

SB Number:	SB 2H7-033	Creation Date: 16/02/2010
Subject:	Installing the Fax System(S)C in the TASKalfa250ci/300ci/400ci/500ci	
Model:	TASKalfa250ci/300ci/400ci/500ci, Fax System(S)C	

Affected models: TASKalfa250i/300ci/400ci/500ci, TASKalfa420i/520i, TASKalfa300i, TASKalfa552ci

Contents

Please note the following when installing the Fax System(S)C in the TASKalfa250ci/300ci/400ci/500ci:

1. Please ensure that the firmware has been upgraded to the below mentioned version or higher:

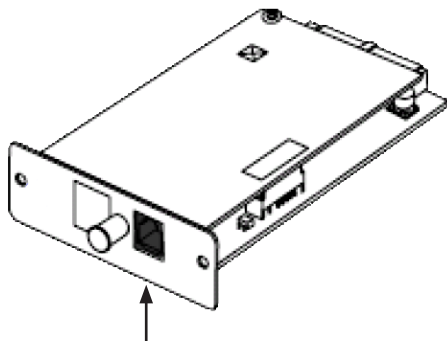
Main firmware: 2H7_2F00.007.048

2. Do not mix the Fax System(S)C with the Fax System(Q), when installing 2 fax systems in the same machine.

*Failure to comply with the above mentioned conditions may result in error code C0070 (abnormal detection of fax control PWB incompatibility).

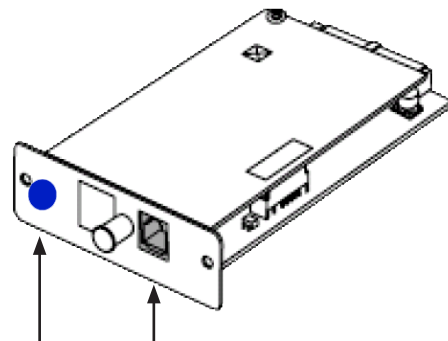
Recognizing the difference between the Fax System(S)C and Fax System(Q).

Fax System (Q)



The colour of the modular connector and modular cord is black.

Fax System (S)C



The colour of the modular connector is grey, the colour of the modular cord is white and a blue mark has been added to the mounting plate.

Classification	<input type="checkbox"/> Entire stock rework	<input type="checkbox"/> In-field modification at next visit	<input type="checkbox"/> In-field modification by case	<input checked="" type="checkbox"/> No modification necessary
Field measure	When installing 2 fax systems in the machine, do not mix Fax System(S)C and Fax System(Q). Please note that upgrading the firmware to the latest version is preferable.			

Serial numbers of affected machines

Type	Serial number
TASKalfa250ci/300ci/400ci/500ci, Fax System(S)C	Not available

Machine firmware

MAIN FRAME	Fixed No.		V7.00
MAIN *1	2H7_2F00	<---.---	007.048
MMI *1	2H7_7000	<---.---	007.390
LANGUAGE BR(OPTION)	2H7_81BR	<---.---	001.016
BROWSER	2H7_F000	001.015	<---.---
ENGINE (for 400ci/500ci) *2	2H7_1000	<---.---	013.001
ENGINE (for 250ci/300ci) *2	2JZ_1000	<---.---	013.001
SCANNER	2H7_1200	005.002	<---.---
MOTOR MAIN	2H7_1400	002.001	<---.---
H VLT MAIN	2H7_1600	001.014	<---.---
SLEEP MAIN	2H7_1800	001.009	<---.---
FAX BOOT *3/*4	3MB_5000	001.016	<---.---
FAX APL *3/*4	3MB_5100	003.001	<---.---
FAX IPL *3/*4	3MB_5200	001.016	<---.---
SOLUTION (DBA)	J00_E000	<---.---	003.002

Firmware notes

- *1. Upgrade the MAIN and MMI firmware at the same time, to prevent error code CF000.
- *2. Please note that the setting of maintenance mode U327 (setting cassette heater control) will return to the default value OFF, when upgrading the firmware to version 004.001 from an older version. (See service bulletin 2H7-006 for further details)
- *3. The Fax System(Q) has been upgraded to the following versions since the production of December 2009:

Type	Program No.	Version
FAX BOOT	-----	3MB_5000.004.001
FAX APL	-----	3MB_5100.004.002
FAX IPL	-----	3MB_5200.004.001
FAX ALL	3MB_5400.004.002	3MB_5400.004.002

(See service bulletin 3MB-001 for further details)

- *4. An error code may occur when upgrading the fax firmware on machines containing the Fax System(S)C. Remove the Fax System(S)C, upgrade the firmware and reinstall the Fax System(S)C when the firmware upgrade has been completed. The proper fax firmware will be included in the next firmware pack.

Fax firmware

Type	Program No.	Version	Applicable fax system
FAX BOOT	-----	3MB_5000.004.001	Fax system (Q)
FAX APL	-----	3MB_5100.004.002	Fax system (Q)
FAX IPL	-----	3MB_5200.004.001	Fax system (Q)
FAX BOOT	-----	5JP_5000.001.022	Fax system (S)C
FAX APL	-----	5JP_5100.C05.006	Fax system (S)C
FAX IPL	-----	5JP_5200.001.022	Fax system (S)C
FAX(Q) and (S)C MIX F/W	SaturnFAX_Pack_C05006_004002	-----	Fax system (Q) and (S)C

Compatibility between the machine and the fax boards

F/W version	Fax slot 1	Fax slot 2	Result	Phenomenon	Cause
Older then V7.00	Fax System(S)C		Unusable	Error code C0070	Old firmware
	Fax System(S)C	Fax System(S)C	Unusable	Error code C0070	Old firmware
	Fax System(S)C	Fax System(Q)	Unusable	Error code C0070	Old firmware
	Fax System(Q)		Usable		
	Fax System(Q)	Fax System(S)C	Unusable	Error code C0070	Fax System(Q) + (S)C
	Fax System(Q)	Fax System(Q)	Usable		
V7.00 and later.	Fax System(S)C		Usable		
	Fax System(S)C	Fax System(S)C	Usable		
	Fax System(S)C	Fax System(Q)	Unusable	Error code C0070	Fax System(Q) + (S)C
	Fax System(Q)		Usable		
	Fax System(Q)	Fax System(S)C	Unusable	Error code C0070	Fax System(Q) + (S)C
	Fax System(Q)	Fax System(Q)	Usable		