINKGOLD/PGB4	**Date:** 20-Mar-03	**No:** R-C238-**008a**
Subject: PG B4 firmware history (China only)	**Prepared by:** H. Onodera, Priport Service Planning Section	

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

Model Name:

PINKGOLD: Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030

PG B4 (China only): Ricoh JP2800, Gestetner 5425C

This bulletin is to inform you of the modification history for the Main firmware #C2475117 for PG B4 (China models C247-76,-78 only).

FIRMWARE MODIFICATION HISTORY

Ver.	Part Numbers	Description	Month Affected
1.06	Main firmware: C247 5117-A	First lot of mass production	First mass production
1.07	Main firmware: C247 5117-B	Modified paper feed timing to prevent blurred images in the area 30 mm from the leading edge.	November 2002 production

Ver.	Part Numbers	Description	Month Affected
1.15	Main firmware: C247 5117-D	1. Added the following SP modes: *SP6-23: Paper registration-each speed *SP6-24: Paper registration-each speed (Skip feed) *SP6-27: Press roller buckle *SP1-72: Display the serial number (Service) *SP1-75: Display the serial number (Factory) *SP3-3: Input the service serial number (displayed with SP1-72) *SP2-33: Re-feeding For details, see the following pages. 2. Changed “B jam” indicator. For details, see the following pages. 3. Changed “P” indicator for when SP2-21 (Swap start key for print key) is used.	March 2003 production

NOTE: C2475117-C is skipped.

NEW FIRMWARE CHECK SUM

The check sum for the latest firmware is as follows:

New Suffix (P/N)	Description	Check Sum
C2475117-D	Program MPU	CB42H

HOW TO USE THE ADDITIONAL SP MODES

SP6-23: Paper registration - each speed

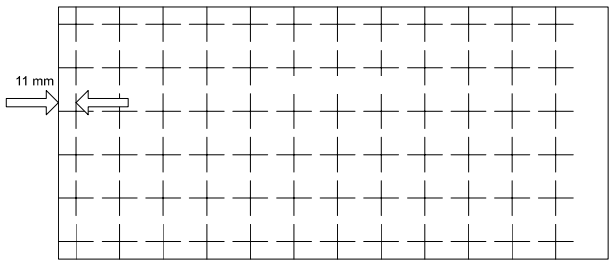
The following procedure allows the image position to be adjusted for each speed (15, 30, 60, 75, 90,105, and 120 rpm).

Note:

- If you want to adjust the image position for all speeds at the same time, use SP6-21 (Paper Registration position).
- The procedure below can also be used for SP6-24.

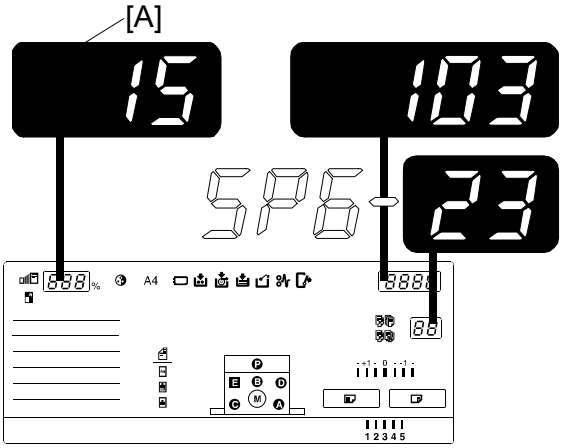
1. Set SP2-24 (Slow starting mode) to a value of “2” (print from 15 rpm).
2. Set SP8-10 (Test patterns) to a value of “6”, then press the Start key.
3. Make 6 copies at speed 5 (finishing with 120 rpm). Perform the adjustment below for all 6 copies:
   Trial print: 15 rpm
   1st print: 30 rpm
   2nd print: 60 rpm
   3rd print: 75 rpm
   4th print: 90 rpm
   5th print: 105 rpm
   6th print: 120 rpm

4. The distance between the leading edge and first line should be 11 mm, as shown below.



C238A081.WMF

5. If this distance is not 11 mm, access SP6-23. The zoom counter [A] displays the speed.



C238A077.WMF

6. Input a value to adjust the distance (range 0 to 255):

   The higher the value, the narrower the distance between leading edge and 1st line becomes (and vice-versa). Also, each step corresponds to about 0.58 mm. Input the value that will bring the distance to 11 mm.

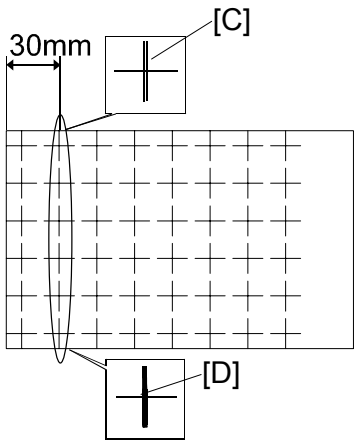
7. Press the Enter key twice, which will change the zoom counter [A] to the next printing speed. Then repeat steps 4 thru 6 for each of the other five copy samples (i.e. 30, 60, 75, 90, 105, and 120 rpm samples).

8. Perform the adjustment again for any of the samples that are still outside the 11 mm standard.

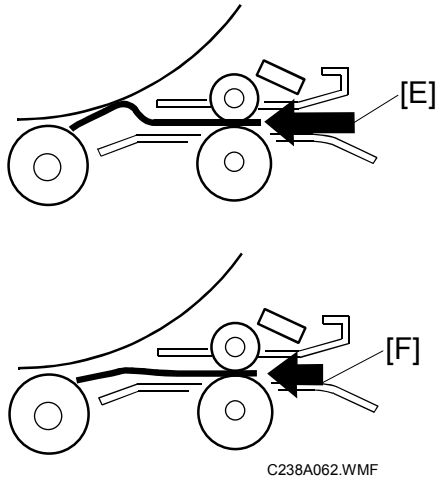
9. Return SP2-24 (Slow starting mode) to the value it was at before the adjustment.

SP6-27: Press roller buckle

Purpose: To adjust doubled [C] or blurred [D] images (e.g. bold lines, text) for each printing speed (15, 30, 60, 75, 90,105, and 120 rpm), by changing SP settings.



C238A082.WMF



C238A062.WMF

1. Set SP2-24 (Slow starting mode) to a value of "2" (print from 15 rpm).
2. Set SP8-10 (Test patterns) to a value of "6", then press the Start key.
3. Make 6 copies at speed 5 (finishing with 120 rpm). Perform the adjustment below for all 6 copies.
   Trial print: 15 rpm
   1st print: 30 rpm
   2nd print: 60 rpm
   3rd print: 75 rpm
   4th print: 90 rpm
   5th print: 105 rpm
   6th print: 120 rpm
4. Check the area from the leading edge to about 30 mm down for any doubled or blurred images.
5. If any are present, access SP6-27. The zoom counter displays the printing speed.
6. Input a value to adjust the blurred or doubled image (range: 0 to 100, step: 0.01).

   Higher values ([E]): Blurred images improve, doubled images tend to be more noticeable.
   Lower values ([F]): Doubled images improve, blurred images tend to be more noticeable.
7. Press the Enter key twice, which will change the zoom counter [A] to the next printing speed. Then repeat steps 4 thru 6 for each of the other five copy samples (i.e. 30, 60, 75, 90, 105, and 120 rpm samples).
8. Perform the adjustment again where necessary.
9. Return SP2-24 (Slow starting mode) to the value it was at before the adjustment.

Values of SP6-23,-24, and -27

No.	Menu Items	Speed	Default	Settings
6-23	Paper registration – each speed	15 rpm	101	0 to 255
		30 rpm	102	
		60 rpm	94	
		75 rpm	86	
		90 rpm	72	
		105 rpm	58	
		120 rpm	42	
6-24	Paper registration – each speed (Skip feed)	15 rpm	101	0 to 255
		30 rpm	102	
		60 rpm	95	
		75 rpm	87	
		90 rpm	73	
		105 rpm	60	
		120 rpm	44	
6-27	Press roller buckle	15 rpm	1.00	0.00 to 1.00
		30 rpm	1.00	
		60 rpm	0.93	
		75 rpm	0.92	
		90 rpm	0.90	
		105 rpm	0.90	
		120 rpm	0.90	

SP1-72: Serial number (Service) / SP1-75: Serial number (Factory)

Purpose: To display the serial number.

By pressing the Enter key, the display changes from the beginning of the number, to the middle, then to the end, as shown below.

Example: Serial number F2412345678.

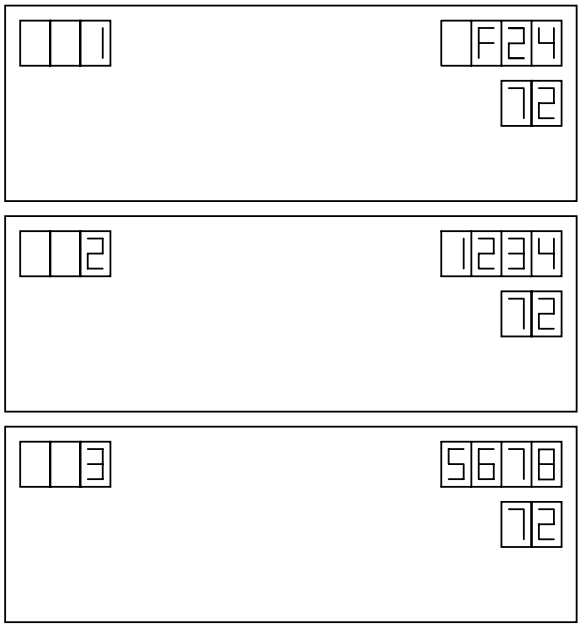
1. Enter SP1-72 (or SP1-75).
2. “F24” is displayed (first three digits).

↓#

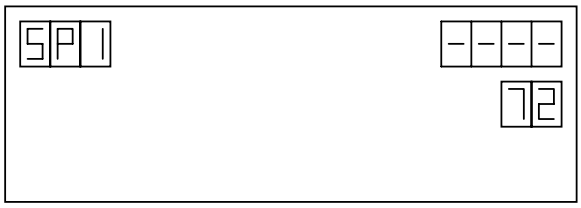
3. “1234” is displayed (middle four digits).

↓#

4. “5678” is displayed (last four digits).



NOTE: If the machine has no serial number, the SP displays “ ---- ”.



SP3-3: Input serial number that is displayed with SP1-72

Purpose: To input the serial number that is displayed with SP1-72.

Example: Serial number F2412345678.

1. Enter SP3-3. ("F24" is displayed).

   ↓#

2. Input "1234" (middle four digits).

   ↓#

3. Input "5678" (last four digits).

   ↓#

NOTE: There is no SP mode to input SP1-75 (Serial number: Factory).

SP2-33: Re-feeding

Purpose: When the machine performs re-feeding, the paper registration position can be up to 5 mm out of range. If this incorrect position is not acceptable to the customer, change this SP mode to "OFF".

ON: Re-feeding is on (factory setting).

OFF: Re-feeding is off.

Model: PRIPORT PINKGOLD/PGB4	Date: 20-Mar-03	No: R-C238-008

CHANGED "B JAM" INDICATOR

Since this model has no LCD for written display messages, the conditons for the "B-jam" and "M" LEDs have been changed as follows. This is to clarify when the master wrapped around the drum should be removed.

Display	Before C2475117-D	C2475117-D or newer
B jam	Remove the paper wrapped around the drum Remove the master wrapped around the drum	Remove the paper wrapped around the drum
M	No master around the drum	No master around the drum Cannot print using the wrapping master

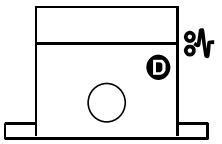
Details

With the above change, the D-jam recovery flow has been changed as described below. Please add the New Recovery Procedure on the next page to your PINKGOLD Service Manual, Section 6.10.3, "Master feed jam" (P6-46).

Note: The following "Old Recovery Procedure" was not included in the PINKGOLD Service Manual.

Old Recovery Procedure (for versions before C2475117-D):

D-jam (master cut error) is indicated.



C249A026.WMF

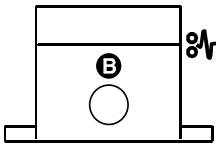
Note: This includes all D jams except for "Clamping the master".

↓

Dispose of the jammed master in the master making unit.

↓

When the master making unit is pushed back in, the "B-jam" LED will light.



C249A027.WMF

Note: This cannot be cleared by turning the main power off/on.

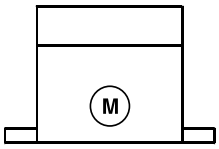
↓

Remove the master wrapped around the drum manually.

Note: When a master cut error occurs, the wrapped master length is not correct, so it is necessary to remove the wrapped master manually.

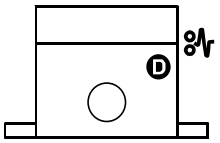
↓

The machine returns to normal. However, when the Print key is pressed, the "M" LED lights, because the master has been removed. The machine is able to print after the Start key is pressed.



C249A028.WMF

New Recovery Procedure (for version C2475117-D or newer):



C249A026.WMF

D-jam (master cut error) is indicated.

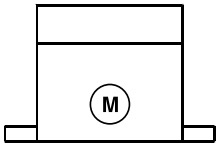
Note: This includes all D jams except for “Clamping the master”.

↓

Dispose of the jammed master in the master making unit.

↓

When the master making unit is pushed back in, no error is displayed. However when the Print key is pressed, the “M” LED lights, and the machine cannot print.



C249A028.WMF

Note: The wrapped master length is not correct, so the machine cannot print using the wrapped master.

↓

The machine returns to normal and is able to print after the Start key is pressed, because the wrapped master is removed automatically. (It means “Master Eject”.)

NOTE:

When SP2-12 (Drum master sensor) is off, the “B-jam” and “M” LEDs cannot be cleared. The factory setting for this SP is on.

Model: PRIPORT PINKGOLD/PGB4	Date: 6-Aug-03	No: R-C238-009
Subject: A drum cannot be set	**Prepared by:** M. Kanomata, Priport Service Planning Section	

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

Model Name:

PINKGOLD: Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030

PGB4 (China only): Ricoh JP2800, Gestetner 5425C

Note: Please be sure to see MB #MC238024 for related information.

Symptom

The drum cannot be set properly.

Cause

The drum bearing separates from the bearing holder (#23), and the drum cannot be connected properly with the drum gear assembly (#10) at installation.

Solution

Production line:

Three spacers added, as described in MB #MC238024.

Machines in the Field

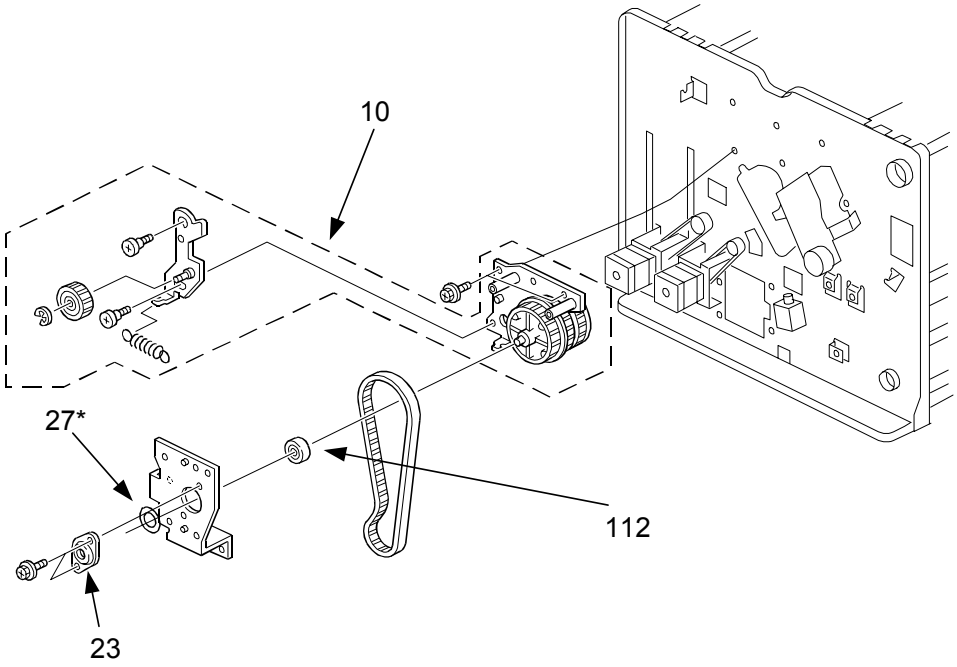
Attach the following spacer on MIF produced before the cut-in serial numbers. This spacer has been registered with service parts for easy installation in the field.

Note: This one spacer (#27*) has the same effect as the three applied to the production line, though the attachment position is different (procedure below).

Old #	New #	Description	Qty	Int	Page	Index
-	C2389000	Spacer	1	-	-	-

Installing the C2389000 Spacer

1. Remove the Rear Cover.
2. Remove the Bearing Holder (#23).
3. Attach the Spacer (#27*) together with the Bearing Holder (#23).



Model: PRIPORT PINKGOLD/PGB4	**Date:** 2-Sep-03	**No:** R-C238-**010**
Subject: Point to Point Diagram revision	**Prepared by:** M. Kanomata, Priport Service Planning Section	

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

Model Name:

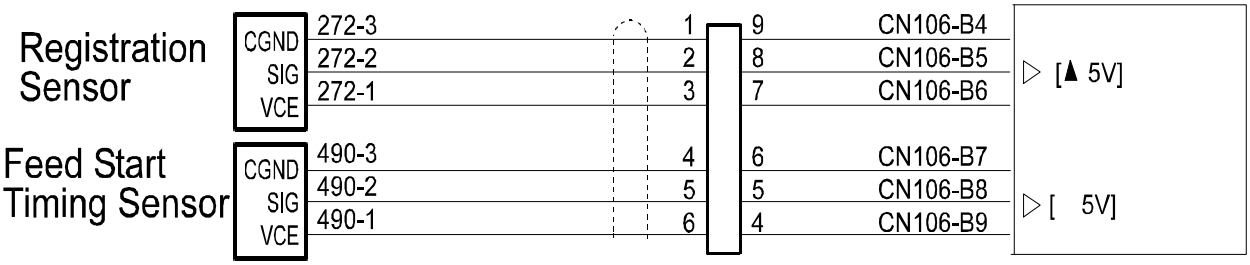
PINKGOLD: Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030

PGB4 (China only): Ricoh JP2800, Gestetner 5425C

Please apply the following revision to the PINKGOLD and PGB4 Point to Point Diagram (Section C page 7- 5):

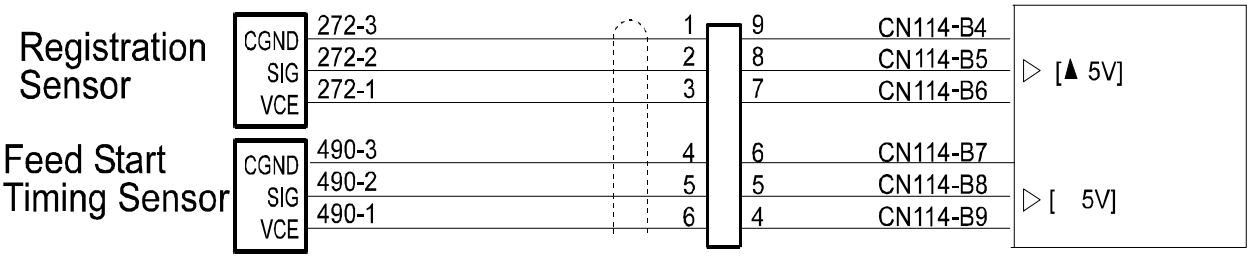
- Incorrect:

Registration and feed start timing sensors shown going to **CN 106** on the MPU.



- **Correct:**

Both sensors go to MPU **CN114**.



Model: PRIPORT PINKGOLD/PGB4	**Date:** 16-Oct-03	**No:** R-C238-**011**
Subject: PG firmware history	**Prepared by:** M. Kanomata, Priport Service Planning Section	

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

Model Name:

PINKGOLD: Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030

PGB4 (China only): Ricoh JP2800, Gestetner 5425C

This bulletin is to inform you of the firmware modification history of the PINKGOLD/PGB4.

FIRMWARE MODIFICATION HISTORY

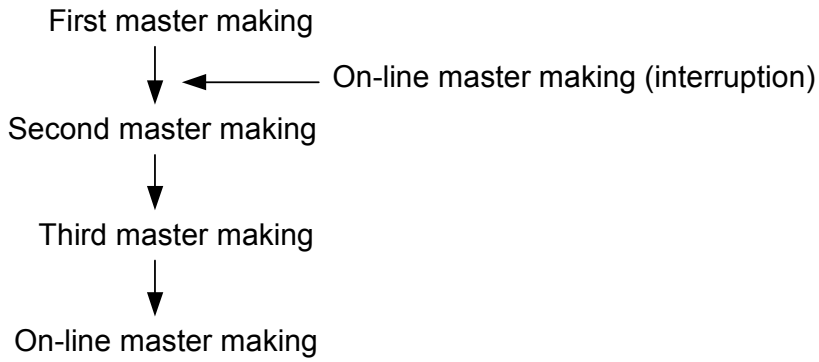
C2385114	File Name	Version	Production
A	C2385114A.bin	1.06	First mass production
C	C2385114C.bin	1.10	January 2002 production
D	C2385114D.bin	1.12	March 2002 production
E	C2385114E.bin	1.13	May 2002 production
F	C2385114F.bin	1.17	July 2002 production
G	C2385114G.bin	1.19	October 2002 production
H	C2385114H.bin	1.26	March 2003 production
J	C2385114J.bin	1.31	October 2003 production

NOTE: Filename suffixes B and I have been skipped.

C2475117	File Name	Version	Production
A	C2475117A.bin	1.06	First mass production
B	C2475117B.bin	1.07	November 2002 production
D	C2475117D.bin	1.15	March 2003 production
F	C2475117F.bin	1.21	October 2003 production

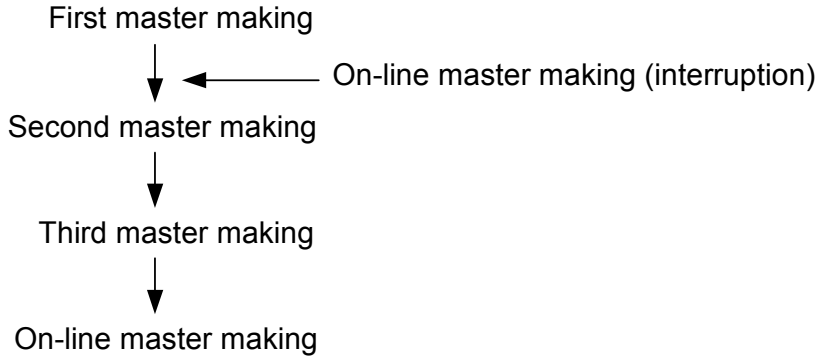
NOTE: Filename suffixes C and E have been skipped.

PINKGOLD (C2385114)

Symptom Corrected	Suffix
First lot of mass production.	A
New SP mode added: SP2-24 (Slow Starting Mode). **NOTE:** See RTB #RC238001 for details.	C
Detection size ranges for several paper sizes increased to eliminate 7mm image shift. **NOTE:** See RTB #RC238001 for details.	D
New SP mode added: SP4-45 (Paper size display). **NOTE:** See RTB #RC238001 for details.	E
Printing not possible after updating (software bug). **NOTE:** See RTB #RC238003 for details.	F
Completely corrects the version F bug mentioned above (cannot print after updating). **NOTE:** See RTB #RC238003 for details.	G
1. New SP modes added: SP1-72: Serial number (Service) SP1-75: Serial number (Factory) SP3-3: Input serial number in SP-1-72 SP2-33: Re-feeding 2. Changed ''B jam'' indicator. **NOTE:** See RTB #RC238007 for details.	H
If on-line data is received from the PC during master making of 3 or more originals with the ADF, the machine will interrupt jobs in progress as shown below and begin the on-line master making. The software was changed so that the machine begins the on-line master making only after completing the originals set in the ADF. **Master making with ADF (example)**  	J

Model: PRIPORT PINKGOLD/PGB4	Date: 16-Oct-03	No: R-C238-011

PGB4 (C2475117)

Symptom Corrected	Suffix
First lot of mass production.	A
Modified paper feed timing to prevent blurred images in the area 30 mm from the leading edge. **NOTE:** See RTB #RC238008-a for details.	B
1. Added the following SP modes: SP6-23: Paper registration-each speed SP6-24: Paper registration-each speed (Skip feed) SP6-27: Press roller buckle SP1-72: Serial number (Service) SP1-75: Serial number (Factory) SP3-3: Input serial number in SP1-72 SP2-33: Re-feeding 2. Changed ''B jam'' indicator. 3. Changed ''P'' indicator for when SP2-21 (Swap start key for print key) is used. **NOTE:** See RTB #RC238008-a for details.	D
If on-line data is received from the PC during master making of 3 or more originals with the ADF, the machine will interrupt jobs in progress as shown below and begin the on-line master making. The software was changed so that the machine begins the on-line master making only after completing the originals set in the ADF. **Master making with ADF (example)**  	F

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012**
Subject: New Model PGA3P/PGB4P information (China only)	**Prepared by:** M. Ohtsubo, Priport Service Planning Section	

Classification:

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

This bulletin contains all service-related information unique to Model PGA3P (C246) / PGB4P (C254), which is scheduled for official release in China in February 2004. Please add this information to your PinkGold Series Service Manuals and also refer to RTB #R-C238-004 for PGB4 information.

Note: Please also see MB #M-C238-025 for a list of the components unique to the PGA3P/PGB4P.

1. OVERALL INFORMATION

1.1 SECTIONS CONTAINING DIFFERENCES BETWEEN THE C246/C254 AND C238/C247

Service Manual:

Section	Item	Remarks
1	Installation	*(no differences)*
2	Preventive maintenance	*(no differences)*
3	Replacement and adjustment	*(no differences)*
4	Troubleshooting	Some items changed.
5	Service tables	Some items changed.
6	Detailed section descriptions	*(no differences)*
7	Point to point diagrams	*(no differences)*
SPEC	Specifications	Some items added.
C600	Document Feeder	*(no differences)*
CLT	Printer controller unit	New documents

2. TROUBLESHOOTING

2.1 DIP SWITCHES (PAGE 4-7)

Ink detection board

No.	Normal drum for PGA3P	Normal drum for PGB4P	Colour drum	A4 black drum
SW1	OFF	OFF	OFF	ON
SW2	OFF	OFF	ON	OFF
SW3	ON	OFF	OFF	OFF
SW4	OFF	OFF	OFF	OFF

3. SERVICE TABLES

The colour drum for Model PGA3P is the same as that used on the PinkGold A3, but the normal drum has been changed to one designed to further reduce noise. This new normal drum uses the drum flange from Model HP4. Therefore on the PGA3P, the normal and colour drums have separate components and also have separate settings for the three SP modes listed below.

Differences in SP Mode Settings

The settings for the following SP modes are different for normal vs. colour drums installed on the PGA3P (see the tables on next page). Please note that this does not apply to the PGB4P.

- SP6-23 (Paper Registration - Each Speed)
- SP6-24 (Paper Registration - Each Speed (skip feed))
- SP6-27 (Paper Roller Buckle)

Important: Although these settings are different, it is not necessary to perform any manual settings when either drum is replaced. This is because the machine automatically applies the appropriate settings according to the setting of the Dip SW on each drum. Therefore please be sure not to change these Dip SW settings.

NOTE: 1) Since the actual values for the above modes are different for the normal and color drums, it is only possible to access/change these settings for the drum installed. For example if the normal drum is installed, only the settings for SP6-23, -24 and -27 designed for the normal drum can be accessed.
2) If there is no drum installed in the machine, the settings for the above SP modes cannot be accessed, the Jam M indicator will blink, and the four-digit paper counter on the operation panel will be displayed as “dru”.

3.1 SP6-23 (PAPER REGISTRATION – EACH SPEED)

Menu Items	Speed	Default	Settings	Notes
Paper registration –each speed	15 rpm	101	0 to 255	Used for: PGA3P normal drum
	30 rpm	103		
	60 rpm	92		
	75 rpm	84		
	90 rpm	72		
	105 rpm	59		
	120 rpm	45		
Paper registration –each speed	15 rpm	103	0 to 255	Used for: PGA3P colour drum
	30 rpm	107		
	60 rpm	93		
	75 rpm	82		
	90 rpm	70		
	105 rpm	59		
	120 rpm	45		
Paper registration –each speed	15 rpm	101	0 to 255	Used for: PGB4P
	30 rpm	102		
	60 rpm	94		
	75 rpm	86		
	90 rpm	72		
	105 rpm	58		
	120 rpm	72		

3.2 SP6-24 (PAPER REGISTRATION – EACH SPEED (SKIP FEED))

Menu Items	Speed	Default	Settings	Notes
Paper registration –each speed (skip feed)	15 rpm	101	0 to 255	Used for: PGA3P normal drum
	30 rpm	103		
	60 rpm	93		
	75 rpm	86		
	90 rpm	75		
	105 rpm	63		
	120 rpm	50		
Paper registration –each speed (skip feed)	15 rpm	103	0 to 255	Used for: PGA3P colour drum
	30 rpm	107		
	60 rpm	94		
	75 rpm	84		
	90 rpm	73		
	105 rpm	63		
	120 rpm	50		
Paper registration –each speed (skip feed)	15 rpm	101	0 to 255	Used for: PGB4P
	30 rpm	102		
	60 rpm	95		
	75 rpm	87		
	90 rpm	73		
	105 rpm	60		
	120 rpm	44		

3.3 SP6-27 (PRESS ROLLER BUCKLE)

Menu Items	Speed	Default	Settings	Notes
Press roller buckle	15 rpm	1.00	0.00 to 1.00	Used for: PGA3P normal drum
	30 rpm	1.00		
	60 rpm	0.92		
	75 rpm	0.92		
	90 rpm	0.92		
	105 rpm	0.92		
	120 rpm	0.92		
Press roller buckle	15 rpm	1.00	0.00 to 1.00	Used for: PGA3P colour drum
	30 rpm	1.00		
	60 rpm	0.88		
	75 rpm	0.87		
	90 rpm	0.85		
	105 rpm	0.86		
	120 rpm	0.88		
Press roller buckle	15 rpm	1.00	0.00 to 1.00	Used for: PGB4P
	30 rpm	1.00		
	60 rpm	0.93		
	75 rpm	0.92		
	90 rpm	0.90		
	105 rpm	0.90		
	120 rpm	0.90		

4. SPECIFICATIONS

The following are the only differences in specification between this model and the C238/C247. All other items are the same.

No.	Item	Remarks
1	Model names	A3 size: Ricoh Priport JP3810P (C246-96) Gestetner 5438P (C246-82) B4 size: Ricoh Priport JP2810P (C254-96) Gestetner 5435P (C254-82)
2	Printer controller unit	Embedded Printer Controller Unit fitted as standard
3	Printer drivers	Drivers support Chinese

5. PRINTER CONTROLLER UNIT

Trademarks

Microsoft®, Windows®, and MS-DOS® are registered trademarks of Microsoft Corporation in the United States and/or other countries.

Other product names used herein are for identification purposes only and may be trademarks of their respective companies. We disclaim any and all rights involved with those marks.

Symbols

This manual uses several symbols. The meanings of these symbols are as follows:

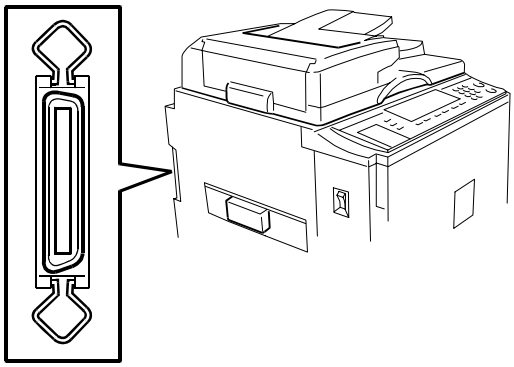
☛	See or Refer to
	Clip ring
	E-ring
	Screw
	Connector

INSTALLATION

The PGA3P/PGB4P are equipped with a standard printer controller unit and Video I/F board. Connect the printer controller unit to the host computer with a parallel cable. Then, install the printer driver in the host computer.

Host computer	IBM PC/AT compatible PC
Interface	IEEE1284B (Compatible, Nibble, ECP)
Operating Systems Supported	Windows 95/98/Me, Windows NT4.0, Windows 2000/XP
Printer Driver	Digital Duplicator A3 300 GDI Digital Duplicator B4 300 GDI

NOTE: The Printer drivers for Windows NT4.0 are only for Intel x86 compatible platforms. There is no Windows NT4.0 printer driver for the PowerPC, Alpha, or MIPS platforms.



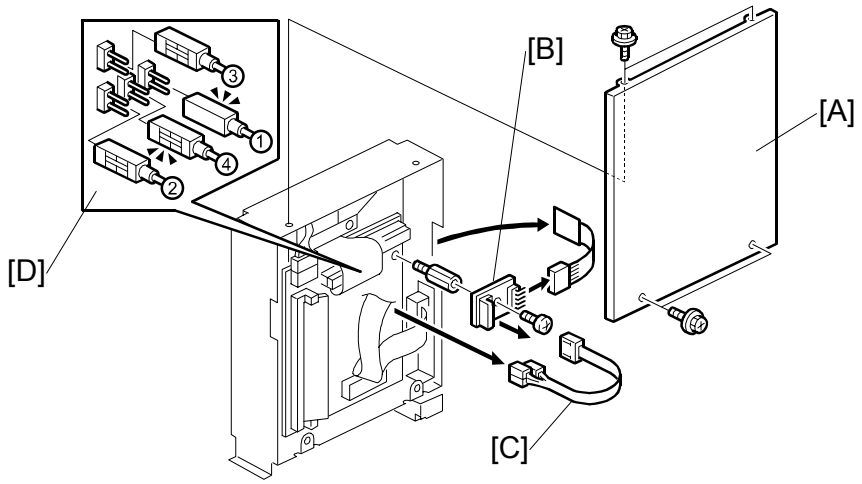
REPLACEMENT AND ADJUSTMENT

⚠CAUTION

Before removing any of the controller components, make sure to do the following:

1. **Turn off the machine main power.**
   Note: However if the "Data-in" lamp on the operation panel is blinking or lit, wait until the document or report is printed before turning the power off.
2. **After the power is off, disconnect the power cord from the outlet and the cable from the machine.**

CONTROLLER BOARD MEMORY

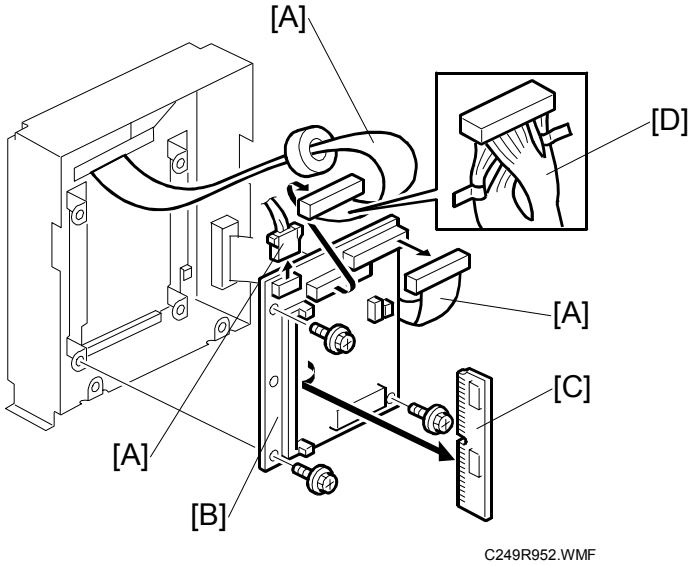


C249R951.WMF

[A]: Cover

[B]: Keypad board

NOTE: When you attach the connector [C], make sure to attach it in the correct position and orientation [D].



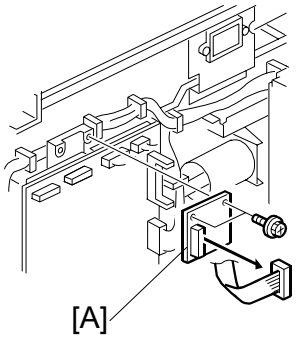
[A]: Connector

[B]: Printer controller board

[C]: SIMM module

NOTE: The twisted end of the harness [D] should be connected to the controller board.

VIDEO I/F BOARD



[A]: Video I/F Board

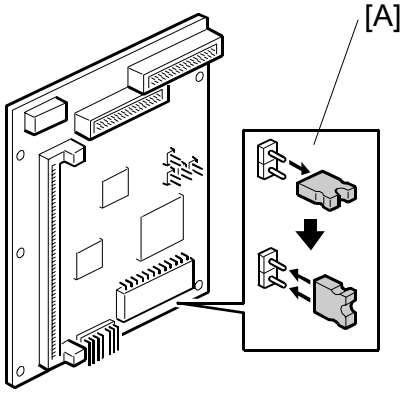
LOAD PROGRAM

This procedure is for upgrading the system firmware for the controller.

NOTE: If the controller does not start up after a firmware update, try downloading the firmware again. If it still does not work, replace the flash ROM on the printer controller board.

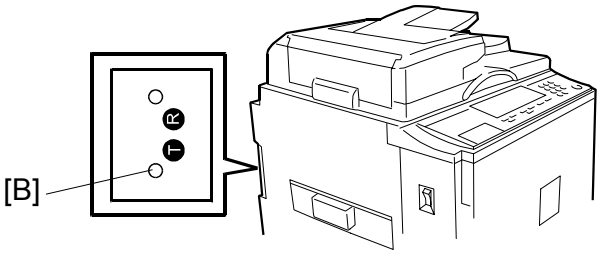
⚠CAUTION
Do not turn off the machine while downloading the firmware.

1. Before downloading new firmware, print the test page and check the current version.
2. Turn off the machine.
3. Remove the rear cover and controller cover.
4. Set the jumper next to the flash ROM to the ON position [A].
5. Turn on the machine.
6. Boot up the PC and access an MS-DOS prompt or Command prompt.
7. Use the COPY command to update the flash ROM, . e.g. “copy file_name LPT1:” (where LPT1 is the connected port).

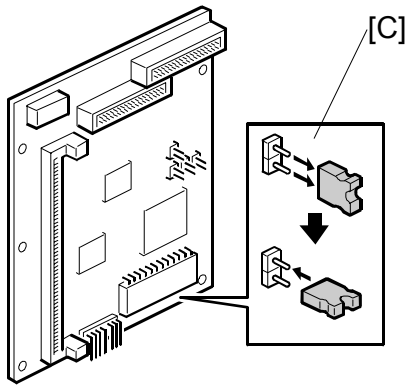


C249R957.WMF

8. While the flash ROM is updating, the left LED [B] on the control button board remains lit.



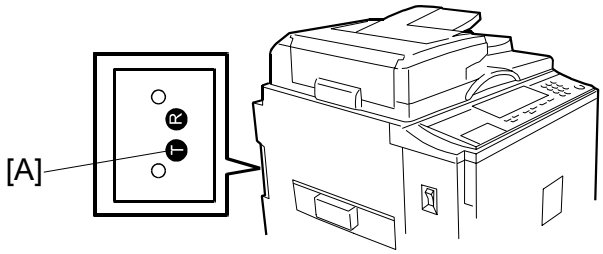
9. When the left LED flashes rapidly, the update is complete.
10. Turn off the machine.
11. Set the jumper back to the OFF position [C].
12. Turn on the machine and print out the test page using the test page button. Then check to see that the new version has been successfully installed.



C249R958.WMF

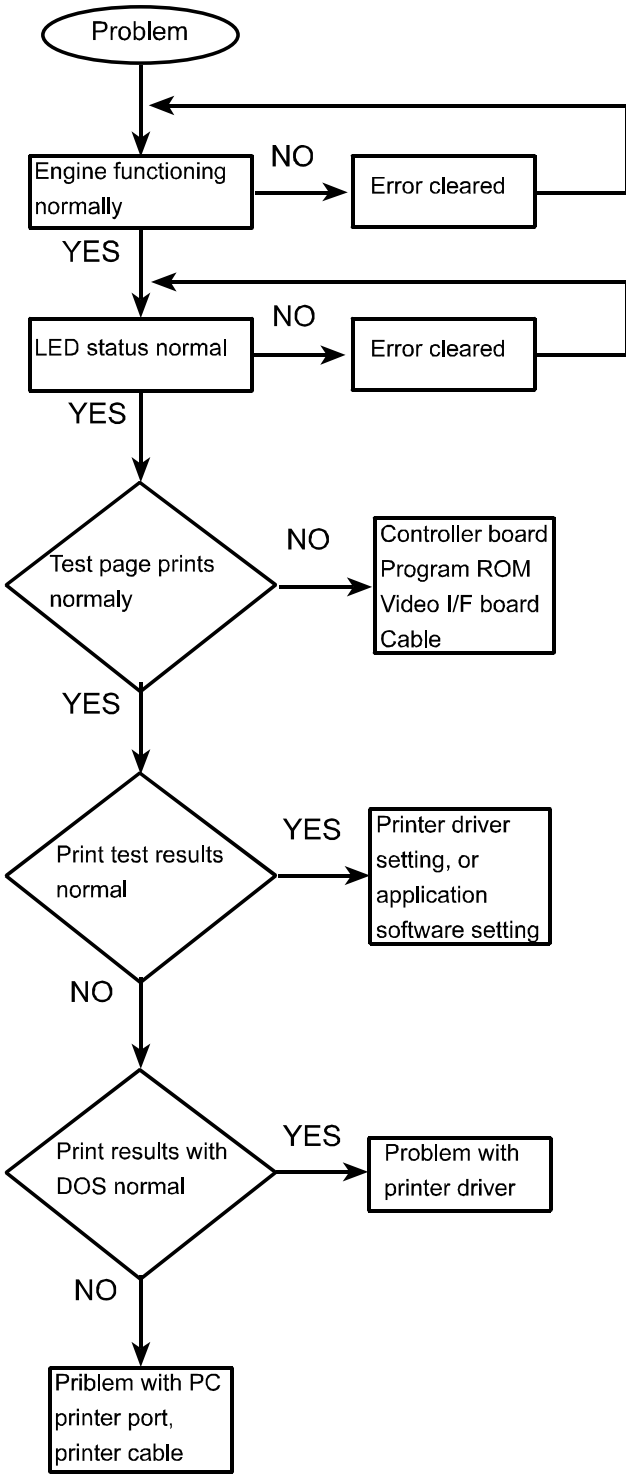
TEST PAGE

Press the test page button [A] on the keypad board. The right LED will start flashing quickly, indicating that the controller is in the process of creating the test page.

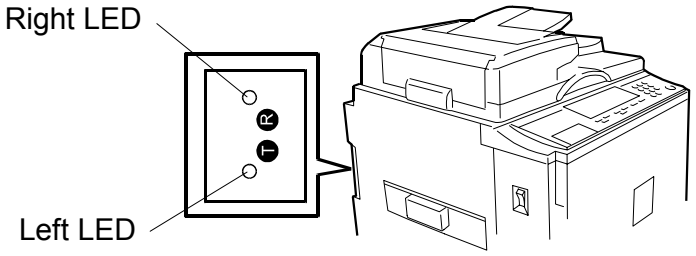


TROUBLESHOOTING

TROUBLESHOOTING FLOWCHART



LED STATUS LIGHT SEQUENCE AND CONDITIONS



Power on and activation

STATUS	DESCRIPTION	CHECK POINT
All LEDs are off	No power supply	-No AC power supplied. -AC cord not properly connected. -Power supply failure in the controller.
Right LED is on	Power on	-
Left LED is flashing	Performing self-diagnostic test before Ready condition	-
Left LED is flashing rapidly	Receiving data	-
Left LED remains on	-Transferring data -Creating a master	-
Left LED remains off	Idle	-
Left LED flashing slowly at regular intervals	Engine error	Check the message on the operation panel.

Test page button

STATUS	DESCRIPTION	CHECK POINT
Left LED is flashing	Receiving data	-
Left LED is on	Creating a master	-
Left LED remains on	Printing	-
Left LED flashes then remains off.	No response from the engine.	-Turn the engine Off/On. -Check if the controller is properly connected to the engine. -Check if the engine is online. -Check if the SIMM card is positioned correctly.
Left LED flashes slowly at regular intervals	Engine error	-Check the error message on the engine control panel. -Check if the controller is properly connected to the engine.

PRINTER DRIVER OPERATION

If the Windows test page does not print or does not look right, check the printer driver operation using these steps:

1. Select the Details tab in the Properties menu of the printer driver.
2. Change the port connection to “File:”.
3. Click the Apply button. Then select the General tab and click the Print Test Page button.
4. Set the file name (e.g. test.prn), then set the disk/directory location and save the file.
5. Click “YES” when the message pops up and asks whether the test page printed correctly.
6. Access an MS-DOS prompt or command prompt.
7. Check to see that the engine and controller are ready for printing. Then execute the following command at the MS-DOS prompt or command prompt. “copy /b test.prn lpt1”.

   NOTE: 1) Always input “/b” after the Copy command.
   2) The above example applies if the file name saved in Step 4 is “test.prn”.
   3) If the controller is connected to the second PC port, replace “lpt1” with “lpt2”.

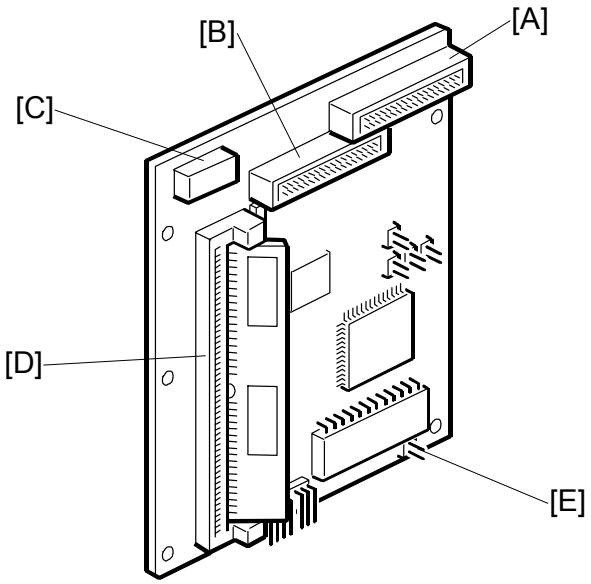
8. Input “exit,” then exit from the MS-DOS prompt or command prompt.
9. If the test page has printed correctly, change the printer driver port from “File:” back to its previous setting.

SERVICE TABLES

There are no SP modes for the printer controller unit.

DETAILED DESCRIPTIONS

OVERVIEW

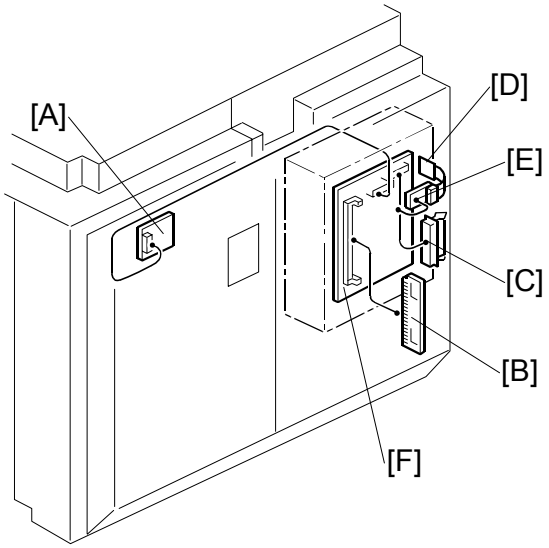


C249D950.WMF

DESCRIPTION	CONTROLLER
CPU	Analog Devices ADSP chip
RAM	16MB (SIMM)
Flash ROM	1MB EPROM

REF.	CONNECTOR		DESCRIPTION
	Name	Configuration	
A	IEEE1284 I/F	26-pin socket	To IEEE1284 Interface
B	Engine Interface	26-pin socket	To video I/F board
C	Power connector	4-pin socket	To power cable
D	SIMM Interface	72-pin SIMM	For connecting the SIMM module
E	Upgrade firmware jumper	2-pin	Upgrading controller firmware

MACHINE LAYOUT



REF.	COMPONENT
A	Video Interface Board
B	SIMM Module
C	IEEE1284 Interface
D	Control Button Board
E	Keypad Board
F	Printer Controller Board

SEPECIFICATIONS

Controller Type	Embedded
Configuration	Internal embedded controller
Printer Language	GDI
Print Resolution	300dpi
Memory (RAM)	16MB (SIMM)
Resident Fonts	None
Host Interface	IEEE1284B (Compatible, Nibble, ECP)
Host PC	IBM PC/AT compatible PC
Operating Systems Supported	Windows 95/98/Me, Windows NT4.0 (*1), Windows 2000/XP
Printer Driver	Digital Duplicator A3 300 GDI Digital Duplicator B4 300 GDI

NOTE: The Printer drivers for Windows NT4.0 are only for Intel x86 compatible platforms. There is no Windows NT4.0 printer driver for the PowerPC, Alpha, or MIPS platforms.

Reissued: 13-May-04
RTB Correction
The items in bold italics have been corrected or added.

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011a**
Subject: PG firmware history	**Prepared by:** M. Kanomata, Priport Service Planning Section	

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

This bulletin is to inform you of the firmware modification history of the PINKGOLD/PGB4/PGA3P/PGB4P.

● Firmware Modification History

PINKGOLD

C2385114	File Name	Version	C.SUM	Production
A	C2385114A.bin	1.06	D49B	First mass production
C	C2385114C.bin	1.10	E425	January 2002 production
D	C2385114D.bin	1.12	326C	March 2002 production
E	C2385114E.bin	1.13	6D84	May 2002 production
F	C2385114F.bin	1.17	DF73	July 2002 production
G	C2385114G.bin	1.19	0EC1	October 2002 production
H	C2385114H.bin	1.26	3BF0	March 2003 production
J	C2385114J.bin	1.31	D34E	October 2003 production
L	***C2385114L.bin***	***1.33***	***3027***	***February 2004 production***

NOTE: File name suffixes B, I and K have been skipped.

PGB4

C2475117	File Name	Version	C.SUM	Production
A	C2475117A.bin	1.06	F06C	First mass production
B	C2475117B.bin	1.07	0804	November 2002 production
D	C2475117D.bin	1.15	CB42	March 2003 production
F	C2475117F.bin	1.21	9491	October 2003 production
H	***C2475117H.bin***	***1.23***	***0623***	***February 2004 production***

NOTE: File name suffixes C, E and G have been skipped.

Reissued: 13-May-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011a**

PGA3P

C2465114	File Name	Version	C.SUM	Production
A	C2465114A.bin	1.04	B210	First mass production
B	***C2465114B.bin***	***1.05***	***301F***	***February 2004 production***

PGB4P

C2545117	File Name	Version	C.SUM	Production
A	C2545117A.bin	1.04	8C49	First mass production
B	***C2545117B.bin***	***1.05***	***061B***	***February 2004 production***

Reissued: 13-May-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011a**

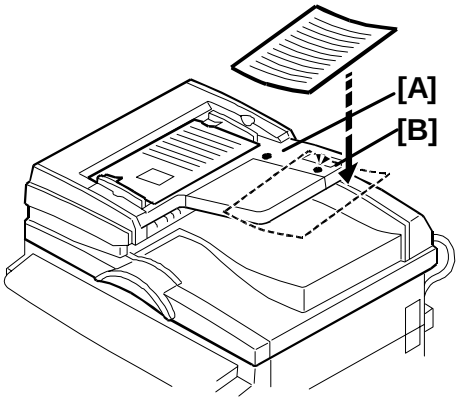
PINKGOLD (C2385114)

Symptom Corrected	Suffix
First lot of mass production.	A
New SP mode added: SP2-24 (Slow Starting Mode). **NOTE:** See RTB #RC238001 for details.	C
Detection size ranges for several paper sizes increased to eliminate 7mm image shift. **NOTE:** See RTB #RC238001 for details.	D
New SP mode added: SP4-45 (Paper size display). **NOTE:** See RTB #RC238001 for details.	E
Printing not possible after updating (software bug). **NOTE:** See RTB #RC238003 for details.	F
Completely corrects version F bug mentioned above (cannot print after updating). **NOTE:** See RTB #RC238003 for details.	G
1. New SP modes added: SP1-72: Serial number (Service) SP1-75: Serial number (Factory) SP3-3: Input serial number in SP-1-72 SP2-33: Re-feeding 2. Changed ''B jam'' indicator. **NOTE:** See RTB #RC238007 for details.	H
If on-line data is received from a PC during master making of 3 or more originals with the ADF, the machine will interrupt jobs in progress as shown below and begin the on-line master making. Software was changed so that the machine begins the on-line master making only after completing the originals set in the ADF. **Master making with ADF (example)** First master making ↓ ← On-line master making (interruption) Second master making ↓ Third master making ↓ On-line master making	J

Reissued: 13-May-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011a**

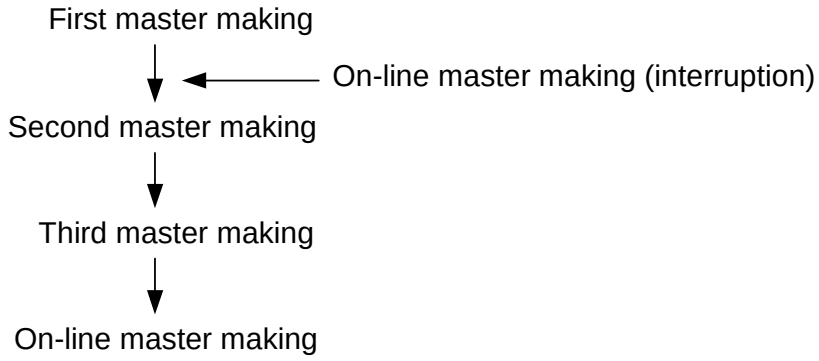
PINKGOLD (C2385114)

Symptom Corrected	Suffix
1. The opening/closing time of the master clamper has been changed from 225 mm/s to 75 mm/s to decrease the load factor of the clamper motor and to ensure that E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware was modified so that if the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** The machine will not switch to "undefined size" if a sheet is placed on the right length sensor after it has detected an A4 LEF sheet. 	***L***

Reissued: 13-May-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011a**

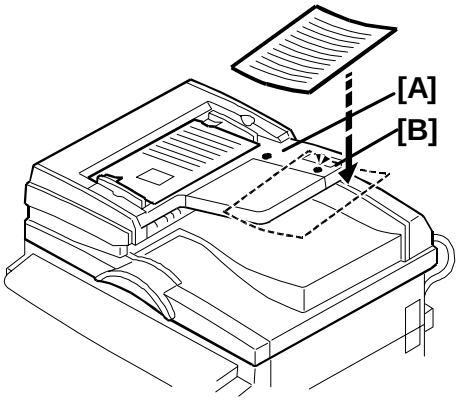
PGB4 (C2475117)

Symptom Corrected	Suffix
First lot of mass production.	A
Modified paper feed timing to prevent blurred images in the area 30 mm from the leading edge. **NOTE:** See RTB #RC238008-a for details.	B
1. Added the following SP modes: SP6-23: Paper registration-each speed SP6-24: Paper registration-each speed (Skip feed) SP6-27: Press roller buckle SP1-72: Serial number (Service) SP1-75: Serial number (Factory) SP3-3: Input serial number in SP1-72 SP2-33: Re-feeding 2. Changed ''B jam'' indicator. 3. Changed ''P'' indicator for when SP2-21 (Swap start key for print key) is used. **NOTE:** See RTB #RC238008-a for details.	D
If on-line data is received from the PC during master making of 3 or more originals with the ADF, the machine will interrupt jobs in progress as shown below and begin the on-line master making. Software changed so that the machine begins the on-line master making only after completing the originals set in the ADF. **Master making with ADF (example)**  	F

Reissued: 13-May-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011a**

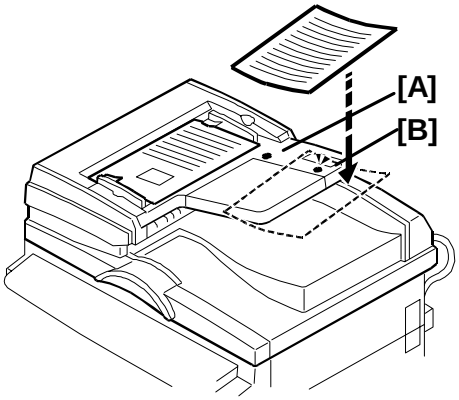
PGB4 (C2475117)

Symptom Corrected	Suffix
1. The opening/closing time of the master clamper has been changed from 225 mm/s to 75 mm/s to decrease the load factor of the clamper motor and to ensure that E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware was modified so that if the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** The machine will not switch to "undefined size" if a sheet is placed on the right length sensor after it has detected an A4 LEF sheet. 	***H***

Reissued: 13-May-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011a**

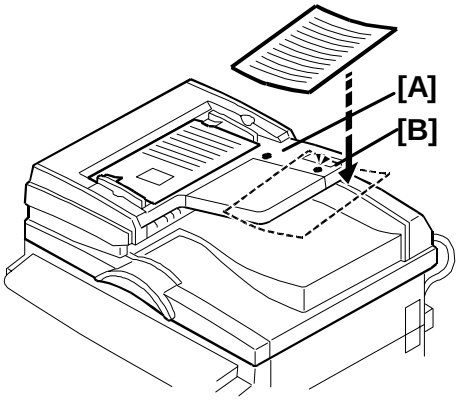
PGA3P (C2465114)

Symptom Corrected	Suffix
First lot of mass production.	A
1. The opening/closing time of the master clamper has been changed from 225 mm/s to 75 mm/s to decrease the load factor of the clamper motor and to ensure that E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware was modified so that if the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** The machine will not switch to "undefined size" if a sheet is placed on the right length sensor after it has detected an A4 LEF sheet.  	***B***

Reissued: 13-May-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011a**

PGB4P (C2545117)

Symptom Corrected	Suffix
First lot of mass production.	A
1. The opening/closing time of the master clamper has been changed from 225 mm/s to 75 mm/s to decrease the load factor of the clamper motor and to ensure that E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware was modified so that if the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** The machine will not switch to "undefined size" if a sheet is placed on the right length sensor after it has detected an A4 LEF sheet.  	***B***

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 13-Sep-04	**No:** R-C238-**013**
Subject: Paper delivery jam	**Prepared by:** M. Kanomata, Priport Service Planning Section	

Classification:

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

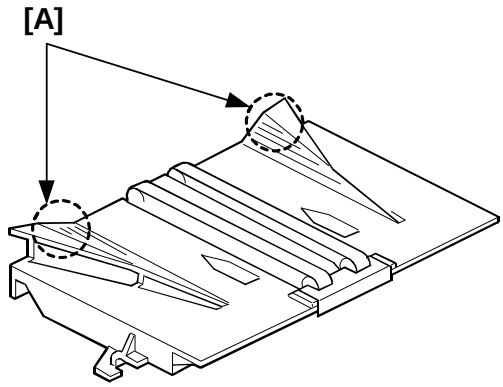
Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

Symptom

A C-jam (paper delivery jam) sometimes occurs when continuously printing many sheets.

Cause



The paper delivery unit wing tips [A] are scratched by the paper, increasing the static electricity buildup in the area. The static buildup eventually overcomes the force of paper delivery, triggering the jam.

Note: This symptom occurs more easily with:

- Paper sizes: B5 LEF, B4
- Paper with high chargeability
- Installation environments that are dry

Model: PRIPORT PINKGOLD/PGB4/PGP	Date: 13-Sep-04	No: R-C238-013

Solution

Production line

The shapes of the air knife fan, fan bracket and delivery belt have been changed to ensure the proper paper delivery.

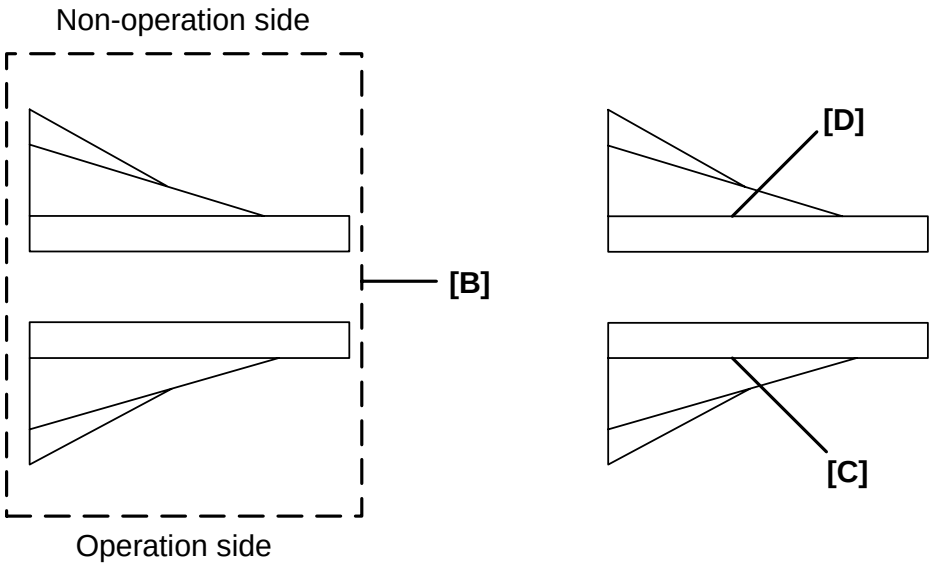
Note: This modification applies only to the models listed in **MB #MC238031.**

Machines in the Field

For models listed in **MB #MC238031** that were produced before the cut-in serial number:

1) Replace the parts with the modified ones, **OR**
2) Install the metal wing set shown below.

Note: See the "Important Notes" and "Installation Procedure" on the next page.



NOTE: When installing for the first time, please be sure to attach the entire set [B] **(P/N: C2389002)**, which includes both [C] (P/N: C2389003) and [D] (P/N: C2389004) above.

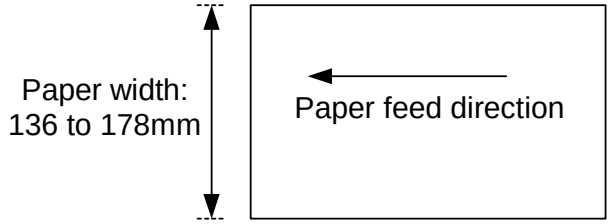
Old #	New #	Description	Qty	Int	Page	Index
-	**C2389002**	**Metal Wing Set**	**1**	-	-	-
-	C2389003	Front Metal Wing	1	-	-	-
-	C2389004	Rear Metal Wing	1	-	-	-

Model: PRIPORT PINKGOLD/PGB4/PGP	Date: 13-Sep-04	No: R-C238-013

Important Notes Regarding the Use of the Metal Wings

1. Non-usable Paper Sizes

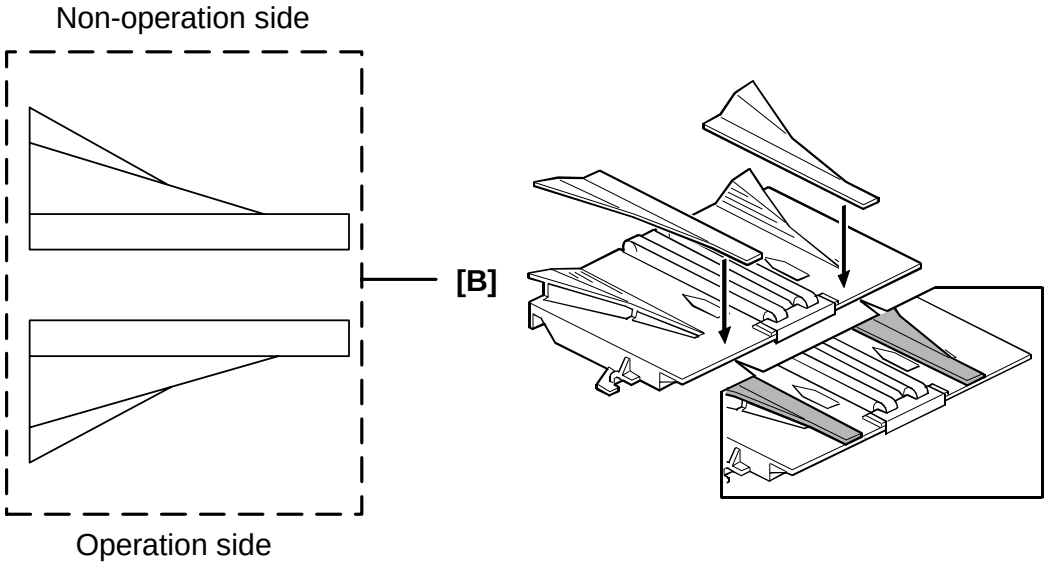
Do not use paper that has a leading-edge width of **136-178mm**.



2. Non-usable Paper Weights

Paper weight requirements are the same as mainframe specifications, i.e. **do not use paper that weighs 47.1g/m2 or less**, because this can cause a jam in the paper delivery unit.

Installing the C2389002 Metal Wing Set



1. Remove the paper delivery cover.
2. Remove the paper delivery unit.
3. Clean the paper delivery unit with isopropyl alcohol.
4. Peel off the double-sided tape and blue vinyl covering on the metal wings.
5. Attach the wings as shown above.

Reissued: 6-Oct-04
RTB Correction
The items in bold italics have been corrected or added.

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**
Subject: PG firmware history	**Prepared by:** M. Kanomata, Priport Service Planning Section	

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

This bulletin is to inform you of the firmware modification history of the PINKGOLD/PGB4/PGA3P/PGB4P.

● Firmware Modification History

PINKGOLD

C2385114	File Name	Version	C.SUM	Production
A	C2385114A.bin	1.06	D49B	First mass production
C	C2385114C.bin	1.10	E425	January 2002 production
D	C2385114D.bin	1.12	326C	March 2002 production
E	C2385114E.bin	1.13	6D84	May 2002 production
F	C2385114F.bin	1.17	DF73	July 2002 production
G	C2385114G.bin	1.19	0EC1	October 2002 production
H	C2385114H.bin	1.26	3BF0	March 2003 production
J	C2385114J.bin	1.31	D34E	October 2003 production
L	C2385114L.bin	1.33	3027	February 2004 production
M	***C2385114M.bin***	***1.34***	***95BC***	***August 2004 production***

NOTE: File name suffixes B, I and K have been skipped.

PGB4

C2475117	File Name	Version	C.SUM	Production
A	C2475117A.bin	1.06	F06C	First mass production
B	C2475117B.bin	1.07	0804	November 2002 production
D	C2475117D.bin	1.15	CB42	March 2003 production
F	C2475117F.bin	1.21	9491	October 2003 production
H	C2475117H.bin	1.23	0623	February 2004 production
J	***C2475117J.bin***	***1.24***	***4B52***	***August 2004 production***

NOTE: File name suffixes C, E , G and I have been skipped.

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

PGA3P

C2465114	File Name	Version	C.SUM	Production
A	C2465114A.bin	1.04	B210	First mass production
B	C2465114B.bin	1.05	301F	February 2004 production
C	***C2465114C.bin***	***1.06***	***95B4***	***August 2004 production***

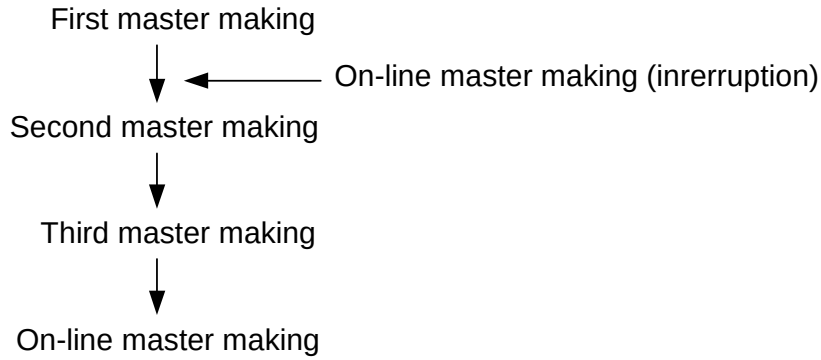
PGB4P

C2545117	File Name	Version	C.SUM	Production
A	C2545117A.bin	1.04	8C49	First mass production
B	C2545117B.bin	1.05	061B	February 2004 production
C	***C2545117C.bin***	***1.06***	***4B49***	***August 2004 production***

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

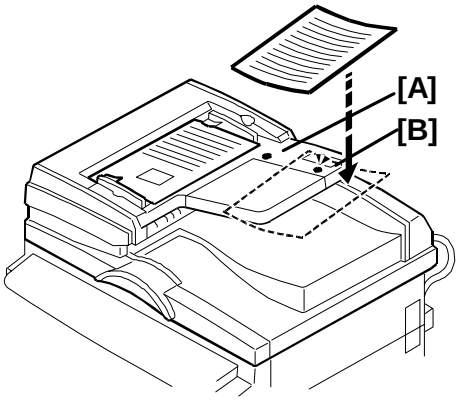
PINKGOLD (C2385114)

Symptom Corrected	Suffix
First lot of mass production.	A
New SP mode added: SP2-24 (Slow Starting Mode). **NOTE:** See RTB #RC238001 for details.	C
Detection size ranges for several paper sizes increased to eliminate 7mm image shift. **NOTE:** See RTB #RC238001 for details.	D
New SP mode added: SP4-45 (Paper size display). **NOTE:** See RTB #RC238001 for details.	E
Printing not possible after updating (software bug). **NOTE:** See RTB #RC238003 for details.	F
Completely corrects version F bug mentioned above (cannot print after updating). **NOTE:** See RTB #RC238003 for details.	G
1. New SP modes added: SP1-72: Serial number (Service) SP1-75: Serial number (Factory) SP3-3: Input serial number in SP-1-72 SP2-33: Re-feeding 2. Changed ''B jam'' indicator. **NOTE:** See RTB #RC238007 for details.	H
If on-line data is received from the PC during master making of 3 or more originals with the ADF, the machine will interrupt jobs in progress as shown below and begin the on-line master making. Software changed so that the machine begins the on-line master making only after completing the originals set in the ADF. **Master making with ADF (example)**  	J

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

PINKGOLD (C2385114)

Symptom Corrected	Suffix
1. The opening/closing time of the master clamper has been changed from 225 mm/sec to 75 mm/sec to decrease the load factor of the clamper motor and ensure E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware modified so that once the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** Machine will not switch to "undefined size" even when a sheet is placed on the right length sensor after it has detected an A4 LEF sheet. 	L

Other changes:

1. Added the following SP modes:
   - SP6-36: Master length - A3 drum
   - SP6-37: Master length - A4 drum

Purpose: To make sure smudges do not occur on the rear side of the copy paper.
Settings: -15 to 15 mm (Default: 0)

NOTE:
- **Decrease** the setting to decrease the length of the master.
  Note: Lower settings will decrease smudges, but may cause an ink leak from the rear of the drum.

M

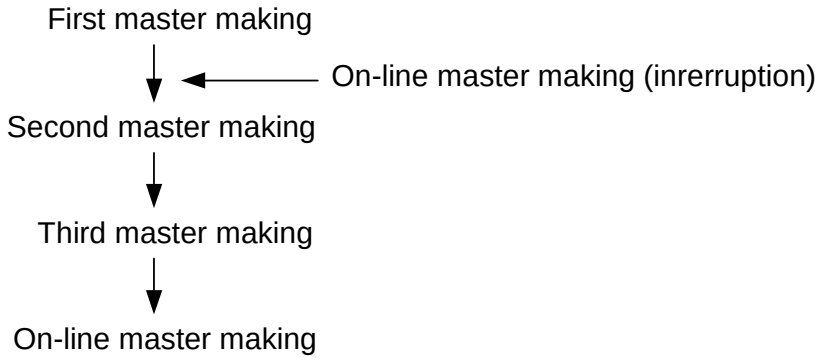
2. The machine will sometimes open and close the master clamper (see RTB #RC238014).

Note:
- This was added to make sure the clamper stays closed in the correct position. If a service/sales representative closes it incorrectly (=lower teeth on the outside), this can cause a D-jam or noise during the master-making process.
- The machine opens/closes the clamp if: 1) the drum is not in the home position and 2) there is no master around the drum. Then, the actual open/close is performed when 1) the power is turned on, 2) the machine recovers from E-Saver mode and 3) when the front door is closed.

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

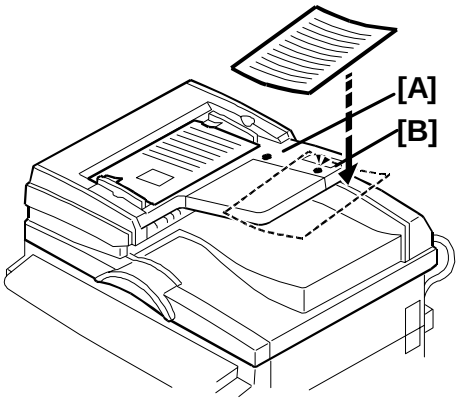
PGB4 (C2475117)

Symptom Corrected	Suffix
First lot of mass production.	A
Modified paper feed timing to prevent blurred images in the area 30 mm from the leading edge. **NOTE:** See RTB #RC238008-a for details.	B
1. Added the following SP modes: SP6-23: Paper registration-each speed SP6-24: Paper registration-each speed (Skip feed) SP6-27: Press roller buckle SP1-72: Serial number (Service) SP1-75: Serial number (Factory) SP3-3: Input serial number in SP1-72 SP2-33: Re-feeding 2. Changed ''B jam'' indicator. 3. Changed ''P'' indicator for when SP2-21 (Swap start key for print key) is used. **NOTE:** See RTB #RC238008-a for details.	D
If on-line data is received from the PC during master making of 3 or more originals with the ADF, the machine will interrupt jobs in progress as shown below and begin the on-line master making. Software changed so that the machine begins the on-line master making only after completing the originals set in the ADF. **Master making with ADF (example)**  	F

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

PGB4 (C2475117)

Symptom Corrected	Suffix
1. The opening/closing time of the master clamper has been changed from 225 mm/sec to 75 mm/sec to decrease the load factor of the clamper motor and ensure E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware modified so that once the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** Machine will not switch to "undefined size" even when a sheet is placed on the right length sensor after it has detected an A4 LEF sheet.  	H

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

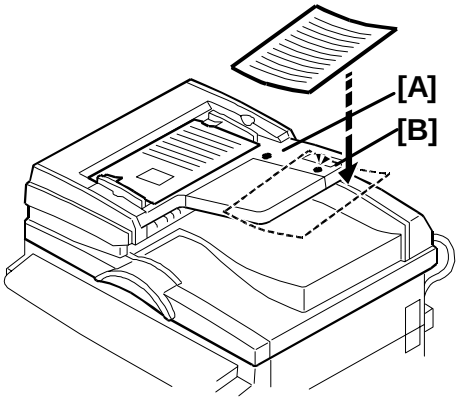
PGB4 (C2475117)

Symptom Corrected	Suffix
Other changes: 1. **On the PGB4 model only:** The standard length for a B4 master was decreased from 495mm to **479mm**. **Purpose:** To make sure smudges do not occur on the rear side of the printed paper. This can happen when the trailing edge of the master touches the master eject roller and then the press roller. 2. Added the following SP mode: ● SP6-35: Master length - B4 drum **Purpose:** To make sure smudges do not occur on the rear side of the copy paper. **Settings:** -15 to 15 mm (Default: 0) **NOTE:** ● **Decrease** the setting to decrease the length of the master. **Note:** Lower settings will decrease smudges, but may cause an ink leak from the rear of the drum. 3. The machine will sometimes open and close the master clamper (see RTB #RC238014). **Note:** ● This was added to make sure the clamper stays closed in the correct position. If a service/sales representative closes it incorrectly (=lower teeth on the outside), this can cause a D-jam or noise during the master-making process. ● The machine opens/closes the clamp if: 1) the drum is not in the home position and 2) there is no master around the drum. Then, the actual open/close is performed when 1) the power is turned on, 2) the machine recovers from E-Saver mode and 3) when the front door is closed.	***J***

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

PGA3P (C2465114)

Symptom Corrected	Suffix
First lot of mass production.	A
1. The opening/closing time of the master clamper has been changed from 225 mm/sec to 75 mm/sec to decrease the load factor of the clamper motor and ensure E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware modified so that once the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** Machine will not switch to "undefined size" even when a sheet is placed on the right length sensor after it has detected an A4 LEF sheet.  	B

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

Other changes:

1. Added the following SP modes:
   - SP6-36: Master length - A3 drum
   - SP6-37: Master length - A4 drum

Purpose: To make sure smudges do not occur on the rear side of the copy paper.
Settings: -15 to 15 mm (Default: 0)

NOTE:
- **Decrease** the setting to decrease the length of the master.
  Note: Lower settings will decrease smudges, but may cause an ink leak from the rear of the drum.

C

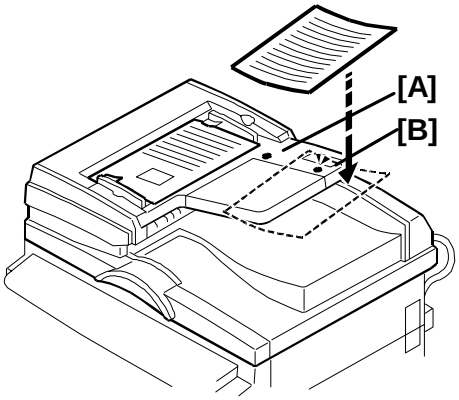
2. The machine will sometimes open and close the master clamper (see RTB #RC238014).

Note:
- This was added to make sure the clamper stays closed in the correct position. If a service/sales representative closes it incorrectly (=lower teeth on the outside), this can cause a D-jam or noise during the master-making process.
- The machine opens/closes the clamp if: 1) the drum is not in the home position and 2) there is no master around the drum. Then, the actual open/close is performed when 1) the power is turned on, 2) the machine recovers from E-Saver mode and 3) when the front door is closed.

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

PGB4P (C2545117)

Symptom Corrected	Suffix
First lot of mass production.	A
1. The opening/closing time of the master clamper has been changed from 225 mm/sec to 75 mm/sec to decrease the load factor of the clamper motor and ensure E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware modified so that once the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** Machine will not switch to "undefined size" even when a sheet is placed on the right length sensor after it has detected an A4 LEF sheet.  	B

Reissued: 6-Oct-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011b**

PGB4P (C2545117)

Symptom Corrected	Suffix
Other changes: 1. **On the PGB4 model only:** The standard length for a B4 master was decreased from 495mm to **479mm**. **Purpose:** To make sure smudges do not occur on the rear side of the printed paper. This can happen when the trailing edge of the master touches the master eject roller and then the press roller. 2. Added the following SP mode: ● SP6-35: Master length - B4 drum **Purpose:** To make sure smudges do not occur on the rear side of the copy paper. **Settings:** -15 to 15 mm (Default: 0) **NOTE:** ● **Decrease** the setting to decrease the length of the master. **Note:** Lower settings will decrease smudges, but may cause an ink leak from the rear of the drum. 3. The machine will sometimes open and close the master clamper (see RTB #RC238014). **Note:** ● This was added to make sure the clamper stays closed in the correct position. If a service/sales representative closes it incorrectly (=lower teeth on the outside), this can cause a D-jam or noise during the master-making process. ● The machine opens/closes the clamp if: 1) the drum is not in the home position and 2) there is no master around the drum. Then, the actual open/close is performed when 1) the power is turned on, 2) the machine recovers from E-Saver mode and 3) when the front door is closed.	***C***

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 6-Oct-04	**No:** R-C238-**014**
Subject: Master Miss Feed	**Prepared by:** M. Kanomata, Priport Service Planning Section	

Classification:

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

Model Name:

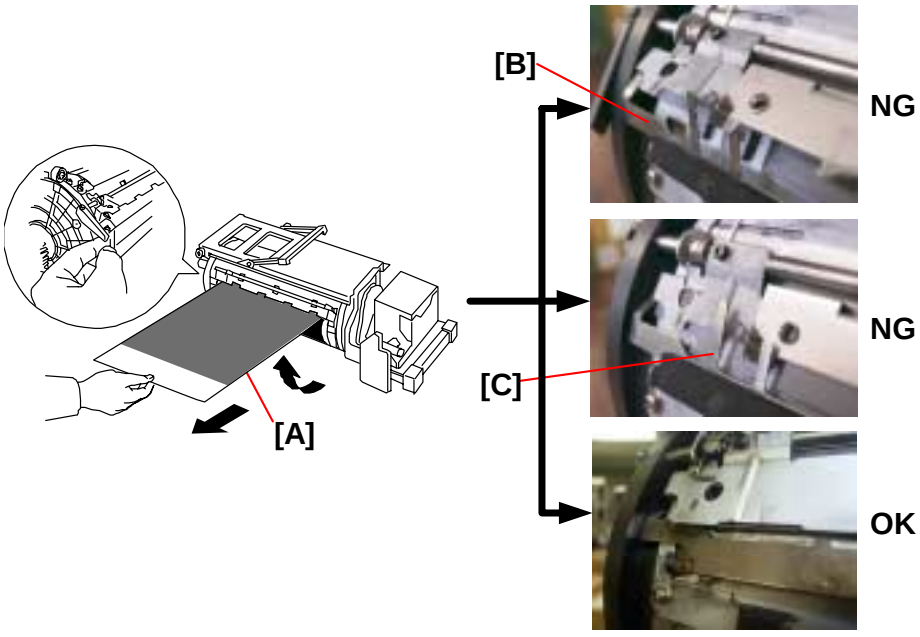
PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

Symptoms

- Master misfeed (D-jam) occurs in the master-making unit
- Noise during the master-making process

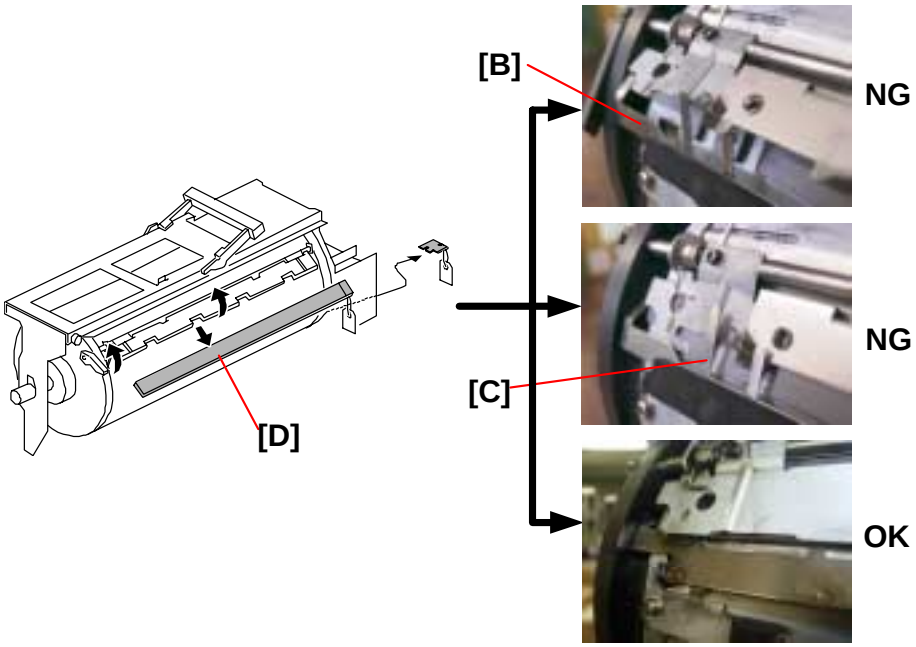
Causes

1. The customer removes the jammed master [A] after a D-jam, and then closes the master clamper [B], [C] incorrectly.
   Note: Incorrect = The clamper's lower teeth are on the outside.



2. The master clamper [B], [C] is set in the wrong direction when the filament tape [D] is removed at machine installation.

Note: Incorrect = The clamper's lower teeth are on the outside.



Solution

Update the main firmware to these versions:

- PINKGOLD: C2385114-M or newer
- PGB4: C2475117-J or newer
- PGA3P: C2465114-C or newer
- PGB4P: C2545117-C or newer

Note:

- The new firmware automatically opens/closes the clamper at certain times to make sure it stays closed in the correct position.
- For details, see RTB #RC238011b.

Reissued: 19-Nov-04
RTB Correction
The items in bold italics have been corrected or added.

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**
Subject: PG firmware history	**Prepared by:** M. Kanomata, Priport Service Planning Section	

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

This bulletin is to inform you of the firmware modification history of the PINKGOLD/PGB4/PGA3P/PGB4P.

● Firmware Modification History

PINKGOLD

C2385114	File Name	Version	C.SUM	Production
A	C2385114A.bin	1.06	D49B	First mass production
C	C2385114C.bin	1.10	E425	January 2002 production
D	C2385114D.bin	1.12	326C	March 2002 production
E	C2385114E.bin	1.13	6D84	May 2002 production
F	C2385114F.bin	1.17	DF73	July 2002 production
G	C2385114G.bin	1.19	0EC1	October 2002 production
H	C2385114H.bin	1.26	3BF0	March 2003 production
J	C2385114J.bin	1.31	D34E	October 2003 production
L	C2385114L.bin	1.33	3027	February 2004 production
M	C2385114M.bin	1.34	95BC	August 2004 production

NOTE: File name suffixes B, I and K have been skipped.
Parts number change (C2385114 -> C2385116)

C2385116	File Name	Version	C.SUM	Production
No-Suffix	***C2385116.bin***	***2.00***	***2862***	***October 2004 production***

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PGB4

C2475117	File Name	Version	C.SUM	Production
A	C2475117A.bin	1.06	F06C	First mass production
B	C2475117B.bin	1.07	0804	November 2002 production
D	C2475117D.bin	1.15	CB42	March 2003 production
F	C2475117F.bin	1.21	9491	October 2003 production
H	C2475117H.bin	1.23	0623	February 2004 production
J	C2475117J.bin	1.24	4B52	August 2004 production

NOTE: File name suffixes C, E, G and I have been skipped.

Parts number change (C2475117 -> C2475116)

C2475116	File Name	Version	C.SUM	Production
No-Suffix	***C2475116.bin***	***2.00***	***FFD4***	***October 2004 production***

PGA3P

C2465114	File Name	Version	C.SUM	Production
A	C2465114A.bin	1.04	B210	First mass production
B	C2465114B.bin	1.05	301F	February 2004 production
C	C2465114C.bin	1.06	95B4	August 2004 production

NOTE: ***Parts number change (C2465114 -> C2465116)***

C2475116	File Name	Version	C.SUM	Production
No-Suffix	***C2465116.bin***	***2.00***	***2865***	***November 2004 production***

PGB4P

C2545117	File Name	Version	C.SUM	Production
A	C2545117A.bin	1.04	8C49	First mass production
B	C2545117B.bin	1.05	061B	February 2004 production
C	C2545117C.bin	1.06	4B49	August 2004 production

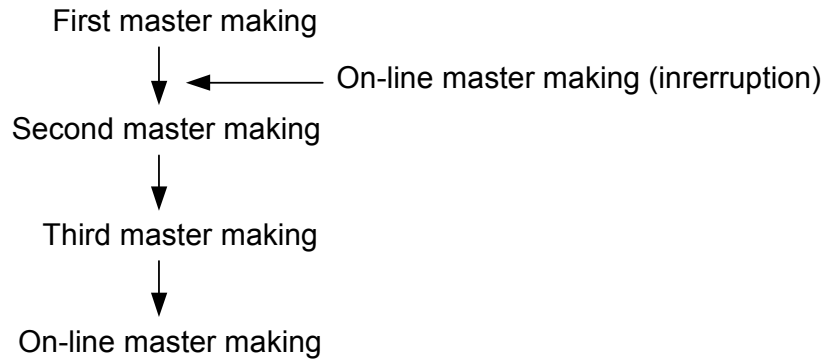
NOTE: ***Parts number change (C2545117 -> C2545116)***

C2545116	File Name	Version	C.SUM	Production
No-Suffix	***C2545116.bin***	***2.00***	***FFD2***	***November 2004 production***

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

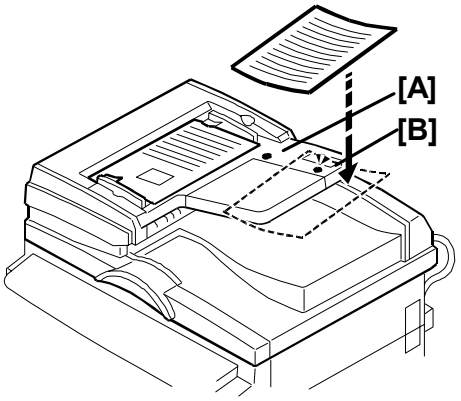
PINKGOLD (C2385114)

Symptom Corrected	Suffix
First lot of mass production.	A
New SP mode added: SP2-24 (Slow Starting Mode). **NOTE:** See RTB #RC238001 for details.	C
Detection size ranges for several paper sizes increased to eliminate 7mm image shift. **NOTE:** See RTB #RC238001 for details.	D
New SP mode added: SP4-45 (Paper size display). **NOTE:** See RTB #RC238001 for details.	E
Printing not possible after updating (software bug). **NOTE:** See RTB #RC238003 for details.	F
Completely corrects version F bug mentioned above (cannot print after updating). **NOTE:** See RTB #RC238003 for details.	G
1. New SP modes added: SP1-72: Serial number (Service) SP1-75: Serial number (Factory) SP3-3: Input serial number in SP-1-72 SP2-33: Re-feeding 2. Changed ''B jam'' indicator. **NOTE:** See RTB #RC238007 for details.	H
If on-line data is received from the PC during master making of 3 or more originals with the ADF, the machine will interrupt jobs in progress as shown below and begin the on-line master making. The software has changed so that the machine begins the on-line master making only after completing the originals set in the ADF. **Master making with ADF (example)**  	J

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PINKGOLD (C2385114)

Symptom Corrected	Suffix
1. The opening/closing time of the master clamper has been changed from 225 mm/sec to 75 mm/sec to decrease the load factor of the clamper motor. E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware modified so that once the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** Machine will not switch to "undefined size" even when a sheet is placed on the right length sensor after it has detected an A4 LEF sheet. 	L

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PINKGOLD (C2385114)

Symptom Corrected	Suffix
Other changes: 1. Added the following SP modes: ● SP6-36: Master length - A3 drum ● SP6-37: Master length - A4 drum **Purpose:** To make sure smudges do not occur on the rear side of the copy paper. **Settings:** -15 to 15 mm (Default: 0) **NOTE:** ● **Decrease** This setting decreases the length of the master. **Note:** Lower settings will decrease smudges, but may cause an ink leak from the rear of the drum. 2. The machine will sometimes open and close the master clamper (see RTB #RC238014). **Note:** ● This was added to make sure the clamper stays closed in the correct position. If a service/sales representative closes it incorrectly (lower teeth on the outside), this can cause a D-jam or noise during the master-making process. ● The machine opens/closes the clamp if: 1) the drum is not in the home position and 2) there is no master around the drum. ● Then, the actual open/close is performed when 1) the power is turned on, 2) the machine recovers from E-Saver mode and 3) when the front door is closed.	M

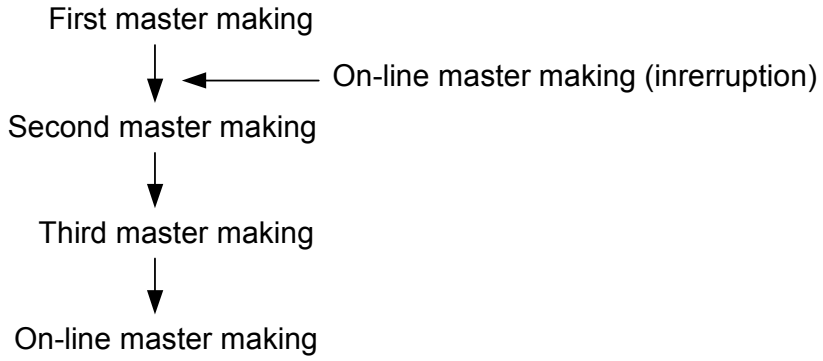
PINKGOLD (C2385116)

Symptom Corrected	Suffix
● ***Smudges on the trailing edge of the printed paper.*** ● ***The trailing edge of the master separates from the master core.*** ***Note: This symptom <u>only happens</u> when 1) the ADF is installed, <u>and</u> 2) the originals are still in the ADF when the master roll reaches the end.*** ***For details, see RTB # RC238015.***	***No-suffix***

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

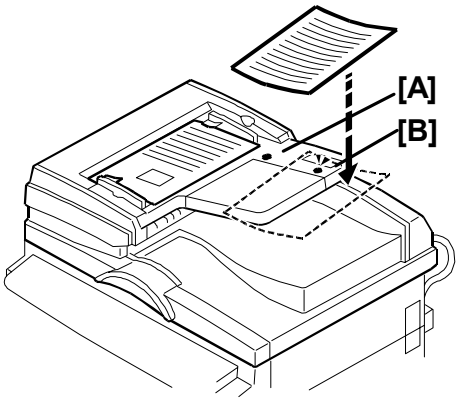
PGB4 (C2475117)

Symptom Corrected	Suffix
First lot of mass production.	A
Modified paper feed timing to prevent blurred images in the area 30 mm from the leading edge. **NOTE:** See RTB #RC238008-a for details.	B
1. Added the following SP modes: SP6-23: Paper registration-each speed SP6-24: Paper registration-each speed (Skip feed) SP6-27: Press roller buckle SP1-72: Serial number (Service) SP1-75: Serial number (Factory) SP3-3: Input serial number in SP1-72 SP2-33: Re-feeding 2. Changed ‘’B jam’’ indicator. 3. Changed ‘’P’’ indicator for when SP2-21 (Swap start key for print key) is used. **NOTE:** See RTB #RC238008-a for details.	D
If on-line data is received from the PC during master making of 3 or more originals with the ADF, the machine will interrupt jobs in progress as shown below and begin the on-line master making. The software has been changed so that the machine begins the on-line master making only after completing the originals set in the ADF. **Master making with ADF (example)**  	F

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PGB4 (C2475117)

Symptom Corrected	Suffix
1. The opening/closing time of the master clamper has been changed from 225 mm/sec to 75 mm/sec to decrease the load factor of the clamper motor and ensure E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware modified so that once the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** Machine will not switch to "undefined size" even when a sheet is placed on the right length sensor after it has detected an A4 LEF sheet. 	H

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PGB4 (C2475117)

Symptom Corrected	Suffix
Other changes: 1. **On the PGB4 model only:** The standard length for a B4 master was decreased from 495mm to **479mm**. **Purpose:** To make sure smudges do not occur on the rear side of the printed paper. This can happen when the trailing edge of the master touches the master eject roller and then the press roller. 2. Added the following SP mode: ● SP6-35: Master length - B4 drum **Purpose:** To make sure smudges do not occur on the rear side of the copy paper. **Settings:** -15 to 15 mm (Default: 0) **NOTE:** ● **Decrease** This setting decreases the length of the master. **Note:** Lower settings will decrease smudges, but may cause an ink leak from the rear of the drum. 3. The machine will sometimes open and close the master clamper (see RTB #RC238014). **Note:** ● This was added to make sure the clamper stays closed in the correct position. If a service/sales representative closes it incorrectly (lower teeth on the outside), this can cause a D-jam or noise during the master-making process. ● The machine opens/closes the clamp if: 1) the drum is not in the home position and 2) there is no master around the drum. ● Then, the actual open/close is performed when 1) the power is turned on, 2) the machine recovers from E-Saver mode and 3) when the front door is closed.	J

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

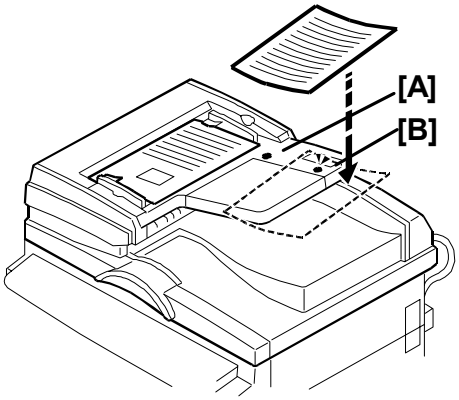
PGB4 (C2475116)

Symptom Corrected	Suffix
● ***Smudges on the trailing edge of the printed paper.*** ● ***The trailing edge of the master separates from the master core.*** ***Note: This symptom only happens when 1) the ADF is installed, and 2) the originals are still in the ADF when the master roll reaches the end.*** ***For details, see RTB # RC238015.***	***No-suffix***

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PGA3P (C2465114)

Symptom Corrected	Suffix
First lot of mass production.	A
1. The opening/closing time of the master clamper has been changed from 225 mm/sec to 75 mm/sec to decrease the load factor of the clamper motor and ensure E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware modified so that once the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** Machine will not switch to "undefined size" even when a sheet is placed on the right length sensor after it has detected an A4 LEF sheet.  	B

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PGA3P (C2465114)

Symptom Corrected	Suffix
Other changes: 1. Added the following SP modes: ● SP6-36: Master length - A3 drum ● SP6-37: Master length - A4 drum **Purpose:** To make sure smudges do not occur on the rear side of the copy paper. **Settings:** -15 to 15 mm (Default: 0) **NOTE:** ● **Decrease** This setting decreases the length of the master. **Note:** Lower settings will decrease smudges, but may cause an ink leak from the rear of the drum. 2. The machine will sometimes open and close the master clamper (see RTB #RC238014). **Note:** ● This was added to make sure the clamper stays closed in the correct position. If a service/sales representative closes it incorrectly (lower teeth on the outside), this can cause a D-jam or noise during the master-making process. ● The machine opens/closes the clamp if: 1) the drum is not in the home position and 2) there is no master around the drum. ● Then, the actual open/close is performed when 1) the power is turned on, 2) the machine recovers from E-Saver mode and 3) when the front door is closed.	C

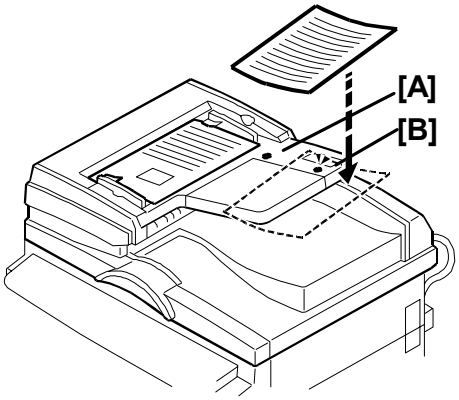
PGA3P (C2465116)

Symptom Corrected	Suffix
● ***Smudges on the trailing edge of the printed paper.*** ● ***The trailing edge of the master separates from the master core.*** ***Note: This symptom only happens when 1) the ADF is installed, and 2) the originals are still in the ADF when the master roll reaches the end.*** ***For details, see RTB # RC238015.***	***No-suffix***

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PGB4P (C2545117)

Symptom Corrected	Suffix
First lot of mass production.	A
1. The opening/closing time of the master clamper has been changed from 225 mm/sec to 75 mm/sec to decrease the load factor of the clamper motor and ensure E-00 (clamper error) does not occur. 2. Image shifting due to incorrect ADF paper loading: Firmware modified so that once the ADF detects a defined paper size using the left (innermost) paper length sensor [A], or neither of the sensors, it will not switch over to an "undefined size" if something is placed on top of the right (outermost) length sensor [B]. **Example:** Machine will not switch to "undefined size" even when a sheet is placed on the right length sensor after it has detected an A4 LEF sheet.  	B

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PGB4P (C2545117)

Symptom Corrected	Suffix
Other changes: 1. **On the PGB4 model only:** The standard length for a B4 master was decreased from 495mm to **479mm**. **Purpose:** To make sure smudges do not occur on the rear side of the printed paper. This can happen when the trailing edge of the master touches the master eject roller and then the press roller. 2. Added the following SP mode: ● SP6-35: Master length - B4 drum **Purpose:** To make sure smudges do not occur on the rear side of the copy paper. **Settings:** -15 to 15 mm (Default: 0) **NOTE:** ● **Decrease** This setting decreases the length of the master. **Note:** Lower settings will decrease smudges, but may cause an ink leak from the rear of the drum. 3. The machine will sometimes open and close the master clamper (see RTB #RC238014). **Note:** ● This was added to make sure the clamper stays closed in the correct position. If a service/sales representative closes it incorrectly (lower teeth on the outside), this can cause a D-jam or noise during the master-making process. ● The machine opens/closes the clamp if: 1) the drum is not in the home position and 2) there is no master around the drum. ● Then, the actual open/close is performed when 1) the power is turned on, 2) the machine recovers from E-Saver mode and 3) when the front door is closed.	C

Reissued: 19-Nov-04

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 16-Oct-03	**No:** R-C238-**011c**

PGB4P (C2545116)

Symptom Corrected	Suffix
● ***Smudges on the trailing edge of the printed paper.*** ● ***The trailing edge of the master separates from the master core.*** ***Note: This symptom only happens when 1) the ADF is installed, and 2) the originals are still in the ADF when the master roll reaches the end.*** ***For details, see RTB # RC238015.***	***No-suffix***

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 19-Nov-04	**No:** R-C238-**015**
Subject: Master end sensor misditection	**Prepared by:** M. Kanomata, Priport Service Planning Section	

Classification:

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

SYMPTOM

- Smudges on the trailing edge of the printed paper.
- The trailing edge of the master separates from the master core.

Conditions:

This symptom **only happens when:**

1) The ADF is installed, **and**
2) The originals are still in the ADF when the master roll reaches the end

CAUSE

The master end sensor does not detect the end-marker for the master roll (a solid black area).

SOLUTION

Production

The firmware was modified to make sure the area is detected.

In the Field

Update to the following main firmware.

- PINKGOLD: **C2385116**, PGB4: **C2475116**, PGA3P: **C2465116**, PGB4P: **C2545116**

Note:

- See affected machine S/N and firmware P/N on the next page.
- See the firmware history in RTB #RC238011c.

Model: PRIPORT PINKGOLD/PGB4/PGP	Date: 19-Nov-04	No: R-C238-015

CUT-IN SERIAL NUMBERS

The **fixed firmware** was applied from the following machines.

PINKGOLD
October 2004 production (S/N: F0941070156)
NOTE: Some PINKGOLD machines before this cut-in S/N were fixed at the factory (see the next page).

PGB4
October 2004 production (S/N: F2441070059)

PGA3P
November 2004 production (S/N: F3941170001)

PGB4P
November 2004 production (S/N: F4041170001)

AFFECTED MACHINES, FIRMWARE

Affected Machine S/N

PINKGOLD:
F0931070056 to F0941070155
NOTE: As mentioned above, some of these PINKGOLD machines were fixed at the factory (see the next page).

PGB4:
F2431070001 to F2441070058

PGA3P:
F3931270001 to F3931270401

PGB4P:
F4031270001 to F4040670020

Affected Firmware P/N

- PINKGOLD: C2385114J to C2385114M
- PGB4: C2475117F to C2475117J
- PGA3P: C2465114A to C2465114C
- PGB4P: C2545117A to C2545117C

Model: PRIPORT PINKGOLD/PGB4/PGP	Date: 19-Nov-04	No: R-C238-**015**

AFFECTED PINKGOLD MACHINES THAT WERE FIXED AT THE FACTORY

The S/N **in bold** below are affected machines that were **fixed before they were shipped** from the factory (they already have the fixed firmware).

May 2004 production (S/N: F0940570***)

041	042	043	044	045	046	**047**	**048**	049	050
051	052	**053**	054	055	056	**057**	**058**	**059**	060

June 2004 production (S/N: F0940670***)

001	002	**003**	**004**	**005**	006	007	008	009	010
011	012	013	014	**015**	016	**017**	018	019	020

September 2004 production (F0940970***)

021	**022**	**023**	**024**	**025**	**026**	**027**	028	**029**	030
031	**032**	**033**	**034**	**035**	**036**	**037**	**038**	**039**	**040**
041	**042**	**043**	**044**	**045**	**046**	**047**	048	049	050
051	052	053	054	055	**056**	**057**	058	059	**060**
061	062	063	064	065	**066**	**067**	068	069	070
071	072	073	074	075	076	077	078	079	080
081	082	083	084	085	086	087	088	089	090
091	092	093	094	095	096	097	098	099	100
101	102	103	104	105	106	107	108	109	110
111	112	113	114	115	116	117	118	119	120
121	122	123	**124**	125	126	127			

October 2004 production (S/N: F0941070***)

001	**002**	**003**	**004**	**005**	**006**	**007**	**008**	**009**	**010**
011	**012**	**013**	**014**	**015**	**016**	**017**	**018**	**019**	**020**
021	**022**	**023**	**024**	**025**	**026**	**027**	**028**	**029**	**030**
031	**032**	**033**	**034**	**035**	**036**	**037**	**038**	**039**	**040**
041	**042**	043	044	045	046	047	**048**	049	050
051	052	053	054	055	056	057	058	059	060
061	062	063	064	065	066	067	068	069	070
071	072	073	074	075	076	077	078	079	080
081	**082**	083	**084**	085	086	**087**	088	089	**090**
091	**092**	093	094	**095**	096	097	098	**099**	**100**
101	102	103	104	105	**106**	**107**	**108**	**109**	**110**
111	**112**	**113**	**114**	**115**	**116**	**117**	**118**	**119**	**120**
121	**122**	**123**	**124**	125	**126**	127	**128**	129	130
131	**132**	**133**	134	**135**	136	137	**138**	**139**	140
141	142	143	144	145	146	147	148	149	**150**
151	**152**	153	**154**	**155**					

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 24-Dec-04	**No:** R-C238-**016**
Subject: Flexible Cable at Scanner	**Prepared by:** K. Yamamoto, Priport Service Planning Section	

Classification:

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

Note: This RTB is only for the Pink Gold and PGB4.

SYMPTOM

The Xenon lamp does not turn ON, and in some cases, a short circuit occurs at the flexible cable [D].

Note:

- The same scanner is used on some MFP models, but this symptom only occurs on the Sapphire, Garnet or Pink Gold (see the S/N list on the last page).
- This is a very rare symptom.

CAUSE

Wire [A] (left side of connector) and wire [B] (right side of connector) for the xenon lamp cable were installed incorrectly at the factory, and they rub against the flexible cable.

Correct (Fig. 1): Wire [A] is led under wire [B], and they are not touching the flexible cable.

Incorrect (Fig. 2): Wire [B] is led under wire [A], and one of them is touching the flexible cable.

Fig. 1: Correct

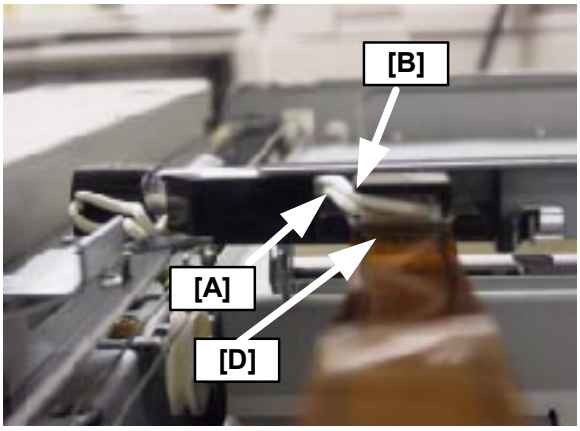
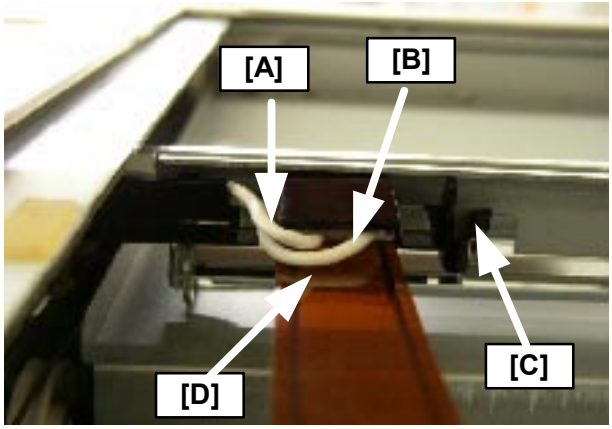


Fig. 2: Incorrect



SOLUTION

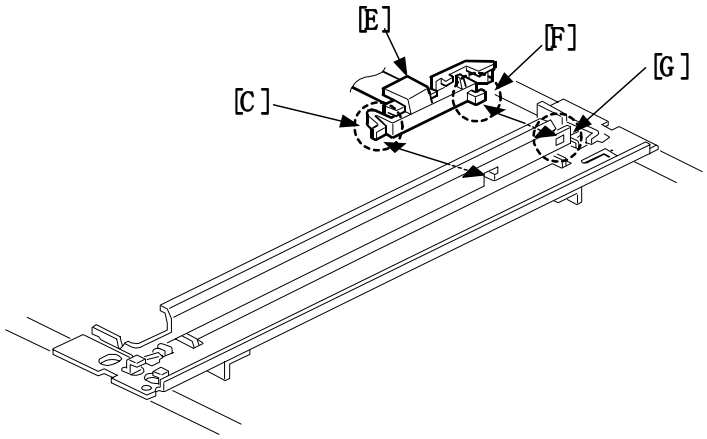
Production

More checks were added to the factory assembly procedure.

In the Field

For machines made before the S/N below, do this procedure at the next service visit:

1. Do SP5-2 (Scanner Motor).
   Note: While you press "Start," the xenon lamp will move until you release "Start". Move the xenon lamp to the middle of the scanner.
2. Check the position of wire [A] and wire [B] for the flexible cable.
   - If the wires are like in "Fig. 1: Correct," stop this procedure. There is no problem.
   - If the wires are like "Fig. 2: Incorrect", go to Step 3.
3. Turn OFF the main switch.
4. Remove the exposure glass.
5. Check the flexible cable [D].
   - If you see any damage to the outside of the flexible cable, replace it.
6. Push the pick [C] to the left to the remove the Harness Guide [E] for the flexible cable.
7. Put wire [A] and wire [B] in the same position as "Figure 1: Correct."
   - Make sure wire [**B**] is **over** wire [**A**].
   - Make sure wire [A] and wire [B] are not too loose.
8. Re-attach the Harness Guide [E].
   - Put the left part of the pick [F] into the square hole [G], and then re-attach the pick [C].



9. Make sure that wire [A] and wire [B] are not touching the flexible cable, and fix the harness guide firmly.
10. Re-attach the exposure glass.
11. Turn the machine power ON.
    - Watch the xenon lamp when it moves to the home position. Make sure that wires [A] and [B] do not touch the flexible cable and do not rub against any other place.

Model: PRIPORT PINKGOLD/PGB4/PGP	Date: 24-Dec-04	No: R-C238-016

SERIAL NUMBERS FOR MACHINES FOR FIELD ACTION

Do the “Action in the Field” at the next service visit for the following machines:

Model Name	Destination	Code	Serial Number
Standard SD370	USA	C238-11/61	Up to F0930770321
Gestetner 5430	Taiwan	C238-13/63	Up to F0930670175
Ges 5430, Rex 1330, Nsa CP430	Europe	C238-22/72	Up to F0930670165
Gestetner 5430	Asia, etc.	C238-23/73	Up to F0920970158
Ricoh JP3800	China	C238-26/76	Up to F0930770320
Ricoh JP3000	Europe	C238-27/77	Up to F0930770070
Gestetner 5428C	China	C238-28/78	Up to F0930770175
Ricoh JP3000	Asia, etc.	C238-29/79	Up to F0930770262
Ricoh JP3000, Ges 5430, Savin 3260DNP	USA, Canada	C238-52/92	Up to F0930770050
Gestetner 5430, Nsa CP430	Latin America	C238-54/94	Up to F0930570216
Ricoh JP2800	China	C247-76	Up to F2430370172
Gestetner 5425C	China	C247-78	Up to F2430770040
Gestetner 5438P	China	C246-82	*(N/A)*
Ricoh JP3810P	China	C246-96	*(N/A)*
Gestetner 5435P	China	C254-82	*(N/A)*
Ricoh JP2810P	China	C254-96	*(N/A)*

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 9-Feb-05	**No:** R-C238-**017**
Subject: Paper size misdetection 1	**Prepared by:** M. Kanomata, Priport Service Planning Section	

Classification:

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

Symptoms

A sensor misdetection occurs (sensors [A], [B], [C]), which can sometimes damage the harness [E] for the paper feed tray.

- [A]: Paper length sensor
- [B]: Paper width sensor
- [C]: Paper end sensor

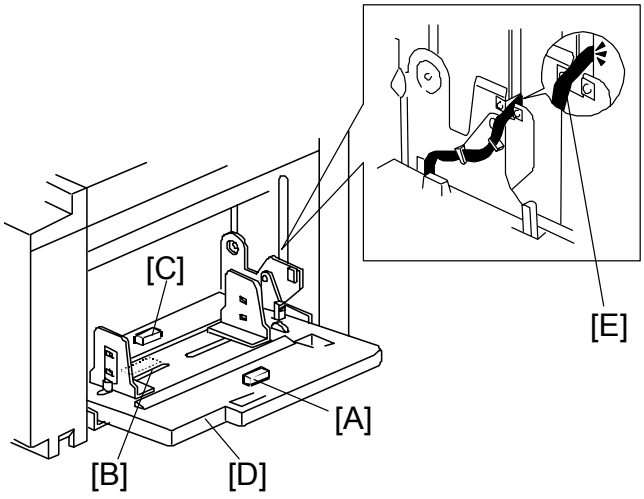
Causes

The harness [E] rubs up against the paper size sensor stay when the paper table [D] is moved. As a result, the outer layer of the harness is damaged.

Solution

Install the new Paper Size Sensor Stay and Paper Feed Tray Harness listed in MB #MC238038 (**P/N: C2472793**, **C2475236**). The new stay will protect the harness more and hold it in place when the paper table is moved.

Important: When you install the new parts for the first time, install them **together as a set.**



Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 9-Feb-05	**No:** R-C238-**018**
Subject: Paper size misdetection 2	**Prepared by:** M. Kanomata, Priport Service Planning Section	

Classification:

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

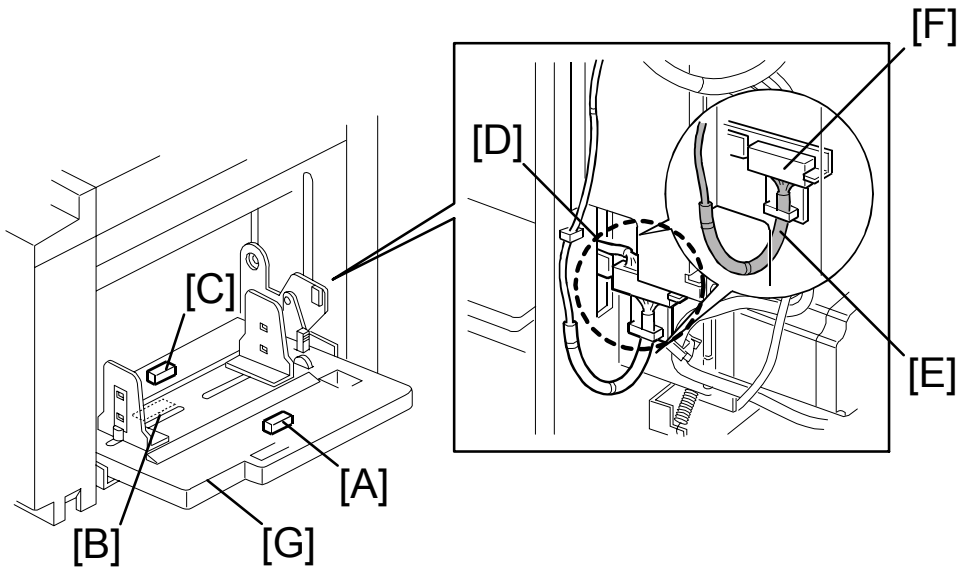
Symptoms

The following occur during machine operation:

- Paper length sensor [A] misdetection
- Paper width detection board [B] misdetection
- Paper end sensor [C] misdetection

Causes

1) Poor connection [D] between the paper tray relay harness [E] and CN420 [F].
2) The paper tray relay harness [E] comes loose when the paper table [G] is lifted up or down.



Solution

Install the new paper tray relay harness listed in MB #MC238039(P/N C2475237).

Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**
Subject: New Model PGA3P/PGB4P information (China only)	**Prepared by:** M. Kanomata, Priport Service Planning Section	

Classification:

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

RTB Reissue

The areas in ***bold/italics*** were changed.

Changes:

1. ***The Paper Feed Side Pad (Paper Plate Thin Pad) was deleted from the accessory list (section 1.2.1).***
   Note: This part was deleted from the beginning of mass-production (PGA3-P, PGB4-P only).
2. ***Some section numbers were changed to match the PINKGOLD Service Manual.***

- - - - - - - -

This bulletin contains all service-related information unique to Model PGA3P (C246) / PGB4P (C254), which is scheduled for official release in China in February 2004. Please add this information to your PinkGold Series Service Manuals and also refer to RTB #R-C238-004 for PGB4 information.

Note: Please also see MB #M-C238-025 for a list of the components unique to the PGA3P/PGB4P.

Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

OVERALL INFORMATION

SECTIONS CONTAINING DIFFERENCES BETWEEN THE C246/C254 AND C238/C247

Service Manual:

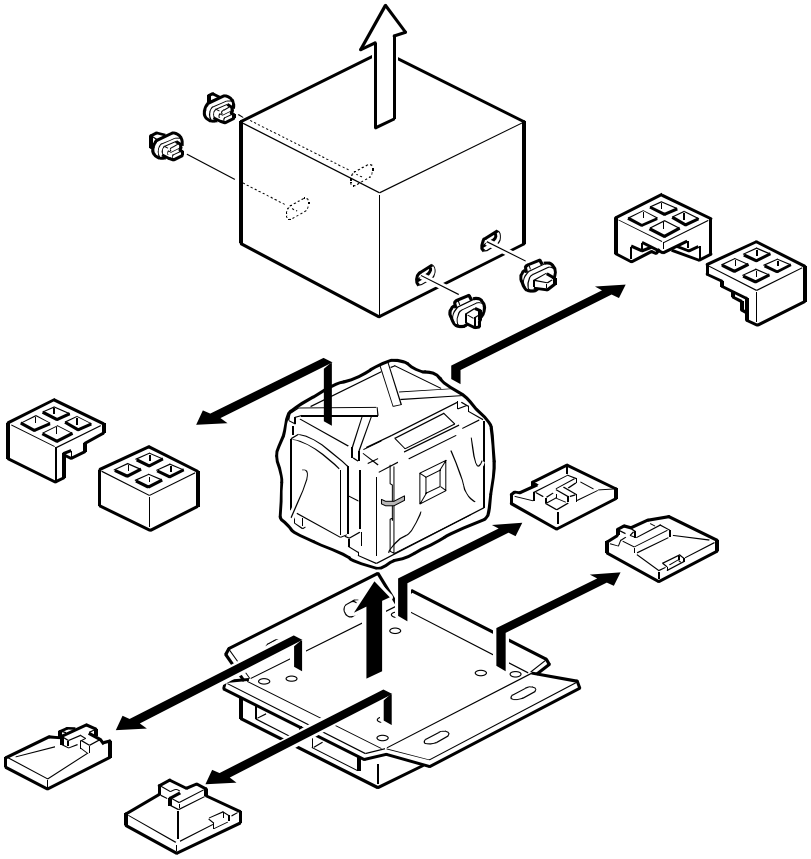
Section	Item	Remarks
1	Installation	***Some items changed.***
2	Preventive maintenance	*(no differences)*
3	Replacement and adjustment	*(no differences)*
4	Troubleshooting	Some items changed.
5	Service tables	Some items changed.
6	Detailed section descriptions	*(no differences)*
7	Point to point diagrams	*(no differences)*
SPEC	Specifications	Some items added.
C600	Document Feeder	*(no differences)*
CLT	Printer controller unit	New documents

1. INSTALLATION

1.2 INSTALLATION PROCEDURE

1.2.1 MAIN BODY

Accessory Check



Make sure that you have all the accessories listed below:

Description	*Quantity*
1. Master Spool	*2*
2. Operating Instructions	*1*
3. NECR (Ricoh version only)	*1*
4. Model Name Plates (C238-22, -52 and -54 only)	*1 set*

4. TROUBLESHOOTING

4.3 FUSE, LED, VR, DIP-SW, AND TP TABLES

4.3.4 DIP SWITCHES

Ink detection board

No.	Normal drum for PGA3P	Normal drum for PGB4P	Colour drum	A4 black drum
SW1	OFF	OFF	OFF	ON
SW2	OFF	OFF	ON	OFF
SW3	ON	OFF	OFF	OFF
SW4	OFF	OFF	OFF	OFF

5. SERVICE TABLES

5.7 MAIN MENU NO.6: ADJUSTMENT

The colour drum for Model PGA3P is the same as that used on the PinkGold A3, however the normal drum has been changed to one designed to further reduce noise. This new normal drum uses the drum flange from Model HP4. Therefore on the PGA3P, the normal and colour drums have separate components and also have separate settings for the three SP modes listed below.

Differences in SP Mode Settings

The settings for the following SP modes are different for normal vs. colour drums installed on Models PGA3P (see tables on next page). Please note that this does not apply to the PGB4P.

- SP6-23 (Paper Registration - Each Speed)
- SP6-24 (Paper Registration - Each Speed (skip feed))
- SP6-27 (Paper Roller Buckle)

Important: Although these settings are different, it is not necessary to perform any manual settings when either drum is replaced. This is because the machine automatically applies the appropriate settings according to the setting of the Dip SW on each drum. Therefore please be sure not to change these Dip SW settings.

NOTE: 1) Since the actual values for the above modes are different for the normal and color drums, it is only possible to access/change these settings for the drum installed. For example if the normal drum is installed, only the settings for SP6-23, -24 and -27 designed for the normal drum can be accessed.

2) If there is no drum installed in the machine, the settings for the above SP modes cannot be accessed, the Jam M indicator will blink, and the four-digit paper counter on the operation panel will be displayed as “dru”.

5.7.6 SP6-23 (PAPER REGISTRATION – EACH SPEED)

Menu Items	Speed	Default	Settings	Notes
Paper registration –each speed	15 rpm	101	0 to 255	Used for: PGA3P normal drum
	30 rpm	103		
	60 rpm	92		
	75 rpm	84		
	90 rpm	72		
	105 rpm	59		
	120 rpm	45		
Paper registration –each speed	15 rpm	103	0 to 255	Used for: PGA3P colour drum
	30 rpm	107		
	60 rpm	93		
	75 rpm	82		
	90 rpm	70		
	105 rpm	59		
	120 rpm	45		
Paper registration –each speed	15 rpm	101	0 to 255	Used for: PGB4P
	30 rpm	102		
	60 rpm	94		
	75 rpm	86		
	90 rpm	72		
	105 rpm	58		
	120 rpm	72		

5.7.7 SP6-24 (PAPER REGISTRATION – EACH SPEED (SKIP FEED))

Menu Items	Speed	Default	Settings	Notes
Paper registration –each speed (skip feed)	15 rpm	101	0 to 255	Used for: PGA3P normal drum
	30 rpm	103		
	60 rpm	93		
	75 rpm	86		
	90 rpm	75		
	105 rpm	63		
	120 rpm	50		
Paper registration –each speed (skip feed)	15 rpm	103	0 to 255	Used for: PGA3P colour drum
	30 rpm	107		
	60 rpm	94		
	75 rpm	84		
	90 rpm	73		
	105 rpm	63		
	120 rpm	50		
Paper registration –each speed (skip feed)	15 rpm	101	0 to 255	Used for: PGB4P
	30 rpm	102		
	60 rpm	95		
	75 rpm	87		
	90 rpm	73		
	105 rpm	60		
	120 rpm	44		

5.7.8 SP6-27 (PRESS ROLLER BUCKLE)

Menu Items	Speed	Default	Settings	Notes
Press roller buckle	15 rpm	1.00	0.00 to 1.00	Used for: PGA3P normal drum
	30 rpm	1.00		
	60 rpm	0.92		
	75 rpm	0.92		
	90 rpm	0.92		
	105 rpm	0.92		
	120 rpm	0.92		
Press roller buckle	15 rpm	1.00	0.00 to 1.00	Used for: PGA3P colour drum
	30 rpm	1.00		
	60 rpm	0.88		
	75 rpm	0.87		
	90 rpm	0.85		
	105 rpm	0.86		
	120 rpm	0.88		
Press roller buckle	15 rpm	1.00	0.00 to 1.00	Used for: PGB4P
	30 rpm	1.00		
	60 rpm	0.93		
	75 rpm	0.92		
	90 rpm	0.90		
	105 rpm	0.90		
	120 rpm	0.90		

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

SPECIFICATIONS

The following are the only differences in specification between this model and the C238/C247. All other items are the same.

No.	Item	Remarks
1	Model names	A3 size: Ricoh Priport JP3810P (C246-96) Gestetner 5438P (C246-82) B4 size: Ricoh Priport JP2810P (C254-96) Gestetner 5435P (C254-82)
2	Printer controller unit	Embedded Printer Controller Unit fitted as standard
3	Printer drivers	Drivers support Chinese

PRINTER CONTROLLER UNIT

Trademarks

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Symbols

This manual uses several symbols. The meanings of these symbols are as follows:

☛	See or Refer to
	Clip ring
	E-ring
	Screw
	Connector

Reissued: 2-Jun-05

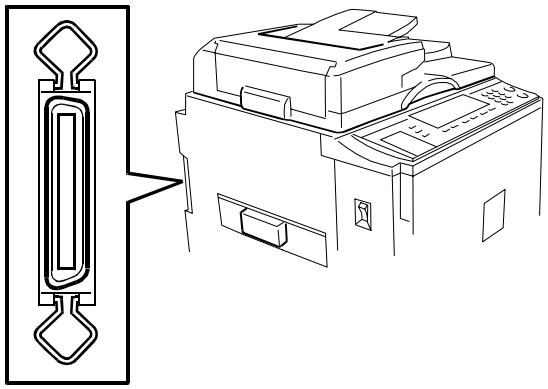
Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

INSTALLATION

The PGA3P/PGB4P are equipped with a standard printer controller unit and Video I/F board. Connect the printer controller unit to the host computer with a parallel cable. Then, install the printer driver in the host computer.

Host computer	IBM PC/AT compatible PC
Interface	IEEE1284B (Compatible, Nibble, ECP)
Operating Systems Supported	Windows 95/98/Me, Windows NT4.0, Windows 2000/XP
Printer Driver	Digital Duplicator A3 300 GDI Digital Duplicator B4 300 GDI

NOTE: The Printer drivers for Windows NT4.0 are only for Intel x86 compatible platforms. There is no Windows NT4.0 printer driver for the PowerPC, Alpha, or MIPS platforms.



Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

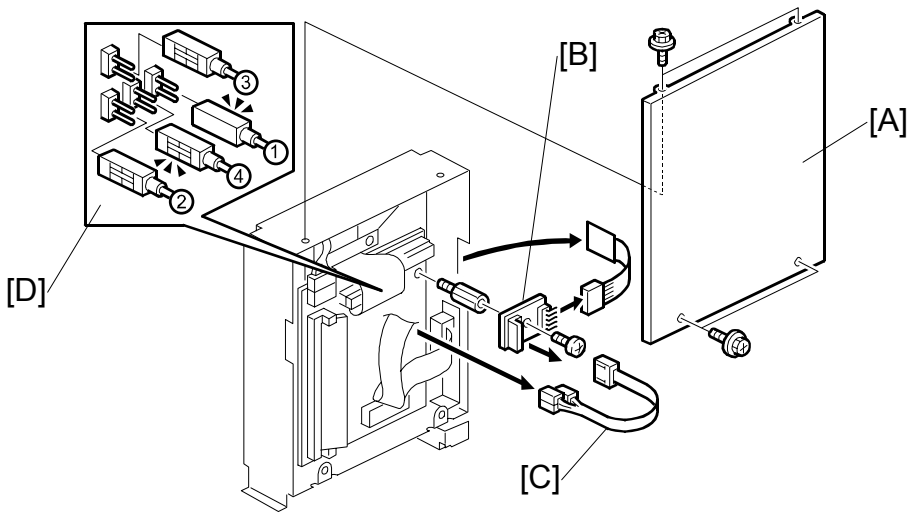
REPLACEMENT AND ADJUSTMENT

⚠CAUTION

Before removing any of the controller components, make sure to do the following:

1. **Turn off the machine main power.**
   Note: However if the "Data-in" lamp on the operation panel is blinking or lit, wait until the document or report is printed before turning the power off.
2. **After the power is off, disconnect the power cord from the outlet and the cable from the machine.**

CONTROLLER BOARD MEMORY



C249R951.WMF

[A]: Cover

[B]: Keypad board

NOTE: When you attach the connector [C], make sure to attach it in the correct position and orientation [D].

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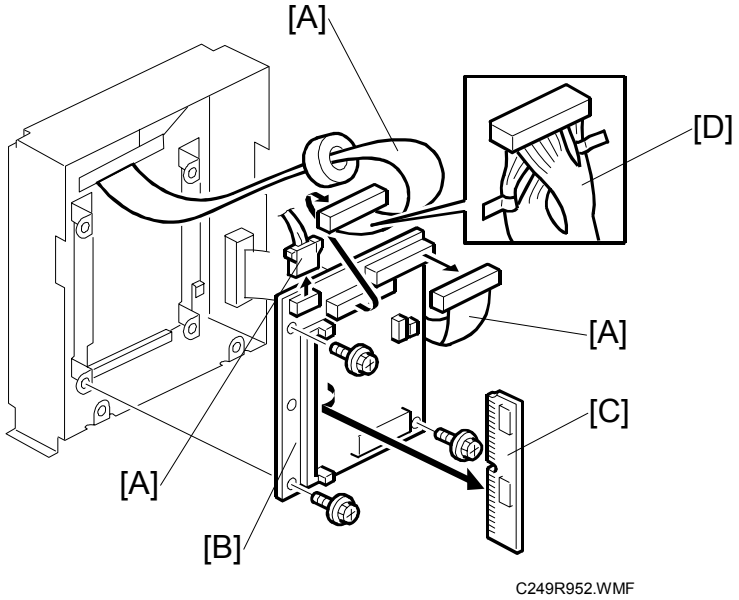
Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**



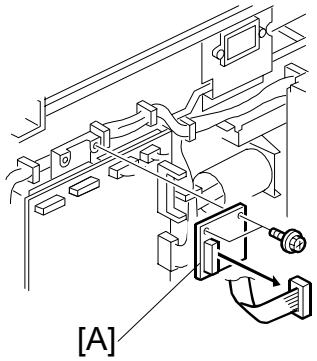
[A]: Connector

[B]: Printer controller board

[C]: SIMM module

NOTE: The twisted end of the harness [D] should be connected to the controller board.

VIDEO I/F BOARD



[A]: Video I/F Board

Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

LOAD PROGRAM

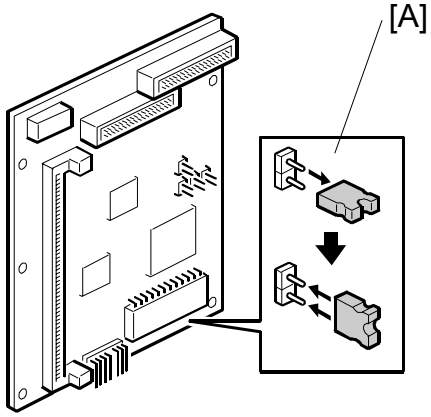
This procedure is for upgrading the system firmware for the controller.

NOTE: If the controller does not start up after a firmware update, try downloading the firmware again. If it still does not work, replace the flash ROM on the printer controller board.

⚠CAUTION

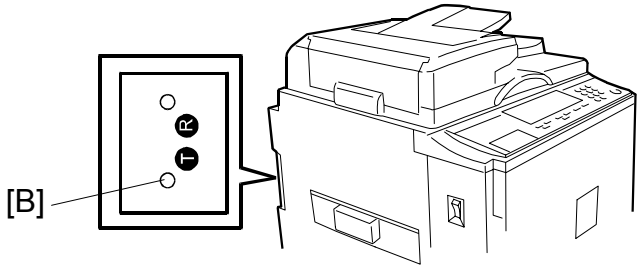
Do not turn off the machine while downloading the firmware.

1. Before downloading new firmware, print the test page and check the current version.
2. Turn off the machine.
3. Remove the rear cover and controller cover.
4. Set the jumper next to the flash ROM to the ON position [A].
5. Turn on the machine.
6. Boot up the PC and access an MS-DOS prompt or Command prompt.
7. Use the COPY command to update the flash ROM, . e.g. “copy file_name LPT1:” (where LPT1 is the connected port).

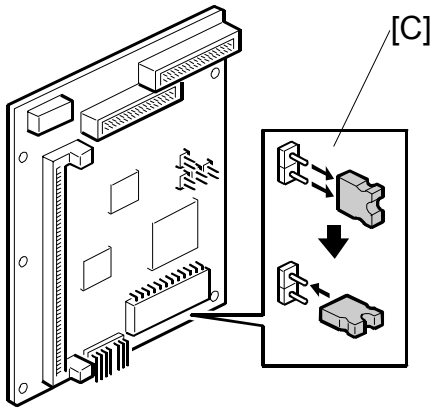


C249R957.WMF

8. While the flash ROM is updating, the left LED [B] on the control button board remains lit.



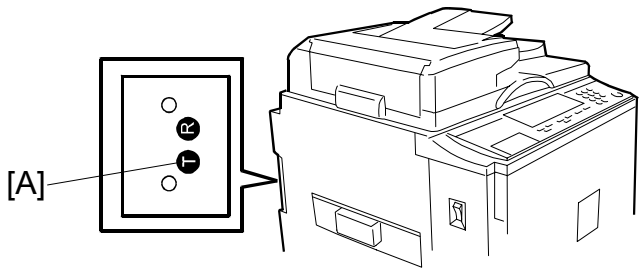
9. When the left LED flashes rapidly, the update is complete.
10. Turn off the machine.
11. Set the jumper back to the OFF position [C].
12. Turn on the machine and print out the test page using the test page button. Then check to see that the new version has been successfully installed.



C249R958.WMF

TEST PAGE

Press the test page button [A] on the keypad board. The right LED will start flashing quickly, indicating that the controller is in the process of creating the test page.

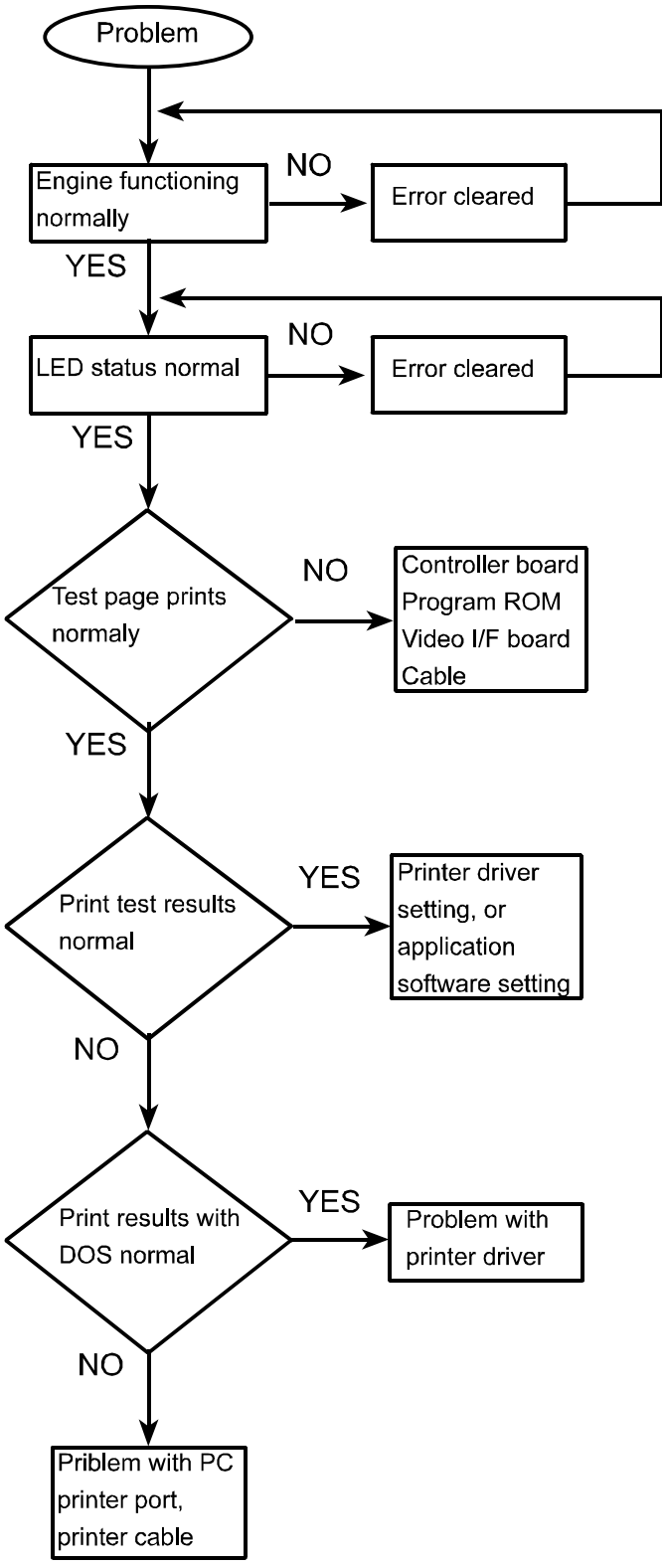


Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

TROUBLESHOOTING

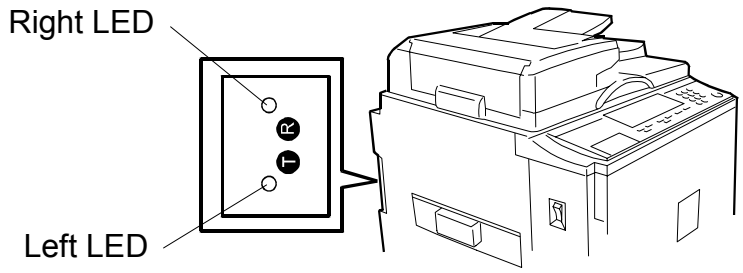
TROUBLESHOOTING FLOWCHART



Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

LED STATUS LIGHT SEQUENCE AND CONDITIONS



Power on and activation

STATUS	DESCRIPTION	CHECK POINT
All LEDs are off	No power supply	-No AC power supplied. -AC cord not properly connected. -Power supply failure in the controller.
Right LED is on	Power on	-
Left LED is flashing	Performing self-diagnostic test before Ready condition	-
Left LED is flashing rapidly	Receiving data	-
Left LED remains on	-Transferring data -Creating a master	-
Left LED remains off	Idle	-
Left LED flashing slowly at regular intervals	Engine error	Check message on operation panel.

Test page button

STATUS	DESCRIPTION	CHECK POINT
Left LED is flashing	Receiving data	-
Left LED is on	Creating a master	-
Left LED remains on	Printing	-
Left LED flashes then remains off.	No response from the engine.	-Turn the engine Off/On. -Check if the controller is properly connected to the engine. -Check if the engine is online. -Check if the SIMM card is positioned correctly.
Left LED flashes slowly at regular intervals	Engine error	-Check the error message on the engine control panel. -Check if the controller is properly connected to the engine.

Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

PRINTER DRIVER OPERATION

If the Windows test page does not print or does not look right, check the printer driver operation using these steps:

1. Select the Details tab in the Properties menu of the printer driver.
2. Change the port connection to “File:”.
3. Click on the Apply button. Then select the General tab and click on the Print Test Page button.
4. Set the file name (e.g. test.prn), then set the disk/directory location and save the file.
5. Click “YES” when the message pops up and asks whether the test page printed correctly.
6. Access an MS-DOS prompt or command prompt.
7. Check to see that the engine and controller are ready for printing. Then execute the following command at the MS-DOS prompt or command prompt. “copy /b test.prn lpt1”.

   NOTE: 1) Always input “/b” after the Copy command.
   2) The above example applies if the file name saved in Step 4 is “test.prn”.
   3) If the controller is connected to the second PC port, replace “lpt1” with “lpt2”.

8. Input “exit,” then exit from the MS-DOS prompt or command prompt.
9. If the test page has printed correctly, change the printer driver port from “File:” back to its previous setting.

SERVICE TABLES

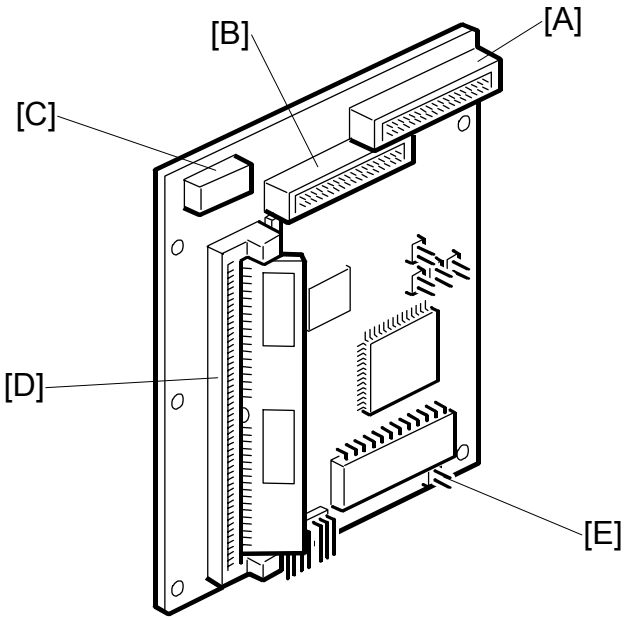
There are no SP modes for the printer controller unit.

Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

DETAILED DESCRIPTIONS

OVERVIEW



C249D950.WMF

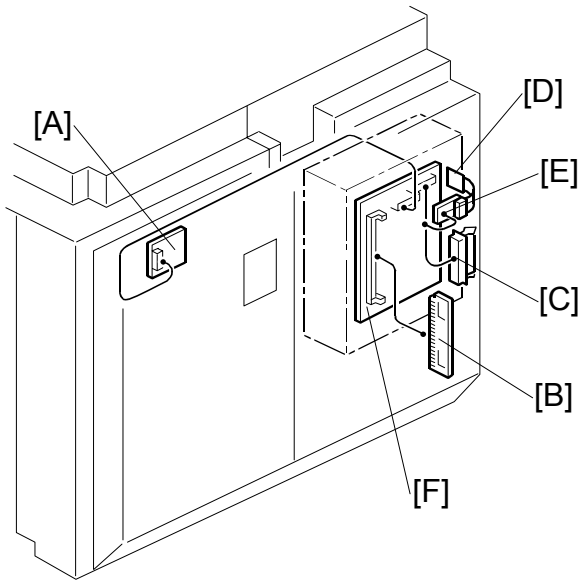
DESCRIPTION	CONTROLLER
CPU	Analog Devices ADSP chip
RAM	16MB (SIMM)
Flash ROM	1MB EPROM

REF.	CONNECTOR		DESCRIPTION
	Name	Configuration	
A	IEEE1284 I/F	26-pin socket	To IEEE1284 Interface
B	Engine Interface	26-pin socket	To video I/F board
C	Power connector	4-pin socket	To power cable
D	SIMM Interface	72-pin SIMM	For connecting the SIMM module
E	Upgrade firmware jumper	2-pin	Upgrading controller firmware

Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

MACHINE LAYOUT



REF.	COMPONENT
A	Video Interface Board
B	SIMM Module
C	IEEE1284 Interface
D	Control Button Board
E	Keypad Board
F	Printer Controller Board

Reissued: 2-Jun-05

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 2-Dec-03	**No:** R-C238-**012a**

SEPECIFICATIONS

Controller Type	Embedded
Configuration	Internal embedded controller
Printer Language	GDI
Print Resolution	300dpi
Memory (RAM)	16MB (SIMM)
Resident Fonts	None
Host Interface	IEEE1284B (Compatible, Nibble, ECP)
Host PC	IBM PC/AT compatible PC
Operating Systems Supported	Windows 95/98/Me, Windows NT4.0 (*1), Windows 2000/XP
Printer Driver	Digital Duplicator A3 300 GDI Digital Duplicator B4 300 GDI

NOTE: The Printer drivers for Windows NT4.0 are only for Intel x86 compatible platforms. There is no Windows NT4.0 printer driver for the PowerPC, Alpha, or MIPS platforms.

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 7-Jun-05	**No:** R-C238-**019**
Subject: Error code E-21, E-22, E-23, E-24	**Prepared by:** M. Kanomata, Priport Service Planning Section	

Classification:

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P

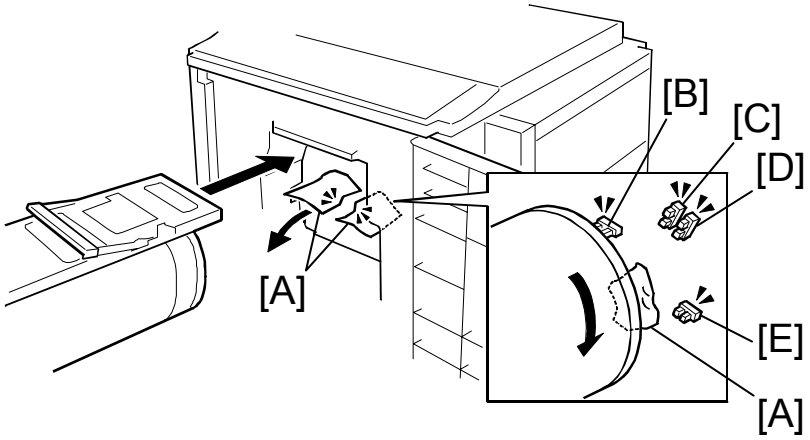
SYMPTOM

The following occur during machine operation:

- E-21: Paper Exit Timing Sensor error
- E-22: 2nd Feed Timing Sensor error
- E-23: Master Eject Position Sensor (Drum HP) error
- E-24: Feed Start Timing Sensor error

CAUSE

Jammed paper [A] contacts one of the sensors below during a print job, and the sensor comes loose from the bracket.



[B]: 2nd feed timing sensor, **[C]**: Paper exit timing sensor

[D]: Master eject position sensor (drum HP sensor), **[E]**: Feed start timing sensor

SOLUTION

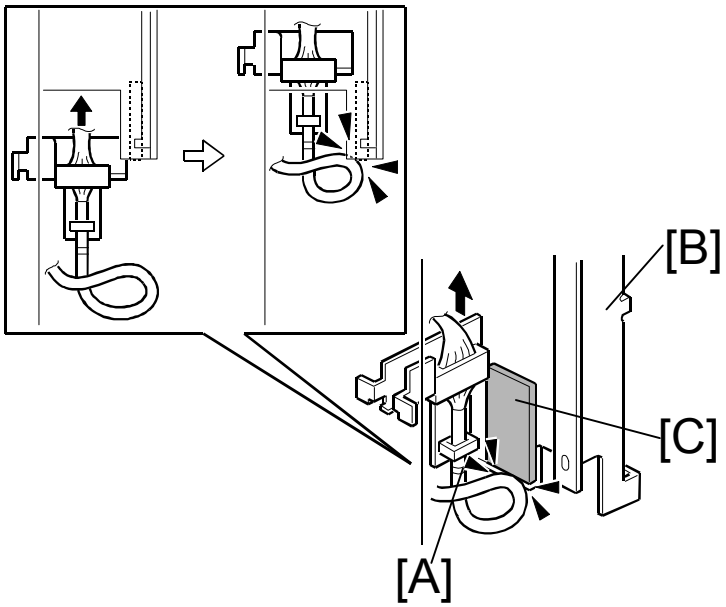
Install the new sensor brackets and drum position plate announced in MB #MC238042. (P/N: C2565613, C2565609, C2565611 and C2562375).

Model: PRIPORT PINKGOLD/PGB4/PGP	**Date:** 6-Sep-05	**No:** R-C238-**020**
Subject: PAD: PLATE: HARNESS	**Prepared by:** M. Kanomata, Priport Service Planning Section	

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

Model Name:

PINKGOLD:	Ricoh JP3000/JP3800, Gestetner 5430/5428C, RexRotary 1330, nashuatec CP430, Savin 3260DNP, Standard SD370, Lanier LDD030
PGB4 (China only):	Ricoh JP2800, Gestetner 5425C
PGA3P (China only):	Ricoh JP3810P, Gestetner 5438P
PGB4P (China only):	Ricoh JP2810P, Gestetner 5435P



SYMPTOM

The paper tray harness (P/N: C2475237) [A] moves into a narrow space between two sides of the MPU (P/N: C2385601) [B]. This happens when the paper tray harness is curled as shown in the diagram and the paper table lifts up or down.

NOTE: This symptom does not occur on the HP4 because the shape of the MPU bracket is different.

Model: PRIPORT PINKGOLD/PGB4/PGP	Date: 6-Sep-05	No: R-C238-020

CAUSE

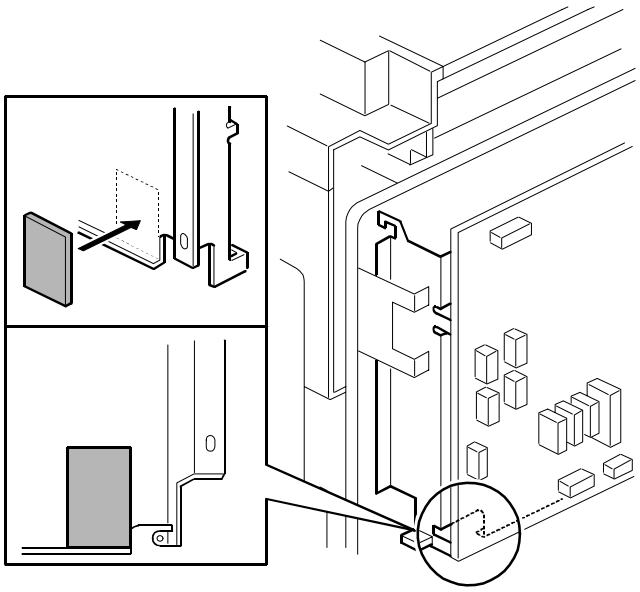
There is a narrow space between two sides of the MPU bracket.

SOLUTION

Attach the pad listed in MB #MC238043 (PAD: PLATE: HARNESS; P/N: C2385620).

Important: When you install the pad, make sure that the new C2475237 paper tray harness is already installed. If it is not, **install the new C2475237 paper tray harness**.

INSTALLING THE PAD: PLATE: HARNESS



1. Remove the rear right cover.
2. Remove the MPU board.
3. Remove the MPU bracket.
4. Clean the MPU bracket with isopropyl alcohol.
5. Attach the PAD: PLATE: HARNESS to the bracket, as shown above.