



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub C300 - ALL ACTIVE SOLUTIONS

May 2007

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Solution ID TAUS0657672EN02

Solution Usage 36

Description

Image Unit is failing before its rated life. Developer is being pulled from IU.

Solution

Escalated to Engineering:

The SSD has escalated this issue to the Engineering Center at KMBS. The Engineering Center has requested the following items be submitted for every machine experiencing this problem:

1. Machine Management Lists
2. Image Unit Lot number.
3. Life Counter of Image Unit.

If viewing this solution via the web, please establish a ticket via either the web or by calling our contact center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when this solution is updated. For phone advisors, please attach to this solution for an automatic email that will be sent to the technician when this solution is updated. End the call with call code "escalated to Japan".

Solution ID TAUS0700453EN01

Solution Usage 22

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems.

Solution

C250/C252/C300/C350/C351/C450

NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:

Stop, 0, 7, 1, 3, 9, *

What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.

WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM. If this is the case then the NVRAM and MFP board will have to be replaced as a set.

Known unrecoverable NVRAM symptoms:

1. Stuck on hour glass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves

Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 f/w (H5 or H6 depending on model)

If a corrupt NVRAM is suspected, please try performing a Data Clear. This can be found in the Tech Rep mode.

IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connect to backup the data before performing the Data Clear.

If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

Codes C-3C00 through C-3C40 indicate a corrupt BRU

Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

8050/CF5001/C500

The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.

Known defective NVRAM symptoms:

1. Meters or default adjustment values are extremely high.
2. Adjustments do not hold after powering the machine OFF/ON.

Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

Bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a .
5. Abort code 0x00f00b00 .

- 6. Not printing.
- 7. Machine rebooting every few minutes.
- 8. Screen freezing in KM logo.
- 9. Keep losing machine settings when power OFF.

Bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

Note : First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:

- 1. Screen freeze in KM logo.
- 2. Fax unit locking up the copier or not recognized.
- 3. CE-084 Error code.
- 4. Cannot ping the copier.
- 5. C-D203 error code.
- 6. Display resetting to Japanese.
- 7. Losing network settings after firmware upgrade.
- 8. C-E002 Error code.
- 9. Scan to email or FTP.
- 10. Loss of adjustment data.
- 11. Total counter is reset.
- 12. Display TCR adjustment.
- 13. C284x Error code.

Bizhub 600/750

Common symptoms when NVRAM replacement may be necessary:

- 1. Screen freeze in KM logo.
- 2. Cannot recognize DF.
- 3. Error code SC2203 .

7145/7255

Common symptoms when NVRAM replacement may be necessary:

- 1. Blank screen.
- 2. Loss of E-mail addresses.
- 3. Loss of settings.
- 4. Error code E56-01 .

IMPORTANT: All requests for NVRAMs must be approved by the SSD hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

Solution ID TAUS0654502EN00

Solution Usage 15

Description

FK502, unable to TX. The fax screen can not be accessed on the operation panel by pressing the fax button.

Solution

CAUSE: Fax TX Restrict is ON.

SOLUTION: Set Fax TX Restrict OFF. To set Fax TX Restrict OFF, perform the following:

- 1. Enter the Administrator mode.
- 2. Select Security Setting.
- 3. Select Security Details.
- 4. Select the down arrow.
- 5. Select Restrict Fax TX
- 6. Select OFF.
- 7. Select Close 4 times to exit the Administrator mode.

Solution ID TAUS0647697EN03

Solution Usage 9

Description

How to setup Microsoft® Windows® 2003 Server for Scan to SMB.

Solution

How to setup Microsoft® Windows® 2003 Server for Scan to SMB .

Note : To view the above document, Microsoft® Word must be installed.

Solution ID TAUS0700618EN00

Solution Usage 4

Description

FS514, C7503 and paper does not fully exit the finisher.

Solution

CAUSE: One way gear on the shaft with the FN6 knob.

SOLUTION: Clean or replace the one way gear (p/n 4349161101).

Solution ID TAUS0657135EN04

Solution Usage 3

Description

TWAIN driver does not connect to the MFP.

Solution

CAUSE: Improper Network Function setting.

SOLUTION: To set the Network Function setting to 'Allow', perform the following:

1. Press the Utility button.
2. Select Administrator mode, Security button, Management Function Setting, and Network Function Setting.
3. Set to Allow.
4. Select Exit.

Solution ID TAUS0658258EN06

Solution Usage 3

Description

Intermittent No Reply from PING; no printing and cannot browse; requires reboot to recover.

Solution

CAUSE: A vulnerability was corrected in early firmware where excessive SMB traffic can cause the NIC to drop off.

SOLUTION: New firmware is released and posted for the following models to correct this issue.

IC-611 (bizhub PRO 1050)
 OWN: DLBT0700188EN00 Ver.30-COC0
 OEM: DLBT0700192EN00 Ver.30-COC0

IC-203 (bizhub PRO 920)
 DLBT0700193EN00 Ver.20-COC0

IC-202 (bizhub 600/bizhub 750)
 DLBT0700429EN00 Ver. 30-CH

bizhub 360
 DLBT0700787EN00

bizhub 420
 DLBT0700784EN00

bizhub 500
 DLBT0700786EN00

bizhub C450
 DLBT0700461EN00 (Phase3.03/Ver.I8)

bizhub C351
 DLBT0700465EN00 (Phase3.03/Ver.I8)

bizhub C250
 DLBT0700567EN00 (Phase3.03/Ver.I8)

bizhub C252
 DLBT0700463EN00 (Phase3.03/Ver.I8)

bizhub C352
 DLBT0700466EN00 (Phase3.03/Ver.I8)

bizhub C300
 DLBT0700464EN00 (Phase3.03/Ver.I8)

- Notes :
1. If the issue is not resolved by the new firmware, please obtain details to further the investigations. Currently, here are the first items to confirm and provide.
 - a. Provide answers to the following questions:
 - What type of network environment is the customer using?
 - What is the network speed of the network?
 - What is the NIC speed on our engine?

When the device goes down can it be pinged? Browsed to?

What protocols are on the network?

Is the machine in a power save or sleep mode at the time of failure?

Does the machine have a static address or is it dynamic?

How often does the incident occur?

Are there any routers, switches or hubs involved on the network segment(s) that are trying to utilize the machine?

What types of 'special' applications are utilized by people who print to the device?

b. If 600/750/920, you can perform a hyperterminal session and set transfer to text to create text file that shows the controller's activity.

c. Perform an Ethernet network packet capture. Instructions are attached.

2. The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

3. Refer to the attached PDF for reference. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0653576EN02

Solution Usage 2

Description

PC102/PC202 paper misfeed. Error code 1301 when feeding from Tray 3 or Tray 4.

Solution

CAUSE: The roller fails to pick up the paper because the pick-up roller does not fall all the way down to the correct position to feed paper. Close observation shows that the edge of the lever does not come over the rib on the cassette and the rib does not push the lever upward enough.

SOLUTION: To correct this issue please follow the steps outlined in bulletin 5505 which is attached to this solution.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0653682EN00

Solution Usage 2

Description

CD231 at power up.

Solution

CAUSE: Complete fax kit was not installed.

SOLUTION: These three items make up the complete fax kit, FK502, MK706 and MK704. If not installed together, the C250 will display code CD231.

Solution ID TAUS0657373EN01

Solution Usage 2

Description

In Microsoft® Publisher 2002/2003, publications/records are not individually collated and stapled when duplexing and using the mail merge feature of Publisher.

Solution

CAUSE: Registry edit required.

WARNING: Incorrectly editing the registry may severely damage the system. Before making changes to the registry, back up any valued data on the computer. Konica Minolta is not responsible for any system errors that may result from using a registry editor incorrectly.

SOLUTION: Microsoft® Publisher can be enabled to individually collate, staple and duplex publications/records when using the mail merge feature of Publisher through a registry edit. This can be done either manually or by a script.

To manually edit the registry, open the Registry Editor by clicking Start, click Run, type regedit, and then click OK. Go to:

1. HKEY_CURRENT_USER\Software\Microsoft\Office\ \Publisher\Printing.

2. Right-click on the Printing folder, select New=>String Value.

2. Create new "string value" called: NumberOfRecordsPerBatch.

3. Double-click and set the Value Data to 1. Instead of grouping records together into groups of 10 (Publisher default) to send to the printer, the records are now sent in groups of 1 (i.e., each document is sent separately).

Note: A value for this size setting can be set between 0 and 99999.

To update the registry 'automatically' from a script:

1. Download the script from <http://ed.mvps.org/20031Rec.reg> .

2. Save the REG file to the Desktop.

3. Double-click on the icon, and then click on Yes to the question, 'Are you sure you want to add the information in C:\DOCUME~1\administrator account\Desktop\20031Rec.reg to the registry?'

4. The new value will be added to the registry.

Notes:

a. Refer to Windows registry tips and guidelines PDF for additional information (see attached).

b. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0657485EN01**Solution Usage** 2**Description**

Print jobs using Quark Xpress 7.01 or 7.02 will not print to any Fiery controller.

Solution

CAUSE: There is a compatibility issue with 7.01 and 7.02 when printing through any Fiery based Macintosh OS 10.4x print driver.

SOLUTION: EFI has released new drivers to correct this issue but only for the IC402 and the IC406.

IC402:DLBT0700428EN01

IC406:DLBT0700312EN02

Note 1: The latest drivers are available on the SSD Download Selector Search Page.

Note 2: If your customer has a controller other than the IC402 or the IC406, then please establish a new ticket and reference this solution ID number. This will allow us to communicate the field impact of our provision.

Solution ID TAUS0657673EN00**Solution Usage** 2**Description**

Jamming or skewing from the paper trays

Solution

CAUSE: Printer resist loop adjustment has not been performed.

SOLUTION: Enter Tech Rep mode and select Machine Adjust, then Printer Resist Loop. Try different values and test, Set the value that resolved the jamming or skewing problem.

Solution ID TAUS0657844EN00**Solution Usage** 2**Description**

The attached document explains the differences between Span 1 and Span 2

Solution

See attached document.

Solution ID TAUS0700458EN00**Solution Usage** 2**Description**

Image unit has failed. There is a noticeable gray background on all the prints and copies.

Solution

SOLUTION: Escalated to Engineering:

The SSD has escalated this issue to the Engineering Center at KMBS. The Engineering Center has requested the following items be submitted for every machine experiencing this problem:

1. Machine Management Lists
2. Image Unit Lot number.
3. Life Counter of Image Unit.
4. If possible please return the defective image unit to the following address:

KMBS
550 Marshall Phelps Rd
Windsor, CT 06095
Attn: Clinton Marquardt

NOTE:

If you are viewing this solution via the web, please call the SSD Hotline and open a ticket.

Solution ID TAUS0700463EN00**Solution Usage** 2**Description**

How to correct faded copies.

Solution

There are a number of reasons for faded copies, and the following procedures could help to troubleshoot:

1. Print the Halftone internal prints, one for each color.
2. Change Transfer Belt.
3. Check Second Image Transfer Roller and replace if deemed necessary.
4. Perform a Reset + Stabilize 3 times.
5. Check Print Head and replace if deemed necessary.
6. Check High Voltage Unit and replace if deemed necessary.
7. Check Printer Control Board and replace if deemed necessary.

| Part Number | Item |
|------------------|-------------------------|
| 4038-0777-00C250 | Transfer Belt |
| 9J06R70400 | C252/C300 Transfer Belt |
| 4049212 | C351/C450 Transfer Belt |
| 4038-0778-00 | C250 Print Head |
| 9J06-R727-00 | C252/C300 Print Head |
| 4038-6203-02 | C250 HV1 |
| 9J06-6203-02 | C252/C300 HV1 |
| 4037-6201-01 | C351/C450 HV1 |

Solution ID TAUS0700501EN00

Solution Usage 2

Description

FS514 is not recognized and is indicated as a different finisher on the operation panel.

Solution

CAUSE: The firmware is corrupt.

SOLUTION: Re-flash the machine firmware.

Note : The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0700556EN00

Solution Usage 2

Description

FS514, error code SC1183.

Solution

CAUSE: PC11 sensor is not functioning.

SOLUTION: Replace PC11 (p/n 4037090501).

Solution ID TAUS0700620EN00

Solution Usage 2

Description

C-C163 at power up.

Solution

CAUSE: The DC Power Unit (DCPU) has failed.

SOLUTION: Replace the DCPU (p/n 9J06620101).

Solution ID TAUS0701261EN00

Solution Usage 2

Description

How to set up Scan to SMB in Microsoft® Vista™.

Solution

Microsoft® Vista™ has a Public Folder Sharing function to make the setup easier than the previous OSs.

Follow the procedures below.

At the Workstation/PC:

1. Right-click on the Network icon on the desktop.
2. Select Properties.
3. In the Network and Sharing Center, and then under the Sharing and Discovery title, click on Public Folder Sharing.
4. Click on 'Turn on sharing so anyone with network access can open, change, and create files'.
5. Click Apply (Click Continue to the 'Windows needs your permission to Continue' message).
6. Create the folder and set to share. Click on the 'This Computer' icon in the Network and Sharing Center to display the available hard drives or local disk(s).

7. Double-click on the desired disk and create a new folder.
8. Right-click on the new folder and select 'Share...'. In the File Sharing' dialog box. Make sure the desired user(s) are displayed and/or added as needed.
9. Click on Share and then (Click 'Continue' to the 'Windows needs your permission to Continue' message).

At the engine (direct input):

1. Press the Scan button on operation panel.
2. Touch Direct Input tab.
3. Touch Scan to SMB.
4. In the host name field enter the TCP/IP address of the target PC.
5. In the Destination Folder enter the shared folder name.
6. In the User ID field enter the valid workgroup or domain User Name.
7. In the Password field enter the user Password.
8. Press Start.

Note : For more information on Microsoft® Vista™ File and Printer Sharing technologies, go to http://www.microsoft.com/technet/network/evaluate/vista_fp.aspx

Solution ID TAUS0648983EN01

Solution Usage 1

Description

The copy is overlaid with a gray patch after set up.

Solution

CAUSE: Incorrect or incomplete setup procedure.

SOLUTION: Follow the setup instructions in the correct order and do not power the machine OFF between steps.

Solution ID TAUS0651817EN03

Solution Usage 1

Description

What environments are supported for PC (SMB) scanning?

Solution

The following environments are supported/not supported for PC (SMB) scanning:

1. Supported environment:
 - a. Connection to file sharing server in broadcast domain.
 - b. SMB (TCP/IP) shared folder of Microsoft® Windows 98/ME/NT4/2K/XP.
 - c. Samba 2.0 / 3.0 environments (i.e., Linux and Macintosh® OS X)

Note : Version A7 firmware or higher is required and SMB signature is not supported.
2. Non-supported environment:
 - a. Network beyond router.
 - b. SMB other than TCP/IP (NetBEUI™/IPX™ are not supported).
 - c. Direct Hosting SMB (mounted SMB on Microsoft® Windows 2000 or later).
 - d. User Level sharing of Microsoft® Windows 98.
 - e. CIFS mounting of non-Windows OS (i.e., CIFS sharing on Novell® Netware®)

Notes :

- A. For additional information, refer to the Scan to SMB document.
- B. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0653904EN01

Solution Usage 1

Description

C-E002 after upgrading procedures to Phase 2.52 firmware.

Solution

PROBABLE CAUSES:

1. Incorrect download procedure or corrupt download.
Download the firmware using Compact Flash Card (128MB).
Caution: After flashing the firmware to Phase 2.52, downgrading the firmware to 1.x is not possible.
The first time powering ON the MFP after upgrade, either of the following screens may be displayed after 1-2 seconds:
 - a. Copy operation screen (for about 5 minutes).
 - b. Error screen (C-E002).

Note : The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Serial number not entered.

Enter the serial number when the Service Mode, System 1, Serial Number screen is displayed after turning ON the Main Power.

3. Hard Disk Drive data not updated.

Update the data stored on the HDD. To update the Data stored in the HDD, select Service Mode =>State Confirmation =>Memory HDD Adj. =>HDD version Up.

After the update, be sure to turn OFF Main Power.

When performing this, the FData (e.g., document information or destination address) in the NVRAM and HDD will be updated into the Phase 2.52 format.

4. NVRAM data not backed up.

Back up NVRAM data to the Flash ROM on MFPC board. To back up NVRAM data into Flash ROM on MFPC board, select Service Mode =>Enhanced Security Mode (Stop, 0, Clear) =>NVRAM Data Backup.

5. Power surge or sag.

Turn OFF/ON the Main Power.

6. Fax Function Parameter not initialized.

When Fax Unit is installed, initialize Fax Function Parameter. select Service Mode =>Fax =>Initialization. Recommend outputting the settings List for Fax before Initialization.

Solution ID TAUS0654570EN00

Solution Usage 1

Description

Gray box after installation.

Solution

CAUSE: Installation procedures were not completed properly.

SOLUTION: Complete the installation procedures thoroughly:

1. Adjusting Touch Panel - Press the Accessibility key, Touch Panel Adj.
2. Setting Gradation Adjustment - Go into Service Mode, Image Processing Adjustment, Gradation Adjustment.
3. Touch High Compression Mode and press Start [perform 3 times].
4. Touch Gradation Mode and press Start [perform 3 times].
5. Touch Resolution Mode and press Start [perform 3 times].
6. Date/Time Setting - go into Service Mode, Press Stop, 1, 1, 4, 4, Clear.
7. Go into Utility/Counter, Administrator Setting, System Setting, Date/ Time Setting.
8. Install Date - go into Service Mode, System 1, Install Date.
9. Serial Number Input - go into Service Mode, System 1, Serial Number [If Serial Number is already there, Clear and re-enter it].
10. Unit Change - go into Service Mode, System 2, Unit Change.
11. List Output - Please Load 8.5x11 Landscape paper on Tray 1, go into Service Mode, List Output, and Touch Machine Management List and press Start.
12. Press Adjustments List and press Start.
13. Press Service Parameter List and press Start.
14. Press Fax Setting List and press Start.

Solution ID TAUS0656740EN02

Solution Usage 1

Description

C2255 after replacing one or more color image units.

Solution

CAUSE: Developer in the image unit(s) is packed, binding the operation.

SOLUTION: Remove the image unit(s) and shake as indicated in the installation instructions. In extreme cases, lightly tapping the affected image unit and manually rotating the developer drive coupling may be necessary to free the developer bind.

Solution ID TAUS0656941EN00

Solution Usage 1

Description

FS-514, Jam code 7502.

Solution

CAUSE: Finisher front door interlock is losing contact while the machine is operating.

SOLUTION: Reform the front door actuator to ensure a positive connection when the front door is closed.

Solution ID TAUS0656968EN01

Solution Usage 1

Description

CFB55 error code (DMA error) at power up.

Solution

CAUSE: A failed NVRAM or BRU chip.

SOLUTION: To receive a replacement NVRAM or BRU chip, please send the failed NVRAM/ BRU chip along with the Image Processing data and the completed BRU form. Refer to Bulletin #5777 (attached).

- Notes :
1. If unable to acquire a copy of the Image Processing data, include the machine serial number and total count. Also provide the following information:
 - a. Is a coin vendor connected to the machine?
 - b. Is an HDD installed in the machine?
 - c. Is the additional 256MB memory installed in the machine?
 - d. Did the code occur at power up or when waiting, printing, or scanning?
 2. The replacement NVRAM will not have the machine total count programmed. Since there is no procedure for programming the total count, the mechanical counter will have to be used to get the actual total count.
 3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0657361EN01 **Solution Usage** 1

Description

Motherboard, hard drive and power supply part numbers for the new style IC402 (ver. 2); IC405 and IC406.

Solution

The part numbers for version 2.0 X3eTY2 are as follows:
 45054305 - motherboard
 45053589 - 80G HDD (SATA)
 45053599 - 180W power supply
 Note: These items are compatible with the IC406, IC405, IC402 (ver 2.0).

Solution ID TAUS0657377EN02 **Solution Usage** 1

Description

Are the color bizhub C450, C352, C351, C300 or C250 compatible with Citrix Metaframe?

Solution

The standard controller in the bizhub C450, C352, C351, C300 and C250 has been tested with Citrix Metaframe FR3, Presentation Server 3 and Presentation Server 4 on Microsoft Windows 2000 and 2003 Server C450 PostScript version 2.50 and PCL version 2.58; C352/C300 PostScript version 2.50 and PCL version 2.54; C351 PostScript version 2.50 and PCL version 2.51; C250 PostScript version 2.90 and PCL version 2.85. Applications tested were Microsoft Word 2003, Excel 2003 and Adobe Acrobat 6.
 Note: No restrictions were found in testing.

Solution ID TAUS0657419EN01 **Solution Usage** 1

Description

CFB52 and CFB53 codes when performing gradation or copying.

Solution

CAUSE: The Wire Harness Assembly (Scanner Interface Cable) is loose or damaged.

SOLUTION: Check the Wire Harness Assembly for bent pins and reseal it. If damaged, replace it.

| | | |
|-----------------------|--------------------------------|--------------------------|
| Part Number | Model | Connection |
| 9J06 N101 00C300/C352 | Image Processing Board | to Printer CB |
| 4036 6861 01C351/C450 | Image Processing Board (PWB-C) | to Copier Board (PWB-CF) |
| 4038 6862 01 C250 | Image Processing Board | to MFP CB |

Solution ID TAUS0657810EN01 **Solution Usage** 1

Description

Getting .DAT files when performing scan to E-mail with Binary division ON.

Solution

CAUSE: E-mail client compatibility. Some E-mail applications will reassemble the .DAT files to the original file type (example: Outlook Express) where regular Outlook will not.

SOLUTION: When performing scan to E-mail with size limitation, Binary division set to ON, make sure the selection of SINGLE PAGE is set (not multi-page) when selecting the Scan Settings under the File Type.

Solution ID TAUS0657829EN00 **Solution Usage** 1

Description

Start button is flashing.

Solution

CAUSE: PJ 7 on the power supply is disconnected. The power supply was just replaced.

SOLUTION: Check all connections on the power supply and reconnect PJ 7.

Solution ID TAUS0657969EN00 **Solution Usage** 1

Description

The Single and Multi-Page buttons are missing from the Scan Setting screen.

Solution

CAUSE: The HDD is not set to 'Installed'.

SOLUTION: In the tech rep mode, select System 2\HDD and set the HDD to 'Installed'.

Solution ID TAUS0658084EN01 **Solution Usage** 1

Description

Error message "Memory is full" when scanning to FTP or SMB using the standard controller.

Solution

CAUSE: Fax memory is installed, but the fax PWB has been removed.

SOLUTION: Remove the fax memory from the copier.

Solution ID TAUS0658367EN00 **Solution Usage** 1

Description

Unable to send or receive with no dial tone. There is a dial tone with a phone or fax. Able to send or receive with another Fax.

Solution

CAUSE: Damaged NCU board.

SOLUTION: Replace the NCU board (p/n 15LB-9020)

Solution ID TAUS0700564EN00 **Solution Usage** 1

Description

Changes made for Low Power or Sleep modes are not being applied.

Solution

CAUSE: The copier power was not cycled OFF/ON after making changes to the Low Power or Sleep mode settings.

SOLUTION: Cycle the copier power OFF/ON.

Solution ID TAUS0700570EN00 **Solution Usage** 1

Description

Pop-Up drivers for User Authentication and/or Account Track information.

Solution

Pop-Up drivers for User Authentication and/or Account Track information have been released (see attachment).

Notes :

1. The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0700862EN00 **Solution Usage** 1

Description

Troubleshooting common FTP configuration problems.

Solution**COMMON FTP CONFIGURATION PROBLEMS**

- * The username or password is not correct. The password is usually case sensitive.
- * FTP is configured using a PORT other than PORT 21.
- * After several unsuccessful logon attempts, the account has been locked out.
- * Firewall software is installed between the printer and the FTP server. The firewall is configured to block PORT 21.
- * The FTP server is located on a different network segment and the gateway address is not configured on the NIC.
- * The file path is not configured or is incorrectly configured.
- * A "/" must be entered for files that are going to the root of an accounts FTP directory.
- * User account only allows 1 simultaneous logon and the account is being used by someone else.
- * The user account does not have upload permissions to write to a folder.
- * Scanned files are being sent to a nonexistent directory and the user account does not have permission to create a directory.
- * The user account has a disk quota assigned to it and it has been exceeded.
- * The FTP server is outside the customer's network and must pass through a proxy server for access; The KMBS NICs cannot be configured for proxy access.

Solution ID TAUS0608041EN00**Solution Usage** 0**Description**

The bizhub serial number locations.

Solution

The bizhub serial number locations .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0653410EN00**Solution Usage** 0**Description**

Product Configurator, C300.

Solution

C300 Product Configurator .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0653423EN00**Solution Usage** 0**Description**

Specifications and Installation Guide, C300.

Solution

Specifications and Installation Guide, C300 .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0653537EN00**Solution Usage** 0**Description**

How to Scan to FTP on a Novell* 6.5 with Service Pack 2.

Solution

To Scan to FTP on a Novell 6.5 with Service Pack 2, perform the following:

1. Login to the Copier via Web Browser [PSWC].
2. Click on the SCAN Tab.
3. Click on New Registration.
4. Select FTP.
5. Name- Enter the Name you want it to show up on the Copier [One Touch].
6. Host Address- The TCP/IP* Address of the Computer generating the FTP Services.
7. File Path- If the File folder is located on the Root of the Server enter ". " [Period]
8. User ID- login Name
9. Password- Password
10. Click on Apply.

* Trademark ownership information

Solution ID TAUS0653558EN00

Solution Usage 0

Description

Can an individual print head unit (PH Unit) be replaced?

Solution

An individual printer head (Y, M, C, or K) can not be replaced. The Printer Heads can only be replaced as a complete set of four. The reasons why each printer head cannot be replaced individually are as follows:

1. The specifications value of BOW in the lens in the PH Unit cannot be met if only one unit is replaced.
2. The production line parts and field replacement parts are classified according to their individual BOW characteristics and are therefore shipped according to this grouping.

Note: Be sure to make the skew adjustments whenever the printer head units are replaced with new ones, or whenever they are removed and then reinstalled again.

Solution ID TAUS0653630EN00

Solution Usage 0

Description

Power consumption specifications for the C300.

Solution

The power consumption is as follows:

Warm up - .064KWH

Standby (see note) - .186KWH

Running - 1.142KWH

Note: Energy consumed by mainbody except fuser.

Solution ID TAUS0653632EN00

Solution Usage 0

Description

What is the acoustic noise level specification for the C300?

Solution

70dB or less when running

52dB or less when idle

Solution ID TAUS0653637EN00

Solution Usage 0

Description

How to reset a trouble code.

Solution

To reset a trouble code, power the machine OFF/ON using the main switch while pressing the Utility key, then follow the LCD prompts.

Solution ID TAUS0653639EN00

Solution Usage 0

Description

Part number for the 128MB compact flashcard used to install the main body firmware.

Solution

The 128MB compact flashcard (p/n 7660403601).

Solution ID TAUS0653650EN00

Solution Usage 0

Description

FK502, how to program the default paper tray for Incoming Fax.

Solution

To program a default paper tray for Incoming Fax, perform the following:

1. Select Utility/Counter.
2. Select Administrator Setting
3. Select Fax Setting
4. Select TX/ RX Setting

5. Highlight Tray selection for RX Print
6. Select the paper tray by selecting the Prev. or Next button to choose Tray 1, Tray 2 or Tray 3
7. Press Close

Solution ID TAUS0653652EN00

Solution Usage 0

Description

How to set up Incoming Fax Forward to SMB.

Solution

To set up Incoming Fax Forward to SMB, perform the following:

1. Have a SMB One-Touch Destination Icon Created.
2. Go to Utility/ Counter.
3. Click on Administrator setting.
4. Click on Fax Setting.
5. Click on Function Setting.
6. Click on Forward TX Setting.
7. Choose Forward & Print (if TX fails).
8. Select from Address Book.
9. Click on SMB.
10. Highlight the One-Touch Destination Icon Created.
11. Click on OK.

Note: The machine must have current Firmware

Solution ID TAUS0653668EN00

Solution Usage 0

Description

How to copy Authentication data and Address Book data from one supported model to another or multiple engine(s).

Solution

To copy Authentication data and Address Book data from one supported model to another or multiple engine(s), perform the following:

1. Detect the engine(s).
2. From the Device List select from the top menu Processing = Copy. The Copy Collectively Box will come up.
3. Select the device that is the Origin of the Copy. Be sure to hit the Select button. Then choose whether to get the most recent data or to use the data which was imported the last time.
4. Select Next.
5. Choose to copy Authentication data, Address data or both (User Boxes will not be copied).
6. Select the Target Device(s), Use the Select button. Administrator passwords for the target devices must be provided in order to transfer data.
7. Copy the data to the device(s)

Solution ID TAUS0653670EN00

Solution Usage 0

Description

How to access Service Mode.

Solution

To access the Service Mode, please perform the following:

1. Turn the main power switch OFF.
2. Turn the main power switch ON while holding the 'utility' button.
3. On the LCD screen push the trouble reset button.
4. Press STOP, 0, 0, STOP, 0, 1.
5. Enter Password: 12345678 and Click on END.

Solution ID TAUS0653672EN00

Solution Usage 0

Description

How to change the Administrator Password.

Solution

To change the Administrator Password, perform the following:

1. Enter the Service Mode.
2. Press STOP-0-CLEAR to enter the Enhanced Security Mode.
3. Enter Administrator Password setting, and change Password.

Solution ID TAUS0653674EN00

Solution Usage 0

Description

How to allow Public User Access, but restrict Public User functions.

Solution

To allow Public User Access, but restrict Public User functions, perform the following:

1. From the copier/printer panel, enter Admin Mode. Select User Auth/Acct Track.
2. With User Authentication set to ON, set Public User Access to Allow.
3. Click OK
4. Select the User Registration button. Select the Up arrow.
5. Next to a box with the number 1000 is a box numbered 000. It is also labeled Public.
6. Select this box.
7. Select Function Permission to Allow or Restrict the following functions - Copy, Scan, Fax, Print, User Box or Print Scan/Fax from Box.
8. Select the Output Permission Box.
9. Select Allow or Restrict for Print Color, Print Black and White or Scan/Fax Color or Black and White.

Solution ID TAUS0653676EN00

Solution Usage 0

Description

How to turn off Sleep Mode.

Solution

To turn off Sleep Mode, follow these procedures:

Enter Tech Rep Mode:

1. Select System 1.
2. Select No Sleep.
3. Select Permit, then exit Tech Rep Mode.

Enter Admin Mode:

1. Select System Settings.
2. Select Power Save.
3. Select Sleep Mode.
4. Select Off and then OK, then exit Admin Mode.

Solution ID TAUS0653678EN00

Solution Usage 0

Description

Can the Account Track user information be recovered after the this function has been turned off?

Solution

When the Account Track function is turned off, all of the user data is erased and can not be recovered. The machine displays a warning screen explaining this when the key operator attempts to turn this function off, it gives them the option not to continue the procedure..

Solution ID TAUS0653680EN00

Solution Usage 0

Description

When the utility/counter button is selected, only the Check Consumable Life indicating selector button is there, One-Touch registration, User Setting, and Administrator Settings are missing.

Solution

CAUSE: The machine is busy performing a function in the background that is not displayed such as transferring a scan or waiting to dial a fax.

SOLUTION: Check under job list to determine what function is being performed. Jobs can be deleted or wait until the function is performed.

Solution ID TAUS0653684EN00

Solution Usage 0

Description

Color Output Restriction for Public User.

Solution

General purpose of this functionality is prohibiting color output for public users, and allowing color output for specific users.

Procedure:

1. Click on Utility/ Counter
2. Administrator
3. Enable "User Authentication Setting", to ON [MFP] and set "Public User Access" to "Allow"
4. Account Track "OFF" and Click OK.
5. Go to "User Authentication Setting" Choose "User Registration".
6. Choose "Public" BOX # 000 on page 48, and Select Output Permission, Under Print, Color-RESTRICT, Click OK
7. Under Box # 001 Enter User Name, Password, Confirm Password, OK, Close 5X,
8. Click on Access

9. Be sure to choose "Do Not Display" of "Public User Key" in User Authentication Setting- Administrative Setting.

Solution ID TAUS0653686EN00 **Solution Usage** 0

Description

What is the default Administrator Password?

Solution

The default Administrator Password for the Web Utilities is 12345678.

Solution ID TAUS0653722EN00 **Solution Usage** 0

Description

Material Safety Data Sheets.

Solution

- Drum MSDS
- Black toner MSDS
- Yellow toner MSDS
- Cyan toner MSDS
- Magenta toner MSDS
- Black developer MSDS
- Yellow developer MSDS
- Red developer MSDS
- Cyan developer MSDS

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
 [[<http://www.adobe.com/products/acrobat/readstep2.html>]] URL
<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0653745EN00 **Solution Usage** 0

Description

User's Guides/Manuals, C300.

Solution

User's Guides/Manuals can be found in the "Library" section of MyKonicaMinolta.com. Users without MyKonicaMinolta.com access can download drivers from the public web site:

- [[bizhub C300 Copy Operations User Manual| URL
http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC300UserManualCopyOperations]]
- [[bizhub C300 Enlarge Display User Manual| URL
http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC300EnlargeDisplayOperations]]
- [[bizhub C300 FK502 Facsimile Operations User Manual| URL
http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC300_fk502v20]]

Solution ID TAUS0653887EN00 **Solution Usage** 0

Description

C-D354 NVRAM Data Error.

Solution

To clear the C-D354 error, please perform the following:

1. On the control panel, press [Stop] [0] [7] [1] [3] [9]. [*] will appear on the LCD panel.
2. Touch [*] on the LCD panel. The NVRAM data saved in Flash memory will be restored in NVRAM.
3. After completion of the restore, power the machine OFF, then back ON.
4. With procedures above, the NVRAM data stored in flash ROM will be written into NVRAM.

To delete improper HDD data restored, please perform the HDD logical format:

1. Administrator mode, Security Setting, HDD Setting, HDD Formatting.
2. If the HDD is not installed, please perform the previous procedure.

Solution ID TAUS0653897EN00 **Solution Usage** 0

Description

Proof Copy and Reservation Copy are Not Available with a Key Counter Connected.

Solution

CAUSE: Proof Copy and Reservation Copy are available with a key counter via changes in the Service Mode.

SOLUTION: To allow Proof Copy and Reservation Copy with a key counter connected, perform the following:

1. Access Service Mode, System Setting 2, Software SW Setting, Switch No. 32.
2. To enable proof copy: set the BIT 0000 0001 (HEX:01).
3. To enable both proof copy and reservation copy: set the BIT 0000 0011 (HEX: 03).

Solution ID TAUS0653920EN00

Solution Usage 0

Description

Overlay Printing.

Solution

To Overlay Print, perform the following:

1. Use the PCL Driver.
2. Select a Document that has the Preset Header (i.e., Fax Cover Letter).
3. Select Document [Master], File , Print, Select the C300, Properties.
4. Select Overlay tab, Create Overlay, Browse Files, enter a name, OK, Print.
5. Open a New File which you want the overlay to print on top.
6. Select File print, select C300, Properties, Overlay, Print Overlay, select you [Master] file, OK, Print.

Solution ID TAUS0653937EN00

Solution Usage 0

Description

How to change the Administrator Password.

Solution

To change the Administrator Password, perform the following:

1. Go into Service Mode.
2. Go into the Enhanced Security Mode : STOP, 0, CLEAR.
3. Select Administrator Password.
4. Enter NEW Administrator Password.
5. Click on END.

Solution ID TAUS0653999EN00

Solution Usage 0

Description

Scan to emails are received as multiple email attachments with a .dat file extension.

Solution

CAUSE: Binary Division is turned ON.

SOLUTION: Browse to the Nic and log in as Administrator. Select Network, Email setting and scroll down to Binary Division and select OFF.

Solution ID TAUS0654023EN00

Solution Usage 0

Description

Can the TX report be modified?

Solution

The TX report can only be modified to either have a copy of the fax that was sent, or not have a copy of the Fax. All other information can not be modified.

Solution ID TAUS0654058EN00

Solution Usage 0

Description

Page Scope Box operator is empty after performing a scan to hard drive. Unable to view the job on the HDD after performing a Scan to Hard drive.

Solution

CAUSE: Incorrect Network Settings/ Network Functions Setting.

SOLUTION: Solution: Check to make sure that the following are set correctly:

1. HTTP Server Settings and PSWC (Page Scope Web Connection) are both set to ON.
2. Network Function Setting set to ALLOW.

To check these settings perform the following steps:

1. Enter the Administrator Mode.
2. Select the Network Setting
3. Select HTTP SERVER SETTING
4. Set both HTTP Server Setting and PSWC to ON.
5. Select OK.
6. Select SECURITYSETTING.
7. Select Management Function Setting.
8. Select Network Function Setting and set to ALLOW.
9. Select OK followed by selecting Close 4 times.

Solution ID TAUS0654244EN00

Solution Usage 0

Description

Firmware Imaging Toolkit 2006 Ver. 2.5.0.

Solution

See DLBT0601182EN00.pdf for details.

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0654266EN00

Solution Usage 0

Description

PageScope Box Operator Preview offset problem.

Solution

See DLBT0601283EN01.pdf for details.

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0654269EN00

Solution Usage 0

Description

C-D354 Indicated (When HDD Backup utility is used).

Solution

See TNBT0600102EN00.pdf for details.

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0654378EN00

Solution Usage 0

Description

Server Connect error message when scanning to E-mail. Both locations can see users in LDAP look up. The first location there were no issues when sending E-mail. The second location would give Server Connect error.

Solution

CAUSE: Two locations are connected via 100MB metro ethernet WAN. The timeout was set to max. The customer has two E-mail servers; one at each site.

SOLUTION: Change the SMTP mail server address to the local mail server.

Solution ID TAUS0654394EN00

Solution Usage 0

Description

FK502, faxes can be received, but not sent. The OFF/ON HOOK button (which is viewed on the display panel when the FAX button is pressed) is missing.

Solution

CAUSE: Possible fax corruption.

SOLUTION: Try performing the following:

1. Trouble reset. Power up holding the Utility button, Trouble Reset, OK.
 2. Reinitialize the fax board. Select the following in Tech Rep Mode: Fax, Initialization, highlight Fax Function Parameter and Communication Journal Data, select yes, yes, start.
 3. Restore factory defaults. Select the following: Fax button, Utility/Counter Key button, User Setting, Initialize Setting, Factory Default, OK, cycle the power. Proceed by Follow the FK-502 Installation Manual Instructions.
- If the preceding steps fail and the problem still persist, perform a DATA CLEAR.
- CAUTION: Performing a Data Clear will clear out all one touch accounts (Scan to SMB, FTP, Email, etc.) Make sure to back up all accounts by using Page Scope Data Administrator. Refer to the service manual page 299 for additional contents that will be cleared when performing a Data Clear and Initialization.
4. Data Clear, select the following: In Tech Rep Mode, System 1, Initialization, highlight Data Clear, press the START button. In approximately 5 seconds the operation panel will go blank for 5 seconds and then come back with RESULTS OK. PLEASE TURN OFF THE POWER AND BACK ON.

Solution ID TAUS0654469EN00

Solution Usage 0

Description

Using Banner/Separator pages.

Solution

A separator or banner page typically identifies the sender of the document to the printer and gives the date and time of printing. One of the standard separator pages can be used or a custom page can be created. Microsoft® Windows provides three separator page files which are located in the systemroot\System32 folder.

Refer to the table showing the names of the separator page files, the type of printer with which it is compatible, and the purpose of each page.

To access the files, perform the following:

1. Go to Printers and Faxes, right-click on the desired Printer icon and select Properties.
2. Click on the Advanced tab, select Separator Page, Browse, select the file (i.e., Sysprint.sep).

Notes:

- a. The separator page files provided by Windows may not work with some printers.
- b. To view the above PDF(s), Acrobat® Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe® Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>] URL
<http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0654495EN00

Solution Usage 0

Description

'Please load paper in bypass tray' message when copying. The correct paper size and type is programmed for the bypass tray.

Solution

CAUSE: The manual bypass tray adjustment needs to be run.

SOLUTION: Perform the manual bypass tray adjustment.

1. Enter the Service Mode.
2. Select Machine.
3. Select Manual Bypass Tray Adjustment.
4. Select Max Width.
5. Load the bypass tray with 301mm width paper.
6. Press the Start button.
7. Select Min Width.
8. Load the bypass tray with 89mm width paper.
9. Press the Start button.
10. Select End.
11. Select Exit.

Solution ID TAUS0654525EN00

Solution Usage 0

Description

How to print Fax Confirmation Page onto Letter Size paper.

Solution

To print Fax Confirmation Page onto Letter Size paper, perform the following:

1. Utility/ Counter.
2. User Setting.
3. System Setting.
4. Paper Tray Setting.
5. Print List.
6. Select Paper Tray (tray from which the list is to print).
7. OK.

Solution ID TAUS0654538EN00**Solution Usage** 0**Description**

How to change Priority Mode Screen when logging into COPY, SCAN or FAX.

Solution

To change Priority Mode Screen, perform the following:

1. Click on Utility/Counter.
2. Administrator Setting.
3. System Setting.
4. Reset Setting.
5. System Auto Reset.
6. Switch Priority Mode to: Copy, Scan or Fax.
7. Change Reset Time to 1-9 minutes.

Solution ID TAUS0654639EN00**Solution Usage** 0**Description**

Procedure to follow when upgrading to Phase 2.5 version firmware.

Solution

To upgrade the machine to Phase 2.5 version firmware use the following link for upgrade procedures and new enhancement features available.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
 [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0654659EN00**Solution Usage** 0**Description**

Phase 2.52 and 2.51 Enhanced Functions.

Solution

Refer to Bulletin #5458 and Bulletin #06-GB-030.pdf for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0654703EN00**Solution Usage** 0**Description**

Part number for the PRCB [Printer Control Board].

Solution

Printer Control Board [p/n 9J06012106].

Solution ID TAUS0654747EN00**Solution Usage** 0**Description**

The gradation adjustment chart does not print and the machine flashes STABILYZER NG.

Solution

CAUSE: There is a problem with the image produced by one of the imaging units or a problem with the belt unit.

SOLUTION: In test print mode, print all four halftones with the density set to 255 to determine the problem.

Solution ID TAUS0654753EN00**Solution Usage** 0**Description**

P-5: IDC Sensor [Front] Failure.

Solution

CAUSE: Multiple issues can cause this error. Transfer belt was not being completely cleaned during the stabilization process

SOLUTION: Verify the following items:

1. Clean the surface of the Transfer Belt / Replace Transfer Belt Unit
2. Clean SE1 [IDC /Registration Sensor /F] and SE2 [IDC /Registration Sensor /R]
3. Check the HV1 connector for proper connection and correct as necessary
4. Reconnect sensors SE1 and SE2
5. Open and Close the Left Door, run an image stabilization sequence, and select [State Confirmation], [Level History 1] to check the IDC value.
IDC1= SE1, IDC2=SE2
If value is 1.0V or less, change SE1 or SE2
6. Adjust the cleaning pad so that belt was being cleaned completely
7. Check for Bad LED Assembly
8. Change PWB-FPB and replace BRU Chip [IC40] from old board
9. Flash Copier with current Firmware

Solution ID TAUS0654754EN00

Solution Usage 0

Description

P5: IDC Sensor [Front] Failure.

Solution

CAUSE: Multiple issues can cause this error. Transfer belt was not being completely cleaned during the stabilizaion process

SOLUTION: Verify the following items:

1. Clean the surface of the Transfer Belt / Replace Transfer Belt Unit
2. Clean SE1 [IDC /Registration Sensor /F] and SE2 [IDC /Registration Sensor /R]
3. Check the HV1 connector for proper connection and correct as necessary
4. Reconnect sensors SE1 and SE2
5. Open and Close the Left Door, run an image stabilization sequence, and select [State Confirmation], [Level History 1] to check the IDC value.
IDC1= SE1, IDC2=SE2
If value is 1.0V or less, change SE1 or SE2
6. Adjust the cleaning pad so that belt was being cleaned completely
7. Check for Bad LED Assembly
8. Change PWB-FPB and replace BRU Chip [IC40] from old board
9. Flash Copier with current Firmware

Solution ID TAUS0654764EN00

Solution Usage 0

Description

How to print to a personal User Box.

Solution

To print to a Personal User Box perform the following:

1. Press the Utility key.
2. Select One-Touch Registration.
3. Select User Box.
4. Select Public/Personal User Box.
5. Select New.
6. Specify the desired box settings (name, password, index, type).
7. Select Fwd.
8. Select the desired Auto Delete setting and Confidential Rx if an FK unit is installed.
9. In the print driver properties dialog box, select the Set Up tab.
10. Select Save in User Box or Print and Save in User Box from the Output Method drop down box.
11. Type in a file name and the desired User Box.
12. Select Ok three times.
13. At the C352 select the Box key.
14. On the LCD screen select the Personal Box.
15. Select Print, Combine, Route or Fax.
16. Select the document and the desired setting and press the Start key.

Solution ID TAUS0654800EN00

Solution Usage 0

Description

How to use the password print (secure printing) function.

Solution

To use the password print (secure printing) function perform the following:

1. From the document, select File and Print.
2. Select the Properties Tab.
3. Select the Set Up tab.

4. Select Secure Print from the Output Method drop down box.
5. Type in a Secure Print ID and Password of your choice.
6. Select OK twice to print the document.
7. Press the Box key on the C300.
8. Select System User Box on the touch screen.
9. Select Secure Print User Box.
10. Enter the document ID and press OK.
11. Enter the document password and press OK.
12. Select the document to be printed and touch print.
13. Press the Start key.

Solution ID TAUS0654819EN00

Solution Usage 0

Description

Japanese or Asian characters are displayed when powering the machine on. Resetting the machine to English produces C-D3xx codes that cannot be cleared.

Solution

CAUSE: Unknown.

SOLUTION: Reload copier firmware. If this does not resolve the problem please gather the following data:

1. Did this occur directly after a firmware upgrade or when the machine was powered on by the customer?
2. Is a surge protector installed on the equipment?
3. Are the internal counters scrambled?

If you are viewing this solution via the web, please open a ticket with the SSD via the Web or Phone for proper problem tracking.

For phone advisors, please attach to this solution for an automatic email that will be sent to the technician when this solution is updated. End the call with call code "ESC_ENG"

Solution ID TAUS0654887EN00

Solution Usage 0

Description

Damaged NVRAM/ BRU Chip

Solution

CAUSE: A failed NVRAM or BRU Chip.

SOLUTION: To receive a replacement NVRAM or BRU Chip, please send the failed NVRAM/ BRU Chip along with the Image Processing data and the completed BRU form (Microsoft* Word format) to the following address:

KMBS
550 Marshall Phelps Rd
Windsor, CT 06095
Attn: C105 - Clint Marquardt

Note: If you cannot acquire a copy of the Image Processing data, include the machine serial number and total count. Also provide the following information:

1. Is a coin vendor connected to the machine?
2. Is an HDD installed in the machine?
3. Is the additional 256MB memory installed in the machine?
4. Did the code occur at power up or when waiting, printing, or scanning?

Note: The replacement NVRAM will not have the machine total count programmed. Since there is no procedure for programming the total count, the mechanical counter will have to be used to get the actual total count.

* Trademark ownership information

Solution ID TAUS0655285EN00

Solution Usage 0

Description

R27 error code on the fax main screen. Cannot receive (RX) but can send (TX) a fax.

Solution

CAUSE: Incorrect setting. Hard drive HDD not set or installed.

SOLUTION: The HDD must be installed in the copier. In the tech rep mode, under System 2, set the HDD to 'Installed'.

Solution ID TAUS0655350EN00

Solution Usage 0

Description

What is the part number for the PRBC [Printer Control Board]

Solution

SOLUTION:

The PRBC [Printer Control Board] p/n-9J06012106

Solution ID TAUS0655444EN00

Solution Usage 0

Description

Unable to duplex with an external key counter or vender device (Pcounter, Hecon).

Solution

CAUSE: Firmware compatibility.

SOLUTION: This has been corrected with special program Ver_GCW_32.

Attention: Be sure to follow the instruction in TNBT0600094EN* when upgrading Firmware

Solution ID TAUS0655456EN00

Solution Usage 0

Description

When performing the Gradation adjustment, after the test pattern prints, the start button doesn't turn green so that the chart can be scanned.

Solution

CAUSE: The paper detect sensor in the DF-601 is detecting paper not allowing the gradation chart to be scanned from the platen glass.

SOLUTION: Check the paper detect sensor in the ADF sensor check mode. Repair or replace the sensor as necessary.

Solution ID TAUS0655507EN00

Solution Usage 0

Description

What is the Part Number for the Part Catalog part number?

Solution

Konica Minolta no longer provides Order numbers (part number) for the Parts catalogs. The Part catalog along with the service manual can down loaded from the Konica Minolta web site.

Solution ID TAUS0655534EN00

Solution Usage 0

Description

Part number for the C300/ C352/ C352P PRBC Board

Solution

The Part Number for the C300/ C352/ C352P PRBC [Printer Control Board] is (p/n 9J06012106).

Solution ID TAUS0655556EN00

Solution Usage 0

Description

Part number for the C300 MFPB Board

Solution

The Part Number for the C300 MFPB Board [Mechanical Control Board] is (p/n 9J06H00301).

Solution ID TAUS0655561EN00

Solution Usage 0

Description

Missing tabs when logging in via the web browser (PageScope Web Connection).

Solution

CAUSE: Firmware bug. Unable to view the Box, Print and Scan tabs. Only the System and Job tabs appear.

SOLUTION: Perform the following:

1. Via the web browser, click on the System tab.
2. Device Information

3. Input Tray.
4. The Box, Print, Scan and Network tabs will re-appear.

Solution ID TAUS0655571EN00

Solution Usage 0

Description

Which IR left cover is used when installing a FS-514?

Solution

When installing the FS-514 use the thinner cover p/n 9J06 1414 05. The FS-514 installation manual refers to this cover as the "IR cover equipped to the machine as standard". Installing the wider cover will not allow the finisher to lock into place. The wider cover p/n 9J06 1415 02 is referred to as "IR left cover furnished with the machine" in the FS-514 installation manual.

Solution ID TAUS0655577EN00

Solution Usage 0

Description

'Please load paper in bypass tray' message when copying. The correct paper size and type is programmed for the bypass tray.

Solution

CAUSE: The manual bypass tray adjustment needs to be run.

SOLUTION: Perform the manual bypass tray adjustment.

1. Enter the Service Mode.
2. Select Machine.
3. Select Manual Bypass Tray Adjustment.
4. Select Max Width.
5. Load the bypass tray with 301mm width paper.
6. Press the Start button.
7. Select Min Width.
8. Load the bypass tray with 89mm width paper.
9. Press the Start button.
10. Select End.
11. Select Exit.

Solution ID TAUS0655580EN00

Solution Usage 0

Description

Unable to print to the bypass tray.

Solution

CAUSE: The manual bypass tray adjustment needs to be run.

SOLUTION: Perform the manual bypass tray adjustment.

1. Enter the Service Mode.
2. Select Machine.
3. Select Manual Bypass Tray Adjustment.
4. Select Max Width.
5. Load the bypass tray with 301mm width paper.
6. Press the Start button.
7. Select Min Width.
8. Load the bypass tray with 89mm width paper.
9. Press the Start button.
10. Select End.
11. Select Exit.

Solution ID TAUS0655583EN00

Solution Usage 0

Description

Unable to connect to Page Scope Web Connection (PSWC) from the client browser.
THE PAGE CAN NOT BE DISPLAYED message on the browser.

Solution

CAUSE: This is a known issue with system code that was loaded from the manufacture.

SOLUTION: This has been correct with patch pt1ogz5ks1.exe [1-OGZ5K], Please reference Technical Bulletin 5474.
Make sure copier has current firmware version 33 and above

Solution ID TAUS0655605EN00**Solution Usage** 0**Description**

C-D3xx codes.

Solution

CAUSE: The machine performs a CRC check on the NVRAM against the NVRAM image stored on the MFP board. The C-D3xx codes will be displayed if the checksums do not match.

SOLUTION: C-D3xx codes can be cleared by pressing Stop, 0, 7, 1, 3, 9. This will display a " * " button. Press this button. This procedure may have to be repeated several times.

Solution ID TAUS0655655EN00**Solution Usage** 0**Description**

Are Konica Minolta MFP's compatible with Category 6 cable standard?

Solution

Konica Minolta MFP's are fully compatible with Category 6 cable standard. Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards. Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T / 100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections. It provides performance of up to 250 MHz.

Solution ID TAUS0655712EN01**Solution Usage** 0**Description**

FK502, the OFFHOOK icon on the touchscreen is missing when selecting Fax mode and unable to Transmit or Receive.

Solution

CAUSE: The machine memory is corrupt.

SOLUTION: To reset the machine memory, perform the following:

1. Enter the Tech Rep mode.
2. Select System 1.
3. Select Initialization.
4. Select Data Clear and press Start.

Solution ID TAUS0655771EN00**Solution Usage** 0**Description**

How to set small size originals to be copied onto letter size paper.

Solution

To set small size originals to be copied onto letter size paper, perform the following:

1. Select Utility.
2. Select User Setting.
3. Select Copier Setting.
4. Select Auto Paper Select for Small Original.
5. Select Letter.
6. Select Close three times to return to the copy screen.

Solution ID TAUS0655788EN00**Solution Usage** 0**Description**

Where is the Lead Edge Erase Located on a C250

Solution

SOLUTION:

1. Click on Utility/ Counter
2. Click on Details
3. Go into the Service Mode. [Stop, 00, Stop, 01]
4. Click on Machine
5. Click on Lead Edge Erase Adjustment
6. You have a selection of 4mm, 5mm and 7mm
7. Click on END

Solution ID TAUS0655795EN00**Solution Usage** 0**Description**

How to Scan to Mail Box on a Fiery IC-406

Solution

SOLUTION:

1. Login to the Fiery on the lower left via the PSWC
2. Password= Fiery.1 [Case Sensitive]
3. Click on the Box Tab
4. Click on Create on the lower right side.
5. Create a Mailbox Name
6. Enter a Password if wanted.
7. Click on Apply
8. Click on Logout (Fiery) located on the lower left.
9. Click on the Scan Tab
10. Click on New Registration
11. Click on User Box (Store Scanner)
12. Create a User Box Name
13. Select Index or Main
14. Under Destination Information User Box Name [use the name created when you was logged in to the Fiery]

Solution ID TAUS0655799EN00**Solution Usage** 0**Description**

Unable to connect to Page Scope Web Connection (PSWC) from the client browser.
THE PAGE CAN NOT BE DISPLAYED message on the browser.

Solution

CAUSE: Possible incorrect settings in the Network Setup.

SOLUTION: Enable DNS Setup to YES, under the Network Setup of the *Fiery controller.

* Trademark ownership information

Solution ID TAUS0655809EN00**Solution Usage** 0**Description**

Specifications for printing on banner paper.

Solution

The specifications for printing on banner paper are:

Width - 210 to 297 mm (8 1/4 to 11 3/4 inches).

Length - 457.3 to 1200 (18 to 47 1/4 inches).

Weight - 127 to 160 gm2 (33 3/4 to 42 1/2 lb).

Note: Banner paper must be fed through the bypass one sheet at a time.

Solution ID TAUS0655906EN00**Solution Usage** 0**Description**

MATCHING PAPER SIZE IS NOT AVAILABLE. SELECT PAPER SIZE message. Even though the correct paper is loaded in the copier. Even though APS is selected it does not seem to be functioning properly.

Solution

Possible Causes:

CAUSE: Incorrect paper thickness is set.

SOLUTION: For any paper other than NORMAL you will be prompted with this message. This is a normal operation. To check or change the paper thicknesses perform the following:

1. Select PAPER.
2. Select the tray you want to check or change.
3. Select Change Tray Settings#6 Paper Type/Special Size Set.
4. Select the Thickness you want.

CAUSE: Paper tray is not setup in Auto Tray Selection

SOLUTION: To add the paper tray to the Auto Tray Selection perform the following:

1. Select Utility
2. Select User
3. Select System
4. Select Paper Tray Setting
5. Select Auto Tray Selection Setting
6. Highlight/Select all of the paper trays that should be included in ATS.
7. Select OK, then exit to main copier screen.

Solution ID TAUS0655953EN00

Solution Usage 0

Description

Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

Explaining pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.

This scenario will occur across the board for printer manufacturers. A Lexmark* is different from an Epson* which is different than an HP*, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript*. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).

The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

* Trademark ownership information

Solution ID TAUS0656148EN00

Solution Usage 0

Description

How to set up Windows XP for SMB scanning.

Solution

Perform the following:

At the PC:

1. Create a folder on the root drive.
2. Right click the newly created folder and select properties.
3. Ensure that the Read Only and Hidden attributes are not checked.
4. Click the Sharing Tab.
5. Click the Share this folder radio button and enter a Share name.
6. Click the Permissions tab.
7. Add the desired User or Group and assign the appropriate permissions.

Notes:

1. With Windows XP Home edition, the Network Setup Wizard will need to be run to enable file and print sharing. Access the Network Setup Wizard from: Start/All Programs/Accessories/Communications/Network Set Up Wizard.
2. With Windows XP SP2, ensure that file and print sharing are a selected exception in the Windows Firewall settings. The Windows Firewall applet can be accessed from: Start/Control Panel/Windows Firewall/Exceptions.

At the C250:

1. Connect to the C250 using PageScope Web connection.
2. Enter the Admin mode.
3. Select the Network Tab.
4. Ensure TCP/IP is enabled.

5. Select and enable SMB.
6. Log out of the Admin mode.
7. Select the Scan tab.
8. Select New Registration.
9. Select SMB and click next.
10. Enter the name of the SMB registration being created, and select a reference in the index.
11. Enter the PC name (uppercase) or IP address in the Host Address field.
12. Enter the folder name in the File Path field. If the folder is located on the root drive, enter only the folder name. If the folder is not located on the root drive, enter the path to the folder.
13. Enter the User ID and Password in their respective fields. If the PC is a member of a domain, enter the User name and Password of a valid domain user account. If the PC is in a workgroup, enter the User name and Password of the local user account. The User ID and password are case sensitive.

Notes:

1. The SMB protocol uses TCP, NetBIOS and ARP broadcasts to communicate with the host PC.
2. See the linked document for further details.

Solution ID TAUS0656152EN00**Solution Usage** 0**Description**

CD355. When restoring data with the HDD back up utility.

Solution

CAUSE: Firmware bug (older version of firmware).

Net work settings are reset and returned to the default value when rebooted after restoring the data, data transmission may be terminated.

SOLUTION: Suspension of use of HDD Backup Utility. Incompatibility between the HDD Backup Utility and the machine firmware level.

See Technical Notice Information TNBT0600127EN01.

Solution ID TAUS0656233EN00**Solution Usage** 0**Description**

CB003, CB115, CB116 after installing the Duel Line Fax kit and initializing it.

Solution

CAUSE: Incorrect items at installation.

SOLUTION: Make sure that you have the Fax Multi Line Kit (ML-501) Item No. 4599X001 along with the Fax Kit FK-502 and MK-706.

Solution ID TAUS0656240EN00**Solution Usage** 0**Description**

How to set Account Track to disable color copying for specific users.

Solution

To set Account Track to disable color copying for specific users perform the following:

1. Enter the Administrator mode.
2. Select User Authentication/Account Track.
3. Select General Settings.
4. Select ON for Account Track.
5. Select Account Track Setting.
6. Select Account Track Registration.
7. Select an available registration number.
8. Create the user account by entering a user name and password.
9. Select Output permission.
10. Select Restrict from the Print selection.
11. Select OK and Close to exit the Administrator mode.

Solution ID TAUS0656357EN00**Solution Usage** 0**Description**

What is the maximum size paper that can be printed on?

Solution

The maximum print size is 12 X 18.

Solution ID TAUS0656365EN00**Solution Usage** 0**Description**

What is the maximum scan size for coping?

Solution

The maximum scan size for coping is 11 X 17.

Solution ID TAUS0656391EN00**Solution Usage** 0**Description**

Color Output Restriction for Public User.

Solution

SOLUTION:

General purpose of this functionality is prohibiting color output for public users, and allowing color output for specific users.

Procedure:

1. Press Utility/ Counter
2. Select Administrator Setting and enter the passcode.
3. Select User Authentication/Account Track.
4. Select General Settings.
5. Enable "User Authentication Setting", to ON [MFP] and set "Public User Access" to "Allow"
6. Account Track "OFF" and Click OK.
7. Go to "User Authentication Setting" Choose "User Registration".
8. Choose "Public" BOX # 000 on page 48, and Select Output Permission, Under Print, Color-RESTRICT, Click OK
9. Under Box # 001 Enter User Name, Password, Confirm Password, OK, Close 5X,
10. Click on Access
11. Be sure to choose "Do Not Display" of "Public User Key" in User Authentication Setting- Administrative Setting.

Note: A most current firmware levels on the copier

Printing from the Workstation with Color Restrictions Setup on the Copier:

1. Go into the Printers Folder
2. Select your Printer
3. Right Click and select Properties
4. Select Job Info.
5. Uncheck- I'm a Guest
6. Uncheck- Use Windows Login
7. Change Username and Password to what you already setup on the copier.
8. Click on Apply
9. Click on OK

Solution ID TAUS0656395EN00**Solution Usage** 0**Description**

Printing from the Workstation with Color Restrictions Setup on the Copier

Solution

SOLUTION:

General purpose of this functionality is prohibiting color output for public users, and allowing color output for specific users.

Procedure:

Printing from the Workstation with Color Restrictions Setup on the Copier:

1. Go into the Printers Folder
2. Select your Printer
3. Right Click and select Properties
4. Select Job Info.
5. Uncheck- I'm a Guest
6. Uncheck- Use Windows Login
7. Change Username and Password to what you already setup on the copier.
8. Click on Apply
9. Click on OK

Solution ID TAUS0656452EN00**Solution Usage** 0**Description**

Is the FS-603 compatible with the C300?

Solution

The FS-603 is not supported on the C300.

Solution ID TAUS0656464EN00 **Solution Usage** 0

Description

Is the FS-501 compatible with the C300?

Solution

The FS-501 is not supported on the C300.

Solution ID TAUS0656504EN00 **Solution Usage** 0

Description

C2557 Abnormally low toner density detected Black TCR Sensor.

Solution

CAUSE: The plastic seal on toner cartridge shutter doesn't detach when the cartridge is installed and obstructs the flow of toner into the Black Imaging Unit.

SOLUTION: Remove the plastic seal from the Black Toner Cartridge, perform the Trouble Reset procedure to clear the C2557 error code, and perform a TCR Toner Supply for the Black Imaging Unit.

Solution ID TAUS0656510EN00 **Solution Usage** 0

Description

C2551 Abnormally low toner density detected Cyan TCR Sensor.

Solution

CAUSE: The plastic seal on toner cartridge shutter doesn't detach when the cartridge is installed and obstructs the flow of toner into the Cyan Imaging Unit.

SOLUTION: Remove the plastic seal from the Cyan Toner Cartridge, perform the Trouble Reset procedure to clear the C2551 error code, and perform a TCR Toner Supply for the Cyan Imaging Unit.

Solution ID TAUS0656515EN00 **Solution Usage** 0

Description

C2553 Abnormally low toner density detected Magenta TCR Sensor.

Solution

CAUSE: The plastic seal on toner cartridge shutter doesn't detach when the cartridge is installed and obstructs the flow of toner into the Magenta Imaging Unit.

SOLUTION: Remove the plastic seal from the Magenta Toner Cartridge, perform the Trouble Reset procedure to clear the C2553 error code, and perform a TCR Toner Supply for the Magenta Imaging Unit.

Solution ID TAUS0656520EN00 **Solution Usage** 0

Description

C2555 Abnormally low toner density detected Yellow TCR Sensor.

Solution

CAUSE: The plastic seal on toner cartridge shutter doesn't detach when the cartridge is installed and obstructs the flow of toner into the Yellow Imaging Unit.

SOLUTION: Remove the plastic seal from the Yellow Toner Cartridge, perform the Trouble Reset procedure to clear the C2555 error code, and perform a TCR Toner Supply for the Yellow Imaging Unit.

Solution ID TAUS0656524EN00 **Solution Usage** 0

Description

FK502. How to program a PAUSE with in the telephone number, in the driver when performing PC FAX.

Solution

To program a PAUSE within the telephone number, in the driver when performing PC FAX, hold down the SHIFT key and select the P key.

Solution ID TAUS0656555EN00 **Solution Usage** 0

Description

Missing tabs when logging in via the web browser (Page Scope Web Connection) after setting up Account Track.

Solution

CAUSE: Firmware bug. Unable to view the Box, Print and Scan tabs. Only the System and Job tabs appear.

SOLUTION: Perform the following:

1. Via the web browser, click on the System tab.
2. Device Information
3. Input Tray.
4. The Box, Print, Scan and Network tabs will re-appear.

Solution ID TAUS0656569EN00

Solution Usage 0

Description

How to print the fax Tx Report from another tray.

Solution

To set a different paper tray, perform the following:

1. Press the Utility\Counter key.
2. Select User Setting\System Setting\Paper Tray Setting\Print Lists.
3. Select the correct paper tray.
4. Press OK.
5. Press the panel reset key.

Solution ID TAUS0656615EN03

Solution Usage 0

Description

Unable to use Overseas Faxing.

Solution

CAUSE: Country code (011) was not dialed.

SOLUTION: Ensure to dial Country Code (011) before all international faxes.

Solution ID TAUS0700438EN00

Solution Usage 0

Description

The life counter does not clear after replacing the imaging unit.

Solution

CAUSE: There is a stabilizer error on the copier.

SOLUTION: Check the control panel for an 'oil can' icon. Press the 'oil can' to determine the stabilizer error. Correct the stabilizer error.

Solution ID TAUS0701206EN00

Solution Usage 0

Description

Color registration is off on the trail edge of 11x17 paper only.

Solution

CAUSE: The fuser speed needs adjustment.

SOLUTION: To adjust the fuser speed, perform the following:

1. Enter Tech Rep mode.
2. Select Machine.
3. Select Fusing Transport Speed.
4. Adjust the settings/data as needed.

Solution ID TAUS0626631EN01

Solution Usage

Description

Is tandem printing or copying supported?

Solution

Tandem printing or copying is not supported at this time.

Solution ID TAUS0648015EN02

Solution Usage

Description

Can image stabilization be adjusted?

Solution

With the release of Phase 2.5 version firmware (and higher), image stabilization control can be adjusted from 140 to 400 copies/prints. Refer to attached Bulletin Number 5705 -Extending Image Unit Life.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0648784EN02

Solution Usage

Description

Errors when trying to flash firmware on a CF card.

Solution

CAUSE: The CYGWIN utility was not obtained from KMBS.

SOLUTION: The complete CYGWIN utility is available on the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Other versions of the CYGWIN utility obtained from locations other than KMBS may not be the complete version, have caused errors, and will not be supported.

Solution ID TAUS0652146EN01

Solution Usage

Description

'Warming Up' message remains on the control panel or C-DC00 at power up.

Solution

CAUSE: Poor connection or there are bent pins on the copier-to-scanner interface cable.

SOLUTION: Inspect the cable and straighten the pins on the male side and then check that the female connector holes are round in shape and not oval. If the holes are oval-shaped, insert a small pin to reform the hole to mostly round. Reseat the scanner cable connection to mainbody.

Solution ID TAUS0653900EN01

Solution Usage

Description

How to view received (RX) faxes before they are printed.

Solution

To view faxes before printing them out, perform the following:

1. At the copier, select Admin mode\Fax\Function\Memory Rx.
2. Select On and input a password, if desired.
3. Press OK.
4. Press Close 4 times to exit the Admin mode.
5. Send a fax for test purposes.
6. Press the Box button at the top of the copier control panel.
7. Select System User Box.
8. Select Memory Rx User Box and enter the password, if necessary.
9. Press OK and the fax should be listed.
10. Open Pagescope Box Operator on a PC client.
11. Click the Tools icon on the top menu bar and select Options.
12. Check the box "Display the Memory Rx User Box."
13. Click OK.
14. The fax Memory Rx User Box should appear on the screen.
15. Double click on any fax to view it.

Solution ID TAUS0653907EN01

Solution Usage

Description

After replacing the HDD, the copier control panel blanks out during pre-drive.

Solution

CAUSE: Incorrect installation of the HDD.

SOLUTION: Correctly install the HDD ribbon cable so the red line on the HDD ribbon cable is at the top and there are four (4) empty gold pins at the bottom of the HDD connector.

Solution ID TAUS0654438EN01

Solution Usage

Description

FK502, the Fax setting tab is not available in the Administrator mode.

Solution

CAUSE: The Prefix/Suffix Auto setting has been set to ON.

SOLUTION: To change the Prefix/Suffix Auto setting, perform the following:

1. Press the Utility key.
2. Enter Administrator Setting.
3. Select System Connection.
4. Select Prefix/Suffix Auto Setting.
5. Select OFF.

Solution ID TAUS0654547EN02

Solution Usage

Description

C-DC00 code.

Solution

CAUSE: After replacing the PWB-M(FPB) the Parameter chip , an8 pin removable chip, on PWB-M was not removed from the old board and installed on the new board.

SOLUTION: Carefully remove the IC chip from the original board and install it on the new board.

Solution ID TAUS0655991EN03

Solution Usage

Description

Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

Pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.

This scenario will occur across the board for printer manufacturers. A Lexmark is different from an Epson which is different than an HP, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica Minolta driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).

The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

Solution ID TAUS0656610EN03

Solution Usage

Description

'Maximum pages exceeded'message after installing the Fax kit.

Solution

CAUSE: Communication error with the machine and the Fax kit.

SOLUTION: Unset the Fax board in the Option board. Reseat the FK502 board and Set the board in the Option board selection.

Solution ID TAUS0656631EN03

Solution Usage

Description

How to have the Fax cover letter print out when faxing through the driver.

Solution

To have the fax cover letter print out, turn TX Report ON. To turn ON the TX report settings, perform the following:

1. Select Utility/Counter.
2. Select [Administrator Settings].
3. Select [Fax Settings].
4. Scroll to and Highlight [Report Settings].
5. Select [ON]. Return to the main copy screen.

Note : This will print out the Fax cover letter information, but not the fax information that was sent.

Solution ID TAUS0656721EN01

Solution Usage

Description

How to perform the HDD R/W check.

Solution

To perform the HDD R/W check, perform the following:

1. Press the Utility/Counter.
2. Touch [Details] on the touchscreen.
3. Press Stop-0-0-Stop-0-1.
4. Touch [State Confirmation] on the touchscreen.
5. Touch [Memory/HDD Adj.] on the touchscreen.
6. Touch the down-arrow on the lower left corner of the touchscreen and scroll to the second screen.
7. Touch [HDD R/W Check] on the touchscreen.
8. Press the START key, which will initiate the hard disk R/W check sequence and will be terminated automatically. This test is used to confirm that the HDD is connected properly, and if read/write operation of the hard disk is correctly performed.
9. The check result will be displayed as [OK] or [NG].
10. Touch [End] on the touchscreen.
11. Touch [Exit] on the touchscreen.

Solution ID TAUS0656800EN01

Solution Usage

Description

Is Bates Stamping supported?

Solution

Bates Stamping or, as referred to by Konica Minolta, Annotation User Box Function is supported for scanned documents only (Scan to E-Mail, FTP or PC (SMB)). The machine does not have the ability to place the Date/Time on the scanned originals, only on the received scanned job.

Notes :

1. Please refer to the attachment for a sample exercise on how to set up Annotation Box.
2. To view the attached document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL;
<http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

Solution ID TAUS0657044EN01

Solution Usage

Description

Unable to view a User Box (Store Scanner) under the address book of the [Scan] button on the machine after it has been registered via PageScope Web Connection.

Solution

CAUSE: Network Function Settings set for disable in the administrator mode.

SOLUTION: To be able store and view a User Box (Store Scanner) in the address book, perform the following:

1. Select [Utility/Counter].
2. Select [2. User Settings].
3. Select [3. Initial Settings] and highlight [Allow].

4. Select [OK].
5. Select [Close].
6. Select [3. Administrator Settings].
7. Select [9. Security Functions].
8. Select [7. Management Functions Settings].
9. Select [3. Network Function Settings] and Highlight [Allow].
10. Back out of the [Administrator mode] and Power the machine OFF/ON.

Solution ID TAUS0657293EN00

Solution Usage

Description

How to improve the color quality of Fiery prints which were originally scanned on the MFP.

Solution

The typical quality of printed scans is unsaturated light colors, as compared to the original. This is due to the RGB source profile not being specific to the color space of the scanner. To achieve better quality when printing files which were scanned on the same device, use the following Colorwise settings (Note: This will not affect how the scans are viewed or printed on a device, other than the one that they were originally scanned on):

1. Set the RGB Source Profile to the EFI standard profile. This is typically EFIRGB or Fiery RGB, depending on the controller.
2. Set the RGB Separation to Simulation. (This will send the RGB channel through the CMYK channel)
3. Set the CMYK Simulation Profile to "Match Copy" or "Colorwise Off". The name of this option varies depending on the controller. If neither setting is available, select "None".

Use these settings only when printing scans from this MFP. These settings won't produce optimal results with other file types. Print the job using this setting and your normal settings to see the difference. Colors should appear more saturated and darker. Results will vary depending on the source document type.

Solution ID TAUS0657367EN00

Solution Usage

Description

Mail merge does not split after installing word macro to split it.

Solution

CAUSE: Incorrect section data was input into the macro.

SOLUTION: Check the bottom status bar of the word window of the original document. The number after Sec. should be input into the macro. Make sure that the Macro security is set to low in order to run.

Solution ID TAUS0657370EN01

Solution Usage

Description

How to divide mail merge into separate jobs based on name or address. Mail Merge staples all pages together.

Solution

To divide mail merge into separate jobs based on name or address, follow the instructions in the attached file.

Solution ID TAUS0657406EN00

Solution Usage

Description

CD251 code after updating firmware to G4 or higher.

Solution

CAUSE: Updating the firmware erroneously changed the JPEG option board status to SET.

SOLUTION: To UNSET the JPEG option board status perform the following:

1. Enter Service Mode
2. Select System 2
3. Select Option Board Status
4. Set JPEG to UNSET and exit.

Solution ID TAUS0657414EN00

Solution Usage

Description

Trays 2, 3, and 4 do not display the correct paper size

CAUSE: The interface cable between the copier and scanner has a bent pin.

SOLUTION: Straighten the pin(s) with needle-nose pliers and then check the female connection.. Verify that the holes are the correct size and are clean.

Solution ID TAUS0657752EN00

Solution Usage

Description

Is edge to edge printing supported?

Solution

Edge to edge printing is only supported when printing 11x17 full bleed on to 12x18 paper. There will always be a slight 2-3mm void area around the edge of the print, this is normal operation.

Solution ID TAUS0657765EN01

Solution Usage

Description

How to change the LCD touchscreen to the non-layered type (copier-centric) as an alternative to using the sub-menus.

Solution

To change the LCD touchscreen to the non-layered type, perform the following:

1. Press the Utility Key.
2. Press User Settings.
3. Press Display Settings.
4. Press Copy Basic Screen.
5. Press Type 2 for the non-layered type.

Solution ID TAUS0657797EN01

Solution Usage

Description

What is the maximum paper margin output when printing?

Solution

The maximum coverage/margin is 4.3 millimeters measured from the edge of any side of the document.

Solution ID TAUS0657887EN00

Solution Usage

Description

Blank image from a new image unit.

Solution

CAUSE: The image unit is not turning possibly due to improper storage causing the developer to jam in one end. The image unit can be checked to see if it is turning by observing the front of the auger shaft with the top door removed and the front door interlock actuated.

SOLUTION: Shake the image unit from front to rear and use a pair of pliers to free it up.

Solution ID TAUS0657992EN00

Solution Usage

Description

The Image Repeat function does not work with a non-standard size original.

Solution

CAUSE: Image Repeat function will work automatically with standard size originals only.

SOLUTION: If the scanner does not recognize the document, select the Image Repeat button and input a custom size under the Set Range button. Save the job settings for future use.

Solution ID TAUS0658101EN01

Solution Usage

Description

How to increase image unit life.

Solution

Please follow the steps outlined in the attached Bulletin Number 5705 -Extending Image Unit Life.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0658132EN00

Solution Usage

Description

Cannot fax out; T00 and T82 error codes

Solution

CAUSE: Incorrect settings.

SOLUTION: In the Tech Rep mode, set the Marketing area for the fax to US and then initialize the fax. Input the fax header data in the Administrator mode.

Solution ID TAUS0658148EN02

Solution Usage

Description

C2351 at power up.

Solution

CAUSE: Toner Suction Fan Motor/K failure to turn.

SOLUTION: M17 toner suction motor on the rear of the main frame has a loose connection or has failed. Reconnect M17 or replace as needed (p/n 9313-1000-72).

Solution ID TAUS0658198EN00

Solution Usage

Description

In Quark Express for Windows the Print Description option is greyed out.

Solution

CAUSE: Only the Windows PCL driver is installed.

SOLUTION: Quark Express requires the PostScript driver to be installed, then the Printer Description option will be available.

Solution ID TAUS0658293EN01

Solution Usage

Description

How to change the machine to Black and White copying as default.

Solution

To have the machine default to Black and White copies, perform the following:

1. Set the main copy screen to Black and White copies.
2. Press the [Utility/Counter] key.
3. Touch the [User Setting] key.
4. Touch the [Initial Setting] key.
5. Touch [Current Setting] followed by [OK].
6. Touch [Close] twice to exit.

Solution ID TAUS0658294EN01

Solution Usage

Description

How to have the machine count twice for 11x17 copies.

Solution

To have the machine count twice for 11x17 paper, perform the following:

1. Access the tech rep mode.
2. While in the tech rep mode select STOP-9.
3. Select [Counter].
4. Select [A3/11x17].
5. Select [Mode 2]. Note : Selecting [Mode 1] will count once.

Solution ID TAUS0658295EN00

Solution Usage

Description

Shadows around letters only on black when copying or printing.

Solution

CAUSE: Poor quality paper is being used.

SOLUTION: Ensure that only high quality paper designated for color copying is used.

Solution ID TAUS0658325EN01

Solution Usage

Description

Howto download TrueType fonts using the Font Downloader Utility.

Solution

TrueType fonts are not supported with the Font Downloader Utility. Adobe® Type 1 PostScript™ fonts are supported.

Solution ID TAUS0658377EN00

Solution Usage

Description

CD010 after performing a physical format to correct a hard drive error.

Solution

CAUSE: Hard drive requires the logical format to be usable.

SOLUTION: Perform a logical format on the hard drive.

Solution ID TAUS0700139EN00

Solution Usage

Description

Where is the PWB-SIF on the wiring diagram?

Solution

The wiring diagram refers to PWB-SIF as the Relay Board (REYB) located at 16W on the grid.

Solution ID TAUS0700244EN00

Solution Usage

Description

How to determine what version of Sun Java™ is installed on a Microsoft® Windows® workstation.

Solution

To determine what version of Sun Java™ is installed, perform the following:

1. From a command prompt type: java -version
2. Press Enter.
3. The version of Sun Java™ will be displayed. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0700388EN00

Solution Usage

Description

Black and White Microsoft® Word® documents are counted as color.

Solution

CAUSE: An E-mail address is inserted in the document. Documents created in Microsoft® Word®, which are normally text and in black & white, will be counted as color if an E-mail address is inserted in the document. Microsoft® Word® automatically converts E-mail addresses into hyperlinks which is, by default, blue. Due to this the document's specification is changed from B/W to color and it is counted as a color document.

SOLUTION: Disable automatic formatting of hyperlinks. On the [Tools] menu => click [AutoCorrect] => then click the [AutoFormat As You Type] tab. Under 'Replace as you type', clear the [Internet and network paths with hyperlinks] check box. This will prevent Microsoft® Word® from auto-formatting and changing the hyperlink color to blue.

Solution ID TAUS0700410EN00

Solution Usage

Description

When a file is sent to the printer, the control panel blanks out.

Solution

CAUSE: There is fax memory installed, but the fax PWB has been removed.

SOLUTION: Remove the fax memory.

Solution ID TAUS0700434EN00

Solution Usage

Description

How to set the fax default to TONE, instead of manually selecting tone or pulse at the copier or in the driver.

Solution

In order to set the fax default to TONE, perform the following:

1. Enter the Administrator mode.
2. Select #8 Fax Setting.
3. Select #3 Telephone Line Setting and set it to PB (Push Button) instead of 10pps.
4. Goback to the main screen and powerthe main switch OFF/ON.

Solution ID TAUS0700435EN00

Solution Usage

Description

How to set Scan to SMB so documents are sent as a single file rather than multiple files.

Solution

To set Scan to SMB so documentsare sent as a single file, perform the following:

1. Press the Scan button.
2. Select Scan Setting on the display.
3. Select File Type.
4. Select Multi Page to have the documents sent as a single file.

Solution ID TAUS0700455EN02

Solution Usage

Description

Single Page Scan setting does not result in single file for each page as indicated in bizhub C352 Network Scanner Operations User Guide, page 2-45. After scanning multiple pages, the resulting file is one file with multiple pages.Unable to have single files for each pagestacked in the RADF.

Solution

CAUSE:This issue is identified as a technical limitation.

SOLUTION: In case of "scan to box", scanned data cannot be stored as "single-page data" due to technical limitation of C352 and C300 series. The data is stored as "multi-page data".

Solution ID TAUS0700464EN00

Solution Usage

Description

Gray copies. Background on every color print or copy. The background appears to have a wavy pattern.

Solution

CAUSE: Failed Black Print Head.

Note : Gray background when printing internal test prints on every color.

SOLUTION: Replace Black Print Head (p/n 4038-0778-00 for bizhub C250) or (p/n 9J06-R727-00 for bizhub C252/C300).

Solution ID TAUS0700530EN00

Solution Usage

Description

LCD goes out after about 10 seconds.

Solution

CAUSE:

PWB-MFP not working properly.

SOLUTION:

1. Reseat all the connectors on the PWB-MFP.
2. Flash the copier with current firmware.
3. Replace PWB-MFP.

Model Part Number

=====
C250 PWB-MFP 4038012106
C300 Printer Control Board 9J06012106
C352 Printer Control Board 9J06012106

Solution ID TAUS0700545EN00

Solution Usage

Description

No display on the control panel.

Solution

CAUSE: No display on the control panel. Possible bad connection .

SOLUTION:

1. Re-flash the copier with current firmware.
2. Re-seat all connectors on the PSB-MFP or PWB-PRCB.
3. Replacethe PWB-MFP or PWB-PRCB.

Model Description Part Number
C252PWB-MFP 4038-2414-01
C300/C352PWB-PRCB 9J06-0121-06

Solution ID TAUS0700557EN00

Solution Usage

Description

How to setup duplexed images to be centered on each other.

Solution

This is not an available option on this model. This option (Side 2drum clock adjust) is available on Production Print models such as the 8050/bizhub PRO C500.

Solution ID TAUS0700572EN00

Solution Usage

Description

How to input the main body serial number.

Solution

To input the main body serial number, perform the following:

1. Press the Utility Key.
2. Press Details, Stop, 0, 0, Stop 0, 1.
3. Press System 1.
4. Press Serial number.
5. Enter the main body serial number and press OK.

Solution ID TAUS0700579EN00

Solution Usage

Description

Intermittent CFE07 codes.

Solution

CAUSE: Low level firmware.

SOLUTION: Upgrade firmware level to Phase 3 or higher.

Solution ID TAUS0700665EN00

Solution Usage

Description

Error code C4705 at power up.

Solution

CAUSE: The Printer Control Board (PRCB) has failed on the bizhub C300/bizhub C352. The PWB-MFP has failed on the bizhub C250/bizhub C250P/bizhub C351/bizhub C450/bizhub C450P.

SOLUTION: Replace the PRCB (p/n 9J06012106 - bizhub C300/bizhub C352). Replace the PWB-MFP (p/n 4038012106 - bizhub C250/bizhub C250P; p/n 4037013104 - bizhub C351/bizhub C450/bizhub C450P).

Solution ID TAUS0700696EN00**Solution Usage****Description**

CFB53.

Solution

CAUSE: Error concerning data transmission bus or hardware (inside the board).

SOLUTION: Perform data clear: Service Mode => System1 => Initialization Data Clear =>restart the machine.

Solution ID TAUS0700732EN00**Solution Usage****Description**

Is VoIP supported with a fax kit installed?

Solution

VoIP is currently not supported, however, this does not mean that it will not be supported in the future. VoIP is currently supported on the bizhub 420 and bizhub 500 with special firmware.

Solution ID TAUS0700745EN01**Solution Usage****Description**

C-D351 or C-D364 when copying or printing.

Solution

CAUSE:NVRAM data error.

SOLUTION: Restore theNVRAM data. When a NVRAM data error is detected, restoring the backup data from Flash ROM on MFPC board is possible with the following procedure:

1. Press [Stop], 0, 7, 1, 3, 9.The control panel will display [*].
2. Press[*] on the control panel.

Note: Thiserror code (or another C-D3xx code) may appear again. It may be necessary todo theNVRAM data restore procedureseveral times toclear the error code(s) completely.Pressing [*] initiates the data restore, which takes a very short time.

3. When the restore is finished, the control panel displays a message to power OFF the main power switch.
4. Turn the main power switch OFF/ON.

If the restore failed, thecode will be shown again. Note that a restore is possible only if an actual NVRAM data error is detected. If the procedure above does not work, the NVRAM can be confirmed as the root problem by temporarily swapping the NVRAM from oneof the following models:C250, C300, C351, C352 or C450.

To obtain a replacement NVRAM, follow the NVRAM/BRU replacement procedure (see attached bulletin), but only after the steps above have beenperformed.

Solution ID TAUS0700764EN02**Solution Usage****Description**

Due to the recent changes to the date that Daylight Saving Time begins, it may be necessary to adjust the time to allow the proper time to display on scans and faxes.

Solution

Refer toattached Bulletin #5806 for the details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>**Solution ID** TAUS0700771EN00**Solution Usage****Description**

FK-502, how to change the transmit report to print without an image.

Solution

To change the transmit report to print without an image, perform the following:

1. Enter the Tech Rep mode.
2. Select Fax.
3. Select List Output.
4. Under TX Result Report select Without Image.

Solution ID TAUS0700776EN00**Solution Usage****Description**

FK502, transmitted faxes are reduced.

Solution

CAUSE: The fax user settings are corrupt.

SOLUTION: Perform the following procedure to resolve the problem:

- 1.Press the Fax key.
- 2.Press Utility/Counter key.
- 3.Press User Settings.
- 4.Press Initial Settings.
- 5.Select Factory and press OK.

Solution ID TAUS0700781EN00**Solution Usage****Description**

When scanning in black and white to PC (SMB),the file size is too large.

Solution

CAUSE: Full color is selected on the operation panel.

SOLUTION: Select Black on the operation panel via scan settings.

Solution ID TAUS0700790EN00**Solution Usage****Description**

When using theE-mail notification feature, can multiple E-mail addresses be entered?

Solution

Multiple E-mail addresses can be used with the E-mail notification feature. When adding multiple E-mail addresses, separate the addresses using a comma and no spaces.

Solution ID TAUS0700861EN00**Solution Usage****Description**

Poor copy quality (ghosting/hazy) when using letterhead as a tray setting or duplexing.

Solution

CAUSE: A poor connection or poorly seated NVRAM on the PWB-MFP board.

SOLUTION: Reseat all connectors on the PWB-MFP board as well the NVRAM.

Solution ID TAUS0700907EN00**Solution Usage****Description**

How to scan to E-mail using an Emperon controller.

Solution

SOLUTION:

See the attacheddocument, which contains step-by-step Scan to E-mail setup instructionsfor the Emperon standard controllers. This is a training document and is structured using classroom examples. Be sure to replace site-specific parameters (TCP/IP addresses, email addresses, etc., with those specific to the installation.

Solution ID TAUS0700908EN00**Solution Usage****Description**

How to Scan to SMB/FTP/BOX on an Emperon controller.

Solution

Please see the attached step-by-stepinstruction procedures (Lab Exercises)for the Emperon standard controllers.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0700949EN00**Solution Usage****Description**

F023 code at power up.

Solution

CAUSE: Main bodyfirmware is corrupt.

SOLUTION: Flash themain bodyfirmware to the latest level.

Note : The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701063EN00**Solution Usage****Description**

PageScope Address Book Utility version 1.6 compatibility.

Solution

PageScope Address Book Utility isnot compatible with the bizhub C300 and bizhub C352.

Note : PageScope Data Administrator version 3.03 can be used to configure user information on these devices.

Solution ID TAUS0701072EN00**Solution Usage****Description**

Is tab printing or copying supported?

Solution

Tab printing or copying is not supported.

Solution ID TAUS0701083EN00**Solution Usage****Description**

C255x.

Solution

CAUSE: Toner is not replenished properly from the Toner Cartridge to the Imaging Unit. TCR sensor detected abnormal low toner density (C2551 - Cyan, C2553 - Magenta, C2555 - Yellow, C2557 - Black).

Part of the mylar film from the toner bottle blocks the toner replenishment entrance or Toner Cartridge is not set properly.

SOLUTION: Remove any obstruction; reseat toner cartridge.

Notes :

1. See attached TNI (Technical Notice & Information) No. TNBT0600116EN00 for additional information.
2. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

Solution ID TAUS0701120EN00**Solution Usage****Description**

When using Thick Paper Mode, heavy C or Y or M saturation is on output; normal paper mode is okay.

Solution

CAUSE: Thick Paper Mode changes the toner concentration to accomodate the potential less toner transferred.

SOLUTION: Follow the steps below:

1. Enter service mode (Utility>>Details>>stop 00, stop 01).
2. Select Imaging Process Adjustment.
3. Select Thick Paper Density Adjustment.
4. Set Desired colorfrom 0 to some negative number (-4).
5. Select End>>Exit to back out of service mode and confirm.

Solution ID TAUS0701121EN00**Solution Usage****Description**

"Please Insert Correct Imaging Unit" message will not clear from the copier control panel.

Solution

CAUSE: The incorrect IU was installed in the copier.

SOLUTION: TurnOFF the main power to the copier, insert the correct IU, and turnON the main power.

Solution ID TAUS0701138EN01

Solution Usage

Description

Unable to set the Output Tray Setting for Fax (2nd Line).

Solution

CAUSE: This issue is a specification change starting with Phase 2.5.

SOLUTION: Earlier firmware did allow the selection for the Line 2 output tray. If Phase 3x is not needed, it is recommended to stay at Phase 2.0 release to allow this functionality.

Note : The latest version firmware and system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701141EN00

Solution Usage

Description

Is there a TWAIN driver for Macintosh® environments utilizing the standard controller?

Solution

Presently there are no TWAIN drivers for use with a Macintosh® utilizing the Emperon controller. Fiery® controllers currently support TWAIN scanning.

Solution ID TAUS0701172EN00

Solution Usage

Description

Wavy line pattern on cyan halftone patterns.

Solution

CAUSE: A faulty connection on the MFPB, PRCB and or the NVRAM.

SOLUTION: Reseat the NVRAM and all connectors on the MFPB and PRCB.

Solution ID TAUS0701193EN00

Solution Usage

Description

WEB PAGE CAN NOT BE DISPLAYED message using Microsoft® Windows Vista™. Unable to browse to the NIC, but able to print and to PING.

Solution

CAUSE: Incorrect Proxy setting.

SOLUTION: Possible incorrect settings within the Proxy Server. To check and see if the TCP/IP address for the controller is set for Exceptions for browsing out to it, check the following:

1. Select TOOLS and INTERNET OPTIONS.
2. Select the CONNECTIONS tab.
3. Select LAN Settings.
4. Select PROXY SERVER.
5. Check to make sure that both USE PROXY SERVER FOR YOUR LAN and BYPASS PROXY SERVER FOR LOCAL ADDRESS is checked off.
6. Select the ADVANCED button, and put in the TCP/IP address in the EXCEPTIONS (example 11.11.x). The 'x' is for all TCP/IP addresses that start with that prefix.

Solution ID TAUS0701197EN00

Solution Usage

Description

Macintosh® Intel O/S 10.4 losing connection after a few print jobs. Macintosh® must be rebooted to restore printing.

Solution

CAUSE: Corrupt or improperly installed driver.

SOLUTION: Completely remove and re-install the driver according to the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0701205EN00**Solution Usage****Description**

White dots in black areas exhibited on the second side.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: To receive a replacement NVRAM or BRU Chip please call the Hotline.

Solution ID TAUS0701220EN03**Solution Usage****Description**

How to install system software on the IC-402 (Fiery® X3eTY 35C-KM), IC-406 (Fiery® X3eTY 30C-KM) or IC-408 (Fiery® X3eTY2) using a USB flash drive.

Solution

Please see the attached PDFs for complete instructions.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Make sure to Power off the Fiery using its dedicated AC Switch.
Disconnect all cables from the Fiery.

Verify that the Service Switches are in the Normal Position [downward position]

Solution ID TAUS0701228EN00**Solution Usage****Description**

FK502, can watermarks be placed on an incoming fax?

Solution

Watermarks cannot be placed on incoming faxes.

Solution ID TAUS0701232EN00**Solution Usage****Description**

Does the Adobe® PostScript driver support PC faxing?

Solution

The Adobe® PostScript driver does not support PC faxing.

Solution ID TAUS0701237EN00**Solution Usage****Description**

Can copy or print jobs be offset without a finisher installed?

Solution

Copy jobs or print jobs cannot be offset without a finisher installed.

Solution ID TAUS0701238EN00**Solution Usage****Description**

How to perform criss crosssorting without a finisher installed.

Solution

To set up criss crosssorting without a finisher installed, perform the following:

1. Press the Utility key.
2. Press the User Settings.
3. Press System Settings.
4. Press Paper Tray Settings.
5. Press Auto Tray Select. Select the trays that contain 8.5x11 and 8.5x11R and press OK.
6. Press Auto Tray Switch and select ALLOW and then OK.

7. Press #4 No Matching Paper in Tray Setting and select Switch Trays. Press OK.
8. Press close 4 times to return to the default LCD screen.
9. Press the Paper Icon on the operation panel.
10. Press Auto Paper

Solution ID TAUS0701242EN00

Solution Usage

Description

Part number for the PH window cleaning jig.

Solution

PH window cleaning jig(p/n 4038208302).

Solution ID TAUS0701255EN00

Solution Usage

Description

Troubleshooting vCare/CS Remote Care E-mail communication failure.

Solution

In the attached bizhubvCare CS Remote Care Email Communication Troubleshooting Guide1.1 are troubleshooting methods and procedures to resolve vCare Email Communication issues.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0701272EN00

Solution Usage

Description

Unable to print via the standard controller. Can PING and browse the NIC.

Solution

CAUSE: The memory is scrambled or corrupt.

SOLUTION: Perform a Data Clear by performing the following procedure:

1. Enter the Tech Rep Mode by pressing the Utility Key and then enter Stop 00, Stop 01.
2. Press System 1.
3. Press Initialization and then Data Clear.

Note: Prior to performing the Data Clear, export the address book. Upon completing the Data Clear reinstall the hard drive, the TCP/IP address and import the address book.

Solution ID TAUS0701292EN00

Solution Usage

Description

C1191 service code at power up.

Solution

CAUSE: The tray where the paper is stapled is out of place causing the stapling unit to bind,thus PC8 is not turnedON at power up.

SOLUTION: Reinstall the tray so that the stapling unit is not obstructed.

Note : The Tray is shown on page 7 callout 15 in the Parts Manual (p/n 9J08 1504 03).

Solution ID TAUS0701293EN00

Solution Usage

Description

No display and the start button is amber.

Solution

CAUSE: The FK-502 is installed in the incorrect slot.

SOLUTION: Install the FK-502 in the rear-most slot.

Solution ID TAUS0701302EN00

Solution Usage

Description

What is the Classified Paper Size Counter?

Solution

This is the special "tool" to check the number of counts of specified paper which can be selected from the Administrator setting.

[Utility] => [Administrator Setting] => [System] => [List/Counter] => [Paper Size/Type Counter]

Note : This counter can be reset from Administrator setting and these counters do not relate to the total counter directly.

Solution ID TAUS0701313EN00

Solution Usage

Description

PageScope Box Operator is not displaying the documents in the User Box.

Solution

CAUSE: The User Box was created without a password.

SOLUTION: When creating a User Box, a password must be used in order to view and retrieve the documents using PageScope Box Operator.

Solution ID TAUS0701319EN00

Solution Usage

Description

A "Destination device is not supported" error occurs when trying to Import a document from a User Box with the Standard Controller using the HDD TWAIN driver.

Alternatively, no error message may occur and the HDD TWAIN driver does connect to the device after specifying a mailbox.

However, the "Acquire" button is not activated and is grayed out. No documents are displayed as being retrieved. Pressing the "Refresh" button does not make the "Acquire" button available or download the documents from the Users HDD box.

Solution

CAUSE: Driver upgrade required.

SOLUTION: Upgrade to the HDD TWAIN driver, version 2.0.9.

Note : The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (<http://www.kmbs.konicaminolta.us>), Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0701354EN00

Solution Usage

Description

Can the copier be initialized without losing the one-touch buttons stored on the copier HDD?

Solution

The one-touch buttons can be saved in one of 2 ways:

1. Use PageScope Data Administrator to back up the HDD data.
2. Turn off the HDD under System 2 of the Tech Rep mode and reboot the copier. Initialize the copier. Enable the HDD after the copier is initialized. Reboot the copier.

Solution ID TAUS0701372EN00

Solution Usage

Description

C-0204 at power up.

Solution

CAUSE: A piece of paper has gotten stuck behind the tray.

SOLUTION: Remove the tray and look for paper in the connector for the tray.

Solution ID TAUS0701374EN00

Solution Usage

Description

Black smudges on copies.

Solution

CAUSE: Poor contact on the side door interlock switch.

SOLUTION: Clean and inspect side door interlock switch.

Solution ID TAUS0701377EN00

Solution Usage

Description

Availability of fax only driver.

Solution

Konica Minolta Business Solutions has released a fax only driver that supports the following products:

- 1. bizhub C450/C351/C250/C352/C300
- 2. bizhub 420/500
- 3. bizhub 600/750

Download the attached Fax_only_driver_v01020001_en_add.zip and Release Notes.

Note : To open the file(s) using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website:

<http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

Solution ID TAUS0701469EN00

Solution Usage

Description

How to enable/disable spooling of print jobs in the HDD before RIP.

Solution

To enable/disable spooling of print jobs in the HDD before RIP, perform the following:

- 1. Press the Utility/Counter key.
- 2. Touch [2 User Setting] on the touchscreen.
- 3. Touch [6 Printer Setting] on the touchscreen.
- 4. Touch [1 Basic Setting] on the touchscreen.
- 5. Touch [Spool Print Jobs in HDD before RIP] on the touchscreen.
- 6. Program the desired functionality by touching [YES] or [NO] on the touchscreen.
- 7. Touch [Close] on the touchscreen.
- 8. Touch [Exit] on the touchscreen.

Solution ID TAUS0701491EN00

Solution Usage

Description

Unable to fax directly after setting up and enabling RightFax™.

Solution

CAUSE: Incorrect configuration.

SOLUTION: Direct faxing is not supported when an MFP is configured for using a RightFax™ server.

Solution ID TAUS0701493EN00

Solution Usage

Description

How to setup the MFP/Fiery® controller to fax using a RightFax™ server.

Solution

Fiery® controllers do not support faxing or RightFax™ servers.

Solution ID TAUS0701495EN00

Solution Usage

Description

Unable to purchase MFP module and MFP extension from Konica Minolta.

Solution

CAUSE: The MFP module and MFP extension are not purchased from Konica Minolta.

SOLUTION: The MFP module and MFP extension are purchased directly by the customer from Captaris®. Once installed by the customer and licensed by Captaris®, the RightFax™ integration can be performed.

Solution ID TAUS0701532EN00

Solution Usage

Description

Account tracking or Authentication is not available in the driver on a Windows* Vista 32 bit client PC.

Solution

CAUSE: Windows Vista built in drivers for KonicaMinolta printers are only PPD based and do not have the Account track and Authentication options.

SOLUTION: Install the Windows XP digitally signed PCL or PS driver which will function on the Windows Vista 32 bit client PC.

Solution ID TAUS0701568EN00

Solution Usage

Description

LDAP does not function after upgrading firmware.

Solution

CAUSE: Corrupt firmware.

SOLUTION: Re-download the latest firmware version and re-flash the machine.
