KYOCERA *Service Bulletin*

SB Number:	**SB 2H7-018**	*Creation Date:* **24/06/2009**
Subject:	*Firmware upgrade (primary V3.04 to V5.00 and enhancement V1.02 to V1.05)*	
Model:	**TASKalfa250ci/300ci/400ci/500ci, fax system (Q), DP-750/760**	

Contents of changes	1. Added equitrac support. 2. Added DBA support. 3. Added Data security kit (E) support. 4. Improper value for SNMP OID. 5. Error code CF245. 6. Error code CF248. 7. Abnormal image when printing photoshop files. 8. PDF files on USB memory can not be printed. 9. Error code CF248. 10. Operation panel lock. 11. Change of group list fax numbers at U670. 12. Error code CF000. 13. Print jobs can not be stored. 14. Improper printing of CAD files. 15. Error code CF46F. 16. Improper time display of received mails on mobile phones. 17. Back ground on the image. 18. Faint edge of black solid images. 19. Paper jam 50. 20. Image quality improvement of black and white stored jobs. 21. Machine lock when transmitting/receiving fax data. (fax system (Q)) 22. Message change when CF errors occur. 23. "Option font error" message after turning ON the main switch. 24. Error code CF46F. 25. Error code CF235. 26. Abnormal image on the print-out. 27. Operation panel lock. 28. Paper jam 79.

Classification	☐Entire stock rework	☐In-field modification at next visit	☒In-field modification by case	☐No modification necessary
Field measure	When the above mentioned phenomena occur, please upgrade all the firmware at the same time.			

Affected serial numbers	**Type**	**Serial number**
	TASKalfa 250ci/300ci/400ci/500ci, fax sysytem (Q), DP-750/760	May 2009 production

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Firmware

MAIN FRAME	Fixed No.	V3.04	V3.05	V3.06	V4.00	V5.00
MAIN	2H7_2F00	003.061	003.073	<---.---	004.058	005.014
MMI	2H7_7000	003.050	003.053	<---.---	004.041	005.013
LANGUAGE BR(OPTION)	2H7_81BR	001.007	<---.---	<---.---	001.008	001.009
BROWSER	2H7_F000	001.011	<---.---	<---.---	001.013	001.014
ENGINE (for 400ci/500ci)	2H7_1000	004.001 *2	005.003	005.005	006.009 *3	007.001 *3
ENGINE (for 250ci/300ci)	2JZ_1000	004.001 *2	005.003	005.005	006.009 *3	007.001 *3
SCANNER	2H7_1200	001.038	<---.---	<---.---	002.001	003.002
MOTOR MAIN	2H7_1400	002.001	<---.---	<---.---	<---.---	<---.---
H VLT MAIN	2H7_1600	<---.---	<---.---	<---.---	<---.---	<---.---
SLEEP MAIN	2H7_1800	001.009	<---.---	<---.---	<---.---	<---.---
FAX BOOT	3MB_5000	001.016	<---.---	<---.---	<---.---	<---.---
FAX APL	3MB_5100	001.016	<---.---	<---.---	002.001 *4	003.001 *5
FAX IPL	3MB_5200	001.016	<---.---	<---.---	<---.---	<---.---
SOLUTION (DBA)	J00_E000	001.006	<---.---	<---.---	<---.---	001.035
ENHANCEMENT	**Fixed No.**	**V1.02**	**V1.03**		**V1.04**	**V1.05**
DP-750/760	3LK_9500	003.001	004.001	<---.---	005.001	006.001
PF-720(2 cassette)	3LM_9000	002.001	<---.---	<---.---	<---.---	<---.---
PF-760(3000)	5H8_9000	002.001	<---.---	<---.---	<---.---	<---.---
DF-780(1000)	3JA_9200	002.006	003.002	<---.---	<---.---	<---.---
DF-760(3000) MAIN	3LT_9200	003.004	<---.---	<---.---	<---.---	<---.---
DF-760(3000) MIDDLE	3LT_9600	002.001	004.001	<---.---	<---.---	<---.---
MT-720(3000)MAIL BOX	3LW_9800	002.001	<---.---	<---.---	<---.---	<---.---

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. Perform AC calibration at maintenance mode U464 (set ID adjustment mode) after upgrading the engine firmware to version 006.009 or higher. *4. Upgrade the fax boot/APL/IPL firmware to version 001.016 before upgrading the fax APL firmware to version 002.001. *5. Items 1 to 4 are not necessary when using version 5.00 to upgrade the fax firmware only (S3MB_5400.003.001).

Contents of changes		Item	Contents	Version
	1	Added equitrac support.	Equitrac is now supported.	V5.00
	2	Added DBA support.	DBA (data base assistant) is now supported.	V5.00
	3	Data security kit (E).	Data security kit (E) is now supported.	V5.00
	4	Improper value for SNMP OID.	The returned value for SNMP OID was incorrect and has been changed (1.3.6.1.2.1.1.2.0).	V5.00

	5	Error code CF245.	Error code CF245 may occur, when printing received E-mail without a sender address in the header.	V5.00
	6	Error code CF248.	Error code CF248 may occur when printing certain PDF files from an USB stick.	V5.00
	7	Abnormal image when printing photoshop files.	An abnormal image may appear on the print-out ,when using the PCL mini driver with PS129 option NIC installed to print certain photoshop files.	V5.00
	8	PDF files on an USB stick can not be printed.	PFD files can not be printed directly from an USB stick (no response form the print button).	V5.00
	9	Error code CF248.	Error code CF248 may occur when printing certain CAD files.	V5.00
	10	Operation panel lock.	An operation panel lock may occur, when previewing fax box data created with older software.	V5.00
	11	Change of group list fax numbers at U670.	The sorting order of the group list fax numbers at maintenance mode U670 (outputting lists) has been changed, to be the same as the other fax systems.	V5.00
	12	Error code CF000.	Error code CF000 may occur when changing the printing priority with the Status/Job cancel button, when using InProcess.	V5.00
	13	Print jobs can not be stored.	Print jobs can not be stored at the custom box and job accounting mode, using the KPDL driver.	V5.00
	14	Improper printing of CAD files.	The edge of images may not appear on print-outs when printing certain PS data of CAD files.	V5.00
	15	Error code CF46F.	Error code CF46F may occur when printing certain word 2007 files.	V5.00
	16	Improper time display of received mails on mobile phones.	The time of mail transmission may be improperly displayed as "1/1 00:00" on certain mobile phones.	V5.00
	17	Back ground on the image.	**Phenomenon** Background on the image may occur. **Cause** Failure of the warm-up calibration of the toner layer thickness. **Solution** The warm-up calibration has been changed, to be the same as manual calibration.	V5.00
	18	Faint edge of black solid images.	**Phenomenon** The leading edge of solid black images on the print-out may appear faint. **Cause** The developer toner will not be removed between the sheets of high coverage prints, with an extended paper feed interval of 20%. **Solution** The toner will now also be removed when out-putting high coverage prints.	V5.00

19	Paper jam 50.	**Phenomenon** Paper jam 50 may not be detected when the first sheet causes an accordion jam at the fuser section, but when the second sheet jams. **Solution** The jam detection timing of the eject switch has been changed from 300 milliseconds to 100 milliseconds.	V5.00
20	Image quality improvement of black and white stored jobs.	The image quality of black and white print-outs from stored print jobs has been improved.	V5.00
21	Machine lock when transmitting/receiving fax data. (fax system (Q))	A machine lock when transmitting/receiving fax data may occur under the following conditions: • During continuous high volume print jobs in dual port mode. Under this conditions error code CF000 may also occur. • When the internal timer process is changed from "dual" to "serial".	V5.00
22	Message change when CF errors occur.	When CF errors occur, the following messages have been changed: • "please wait" will be displayed while saving in the internal log. • "power switch OFF/ON" will be displayed when the log save has been completed.	V5.00
23	"Option font error" message after turning ON the main switch.	**Phenomenon** The message "option font error" may occur when using an optional language. **Cause** After the hard disk is initialized the option language is deleted from the hard disk, resulting in the above mentioned phenomenon when the main switch is turned ON. Please note that the massage can be cleared by pressing the reset button, it will however be displayed again when turning ON the main switch. **Solution** Please reinstall the option language again.	V5.00
24	Error code CF46F.	Error code CF46F may occur after canceling a print job.	V5.00
25	Error code CF235.	Error code CF235 may occur when transmitting fax data, while printing at the same time.	V5.00
26	Abnormal image on the print-out. (scanner firmware for the TASKalfa250ci/300ci only)	**Phenomenon** An abnormal image may appear on the print out. **Cause** Improper clock frequency for image data transmission between the CCD and ISC board.	V5.00

			Solution The clock frequency has been changed.	
	27	Operation panel lock. (fax firmware)	An operation panel lock may occur when canceling F code fax transmissions at V34 transmission speed.	V5.00
	28	Paper jam 79. (DP-750/760)	Paper jam 79 may occur when scanning with the DP, and saving to the TIFF format to a removable box.	V1.05