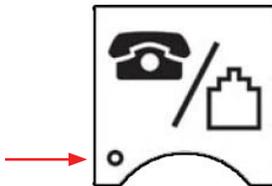


<b>SB Number:</b>	<b>SB 3MB-001</b>	<b>Creation Date: 16/02/2010</b>
<b>Subject:</b>	<b>The fax main board has been changed to prevent fax reception errors</b>	
<b>Model:</b>	<b>Fax system (Q)</b>	

**Affected models:** TASKalfa250ci/300ci/400ci/500ci

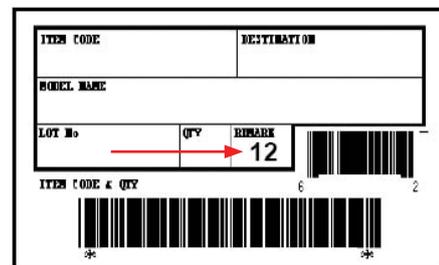
<b>Phenomenon</b>	Fax reception errors such as U19000 and E19000 may occur, when receiving faxes containing a lot of data (A3 sized originals, images with high resolution etc.).
<b>Cause</b>	This is due to the insufficient memory size of the flash memory on the fax main board.
<b>Solution</b>	<ol style="list-style-type: none"> <li>The size of the flash memory on the fax main board has been changed from 8MB to 16MB.</li> <li>Due to the above mentioned change, the firmware has been upgraded to recognize the latest fax main board according to the size of the flash memory. Downloading the older firmware to the new fax main board has been disabled. An error code will appear when downloading old firmware.</li> <li>The following changes have been made to indicate that the fax system (Q) has been changed: <ul style="list-style-type: none"> <li>The character "O" has been added to the label tel line 303MB34150.</li> <li>The character "12" has been added to the remark column of the barcode label at the side of the packing material.</li> </ul> </li> </ol>

Label tel line 303MB34150



The character "O" has been added.

New barcode label



The character "12" has been added.

## Firmware

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

<b>Classification</b>	<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
<b>Field measure</b>	When the above mentioned phenomenon occurs, please upgrade the firmware to the latest version and replace the fax main board with the latest type.

**Parts**

No.	Old Parts No.	New Parts No.	Description	Q'TY		Interchangeability		SP
				Old	New	Old	New	
1	303MB94021 3MB94021	303MB94022 3MB94022	PARTS MAIN FAX ASSY(EXP2) SP	1	1	X	O	O
2	303JG05050 3JG05050	303MB34150 3MB34150	LABEL TEL LINE	1	1	X	X	-

**Serial numbers of affected machines**

Type	Serial number
Fax system (Q)	December 2009 production.

Machines produced after the above mentioned production date, should not have the above mentioned phenomenon.