



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub C550 - ALL ACTIVE SOLUTIONS

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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 TAUS0701048EN00

Solution Usage 2

Description

PK-512, how to enable the punch option.

Solution

To enable the punch option, perform the following:

1. Enter the Service Mode.
2. Select Finisher.
3. Select Punch Option Setting.
4. Select PK-512.
5. Select 2-holes/3-holes.
6. Press Decision.
7. Cycle Power OFF/ON.

Solution ID TAUS0701159EN00

Solution Usage 2

Description

Print Jobs are not printed with User Authentication enabled; job history shows Deleted Due To Error and Error Details show Login Error.

Solution

CAUSE: The User Authentication function is treated as a peripheral and requires configuration in the driver.

SOLUTION: After enabling the User Authentication function on the engine and after installing the desired printer driver, enter the driver properties, select the Configuration tab and initiate the Acquire Device Information function. The returned items will include the Authentication Device and now click on Apply.

Note : In a server/client environment, the user will not be able to go through the print server to obtain the peripherals, and this function should be configured at the server level before enterprise deployment.

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 TAUS0700921EN00

Solution Usage 1

Description

CanLDAP be used to find a fax number associated with the account searched?

Solution

LDAP function offers a search condition to locate a fax number associated with the account. In order for the LDAP function to retrieve the fax information, it must be stored on the LDAP-compliant E-mail server that is accessed for the search.

Solution ID TAUS0701303EN00

Solution Usage 1

Description

Does the bizhub C550 support PC faxing?

Solution

The bizhub C550 does support PC faxing and the driver can be found on the Print Driver CD which is shipped with the machine.

Solution ID TAUS0701317EN00

Solution Usage 1

Description

The Start button is amber when attempting to scan to E-mail.

Solution

CAUSE: The Administrator E-mail Address field has not been filled out.

SOLUTION: Enter the Administrator E-mail Address using the below procedure:

1. From PageScope Web Connection enter the Administrator Mode.
2. Select Maintenance.
3. Select Machine Setting.
4. Enter the Admin. E-mail Address.
5. Hit OK.

Solution ID TAUS0701318EN00

Solution Usage 1

Description

Unable to enter the Administrator E-mail Address in the E-mail TX tab of PageScope Web Connection.

Solution

CAUSE: The Administrator E-mail Address is only displayed in the E-mail TX Tab of PageScope Web Connection and must be entered in the Maintenance Tab.

SOLUTION: Enter the Administrator E-mail Address using the below procedure:

1. From PageScope Web Connection enter the Administrator mode.
2. Select Maintenance.
3. Select Machine Setting.
4. Enter the Admin. E-mail Address.
5. Hit OK.

Solution ID TAUS0701349EN00

Solution Usage 1

Description

AU-101, how to enable the Bio Authentication Unit.

Solution

To enable the AU-101, perform the following:

1. Press Utility.
2. Select Meter Count.
3. Press stop-0-0 stop-0-1 to enter the service mode.
4. Press stop-9 to enter the Billing setting.
5. Select Management Function Choice.
6. Select Authentication Device2.
7. Select Bio.
8. Select End.
9. Select Exit.

10. Cycle power OFF/ON.

Solution ID TAUS0701350EN00

Solution Usage 1

Description

Paper specifications, bizhub C550.

Solution

Attached is the media guide of recommended paper for the bizhub C550.

Note : To view the document(s), Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9 MB) can be obtained free from Microsoft® at the following URL;
<http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN> .

Solution ID TAUS0642943EN01

Solution Usage

Description

What is the default CE Password?

Solution

The default CE Password is 92729272.

Solution ID TAUS0646732EN01

Solution Usage

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 your Password.

Solution ID TAUS0647606EN01

Solution Usage

Description

How to extend the life of the image units past end of life.

Solution

To allow the machine to continue to operate after an image unit has reached end of life, perform the following: 1. Enter the Service mode. 2. Enter Security mode (Stop, 0, Clear). 3. Press IU Life Stop Setting and select Not Stop, then End. NOTE: Be aware that copy quality can become poor.

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 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 TAUS0700800EN00 **Solution Usage**

Description
C8103.

Solution
CAUSE: Document feeder (DF611) is positioned straight up at power ON.

SOLUTION: Change the set position of the DF611 hinge stopper to the upper side and secure it in position.

Solution ID TAUS0700842EN00 **Solution Usage**

Description
Does the bizhub C550 support wireless configuration?

Solution
The bizhub C550 does support a wireless configuration. Konica Minolta has tested a wireless Ethernet Converter that will allow the customer to connect the MFP to their existing wireless network.
There are two items that will be required for the wireless configuration - an existing 802.11b/g network and a Buffalo® WL2-TX1-G54 Air Station™ wireless Ethernet converter orequivalent (see attached documentation).
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 TAUS0700919EN00 **Solution Usage**

Description
Control panel requests to enter the serial number. The serial number is entered, but the copier does not save the information.

Solution
CAUSE: NVRAMnot fully seated on PWB-MFP.

SOLUTION: Verify the NVRAM is fully seated on PWB-MFP.

Solution ID TAUS0700920EN00 **Solution Usage**

Description
How to prevent users from changing the 'FROM' field for Scan-to-Email when User Authentication is activated.

Solution
To prevent users from changing the 'FROM' field for Scan-to-Email functions when User Authentication is activated, perform the following:
1. Accessthe Administrator Mode.
2. System Settings => Restrict User Access => Restrict Access to Job Settings.

Solution ID TAUS0700923EN00 **Solution Usage**

Description
How many MANUAL destinations are supported by the bizhub C550?

Solution
The bizhub C550 can send up to 605 destinations. The 605 destinations consist of 500 abbreviated dial keys, 100 direct input destinations and 5 E-mail destinations via Direct Input.

Solution ID TAUS0700924EN00 **Solution Usage**

Description
What happens if the bizhub C550 system memory is exceeded when Memory Transmission is performed?

Solution
If the fax transmisson exceeds the system memory available, the documentcan besent using the Quick Memory Transmission method. With Quick Memory Tx, transmission begins as soon as the first page is scanned.

Solution ID TAUS0700925EN00 **Solution Usage**

Description

Are the bizhub C550 Redial Intervals and Retries user programmable?

Solution

The bizhub C550 Redial Intervals and Retries are programmable by the end user (Administrator Mode => Fax Setting => Line Parameter Setting). However, the number of redials are limited in order for these products to meet U.S regulations. Only one redial is permitted. The selections available are ZERO redial or ONE redial. Redial Intervals can be set between 1-15 minutes. The default setting is 3 minutes.

Note : Only one redial is possible.

Solution ID TAUS0700927EN00

Solution Usage

Description

What is the purpose of the bizhub C550 Overseas TX function?

Solution

When the bizhub C550 Overseas TX key is activated, a lower baud rate will be used to perform the fax communication to ensure that the document is successfully transmitted. The activation of this key assumes that the document will be sent to an overseas destination. Due to the potential line noise with foreign communications, the speed of the transmission is slowed down to improve the quality of the transmission.

Solution ID TAUS0700928EN00

Solution Usage

Description

What happens to a fax reception if the bizhub C550 experiences; 1.a misfeed; 2.out of toner; 3.out of paper or 4. some other condition that would prevent the device from printing the fax reception?

Solution

If the bizhub C550 cannot print a received document, the received document is stored in the system memory until the document can be printed.This function is called Memory Substitute Reception.The documents stored in memory will print out when the conditions have been corrected.

Solution ID TAUS0700932EN00

Solution Usage

Description

What is the transmission speed available on the C550?

Solution

The C550 transmission speed is 3 seconds per page (based on standard test document).

Solution ID TAUS0700933EN00

Solution Usage

Description

What coding methods are available on the bizhub C550?

Solution

The bizhub C550 offers MH, MR, MMR and JBIG data compression methods.

Solution ID TAUS0700934EN00

Solution Usage

Description

What is the purpose of the bizhub C550 Bind Position function?

Solution

The bizhub C550 Bind Position function allows specifying the appropriate binding style (top/bottom or left/right) when transmitting a two-sided document. This ensures that it is printed properly on the receiving machine, and that it can be read in the correct position. This prevents the back page from being printed upside down (on a two-sided reception) in reference to the front page.

Solution ID TAUS0700935EN00

Solution Usage

Description

Why does the bizhub C550 have the ability to disable ECM mode?

Solution

The bizhub C550 provides the user the ability to turn off ECM in those situations when the speed of transmission is to be increased. If there is a great amount of line noise and disturbances, the communication time is longer with ECM mode. When ECM mode is OFF or disabled, the communication time is shorter. To ensure the accuracy of fax transmissions, it is recommended that ECM mode be set to "ON" or enabled.

ECM (Error Correction Mode) will correct any blocks of information that could not be transmitted successfully because of line noise or disturbances.

Solution ID TAUS0700994EN01

Solution Usage

Description

When printing to the C550, is the C550 HDD used for print spooling?

Solution

The C550 Hard Disk Drive (HDD) is used for print spooling.

Solution ID TAUS0701000EN02

Solution Usage

Description

How many folded sets can the FS-608 Booklet Finisher hold?

Solution

The FS-608 can hold up to 33 sets (3 sheets) of half-fold output and 50 sets (1 sheet) of tri-fold output.

Notes :

1. Refer to the FS-517/FS-608 Product Specifications (attached).
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 TAUS0701025EN00

Solution Usage

Description

User's Guides for the bizhub C550.

Solution

Refer to the attached User's Guides:

Network Scanner Operations (7.11MB)

Fax Operations (11.5MB)

Print Operations (8.92MB)

Enlarge Display Operations (2.06MB)

Copy Operations (22.8MB)

PageScope Web Connection Operations (6.29MB)

Box Operations (7.99MB)

Network Fax Operations (19.2MB)

Copy/Fax/Scan/Box Operations - Quick Guide(15MB)

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 TAUS0701030EN00

Solution Usage

Description

What is the function of the amber-colored (orange) LED next to each Paper Tray on the bizhub C550.

Solution

The amber-colored (orange) LEDs next to the Paper Trays serve as remaining paper indicators. A blinking LED indicates a Low Paper condition 50 sheets ± 30 sheets. A solid LED indicates Paper Empty condition.

Solution ID TAUS0701032EN01

Solution Usage

Description

Is Bates Stamping available when printing?

Solution

To apply a Bates Stamp, pre-program the information in an Annotation User Box and then apply it when performing a SCAN. The Bates Stamp can only be applied in SCAN Mode; it is not accessible in Print or Copy Mode.

Solution ID TAUS0701038EN00

Solution Usage

Description

What is the default Administrator Password?

Solution

The default Administrator Password is 12345678.

Solution ID TAUS0701039EN00

Solution Usage

Description

How to access Service Mode.

Solution

To access Service Mode, perform the following:

- 1.Press the UTILITY/COUNTER key.
- 2.Select METER COUNT on the touchscreen.
- 3.Select CHECK DETAILS on the touchscreen.
- 4.Press STOP, 0, 0, STOP, 0, 1.

Solution ID TAUS0701040EN00

Solution Usage

Description

How to access Enhanced Security Mode.

Solution

To access Enhanced Security Mode, perform the following:

1. Press the UTILITY/COUNTER key.
2. Select METER COUNT on the touchscreen.
3. Select CHECK DETAILS on the touchscreen.
4. Press STOP, 0, 0, STOP, 0, 1.
5. Press STOP, 0, CLEAR.

Solution ID TAUS0701041EN00

Solution Usage

Description

How to access Billing Setting Mode.

Solution

To access Billing Setting Mode, perform the following:

- 1.Press the UTILITY/COUNTER key.
- 2.Select METER COUNT on the touchscreen.
- 3.Select CHECK DETAILS on the touchscreen.
- 4.Press STOP, 0, 0, STOP, 0, 1.
- 5.Press STOP, 9.

Solution ID TAUS0701044EN00

Solution Usage

Description

Whatis the print/copy speed of the bizhub C550?

Solution

The bizhub C550 has a print/copy speed of 45 ppm/cpm for Color output and 55 ppm/cpm for B&W output.

Solution ID TAUS0701051EN00

Solution Usage

Description

Is there a limit to the number of PageScope Direct Print Hot Folders?

Solution

The maximum number of Hot Folders that can be created with PageScope Direct Print is virtually unlimited.

Solution ID TAUS0701062EN00

Solution Usage

Description

How to access Service Mode when unable to use the normal procedure.

Solution

Service Mode can be accessed through the Trouble Reset screen using the below procedure: 1. Turn on the main power switch while holding the UTILITY/COUNTER key.

- 2.When TROUBLE RESET appears on the touchscreen press STOP, 0, 0, STOP, 0, 1.

3. On the password screen enter 92729272.
4. Touch END.

Solution ID TAUS0701161EN00

Solution Usage

Description

Howto default the priority display screen to either copy or Fax/Scan display screen.

Solution

To default the priority display screen, perform the following:

1. Press Utility button.
2. Select Administrator Settings and enter passcode (default 12345678).
3. Select System Setting.
4. Reset Settings.
5. Select System Auto Reset.

Solution ID TAUS0701174EN00

Solution Usage

Description

Unable to print booklets from Microsoft® Publisher.

Solution

CAUSE: Incorrect settings.

SOLUTION: In order to print booklets in Microsoft® Publisher ensure the proper settings are selected in Publisher and the printer driver:

1. Select booklet within Publisher.
2. Within the Layout tab of the print driver ensure print type is selected to 2-sided.
3. Select the proper binding.
4. Under the Finish tab, select Saddle Stitch.

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 TAUS0701249EN00

Solution Usage

Description

How to enable/disable auto zoom (ADF).

Solution

To enable/disable auto zoom (ADF), perform the following:

1. Press the Utility/Counter key.
2. Touch [2 User Settings] on the touchscreen.
3. Touch [3 Copier Settings] on the touchscreen.
4. Touch the down-arrow on the bottom of the touchscreen to display screen 2/3.
5. Touch [Auto Zoom (ADF)] on the touchscreen.
6. Touch [ON] or [OFF] to program the desired setting.
7. Touch [OK] on the touchscreen.
8. Touch [Close] on the touchscreen.
9. Touch [Close] on the touchscreen.

Solution ID TAUS0701252EN00

Solution Usage

Description

Can not authenticate to Novell® via LDAP, login is not recognized.

Solution

CAUSE: In order to login using LDAP authentication on Netware, it is necessary to specify the section that belongs UserID.

SOLUTION: It is necessary to use fullpath(DN) (cn=xxx,o=xxx) login using LDAP authentication on Netware. This is under the specification of the bizhub C550 and LDAP Netware Server .

Solution ID TAUS0701263EN00

Solution Usage

Description

FK-502, C-B003 and/or C-B016 codes after installation fax kit.

Solution

CAUSE: The mounting brace for the PCI interface board into which the FK-502 connects has been pushed back, not making a complete connection.

SOLUTION: Reform the mounting brace for the PCI interface board and ensure that the FK-502 is properly seated into the connection.

Solution ID TAUS0701274EN01

Solution Usage

Description

What options are required for the bizhub C550 to perform Bates Stamping?

Solution

The bizhub C550 does not require optional accessories to perform Bates Stamping. Bates Stamping is offered as a standard function of the bizhub C550.

Note : Bates Stamping applies to scanned documents only.

Solution ID TAUS0701276EN01

Solution Usage

Description

When the dual line kit ML-501 is installed on the bizhub C550 is it possible to have each line forwarded to a separate destination?

Solution

Each line of the bizhub C550 dual line kit ML-501 will be forwarded to the same destination. It is not possible to have each line forwarded to a separate destination.

Solution ID TAUS0701278EN01

Solution Usage

Description

What is the maximum paper weight supported on the bizhub C550 for a booklet cover?

Solution

The bizhub C550 with the FS-608 installed will support Thick Cover for booklets up to 110 lb. index. The output can be composed of 15 sheets of 24 lb bond paper + 1 Thick Cover up to 110 lb. index or 19 sheets of 20 lb. bond paper + 1 Thick Cover up to 110 lb. index.

Solution ID TAUS0701306EN00

Solution Usage

Description

FK-502, how to program the default paper tray for fax reports.

Solution

To program the default paper tray to print fax reports, perform the following:

1. Press the Utility/Counter key.
2. Touch [2 User Settings] on the touchscreen.
3. Touch [1 System Settings] on the touchscreen.
4. Touch [3 Paper Tray Settings] on the touchscreen.
5. Touch [4 Print Lists] on the touchscreen. Select and highlight the desired fax report paper tray.
6. Touch [OK] on the touchscreen.
7. Press the Reset key.

Solution ID TAUS0701322EN00

Solution Usage

Description

How to program the touchscreen display language.

Solution

To program the touchscreen display language, perform the following:

1. Press the Utility/Counter key.
2. Touch [2 Users Settings] on the touchscreen.
3. Touch [1 System Settings] on the touchscreen.
4. Touch [1 Language Selection] on the touchscreen.
5. Touch and highlight [English], [French], [Spanish], or [Japanese] as desired by the customer.
6. Touch [OK] on the touchscreen.
7. Press the Reset key.

Solution ID TAUS0701432EN00

Solution Usage

Description

AU101, when authenticating to an external server and a user scans to E-mail, only one document can be scanned. Machine does not keep the users 'From:' address in the 'From:' field requiring the user to log out/log in to send the next scan job.

Solution

In order to scan multiple E-mails while authenticating with a external server,perform the following:

1. Press Utility.
2. Select Administration Settings.
3. Select System Settings.
4. Select Reset Settings.
5. Select Job Reset.
6. Select Next Job.
7. Select Reset Data After Job and set it to OFF.

Solution ID TAUS0701440EN00

Solution Usage

Description

How to enable/disable automatic image rotation.

Solution

To enable/disable automatic image rotation, perform the following:

1. Press the Utility/Counter key.
2. Touch [3 Administrator Settings] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [6 Copier Settings] on the touchscreen.
6. Touch the down-arrow located on the lower left corner of the touchscreen to display screen 2/2.
7. Touch [Automatic Image Rotation] on the touchscreen.
8. Select [ON] or [OFF] as desired by the customer.
9. Touch [OK] on the touchscreen.
10. Press the Reset key.

Solution ID TAUS0701505EN00

Solution Usage

Description

Machine beeps when the Fax/Scan button is pressed and fails to display the fax/scan screen.

Solution

CAUSE: The HDD is not enabled.

SOLUTION: To enable the HDD, perform the following:

1. Press the Utility/Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop, 0, 0, Stop, 0, 1 on the touchscreen.
5. Touch [System 2] on the touchscreen.
6. Touch [HDD] on the touchscreen.
7. Touch [Installed] on the touchscreen.
8. Touch [End] on the touchscreen.
9. Touch [Exit] on the touchscreen.

Solution ID TAUS0701516EN00

Solution Usage

Description

C8104 code at power up.

Solution

CAUSE: Failed Original Glass Position Control Board (PWB-ID).

SOLUTION: Replace the failed Original Glass Position CB (p/n 9J07010402).

Solution ID TAUS0701566EN00

Solution Usage

Description

How to display the toner concentration level of the developing units on the machine touchscreen.

Solution

To display the toner concentration level of the developing units on the machine touchscreen, perform the following:

1. Press the Utility/Counter key.
2. Touch [Meter Count] on the touchscreen.
3. Touch [Check Details] on the touchscreen.
4. Press Stop-0-0-Stop-0-1.
5. Touch [State Confirmation] on the touchscreen.
6. Touch [Level history 1] on the touchscreen.
7. The TCR level for the cyan, magenta, yellow, and black developing units will be displayed on the touchscreen. A value of approximately 7.00% is normal.
8. Touch [END] on the touchscreen.
9. Touch [Exit] on the touchscreen.