



KYOCERA Service Bulletin

SB Number:	SB 2FZ-051	Creation Date: 19/05/2009
Subject:	Firmware upgrade	
Model:	KM-C2520/3225/3232/2525E/3232E	

Contents of changes	<ol style="list-style-type: none"> 1. Background on the image when printing high coverage and at half speed mode. 2. Creasing of A3 sized paper at the fuser section. 3. System error C0640 (hard disk drive problem). 4. Abnormal images at rotate sorting. 5. Touch panel respond during sleep mode while it should not respond. (fax system N) 6. Paper jam 05 after opening the DP cover. 7. Removing toner from the cleaning roller. 8. Abnormal toner dot counting. 9. Incorrect size detection at the MPT tray. 10. Paper jam 31. 11. Paper jam 40/46.
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Firmware	Model	Type	Program No.	Check SUM	Version
	KM-C2520/3225/3232/2525E/3232E	MAIN (IPU)	2FZ_2000.035.001	4285	035.001
		MAIN BOOT	2FZ_2100.003.002	CC90	003.002
		ENGINE	2FZ_1000.031.002	22D4	031.002
		SCANNER	2FZ_1200.003.001	D2A1	003.001
		LANGUAGE E	2FZ_81XE.010.001	6286	010.001
	KM-C2520/3225/3232	PRINTER FS	2FZ_3000.010.003	877D	010.003
	KM-C2525E/3232E	PRINTER FS	2JD_3000.003.005	0978	003.005

Classification	<input type="checkbox"/> Entire stock rework	<input checked="" type="checkbox"/> In-field modification at next visit	<input type="checkbox"/> In-field modification by case	<input type="checkbox"/> No modification necessary
Field measure	When the above mentioned phenomena occur, please upgrade the firmware to the latest version.			

Affected serial numbers	Type	Serial number
	KM-C2520/3225/3232/2525E/3232E	April 2009 production

Contents of changes	Item	Contents
	1	Background on the image when printing high coverage and at half speed mode. To avoid background on the image when printing in high coverage and at half speed mode, new setting ranges have been implemented at maintenance mode U325 (setting the distance between pages).

2	Creasing of A3 sized paper at the fuser section.	<p>Phenomenon Paper creasing may occur at the fuser section when printing on A3 sized thin paper after the machine starts up or after sleep mode recovery.</p> <p>Solution The fuser motor speed will be adjusted if the thermistor detects a press roller temperature of 140°C or lower.</p>
3	System error C0640 (hard disk drive problem).	System error code C0640 may be detected when out-putting high volume prints using the HDD.
4	Abnormal images at rotate sorting.	Abnormal images may appear on print-outs, when rotate sorting and continuous duplex scanning with auto magnification set to ON.
5	Touch panel respond during sleep mode while it should not respond. (fax system N)	The touch panel may respond after the machine goes into low power mode using the fax display. It should not respond.
6	Paper jam 05 after opening the DP cover.	Paper jam 05 is improperly detected instead of paper jam 7X, when the DP is opened during original scanning without sorting.
7	Removing toner from the cleaning roller.	<p>In order to remove toner on the cleaning roller, a cleaning roller reverse control has been added to maintenance mode U147 (setting for toner applying operation) for black and yellow cleaning rollers.</p> <ul style="list-style-type: none"> • Default setting of the cleaning reverse control: OFF • Reverse rotation interval: Every 500 black prints. • Reverse rotation duration: 500 milliseconds
8	Abnormal toner dot counting.	The toner dot count may be 0 when setting the timing of maintenance mode U260 (selecting the timing for copy counting) to FEED.
9	Incorrect size detection at the MPT tray.	The paper size may be improperly detected as B5 or B4 size at the multi purpose tray, when the paper guide is set to the maximum position. This has been changed to detect A4 or A3 size.
10	Paper jam 31.	<p>Phenomenon Paper jam 31, image failure and abnormal noise may occur.</p> <p>Solution The timing to detect paper jam 31 has been shortened.</p>
11	Paper jam 40/46.	<p>Phenomenon Paper jam 40/46 may be improperly detected when using A4 paper.</p> <p>Solution A reverse rotation control has been added to the fuser motor, to ensure that trailing edged is properly detected by the sensor.</p>

Item 1: U325 added rank settings 1 to 5	Models	Coverage in %	Rank 1 in sec.	Rank 2 in sec.	Rank 3 in sec.	Rank 4 in sec.	Rank 5 in sec.	
	KM-C3232/3232E	0 to 10	0.0	0.0	0.0	0.0	0.0	0.0
		10 to 20	0.0	0.5	1.0	2.1	2.8	2.8
		20 to 30	0.4	1.0	2.1	2.8	3.5	3.5
		30 to 40	1.0	2.1	2.8	3.5	4.5	4.5
		40 to 50	2.1	2.8	3.5	4.5	7.0	7.0
		50 to 60	2.8	3.5	4.5	7.0	10.0	10.0
		60 to 70	3.5	4.5	7.0	10.0	14.0	14.0
		70 to 80	4.5	7.0	10.0	14.0	21.0	21.0
		80 to 100	7.0	10.0	14.0	21.0	32.0	32.0
KM-C3225	0 to 10	0.0	0.0	0.0	0.0	0.0	0.0	
	10 to 20	0.0	0.3	0.5	1.6	2.3	2.3	
	20 to 30	0.0	0.5	1.6	2.3	3.0	3.0	
	30 to 40	0.5	1.6	2.3	3.0	4.0	4.0	
	40 to 50	1.6	2.3	3.0	4.0	6.5	6.5	
	50 to 60	2.3	3.0	4.0	6.5	9.5	9.5	
	60 to 70	3.0	4.0	6.5	9.5	13.5	13.5	
	70 to 80	4.0	6.5	9.5	13.5	20.5	20.5	
	80 to 100	6.5	9.5	13.5	20.5	31.0	31.0	
KM-C2520/2525E	0 to 10	0.0	0.0	0.0	0.0	0.0	0.0	
	10 to 20	0.0	0.3	0.5	1.0	2.0	2.0	
	20 to 30	0.0	0.5	1.0	2.0	3.0	3.0	
	30 to 40	0.5	1.0	2.0	3.0	4.0	4.0	
	40 to 50	1.0	2.0	3.0	4.0	6.0	6.0	
	50 to 60	2.0	3.0	4.0	6.0	9.0	9.0	
	60 to 70	3.0	4.0	6.0	9.0	13.0	13.0	
	70 to 80	4.0	6.0	9.0	13.0	20.0	20.0	
	80 to 100	6.0	9.0	13.0	20.0	30.0	30.0	

E.g. When U325 is set to rank 4, the paper conveying interval will be 20 seconds when the toner coverage is between 80 and 100 %