



# KYOCERA Service Bulletin

<b>SB Number:</b>	<b>SB 2H7-019</b>	<b>Creation Date: 14/08/2009</b>
<b>Subject:</b>	<b>Firmware upgrade (primary V3.05 to V5.01)</b>	
<b>Model:</b>	<b>TASKalfa250ci/300ci/400ci/500ci</b>	

<b>Contents of changes</b>	<ol style="list-style-type: none"> <li>1. Error code CF337.</li> <li>2. Error code CF000.</li> <li>3. Printing stops when printing excel files.</li> <li>4. Print-out improvement of monochrome characters.</li> <li>5. Added U074 to set the value of the DP scan resolution only.</li> <li>6. Background on the image.</li> <li>7. Garbled characters at the job status display.</li> <li>8. Corrupted address book data after a power failure.</li> <li>9. Faint image density and developer ghost.</li> <li>10. Duplicate characters.</li> <li>11. Fax count appears on the maintenance mail.</li> </ol>
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<b>Classification</b>	<input type="checkbox"/> Entire stock rework	<input type="checkbox"/> In-field modification at next visit	<input checked="" type="checkbox"/> In-field modification by case	<input type="checkbox"/> No modification necessary
<b>Field measure</b>	When the above mentioned phenomena occur, please upgrade all the firmware at the same time.			

<b>Affected serial numbers</b>	<b>Type</b>	<b>Serial number</b>
	TASKalfa250ci/300ci/400ci/500ci	June 2009 production

<b>Firmware</b>	<b>MAIN FRAME</b>	<b>Fixed No.</b>	<b>V3.05</b>	<b>V3.06</b>	<b>V4.00</b>	<b>V5.00</b>	<b>V5.01</b>
	MAIN	2H7_2F00	003.073	003.073	004.058	005.014	005.026
	MMI	2H7_7000	003.053	003.053	004.041	005.013	005.021
	LANGUAGE BR(OPTION)	2H7_81BR	001.007	<---.---	001.008	001.009	<---.---
	BROWSER	2H7_F000	001.011	<---.---	001.013	001.014	001.015
	ENGINE (for 400ci/500ci)	2H7_1000	005.003	005.005	006.009 *3	007.001 *3	008.001 *3
	ENGINE (for 250ci/300ci)	2JZ_1000	005.003	005.005	006.009 *3	007.001 *3	008.001 *3
	SCANNER	2H7_1200	001.038	<---.---	002.001	003.002	004.001
	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	<---.---	002.001 *4	003.001 *5	003.001 *5
	FAX IPL	3MB_5200	001.016	<---.---	<---.---	<---.---	<---.---
	SOLUTION (DBA)	J00_E000	001.006	<---.---	<---.---	001.035	001.039

ENHANCEMENT	Fixed No.	V1.03	V1.03	V1.04	V1.05	V1.05
DP-750/760	3LK_9500	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	003.002	<---.---	<---.---	<---.---	<---.---
DF-760(3000) MAIN	3LT_9200	003.004	<---.---	<---.---	<---.---	<---.---
DF-760(3000) MIDDLE	3LT_9600	004.001	<---.---	<---.---	<---.---	<---.---
MT-720(3000)MAIL BOX	3LW_9800	002.001	<---.---	<---.---	<---.---	<---.---

<b>Firmware notes</b>	<p>*1. Upgrade the MAIN and MMI firmware at the same time, to prevent error code CF000.</p> <p>*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)</p> <p>*3. Perform AC calibration at maintenance mode U464 (set ID adjustment mode) after upgrading the engine firmware to version 006.009 or higher.</p> <p>*4. Upgrade the fax boot/APL/IPL firmware to version 001.016 before upgrading the fax APL firmware to version 002.001.</p> <p>*5. Items 1 to 4 are not necessary when using version 5.00 to upgrade the fax firmware only (S3MB_5400.003.001).</p>
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Contents of changes	Item	Contents												
	1	Error code CF337. Error code CF337 may occur when outputting A4R sized multipage fax jobs.												
	2	Error code CF000. Error code CF000 may occur when scanning multipage fax jobs.												
	3	Printing stops when printing excel files. Printing may stop when outputting certain excel files.												
	4	Print-out improvement of monochrome characters. The productivity of duplex print jobs containing monochrome characters, has been improved when the printer driver is set to colour mode.												
	5	<p>Added U074 to set the value of the DP scan light intensity only. (scanner firmware)</p> <p><b>Phenomenon</b> When scanning the original with the DP, the image may appear darker than a scanned original from the platen. The above mentioned phenomenon depends on what the media type of the original is.</p> <p><b>Solution</b> Maintenance mode U074 has been added to change the DP light intensity to a different value than the platen cover scan.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">Maintenance mode U074</th> </tr> <tr> <th>Value</th> <th>Mode</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Default</td> </tr> <tr> <td>1</td> <td>Low</td> </tr> <tr> <td>2</td> <td>Middle</td> </tr> <tr> <td>3</td> <td>High</td> </tr> </tbody> </table>	Maintenance mode U074		Value	Mode	0	Default	1	Low	2	Middle	3	High
Maintenance mode U074														
Value	Mode													
0	Default													
1	Low													
2	Middle													
3	High													

6	Background on the image.	<p><b>Phenomenon</b> Background on the image may occur.</p> <p><b>Cause</b> Too much toner is supplied, when using the machine to print mostly in low coverage. Under this condition the excess toner ends up on the print-out.</p> <p><b>Solution</b> Depending on the print coverage, the upper limit of the toner supply will be lowered as follows:</p> <table border="1" data-bbox="730 667 1353 815"> <thead> <tr> <th colspan="3">Maintenance mode U325 (setting the bias between pages)</th> </tr> <tr> <th>Coverage</th> <th>Supply level</th> <th>New condition</th> </tr> </thead> <tbody> <tr> <td>3% and lower</td> <td>1-4 (selectable)</td> <td>3,4 (not selectable)</td> </tr> <tr> <td>3 to 6%</td> <td>1-4 (selectable)</td> <td>4 (not selectable)</td> </tr> </tbody> </table> <p><b>Note</b> Since the developing powder charge is lowered depending on the operation time, please note the following.</p> <p>When setting the mode to 1 at maintenance mode U325 (setting the bias between pages), the mode is automatically changed to mode 4 or 5 depending on the drive time.</p>	Maintenance mode U325 (setting the bias between pages)			Coverage	Supply level	New condition	3% and lower	1-4 (selectable)	3,4 (not selectable)	3 to 6%	1-4 (selectable)	4 (not selectable)
Maintenance mode U325 (setting the bias between pages)														
Coverage	Supply level	New condition												
3% and lower	1-4 (selectable)	3,4 (not selectable)												
3 to 6%	1-4 (selectable)	4 (not selectable)												
7	Garbled characters at the job status display.	Characters may appear garbled at the detail screen of the job status display, when the accumulated number of history data exceeds 60.000 cases.												
8	Corrupted address book data after a power failure.	Address book data may become corrupted after a sudden power failure has occurred.												
9	Faint image density and developer ghost.	<p><b>Phenomena</b></p> <ul style="list-style-type: none"> <li>Faint image density.</li> <li>Developer ghost.</li> </ul> <p><b>Cause</b> Improper position of the calibration pattern on the transfer belt during calibration.</p> <p><b>Solution</b> The position of the calibration pattern has been changed.</p>												
10	Duplicate characters.	<p><b>Phenomena</b></p> <ul style="list-style-type: none"> <li>Black characters containing some colour may be printed in duplicate, when outputting colour print-outs.</li> <li>Marks may appear when copying monochrome or half-tone originals.</li> </ul> <p>This has been corrected.</p>												
11	Fax count appears on the maintenance mail.	The fax count is improperly displayed at the full and mono colour count on the maintenance mail. (maintenance mail can be set to inform the user that maintenance must be performed)												