

Troubleshooting Ricoh's Digital Cameras with IBM Thinkpads

Serial Transfer with Windows 95

The following are items to check if you are having trouble transferring images from your Ricoh Digital Camera to your IBM Thinkpad.

1. Ensure that your COM Port has been activated in **Thinkpad Features**. Go to **Start, Programs, Thinkpad**, and then **Thinkpad Features**. From within Thinkpad Features, you will see a diagram of your computer. Be sure that the serial port of your Thinkpad is enabled by putting your mouse pointer over the serial port 'icon'. If it is disabled, please enable it. If you need more information on the **Thinkpad Features** of your computer, please see your manual or on-line help.
2. After enabling your COM Port in Thinkpad Features, DO NOT REBOOT. Next go to the **Device Manager** of your computer by going to **Start, Settings, Control Panel** and then **System**. From Device Manager, ensure that you do not have any "!" with a yellow circle or red "X" next to any Ports.
3. If you have an "!", you have a resource conflict that needs to be addressed. If you double click on the port with the conflict, that will give you the "Properties" and tell you what is wrong. The best way to resolve a resource conflict is with your **Hardware Conflict Troubleshooter**, which can be found in the Windows help file.
4. If you have a "X" through any of the ports, that means that the device has been disabled. In order to enable it, double click to get into properties and click on box **Original Configuration (Current)**.
5. Go back to Thinkpad Features and ensure that the COM Port is still enabled.
6. Reboot your system.
7. After rebooting, go to Device Manager and confirm that you do not have any "!" or "X"s. Once you have ensured that everything is working properly, please go to PhotoStudio and try downloading a still image.