

**RICOH  
CUSTOMER  
SUPPORT**



## TECHNICAL SUPPORT

For the fastest and easiest way to get help please look for solutions provided within your camera operation guide, the Downloading Troubleshooting Tips section listed below, or in the online help of the application you are using.

If you need additional assistance, technical support is available to registered users through the following methods:

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### World Wide Web

FAQ's, patches, Online Answer Book, and Trouble-Shooting information.

<http://www.ricohcpg.com>

### FaxBack Service

The Ricoh FaxBack Service is available 24 hours a day. On FaxBack you will find technical support and product information

800-442-8796

### Email

[tech\\_support@ricohcpg.com](mailto:tech_support@ricohcpg.com)

### Fax

702-352-1615

### Telephone Number

800-742-6477

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Prior to calling the Technical Support telephone number, please have the following ready:

Product Serial Number

Software Used and Version

Description of the Problem

Exact Wording of any Error Messages

**Please be at your computer when you call.**

## DOWNLOADING TROUBLESHOOTING TIPS

- If using a 9-to-25-pin adapter, due to a mouse being on the nine pin port, move the mouse to the port that has the adapter and the camera directly to the nine pin port.
- Ensure that the COM port is active and working. Within Windows 95, this can be checked within the 'Device Manager' (Control Panel-System-Device Manager). If there is a red 'X' or yellow '!', please resolve this with the Windows 95 Hardware Conflict Troubleshooter. Also ensure the Flow Control is set to Xon/Xoff
- If Pilot software is loaded on the system, ensure that the 'Hot Sync Manager' is turned off.
- For laptop users, we have found that those with infrared ports usually have the COM port turned off. If this is the case, please enable COM 1.
- For Windows NT Workstation users, ensure the COM port is set to Xon /Xoff and if possible, have Service Pack 3 loaded