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OfficeServ™ 500 Limited System Reset Problem

This Bulletin provides notification of a limited problem which can cause a system reset on OfficeServ 500 systems. A symptom of the problem is multiple entries of “Watchdog Alarm” are presented when MMC851 is accessed. The problem is related to the MCP2 Main control Processor (KP500DBMPM/XAR). Some of the units produced in the Serial number range 2QJ20XXXX – 2QXJ35XXXX can cause this problem. These units were sold between dates 07/18/2007 and 01/25/2008. If you have an MMC2 with serial numbers within this range please contact Technical Support. Technical support will verify if you have one of the offending MMC2 cards and replace it if you do.

If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com