



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub C352 - ALL ACTIVE SOLUTIONS

May 2007

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, www.kmbs.konicaminolta.us.

Legal Notice

This document is designed as a diagnostic tool, primarily for Konica Minolta's support personnel, and authorized service representatives. Konica Minolta recommends that all service be performed by an authorized service representative. Users are responsible for seeking advice of a Konica Minolta authorized service representative regarding the information, opinion, advice or content of this document.

USER AGREES THAT USE OF THIS DOCUMENT IS AT USER'S SOLE RISK AND THAT THIS DOCUMENT IS PROVIDED ON AN AS IS BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY LAW AND INCAPABLE OF EXCLUSION. IN NO EVENT WILL KONICA MINOLTA OR THOSE ACTING ON ITS BEHALF BE LIABLE FOR ANY DAMAGES, INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF YOUR USE OF THIS DOCUMENT.

Copyright 2007, Konica Minolta Business Solutions U.S.A., Inc.

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 TAUS0654486EN00

Solution Usage 11

Description

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

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 TAUS0656505EN00

Solution Usage 5

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 TAUS0654573EN00

Solution Usage 4

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 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 TAUS0654395EN00

Solution Usage 3

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 TAUS0654503EN00

Solution Usage 3

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 TAUS0656149EN00

Solution Usage 3

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 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 Ethereal 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 TAUS0654216EN00 **Solution Usage** 2

Description

FK502, compatibility with a digital phone line.

Solution

The FK502 will not function on a digital phone line.

Solution ID TAUS0654326EN00 **Solution Usage** 2

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 TAUS0654583EN00 **Solution Usage** 2

Description

FK502, unable to send or receive faxes.

Solution

CAUSE: The HDD must be turned ON in the copier.

SOLUTION: In the Tech Rep mode, verify the HDD is set to 'Installed' under the System 2 button.

Solution ID TAUS0656570EN00 **Solution Usage** 2

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 TAUS0656684EN01 **Solution Usage** 2

Description

AUTHENTICATION FAILURE is displayed; User Authentication with External Server set to Active Directory, DNS and Time configuration is confirmed.

Solution

CAUSE: When utilizing Active Directory User Authentication, Microsoft 2000 and 2003 Servers switch from Kerberos over UDP to Kerberos over TCP when the user's PAC data exceeds 2000 bytes to ensure data integrity. This likelihood increases when the user is member of more than several groups in the domain typically seen with large accounts, IT staff, VP and others.

SOLUTION: Upgrade the engines firmware to specialROM version GCt_G4, with download name20060901_9J06-F000-GCt-G4-000(00)_CHECKSUM-AD7E.EXE as referenced in DLBT0602285EN00. This new special ROM supports Kerberos over TCP and is available on the ftp site.

Note: Privilege Attribute Certificate(PAC) is strictly used in Windows 2000/2003Kerberos authentication. Contains information such as the user's Security ID (SID), group membership SIDs, and users' rights on the domain. Our problems were related to when the user belongs to multiple groups within the domain, the data expands proportionally and the OS changed to TCP. Our original firmware only supported UDP.

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 TAUS0700797EN00

Solution Usage 2

Description

FS-514, paper is not exiting the finisher and no jam code is indicated.

Solution

CAUSE: Early version firmware is installed.

SOLUTION: The FS-514 must be at version 07 to function properly. Upgrade the firmware to version 07.

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 TAUS0700835EN04

Solution Usage 2

Description

Print jobs do not print when vendor mode is enabled.

Solution

CAUSE: Incorrect firmware level.

SOLUTION: The firmware that enables this function will be available mid April 2007. A previous solution that stated the H5/H6 firmware corrected this issue was incorrect.

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 so that an automatic email will be sent to the technician when this solution is updated. End the call with call code "escalated to Japan".

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.msp

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 TAUS0653411EN00

Solution Usage 1

Description

Product Configurator, C352.

Solution

C352 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 TAUS0653640EN00

Solution Usage 1

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 TAUS0653653EN00

Solution Usage 1

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 TAUS0653673EN00

Solution Usage 1

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 TAUS0654044EN00

Solution Usage 1

Description

What are the linear speed differences of the machine normal compared to 'glossy' or Thick3 mode?

Solution

The C350 operating speed is as follows:

Running 8.5x11 with with normal paper = 35ppm

Special paper or with the 'glossy' setting = 12ppm (single sided) - 10 sides/min (double sided)

Solution ID TAUS0654079EN00

Solution Usage 1

Description

Why is Copy Protect xxxx code showing when trying to update the MFP boot controller?

Solution

This message is normal when updating the firmware from phase 2.01 onward. The code following the "Copy Protect" message is the checksum of the copy protect firmware.

Solution ID TAUS0654385EN00

Solution Usage 1

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 TAUS0654496EN00

Solution Usage 1

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 TAUS0654635EN00

Solution Usage 1

Description

Bypass capacity for envelopes, OHP, labels, envelopes and postcards.

Solution

The bypass capacity is 10 envelopes, 20 OHP, 20 labels, or 20 postcards.

Solution ID TAUS0654640EN00

Solution Usage 1

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 TAUS0655286EN00

Solution Usage 1

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 TAUS0655562EN00

Solution Usage 1

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 TAUS0655584EN00

Solution Usage 1

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 TAUS0655595EN00**Solution Usage** 1**Description**

Command workstation. not functioning properly. Only half of the ICONS are displayed and the following message is displayed "Please update the editor".

Solution

CWS ver 4.3 was installed you need to upgrade to CWS ver 4.5.

Solution ID TAUS0656232EN00**Solution Usage** 1**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 TAUS0656462EN00**Solution Usage** 1**Description**

Is the FS-501 compatible with the C352?

Solution

The FS-501 is not supported on the C352.

Solution ID TAUS0656516EN00**Solution Usage** 1**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 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 TAUS0657395EN00

Solution Usage 1

Description

FS514, intermittently all of the pages from one set do not exit with that set and are then included with the next set.

Solution

CAUSE: The FS514 is not properly supported by the castors causing misalignment.

SOLUTION: Ensure that the castors and adjusting plates are set so that they touch the floor as illustrated in the installation instructions.

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 TAUS0657876EN00**Solution Usage** 1**Description**

Stapling alignment is not correct and unable to adjust.

Solution

CAUSE: The plunger for SL1 in the FS514 has fallen out of place, and the storage paddle drive clutch is not engaging. This causes paper being fed into the SD503 to catch on the paddle and not all the way to the stops. This will cause the staples to be placed 2? to the right.

SOLUTION: Re-install the SL-1 plunger and check for proper operation. See attached PDF for parts location and identification.

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>

SPECIAL NOTE : Solution provided by Gerald Koehl of Braden Business Solutions.

Solution ID TAUS0657884EN00**Solution Usage** 1**Description**

FK-502 not recognized at power up.

Solution

CAUSE: The FK-502 is not set in Tech Rep mode.

SOLUTION: Set the FK-502. To set the FK-502, perform the following:

1. Enter Service mode.
2. Select System 2.
3. Select Option Board Status.
4. Select Set for Fax (Main).
5. Exit Service mode.

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 TAUS0700212EN00

Solution Usage 1

Description

"Now Warming Up" message.

Solution

CAUSE: There is a bent pin on the copier-to-scanner interface cable.

Note : The fuser unit is hot and the scanner does not run the shading adjustment.

SOLUTION: Using needle-nose pliers, straighten the bent pin. Also confirm the holes on the female side are round and not elongated.

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 TAUS0701199EN00

Solution Usage 1

Description

How to enable legal size booklet making.

Solution

To enable and set up the machine for legal size booklets from the standard controller perform the attached instructions contained in Bulletin 5264.

Notes :

1. Current firmware will also allow for legal size booklet making providing switch 21 is set to 01 as stated in the bulletin.
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. 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 TAUS0608135EN00

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 TAUS0653424EN00

Solution Usage 0

Description

Specifications and Installation Guide, C352.

Solution

Specifications and Installation Guide, C352 .

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 TAUS0653538EN00

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 TAUS0653559EN00

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 TAUS0653631EN00 **Solution Usage** 0

Description

Power consumption specifications for the C352.

Solution

The power consumption is as follows:

Warm up - .064KWH

Standby (see note) - .186KWH

Running - 1.334KWH

Note: Energy consumed by mainbody except fuser.

Solution ID TAUS0653633EN00 **Solution Usage** 0

Description

What is the acoustic noise level specification for the C352?

Solution

70dB or less when running

52dB or less when idle

Solution ID TAUS0653638EN00 **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 TAUS0653651EN00 **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 TAUS0653669EN00 **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 TAUS0653671EN00**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 TAUS0653675EN00**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 TAUS0653677EN00**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 TAUS0653679EN00**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 TAUS0653681EN00**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 TAUS0653683EN00

Solution Usage 0

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 TAUS0653685EN00

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 TAUS0653687EN00

Solution Usage 0

Description

What is the default Administrator Password?

Solution

The default Administrator Password for the Web Utilities is 12345678.

Solution ID TAUS0653723EN00

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 TAUS0653743EN00

Solution Usage 0

Description

User's Guides/Manuals, C352.

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 C352 Quick Guide| URL http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC352QuickGuide]]

[[bizhub C352 Enlarge Display User Guide| URL

http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC352EnlargeDisplayOperationsUserGuide]]

[[bizhub C352 Network Scanner User Manual| URL

http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC352NetworkScannerUserGuide]]

[[bizhub C352 Print Operations User Manual| URL

http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC352PrintOperationsUserGuide]]

[[bizhub C352 Box Operations User Manual| URL

http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC352BoxOperationsUserGuide]]

[[bizhub C352 Copy Operations User Manual| URL

http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC352CopyOperationUserGuide]]

[[bizhub C352 FK502 Facsimile Operations User Manual| URL

http://www.kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Manuals/Pages/bizhubC352FK-502UserManual]]

Solution ID TAUS0653885EN00

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 TAUS0653893EN00

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 TAUS0653910EN00

Solution Usage 0

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 4 empty gold pins at the bottom of the HDD connector.

Solution ID TAUS0653918EN00

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 C352, 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 C352, Properties, Overlay, Print Overlay, select you [Master] file, OK, Print.

Solution ID TAUS0653938EN00

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 TAUS0654000EN00

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 TAUS0654024EN00

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 TAUS0654059EN00

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 TAUS0654247EN00

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]]

* Trademark ownership information

Solution ID TAUS0654265EN00

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 TAUS0654271EN00

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 TAUS0654470EN00

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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0654526EN00

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 TAUS0654539EN00

Solution Usage 0

Description

Copyright 2007, Konica Minolta Business Solutions U.S.A., Inc.

May 2007

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 TAUS0654566EN00

Solution Usage 0

Description

An abnormal image when running the Gradation Adjustment Test Print in the High Compression Mode.

Solution

CAUSE: The paper tray used for the test print is not reading the correct paper size.

SOLUTION: Verify the paper tray used for the test print is set to 11x17. If the paper tray is reading 11x17W, the abnormal image may occur.

Solution ID TAUS0654655EN00

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 TAUS0654702EN00

Solution Usage 0

Description

Part number for the PRCB [Printer Control Board].

Solution

Printer Control Board [p/n 9J06012106].

Solution ID TAUS0654746EN00

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 TAUS0654755EN00

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 TAUS0654756EN00

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 TAUS0654765EN00

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 TAUS0654801EN00

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 TAUS0654822EN00

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 TAUS0654888EN00

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 TAUS0655351EN00

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 TAUS0655377EN00

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 up to 30 times.

Solution ID TAUS0655448EN00

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_GWC-31

Attention: Be sure to follow the instruction in TNBT060094EN* when upgrading Firmware

Solution ID TAUS0655504EN00

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 TAUS0655533EN00

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 TAUS0655557EN00

Solution Usage 0

Description

Part number for the C352/ C352P MFPB Board

Solution

The Part Number for the C352/ C352P MFPB Board [Mechanical Control Board] is (p/n 9J06010102).

Solution ID TAUS0655572EN00

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 TAUS0655658EN00

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 TAUS0655789EN00

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 TAUS0655794EN00

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 TAUS0655798EN00

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 TAUS0655907EN00

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 TAUS0655956EN00

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 TAUS0656154EN00

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 TAUS0656241EN00

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 TAUS0656267EN00

Solution Usage 0

Description

Special Firmware for Secure SMB Scanning.

Solution

Refer to Bulletin #06-GB-037.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 TAUS0656360EN00

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 TAUS0656368EN00

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 TAUS0656390EN00

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 TAUS0656394EN00

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 TAUS0656448EN00

Solution Usage 0

Description

Is the FS-603 compatible with the C352?

Solution

The FS-603 is not supported on the C352.

Solution ID TAUS0656511EN00

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 TAUS0656512EN00

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 TAUS0656521EN00

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 TAUS0656525EN00

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 TAUS0656554EN00

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 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 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 TAUS0654780EN01**Solution Usage****Description**

Why are Counter Reader settings not being updated?

Solution

Select Counter Reader=> Server Settings => Time of Acquisition; the time is set by Military Time. The time can only be set hourly.

Wait until the time specified in order to receive the Counter information. If the Net Care Server PC is shut OFF or not on the Network at the set time of Data Acquisition, Counter Reader data will not be updated.

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 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

1. Press the Utility key.
2. Select [User Setting].
3. Select [Initial Setting].
4. Select [Factory Default].
5. Select [OK], [Close], [Close] to return to the basis screen.
6. Power OFF the machine using the main switch so that all power is removed from the machine. Wait 10 seconds and power the machine ON.

Solution ID TAUS0657542EN00

Solution Usage

Description

"Log In" error when scanning multiple pages to E-mail with the standard controller.

Solution

CAUSE: Binary division is set to ON.

SOLUTION: In the Admin mode, select Network\E-Mail Setting\E-Mail Tx. Set Binary Division to OFF.

Solution ID TAUS0657562EN01

Solution Usage

Description

LCD display is in Japanese

Solution

SOLUTION:

1. Power on the machine.
2. Press Utility
3. Press 2 on the keypad
4. Press 1 on the keypad
5. Press 1 on the keypad
6. Select the 1 st choice on the LCD panel (upper left box).
7. Press OK.
8. Power machine Off/On.

Solution ID TAUS0657637EN00

Solution Usage

Description

The copier control panel blanks out when running the gradation adjustment.

Solution

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 TAUS0657744EN01

Solution Usage

Description

Does the hard diskdrive (HDD) come standard or is it an option?

Solution

The C250/C351/C352/C450 all come standard with the HDD (hard disk drive).

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 TAUS0657994EN00

Solution Usage

Description

The control panel is blank and the Start button is amber.

Solution

CAUSE: Memory problem. Memory may not be installed correctly.

SOLUTION: Reseat the copier memory.

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 TAUS0658380EN00

Solution Usage

Description

The finisher does not come on with 8.5x11 paper, but operates normally with 8.5x11 landscape.

Solution

CAUSE: The finisher has early firmware.

SOLUTION: Upgrade the finisher to the latest firmware.

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 TAUS0700264EN00

Solution Usage

Description

What setting should Printer Setup be for the Fiery® X3eTY (IC-406)?

Solution

Use the 30C-KM for Fiery® X3eTY Printer Setup.

Solution ID TAUS0700276EN00

Solution Usage

Description

Is the FS-514 the only finisher that can be used on the bizhub C352?

Solution

The FS-514 is the only finisher specified for use with the C352.

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 TAUS0700397EN00

Solution Usage

Description

ADMINISTRATOR PASSWORD NOT VALID DUE TO UNAUTHORIZED ACCESS message.

Solution

CAUSE: Machine data has been corrupted.

SOLUTION: Remove all four image units and perform a Data Clear in Service Mode, System 1, Initialization.
WARNING : FAILURE TO REMOVE THE IMAGE UNITS WILL RESULT IN HAVING TO REPLACE THEM.

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. Go back to the main screen and power the 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 documents are 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 page stacked 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 TAUS0700507EN00**Solution Usage****Description**

Heavy black background on all copies and prints.

Solution

CAUSE: The machine firmware is corrupt.

SOLUTION: Re-flash or flash the engine firmware 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 TAUS0700509EN00**Solution Usage****Description**

PLEASE INSTALL THE IMAGING UNIT CORRECTLY, AND CLOSE ALL DOORS message with a new setup.

Solution

CAUSE: Incorrect imaging units were installed. It is easy to confuse the imaging units that come with new machines because the box containing the units is virtually identical between the bizhub C252 and bizhub C352.

SOLUTION: Install the correct imaging units.

Solution ID TAUS0700514EN01**Solution Usage****Description**

C-5353 shortly after power up.

Solution

CAUSE: Poorly seated CNR2FAN on PWB-M.

SOLUTION: Ensure that all pins associated with CNR2FAN are properly aligned and the connector is firmly seated. Reseat all connectors on PWB-M. Replace PWB-M (p/n 9J06 0101 02) as necessary.

Solution ID TAUS0700517EN00**Solution Usage****Description**

Background on copies only.

Solution

CAUSE: A poor connection of the SCSI cable that goes from the image processing board (PJ01) to the printer control board (PJ01). The SCSI cable is the one with the two mounting screws.

SOLUTION: Check the connectors on the cable for bent pins and ensure that the connector is secured.

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. Replace the 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 TAUS0700644EN00

Solution Usage

Description

FK-502, unable to receive faxes.

Solution

CAUSE: Receive mode is set to Manual Reception.

SOLUTION: Set Receive mode to Automatic Reception. To set Receive mode to Automatic Reception, perform the following:

1. Enter Administrator mode.
2. Select Fax.
3. Select Tele. Line Settings.
4. Select Receive Mode.
5. Select Auto RX.
6. Exit Administrator mode.

Solution ID TAUS0700647EN00

Solution Usage

Description

How to cancel a fax transmission.

Solution

To cancel a fax transmission, perform the following:

1. From the Fax screen select [Job List].
2. Select [Fax TX].
3. Select [Current Jobs].
4. Select the job to be deleted.
5. Select [Delete].
6. Press [Yes].
7. Press [Exit].

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 TAUS0700666EN00

Solution Usage

Description

How to allow/restrict changing of the 'From' E-mail address.

Solution

To allow/restrict changing of the 'from'E-mail address, perform the following:

1. Press [Utility].
2. Select [Administrator Setting].
3. Select [System Setting].
4. Select [Restrict User Access].
5. Select [Restrict Access to Job Settings].
6. Select [Changing the From Address].
7. Select [Restrict] or [Allow].
8. Exit the Administrator mode.

Solution ID TAUS0700670EN00

Solution Usage

Description

C-E002 code after firmware upgrade.

Solution

CAUSE: The HDD version up adjustment needs to be run.

SOLUTION: To run HDD version, perform the following:

1. Enter Service mode.
2. Select [State Confirmation].
3. Select [Memory/HDD Adj.].
4. Select [HDD Version Up].
5. Press the [Start] button.
6. Exit the Service mode.

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-D351or 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 been performed.

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 to attached 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 TAUS0700780EN00

Solution Usage

Description

How to change the auto reset time.

Solution

To change the auto reset time, perform the following:

1. Press the Utility key.
2. Select [1. System Setting].
3. Select [4. Reset Setting].
4. Select [System Auto Reset].
5. Set the time to OFF or increase up to 9 minutes.

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 the E-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 attached document, which contains step-by-step Scan to E-mail setup instructions for 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-step instruction 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 body firmware is corrupt.

SOLUTION: Flash the main body firmware 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 is not 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; reseal 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 accommodate 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 color from 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: Turn OFF the main power to the copier, insert the correct IU, and turn ON 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 TAUS0701162EN00**Solution Usage****Description**

FK502, how to change the number of busy redials.

Solution

To increase the redials (0-7), perform the following:

1. Enter the Service Mode.To enter the Service mode, perform the following:

- a. Press Utility/Counter
- b. Press Details
- c. Press Stop, 0, 0, Stop, 0, 1
- d. Select Fax].

2. Select [Function Parameter Setting].

3. Select address 000b0001 using [A] - [F] to change the letters and the numeric key pad to change the numbers.

4. Select the data and enter a value using the binary numbers. The decimal equivalent is displayed to the right.

5. When the address and value have been set, select [Decision].

6. Select [End].

Solution ID TAUS0701164EN00**Solution Usage****Description**

Account Data Import fails with PageScope Data Administrator.

Solution

CAUSE: Incorrect version of PageScope Data Administrator.

SOLUTION: Please install the correct PageScope Data Administrator version.

PRODUCT

IC-406/bizhub C352 -PageScope Data Administrator version 2.2.3

IC-402/bizhub C351/C450- PageScope Data Administrator version 2.2.2

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 TAUS0701256EN00**Solution Usage****Description**

C-D231 code and the machine is 'locked up'.

Solution

CAUSE: The MFPB (Mechanical Control Board) has failed.

SOLUTION: Replace the failed MFPB (p/n 9J06010102).

Solution ID TAUS0701269EN00**Solution Usage****Description**

C-C152 at power up, the counters display as 0 and the operation panel display is in Japanese.

Solution

CAUSE: Main body firmware is corrupt.

SOLUTION: Flash or re-flash the firmware to the latest level.

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 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 TAUS0701348EN00	Solution Usage
------------------------------------	-----------------------

Description

The folding position adjustment does not work on the SD-503 finisher.

Solution

CAUSE: The incorrect paper size was chosen for the adjustment.

SOLUTION: Verify the paper size selected on the adjustment screen matches the paper size in the paper tray used for the adjustment.

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 TAUS0701434EN00

Solution Usage

Description

FK502, how to route Incoming Faxes to an E-mail address.

Solution

To have Faxes received to an E-mail address, perform the following:

1. Access the Administrator mode.
 2. Select [Fax Settings].
 3. Select [Function Settings].
 4. Select [Forward TX Settings].
 5. Select either [Forward @ Print] or [Forward @ print (If TX fails)].
 6. Select (Select From Address Book).
 7. Select [E-mail].
 8. Select the desired E-mail address from the menu and return to the main copy screen.
- Note: Scan to E-mail must be set up first.
-

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 TAUS0701494EN00

Solution Usage

Description

What is the Image Controller Setting for the Fiery® controller?

Solution

Set the Image Controller setting to: Standard Controller [Controller 0] or C-406 Fiery® controller [Controller 1].

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 TAUS0701545EN00

Solution Usage

Description

FS-501, can this finisher be used with the bizhub C252/C352?

Solution

The FS-501 is not supported on the bizhub C252/C352. The supported finishers are the FS-603 and FS-514.

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.