

Troubleshooting Downloading with the RDC-2/2E

Ensure that you do not have any continuous images on your camera. Images taken in this format can only be transferred via a PC Card and Card Reader. You will see a message "Replay - Push Release" on the color monitor if you have these types of images.

Ensure that you are plugged into a nine pin COM Port. We have found that using a 9 to 25 pin adapter can sometimes cause a problem. If you need to use one of these because of a mouse, try using the adapter with the mouse and the camera directly into the nine pin port.

Also, ensure that you have a working and active COM Port. Within Windows 95, you can check this in Device Manager (right click on "My Computer", then "Device Manager").

If you are running Pilot Software, you would need to end task on the programs (such as the Hot Sync Manager) that loads on startup. We have found that this also conflicts with the camera.

On laptop computers with Infrared Ports, we have found that generally COM 1 is disabled when the Infrared Port is enabled. If this is the case, please enable COM 1.

Also ensure that you are running the most current version of Photo Studio. Go to "Help" and "About Photo Studio". If you are running anything other than Photo Studio 2.0.1, please go to our download site to get the newest version at <http://www.ricohcpg.com/downform.html>

For NT 4.0 users, also ensure that the COM Port has the flow control set to "X/ON X/OFF" and if possible, have service pack 3 running. We have also found with NT, it is sometimes helpful to have the camera plugged into the computer and turned on while booting up.