

Service Bulletin

SB Number:	SB 2AV-007	Issue Date: 20/06/2001
Subject:	Faulty combination of Main ROM & Operation ROM versions	
Model:	KM-2030, Scan System (A)	

Phenomenon

Certain combinations of a Main ROM version with a particular Operation ROM version may trigger malfunctions.

The Main and Operation ROM must be upgraded at the same time AND in the following combination in order to make the scanning system operational and to prevent any malfunctions.

ROM versions for Scanner System: IC ROM Main 2AX6809**1B** and later
IC ROM Operation 2AX6804**8S** and later

If for example the following ROM combination is installed, the below described malfunction may arise.

IC ROM Main : 2AX6801**DZ** (Scanner system is not operational with this version!)
IC ROM Operation : 2AX6804**8S** (Scanner system is operational with this version!)

Triggered malfunction with above ROM combination

When the fax system receives a fax message during pre-heat mode, the fax message is not automatically printed as it should.

Under this condition, the pre-heat mode cannot be cancelled even if the pre-heat key is pressed. The main switch then needs to be turned OFF and ON in order to have the fax message in memory printed. Also in the auto shut off mode, the Fax message is not printed automatically.

Other ROM combinations and its effects:

Note: The FAX firmware version is of no influence.

	Case 1	Case 2	Case 3	Case 4
IC ROM Main	Earlier version than IC ROM Main 2AX68091B is installed.	Earlier version than IC ROM Main 2AX68091B is installed.	IC ROM Main 2AX68091B or later is installed.	IC ROM Main 2AX68091B or later is installed.
IC ROM Operation	Earlier version than IC ROM Operation 2AX68048S is installed.	IC ROM Operation 2AX68048S or later is installed.	Earlier version than IC ROM Operation 2AX68048S is installed.	IC ROM Op. 2AX68048S or later is installed.
Effect of ROM combinations:	↓	↓	↓	↓
Does a malfunction occur?	NO	YES	YES	NO
Is the Scanner System operational?	NO	NO	NO	YES

Affected Machine Serial Numbers;

- **KM-2030** (incl. Scanner system + applicable ROM's): 37016921 and later