KYOCERA

Service Bulletin

SB Number:	**SB 2F8-014**	*Creation Date:* **05/12/2006**
Subject:	*Firmware upgrade, Ver. 007.001/007.002/008.002/009.002 (engine)*	
Model:	**FS-2000D/3900DN/4000DN/6950DN**	

The engine firmware has been upgraded to prevent the following phenomena:

In rare occasions and under certain conditions important data in the engine board EEPROM is partially lost.

Details:
A certain part of the EEPROM on the engine board is rewritten too often and it exceeds the allowable number of rewriting. This results in corruption of the EEPROM. Next, the entire EEPROM is initialized at the next power-up and after the EEPROM is corrupted it loses important data such as the printer serial number, total page count and the MAC address. Losing the MAC address of the printer may disable the network connection depending on the DHCP setting and the number of printers in the network.

The fix of the above issue is to change frequency with which the EEPROM is rewritten. With the new firmware the rewriting process does not exceed, in normal operation, the limit.

Type	Program number	Check SUM	Version	Machine
ENGINE	S2F8_1000007001	B323	007.001	FS-2000D
ENGINE	S2F9_1000008002	2AC6	008.002	FS-3900DN
ENGINE	S2GA_1000007002	FF84	007.002	FS-4000DN
ENGINE	S2F7_1000009002	F407	009.002	FS-6950DN

Field measure:
Please upgrade firmware as preventive action.

Affected machine serial number:
All machines produced BEFORE November 2006 have not yet been upgraded. All machines produced from November 2006 onwards have been shipped with the latest firmware installed.