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Troubleshooting

Refer to the problems and remedies listed below before submitting the camera for repairs. If the problem persists, contact your nearest Ricoh Service Center.

■ Power Source

Problem	Cause	Remedy	Page
Power will not turn on	Battery is not loaded or is exhausted	Load or charge battery.	p.21 p.22
	AC adapter not connected correctly	Connect correctly.	p.24
Power cuts out	Camera was left unoperated so auto power off function was activated	Turn power on again.	p.30
	Battery is exhausted	Charge battery or use AC adapter.	p.22 p.24
Battery will not charge	End of battery service life	Replace with new battery.	p.21
Battery runs down quickly	Camera used in extremely high or low temperature location	_	
	Camera operated in low light conditions requiring frequent use of flash	_	

■ Recording

Problem	Cause	Remedy	Page
Shutter release button pressed but no image	Battery is not loaded or is exhausted	Load or charge battery, or use AC adapter.	p.21 p.22 p.24
recorded	Power is not turned on or mode dial is not set to recording mode	Turn power on and set mode dial to recording mode.	p.30 p.31
	Shutter release button not pressed down fully	Press shutter release button down fully.	p.37
	SD memory card not formatted	Format card.	p.27
	No space on SD memory card	Delete unwanted files or insert a new card.	p.26 p.93
	End of SD memory card service life	Insert a new card.	p.26
	Flash is charging	Wait until flash LED stops blinking.	p.50

Problem	Cause	Remedy	Page
Shutter release button pressed	SD memory card write-protect is set to [LOCK]	Release lock (write-protect).	p.26
but no image recorded	SD memory card contact surface is dirty	Clean contact surface with soft dry cloth.	
Cannot confirm shot image	Image confirmation time is too short	Set longer image confirmation time.	p.97
No image on LCD monitor	Power is not turned on or LCD monitor is too dark	Turn camera on or adjust brightness of LCD monitor.	p.30 p.39
	Video system is set to PAL and AV cable is connected	Set video system to NTSC or disconnect AV cable.	p.74 p.102
Autofocus is on	Lens is dirty	Clean lens with soft dry cloth.	_
but picture is not in focus	Subject is not in centre of autofocus field	Use focus lock.	p.44
	Subject is difficult to focus on	Use focus lock or switch to manual focus.	p.44 p.58
Flash will not fire or will not charge	Recording mode is set to (continuous shooting), (motion picture) or (voice memo).	Switch recording mode to (still picture) or (text).	p.43 p.45
	Flash is set to 🔇 (Flash Off) mode	Cancel Flash Off mode with \$\ddagger\$ button.	p.50
	White balance is set to mode other than auto	Set white balance to auto mode.	p.54
	Battery is exhausted	Charge battery or use AC adapter.	p.22 p.24
Image is dark even with flash	Subject further than approx. 2.0m away in Tele or approx. 2.5m away in Wide	Move closer to subject.	p.55
Image is too	Subject is too close	Set Flash Off mode with \$ button.	p.50
bright	Picture is overexposed	Use exposure compensation function. Cancel time exposure mode.	p.52 p.64
	Brightness of LCD monitor needs adjusting	Adjust brightness of LCD monitor.	p.39
Image is too dark	Shot in low light with flash set to (\$\forall \text{(Flash Off) mode}	Cancel Flash Off mode with \$ button.	p.50
Image is too dark	Picture is underexposed	Use exposure compensation function. Set to time exposure.	p.52 p.64
	Brightness of LCD monitor needs adjusting	Adjust brightness of LCD monitor.	p.39

Problem	Cause	Remedy	Page
Image colours not natural	Shooting conditions difficult for white balance in auto mode	Place a white object near subject, use flash or set white balance to mode other than auto.	p.54
Date and other recording data not displayed	Screen display function is set to off	Press DISPLAY button to switch screen display mode.	p.33
Brightness of LCD monitor changes during AF operation	Brightness of autofocus field and surrounding area are different, or picture shot in dark place	Not a malfunction.	_
Vertical lines appear on image	Known as smudge phenomenon. Occurs when recording bright subject	Not a malfunction.	_

■ Playback/Deleting

Problem	Cause	Remedy	Page
Cannot play	Mode dial not set to ▶ (Play)	Set mode dial to ▶ (Play).	p.70
back image or playback screen will not appear	SD memory card not inserted or does not contain any files	Insert SD memory card that contains recorded images.	p.26
	SD memory card not formatted with this camera	Insert card that has been formatted and has recorded images with this camera.	p.27
	SD memory card contains incorrectly recorded files	Insert card containing files that have been correctly recorded.	p.26
	Files on SD memory card in format not supported by camera	Check the file format.	p.70
	AV cable not properly connected	Connect the cable properly.	p.74
	Source of interference, such as electric motor, is nearby	Move camera away from source of interference.	_
	SD memory card contact surface is dirty	Clean with soft dry cloth.	_
Cannot play back or playback screen will not appear	Problem with SD memory card	Try different card. If no problem, it is not a camera malfunction. Do not use card that may have problem.	p.27 p.70
Image disappears	Battery is exhausted	Charge battery or use AC adapter.	p.22 p.24
	Camera was left unoperated so auto power off function was activated	Turn camera on again.	p.30

Problem	Cause	Remedy	Page
Cannot delete	File is protected	Cancel protect setting.	p.78
file	SD memory card write-protect is set to [LOCK]	Cancel [LOCK] (write-protect).	p.26
Cannot format SD memory card	SD memory card write-protect is set to [LOCK]	Cancel [LOCK] (write-protect).	p.26
Remote control	AV cable is not connected	Connect AV cable correctly.	p.105
unit (optional) does not work	Obstruction between remote control reception on RICOH BASE and remote control transmitter	Remove obstruction. (Reception is on front of RICOH BASE).	_
	Remote control transmitter or reception is dirty	Clean with soft dry cloth.	_
	Lithium battery in remote control unit is exhausted	Replace with new lithium battery (CR2025).	_
Cannot playback MP3 files	The files that cannot be played back on this camera were uploaded	The bit rate that can be played back on this camera is 96 kbps and the sampling rate is 44.1 kHz.	p.90
	The files were uploaded from the PC to the SD memory card in other way than using the RICOH Gate	Upload MP3 files from the PC to the camera using RICOH Gate.	p.90

■ Miscellaneous

Problem	Cause	Remedy	Page
SD memory card will not go in slot	Card incorrectly oriented	Insert card correctly.	p.26
Camera will not operate when	Battery exhausted	Charge battery or use AC adapter.	p.22 p.24
buttons are pressed	Camera malfunction	 Turn power off and then on again and set mode dial to (still picture) or (text). If problem persists, reset by removing battery from camera and loading again, then turn camera on and operate. 	p.30 p.31 p.113
Date and time are wrong	Date setting is incorrect	Set correct date.	p.34
Set date and time disappeared	Battery removed	Date is reset if battery is removed for more than 20 days. Reset date.	p.34
Set mode changed	Keep settings mode not enabled	Enable Keep Settings mode.	p.96
Auto power off function does not work	Auto power off setting disabled	Enable auto power off function.	p.98
Beep does not sound	Beep disabled	Enable beep sound.	p.99
No image on TV	Incorrect video system setting	Set correct system.	p.102
screen	TV in/out switch is incorrectly set	Check that TV in/out switch is set correctly.	_

Error Messages

If an error message is displayed on the LCD monitor, follow the procedures below.

Message	Remedy
NO CARD	No card has been inserted. Insert card.
FORMAT CARD	Card not formatted. Format card.
CARD ERROR	Format card again. If error message is still displayed, there is problem with card. Use another card.
CARD PROTECTED	Card write-protect is set on [LOCK]. Release lock.
INSUFFICIENT MEMORY	Voice memo file cannot be recorded. Delete unwanted files or format card to ensure sufficient memory space.
	Number of index prints or image prints has exceeded limit. Select some images and set number to zero.
CANNOT RECORD MOVIE	Motion picture file cannot be recorded on this card. Use SD memory card.
FILE PROTECTED	File is protected. Unprotect card before deleting.
UNMATCHED FILE	Unplayable file selected.
FILE NUMBER OVER	File number limit exceeded. Delete unwanted files or use another card.



• If the error message persists even after the above procedure is followed, press the Reset switch (p.12) with the tip of a propelling pencil or similar object. If the problem is still not eliminated, contact your nearest Ricoh Service Center or the shop where the camera was purchased.

Using Your Camera in Other Countries

Ricoh AC-3 AC adapter (optional)

- The adapter can be used in regions where the voltage ranges from 100 V to 240 V and the frequency is 50Hz/60Hz.
- Some countries use electrical outlets which have different shapes. Inquire at your travel agent about the
 necessary plug adapter for the country of your destination before you leave.

Using a Local TV Receiver for Playing Pictures

- You can play back images taken with this camera on a TV reciever (or monitor) equipped with an video input terminal. Use the AV interface cable supplied.
- This camera supports both NTSC and PAL television systems. Switch the camera's video system to meet the local environment.
- If you plan to take the camera abroad with you, check the local television system beforehand.

Recording Capacities

The table below gives the approximate number of recordable images by SD memory card capacity and PIC mode.

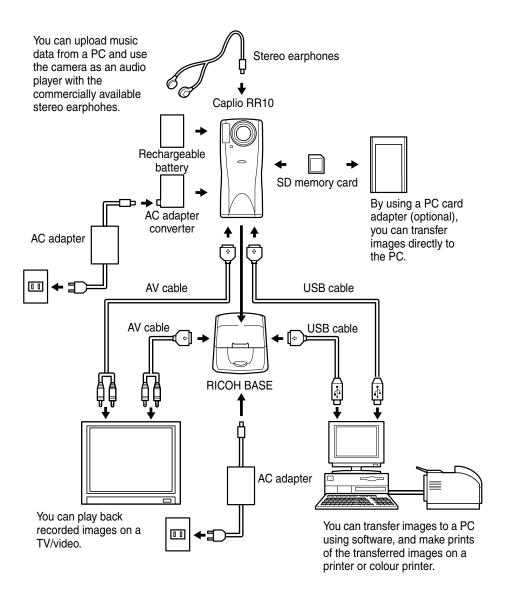
		8 MB	32 MB	64 MB	
		F	8	38	79
	1600 × 1200	N	15	78	161
Still picture	1000 × 1200	Е	31	156	322
(No. of images)		NC	1	5	10
	1280 × 980	N	18	93	192
	640×480	N	63	310	640
Text	1600 × 12	00	63	310	640
(No. of images)	1280 × 98	30	63	310	640
Motion picture (min:sec)		0:37	2:53	5:54	
Voice memo (min:sec)		4:51	23:13	47:44	



- Even with SD memory cards of the same memory capacity, the figures may vary slightly depending on type.
- The image quality (compression rate) is as follows:

F: Fine
N: Normal
E: Economy
NC: No compression

System Configuration



Optional Accessories

Item	Model	Remarks
SD memory card	FM-32SD	Media for recording images.
	FM-64SD	
AC adapter	AC-3	For drawing power directly from a household electrical outlet.
PC card adapter	FM-SD53	Used to insert the SD memory card directly into the PC card slot.
Rechargeable battery	DB-40	Main camera battery.
Battery charger	BJ-2	High speed charger for the rechargeable battery.
Remote control unit	DR-4	For remote operation of the camera's playback function by using RICOH BASE.
RICOH BASE	BK-2	For connecting the camera to a PC/TV and charging the battery. • RICOH BASE • USB cable • AV cable

Handling Precautions

- This camera is not waterproof. Keep away from water, rain, beverages, etc. If any liquid gets into the camera, consult your nearest Ricoh service office.
- Be careful not to drop the camera or subject it to impact.
- To avoid overheating, do not use the flash more than is necessary in continuous shots.
- Do not fire the flash close to one's eyes as this may cause impaired eyesight.
- Do not fire the flash at anyone driving a vehicle as this may cause a traffic accident.
- Exercise caution to prevent sand or dust from getting into the camera in environments such as beaches or work sites.
- Do not leave the camera for any length of time in particularly hot or humid places, such as in an automobile with the windows closed, at the beach or in a bathroom.
- Check that the camera is switched off before attaching the AC adapter converter or AC adapter.
- The LCD monitor may contain some pixels that always or never illuminate, and the brightness of some areas of the monitor may appear uneven. These are typical LCD performance characteristics and do not constitute malfunctions.
- Do not apply unreasonable force to the battery cover or card cover.
- Do not lift the camera by the terminal cover, battery cover, card cover.
- Be careful not to hit the lens unit or LCD monitor while carrying the camera.
- Extreme temperature differences may cause condensation to form inside the camera body and lens unit, reducing performance. To avoid this, place the camera in a plastic bag and let it slowly acclimatize to the new temperature before exposing it.

Potential Causes of Condensation

- Suddenly transporting the camera from a cold to a warm place
- · Storing or using the camera in places subject to high humidity
- . Bringing the camera into a recently heated room or leaving it directly in the path of an air conditioner

Care and Storage

Care

- Fingerprints or dirt on the lens will reduce the quality of the image, so take care not to get them dirty.
- Do not wipe dust or smears off the lens with your fingers. Use a lens blower, readily
 available at most photographic suppliers, to blow dust off, or a soft cloth and wipe lightly.
- Be sure to clean the lens after use at the beach or in the vicinity of chemicals.
- If the camera should malfunction, contact your nearest Ricoh service office. This product generates high voltages and disassembly is hazardous. Under no circumstances should you attempt to disassemble it yourself.
- Never use solvents, benzine, insecticides or other volatile substances on the equipment as this may cause deformation or flaking of the paint.
- Be careful not to let anything rub against the LCD monitor as they are easily scratched.
- To clean the LCD monitor, wipe gently with a soft cloth that has been moistened in diluted detergent and well wrung. Wipe off any moisture with a soft, dry cloth.

Precautions regarding care of your camera

- (1) Make sure that the camera is turned off.
- (2) Remove the battery and AC adapter before cleaning the camera.

■ Storage

To prevent possible failures, avoid storing the camera in places that are:

- hot and damp, or subject to sharp temperature or humidity changes
- sandy or dusty
- subject to strong vibration
- in contact with chemicals, such as insecticides, or rubber or PVC products, for an extended period of time
- Near sources of strong electromagnetism (such as monitors and transformer magnets).

Specifications

Camera

General

 Video signal protocol : NTSC/PAL

: Rechargeable lithium-ion battery 3.7 V Power source voltage

AC adapter 5 V

lacktriangle Dimensions (W × H × D) : $116.7 \times 53.8 \times 29.5 \text{ mm} (4.5" \times 2.1" \times 11.6")$

(excluding projections)

Weight : Approx. 172 g (6.0 oz) (excluding battery)

 Operating range – Temperature : 0°C to 40°C (32°F to 104°F)

 Operating range – Humidity : 85 % or less

 Storage temperature range $: -20^{\circ}\text{C} \sim 60^{\circ}\text{C} (-4^{\circ}\text{F to } 140^{\circ}\text{F})$

Camera

CCD : Total 2,110,000 pixels (2,020,000 effective pixels)

: Zoom lens F:2.8~3.8 Lens

 Focal length : f:5.9 ~ 11.8 mm

(equivalent to 38 ~ 76 mm in 35 mm format)

 Minimum shooting range : Approx. 14 cm (5.5") (at Wide), approx. 40 cm (15.7") (at Tele)

: Approx. 4 ~ 14 cm (1.6" to 5.5") (at Wide) Macro shooting range

 Digital zoom : 2×

Monitor

: 1.5" Display size

 Display type : Backlight low-temperature polysilicon TFT color LCD

 No. of pixels : Approx. 110,000 pixels

White balance : Auto/Preset (daylight, overcast, fluorescent light,

tungsten light)

: Center-weighted

: TTL CCD method

: Yes (daylight synchro)

Exposure Compensation

Exposure metering system

Exposure compensation

Meterina

Flash automatic exposure

Shutter speed

: $4, 2, 1 \sim 1/1000$ seconds for still pictures 1/30 ~1/4000 seconds for motion pictures

: ISO 100 equivalent (AUTO), ISO 200, ISO 400 ISO sensitivity

Distance Adjustment

 Autofocus method : Normal shooting: TTL-CCD method;

Macro: TTL-CCD method

 Autofocus range : Wide: approx. 14 cm (5.5") ~ infinity

Tele: approx. 40 cm (15.7") ~ infinity

Macro: approx. 4 ~14 cm (1.6" to 5.5") (at Wide)

: Manual compensation ±2.0 EV (in 0.5 EV steps)

Built-in Flash

 Type : Auto

Range : Wide: approx. $0.6 \sim 2.5 \text{ m} (1.8 \sim 7.6 \text{ ft});$ Tele: approx. $0.6 \sim 2.0 \text{ m} (1.8 \sim 6.1 \text{ ft})$

Modes : Flash off/Forced flash/Auto /Slow synchro/

 Pad ever reduction

Red-eye reduction

■ Image Data Recording and Playback

Image resolution

• Still picture : 1600×1200 , 1280×960 , 640×480 pixels

• Text : 1600 × 1200, 1280 × 960 pixels

• Motion picture : 320 × 240 pixels

File format

• Still picture : Compressed: JPEG (Exif2.1);

Non-Compressed: TIFF (RGB)

• Text : TIFF (G4 MMR system)

• Motion picture : AVI (Conforms to Open DML Motion JPEG format)

• Voice memo : WAV (PCM)

Camera file system standard : DCF * DCF stands for "Design rule for Camera File

system" standardized by JEITA

Compression format : Conforms to JPEG baseline method

File sizes

• 1600 × 1200 : F: approx. 710 KB, N: approx. 359 KB,

E: approx. 183 KB, NC: approx. 5.5 MB

• 1280 × 960 : N: approx. 307 KB

• 640 × 480 : N: 82 KB

■ Music Data Recording Parts

Compression system (audio) : MPEG-1, Layer 3 (MP3)

* MP3 stands for MPEG AudioLayer3 and is an international sound compression standard. Data can be compressed into approx. one-tenth of the original volume.

Sampling rate : 44.1 kHzBit rate : 96 kbps

● Codification system : Caplio RR10

Transfer method : By USB for Caplio RR10 (using RICOH Gate)

Note

• By uploading MP3 files from the PC to the camera using RICOH Gate, you can play MP3 files on the camera.



• The bit rate that can be played back on this camera is 96kbps.

• The data with variable bit rate cannot be played back.

• The sampling rate is 44.1 kHz.

■ Input/Output Terminal

Power input
 Video output
 5 V (AC adapter)
 1.0 Vp-p (75 Ω)

Power SupplyMain battery

• Type : Rechargeable lithium-ion battery

• Voltage : 3.7 V (1 battery)

Keep Date Setting : Approx. 20 days

■ Compatible Memory Cards for Recording and Playback

Type of memory : SD memory card (8MB ~ 64MB)

 Operating voltage : 3.3V

RICOH BASE

 $\begin{array}{ll} \bullet \ \ \text{Power supply voltage} & : \ \ \text{AC adapter, 5V} \\ \bullet \ \ \text{Dimensions (W \times H \times D)} & : \ \ 66 \times 95 \times 56 \text{mm (2.6"} \times 3.7" \times 2.2") \end{array}$

Weight : Approx. 73g (2.6 oz)
 Working temperature range : 0°C ~ 40°C (32°F to 104°F)

 Working humidity range : 85% or less

 Storage temperature range : -20°C ~ 60°C (-4°F to 140°F)

Rechargeable Battery (DB-40)

 Nominal voltage : 3.7V Nominal capacity : 900mAh

• Dimensions $(W \times H \times D)$: $35.2 \times 53.0 \times 7.0$ mm $(1.4" \times 2.1" \times 0.3")$

Weight : Approx. 27g (0.9 oz)

Operating temperature range : 0°C ~ 40°C (32°F to 104°F)

SD Memory Card 8 MB (FM-8SD)

: Interface that conforms to SD memory card standards Interface

 Transfer clock : Max. 25MHz Power supply voltage : 2.7V ~ 3.6V

lacktriangle Dimensions (W × H × D) $: 24.0 \times 32.0 \times 2.1$ mm $(0.9" \times 1.2" \times 0.1")$

Weight : Approx. 2.0g

AC Adapter (AC-3)

Power supply : AC100V-240V

Output : 5 V

 Power consumption : 16W (max)

● Dimensions (W × H × D) : 42.4 × 104.4 × 31.4mm (1.7" × 4.1" × 1.2")

Weight : Approx. 160g

Operating temperature range : 0°C ~ 40°C (32°F to 104°F)

About the Warranty and Servicing

- This product is backed by a one-year limited warranty. During the warranty period, which starts from the date of purchase, any defective parts will be repaired free of charge. In the event of a camera malfunction, contact the dealer from which you purchased the camera or your nearest Ricoh service office. Please note that you will be not be reimbursed for the cost of bringing the camera to the Ricoh service office.
- 2. This warranty does not cover any damage resulting from:
 - 1 failure to follow the instructions in the instruction manual;
 - 2 repair, modification or overhaul not conducted by an authorized service center listed in the instruction manual;
 - 3 fire or natural disaster:
 - 4 improper storage, such as exposing the camera to high temperatures, humidity, or mothballs; storing it with a leaking battery; storing the camera in a dirty condition so that it becomes moldy; or otherwise insufficiently caring for the camera;
 - 5 Submergence; exposure to floods or spilled alcoholic or other beverages; allowing sand or mud to enter the camera; exposure to physical shocks; or dropping of the camera.
- 3. After a full year has passed from the purchase date, you will be liable for all repair fees, including those incurred at an authorized service center.
- 4. You will be liable for all repair fees, even within the warranty period, if the warranty card is not attached or if the distributor's name or the purchase date have been changed or are not indicated on the card.
- 5. Expenses for overhaul and thorough inspection by special request of the customer will be charged to the customer, whether or not they are incurred during the warranty period.
- 6. This warranty only applies to the camera and not to the accessories, such as the case and strap, nor does it apply to the battery and other consumables provided.
- Any consequential damages arising from failure of the camera, such as expenses incurred in taking pictures or loss of expected profit, will not be reimbursed whether they occur during the warranty period or not.
- 8. The above provisions refer to repairs offered free of charge, and do not limit your legal rights. The intention of the above provisions is also described in the warranty card provided with this camera.
- 9. Parts essential to the servicing of the camera (that is, components required to maintain the functions and quality of the camera) will be available for a period of seven years after the camera is discontinued. However, as some parts are kept for a longer period, do not hesitate to contact your distributor or nearest Ricoh service office even after the seven-year period.
- 10. Please note that if the camera is seriously damaged by flooding, submergence, infiltration of sand or mud, violent shocks or dropping, the camera may not be repairable, and restoration to its original condition may be determined to be impossible.



- Before sending the camera in for repair, check the battery and read the instruction manual again to ensure proper operation.
- Some repairs require a significant amount of time to be completed.
- When sending the camera to a service center, please include a note which describes the defective part and the problem as precisely as possible.
- Remove all accessories not related to the problem before sending the camera to the service center.
- Before taking any important pictures (such as at weddings, on trips abroad, etc.), test the camera to check
 operation and ensure proper functioning. We recommend that you keep this manual and spare battery on
 hand.

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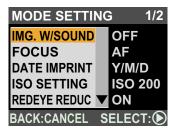
Functional Index

■ Recording Mode [• • • • • • • •]

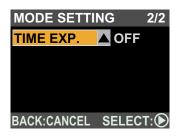


- Exposure compensation (p.52)
- White balance (p.54)
- Macro mode (p.55)

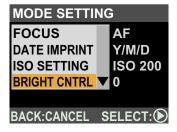
MENU



IMG. W/SOUND (p.57) FOCUS (p.58) DATE IMPRINT (p.60) ISO SETTING (p.61) REDEYE REDUC (p.62)



TIME EXP. (p.64)

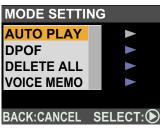


BRIGHT CNTRL (p.65) (Text mode only)

■ Play Mode [🕒]



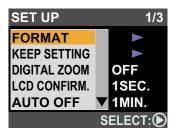




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((

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: DIGITAL CAMERA Model Number: Caplio RR10

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.

Memo

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