Service Bulletin

SB Number:	**SB 2BJ-020**	*Issue Date:* **17/12/2002**
Subject:	Change in firmware upgrade procedure (S/M revision)	
Model:	**KM-2530 / 3530, KM-4030**	

Please be informed that the firmware upgrade procedure for the engine board has been changed as follows. Please refer to below extract from the service manual (chapter **1-7-1**) describing the firmware upgrade procedure and including the adjusted parts.

- The adjusted part is indicated in *italic* characters.
- The incorrect part that needs to be deleted is indicated with a **stripe through the characters.**
- The changed part that replaces the deleted part is indicated with a **rectangular box** around it.

Firmware upgrade procedure

1. Turn the main switch off and disconnect the power plug.

2. Remove the middle right cover.

3. Insert Compact Flash in the notch hole of the copier. *Insert the CF card with its rear side towards the front side of the machine.*

4. ~~Insert the power plug and turn the main switch on.~~ Upgrading firmware starts for 3 minutes.

   Change to: Turn the main switch on and insert the power plug.

   Caution:
   Never turn the main switch off during upgrading.

5. 'Completed' is displayed on the touch panel when upgrading is complete.
6. ~~Turn the main switch off and~~ disconnect the power plug.

   Change to: Disconnect the power plug. (Never turn the main switch off!)

7. Remove Compact Flash from the copier and refit the middle right cover.

8. Insert the power plug ~~and turn the main switch on.~~

   Change to: Insert the power plug.

Phenomenon / Reason for the adjustment
When upgrading the F/W for the engine board (Main, MMI, Language) on machines equipped with either a Fax System (C) or a Fax System (F) in the manner as it is currently described in the service manual, the risk may arise that the machine will not start again when turning the power source ON.

This phenomenon is related to the turning off of the main SW in step 6 and in relation to that the timing of unplugging the power cord. Should this phenomenon arise in the field, please be informed that once the F/W is upgraded again, the phenomenon is solved.

Explanation of cause

The initial communication between the machine and the FAX is done directly after the main SW is turned ON. Once the F/W upgrade starts at the machine side, this initial communication may be seen by the machine as a communication error. If this error status continues for a while, a C-call will be detected. This C-call detection is detected at the time the main SW is OFF.

The FAX side is controlled in such a way that it resets the software and after that the power relay will go ON when FAX starts. After that, the engine board at the machine side will start. Thus if this control process is executed when main SW is turned OFF (step 6), upgrading of the firmware will be done instead since the CF is at that time connected to the engine board. If finally after that, the power cord is unplugged during the F/W upgrading, the machine will not start again when the power turns ON.