Technical Documentation

Ricoh Technical Bulletin
001

Subject : Service Manual Revision

IssueDate / Input by	Model Code	Model Name	Product Type
15/10/97 S Huizinga	A204 A206 A207 A208 A210 A211	FT5640 FT5740 FT5840 FT5632 FT5732 FT5832	Copier

Remarks

Historical information

Created: 15/10/97 16:02 **by:** S Huizinga/REBV

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RICOH Technical Bulletin PAGE: 1/4

Model: Phoenix II Series Date: 15-Sep-97 No: 1
Subject: Service Manual Revision Prepared by: J.Kasamoto
From: QAC 1st Field Information Dept.
Classification: Troubleshooting
Mechanical
Paper path
Part information
Electrical
Transmit/receive
Action required
Service manual revision
Retrofit information
Other ( )

The lists for SP5-803 (Sensor/Switch Input Signal Data Check) and SP5-804 (Electrical
Component Check) have been changed from the Phoenix Mark I series, and this information was not listed in the insert version service manual. Please add the following
lists to your Phoenix Mark II series manual.
The reason for the change is related to the new sorters that can be installed on the Mark
II series.

SP5-803 SENSOR/SWITCH INPUT SIGNAL DATA CHECK

3rd level Reading
No Sensor/Switch/Signal 0 1
1 Upper Relay Sensor Paper not detected Paper detected
2 Lower Relay Feed Sensor Paper not detected Paper detected
3 3rd Tray Paper Feed Sensor
(Paper Tray Unit)

Paper not detected Paper detected
4 4th Tray Paper Feed Sensor
(Paper Tray Unit)
Paper not detected Paper detected
5 5th Tray Paper Feed Sensor
(Paper Tray Unit)
Paper not detected Paper detected
6 Registration Sensor Paper not detected Paper detected
7 Fusing Exit Sensor Paper not detected Paper detected
8 By-pass Feed Paper Width Sensor See the Note after the end of this table.
9 By-pass Feed Paper End Sensor Paper detected Paper not detected
10 By-pass Feed Table Switch Table is closed Table is open
11 Upper Tray Paper End Sensor Paper detected Paper not detected
12 Upper Tray Upper Limit Sensor Down Up
13 Not Used - -14
Upper Tray Switch Not set Set
15 Lower Tray Paper End Sensor Paper detected Paper not detected
16 Lower Tray Upper Limit Sensor Down Up
17 Not Used - -18
Lower Tray Switch Not set Set
19 1st Tray Paper End Sensor
(Paper Tray Unit)
Paper detected Paper not detected
20 1st Tray Upper Limit Sensor
(Paper Tray Unit)
Down Up
21 1st Tray Set Sensor
(Paper Tray Unit)
Not set Set
22 2nd Tray Paper End Sensor
(Paper Tray Unit)
Paper detected Paper not detected
23 2nd Tray Upper Limit Sensor Down Up

RICOH Technical Bulletin PAGE: 2/4

3rd level Reading
No Sensor/Switch/Signal 0 1
(Paper Tray Unit)
24 2nd Tray Set Sensor
(Paper Tray Unit)
Not set Set
25 3rd Tray Paper End Sensor
(Paper Tray Unit)
Paper detected Paper not detected
26 3rd Tray Upper Limit Sensor
(Paper Tray Unit)
Down Up
27 3rd Tray Set Sensor
(Paper Tray Unit)
Not set Set
28 LCT Paper End Sensor Paper detected Paper not detected
29 LCT Upper Limit Sensor Off On

30 LCT Lower Limit Sensor Off On
31 LCT Connector Not connected Connected
32 LCT Tray Down Switch Off On
33 LCT Cover Switch Cover closed Cover open
34 Original Length Sensor 2 Off On
35 Original Length Sensor 3 Off On
36 Original Length Sensor 4 Off On
37 Original Width Sensor 5 Off On
38 Original Width Sensor 6 Off On
39 Original Width Sensor 7 Off On
40 Scanner H.P. Sensor Off On
41 Lens Horizontal H.P. Sensor Off On
42 Lens Vertical H.P. Sensor Off On
43 3rd Scanner H.P. Sensor Off On
44 Optics Thermistor Off On
45 Platen Cover Close Sensor Platen cover open Platen cover closed
46 Platen Cover Open Sensor Platen cover closed Platen cover open
47 Vertical Guide Set Switch Vertical guide closed Vertical guide open
48 Paper Exit Cover Switch Paper exit cover
closed
Paper exit cover
open
49 Front Cover Switch Front cover closed Front cover open
50 Sorter Entrance Sensor (A556/A557) Off On
51 Sorter Bin H.P. Sensor (A556/A557) Off On
52 Sorter Bin Lift Sensor (A556/A557) Off On
53 Sorter Cover Switch (A556/A557) Cover closed Cover open
54 Sorter Entrance Sensor (A664) Off On
55 Sorter Proof Exit Sensor (A664) Off On
56 Sornter Bin (Jam) Sensor (A664/A658/A555) Off On
57 Sorter Bin (Jam) Sensor (A664/A658/A555) Off On
58 Sorter Bin Home Position Sensor
(A664/A658/A555)
Off On
59 Sorter Wheel Sensor (A664/A658/A555) Off On
60 Sorter Bin Rear Plate Open Sensor (A664) Off On
61 Sorter Bin Rear Plate H.P. Sensor (A664) Off On
62 Sorter Jogger H.P. Sensor (A664/A658/A555) Off On
63 Sorter Grip H.P. Sensor (A664/A658/A555) Off On
64 Sorter Staple Hammer H.P. Sensor (A664) Off On
65 Sorter Staple Unit H.P. Sensor
(A664/A658/A555)
Off On
66 Sorter Staple End Sensor (A664/A658/A555) Off On
67 Sorter Stapler Paper Sensor (A664/A658/A555) Off On
68 Sorter Door Safety Switch (A664/A658/A555) Off On
69 Sorter Transposrt Motor Encoder (A664) Off On

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3rd level Reading
No Sensor/Switch/Signal 0 1
70 Sorter Cartridge Set Switch (A664) Off On

71 Sorter Staple Unit Set Switch (A664) Off On
72 Sorter Staple Unit Pulled-out Position Sensor
(A664)
Off On
73 Duplex Entrance Sensor Off On
74 Duplex Turn Sensor Off On
75 Duplex Paper End Sensor Paper detected Paper not detected
76 Upper Tray Switch Not set Set
77 Duplex Side Fence Jogger H.P. Sensor Off On
78 Duplex End Fence Jogger H.P. Sensor Off On
80 Main Motor Lock Off On
81 Fusing Unit Set Sensor Not set Set
82 Transfer Belt Contact H.P. Sensor Off On
83 Toner End Sensor Toner remains Toner end
84 Key Counter Set Not set Set
85 Not Used - -86
Total Counter On Off On
87 Auto Response Sensor Off On
90 ADF Original Width Sensor-3 Off On
91 ADF Original Width Sensor-2 Off On
92 ADF Original Width Sensor-1 Off On
93 ADF Registration Sensor Paper not detected Paper detected
94 ADF Feed Out Sensor Paper not detected Paper detected
95 ADF Position Sensor ADF closed ADF open
96 ADF APS Start Sensor On Off
97 ADF Feed In Cover Open Sensor Cover closed Cover open
98 ADF Feed Out Cover Open Sensor Cover closed Cover open

SP5-804 ELECTRICAL COMPONENT CHECK

3rd level No. Electrical Component
1 Main Motor
2 Relay Clutch
3 Registration Clutch
4 Transfer Belt Contact Clutch
5 Junction Gate SOL
6 Not Used
7 Sorter Drive Motor (A556 and A557 Sorters only)
8 By-pass Feed CL
9 By-pass Feed Pick-up SOL (A153 and A157 Copiers only)
10 Upper Paper Feed CL
11 Upper Tray Separation SOL
12 Upper Tray Pick-up SOL
13 Upper Tray Lift Motor (Up)
14 Upper Tray Lift Motor (Down)
15 Lower Paper Feed CL
16 Lower Tray Separation SOL
17 Lower Tray Pick-up SOL
18 Lower Tray Lift Motor (Up)
19 Lower Tray Lift Motor (Down)
20 LCT Pick-up SOL

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3rd level No. Electrical Component

21 Not Used
22 Not Used
23 LCT Display
24 Bin Drive Motor Up (A556/A557)
25 Bin Drive Motor Down (A556/A557)
26 Sorter Main Motor (A664/A658/A555)
27 Sorter Main Motor (Counterclockwise) (A664)
28 Sorter Exit Motor (A664)
29 Sorter Turn Gate Solenoid (A664)
30 Sorter Bin Drive Motor (A664/A658/A555)
31 Sorter Jogger Motor (A664/A658/A555)
32 Sorter Bin Rear Plate Drive Motor (A664)
33 Sorter Grip Motor (A664/A658/A555)
34 Sorter Grip Arm Positioning Solenoid (A664)
35 Sorter Grip Solenoid (A664)
36 Sorter Stapler Drive Motor (A664)
37 Sorter Staple Motor (A658/A555)
40 Exposure Lamp
41 Quenching Lamp, PTL
42 Toner Supply CL
43 Development CL
44 Toner Supply Bottle Motor
45 Machine Shut Off
46 Not Used
47 Exhaust Fan
48 Optics Cooling Fan
49 Not Used
50 ADF Feed-in Motor
51 ADF Feed-in Motor (Reverse)
52 ADF Belt Drive Motor
53 ADF Belt Drive Motor (Reverse)
54 ADF Feed-out Motor
55 ADF Inverter SOL
56 ADF Display On

Technical Documentation

Ricoh Technical Bulletin
002

Subject : Service Manual Revision

IssueDate / Input by	Model Code	Model Name	Product Type
05/01/98 S Huizinga	A204 A206 A207 A208 A210 A211	FT5640 FT5740 FT5840 FT5632 FT5732 FT5832	Copier Copier Copier Copier Copier Copier

Remarks

Historical information

Created: 05/01/98 09:39 **by:** S Huizinga/REBV

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RICOH Technical Bulletin PAGE: 1/4

Model: Phoenix II Series (Swallow II) Date: 15-Dec-97 No: 2
Subject: Service Manual Revision Prepared by: K. Miura
From: QAC Field Information Dept.
Classification: Troubleshooting
Mechanical
Paper path
Part information
Electrical
Transmit/receive
Action required
Service manual revision
Retrofit information
Other ( )
1. Please correct your Service Manual as follows:
Page 13/14
L1, L2 and L3, delete the sentences marked with *.
Page 20
Call out [A] was positioned incorrectly in the illustration.
Page 24
This copier is not equipped with a damper at the end of the paper tray guide rail.
Delete the last sentence and also the illustration as shown below.
<OLD> <NEW>
[C] [B]
*[A] [B] [C]
* [A]
<OLD> <NEW>

RICOH Technical Bulletin PAGE: 2/4

Model: Phoenix II Series (Swallow II) Date: 15-Dec-97 No: 2
Page 27
Call out [G] and [H] were not described in the illustration.
Page 32
Change the paragraph IMPORTANT from step 20 to step 21.
<OLD> <NEW>
[A]
[B]
[C]
[D]
[E]
[A]
[B]
[C]
[D]
[E]
[G]*
[H]*

RICOH Technical Bulletin PAGE: 3/4

Model: Phoenix II Series (Swallow II) Date: 15-Dec-97 No: 2
Page 73
Replace Page 73 with a following information. (Refer to the explanations on the following page.)
6. Paper Feed
(every 120 k for each
paper feed station)
Clean the paper guide plate. 1.
Replace the cleaning blade.
Clean the inside of the cleaning unit and the
seals.
1.
2.
5. Development Unit
(every 120 k) *1
Remove the old developer.
Clean the development unit and seals.
Clean around the openings of the toner supply
unit with a blower brush.
1.
2.
3.
Pour in a pack of new developer.
Replace the development filter.
4.
5.
Clean the registration rollers.
Replace the bottom plate pad for each paper
feed station, by-pass feed, and the LCT.

4.
5.
Replace the paper feed rollers for each paper feed station.
3.
Clean the paper feed, pick-up, separation, and relay rollers for by-pass feed, and the LCT.
2.
Replace the separation torque limiter for the by-pass feedstation (every 240 k).
Replace pick-up, feed and separation rollers for by-pass feed, and the LCT (every 240 k).
4. Cleaning Unit (every 120 k)
*3
*4
*2

RICOH Technical Bulletin PAGE: 4/4

Model: Phoenix II Series (Swallow II) Date: 15-Dec-97 No: 2

*1
Corrected the manual. The PM interval development Unit is 120k.
*2
Revised the explanations, to match with the PM table.
*3
The paper feed station only has the feed rollers (semi-circular feed rollers) which are replaced every 120k.
*4
"A214 only" has been deleted, since all models are equipped with a by-pass feed separation torque limiter.
2. Paper registration mechanism has been changed from the Swallow Mark I, and this information was not listed in the insert version service manual. Please add the following substance to your Swallow II manual.
9.5 PAPER REGISTRATION
This copier does not have gears on the front side that engage the upper and lower registration rollers. (The rollers marked * on the illustration below.) The upper roller is driven by along with the lower roller due to spring pressure.
*

Technical Documentation

Ricoh Technical Bulletin
002

Subject : Service Manual Revision

IssueDate / Input by	Model Code	Model Name	Product Type
05/01/98 S Huizinga	A204 A206 A207 A208 A210 A211	FT5640 FT5740 FT5840 FT5632 FT5732 FT5832	Copier Copier Copier Copier Copier Copier

Remarks

Historical information

Created: 05/01/98 09:39 **by:** S Huizinga/REBV

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RICOH Technical Bulletin PAGE: 1/4

Model: Phoenix II Series (Swallow II) Date: 15-Dec-97 No: 2
Subject: Service Manual Revision Prepared by: K. Miura
From: QAC Field Information Dept.
Classification: Troubleshooting
Mechanical
Paper path
Part information
Electrical
Transmit/receive
Action required
Service manual revision
Retrofit information
Other ( )
1. Please correct your Service Manual as follows:
Page 13/14
L1, L2 and L3, delete the sentences marked with *.
Page 20
Call out [A] was positioned incorrectly in the illustration.
Page 24
This copier is not equipped with a damper at the end of the paper tray guide rail.
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<OLD> <NEW>
[C] [B]
*[A] [B] [C]
* [A]
<OLD> <NEW>

RICOH Technical Bulletin PAGE: 2/4

Model: Phoenix II Series (Swallow II) Date: 15-Dec-97 No: 2
Page 27
Call out [G] and [H] were not described in the illustration.
Page 32
Change the paragraph IMPORTANT from step 20 to step 21.
<OLD> <NEW>
[A]
[B]
[C]
[D]
[E]
[A]
[B]
[C]
[D]
[E]
[G]*
[H]*

RICOH Technical Bulletin PAGE: 3/4

Model: Phoenix II Series (Swallow II) Date: 15-Dec-97 No: 2
Page 73
Replace Page 73 with a following information. (Refer to the explanations on the following page.)
6. Paper Feed
(every 120 k for each
paper feed station)
Clean the paper guide plate. 1.
Replace the cleaning blade.
Clean the inside of the cleaning unit and the
seals.
1.
2.
5. Development Unit
(every 120 k) *1
Remove the old developer.
Clean the development unit and seals.
Clean around the openings of the toner supply
unit with a blower brush.
1.
2.
3.
Pour in a pack of new developer.
Replace the development filter.
4.
5.
Clean the registration rollers.
Replace the bottom plate pad for each paper
feed station, by-pass feed, and the LCT.

4.
5.
Replace the paper feed rollers for each paper feed station.
3.
Clean the paper feed, pick-up, separation, and relay rollers for by-pass feed, and the LCT.
2.
Replace the separation torque limiter for the by-pass feedstation (every 240 k).
Replace pick-up, feed and separation rollers for by-pass feed, and the LCT (every 240 k).
4. Cleaning Unit (every 120 k)
*3
*4
*2

RICOH Technical Bulletin PAGE: 4/4

Model: Phoenix II Series (Swallow II) Date: 15-Dec-97 No: 2

*1
Corrected the manual. The PM interval development Unit is 120k.
*2
Revised the explanations, to match with the PM table.
*3
The paper feed station only has the feed rollers (semi-circular feed rollers) which are replaced every 120k.
*4
"A214 only" has been deleted, since all models are equipped with a by-pass feed separation torque limiter.
2. Paper registration mechanism has been changed from the Swallow Mark I, and this information was not listed in the insert version service manual. Please add the following substance to your Swallow II manual.
9.5 PAPER REGISTRATION
This copier does not have gears on the front side that engage the upper and lower registration rollers. (The rollers marked * on the illustration below.) The upper roller is driven by along with the lower roller due to spring pressure.
*

Technical Documentation

Ricoh Technical Bulletin
004

Subject : Troubleshooting

IssueDate / Input by	Model Code	Model Name	Product Type
19/04/98 R v Welbergen	A204 A206 A207 A208 A210 A211	FT5640 FT5740 FT5840 FT5632 FT5732 FT5832	Copier Copier Copier Copier Copier Copier

Remarks

Historical information

Created: 19/04/98 22:42 **by:** R v Welbergen/REBV

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RICOH Technical Bulletin PAGE: 1/4

Model: Phoenix II (Eagle II/Falcon II) Date: 15-Apr-98 No: 4
Subject: Paper Jam in Duplex Unit Prepared by: M.Kitajima
From: QAC Field Information Dept.
Classification: Troubleshooting
Mechanical
Paper path
Part information
Electrical
Transmit/receive
Action required
Service manual revision
Retrofit information
Other ( )

SYMPTOM

1. During paper feed from the duplex unit, the leading edge of the paper is bent or a no-feed
jam occurs.
2. During stacking in the duplex unit, a stacking jam occurs.

ACTION

1. Paper feed jam (leading edge bent or non-feed)
1) Check to see if the duplex guide plate mylar (A1344662) is set properly. If it is bent
or out of position, please replace the duplex guide plate.
Method: Rotate the feed roller by hand. If it makes a clicking sound it is OK.
(If the mylar is bent or out of position, the leading edge of the copy may be bent or
no-feed jams may occur.)
Reattaching the mylar (as shown below) is the temporary countermeasure. As

the
permanent countermeasure, the duplex guide plate should be replaced.
Duplex Guide Plate
Mylar

RICOH Technical Bulletin PAGE: 2/4

Model: Phoenix II (Eagle II/Falcon II) Date: 15-Apr-98 No: 4
2) If 1) does not solve the problem, change the position of the spring setting of the
spring clutch to increase the pressure on the bottom plate or replace the spring clutch.
By adjusting the spring setting, the pressure on the bottom plate in the duplex unit increases. The stronger it is set, the more effective it is.
(If the pressure on the bottom plate is insufficient, no-feed paper jams may occur.)
3) If 2) does not solve the problem, change the spring clutch (P/N AB040015) to a
modified one (P/N AB040017). (Refer to an MB for the details of the modification. The MB will be issued once the cut in serial number is available.)
There are 3 settings for the
spring. The one on the right is
the strongest.
Strong Weak
Spring
Spring clutch
Spring clutch as viewed from the rear of the unit
Spring

RICOH Technical Bulletin PAGE: 3/4

Model: Phoenix II (Eagle II/Falcon II) Date: 15-Apr-98 No: 4
2. Stacking Jams
1) Check the condition of the mylar setting on the vibrating plate. If it is bent or damaged, replace the vibrating plate (A1544626)
Rotate the duplex stack roller. If it makes a clicking sound, it is OK.
(If the mylar is bent or damaged, stack jams may occur.)
Vibrating Plate
Duplex Stack Roller

RICOH Technical Bulletin PAGE: 4/4

Model: Phoenix II (Eagle II/Falcon II) Date: 15-Apr-98 No: 4
2) Check to see if the upper guide plate (A13444732) or the duplex tray are deformed.
If so, replace the parts.
Check procedures: Pull out the duplex unit and set paper in between the upper

guide plate and the duplex tray as shown below. Next, insert the tray and note whether or not duplex jam is indicated. If yes, then its OK. (Check of the inverter feeler detector and the entrance feeler detector.)
Please inform the customers to pull out the duplex unit all of the way when removing paper when a jam occurs. If the duplex unit is only pulled out part way, this may lead to deformation of the upper guide plate and the duplex tray.
<Duplex Jam indicated = OK>
3) Check to see if there is enough grease on the SP clutch.
* Grease should be added at the 120K PM visit. Grease: Mobil Temp 78.
Lack of grease may result in stack jams.
Entrance Feeler
Duplex Tray
Inverter Feeler
Upper Guide Plate
Paper Paper
Entrance Feeler Inverter Feeler

Technical Documentation

Ricoh Technical Bulletin
005

Subject : Other

IssueDate / Input by	Model Code	Model Name	Product Type
03/07/98 R v Welbergen	A208 A210 A211	FT5632 FT5732 FT5832	Copier Copier Copier

Remarks

Historical information

Created: 03/07/98 09:34 **by:** R v Welbergen/REBV

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RICOH Technical Bulletin PAGE: 1/1

Model: Phoenix II / Falcon II Date: 30-Jun-98 No: 5
Subject: Prepared by: J. Kasamoto
From: QAC Field Information Dept.
Classification: Troubleshooting
Mechanical
Paper path
Part information
Electrical
Transmit/receive
Action required
Service manual revision
Retrofit information
Other ( )
This RTB number is for other companies only.

Technical Documentation

Ricoh Technical Bulletin
006

Subject : Software information

IssueDate / Input by	Model Code	Model Name	Product Type
20/08/98 R v Welbergen	A204 A206 A207 A208 A210 A211	FT5640 FT5740 FT5840 FT5632 FT5732 FT5832	Copier Copier Copier Copier Copier Copier

Remarks

Historical information

Created: 20/08/98 08:41 **by:** R v Welbergen/REBV
Last updated: 14/05/99 13:01 **by:** R Mattens/REBV

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RICOH Technical Bulletin PAGE: 1/6

Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
Subject: Software Information Prepared by: M.Kitajima
From: QAC Field Information Dept.
Classification: Troubleshooting
Mechanical
Paper path
Part information
Electrical
Transmit/receive
Action required
Service manual revision
Retrofit information
Other ( )
The bulletin is to inform you of the modifications applied to the main ROM.
□ ROM Part Number
OLD NEW
A2045107C A2045120
Energy Star
A. Auto Energy Saver Time Setting (SP5-102)
The setting time for the Auto Energy Saver has been changed from
"1 to 120 minutes" to "1 to 240 minutes".
B Auto Shut Off Time Setting (SP5-305-001)
The setting time for the Auto Shut Off has been changed from
"1 to 120 minutes" to "1 to 240 minutes".
C Auto Shut Off Selection (SP-305-002)
0:Yes 1:No
Default = 0 (NA) Default = (Others)
This mode has been added on UP mode No.33.

Concerning the cut – in serial number, refer to the MBs (Eagle II:15, Falcon II:18) that will
be issued on 31 July, 1998.
 ROM Part Number
OLD NEW
A2045120 A2045120A
1 No paper feed jam at the duplex copy
The start speed of the transport motor has been corrected for when the paper is fed
from the duplex tray.
If the pressure of the bottom plate is insufficient due to the unstable start speed of the
transport motor, the paper in the duplex tray may not be fed.
2 SC721 when setting up the CS100
To prevent the malfunction of the SC721 when setting up the CS100, the detection
time of the SC721 has been changed from 300 m sec. to 400m sec.
Concerning the cut- in serial number, see the attached.

RICOH Technical Bulletin PAGE: 2/6

Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
 ROM Part Number
 OLD NEW
A2045120A A204521
The phenomenon below has been corrected.

Phenomenon

If the power is turned On when the front cover is open, the front cover is then closed and
the start key is pressed, SC440 occurs.

Cause

Due to the change of the inner circuit of the main motor to improve the reliability of the
motor, the current software cannot recognize this modified motor correctly, resulting in the
SC440 display.
Concerning the cut- in serial number, refer to the MBs (Eagle II:16, Falcon II:19) that will
be issued on 31 July, 1998.

RICOH Technical Bulletin PAGE: 3/6

Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
JAPAN PRODUCTION
MODEL NAME V/Hz DESTINATION CODE SERIAL NUMBER
Gestetner 2740Z
nashuatec 3740

Savin 9400
115/60 USA, Canada,
L. America
A204- 10 AK47090001
Savin 9400 115/60 USA, Canada A204- 15 8A37080001
Ricoh FT5640 115/60 USA, Canada A204- 17 A744712xxxx
Ricoh FT5640 110/60 Taiwan, Saudi A204- 19 A7447090001
Gestetner 2740Z
nashuatec 3740
Rex Rotary 8740Z
220. 230,
240/50
Europe, etc. A204- 22 AL17090001
Infotec 5403Z 220. 230,
240/50
Europe A204- 26 3N51170001
Ricoh FT5640 220. 230,
240/50
Europe A204- 27 A7447090091
Ricoh FT5640 220/50 Asia, Middle East A204- 29 A7447080043
Gestetner 2740z 110/60 Taiwan A204- 50 A047080001
Ricoh FT5640 220/50 China A204- 69 A7447080118
Gestetner 2740ZT
nashuatec 3740T
Savin 9400L
115/60 USA, Canada,
L. America
A206- 10 AK3712xxxx
Savin 9400L 115/60 USA, Canada A206- 15 8A4712xxxx
Ricoh FT5740 115/60 USA, Canada, A206- 17 A745712xxxx
Ricoh FT5740 110/60 Taiwan, Saudi A206- 19 A745712xxxx
Gestetner 2740ZT
nashuatec 3740T
Rex Rotary 8740ZT
220, 230,
240/50
Europe, etc. A206- 22 AL2712xxxx
Infotec 5403ZT 220, 230, 240/
50
Europe A206- 26 3N7127xxxx
Ricoh FT5740 220, 230, 240/
50
Europe A206- 27 A745712xxxx
Ricoh FT5740 220/50 Asia, Middle East A206 -29 A745712xxxx
Gestetner 2740ZTD
nashuatec 3740TD
Savin 9400D
115/ 60 USA, Canada,
L. America
A207- 10 AK27080001
Savin 9400D 115/ 60 USA, Canada A207- 15 8A57080001
Ricoh FT5840 115/ 60 115/ 60 USA, Canada A207- 17 A7467080001
Ricoh FT5840 110/ 60 Taiwan, Saudi A207- 19 A7467090278
Gestetner 2740ZTD
nashuatec 3740TD
Rex Rotary 8740ZTD
220, 230, 240/
50
Europe, etc. A207 -22 AL37080001
Infotec 5403DZ 220, 230, 240/
50
Europe A207- 26 3N61070001
Ricoh FT5840 220, 230, 240/
50
Europe A207- 27 A7467080499

Ricoh FT5840 220/ 50 Asia, Middle East A207- 29 A7467080563
Ricoh FT5840 220/50 China A207- 69 A7467080646

RICOH Technical Bulletin PAGE: 4/6

Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
RPL PRODUCTION
MODEL NAME V/ Hz DESTINATION CODE SERIAL NUMBER
Gestetner 2740Z
nashuatec 3740 220,230, 240/ 50 Europe, etc. A204- 52 AL17300001
Rex Rotary 8740Z
Infotec 5403Z 220,230, 240/ 50 Europe A204- 56 3N53070001
Ricoh FT5640 220,230, 240/ 50 Europe A204- 57 A744730047
Gestetner 2740ZT
nashuatec 3740T 220,230, 240/ 50 Europe, etc. A206- 52 AL2732xxxx
Rex Rotary 8740ZT
Infotec 5403ZL 220,230, 240/ 50 Europe A206- 56 3N73070001
Ricoh FT5740 220,230, 240/ 50 Europe A206- 57 A7457310001
Gestetner 2740ZTD
nashuatec 3740TD 220,230, 240/ 50 Europe, etc. A207- 52 AL37300001
Rex Rotary 8740ZTD
Infotec 5403DZ 220,230, 240/ 50 Europe A207- 56 3N63070001
Ricoh FT5840 220,230, 240/ 50 Europe A207- 57 A7467310001

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Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
RAI PRODUCTION
MODEL NAME V/Hz DESTINATION CODE SERIAL NUMBER
Gestetner 2732Z
nashuatec 3732
Savin 9032
115/60 USA, Canada,
L. America
A208-10 AK77890001
Savin 9032 115/60 USA, Canada A208-15 8A67890001
Ricoh FT5632 115/60 USA, Canada A208-17 A7477880292
Ricoh FT5632 110/60 Taiwan Saudi A208-19 A7477890372
Gestetner 2732Z
nashuatec 3732
Rex-Rotay 9732Z
220, 230,
240/50
Europe, etc. A208-22 AL47890001
Infotec 5321Z 220, 230,
240/50
Europe A208-26 3N28970001
Ricoh FT5632 220, 230,
240/50
Europe A208-27 A747790001
Ricoh FT5632 220/50 Asia, Middle East A208-29 A7477900739
Ricoh FT5632 220,230,

240/50,60
Asia A208-39 A7477890241
Gestetner 2732Z 110/60 Taiwan A208-50 A067890001
Gestetner 2732Z 220/50 China A208-62 AP67890001
Ricoh FT5632 110/60 China A208-63 A747792xxxx
Ricoh FT5632 220/50 China A208-69 A7477880975
Gestetner 2732ZT
nashuatec 3732T
Savin 9032L
115/60 USA, Canada,
L. America
A210-10 AK6792xxxx
Savin 9032L 115/60 USA, Canada A210-15 8A7792xxxx
Ricoh FT5732 115/60 USA, Canada A210-17 A748792xxxx
Ricoh FT5732 110/60 Taiwan, Saudi A210-19 A748792xxxx
Gestetner 2732ZT
nashuatec 3732T
Rex Rotary 8232ZT
220, 230,
240/50
Europe, etc. A210-22 AL5792xxxx
Infotec 5321ZL 220, 230,
240/50
Europe A210-26 3N48970001
Ricoh FT5732 220, 230,
240/50
Europe A210-27 A748792xxxx
Ricoh FT5732 220/50 Asia, Middle East A210-29 A7487890001

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Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
RAI PRODUCTION
MODEL NAME V/Hz DESTINATION CODE SERIAL NUMBER
Gestetner 2732ZTD
nashuatec 3732TD
Savin 9032
115/60 USA, Canada,
L. America
A211-10 AK57890001
Savin 9032 115/60 USA, Canada A211-15 8A87900001
Ricoh FT5832 115/60 USA, Canada A211-17 A7497881017
Ricoh FT5832 110/60 Taiwan Saudi A211-19 A7497890810
Gestetner 2732ZTD
nashuatec 3732TD
Rex-Rotary 9732TD
220, 230,
240/50
Europe, etc. A211-22 AL67890001
Infotec 5321DZ 220, 230,
240/50
Europe A211-26 3N38970001
Ricoh FT5832 220, 230,

240/50
Europe A211-27 A7497890001
Ricoh FT5832 220/50 Asia, Middle East A211-29 A7497890840
Ricoh FT5832 220,230,
240/50,60
Asia A211-39 A7497900751
Gestetner 2732ZTD 220/50 Chaina A211-62 AP58840001
Ricoh FT5832 220/50 China A211-63 A749887xxxx
Ricoh FT5832 220/50 China A211-69 A7497890860

Technical Documentation

Ricoh Technical Bulletin
006 reissue

Subject : software information

IssueDate / Input by	Model Code	Model Name	Product Type
04/09/98 R v Welbergen	A204 A206 A207 A208 A210 A211	FT5640 FT5740 FT5840 FT5632 FT5732 FT5832	Copier Copier Copier Copier Copier Copier

Remarks

Historical information

Created: 04/09/98 14:12 **by:** R v Welbergen/REBV
Last updated: 14/05/99 13:01 **by:** R Mattens/REBV

Adobe PDF file

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RTB Correction

Reissue date: 31-Aug-98
The items in bold italics have been corrected or added.
Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
Subject: Software Information Prepared by: M.Kitajima
From: QAC Field Information Dept.
Classification: Troubleshooting
Mechanical
Paper path
Part information
Electrical
Transmit/receive
Action required
Service manual revision
Retrofit information
Other ( )
The bulletin is to inform you of the modifications applied to the main ROM.
□ ROM Part Number
OLD NEW
A2045107C A2045120
Energy Star
A. Auto Energy Saver Time Setting (SP5-102)
The setting time for the Auto Energy Saver has been changed from
"1 to 120 minutes" to "1 to 240 minutes".
B Auto Shut Off Time Setting (SP5-305-001)
The setting time for the Auto Shut Off has been changed from
"1 to 120 minutes" to "1 to 240 minutes".
C Auto Shut Off Selection (SP-305-002)

0:Yes 1:No
Default = 0 (NA) Default = (Others)
This mode has been added on UP mode No.33.
Concerning the cut – in serial number, refer to the MBs (Eagle II:15, Falcon II:18) that will
be issued on 31 July, 1998.

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Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
 ROM Part Number
OLD NEW
A2045120 A2045120A
1 No paper feed jam at the duplex copy
The start speed of the transport motor has been corrected for when the paper is fed
from the duplex tray.
If the pressure of the bottom plate is insufficient due to the unstable start speed of the
transport motor, the paper in the duplex tray may not be fed.
2 SC721 when setting up the 10-bin Sorter (MICRO- a a)
To prevent the malfunction of the SC721 when setting up the CS100, the detection
time of the SC721 has been changed from 300 m sec. to 400m sec.
Concerning the cut- in serial number, see the attached.
 ROM Part Number
OLD NEW
A2045120A A204521
The phenomenon below has been corrected.

Phenomenon

If the power is turned On when the front cover is open, the front cover is then closed and
the start key is pressed, SC440 occurs.

Cause

Due to the change of the inner circuit of the main motor to improve the reliability of the
motor, the current software cannot recognize this modified motor correctly, resulting in the
SC440 display.
Concerning the cut- in serial number, refer to the MBs (Eagle II:16, Falcon II:19) that will
be issued on 31 July, 1998.

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Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6

JAPAN PRODUCTION
MODEL NAME V/Hz DESTINATION CODE SERIAL NUMBER
Gestetner 2740Z
nashuatec 3740
Savin 9400
115/60 USA, Canada,
L. America
A204- 10 AK47090001
Savin 9400 115/60 USA, Canada A204- 15 8A37080001
Ricoh FT5640 115/60 USA, Canada A204- 17 A744712xxxx
Ricoh FT5640 110/60 Taiwan, Saudi A204- 19 A7447090001
Gestetner 2740Z
nashuatec 3740
Rex Rotary 8740Z
220. 230,
240/50
Europe, etc. A204- 22 AL17090001
Infotec 5403Z 220. 230,
240/50
Europe A204- 26 3N51170001
Ricoh FT5640 220. 230,
240/50
Europe A204- 27 A7447090091
Ricoh FT5640 220/50 Asia, Middle East A204- 29 A7447080043
Gestetner 2740z 110/60 Taiwan A204- 50 A047080001
Ricoh FT5640 220/50 China A204- 69 A7447080118
Gestetner 2740ZT
nashuatec 3740T
Savin 9400L
115/60 USA, Canada,
L. America
A206- 10 AK3712xxxx
Savin 9400L 115/60 USA, Canada A206- 15 8A4712xxxx
Ricoh FT5740 115/60 USA, Canada, A206- 17 A745712xxxx
Ricoh FT5740 110/60 Taiwan, Saudi A206- 19 A745712xxxx
Gestetner 2740ZT
nashuatec 3740T
Rex Rotary 8740ZT
220, 230,
240/50
Europe, etc. A206- 22 AL2712xxxx
Infotec 5403ZT 220, 230, 240/
50
Europe A206- 26 3N7127xxxx
Ricoh FT5740 220, 230, 240/
50
Europe A206- 27 A745712xxxx
Ricoh FT5740 220/50 Asia, Middle East A206 -29 A745712xxxx
Gestetner 2740ZTD
nashuatec 3740TD
Savin 9400D
115/ 60 USA, Canada,
L. America
A207- 10 AK27080001
Savin 9400D 115/ 60 USA, Canada A207- 15 8A57080001
Ricoh FT5840 115/ 60 115/ 60 USA, Canada A207- 17 A7467080001
Ricoh FT5840 110/ 60 Taiwan, Saudi A207- 19 A7467090278
Gestetner 2740ZTD
nashuatec 3740TD
Rex Rotary 8740ZTD
220, 230, 240/
50
Europe, etc. A207 -22 AL37080001
Infotec 5403DZ 220, 230, 240/
50

Europe A207- 26 3N61070001
Ricoh FT5840 220, 230, 240/
50
Europe A207- 27 A7467080499
Ricoh FT5840 220/ 50 Asia, Middle East A207- 29 A7467080563
Ricoh FT5840 220/50 China A207- 69 A7467080646

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Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
RPL PRODUCTION
MODEL NAME V/ Hz DESTINATION CODE SERIAL NUMBER
Gestetner 2740Z
nashuatec 3740 220,230, 240/ 50 Europe, etc. A204- 52 AL17300001
Rex Rotary 8740Z
Infotec 5403Z 220,230, 240/ 50 Europe A204- 56 3N53070001
Ricoh FT5640 220,230, 240/ 50 Europe A204- 57 A744730047
Gestetner 2740ZT
nashuatec 3740T 220,230, 240/ 50 Europe, etc. A206- 52 AL2732xxxx
Rex Rotary 8740ZT
Infotec 5403ZL 220,230, 240/ 50 Europe A206- 56 3N73070001
Ricoh FT5740 220,230, 240/ 50 Europe A206- 57 A7457310001
Gestetner 2740ZTD
nashuatec 3740TD 220,230, 240/ 50 Europe, etc. A207- 52 AL37300001
Rex Rotary 8740ZTD
Infotec 5403DZ 220,230, 240/ 50 Europe A207- 56 3N63070001
Ricoh FT5840 220,230, 240/ 50 Europe A207- 57 A7467310001

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Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
RAI PRODUCTION
MODEL NAME V/Hz DESTINATION CODE SERIAL NUMBER
Gestetner 2732Z
nashuatec 3732
Savin 9032
115/60 USA, Canada,
L. America
A208-10 AK77890001
Savin 9032 115/60 USA, Canada A208-15 8A67890001
Ricoh FT5632 115/60 USA, Canada A208-17 A7477880292
Ricoh FT5632 110/60 Taiwan Saudi A208-19 A7477890372
Gestetner 2732Z
nashuatec 3732
Rex-Rotay 9732Z
220, 230,
240/50
Europe, etc. A208-22 AL47890001
Infotec 5321Z 220, 230,
240/50
Europe A208-26 3N28970001
Ricoh FT5632 220, 230,
240/50

Europe A208-27 A747790001
Ricoh FT5632 220/50 Asia, Middle East A208-29 A7477900739
Ricoh FT5632 220,230,
240/50,60
Asia A208-39 A7477890241
Gestetner 2732Z 110/60 Taiwan A208-50 A067890001
Gestetner 2732Z 220/50 China A208-62 AP67890001
Ricoh FT5632 110/60 China A208-63 A747792xxxx
Ricoh FT5632 220/50 China A208-69 A7477880975
Gestetner 2732ZT
nashuatec 3732T
Savin 9032L
115/60 USA, Canada,
L. America
A210-10 AK6792xxxx
Savin 9032L 115/60 USA, Canada A210-15 8A7792xxxx
Ricoh FT5732 115/60 USA, Canada A210-17 A748792xxxx
Ricoh FT5732 110/60 Taiwan, Saudi A210-19 A748792xxxx
Gestetner 2732ZT
nashuatec 3732T
Rex Rotary 8232ZT
220, 230,
240/50
Europe, etc. A210-22 AL5792xxxx
Infotec 5321ZL 220, 230,
240/50
Europe A210-26 3N48970001
Ricoh FT5732 220, 230,
240/50
Europe A210-27 A748792xxxx
Ricoh FT5732 220/50 Asia, Middle East A210-29 A7487890001

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Model: Phoenix II (Eagle II/Falcon II) Date: 31-Jul-98 No: 6
RAI PRODUCTION
MODEL NAME V/Hz DESTINATION CODE SERIAL NUMBER
Gestetner 2732ZTD
nashuatec 3732TD
Savin 9032
115/60 USA, Canada,
L. America
A211-10 AK57890001
Savin 9032 115/60 USA, Canada A211-15 8A87900001
Ricoh FT5832 115/60 USA, Canada A211-17 A7497881017
Ricoh FT5832 110/60 Taiwan Saudi A211-19 A7497890810
Gestetner 2732ZTD
nashuatec 3732TD
Rex-Rotary 9732TD
220, 230,
240/50
Europe, etc. A211-22 AL67890001
Infotec 5321DZ 220, 230,

240/50
Europe A211-26 3N38970001
Ricoh FT5832 220, 230,
240/50
Europe A211-27 A7497890001
Ricoh FT5832 220/50 Asia, Middle East A211-29 A7497890840
Ricoh FT5832 220,230,
240/50,60
Asia A211-39 A7497900751
Gestetner 2732ZTD 220/50 Chaina A211-62 AP58840001
Ricoh FT5832 220/50 China A211-63 A749887xxxx
Ricoh FT5832 220/50 China A211-69 A7497890860