

Troubleshooting Downloading Ricoh Cameras and Macintosh

If you have the RDC-1, RDC-2 or RDC-2E camera please 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 may have these types of images.

If you have the RDC-2, RDC-2E, RDC-300, or the RDC-300Z, ensure that the camera is on the 'Play' position and an image is up on the LCD Monitor.

From the "Apple Menu", go to "About This Macintosh" to confirm your operating system. If your operating system is 7.5 or under, you need to obtain a math patch from <http://www.ricohcpg.com/techsupport.html>. Additionally, if your Macintosh has a processor 68040 or lower, you will also need to visit the above mentioned web address for a patch.

Connect the round cable to either the modem port or the printer port and the other end to the camera. Once connected go to the "Apple Menu", then "Chooser", from there make "Apple Talk" Inactive. Then again go to the "Apple Menu" then to "Control Panel" and "Extension Manager". Turn off all extensions except Quicktime and Quicktime Power Plug. Restart your computer.

Once the computer has restarted, launch the Browser program and following the instructions within the User Manual attempt a download. If the camera can not connect then unplug the camera from the port (printer or modem) and plug it into the other port (printer or modem) and attempt another download.

The Ricoh Tech Support Page at www.ricohcpg.com has the Twain Drivers for the camera that will allow you to download your images into a third party program that has an Acquire Feature within it.