

SB Number:	SB 2KS-003	Creation Date: 26/04/2010
Subject:	<i>Firmware upgrade (Noise from the LSU and thin line on the display)</i>	
Model:	TASKalfa420i/520i	

Item	Contents
1 Detection failure of the cassette errors.	<p>Phenomenon The message “The error occurs in the cassette 1. Please confirm the paper” or “The error occurs in the cassette 2. Please confirm the paper” may be displayed if the upper lift motor and the lower lift motor start to drive at the same time, when the power is turned ON when the lift plate at the upper and lower cassette in the machine is down.</p> <ul style="list-style-type: none"> • Service call error C1010 or C1020 may occur, when reseating the paper cassette 4 times after the above mentioned message is displayed. • The above mentioned message or the service call errors can be cleared by turning the main switch ON and OFF or by opening and closing the cover.

Firmware

Type	Program No.	
MAIN FRAME	Pack version 2KS_V4.01E	
Software MAIN	2KS_2F00.004.434	
Software MMI	2KS_7000.004.434	
Software Engine	2KS_1000.005.001	
Software Scanner	2KS_1200.002.001	
Option Language BR	2KS_81BR.001.019	
BROWSER	2H7_F000.001.015	
FAX BOOT	(5JP_5000.001.022)	
FAX APL	(5JP_5100.C05.006)	
FAX IPL	(5JP_5200.001.022)	
FAX BOOT/APL	5JP_5500.C05.006	Combined boot and APL firmware which will be supplied.
Software KSF	2KS_H000.003.003	
Software DBA	J00_E000.004.003	
ENHANCEMENT	Pack version V1.10	
DP-750(B)/ DP-760(B)	3LK_9500.009.003	
PF-720B (2 cassette)	3LM_9000.003.001	
PF-760B (3000)	5H8_9000.003.002	
DF-780(B) MAIN (1000)	5JA_9200.006.001	
DF-760B (3000) MAIN	3LT_9200.006.003	
DF-760B (3000) MIDDLE	3LT_9600.007.002	
MT-720B (3000)MAIL BOX	3LW_9800.003.001	

Classification	<input type="checkbox"/> Entire stock rework	<input type="checkbox"/> In-field modification at next visit	<input checked="" type="checkbox"/> In-field modification by case	<input type="checkbox"/> No modification necessary
Field measure	When the above mentioned phenomena occur, please upgrade all the firmware to the latest version at the same time or turn OFF the main switch, reseal the paper cassettes and turn ON the main switch.			

Serial numbers of affected machines

Type	Serial number
TASKalfa420i/520i	March 2010 production

The above mentioned changes have been applied to machines produced after the above mentioned production date.