KYOCERA *Service Bulletin*

SB Number:	**SB 2H7-011**	Creation Date: **24/06/2009**
Subject:	*Firmware upgrade (primary V2.01 to V3.04 and enhancement V1.01 to V1.02)*	
Model:	**TASKalfa250ci/300ci/400ci/500ci**	

Contents of changes	1. Support for the DF-780. 2. Error code C8330 (DF-780). 3. Paper jam message after resolving paper jam 87 (PF-780). 4. Paper jam 74 (DP-750/760). 5. Support for fax system Q. 6. Support for the key counter. 7. Added function to disable printing at a specific time. 8. Monochrome printing when the colour toner is empty. 9. Added mode "printed document" to original image selection at the copy screen. 10. Out put to the left tray when the JS-720 is installed in combination with a document finisher. 11. Error code CF25E. 12. Error code CF4AF. 13. Files/folders sorting order at the USB host and windows. 14. Error code C6200. 15. Error code C8350 (DF-780). 16. Error code C0640. 17. Preventing several error codes (CF526/CF46F/CF215/CF278/CF245/CF59B/CF515). 18. Stored print jobs image quality improvement. 19. Incorrect display of non-genuine toner. 20. Fax TX report printing does not stop. 21. Error code CF215. 22. "+" characters are not displayed at U201 (initializing touch panel) 23. Values of U412 can not be changed. 24. Background occurs. 25. Preventing vertical lines at the trailing edge. 26. Higher fuser temperature when opening/closing the front cover. 27. Error code C6200. 28. Fuser offset.(TASKalfa250ci/300ci only) 29. Machine lock when print speed decreases. 30. Paper jam 51. 31. Maintenance mode U327 default setting.

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	March 2009 production

Firmware

MAIN FRAME	Fixed No.	V2.01	V2.02	V3.00	V3.02	V3.03	V3.04
MAIN	2H7_2F00	002.003	002.006	003.052	003.061	<---.---	<---.---
MMI	2H7_7000	002.003	<---.---	003.041	003.050	<---.---	<---.---
LANGUAGE BR(OPTION)	2H7_81BR	001.005	<---.---	001.006	001.007	<---.---	<---.---
BROWSER	2H7_F000	001.010	<---.---	001.011	<---.---	<---.---	<---.---
ENGINE (for 400ci/ 500ci)	2H7_1000	002.007	<---.---	003.006	<---.---	<---.---	004.001
ENGINE (for 250ci/ 300ci)	2JZ_1000	002.007	<---.---	003.006	<---.---	003.007	004.001
SCANNER	2H7_1200	001.038	<---.---	<---.---		<---.---	<---.---
MOTOR MAIN	2H7_1400	002.001	<---.---	<---.---	<---.---	<---.---	<---.---
H VLT MAIN	2H7_1600	001.014	<---.---	<---.---	<---.---	<---.---	<---.---
SLEEP MAIN	2H7_1800	001.009	<---.---	<---.---	<---.---	<---.---	<---.---
FAX BOOT	3MB_5000	-	-	001.016	<---.---	<---.---	<---.---
FAX APL	3MB_5100	-	-	001.016	<---.---	<---.---	<---.---
FAX IPL	3MB_5200	-	-	001.016	<---.---	<---.---	<---.---
ENHANCEMENT	**Fixed No.**	**V1.01**		**V1.02**			
DP-750/760	3LK_9500	003.001	<---.---	<---.---	<---.---	<---.---	<---.---
PF-720(2 cassette)	3LM_9000	002.001	<---.---	<---.---	<---.---	<---.---	<---.---
PF-760(3000)	5H8_9000	002.001	<---.---	<---.---	<---.---	<---.---	<---.---
DF-780(1000)	5JA_9200	002.004	<---.---	002.006	<---.---	<---.---	<---.---
DF-760(3000) MAIN	3LT_9200	002.002	<---.---	<---.---	<---.---	<---.---	<---.---
DF-760(3000) MIDDLE	3LT_9600	002.001	<---.---	<---.---	<---.---	<---.---	<---.---
MT-720(3000) MAIL BOX	3LW_9800	002.001	<---.---	<---.---	<---.---	<---.---	<---.---

Contents of changes

	Item	Contents	Version
1	Support for the DF-780.	Added support for the DF-780.	V2.01
2	Error code C8330 (DF-780).	Error code C8330 may occur.	V2.01
3	Paper jam message after resolving paper jam 87 (PF-780).	A paper jam message may be displayed after resolving paper jam 87.	V2.01
4	Paper jam 74.	Paper jam 74 may occur when feeding A5 paper continiously.	V2.01
5	Support for fax system Q.	Added support for the fax system Q.	V3.00
6	Support for the key counter.	Added support for the key counter.	V3.00
7	Added function to disable printing at a specific time.	A function has been added to disable printing in the evening or at another specified time.	V3.00

8	Monochrome printing when the colour toner is empty.	Monochrome printing has been made possible, when one or more colour containers are empty.	V3.00
9	Added mode "printed document" to original image selection at the copy screen.	The mode "printed document" has been added to the original image selection at the colour/image quality tab of the copy screen. Select this mode when copying documents printed by TASKalfa500ci.	V3.00
10	Out-put to the left tray when the JS-720 is installed in combination with a document finisher.	When the JS-720 is installed in combination with a document finisher, it is possible to set the paper exit to the left tray using maintenance mode U328 (set side eject mode). When setting it to ON (OFF is default), the print-outs will exit to the left tray.	V3.00
11	Error code CF25E.	Error code CF25E may occur, when the main body receives unexpected network packs.	V3.00
12	Error code CF4AF.	Error code CF4AF may occur when printing specific word documents.	V3.00
13	Files/folders sorting order at the USB host and windows.	The sorting order of files/folders stored on USB drives inserted at the USB host, has been changed to be the same as the sorting order when the USB drive is inserted in a computer with windows OS.	V3.00
14	Error code C6200.	Incorrect detection of C6200 (fuser heater 1 edge break).	V3.00
15	Error code C8350.	Incorrect detection of C8350 (centerfold side registration motor 1 problem).	V3.00
16	Error code C0640.	Error code C0640 (hard disk drive problem) may occur, after a power failure. To prevent this error, scan disk will automatically be executed when the machine is ON again.	V3.00
17	Preventing several error codes (CF526/CF46F/ CF215/CF278/CF245/ CF59B/CF515).	The following error codes may occur: CF526/CF46F/CF215/CF278/CF245/CF59B/CF515	V3.00
18	Stored print jobs image quality improvement.	The image quality of stored print jobs at the document box has been improved.	V3.00
19	Incorrect display of the message "non-genuine toner".	The message "non-genuine toner is installed", at the status report for other languages than English, Japanese and Romanian was incorrect. This has been changed to be the same message when using the English language.	V3.00
20	Fax TX report does not stop printing.	When printing a fax TX report, the printing may not stop. This only occurs if the report is less than 50 sheets.	V3.00
21	Error code CF215.	Error code CF215 may occur when receiving fax data of A3 600 DPI.	V3.00
22	"+" characters are not displayed at U201 (initializing touch panel)	It may occur that the touch panel can not be initialized at maintenance mode U201, because the "+" characters are not displayed.	V3.00
23	U412 does not store the data.	U412 (adjust uneven density) does not read complete state.	V3.03

24	Background occurs.	Calibration is also performed when printing BW every 10th and 50th sheet, when printing high density.	V3.04
25	Preventing vertical lines at the trailing edge.	**Phenomenon** A vertical line may appear 30mm from the trailing edge. **Cause** The laser beam is detected by the DB sensor during the primary image transfer. **Solution** The firmware has been changed to deactivate the laser during the primary image transfer.	V3.04
26	When opening/closing the front cover frequently.	The fuser temperature may become too high when opening/closing the front cover frequently. This will result in a high temperature detection error. The upper limit for the warm up adjustment has been set to prevent this.	V3.04
27	Error code C6200.	When the interval between the sheets passing the press roller increases, the temperature of the roller increase which may cause error code C6200 (fuser heater 1 edge break) to be detected.	V3.04
28	Fuser offset.(TASKalfa250ci/ 300ci only)	The ON timing of the heater has been changed.	V3.04
29	Machine lock when printing at half speed.	The machine may lock when the print speed changes from full to half speed, at high temperature/ humid environment.	V3.04
30	Paper jam 51.	In case of curled paper the fuser sensor ON timing varies. This timing is used for ejecting paper to the job separator. The timing for ejecting to job separator has been changed to the registration ON timing.	V3.04
31	Maintenance mode U327 default setting.	The default setting of maintenance mode U327 (selecting cassette heater ON/OFF) will be set to OFF, after upgrading the firmware (please see service bulletin 2H7-006).	V3.04

Serial numbers	Model	Affected serial number	Firmware version
	TASKalfa250ci	QJK8Z01360 and higher	V2.01
		QJK9101971 and higher	V2.02
		QJK8Z00176 and higher	V2.02
		QJK8Z01359 and higher	V2.02
		QJK9202273 and higher	V3.01/02/03
		QJK9303116 and higher	V3.04
		QJK9202258 and higher	V3.01/02/03
		QJK9202269 and higher	V3.01/02/03
	TASKalfa300ci	QJE9100576 and higher	V2.02
		QJE8Z00056 and higher	V2.02
		QJE8Z00455 and higher	V2.02
		QJE9200710 and higher	V3.01/02/03
		QJE9200814 and higher	V3.04
		QJE9200655 and higher	V3.01/02/03
		QJE9200656 and higher	V3.01/02/03
		QJE9200658 and higher	V3.01/02/03
		QJE9200659 and higher	V3.01/02/03
		QJE9200661 and higher	V3.01/02/03
		QJE9200705 and higher	V3.01/02/03
		QJE9200707 and higher	V3.01/02/03
		QJE9200709 and higher	V3.01/02/03
	TASKalfa400ci	QJA9100178 and higher	V2.01
		QJA9100282 and higher	V2.02
		QJA9200375 and higher	V3.01/02/03
		QJA9200379 and higher	V3.04
	TASKalfa500ci	QHW9100154 and higher	V2.01
		QHW9200226 and higher	V3.04