

SB Number:	SB 2HP-004	Creation Date: 10/05/2007
Subject:	Firmware upgrade, Ver. 006.001 (engine) preventing JAM00	
Model:	FS-C8100DN	

Contents of changes

No	Item	Contents
1	Preventing JAM00 when printing the cover page (It is likely occur to machines with Ver 005.001 only)	<p>When printing from PC and paper is fed from both PF-750 (LCF) and the standard cassette/bypass, JAM00(*) was displayed which was a paper jam at the left cover #2.</p> <p>Phenomenon</p> <p>If the paper source is set to one of the cassettes or the bypass after feeding from the LCF for any reason other than paper empty the following may happen:</p> <p>when being fed from the LCF, the machine might start to feed from another paper source as well and as a result, JAM00 will display.</p> <p><i>This may occur under all below conditions:</i></p> <ul style="list-style-type: none"> - When paper in the LCF and the cassette/bypass are the same orientation and size; - When the media (paper) weights are set to be the same for both paper sources. <p>→Under above conditions (and when printing a cover page: First page is fed from LCF, and second and after from the cassette), the above mentioned phenomenon may occur.</p> <p>(*)JAM00: A JAM which cannot be categorized to any specific condition.</p>

Firmware specifications

Type	Program number	Check SUM	Version	Remarks
MAIN	2HP_3000.002.003	3A26	002.003	
ENGINE	2HP_1000.006.001	36A8	006.001	← New upgrade

Field measure:

When performing a printjob which includes a cover page (which is printed from a different source than the remaining printjob) from a machine with Engine firmware Ver. 005.001, you are advised to upgrade the firmware.

Serial number information:

From the production in April, 2007 this machine will have engine firmware 006.001 installed in the factory. Only machines produced before this period are eligible for this update.