

## **TROUBLESHOOTING CONNECTION PROBLEMS WITH THE RDC-2 DIGITAL CAMERA & WINDOWS 95**

1. If you have more than one 9-pin COM Port in the back of your system, try moving the camera connection. For example, if you have a serial mouse with the same type of connection, turn off your computer, switch the cables and reboot. After Windows restarts, try downloading again. If you find that your mouse is using your only 9-pin COM Port, please order document #1206 from Ricoh's FaxBack System at 800-442-8796 for using mouse keys or document #1220 for keyboard shortcuts. Another option would be to consider purchasing a 9-to-25 pin adapter to use an available 25 pin port, however, this method is not guaranteed to work.
2. Ensure that you are not trying to download images taken in the continuous mode. To do this, scan through the images while in play mode and watch for the words "REPLAY -> PUSH RELEASE" in the color monitor. If you should see these words across any image, you should verify the mode your images were taken in. If they are continuous images, a PC Card reader and ATA Flash Memory card would be necessary to download them. Please delete these types of image prior to trying to serial download.
3. Ensure that you do not have any conflicts on your communication ports. To do this, do a right mouse click on "My Computer" and then go to "Properties". This will bring you into "System Properties" and from there you should click on "Device Manager". If you see a yellow circle with a "!" in it or a red "X", you have a resource problem that can be solved with "Hardware Conflict Troubleshooter" from your Windows help.

## **TROUBLESHOOTING CONNECTION PROBLEMS WITH THE RDC-1 AND WINDOWS 3.XX**

1. Ensure that you have successfully installed Win32S prior to installation of Ricoh PhotoStudio. To ensure everything was installed correctly, delete the Win32S library (see Document #1210 for complete instructions) and Ricoh PhotoStudio. Restart your system and then reinstall Win32S. After the Win32S installation, please reinstall Ricoh PhotoStudio.
2. Ensure that you are not trying to download images taken in the continuous mode. To do this, scan through the images while in play mode and watch for the words "REPLAY -> PUSH RELEASE" in the color monitor. If you should see these words across any image, you should verify the mode your images were taken in. If they are continuous images, a PC Card reader and ATA Flash Memory card would be necessary to download them. Please delete these types of image prior to trying to serial download.
3. Try moving the camera cable to another available COM Port on your system or try using the port that your mouse is plugged into (if applicable). Please order document #1220 from Ricoh's FaxBack System at 800-442-8796.

If any of the above suggestions are not successful, please contact Ricoh's Technical Support Department at 702-352-1694 or [tech\\_support@ricohcpg.com](mailto:tech_support@ricohcpg.com). If you email, please include detailed information regarding your computer system and any messages you may receive.