

7 Press the ▲▼ button and [SEND ONE] to send one file or [SEND ALL] to send all files, and then press the MENU/OK button.

- Transfer of the files to the destination device begins and the progress is displayed. Pressing the DISP. button cancels the operation. Pressing the  (Playback) button or shutter release button also cancels the operation.
- If an error message appears during file transfer, follow the message instructions and resend the files. For details about the error messages, see P.223.
- Once the file transfer is completed, a message indicating this appears.



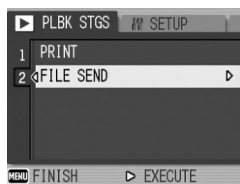
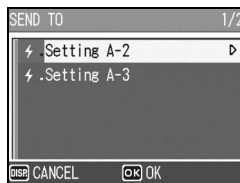
8 Press the MENU/OK button.

- The display returns to the playback screen.

Using the Wireless LAN Function (Only for Caplio 500SE-W)

Sending Several Files

- 1 Check that the destination device (computer) is turned on.**
- 2 Press the  (Playback) button.**
 - Check that [CHANGE COM] is set to [W-LAN] on the Expanded Settings menu. (P.193)
- 3 Press the  (Thumbnail Display) button twice.**
 - The screen is divided into 12 frames and thumbnails are displayed.
- 4 Press the MENU/OK button.**
 - The Playback Setting menu appears.
- 5 Press the  button to select [FILE SEND], and then press the  button.**
 - If [SEND CONDITION] is set to [ON], the [SEND TO] screen appears.
 - If [SEND CONDITION] is set to [OFF] (P.219), go to Step 7.
 - If the communication list has not been transferred, or if [SEND CONDITION] is set to [OFF] (P.219) and the destination setting is incorrect, an error message appears and the display returns to the Playback Setting menu.
 - If the camera is connected using a serial connection, a screen appears confirming whether to disconnect the serial connection. Select [YES] and press the MENU/OK button.
- 6 Press the   buttons to select the desired destination device and then press the MENU/OK button.**



- 7 Press the  button to select the file to send, and then press the MENU/OK button.**

- The envelope icon appears on the screen.



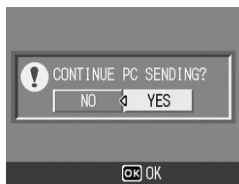
- 8 Repeat Step 7 to select all the files you want to send.**

- If you selected a file by mistake, you can deselect it by selecting the file and pressing the MENU/OK button again.

- 9 Press the DISP. button.**

- A screen appears confirming whether to send the selected files.

- 10 Press the  button to select [YES], and then press the MENU/OK button.**



- Transfer of the files to the destination device begins and the progress is displayed. Pressing the DISP. button cancels the operation. Pressing the  (Playback) button or shutter release button also cancels the operation.
- If an error message appears during file transfer, follow the message instructions and resend the files. For details about the error messages, see P.223.
- Once the file transfer is completed, a message indicating this appears.

- 11 Press the MENU/OK button.**

- The display returns to the playback screen.



Note

- When the [Does not send a file whose name already exists.] box is checked on the [FTP Send] tab in the advanced settings of the communication list ( P.198), a file whose name already exists is not sent to the Send via FTP inbox folder. After the files whose names do not exist already are sent, a screen appears confirming whether to rename and send or overwrite the files whose names already exist in the inbox. Select [YES] or [NO], and press the MENU/OK button. If a communication error message appears while overwriting the file, press the MENU/OK button. A message appears again, confirming whether to overwrite the file. Press the  button to select [YES] or [NO], and then press the MENU/OK button.
- When the [Does not send a file whose name already exists.] box is not checked on the [FTP Send] tab in the advanced settings of the communication list ( P.198), the file whose name already exists in the Send via FTP inbox folder is overwritten.
- You can set the camera to automatically delete a file from the camera after it has been sent. ( P.179)

Sending Files in Shooting Mode (Quick Review Send)

Immediately after you shoot an image, you can send the image file to another device. This is convenient if you want to send images to a predetermined device.

You need to set [QUICK SEND MODE] on the Expanded Settings menu beforehand.



Caution

Before sending files, create a communication list on the computer and transfer it to the camera. (P.202)



Note

For information about setting your computer to receive images, see the documentation that came with the computer.

Setting Up Quick Review Send (QUICK SEND MODE)

Available Settings	
OFF *Default setting	Files are not sent in shooting mode.
1TOUCH	Files are sent by pressing the MENU/OK button after shooting while the file is displayed (P.116). You can use this function to send only still images (.JPG). If there are still images with sounds (.JPG and .WAV), only still images (.JPG) are sent. You must use the Expanded Settings menu to specify the destination beforehand. (P.220)
2TOUCH	Files are sent by pressing the MENU/OK button after shooting during quick review display (P.46). You can use this function to send still images (.JPG), text (.TIF), and still images with sound (.JPG and .WAV). When sending files, you can use the [SEND TO] screen displayed at the time of sending the files to specify the destination, or you can also use the Expanded Settings menu to specify the destination beforehand. (P.219)

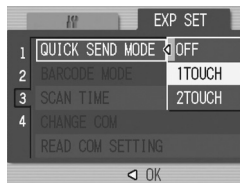
1 Display the Expanded Settings menu.

- For the operating procedure, see P.155.
- Check that [CHANGE COM] is set to [W-LAN]. (P.193)

2 Press the ▼ button to select [QUICK SEND MODE] and press the ► button.

3 Press the ▲▼ buttons to select [1TOUCH] or [2TOUCH].

4 Press the MENU/OK button, or press the ◀ button and then the MENU/OK button.



Using Quick Review Send

When [QUICK SEND MODE] is set to [1TOUCH]

1 Check that the destination device (computer) is turned on.

2 Turn the mode dial to /CAL and shoot the picture.

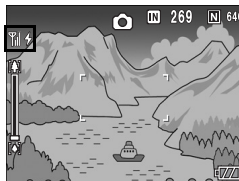
- While the image is displayed after shooting, a screen appears confirming whether to send the file. (P.116)

3 Press the MENU/OK button.

- Transfer of the image to the destination (P.220) specified in [SEND TO] on the Expanded Settings menu begins.



- Once the transfer is completed, the camera returns to shooting mode and remains connected to the destination device. You can change to playback mode or voice memo mode or remain connected to the destination device until the camera is turned off. The wireless LAN antenna icon appears on the LCD monitor while the camera is connected.



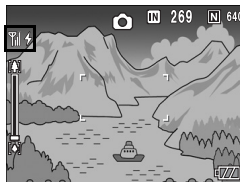
Note

- In the following cases, you cannot use Quick Review Send to send files to a device even when [QUICK SEND MODE] is set to [1TOUCH].
 - When a communication list has not been transferred to the camera (P.202)
 - When the destination setting is incorrect
 - When [Server Name] is not set on the Detailed Setups [FTP Send] tab (P.198)
 - When [E-mail Address] is not set on the Detailed Setups [Address Book] tab (P.198)
 - When [LCD CONFIRM.] is set to [OFF] (P.116)
 - During scene mode (P.40)
 - During S-CONT or M-CONT (P.69)
- During Bluetooth® connection, you cannot use Quick Review Send to send still images even when [QUICK SEND MODE] is set to [1TOUCH]. Before you can use Quick Review Send to send still images, you must first disconnect the Bluetooth® connection. (P.174, P.182, P.184)
- When image with sound is set to [ON] (P.76), after pressing the MENU/OK button in Step 3, the send button remains displayed until sending is started.
- The image size set with [IMAGE FILE SIZE] (P.178) does not apply.
- The [SEND TO] screen does not appear even when [SEND CONDITION] is set to [ON].
- You can set the camera to automatically delete a file from the camera after it has been sent. (P.179)

When [QUICK SEND MODE] is set to [2TOUCH]

- 1** Check that the destination device (computer) is turned on.
- 2** Turn the mode dial to /CALS and shoot the picture.
- 3** Press the  (Quick Review) button.
 - A screen appears confirming whether to send the file.
- 4** Press the MENU/OK button.
 - If [SEND CONDITION] is set to [ON], the [SEND TO] screen appears.
 - If [SEND CONDITION] is set to [OFF] ( P.219), sending to the destination selected in [SEND TO] ( P.220) begins, and the progress is displayed.
 - If the communication list has not been transferred, or if [SEND CONDITION] is set to [OFF] ( P.219) and the destination setting is incorrect, an error message appears and the display returns to the Playback Setting menu.
 - If the camera is connected with a Bluetooth®-enabled device, a screen appears confirming whether to disconnect the connection. Select [YES] and press the MENU/OK button. ( P.174, P.182, P.184)
- 5** Press the  buttons to select the desired destination device and then press the MENU/OK button.

- Transfer of the files to the destination device begins and the progress is displayed. Pressing the DISP. button cancels the operation. Pressing the  (Playback) button or shutter release button or turning the mode dial also cancels the operation.
- If an error message appears during transfer, follow the message instructions and resend the files. For details about the error messages, see P.223.
- Once the connection is established, the camera returns to shooting mode and remains connected to the destination device. You can change to playback mode or voice memo mode or remain connected to the destination device until the camera is turned off. The wireless LAN antenna icon appears on the LCD monitor while the camera is connected.



Using the Wireless LAN Function (Only for Caplio 500SE-W)

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**Note**

- During manual focus (ⓘ P.65), you cannot use Quick Review Send to send files to a device even when [QUICK SEND MODE] is set to [2TOUCH].
- When the [Does not send a file whose name already exists.] box is checked on the [FTP Send] tab in the advanced settings of the communication list (ⓘ P.198), a file whose name already exists is not sent to the Send via FTP inbox folder. After the files whose names do not exist already are sent, a screen appears confirming whether to rename and send or overwrite the files whose names already exist in the inbox. Select [YES] or [NO], and press the MENU/OK button. If an error message appears while overwriting the file, press the MENU/OK button. A message appears again, confirming whether to overwrite the file. Press the ► button to select [YES] or [NO], and then press the MENU/OK button.
- When the [Does not send a file whose name already exists.] box is not checked on the [FTP Send] tab in the advanced settings of the communication list (ⓘ P.198), the file whose name already exists in the Send via FTP inbox folder is overwritten.
- The size of the image files to be sent can be set beforehand. (ⓘ P.178)
- You can set the camera to automatically delete a file from the camera after it has been sent. (ⓘ P.179)

**To disconnect after Quick Review Send**

Once Quick Review Send is completed, the camera returns to shooting mode and remains connected to the destination device. Switch to playback mode or voice memo mode, or turn the camera off to disconnect.

Specifying a Destination on the Camera Beforehand

When sending files, you can use the [SEND TO] screen displayed at the time of sending the files to specify the destination, or, you can choose not to display the [SEND TO] screen and specify the destination beforehand. This is useful when sending files to the same destination each time.

Hiding the [SEND TO] Screen (SEND CONDITION)

Available Settings

OFF (Hides the [SEND TO] screen)

ON (Displays the [SEND TO] screen) *Default setting

- 1** Display the Expanded Settings menu.
 - For the operating procedure, see P.155.
- 2** Press the ▼ button to select [SEND CONDITION] and press the ► button.
- 3** Press the ▼ button to select [OFF].
- 4** Press the MENU/OK button, or press the ◀ button and then the MENU/OK button.



Note

When [SEND CONDITION] is set to [ON], each time you send a file, the [SEND TO] screen appears, and you can specify the destination.

Using the Wireless LAN Function (Only for Caplio 500SE-W)

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Specifying a Destination (SEND TO)

1 Display the Expanded Settings menu.

- For the operating procedure, see P.155.

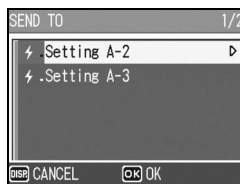
2 Press the ▼ button to select [SEND TO] and press the ► button.

- A screen appears with a list of destinations set on the communication list.



3 Press the ▲▼ buttons to select a destination to which to connect.

- You can also confirm and edit the destination setting on the camera. (P.207)



4 Press the MENU/OK button.

- The destination is set and the display returns to the Expanded Settings menu.

5 Press the MENU/OK button.



Note

If a destination is not specified with [SEND TO], the destination at the top of the [SEND TO] list is selected. When [SEND CONDITION] is set to [OFF], or when [QUICK SEND MODE] is set to [1 TOUCH] to use Quick Review Send, the file is sent to the destination at the top of the list.

11 Appendices

Troubleshooting

Error Messages

If an error message is displayed on the screen, take the corresponding action.

Non-Bluetooth® or Wireless LAN related error messages

Error Message	Cause and Action	Refer to
INSERT CARD	No card is loaded. Insert a card.	P.25
SET DATE	The date is not set. Set the date.	P.119
FILE NUMBER OVER LIMIT	The file number limit has been exceeded. Use another card.	P.117
UNMATCHED FILE	The camera cannot display this file. Check the file contents on your computer, and then delete the file.	-
INSUFFICIENT MEMORY. CONTINUE?	Because there is not sufficient capacity on the card, all the files cannot be copied. Use another card.	P.22
PROTECTED	You are trying to delete a protected file.	P.90
CARD IS WRITE-PROTECTED.	The card is "Locked (write-protected)". Unlock the card.	P.22
PRINT SETTINGS CANNOT BE SET FOR THIS FILE.	This file (movie or other file) cannot be selected for printing.	-
INSUFFICIENT MEMORY	Files cannot be stored. Make sure there is enough free space or delete unwanted files.	P.51 P.109 P.110
	The image print number limit has been exceeded. Select an image and set the number to 0.	-
FORMAT INTERNAL MEMORY	You must format the internal memory.	P.110
FORMAT CARD	The card is not formatted. Format the card with this camera.	P.109
CARD ERROR	Reformat the card. If, after doing so, the error message still appears, the card may be faulty. Do not use the card.	P.109
WRITING TO CARD	Writing file to memory. Wait until writing finishes.	-
NO FILE	There are no files that can be played back.	-
CANNOT RECORD	The number of remaining shots is 0. Switch to another card or the internal memory.	P.22

Bluetooth® related error messages

Error Message	Cause and Action	Refer to
REQUESTED FILE CANNOT PRINT.	You attempted to send an image other than still ones (.JPG). Only still images (.JPG) can be sent.	P.154
REQUESTED FILE CANNOT BE SENT.	You attempted to send an image other than still ones (.JPG). Only still images (.JPG) can be sent.	P.154
VERIFYING FAILED.	The input passkey did not match the destination device. Enter the correct passkey.	-
	The passkey was not entered within the time limit. Enter the passkey again within the time limit.	P.162
CANNOT CONNECT.	At the start of transfer, the destination device could not be connected due to one of the following causes. Check the device status and start again from the beginning. <ul style="list-style-type: none"> • Signal no longer reach the destination device. • The destination device does not exist nearby (about 10 m). • The destination device is not active because the power is off or due to other causes. • The destination device does not support the Bluetooth® Profiles required for communication with this camera. • Inappropriate device was selected for the destination. 	P.154
PRINTING FAILED.	Printing failed during transfer due to one of the causes below. Check the device status and start again from the beginning. <ul style="list-style-type: none"> • Signal no longer reach the destination device. • The destination device is not ready to print. • There is insufficient space on the destination device. 	-
CANNOT SEND.	Transfer was interrupted by one of the following causes. Check the device status and start again from the beginning. <ul style="list-style-type: none"> • Signal no longer reach the destination device. • The destination device can no longer receive a signal. • There is insufficient space on the destination device. 	-

Wireless LAN related error messages (Only for Caplio 500SE-W)

Communication and send setting errors

Error Message	Cause and Action	Refer to
CONNECTION ERROR	The camera is unable to establish a connection for some reason. Check the communication settings.	P. 194 P. 202
SEND METHOD MUST BE SELECTED	The [Send Method] setting is not selected in the communication settings. Select [Send via FTP] or [Send via Mail].	P. 202
NO SEND TO ADDRESS	The [To Address] setting is not selected in the communication settings. Select the [To Address] setting.	P. 202
CANNOT CONNECT TO ACCESS POINT	The destination access point is off or otherwise not operating. Check the access point. Incorrect communication settings. Check the send settings.	- P. 202
THE IP ADDRESS IS ALREADY IN USE	The same IP address as the camera exists in the destination network. Check the [IP address] in the Detailed Setups [Networks] tab.	P. 196
CONFLICTING LAN SETTING	The first destination sent to after turning the camera on and the setting in the Detailed Settings [Network] tab or [Wireless LAN] tab is different. To send to a destination different from the setting in the [Network] or [Wireless LAN] tab, change the destination in advance and restart the camera.	P. 196 P. 219
DESTINATION NOT REGISTERED	The communication list has not been imported by the camera. Import the communication list into the camera and try again.	P. 202
INVALID KEY SIZE.	When [Cryptography/Authentication] in [W/LESS LAN] is changed on the camera, check the network key. <ul style="list-style-type: none"> If [Cryptography/Authentication] is set to [WEP/OPEN] or [WEP/SHARED], enter the [Network Key] as below. [String]: Five characters or 13 characters [Hex]: Ten characters or 26 characters If [Cryptography/Authentication] is set to [AES/WPA-PSK], [AES/WPA2-PSK], [TKIP/WPA-PSK], or [TKIP/WPA2-PSK], enter an 8 to 63 character network key. For details, refer to [Network Key] on P. 197	P. 197 P. 207

FTP send setting errors

Error Message	Cause and Action	Refer to
NO UPLOAD SERVER NAME SETTING	[Server Name] for the destination is not set in the Detailed Setups [FTP Send] tab. Set the [Server Name] setting.	P. 198
CANNOT DETECT IP ADDRESS	Unable to acquire the IP address of the destination server. Set the correct [Server Name] setting in the Detailed Setups [FTP Send] tab.	P. 198
NO RESPONSE FROM SERVER	The destination server does not respond. Check the advanced settings on the [FTP Send] tab.	P. 198
CANNOT CONNECT TO SERVER	Unable to connect to the destination server. Check the advanced settings on the [FTP Send] tab.	P. 198
SETTING ERROR EITHER IN USER NAME OR PASSWORD	Incorrect [User Name] or [Password] setting. Set the correct [User Name] and [Password] settings in the Detailed Setups [FTP Send] tab.	P. 198
THE FOLDER DOES NOT EXIST.	The specified inbox folder does not exist on the destination. Set the correct [Folder Name] setting in the Detailed Setups [FTP Send] tab.	P. 198
CANNOT SEND	Unable to send files for some reason. Check the advanced settings on the [FTP Send] tab.	P. 198
SERVER ERROR	An error is received from the server after connecting to the server. Try resending the file.	-

Mail send setting errors

Error Message	Cause and Action	Refer to
NO UPLOAD SERVER NAME SETTING	The [Server Name] is not set in the Detailed Setups [Mail Config.] tab. Set the [Server Name] setting.	P.198
CANNOT DETECT IP ADDRESS	Unable to acquire the IP address of the SMTP server. Set the correct [Server Name] setting in the Detailed Setups [Mail Config.] tab.	P.198
NO RESPONSE FROM SERVER	The SMTP server does not respond. Check the advanced settings on the [Mail Config.] tab.	P.198
CANNOT CONNECT TO SERVER	An error is received from the server after connecting to the server. Try resending the file.	-
SETTING ERROR EITHER IN USER NAME OR PASSWORD	Incorrect [User Name] or [Password] setting. Set the correct [User Name] and [Password] settings in the Detailed Setups [Mail Config.] tab.	P.198
FILE SIZE IS TOO LARGE TO SEND	The image was not sent because the image file size is too large. Reduce the file size and try resending the image.	P.178
CANNOT SEND	Unable to send files for some reason. Wait a moment, and then try reconnecting.	-
SERVER ERROR	An error is received from the server after connecting to the server. Wait a moment, and then try reconnecting.	-

Other errors

Error Message	Cause and Action	Refer to
CANNOT PRINT VIA WIRELESS LAN.	You cannot use the wireless LAN function to send files to a printer. To send files to a printer, use the Bluetooth® function.	P.157
NO FILE SELECTED FOR DIRECT UPLOAD	The files to be sent are not selected in the thumbnail display. Select the files and click the MENU/OK button.	P.212



Note

If you cannot solve the problem using the solutions above, contact a Ricoh office or your local authorized Ricoh dealer.

Camera Troubleshooting

Power Supply

Problem	Cause	Solution	Refer to
The camera does not turn on.	Battery is not loaded or is exhausted.	Load the rechargeable battery correctly or charge the battery as required. Use the AC adapter as required. Replace the alkaline batteries with new batteries.	P.24 P.25 P.27
	A (manganese dry cell or other) unacceptable battery is used.	Use the dedicated rechargeable battery or alkaline batteries. Never use any other batteries.	P.20
	The AC adapter is not connected correctly.	Reconnect it properly.	P.27
	The camera is automatically turned off by auto power off.	Turn the camera back on.	P.29
	The battery is loaded in wrong direction.	Load correctly.	P.25
The camera turns off during use.	The camera was left unattended and unused, so auto power off turned it off.	Turn the camera back on.	P.29
	Battery is running low.	Charge the rechargeable battery or use the AC adapter. Replace the alkaline batteries with new batteries.	P.24 P.27 P.25
	A (manganese dry cell or other) unacceptable battery is used.	Use the dedicated rechargeable battery or alkaline batteries. Never use any other batteries.	P.20
The camera does not turn off.	Camera malfunction.	Remove the battery and load it again. Reconnect the AC adapter cable properly, if using.	P.25 P.27
The battery has been fully charged, but: • The battery mark is displayed, indicating a low battery level. • The camera turns off.	A (manganese dry cell or other) unacceptable battery is used.	Use the dedicated rechargeable battery or alkaline batteries. Never use any other batteries.	P.20
Cannot charge the battery.	Battery has reached the end of its useful life.	Replace with a new battery.	P.25
Battery runs out quickly.	It is being used at extreme high or low temperatures.	-	-
	Many shots are being taken in dark places or other location requiring extensive use of flash.	-	-

Shooting

Problem	Cause	Solution	Refer to
The camera does not shoot even if you press the shutter release button.	Battery is exhausted.	Charge the rechargeable battery or use the AC adapter. Replace the alkaline batteries with new batteries.	P.24 P.27 P.25
	The camera is not on or it is not in the shooting mode.	Turn on the camera, and turn the mode dial to the shooting mode. Press the  (Playback) button to select the shooting mode.	P.16 P.29
	The camera is in playback mode.	Press the  (Playback) button to select the shooting mode.	P.47
	The shutter release button is not pressed all the way.	Press the shutter release button all the way.	P.34 P.35
	The SD memory card is not formatted.	Format the card.	P.109
	The SD memory card is full.	Load a new card, or delete unwanted files.	P.25 P.51
	The SD memory card has reached the end of its useful life.	Load a new SD memory card.	P.25
	The flash is charging.	Wait until the auto focus/flash lamp stops blinking.	P.39
	The SD memory card is locked.	Unlock the card.	P.22
	The contact surface of the SD memory card is dirty.	Wipe with a soft, dry cloth.	-
Unable to view the shot image.	The image confirmation time is too short.	Lengthen the image confirmation time.	P.116
Images do not appear on the LCD monitor.	The camera is not on or the LCD monitor is dark.	Turn the camera on or adjust the brightness of the LCD monitor.	P.29 P.111
	The screen display is in synchro-monitor mode.	Press the DISP. button to change the display.	P.54
Although the camera is set to auto focus, it is unable to focus.	The lens or AF window is dirty.	Wipe clean with a soft, dry cloth.	P.14
	The subject is not in the center of the shooting range.	Shoot with focus lock.	P.35
	It is a hard-to-focus subject.	Shoot with focus lock or manual focus.	P.35 P.65
The picture is blurred.	You moved the camera when pressing the shutter release button.	Hold the camera with your elbows pressed against your body. Use a tripod. Use the antiblur function.	P.32 P.63
	When shooting in a dark place (such as indoors), the shutter speed slows down and pictures become easily blurred.	Use the flash. Raise the ISO setting. Use the antiblur function.	P.39 P.81 P.63

Problem	Cause	Solution	Refer to
The flash does not fire or the flash cannot charge.	The flash cannot be used in the following cases: • In multi-shot mode • In movie mode In scene modes, the flash is disabled by default.	To shoot with the flash, change the settings or mode.	P.39 P.69 P.83 P.240
	The flash is set to flash off.	Use the  (Flash) button to cancel flash off.	P.39
	Battery is running low.	Charge the rechargeable battery or use the AC adapter. Replace the alkaline batteries with new batteries.	P.24 P.27 P.25
Even though the flash fired, the picture is dark.	The distance to the subject is greater than 6.5 meters in telephoto or greater than 10 meters in wide-angle.	Get closer to your subject and shoot.	P.39
	The subject is dark.	Correct the exposure. (Exposure compensation also changes the light intensity of the flash.)	P.78
The image is too bright.	The light intensity of the flash is not appropriate.	Move a little away from the subject or illuminate the subject with another light source instead of using the flash.	P.39
	Subject is overexposed.	Correct the exposure. Cancel exposure time.	P.78 P.73
	The brightness of the LCD monitor is not appropriate.	Adjust the brightness of the LCD monitor.	P.111
The image is too dark.	The shot was taken in a dark place while set to flash off.	Use the  (Flash) button to cancel flash off.	P.39
	The subject is underexposed.	Correct the exposure. Set to long exposure time.	P.78 P.73
	The brightness of the LCD monitor is not appropriate.	Adjust the brightness of the LCD monitor.	P.111
The image lacks natural color.	The picture was shot in conditions that made it difficult for auto white balance to adjust the white balance.	Add a white object to the composition or use a white balance setting other than auto.	P.79
The date or recording information does not appear on the screen.	The screen display function is set to no display.	Press the DISP. button to change the display.	P.54
The brightness of the LCD monitor changes during AF.	You are using AF in a dark place or when the auto focus range and surrounding brightness are different.	This is normal.	-
There is a vertical smear on the image.	This is a phenomenon that occurs when a bright subject is shot. It is called the smear phenomenon.	This is normal.	-

Playback/Deleting

Problem	Cause	Solution	Refer to
Cannot play back, or the playback screen does not appear.	The camera is not in playback mode.	Press the  (Playback) button.	P.47
The contents of the SD memory card cannot be played back, or the playback screen does not appear.	No SD memory card is loaded, or an SD memory card with no stored images is loaded.	Load a card with stored images.	P.25
	You played back an SD memory card that was not formatted with this device.	Load a card that was formatted and recorded with this device.	P.25 P.109
	You played back an SD memory card that was not recorded normally.	Load a normally recorded card.	-
	The contact surface of the SD memory card is dirty.	Wipe with a soft, dry cloth.	-
	There is something wrong with the SD memory card.	Play back images from another card and if there is nothing wrong with the card, the camera is okay. There may be something wrong with the card, so do not use it.	-
The LCD monitor turned off.	Battery is running low.	Charge the rechargeable battery or use the AC adapter. Replace the alkaline batteries with new batteries.	P.24 P.27 P.25
	The camera was left unattended and unused, so auto power off turned it off.	Turn the camera back on.	P.29
A file cannot be deleted.	The file is protected.	Unprotect the file.	P.90
	The SD memory card is locked.	Unlock the card.	P.22
Cannot format the SD memory card.	The SD memory card is locked.	Unlock the card.	P.22

Other Problems

Problem	Cause	Solution	Refer to
Cannot load the SD memory card.	The card is facing the wrong way.	Load correctly.	P.25
The camera does not operate even when the buttons are pressed.	Battery is running low.	Charge the rechargeable battery or use the AC adapter. Replace the alkaline batteries with new batteries.	P.24 P.27 P.25
	Camera malfunction.	Press the power button to turn the camera off, and then press the power button to turn the camera on again.	P.29
		Remove the battery and load it again. Reconnect the AC adapter cable properly, if using.	P.25 P.27
The date is incorrect.	The correct date/time are not set.	Set the correct date/time.	P.119
The set date disappeared.	The battery was removed.	If the battery is removed for about one week, the date setting will be lost. Make the settings again.	P.119
Auto power off does not work.	Auto power off is set to [OFF].	Set the time for auto power off.	P.113
The beep sound cannot be heard.	The beep sound volume is turned off.	Use [VOL. SETTINGS] to set the volume to a setting other than mute.	P.115

Software and Computer Troubleshooting

For details about the software, refer to the “Software User Guide” (PDF file).

Warning Messages Under Windows XP Service Pack 2

When software for your Ricoh digital camera is used on a computer with Windows XP Service Pack 2 installed, the following warning message may appear at software activation or USB connection. With this in mind, refer to the following:

When this warning message is displayed:

- 1 Check the information provided on the message screen to make sure that it comes from a reputable source, and then click the [Unblock] button.



Caution

If you do not recognize the program, you should block it because it may be a virus. Click the [Keep Blocking] button to prevent the program from connecting to the Internet.

If you clicked the [Keep Blocking] button:

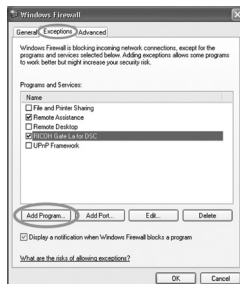
Follow the steps below to check the Windows Firewall settings.

- 1 Click [Start] and then [Control Panel].
- 2 Double-click [Windows Firewall].

- If [Windows Firewall] is not displayed, click [Switch to Classic View] at the top left of the window.



- 3** Click the [Exceptions] tab.
- 4** Check that the software is in [Programs and Services].
- 5** Click the [Add Program] button to add software that uses the network.



If you clicked the [Ask Me Later] button:

Each time the program is activated, the [Windows Security Alert] dialog box appears. Then you can select [Unblock].

Specifications

General

Power Source Voltage	Rechargeable Battery DB-43 (3.7 V) × 1 External (AC adapter): 3.8 V AA Dry Alkaline Battery, Nickel-Hydrogen Battery × 2
External Dimensions	133.0 mm (W) × 74.0 mm (H) × 78.5 mm (D) (excluding projecting parts)
Weight	Camera: Approximately 430 g (excluding battery, strap) Accessories: Approximately 50 g (battery, strap)
Tripod Hole Shape	1/4-20UNC
Operating Temperature Range	-10 °C to 40 °C
Operating Humidity Range	85% or less
Storage Temperature Range	-20 °C to 60 °C
Water Resistance	JIS protection grade 7, IEC IP67
Dust Resistance	JIS protection grade 6, IEC IP67

Camera Parts

Image Pickup Element	Total 8.30 million pixels (effective pixels 8.13 million), 1/1.8" primary-color CCD
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Lens	
Lens	3.0 × Optical Zoom Aperture: F2.5 (Wide-angle) to 4.3 (Telephoto)
Focal Length	5.8 to 17.4 mm (equivalent to 28 to 85 mm on a 35mm camera)
Shooting Distance	Approximately 0.3 m to ∞ (Wide-angle) or 1.0 m to ∞ (Telephoto)
Macro Shooting Distance (from the very front of the camera)	Approximately 0.005 m to ∞ (Wide-angle), 0.1 m to ∞ (Telephoto) or 0.005 m to ∞ (Zoom macro mode)
Digital Zoom	4.0 times

Monitor Display Parts	
Screen Size	2.5"
Type	Transparent Amorphous Silicon TFT LCD
Pixel Count	Approx. 150,000
White Balance	AUTO/Fixed (OUTDOORS, CLOUDY, INCAND., INCAND.2, FLUORES., MANUAL)

Exposure Adjustment	
Light Metering Sensitivity Distribution	Multi Light Metering (256 segments), Center-weighted Light Metering, Spot Metering
Exposure Compensation	Manual exposure compensation +/-2.0EV (1/3EV Steps)
Metering Method	TTL-CCD Metering Method
Flash AE	Yes (In Daylight Synchro: On)
Shutter	Still image: 8, 4, 2, 1 to 1/2000 seconds; Movie: 1/30 to 1/2000 seconds
ISO Sensitivity	AUTO, ISO 64, ISO 100, ISO 200, ISO 400, ISO 800, ISO 1600

Distance Control	
AF Method	Normal Shooting: External Passive/CCD method Macro: CCD method
AF Measurement Range	Normal: approx. 0.3 m to ∞ , Macro: approx. 0.005 m to ∞
Internal Flash	
Method	External modulated light sensor and pre-flash method
Shooting Distance	Approx. 0.2 to 10 m (Wide-angle), Approx. 0.2 to 6.5 m (Telephoto) (ISO: AUTO)
Operating Modes	Flash Off/Auto/Red-eye reduction/Forced flash/Flash synchro
Date Maintain Time	Approx. 1 week

Image Data Record/Playback Part

Pixels	
Still Image	3264 × 2448, 2592 × 1944, 2048 × 1536, 1280 × 960, 640 × 480
Text	3264 × 2448, 2048 × 1536
Movie	320 × 240, 160 × 120
File Formats	
Still Image	JPEG (Exif Ver.2.21)
Text	TIFF (MMR Method ITU-T.6)
Movie	AVI (Open DML Motion JPEG Format Compliant)
Sound	WAV (Exif Ver.2.21 μ law)
Camera File System Standard	DCF ("Design rule for Camera File system", a JEITA standard)
Compression Format	JPEG Baseline Format Compliant (Still image, movie)
Image Size	
3264 × 2448	N: approx. 1665 KB/Screen, F: approx. 2894 KB/Screen
2592 × 1944	N: approx. 1060 KB/Screen
2048 × 1536	N: approx. 672 KB/Screen
1280 × 960	N: approx. 356 KB/Screen, F: approx. 686 KB/Screen
640 × 480	N: approx. 83 KB/Screen

I/O Terminals

DC In	3.8 V (AC adapter)
USB Terminal	USB2.0 High-Speed (mini-USB)
AUX Terminal	Proprietary specifications

Memory Cards for Recording and Playback

Memory Type	SD memory card, multi media card
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Bluetooth® Communication Port

Communication Method	Bluetooth® standard Ver. 2.0 + EDR
Output	Bluetooth® standard Power Class 2
Communication Range* ¹	Approx. 10 m (line of sight)
Supported Bluetooth® Profiles* ²	BIP, OPP, SPP
Frequency Band	2.4 GHz (2.4 GHz – 2.4835 GHz)

*¹ The communication range may vary depending on obstructions between the two devices, signal strength, software or operating system in use, and other factors.

*² These are specifications according to the intended use of the Bluetooth®-enabled devices and are predetermined by Bluetooth® standards.

Wireless LAN Communication Port (Only for Caplio 500SE-W)

Compliance Standard	IEEE802.11b/g
Transmission Method	IEEE802.11g: OFDM IEEE802.11b: DSSS, DQPSK, DBPSK
Data Transfer Speed* ¹	IEEE802.11g: 54M/48M/36M/24M/18M/12M/9M/6M (bps) IEEE802.11b: 11M/5.5M/2M/1M (bps)
Communication Range* ²	Approx. 30 m This varies depending on the location of the devices, usage environment, and usage conditions.
Security Protocol	WEP (64/128bit), WPA-PSK (TKIP/AES), WPA2-PSK (TKIP/AES)
Frequency Band	2.4 GHz (2.412 - 2.462 GHz)

*¹ The data transfer speeds are the maximum theoretical values based on the wireless LAN standard and may differ from the actual data transfer speed.

*² The communication range may vary depending on obstructions between the two devices, signal strength, location of the devices, usage environment, software or operating system in use, and other factors.

Number of Images That Can be Stored in Internal Memory/SD Memory Card

The following table shows the approximate number of images that can be recorded in the internal memory and onto an SD memory card at various image size and picture quality settings.

Mode	Picture Quality	Image Size	Internal Memory	32 MB	64 MB	128 MB	256 MB	512 MB	1 GB
Still Image	F	3264 × 2448	8	9	19	39	78	158	305
	N	3264 × 2448	14	16	33	68	136	275	530
	N	2592 × 1944	22	25	53	107	213	430	828
	N	2048 × 1536	36	41	84	170	339	683	1314
	F	1280 × 960	33	38	79	159	318	641	1233
	N	1280 × 960	63	72	148	301	600	1209	2324
TEXT MODE	N	640 × 480	277	315	645	1304	2599	5237	10072
		3264 × 2448	51	59	121	244	487	982	1889
		2048 × 1536	87	99	203	412	821	1654	3181
Movie	320 × 240 15FPS		1 min 17 s	1 min 27 s	2 min 59 s	6 min 3 s	12 min 4 s	24 min 19 s	46 min 47 s
	320 × 240 30FPS		39 s	44 s	1 min 31 s	3 min 4 s	6 min 7 s	12 min 19 s	23 min 42 s
	160 × 120 15FPS		4 min 38 s	5 min 16 s	10 min 47 s	21 min 49 s	43 min 29 s	87 min 37 s	168 min 30 s
	160 × 120 30FPS		2 min 26 s	2 min 46 s	5 min 40 s	11 min 27 s	22 min 50 s	46 min 1 s	88 min 31 s
Sound			56 min 45 s	64 min 36 s	132 min 11 s	267 min 15 s	532 min 36 s	1073 min 0 s	2063 min 25 s



Note

- The number of remaining shots displayed on the LCD monitor may differ from the actual number of shots, depending on the subject.
- Movie and sound recording time and the maximum number of still pictures may vary depending on the capacity of the recording destination (internal memory or SD memory card), shooting conditions, and the type and manufacturer of the SD memory card.