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Troubleshooting

In the case of misoperation or when processing cannot be performed due to some problem, an error message will be displayed. This section explains the causes of problems and how to remedy them.

■ On-screen keypad

Error Message	Cause and Remedy	Page
Cannot enter any more characters.	Exceeded maximum number of characters to be entered. Reduce number of characters.	—

■ Communication Settings

Error Message	Cause and Remedy	Page
Address Book FULL	Address book registration limit exceeded. Delete unwanted addresses and re-register.	P.40
Too long address name	Mail address is too long to register. Re-register with fewer letters.	P.37
Insufficient memory to save	Not enough available memory to register any more addresses. Delete unwanted addresses and re-register.	P.40
TEL NO must be entered.	Telephone number has not been input in dial-up setting. Be sure to enter telephone number essential for dial-up setting.	P.24

■ Dial-up IP connection

Error Message	Cause and Remedy	Page
Authentification failed	Dial-up setting is incorrect. Check user name (PPP account) and password and reset.	P.24
No response from communication card	Communication card has not been recognized. Check communication card setting (modem setting). If message still appears, remove communication card and reinsert it.	P.59 P.60
Line off or AT command ERROR	Communication cable has not been connected to communiation card. Connect cable correctly.	P.56
	AT command is incorrect in modem setting. Reset it.	P.56
Line busy	Dial-up destination is busy. Wait for a while and establish connection again.	—
No carrier. Remote system is not data-terminal (MODEM)	Dial-up destimnation has no data terminal (modem) for communication. Check telephone number of destination and reset dial-up account.	P.24
No answer	There is no response from dial-up destination. Check telephone number of destination and reset dial-up account.	P.24
Disconnect from remote terminal	Connection has been terminated by dial-up destination. When you are in the middle of communicating, check if cable has been removed or not.	P.56

Error Message	Cause and Remedy	Page
Disconnect from PPP server	Connection has been terminated by terminal (PPP server) of dial-up destination. Wait for a while and establish connection again.	—

■ Network Environment

Error Message	Cause and Remedy	Page
Cannot detect IP address.	IP address is incorrect and can not be obtained from DHCP server in network. Enter correct IP address in [Network] in SETUP mode and retry operation.	See 'Connecting to a Personal Computer' operation manual

■ Quick Send/Mail/Web

Error Message	Cause and Remedy	Page
Setting ERROR in SMTP server address	Mail environment setting is incorrect. Check address of outgoing mail server and reset.	P.32
Setting ERROR in POP3 server address	Mail environment setting is incorrect. Check address of incoming mail server and reset.	P.32
No Mail setting	Mail settings have not been made or are incorrect. Reset.	P.32
Mail handling ERROR	Error in internal mail processing. Perform operation again. If problem persists, switch off power and perform operation again.	—
Mail processing ERROR		
Illegal input	Invalid letters have been entered.	P.32
No communication card	Communication card has not been inserted. Insert it to card slot.	P.56
Enter user name and password	Web page which needs authentification was accessed. Enter user name (PPP account) and password.	—
Cannot connect.	Connection to mail server (POP/SMTP) failed. Check mail environment setting.	P.32
Setting ERROR either in user name or password	Mail environment setting is incorrect. Check POP account and POP password and reset.	P.32
No file	File was deleted when mail was read. Make a backup file of the necessary files saved in the internal memory and then format the internal memory.	'Camera' operation manual
NO FILE. Confirm selected file.	Selected file cannot be displayed. Retry operation. If message still appears, storage memory is damaged. Make a backup file and format media.	'Camera' operation manual
File I/O error	Mail cannot be displayed or saved. Make a backup file of the necessary files saved in the internal memory and then format the internal memory.	'Camera' operation manual
Mail Boxes FULL	Message storage capacity exceeded and no more mail can be downloaded. Delete unwanted mail in sent mails, received mails and draft mails, and download mail.	P.88 P.92 P.93

■ Quick Send/Mail Web (continued from P.123)

Error Message	Cause and Remedy	Page
Too many attachments	Limit of mails with attachment exceeded. Delete them from inbox or outbox.	P.88 P.92
Too many attachments to send (max. 10 files)	Related files limit exceeded 10 attachments. Exceeded files are automatically deleted.	P.86
Insufficient memory. Resize and resend.	File size exceeded spool capacity and no more mail can be uploaded. Reduce attachment size.	P.46
No content in the mail	Mail content has not been entered. Enter message or select attachment.	P.86
No SEND TO address	Mail address has not been entered. Enter address.	P.73 P.86
Address area full	Number of characters for mail address exceeded limit. Reduce number of characters and re-register.	P.37
Insufficient memory for mail. Confirm mail.	(For Quick Send) Mail capacity is full. Delete unnecessary mails from outbox, inbox or draft mails.	P.88 P.92 P.93
Cannot save. Same name exists.	Same names have been registered.	—
No QUICK SEND settings	Dial-up account has not been registered in dial-up list (LIST). Register it and try operation.	P.24 P.45 P.67
No address	Mail address has not been registered in address book. Register it and retry operation.	P.37 P.45
Cannot QUICK SEND this file	Files recorded in other shooting modes than in Still Picture mode cannot be uploaded. Select files recorded in Still Picture mode.	P.64 P.65 P.67
Insufficient memory to save	Memory capacity is too small, and new mail cannot be composed or mail downloaded. Delete unwanted mail from outbox, inbox or draft.	P.88 P.92 P.93
Insufficient memory	Memory capacity is too small. Delete unwanted mail from outbox, inbox or draft.	P.88 P.92 P.93

■ Web Browser

Error Message	Cause and Remedy	Page
Cannot save bookmark anymore	Registered bookmark limit exceeded. Delete unwanted bookmarks from list and re-register.	P.109
Cannot save: too long URL	Number of letters in URL exceeded when registering bookmark. Reduce number of letters and re-register.	P.109
Cannot write to Flash Memory	Memory insufficient to register bookmark. Delete unwanted bookmarks and re-register.	P.109
This URL already exists.	Same URL has already been registered.	P.109

■ Direct Upload / HTML Upload

Error Message	Cause and Remedy	Page
Too many files for Direct Upload	Max. no. of files for uploading has been exceeded. Reduce number of files.	P.64 P.69 P.96
Cannot open files to send	File reading failure. Resend. If error persists, file may be unusable.	P.69 P.95
Uploading ERROR	Error during uploading. Check communication settings and resend.	P.24 P.48
File resize ERROR	Change image size again or send in original size.	P.46
• No file selected for Direct Upload • No file selected for FTP Upload	File has not been selected. Select file to upload.	P.64 P.69 P.96
No Dial-up name selected	Dial-up account has not been selected. Select dial-up account.	P.45 P.69 P.95
PPP ACCOUNT must be entered.	PPP account has not been input. Input PPP account in dial-up setting.	P.24
No upload server name setting	Destination server has not been registered. Set destination server for Direct Upload or FTP server address for FTP Upload.	P.48 P.53
No communication card	Communication card has not been inserted. Insert communication card in card slot.	P.56
Cannot detect IP address	Destination server setting is incorrect and IP address cannot be obtained. Set destination server for Direct Upload or FTP server address for FTP Upload.	P.48 P.53
Authentification failed	(For FTP Uoload) FTP upload setting is incorrect. Check user account name and password and reset.	P.53
Connection ERROR	Connection cannot be established for some reason. Check setting for dial-up account, Direct Upload or FTP Upload and resend.	P.24 P.48 P.53

■ FAX Upload

Error Message	Cause and Remedy	Page
No Communication card.	Communication card has not been inserted. Insert communication card in card slot.	P.56
This card cannot support FAX.	Communication card not available for Fax Upload has been inserted. Insert card supporting Fax Upload.	P.56
Cannot extend FAX sending data.	Data inside selected file is dameged. Select another file for upload and make a backup file of selected files saved in storage memory (PC card, CF card, internal memory) and format storage memory .	'Camera' operation manual
No send to address. Select send to address	Address has not been specified. Select address.	P.78
No file selected. Select file.	Upload file has not been selected. Select file.	P.65 P.77 P100
Cannot send file. Select Text mode file.	Files recorded in other shooting modes than in Text mode cannot be uploaded. Select files recorded in Text mode.	P.64 P.65 P.77 P100
	More than one files are selected. Only one file can be uploaded one at a time for Fax Upload. Select one file.	
No file to add cover sheet. Edit cover sheet.	Cover sheet has not been selected. Select [EDIT] and create a cover sheet.	P.80
Dial Connection error. Confirm send to address.	Dial connection error has occurred. Check communication card and cable and resend fax.	P.56
Cannot send fax. Modem error.	Dial connection error has occurred. Check communication card and cable and resend fax.	P.56
Communication ERROR	Dial connection error has occurred. Check communication card and cable and resend fax.	P.56
Cannot send fax. Time over for sending.	Dial connection error has occurred. Check communication card and cable and resend fax.	P.56

Note • If the error persists after the above remedies are taken, contact the shop where the camera was purchased or your nearest Ricoh service office.

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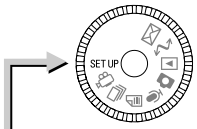

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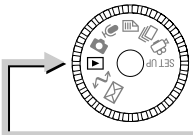
◆ J **Button** Connecting to a Personal Computer P.102



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◆ MENU Button

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◆ Edit Mode → J Button

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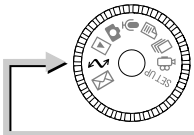
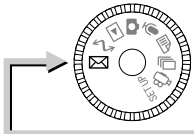


PC Mode (↜)

Connecting to a Personal Computer



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CE

Declaration of Conformity
“The Product complies with the requirements of the EMC Directive 89/336/EEC.”

INFORMATION TO THE USER

USA FCC Part15 Class B

The equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, user, and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. In this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

– Reorient or relocate the receiving antenna.
– Increase the separation between the equipment and receiver.
– Connect the equipment to outlet on a circuit different from that to which the receiver is connected.
– Consult the dealer or an experienced radio/TV technician for help. (FCC 15.105B)

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. (FCC 15.21)
Properly shielded and grounded cables and connectors must be used for connection to a host computer in order to comply with FCC emission limits. (FCC 15.27)
An AC adapter with a ferrite core must be used for RF interference suppression.

COMPLIANCE INFORMATION STATEMENT

Product Name: IMAGE CAPTURING DEVICE
Model Number: RDC-i700
This device complies with Part 15 of the FCC Rules.
Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

RICOH CORPORATION
5 Dedrick Place, West Caldwell NJ, 07006 Tel.: 1-800-225-1899

Note to Users in Canada

Note: This Class B digital apparatus complies with Canadian ICES-003

Remarque Concernant les Utilisateurs au Canada

Avertissement: Cet appareil numerique de la classe B est conforme a la norme NMB-003 du Canada

IMPORTANT SAFETY INSTRUCTIONS-SAVE THESE INSTRUCTIONS DANGER-TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, CAREFULLY FOLLOW THESE INSTRUCTIONS.

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