KYOCERA

Service Bulletin

SB Number:	**SB 2FZ-022_Revised issue**	*Creation Date:* **28/08/2008**
Subject:	***Firmware upgrade (Added option U161, Paper jam 05, 18 etc)***	
Model:	**KM-C2520/3225/3232/2525E/3232E/4035E**	

Contents of changes	1. Added the option in U161 for setting the fuser control temperature. 2. Paper jam 18 when using cassette No.2. 3. Incorrect value of "Last page coverage" on the toner coverage report. 4. Paper jam 05 after the machine has reached working temperature. 5. Setting maintenance mode U034 to its maximum value, results in a leading edge timing failure. 6. Error code C4010 when disposal tank is detected as full. 7. Preventing firmware from being installed on the wrong machine. 8. Fuser failure after reaching working temperature.

Latest firmware for KM-C2520/3225/3232/2525E 3225E/3232E	Type	Program No.	Check SUM	Version
	MAIN (IPU)	2FZ_2000.027.001	688F	027.001
	ENGINE	2FZ_1000.025.001	00FC	025.001
	SCANNER	2FZ_1200.003.001	D2A1	003.001
	LANGUAGE E	2FZ_81XE.009.001	6052	009.001
	PRINTER FS for KM-C2520/3225/3232	2FZ_3000.010.003	877D	010.003
	PRINTER FS for KM-C2525E/3225E/3232E	2JD_3000.002.001	A378	002.001
	MAIN BOOT	2FZ_2100.003.002	CC90	003.002

Latest firmware for KM-C4035E	Type	Program No.	Check SUM	Version
	MAIN (IPU)	2JD_2000.006.001	9DBE	006.001
	ENGINE	2JD_1000.007.004	684E	007.004
	SCANNER	2JD_1200.002.001	3CC0	002.001
	LANGUAGE E	2JD_81XE.002.001	674C	002.001

Field measure	When above mentioned phenomena occur, upgrade the firmware to the latest version. Please upgrade printer and main boot firmware first, to prevent a possible machine lock. Error codes due to incorrect firmware, can be solved by downloading the correct firmware and executing maintenance mode U020 (All data initialize)

Affected serial numbers	Type	Serial number
	KM-C2525E	PAX7X02013 and higher
	KM-C3232E	PAV7X00866 and higher
	KM-C4035E	QCN7Y00051 and higher

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Contents of changes		Item	Contents
	1	Added the option in U161 for setting the fuser control temperature	Currently it is only possible to change the Press roller temperature during "stable drive" in maintenance mode U161, the option to change the temperature during "waiting" (warm up) has been added.
	2	Paper jam 18 when using cassette No.2.	There is a possibility that paper jam 18 occurs, when feeding paper from cassette number 2.
	3	Incorrect value of "Last page coverage" on the toner coverage report.	If a toner coverage report is printed following the calibration performed after the last page of a print job, sometime 0.00 is shown for last page coverage.
	4	Paper jam 05 after the machine has reached working temperature.	The polygon motor does not stabilize when printing in "silent mode" immediately after warming up of the machine, resulting in slower printing. Therefore secondary paper feed does not start causing paper jam 05.
	5	Setting U034 to its maximum value, results in a leading edge timing failure.	Setting the leading edge registration adjustment value of U034 (Adjusting the print start timing) to the maximum value (3.0mm), could result in a leading edge timing failure.
	6	Error code C4010 when disposal tank is detected as full.	Error code C4010 (Polygon motor steady-state problem) may occur when the disposal tank is "detected full" during printing. This occurs right after the developing unit and the fuser motor have stopped.
	7	Preventing firmware from being installed on the wrong machine.	Currently it is possible to download the wrong firmware on a machine (E.G. the firmware of the KM-C2525E/3225E/3232E could be downloaded on a KM-C4035E). A machine lock or operation error will then occur after the machine is switched on again. Changes have been made to make sure that only the correct firmware can be installed on the machine (Excluding KM-C2520/3225/3232). If incorrect firmware is downloaded after this change, the following message will be displayed if incompatibility is detected: "Download header error [**]" (** means various numbers) Make sure to perform "Reset colour registration correction", "Calibration" and "Manual colour registration correction", after installing engine firmware on machine's with version 0.19.002 and older. See below and page 3 for further details.
	8	Fuser failure after reaching working temperature.	A fuser failure might occur after the fuser has reached working temperature when printing multiple longitudinal solid images.

Download condition of machine firmware	Firmware	KM-C2520/3225/3232 All old F/W		KM-C2525E/3225E/3232E All old F/W		KM-C4035E All old F/W		KM-C2525E/3225E/3232E Printer/Main-boot new F/W		KM-C4035E Printer/Main-boot new F/W	
	Old main 2FZ	Normal	O	Normal	O	DL-OK, OP-NG	X	DL not OK	O	DL not OK	O
	Old engine 2FZ	Normal	O	Normal	O	DL-OK, OP-NG	X	DL not OK	O	DL not OK	O
	Old scanner 2FZ	Normal	O	Normal	O	DL-OK, OP-NG	X	DL not OK	O	DL not OK	O
	Old main boot 2FZ	Normal	O	Normal	O	DL-OK, OP-NG	X	DL not OK	O	DL not OK	O
	Language 2FZ	Normal	O	Normal	O	DL-OK, C0210	X	DL-OK, C0210	X	DL-OK, C0210	X
	Old main 2JD	DL-OK, OP-NG	X	DL-OK, OP-NG	X	Normal	O	DL not OK	O	DL not OK	O
	Old engine 2JD	DL-OK, OP-NG	X	DL-OK, OP-NG	X	Normal	O	DL not OK	O	DL not OK	O
	Old scanner 2JD	DL-OK, OP-NG	X	DL-OK, OP-NG	X	Normal	O	DL not OK	O	DL not OK	O
	Old printer 2JD	DL-OK, OP-NG	X	Normal	O	Normal	O	DL not OK	O	DL not OK	O
	Language 2JD	DL-OK, C0210	X	DL-OK, C0210	X	Normal	O	DL-OK, C0210	X	DL-OK, C0210	X
	New main 2FZ	Normal	O	Normal	O	DL-OK, OP-NG	X	Normal	O	DL not OK	O
	New engine 2FZ	Normal	O	Normal	O	DL-OK, OP-NG	X	Normal	O	DL not OK	O
	New scanner 2FZ	Normal	O	Normal	O	DL-OK, OP-NG	X	Normal	O	DL not OK	O
	New main boot 2FZ			Using with new F/W	-	Using with new F/W	-	Normal	O	Normal	O
	New main 2JD	DL-OK, OP-NG	X	DL-OK, OP-NG	X	Normal	O	DL not OK	O	Normal	O
	New engine 2JD	DL-OK, OP-NG	X	DL-OK, OP-NG	X	Normal	O	DL not OK	O	Normal	O
	New scanner 2JD	DL-OK, OP-NG	X	DL-OK, OP-NG	X	Normal	O	DL not OK	O	Normal	O
	New printer 2JD	DL-OK, OP-NG	X	Use with new main boot	_	Use with new main boot	-	Normal	O	Normal	O

Definitions used in the table above	DL-OK	Possible to download.
	DL not OK	Impossible to download and error message lights up.
	OP-NG	Operation error occurs after turning on the main switch after firmware installation.
	C210	Error code C210 lights up after turning the main switch back on, machine can be used again after downloading the correct firmware.