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Troubleshooting

Refer to the pointers listed below before submitting the equipment for repairs. If the problem persists after trying the suggestions, contact your nearest Ricoh service office.

■ Power Source

Problem	Cause	Remedy	Page
Power will not come on	Battery not loaded or battery exhausted	Insert battery correctly or charge battery.	P.15 P.16
	AC adapter not properly connected	Connect correctly.	P.18
Power cuts out	No operation performed so auto power off function was activated	Switch camera on again.	P.24
	Battery exhausted	Charge battery.	P.15
Battery will not charge	Battery at end of service life	Replace with new battery.	P.16
Battery quickly consumed	Camera operated in extremely high or low temperature environment	-	-
	Camera operated in dark environment requiring frequent use of flash	-	-

■ Recording and Playback

Problem	Cause	Remedy	Page
Shutter release button pressed	Battery not loaded or battery exhausted	Insert battery correctly or charge battery.	P.15 P.16
but no file recorded	No power, or mode dial not set to recording mode.	Switch on and set mode dial to recording mode.	P.24 P.25
	Shutter release button not fully pressed (pressed halfway)	Press shutter release button all the way.	P.47
	Card not formatted	Format card.	P.35
	No memory space on card	Delete unnecessary files or insert new card.	P.20 P.103
	No space in internal memory	Delete unnecessary files.	P.103
	Card at end of service life	Insert new card.	P.20
	Self-timer on	Disengage self-timer mode.	P.62
	Flash charging	Wait until flash LED stops blinking.	P.48
	Card card contact surface dirty	Clean with soft dry cloth.	-
Cannot confirm shot image	LCD confirmation time too short	Increase LCD confirmation time.	P.109
No image on LCD monitor	No power or LCD monitor is dark	Switch on and press DISPLAY button to display image on LCD monitor or press DISPLAY button 2 seconds or more and adjust with ① · ② buttons.	P.41 P.37

Problem	Cause	Remedy	Page
Autofocus is on	Dirty lens or AF viewfinder	Clean lens or viewfinder.	_
but camera not focusing	Subject not in center of shooting scope	Use focus lock.	P.49
	Subject difficult to focus on	Use focus lock or switch to manual focus.	P.49 P.64
	Distance to subject is too close	Set macro mode.	P.63
Flash will not fire or will not	Recording mode set on ♥ (Voice Memo) or ♣ (Motion Picture)	Set mode dial to (Still Picture) or (Text) mode.	P.47 P.50
charge	Flash mode set on 🔇 (flash off)	Press & button to cancel flash off mode.	P.55
	Camera set on macro mode	Press 🖔 button to cancel macro mode.	P.63
	White balance set to mode other than auto	Press WB button to switch white balance to auto mode.	P.59
	Battery exhausted	Charge battery.	P.15
Image dark even with flash	Distance to subject more than approx. 2.5 m	Move closer to subject.	P.63
Image is too	Subject is too close	Set flash to flash off mode.	P.55
bright	Overexposed	Adjust exposure compensation from recording menu. Set time exposure mode to OFF.	P.58 P.77
	LCD brightness setting not correctly adjusted	Press DISPLAY button 2 seconds or more and adjust with ① · ⑤ buttons.	P.37
Image is too dark	Shot in low light with flash set to (\$) (flash off)	Press \$ button to cancel flash off mode.	P.55
	Underexposed	Press button to adjust exposure compensation.	P.58
	LCD brightness setting not correctly adjusted	Press DISPLAY button 2 seconds or more and adjust with (• • buttons.	P.37
Unnatural coloration of image	Shooting conditions difficult for auto white balance mode	Place a white object near subject, use flash, or select manual white balance mode.	P.59
Date and other recording data not displayed	Screen display set to [No display]	Press DISPLAY button to switch display mode.	P.41 P.85
No playback or	Camera not set to ▶ (Play) mode	Set mode dial to ▶ (Play).	P.82
image will not appear	Incorrect playback source	Press @M/[M] button to change playback source. Switch to another folder containing files.	P.43 P.82
	Card not inserted, or inserted card does not contain any files	Insert card containing recorded images.	P.20
	Card not formatted with this camera	Use card that has been formatted and recorded with this camera.	P.35
	Card contains incorrectly recorded files	Insert card containing properly recorded images.	P.20
	Card contains files in format not supported by this camera	Check format type.	P.82
	AV interface cable not properly connected	Connect properly.	P.86
	Source of interference, such as electric motor, nearby	Move camera away from source of interference.	_
	Card contact surface dirty	Clean with soft, dry cloth.	_
Playback is not clear	Error in internal memory of camera	Copy required files from internal memory onto card and format internal memory.	P.35 P.88
	Error in card	Test camera with another card. If second card displays well, problem is with card not camera. Do not use this card.	_

Problem	Cause	Remedy	Page
Display shut off	Battery is exhausted	Charge battery.	P.15
	Auto power off activated	Switch power on again.	P.24
Remote control unit (optional) will not work	Obstruction between remote control unit and camera sensor	Remove obstruction. * Remote control reception at front side of camera.	-
	Remote control transmitter or camera sensor is dirty	Clean.	-
	Remote control lithium battery is exhausted	Replace with new lithium battery.	_
LCD monitor brightness changes during autofocus operation	Area captured by autofocus field and surrounding area have different light levels or location is dark	No malfunction.	_
Vertical lines appear on image	Phenomenon occurring with bright subject, known as smear phenomenon	No malfunction.	-

■ Miscellaneous

Problem	Cause	Remedy	Page
Card will not go into slot	Card incorrectly oriented	Insert correctly.	P.20
	Battery exhausted	Charge battery.	P.15
Camera will not operate in response to buttons	Camera malfunction	Switch off power, switch on again and set mode dial to	-
Date and time are wrong	Date/time setting is incorrect	Set correct date and time.	P.31
Date and time were set but disappeared	Battery removed	Date setting is reset if battery is removed for approx. 20 days. Set date again.	P.31
File will not erase, or card	Erase menu not displayed	Set mode dial to (Play) and press to button.	P.103
will not format	File protected	Cancel protect setting.	P.92
Mode settings have changed	Keep settings mode not enabled	Enable keep settings mode.	P.108
	Auto power off setting is disabled	Enable setting.	P.110
Auto power off will not activate.	Camera powered by AC adapter (auto power off is automatically disabled when powered by AC adapter)	-	-
Beep will not sound	Beep disabled	Set beep sound to [ON].	P.111
	Incorrect video-out signal method.	Select correct video-out signal method.	P.114
No image on TV screen	Incorrect video I/O switch setting on video equipment	Check video I/O switch setting on video equipment.	_

Error Messages

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

Error Message	Remedy
System error occurs	Turn the power off and on.
Unable to change memory	Storage memory can not be switched due to some reason. Check content of storage memory or format storage memory.
Insufficient memory	Erase unwanted files or format to obtain sufficient memory space.
Change to card	Change the storage memory to card by using [ARD]/[N].
Format required	Format of selected storage memory damaged. Format storage memory.
Format internal memory	Internal memory damaged. Format it by pressing shutter release button.
Card is unavailable	Card damaged. Format.
Format error	Format again. If formatting is not completed, memory error occurs. Avoid using the storage memory.
UNMATCHED FILE	Unplayable file was selected.
No file	No recorded files in specified folder. Change folder or select storage memory that contains files.
Insufficient memory. Continue copy?	Exceeded memory capacity. Perform one of following and copy again: • Delete unnecessary copy source, • Delete unnecessary files in destination, or • Format storage memory.
File number over. Cannot save.	File number exceeded limit. Delete unnecessary files or use another memory card.
Exceeded DPOF limit. Set up to 999.	Number of index print or number of specified print exceeded limit. Reset DPOF settings of some files.
Failed to create DPOF files	DPOF settings cannot be saved. Delete unnecessary files before repeating operation. If message still appears, memory may be damaged. Make a backup file of files saved in memory and format memory.
Failed to read DPOF files	DPOF settings are unreadable. Reset all DPOF settings before repeating operation. If message still appears, memory may be damaged. Make a backup file of files saved in madia and format memory.



Note • If the error message continues to be displayed after the above procedures have been followed, open the terminal cover and press the reset switch (P.6) with the tip of a propelling pencil or similar object. The settings will return to the factory default settings. If the error message is still displayed, contact the store where purchased or your nearest Ricoh service office.

MEMO

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. → P.116 "Changing the Video-out Signal Method"
- If you plan to take the camera abroad with you, check the local television system beforehand.

Recording Capacities

The table below gives approximate recording picture counts by CF card capacity, image quality and size.

			16 MB	32 MB	48 MB	64 MB	96 MB	128 MB	192 MB
Still picture			13	26	40	53	80	107	160
	20/10	8	26	52	79	105	158	211	316
	2046	▥	51	102	153	205	308	411	616
(no. of		NC	2	5	7	10	15	20	30
images) 1024	102/		38	77	116	156	234	312	468
	10/4	2	74	149	224	300	450	601	900
	640		161	324	487	650	975	1,303	1,951
Text (no.	2048		51	102	153	205	308	411	616
of images)	1024		138	278	417	557	836	1,116	1,672
Motion pictu	re (mini	utes)	1:20	2:42	4:03	5:24	8:07	10:00	10:00
Voice mem	o (minu	ıtes)	33:06	66:29	99:46	133:10	199:40	266:50	399:50



- Note Recording picture counts vary depending on the kind of CF cards, even when they have the same capacity.
 - Maximum recording time of the motion picture is 10 minutes per file.
- * Sizes (no. of pixels) are as follows:

2048 : 2048 × 1536 pixels 1024 : 1024×768 pixels 640 : 640 × 480 pixels

* Image qualities (compression rates) are as follows:

E: Fine Normal: **:** Economy

NC: Non-compressed

Accessories

Item	Model	Remarks
AC adapter	AC-3	Used to supply power directly from a household electrical outlet. → P.18 "Connecting an AC Adapter"
Battery charger	BJ-1	Used to charge the battery for powering the camera
Rechargeable lithium ion battery	DB-20L	Battery for powering the camera.
Remote control unit	DR-3/ DR-4	For remote operation of the camera's recording and playback functions.



Note • For Ricoh compatible products, see the separate list of Compatible Products.

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 look through the viewfinder directly at the sun or intense light.
- Do not fire the flash close to a baby'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 (optional).
- 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 terminal cover or battery cover.
- Do not lift the camera by the LCD monitor, terminal cover or battery cover.
- Do not apply unreasonable force to open or turn the LCD monitor.
- Be careful not to hit the lens unit or LCD monitor while carrying the camera.
 Keep the LCD monitor closed when 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 or AF viewfinder will reduce the quality of the image, so take care not to get them dirty.
- Do not wipe dust or smears off the lens or AF viewfinder 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 or LCD panel as they are easily scratched.
- To clean the LCD monitor or LCD panel, 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.

CAUTION

- (1) Remove the battery or AC adapter before cleaning the camera.
- (2) Pay attention to the following points when cleaning the LCD panel.
- The condensation may occur inside the touch screen due to the heat generated by the backlight of the LCD monitor, when you wipe the touch screen with the solvent. Do not forget to turn the power off before cleaning the camera.
- When cleaning the camera, do not touch the edges of the LCD monitor.
 Otherwise the solvent can get into the camera resulting in the misoperation of 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

■ General

◆ Video Signal Protocol : NTSC/PAL◆ Power Source Voltage : Battery: 3.7 V

: AC: 5 V

● Dimensions (W × **H** × **D)** : $141.9 \times 78.2 \times 30.3 \text{ mm} (5.6" \times 3.1" \times 1.2")$

(excluding projections)

● Weight : Approx. 295 g (10.4 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°C ~ 60°C (-4°F to 140°F)

■ Camera

● CCD : 3,240,000 effective pixels (total 3,340,000 pixels)

● Lens : Zoom lens F:2.6~3.4

• Focal length : f:7.3 \sim 21.9 mm (equivalent to 35 \sim 105 mm in 35

mm format)

Minimum shooting range
 Approx. 24 cm (9.4") (wide angle)
 Approx. 1 ~ 24 cm (0.4" to 9.4")

Viewfinder

• Type : Real image

• **Magnification** : Telephoto $0.81 \times$, wide angle $0.3 \times$

• Diopter adjustment : Yes (-2 ~ +1 dpt)

Monitor

• Display size : 2.0"

Display type : Backlight low-temperature polysilicon TFT color

LCD

• No. of pixels : Approx. 200,000 pixels

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

tungsten light)/Manual

Exposure Compensation

• Exposure metering system : Center weighted/Multi-pattern/Spot

• Exposure value memory system : Auto backlighting correction

: Manual compensation ±2.0 EV (in 0.25 EV steps)

Metering : TTL CCD method

• Flash automatic exposure : Yes (daylight synchro)

• Shutter speed : 1 ~ 1/2000 seconds for still pictures in normal

Recording mode

1, 2, 4, 8 seconds for stil pictures in time

exposure mode

• ISO sensitivity : AUTO (ISO 150~200), ISO 200, ISO 400, ISO 800

Distance Adjustment

• **Mode** : Auto/Manual/Fixed (2.5 m <SNAP>, ∞)

Autofocus method : Normal shooting: external passive CCD method;
 Macro: CCD method (Text mode: CCD method)

• Autofocus range : Normal shooting: approx. 24 cm (9.4") ~ infinity;

Macro: about 1 ~ 24 cm (0.4" to 9.4")

Built-in Flash

• Type : Auto

• Range : Approx. 0.6 ~ 2.5 m

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

eye reduction

■ Image Data Recording and Playback

Image Resolution

• **Still picture** : 2048 × 1536, 1024 × 768, 640 × 480 pixels

• **Text** : 2048 × 1536, 1024 × 768 pixels

• Motion picture : 320 × 240 pixels

■ File Format

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

TIFF (YUV)

• Text : TIFF (G4 MMR system)

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

format) 15 frames/second

• Voice memo : WAV (Exif2.1)

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

• 2048 × 1536 : F: approx. 1.18 MB, N: approx. 597 KB, E: approx. 302 KB, NC: approx. 6.33 MB • 1024 × 768 : F: approx. 400 KB, N: approx. 204 KB,

• **640** × **480** : N: 84 KB

■ Input/Output Terminal

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

■ Body

● Tripod Screw Hole : Yes (1/4-20 UNC)

: Length: less than 6.0 mm (0.24")

■ Power Supply

Main Battery

• **Type** : Rechargeable lithium ion battery

• Voltage : 3.7 ∨ (1 battery)

■ Keep Date Setting : Approx. 20 days

■ Internal Memory

• Capacity : 8 MB (Maximum recordable area: 7 MB)

■ Compatible Memory Cards for Recording and Playback
■ Type of Memory : CF card, Microdrive

• Operating voltage : 3.3 V

■ Communication, etc.

Dial-up function : cprotocol> PPP

● E-mail : col> Internet mail (POP3/SMTP),

<attachment> MIME

About the Warranty and Servicing

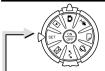
- 1. This product is backed by a one-year limited warranty. During the warranty period, which starts from the date of purchase, any defective parts will be repaired free of charge. In the event of a camera malfunction, contact the dealer from which you purchased the camera or your nearest Ricoh service 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.
- 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.
- 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.
- 7. 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.



- Note 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



SET Mode (Setup)

♦ CAMERA SETTINGS





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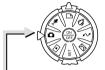
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♦ MENU Button



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Play Mode (▶)

♦ MENU Button





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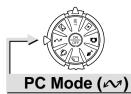
♦ J Button

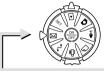


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Communication Mode (⊠)



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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: IMAGE CAPTURING DEVICE

Model Number: RDC-i500

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.

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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.

МЕМО

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