

<b>SB Number:</b>	<b>SB 2FP-014</b>	<b>Creation Date: 12/10/2006</b>
<b>Subject:</b>	<b>Firmware upgrade, Ver. A013/A011 (engine)</b>	
<b>Model:</b>	<b>FS-1920, 3820N, 3830N</b>	

The engine firmware is upgraded to correct the following phenomena:

1. A Z-fold jam at the middle roller;
2. The printer doesn't check the fuser temperature when starting to feed paper and process print data;
3. Once the feed roller is activated (when feeding paper from the optional paper feeder) the middle roller may not be activated if the fuser temperature slightly drops below the specified value. This causes the paper which is already fed from the paper feeder is interrupted and a Z-fold jam occurs at the middle roller. In order to avoid this, a fuser temperature check is performed which activates the middle roller after paper is fed from the paper feeder. This does not happen when paper is fed from the standard cassette.

After upgrading the Firmware the feed roller and the middle roller will start when the fuser temperature reaches a specified value.

## FS-1920

Type	Program number	Check SUM	Version
Engine	EB20KA013	2319	A013

Current Version: A012

## FS-3820N

Type	Program number	Check SUM	Version
Engine	EB28KA011	477D	A011

Current Version: A010

## FS-3830N

Type	Program number	Check SUM	Version
Engine	EB21KA013	37C8	A013

Current Version: A012

## Field measure:

Update firmware if the problem arises.

## Affected machine serial numbers:

FS-1920N, FS-3820N and FS-3830N: From October production onwards the firmware has been upgraded to the latest at the factory.