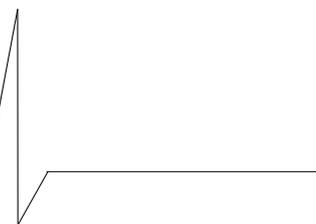


# TOSHIBA

## EID TECHNICAL BULLETIN



MODEL/S	DATE	BULLETIN No.	SUBJECT
e-Studio 2040c / 2540c / 3040c 3540c / 4540c	17/09/13	1141	System Firmware Version 3453

### Purpose

- Release of e-Studio 2040c / 2540c / 3040c and 3540c / 4540c System Firmware Version 3453.

### Important Information

- **Print out NIC Configuration List and backup network settings via USB Clone from Control Panel in case of network initialization error. This information is required if 08-9083 is initialized in step 6 of the update procedure.**
- **Different Firmware Versions for MFD 2040c / 2540c / 3040c and 3540c / 4540c. Please be aware that USB folder names are the same for both versions. You can differentiate firmware versions by:**
  - 502DFWW.003 is F/W for 2040c/2540c/3040c (Low Spec).
  - 502DFWW.103 is F/W for 3540c/4540c (High Spec).
- **Refer to Bulletin 1032-CFP for RADF Serial Number compliance.**
- Print out version list before beginning procedure i.e. '9 + START' → 111.
- **After performing this firmware update please allow up to 10 minutes for the password screen ("e-STUDIO Series") to appear when entering 08 mode. Do not power OFF! The next time the MFD enters 08 mode it will take the normal amount of time.**

### Support

Firmware is available from the **Firmware Section** of the **Partner Area** on the [www.eid.toshiba.com.au](http://www.eid.toshiba.com.au) site. Drivers are available from the User Area on the [www.eid.toshiba.com.au](http://www.eid.toshiba.com.au) site.

For further information regarding drivers, refer to Driver release V1303.

Contact your Toshiba EID Technical Support Specialist for further assistance.

MANDATORY PROCEDURE	NO	INFORMATION ONLY	YES
PRODUCTION CHANGE	N/A	FREE OF CHARGE	YES
PARTS CHANGE	YES	TIME REQUIRED	30 Minutes

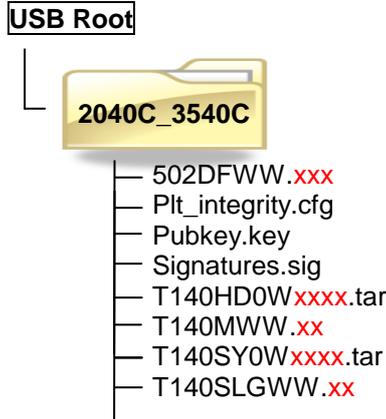
TOSHIBA (AUSTRALIA) PTY. LIMITED ACN 001 320 421 ABN 19 001 320 421

## Upgrade Procedure

Refer to **IMPORTANT INFORMATION** before starting the firmware update.

### [A] Updating System Firmware

1. Unzip the firmware file and store it with the following structure



Note – 502DFWW.003 is RADF F/W for 2040c/2540c/3040c (Low Spec)  
502DFWW.103 is RADF F/W for 3540c/4540c (High Spec)

2. Boot MFD while holding down [4] + [9]. When the Authentication screen appears, Press OK as the password is blank by default.
3. Select items requiring updating and press [START].
4. Don't turn the power off until the MFD beeps and 'Update successfully completed Restart MFD' is displayed.
5. **Following the successful completion of a "USB Firmware upload" the MFD must be turned off using the "On/Off" button on the control panel, not the main power switch.**

As per the Firmware update procedure in the Service Manual;

***"Press the [ON/OFF] button to shut down the MFD, and then remove the USB media."***

Failure to follow this instruction correctly may result in an incomplete Firmware update.

6. Press the [ON/OFF] button while simultaneously holding down the [0] + [8] buttons and initialize 9030 (FW). NOTE: 08-9083 may be required which will wipe all the network settings. Use the USB Clone File backup that was performed from 'IMPORTANT NOTES' to return all network settings.
7. Press the [ON/OFF] button.

### [B] Confirmation of the updated data

After the update is complete, check each data version in the Setting Mode (08) to confirm that the Firmware update was successful. Not all data versions are displayed on List Print so please also confirm versions with table shown in the latter part of the bulletin.

### [C] Adjustment

Perform the adjustment of the equipment.

1. Performing Image Quality Control (05-2742)
2. Adjustment of Colour Registration Control (05-4719)
3. Automatic gamma adjustment <PPC> (05-7869) (using [4][FAX] test pattern)
4. Automatic gamma adjustment < PRT > (05-8008) (using [70][FAX] test pattern)

## Functions added

The following 08 codes have been added.

08 Code	Item	Settings	Details
5155	Sets the timing for when the "toner near empty" message is displayed. The larger the value the later the display appears	<del>0-3</del> -> <b>0-5</b>	<p>Sets the timing for when the toner near empty display appears. The larger the value, the later the display appears.</p> <p>0: Longer *1 1: Center (normal) 2: Shorter *2 3: No detection <b>4: Setting with % *3</b> <b>5: Setting with the number of counts *3</b></p> <p>*1: The period of time (number of counts) from the appearance of the near empty display to actually running out of toner is longer (larger) than that of "center". *2: The period of time (number of counts) from the appearance of the near empty display to actually running out of toner is shorter (smaller) than that of "center". <b>*3: When the remaining toner (% or number of counts) is lower than the one set in 08-5810/5811, the toner near empty display appears.</b></p>
5156	Fine adjustment of threshold for displaying remaining toner and toner near empty	83 (default)  50-150	<p>Adjusts the threshold value for displaying remaining amount of toner and toner near empty.</p> <p>Display threshold value = default threshold value x setting value/100 (unit: %)</p>
5810	Toner near-empty status threshold value setting (%)	3 (Default)  1-99	<p>This code is used when the value of 08-5155 is set to "4". Use this code to specify the threshold value (unit:%) for displaying the toner near-empty status. The accuracy of value is influenced by usage environment or originals</p>
5811	Toner near-empty status threshold value setting (number of sheets)	1000 (Default)  1-9999	<p>This code is used when the value of 08-5155 is set to "5". Use this code to specify the threshold value (unit:number of sheets) for displaying the toner near-empty status. The accuracy of value is influenced by usage environment or originals.</p>
9307	Storage period of hold and private print	<del>0-35</del> -> <b>0-53</b>	<p>0: No limits 1 to 30: 1 to 30 days 31: 1 hour 32: 2 hours 33: 4 hours 34: 8 hours 35: 12 hours <b>50: 5 minutes</b> <b>51: 10 minutes</b> <b>52: 15 minutes</b> <b>53: 30 minutes</b></p>
8761	Retaining of print data (spool data). Print data can be retained or acquired when a problem occurs. After acquiring the print data, disable this function.	0	Disabled (Default)
		1	Enabled

8942	Debug level settings. Debug information can be obtained by changing this setting. Debug logs can be acquired with USB script file. (debug_V01.sh)	0	High debug level
		1	Low debug level (Default)
8628	Job operation when coin controller is connected. When "Enabled" and the coin controller is connected the "Copy" screen can be switched to the "Job Status" screen during printing and a job can be performed.	0	Disabled (Default)
		1	Enabled
8641	Service notification when job is cancelled. This include E-mail, e-Filing, Internet Fax, shared folders and USB.	0	Disabled (Not sent)
		1	Enabled (Sent) Service notification is sent even at job cancellation.
8640	Availability of the "Job Build" function when a coin controller is enabled (Only available when "08-9016" is set to 1)	0	Disabled (Default)
		1	Enabled

## Fixes

- When a particular Docuworks document was transmitted in the PC-FAX mode, a "PCL XL ERROR" was sent.
- The MFD would reboot intermittently in cases when the screen was switched to the FAX menu.
- If an original was set on the ADF to be copied before a department code was entered, only a single side was scanned even though the duplex or 2-sided was selected.
- If the power of the MFD was turned ON after it had not been used for some time, the FAX unit was not recognised.
- When the preview function was used in the Scan or FAX mode, an image of the previous job was displayed momentarily on the screen.
- MFD authentication with an external server took longer with each subsequent authentication.
- The LDAP authentication performance has been improved.
- When data was uploaded or sent as a Fax job and contained characters other than 0-9,\*,#,-,+ the operation would lock.
- When printing from an AS400 environment, some character positions were misaligned.
- Printing of PCL5E data created in an AS400 environment sometimes failed.
- Some logos and watermarks did not print correctly when printed from an AS400.
- The MFD would not start properly if the MFD was switched OFF using the main power.
- The static IP address of the DNS server was overwritten by the dynamic IP address.
- Printing a large amount of single page jobs consecutively could cause some print jobs to fail.
- When an original was set on the ADF before a Department Code was entered, "Sort" was not automatically selected.
- Scan to FTP was not able to be performed to a folder of the FTP server whose upper level folder was not allowed scanning privilege.
- The image quality of faxes sent using the PC-Fax driver were blurred.
- When the main power switch was turned OFF (incorrect shutdown procedure), incorrect total counter values were recorded in POWER ON\_OFF log.
- An error message sometimes appeared when a user logged on to the eCopy menu using the EWB function under an eCopy-linked environment.
- The specified page size was not stored within the FAX template.
- Reports from Oracle were not printed correctly.
- It took a long time to switch between the COPY and FAX menu.
- If the fax number was entered quickly using the digital keys in the FAX menu, a missed entry occurred as the result.

- Some files printed incorrectly (Missing text) from USB.
- The thickness of the fine lines fluctuated when printing from MS-Excel when page ratios were specified.
- If a fax was being scanned and the authenticated user logged out, the fax job would fail.
- If a scheduled job (Fax job to be re-dialled or scheduled print job) started when the MFD went into energy save mode, the control panel would sometime lock.
- An incorrect fax number might be dialled in rare cases, depending on the line connection.
- If a job was paused and the MFD was turned off, the job was not displayed in [Job Status].
- If a cover page was selected from "Drawer 2" subsequent pages would also be drawn from Drawer 2, rather than "Auto".
- Sometimes the MFD would reboot if multiple jobs were processed simultaneously.
- In an environment where Private/hold print were often used, the MFD would lock up unless rebooted periodically.
- The MFD sometimes rebooted automatically during panel operation.
- Some TIFF files failed to print.
- IFax jobs failed when sending to an NEC Fax machine.

### **MFD Firmware**

ITEM		eS2040c/2540c/3040c	eS3540c/4540c	08 Code
HDD		T140HD0W3453	T140HD0W3453	8952
OS		T140SF0W3452	T140SF0W3452	9930
Engine – ROM		140M-16	140M-16	9901
Scanner – ROM		140S-07	140S-07	9902
GD1250 – Fax		F670-A11	F670-A11	9905
MR3021 – RADF		DF-0030	---	9903
MR3022 – RADF		---	DF-1030	9903
MJ1101	Finisher	FIN-032	FIN-032	9904
	Converter	CNV-030	CNV-030	9945
MJ1106	Finisher	FIN-014	FIN-014	9904
	Saddle Stitcher	SDL-014	SDL-014	9904
	Converter	CNV-030	CNV-030	9945
MJ1031 – Hanging Finisher		FIN-09	FIN-09	9904
MJ6103 – Punch Unit		PUN-031	PUN-031	9944