



**KONICA MINOLTA**

## **SSD SUPPORT SOLUTIONS**

### **7075 - ALL ACTIVE SOLUTIONS**

**June 2009**

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](http://www.kmbs.konicaminolta.us).

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**Solution ID** TAUS0701528EN\***Solution Usage****Description**

Abnormal noise, toner spill or F23 code.

**Solution**

**CAUSE:** The conveyance idler shaft for recycle toner conveyance falls off. When the e-clip which fixes the shaft cannot rotate with the shaft, the e-clip gradually scrapes the surrounding shaft surface. The e-clip is detached and the shaft falls off.

If this occurs, toner cannot be output from cleaner and abnormal noise is generated.

Since waste toner cannot be collected, excessive load on the drum drive system may occur causing the F23 indication.

**SOLUTION:** Nip spacer/B (p/n 56AA1770) was installed between the bearing and the spacer to decrease sliding resistance of the e-clip. By doing so, the e-clip rotates with the shaft.

Notes :

1. Replace the e-clip with a new one.
2. If the e-clip groove in the conveyance idler shaft is badly worn, replace the shaft as well (p/n 55VA5703).
3. Refer to attached file for the procedure. Replacement time: approx. 10 to 15 minutes.
4. 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>
5. The countermeasure has not been applied to the following bizhub PRO 920 machines.

**SERIAL NUMBERS**

57GA00001 - 57GA00069  
57GB00001 - 57GB00049  
57GE00001 - 57GE00738  
57GF00001 - 57GF00449  
57GL00001 - 57GL00013  
57GN00001 - 57GN00012  
57HE00001 - 57HE00141

**Solution ID** TAUS0620130EN\***Solution Usage** 24**Description**

Gray bands or blur lines from front-to-rear on the trail edge of 11x17 prints/copies.

**Solution**

## PROBABLE CAUSES:

1. Worn fixing unit lower roller bearings or flat spots on the lower roller is allowing the lower roller to bounce which causes bands during image transfer. Replace the lower fixing roller and bearings (p/n 55VA-5281).

2. Burrs on fixing drive gear/E (p/n 55VA-1670) causing inconsistent fixing unit rotation. Replace fixing drive gear/E.

3. Worn developing unit. Replace developer, and developing unit (p/n 55VA-3000).

4. The cleaner shaft holders (bearings) for the toner guide brush are seized resulting in improper brush rotation and a loss of ground to the brush. Replace the shaft holders front and rear (p/n 55VA75020) and ensure there is a clean path to ground.

5. Binding bushings in the resist (registration) unit or flat spots on the resist unit rollers causing transfer blur due to improper paper speed. Remove and clean all resist unit bushings and replace worn parts as needed.

6. Worn components or a build up of foreign material in the main drive or drum drive units. Clean or replace affected parts.

7. The 36 mode timing adjustments incorrect. Refer to 7075/FORCE 75/7085 Technical Bulletin #15 for the troubleshooting procedures to determine the cause of the blur lines.

## Notes :

a. If after all of the above recommendations have been done, and the problem remains unresolved, please contact the hotline for further assistance. Sample prints and Management lists may be requested.

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** TAUS0618404EN\***Solution Usage** 7**Description**

Dark band from front-to-rear, normally on the first print of a run.

**Solution**

CAUSE: The cleaner shaft holders (bearings) for the toner guide brush are seized resulting in improper brush rotation and a loss of ground to the brush.

SOLUTION: Replace the shaft holders front and rear (p/n 55VA 7502 0) and ensure there is a clean path to ground.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

**Solution ID** TAUS0900359EN\***Solution Usage****Description**

Marks on copies.

**Solution**

CAUSE: The fuser web motor is not turning on. The PRCB has failed.

SOLUTION: Replace the failed PRCB (p/n 55VA-9021).

**Solution ID** TAUS0801215EN\***Solution Usage****Description**

There is a dot on the lead edge of the paper on the side only and can be seen when stacking originals on top of each other.

**Solution**

CAUSE: The charge currents are incorrectly set.

SOLUTION: To adjust the currents perform the following procedure:

1. Enter 36 Mode.
2. Select Process Adjust.
3. Select HV Adjustment.
4. Perform all (8) HV adjustments.

Note : The charge current value should be in the range of 80.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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**Solution ID** TAUS0808326EN\*

**Solution Usage**

**Description**

Background that will not clear up.

**Solution**

CAUSE: The image density is set too dark on the laser unit causing background to appear.

SOLUTION: Adjust soft switches (DipSW) 5-2 = 1 and 5-3 = 0 to lighten the image. If it is still too dark set 5-2 = 0 and 5-3 = 1.

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

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**Solution ID** TAUS0643221EN\***Solution Usage** 2**Description**

Approximately 3mm to 4mm all around the image is being cut off when scanning to FTP. The originals are 8.5x11 and have image at the edge of the page. Even when selecting reduction, the image is still being cut off.

**Solution**

**CAUSE:** All scanning through the EDH or platen is subject to edge erase. All four sides of the scanned image are erased approximately 2mm to 4mm all around the entire document. This is done to prevent the edge of the originals from scanning which will produce a shadow/line when imaged. This is the default function when a document is scanned.

**SOLUTION:** To remedy this issue make the following selections in the Scan to FTP mode:

1. Under "Function" select the "Application" key.
2. Under "Application" select All-Image Area.
3. Press the [Start] button.

The entire image should be reproduced with these settings.

**Note :** These settings must be selected each time a job is scanned. The All-Image Area setting can not be made as a default setting. This setting works in all three scan modes: scan to HDD, FTP, and E-Mail.

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Solution ID TAUS0700453EN\*

Solution Usage 739

**Description**

NVRAM Troubleshooting Procedure used to identify NVRAM problems and information concerning damaged or missing NVRAM/BRU.

**Solution**

bizhub 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 hourglass 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 firmware (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.

**CAUTION :** All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection 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/bizhub PRO 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 Konica Minolta 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 Konica Minolta logo.
2. Fax unit locking up the MFP or not recognized.
3. C-E084 error code.
4. Cannot PING the MFP.
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 E-mail or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C-284x error code.

bizhub 600/750

Common symptoms when NVRAM replacement may be necessary:

1. Screen freeze in Konica Minolta logo.
2. Cannot recognize document feeder.
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 .

Ordering Procedures

Call the SSD Hotline at 800-825-5664, to open a Problem Ticket.

**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.

The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:

1. Login to MKM.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.

Updates/Status

Call Logistics at 201-934-5339.

Notes :

a. Refer to the attached RA formand Bulletin Number 5783 for more detail.The bulletin may be a bit out-of-date concerning actual ordering procedures and applicable models.

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> .

**SPECIAL NOTE** : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenez and Ed Bellone, Production Print/SSD

**Solution ID** TAUS0656768EN\*

**Solution Usage** 50

#### Description

What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

#### Solution

Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.

For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:

"The previous drivers ( System 5/5e-8/8e ) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."

Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.

Notes :

1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from 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'.
3. The Windows Vista™ Compatibility Legend can be viewed at: <http://kmbs.konicaminolta.us/content/support/vistasupport.html>
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. 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> .

**SPECIAL NOTE** : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

**Solution ID** TAUS0701604EN\*

**Solution Usage** 39

#### Description

NVRAM/BRU replacement form.

**Solution**

The online NVRAM/BRU Replacement RA/Claim form is referenced in attached Bulletin Number 5783.

**Notes :**

1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACE A NVRAM/BRU ORDER ONLINE. 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.
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> .

SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

**Solution ID** TAUS0800962EN\*

**Solution Usage** 19

**Description**

SERVER CONNECT ERROR message and unable to scan to E-mail via Microsoft® Exchange Server 2003 and 2007.

**Solution**

CAUSE: An exception for the printer was not added to the Microsoft® Exchange Server.

SOLUTION: Have the server Administrator add an exception for the printer to the Exchange exceptions list.

1. Open the Control panel and select Windows Firewall.
2. Select Exceptions and Add Port.
3. Add a name and Port number.
4. Click on Change Scope.
5. Select Custom List and add the IP address for the exception.

SPECIAL NOTE: Solution contribution by Mark D'Attilio, Production Print/SSD, SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

**Solution ID** TAUS0801706EN\*

**Solution Usage** 7

**Description**

Paper Test requirements.

**Solution**

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the ticket is transferred to ESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified by ESS before the test to communicate the charges.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

**Solution ID** TAUS0614428EN\*

**Solution Usage** 6

**Description**

Tab paper printing information.

**Solution**

Tab Paper Printing with the 7075 .

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** TAUS0606924EN\*

**Solution Usage** 5

**Description**

How to copy/print onto envelopes.

**Solution**

Konica Minolta does not recommend copying/printing onto envelopes, as the MFP was not designed to run envelopes. Additionally, envelopes do not meet the standards set for paper specifications. Their multi-layer make-up, adhesive, and odd size make it unreliable and potentially damaging to the MFP. The following special paper is recommended:

Transparency film

Labels

Hole punch

Rag content

Note : These special papers must only be fed from the multi-sheet bypass tray.

**Solution ID** TAUS0703268EN\*

**Solution Usage** 4

**Description**

ISW error codes list.

**Solution**

ISWERROR CODES

Error Code

Description

Action

01

There is an error in the command to ISW processing unit.

Program is not executing normally. Restart from power ON and re-execute the ISW.

1F

A program error is detected.

Program is not executing normally. Restart from power ON and re-execute the ISW.

41

Input data format error

Check the ISW transfer data file.

42

Invalid machine name input data

Check the ISW transfer data file.

43

Invalid board name input data

Check the ISW transfer data file.

81

Input device error such as input timeout.

Check that the communication cable between input devices (PC or ISW Tool) is properly connected.

## C1

Failed to erase flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

## C2

Failed to write flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

## Error Code

## Description

## Action

## C3

ROM checksum error. (during ISW to image control board)

The checksum result after program writing does not match the ROM checksum data of the ISW transfer data file. Restart from ISW. If the error persists, the ISW transfer data file may not be created correctly.

## C4

Output device error such as output timeout

An error was detected in the ISW board targeted at that time. Check the ISW board.

## E1

Failed to erase flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

## E2

Failed to write flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

## E3

Communication error between image control board, printer control board, and FNS control board (during ISW to printer control board and FNS control board)

Check the I/F between the image control board and printer control board, or I/F between the printer control board and FNS control board.

Error Code

Description

Action

F80-11

Printer Control ISW not written

Perform ISW data install

F80-21

VIF Control ISW not written

Perform ISW data install

F80-30

ISW time-out

Perform ISW data install

F80-31

ISW data error

Perform ISW data install

F80-32

ISW write error

Perform ISW data install

F80-40

FNS ISW not written

Perform ISW data install

F80-41

ZU ISW not written

Perform ISW data install

Note : Please refer to attached Error Codes list. 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>.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

**Solution ID** TAUS0801272EN\*

**Solution Usage** 4

#### Description

Support for Account track, Secure print, and User authentication from Unix/Linux environments.

#### Solution

Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.

The availability of these options for Unix/Linux environments is being considered for future development.

Please attach ticket to this solution and provide the following information;

1. Product model number(s).
2. How many products placed or being considered for placement.
3. What "flavor" and version of Unix/Linux operating system.

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

**Solution ID** TAUS0900739EN\***Solution Usage** 4**Description**

How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

**Solution**

Please follow this step-by-step procedure and refer to the attached video.

1. Load the 64-bit driver on the client.

2. Load the 32-bit driver on the server and share it out.

Note : If you receive a pop-up indicating "COPY ERROR", setup cannot copy this file. Example: KOZJA\_PP\_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.

3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.

4. Double-click on the shared out printer.

5. Select printer and then properties.

6. Select the Sharing tab and click on the additional drivers box.

7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.

8. Select OK and the 64-bit driver should be pushed up to the server.

9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.

Notes :

a.This was tested on like versions of 32-bit and 64-bit drivers.

b.To viewthis procedure, Apple® QuickTime®should be installed.It can be downloaded for free at <http://www.apple.com/quicktime/download/>.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

**Solution ID** TAUS0603169EN\***Solution Usage** 3**Description**

Can NCR PAPER® be used as copy paper?

**Solution**

NCRPAPER® has only been approved for use in the bizhub PRO C500/920/1050.

Konica Minoltarecommends an NCR PAPER® named Xero/Form® II fromAppleton Papers in Wisconsin. Xero/Form® II is a vegetable-based product that works extremely well.

Note : For the bizhub PRO C500 and 920, refer to Bulletin #5349 . For the bizhub PRO 1050 series see Marketing Bulletin #05-GB-014 .

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** TAUS0615546EN\***Solution Usage** 3**Description**

How to disable auto T/S corona electrode cleaning.

**Solution**

To disable auto transfer/separation electrode cleaning, perform the following:

1. Power the copier OFF.

2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).

3. Touch [1. Software switch setting] on the touchscreen.

4. Scroll to software switch 2-4 or 3-4using the arrow keys.

5. Set 2-4 to 1 (OFF) for the 7055/7065. Set 3-4 to 1 (OFF) for the 7075/7085/Force75/Force85, 7155/7165/7255/7272/Force65, Di551/Di650, Di750/Di850 and Di5510/Di7210.

6. Power the copier OFF/ON to exit the 25 mode.

SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

**Solution ID** TAUS0615561EN\***Solution Usage** 3**Description**

How to disable auto charge electrode cleaning.

**Solution**

To disable auto charge electrode cleaning, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software switch setting] on the touchscreen.
4. Scroll to software switch 2-3 using the arrow keys.
5. Set 2-3 to 1 (OFF) for the 7055/7065. Set 3-3 to 1 (OFF) for the 7075/7085/Force75/Force85, 7155/7165/7255/7272/Force65, Di551/Di650, Di750/Di850 and Di5510/Di7210.
6. Power the copier OFF/ON to exit the 25 mode.

**Solution ID** TAUS0627763EN\*

**Solution Usage** 3

**Description**

Vellum paper specifications.

**Solution**

Vellum paper is outside of the special paper specifications of the machine therefore specific paper specification can not be provided. The paper may run through the machine, however Konica Minolta does not support a particular brand of vellum paper.

**Note** : Vellum paper has tendencies to hold a static charge causing the paper to have transfer problems with possible premature wearing of the drum. This paper, in some cases is coated, and could possibly lead to premature wearing of the fuser rollers or leave marks on the copies.

**Solution ID** TAUS0623470EN\*

**Solution Usage** 2

**Description**

Hecon® key counter availability.

**Solution**

A kit (p/n SE95-4020) is available which includes all necessary mounting hardware and wiring. It does not include the key counter (PCUA 950816). If individual parts are ordered referring to Technical Operations Bulletin A4 D5 dated 6/25/03, the adapter wiring harness (p/n 1206K0010) is not needed since it is included with the kit. Use the long adapter wiring harness. The short one is not needed. Directions are included with the kit.

**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** TAUS0701618EN\*

**Solution Usage** 2

**Description**

PostScript printer driver for Microsoft® Windows Vista™.

**Solution**

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from 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'.

The Windows Vista™ Compatibility Legend can be viewed at: <http://kmbs.konicaminolta.us/content/support/vistasupport.html>

**Note** : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. 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** TAUS0702779EN\*

**Solution Usage** 1

**Description**

After ARPing LinkCom™ III, the LAN light still flashes and is not seen in PrintGuide™.

**Solution**

CAUSE: Incorrect procedure.

SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

**Solution ID** TAUS0703244EN\***Solution Usage** 1**Description**

What is the latest EPROM version available for the FS-108BM finisher?

**Solution**

The latest EPROM version available is 45 (p/nFS108BA02-45.0).

Notes :

1.The latest version firmware or 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'.

2.An EPROM burnerwill be needed.

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

**Solution ID** TAUS0645619EN\***Solution Usage** 0**Description**

How to put the document feeder (EDH. RADF) into test mode.

**Solution**

The 47 mode can be used to check the sensors and motors. Code 060 has several tests for the document feeders:

DF-313

DF-316

DF-317

DF-322

EDH-2

EDH-4

EDH-5

EDH-7

Note : Please see the attached Field Service Manual pagesfor details. To view the separate manual pages 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> .

Toaccess thefile(s), WinZip® must be installed. WinZip® can be downloaded from the WinZip® website at <http://www.winzip.com/ddchomea.htm> .

**Solution ID** TAUS0701136GE\***Solution Usage****Description**

Are Citrix® certified drivers available?

**Solution**

Citrix® certified drivers are not available.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0702534EN\***Solution Usage****Description**

How to install a printer using LPR (IP Printing) under Macintosh® OS9.

**Solution**

Please perform the procedures mentioned in 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> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0702889EN\***Solution Usage****Description**

Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

**Solution**

Please perform the step-by-step procedures mentioned in the attached PDF.

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> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0703276EN\*

**Solution Usage**

**Description**

Hard Disk Drive image extracting tool (archive job visualizer).

**Solution**

The format to save image data on a main body HDD has been changed for integrated machines (bizhub PRO 1050/1050P and bizhub PRO 920). Image data for conventional models cannot be migrated over to integrated machines and vice versa. Due to this problem, there is a tool to convert image data on a HDD to data which can be handled on the PC.

By connecting the built-in HDD in the main body to a PC and performing the batch process with this tool (attached), compressed image data on the HDD is converted to TIF files which can be handled on a PC.

Note : This tool is also available via the Konica Minolta Download Selector (search for 'jv100'). Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

**Solution ID** TAUS0800433EN\*

**Solution Usage**

**Description**

Is MagneCote® paper or magnetic backed paper supported?

**Solution**

MagneCote® paper or magnetic backed paper is not supported.

SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

**Solution ID** TAUS0800731EN\*

**Solution Usage**

**Description**

Parts have changed for the drum separating claw and toner guide brush assembly.

**Solution**

To be able to use the parts in common between all the listed MFPs, the drum separating claw (p/n 57GA2919) amount of coating has changed and the length of the bristles on the toner guide brush assembly (p/n 57GA-574) has changed. See attached Parts Modification document for details. 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** TAUS0801222EN\*

**Solution Usage**

**Description**

Why unable to access ECM accounts via the NIC and "Under Construction" is displayed.

**Solution**

The 7075 NIC programming was never completed and this function is not supported.  
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0802146EN\*

**Solution Usage**

**Description**

Field Service Manuals for the 7075/7085/FORCE 75/FORCE 85.

**Solution**

Attached are the Field Service Manuals for the 7075/7085/FORCE 75/FORCE 85 and associated options (19.8MB).

PU-108 (Punch Unit)

PU-109 (Punch Unit)

Notes :

1. To open the ZIP file, WinZip® should 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 or run.
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** TAUS0900083EN\*

**Solution Usage**

**Description**

How to default the opening scan size of a scanned document from Adobe® Acrobat® 9.

**Solution**

To default the opening scan size of a scanned document via Adobe® Acrobat® 9 perform the following:

1. Open a PDF.
2. Select Edit and then Preferences.
3. Click on Zoom to scroll and select the desired opening size.

SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ian Lynch, Production Print/SSD

**Solution ID** TAUS0900745EN\*

**Solution Usage**

**Description**

How to view the meter reading on the operation panel.

**Solution**

Here is a list of some of the legacy black and white models. Follow the procedure to view the meter reading on the operation panel.

KONICA

7020

PRESS 123 ON THE LEFT SIDE

7022

7030

7130

7035

7145

PRESS \* KEY

7033

PRESS P 1 START

7040

7045

7060

7065

7155

PRESS P

7165

7255

7272

7075

7085 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

**Solution ID** TAUS0901466EN\*

**Solution Usage**

**Description**

What is the recommended MD5 checker?

**Solution**

The recommended MD5 checker is HkSFV (download attached file).

HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum.

HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.

What is an SFV?

An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.

What is an MD5?

MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to compute checksums, rather than the CRC-32 method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.

Some key features of HkSFV:

Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)

One-click creation and checking of SFVs and MD5s

Flawless & smooth upgrading to new versions (simply install the new version)

Automatic association with SFV files, and an option to fix file association when other programs steal it

Handles SFV and MD5 files from any other program invisibly (including files created on \*NIX)

Database/cache of previously checked files

Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)

Automatically find renamed files while checking SFV or MD5 files

Enqueue SFVs or MD5s during file verification

Recursive directory support during creation and verification

Supports creation of .bad and .missing files, or deleting failed files

Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

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**Solution ID** TAUS0801765EN\***Solution Usage** 8**Description**

FS-xxx, first page not aligned properly/not stapled in stapled sets.

**Solution**

CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brilliance®, Pledge®, dryer sheet, etc.).

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

**Solution ID** TAUS0617678EN\***Solution Usage** 6**Description**

PU-108/PK-1, intermittent J72-38 while copying.

**Solution**

CAUSE: A dirty or failed size detect board assembly.

SOLUTION: Clean or replace the size detect board assembly (p/n 13NK-9610for PU-108 and p/n 4014-2622-01 for PK-1).

SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

**Solution ID** TAUS0615890EN\***Solution Usage** 4**Description**

FS-108/FS-108B, intermittent J72-30 when stapling.

**Solution**

CAUSE: Worn or damaged actuator for PS6 (paper exit1).

SOLUTION: To verify the operation of PS6 (paper exit 1), perform the following:

1. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys), input code 076, press P-5-P.
2. Manually move the actuator for PS6 (paper exit 1) to see a change of state on the LCD. If a change of state occurs go to step 3.
3. Remove PS6 (paper exit 1) and inspect the actuator for any burrs or cuts. Replace PS6 assembly as necessary (p/n 12QR-4073).

**Solution ID** TAUS0626822EN\***Solution Usage** 0**Description**

J17-01 from all trays, except from the bypass tray.

**Solution**

CAUSE: The manual feed driving gear/C (p/n 55VA77180) is slipping which causes loss of drive to the paper feed loop roller.

SOLUTION: Clean or replace the manual feed driving gear/C, which has a one way bearing. The gear is used for bypass tray drive and loop roller drive depending on the direction M6 (loop roller motor) is rotating.

**Solution ID** TAUS0650800EN\***Solution Usage** 0**Description**

PZ-108/PK-1, J72-38 error when punching. One set of 3 holes is punched near the edge of the paper and a second set is punched in the correct location.

**Solution**

CAUSE: The sensors in the Punch Unit need to be cleaned.

SOLUTION: Please clean all sensors in the Punch Unit.

SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

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**Solution ID** TAUS0800366EN\***Solution Usage** 2**Description**

When printing from Microsoft® Publisher and performing a mail merge, the copies are all stapled together.

**Solution**

CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® article regarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. 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> .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0800601EN\***Solution Usage** 1**Description**

When printing from Microsoft® Office Excel using authentication and printing several spreadsheets within the same document, the authentication dialog box pops up for each spreadsheet page.

**Solution**

CAUSE: Improper selection in the printer driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0801980EN\***Solution Usage****Description**

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

**Solution**

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minolta drivers. The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

**Solution ID** TAUS0802412EN\***Solution Usage****Description**

Slow printing issue when utilizing Macintosh® OS 10.4.x.

**Solution**

CAUSE: Issue with the CUPS daemon configuration file on Macintosh® OS 10.4.x. being corrupt.

SOLUTION: The old CUPS daemon configuration file must be deleted and a new one created. Please see the attached document for instruction on how to remove and re-create the daemon configuration file.

SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

**Solution ID** TAUS0613434EN\***Solution Usage** 40**Description**

SC90-01 at power up.

**Solution**

## PROBABLE CAUSES:

1. Failure of the ADU drive board due to a short. An ICP on the ADU board may be OPEN.

Note : Service code may have occurred after a jam in the ADU.

Please:

Check ICPs on the ADU DB. It is possible that one is OPEN.

Inspect the wiring harness, solenoids, fans and motors in the ADU section.

Check 24V DC outputs on the ADU DB to isolate a short to ground/pinched wire.

Replace the ADU DB if necessary.

Note : ICPs are not a replaceable part. It is not a fuse; it is a semiconductor device (like a transistor or diode).

WARNING : DO NOT ATTEMPT TO SHORT ACROSS AN ICP .

## MODEL ADU DB PART NUMBER

7075/FORCE 75 55VA-9071

7085 56GA-9070

7155 56EA-9040

7165 56AA-9040

7255/7272 56QA-9040

Di5510/Di7210 4396-1282-01

Di551 4026-1006-01

Di650 4024-2892-01

Di750 4014-4065-01

Di850 4027-1412-01

2. The connection at the rear of the ADU tray has loosened and is not making a proper connection. Inspect the wiring harnesses in the ADU section. Reseat any connections of the ADU umbilical wiring harness on the ADU tray and at the rear of the machine below the fixing unit. Verify proper operation.

**Solution ID** TAUS0613317EN\***Solution Usage** 32**Description**

Intermittent SC46-06, SC46-90, or SC46-91.

**Solution**

CAUSE: There is an image processing board FlashROM version incompatibility.

SOLUTION: Upgrade the FlashROMs to the latest revisions.

Note : The latest version firmware or 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** TAUS0614103EN\***Solution Usage** 24**Description**

SC46-25 after power up.

**Solution**

## PROBABLE CAUSES:

1. Failure of A/D conversion board (ADB).

Check the connections between the ADB and the ICB and reseat. If the problem persists, replace the CCD (p/n 55VA-6110).

2. A bind in any paper tray lift mechanism, not allowing the tray to raise.

Repair the binding of the paper lift up plate in the offending tray. To isolate the tray causing the problem, power the machine ON with one paper tray

withdrawn at a time until the offending tray is found.

Notes :

- a. The bind with the paper lift up plate may be caused by the rear and side guides being too tight against the paper.
- b. This problem may have been caused by the machine being moved with paper in the tray.
- c. A SC18-xx code may also appear at power up.
- d. Inspect that paper was properly loaded by the end user.

3. The firmware failed.

Re-flash the machine to the latest firmware.

Note : The latest version firmware or 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'.

PRECAUTIONS :

- a. It is not recommended to perform the flash procedure with a laptop in battery mode. It is possible that weak batteries can corrupt the process. If flashing causes erratic operation or unexpected displays, repeat the procedure two or three times.
- b. If unable to access the 25 mode due to firmware failure, or circuit board replacement, access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on. If the LCD is blank and the timer LED is flashing the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

4. The exposure lamp is not lighting.

Note : The error may have been preceded by black images.

Observe the exposure lamp during initialization. If the lamp does not light, check for an open F1 fuse on the L1 inverter board located on the scanner frame. If the fuse is open, replace it with a fuse of the same rating. If the fuse is not open, carefully inspect the exposure lamp for any damage or discoloration which would indicate a defective lamp. If the lamp is suspected it should be replaced (p/n 55TA83010).

5. L1 and lamp starter failed.

L1 may come ON in 47 mode, however the exposure lamp intensity is excessive. Replace the L1 (p/n 55TA83010).

6. Pinched wiring in the registration/ADU area.

Inspect the wiring in the registration area for any pinched/shorted wires and repair as needed, especially if work was recently performed in this area. In this case, the error code appears as soon as L1 lights during initialization. L1 will flash for one second rather than remaining illuminated for the normal 6 -7 seconds that occur during a normal initialization.

7. DCPS2 failed.

Note : A loud noise may be heard from the optics drive system.

Replace DCPS2 (p/n 55VB84520).

8. Printer CB failure.

Replace the Printer CB (p/n 55VA-9021).

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**Solution ID** TAUS0622313EN\*

**Solution Usage** 14

**Description**

ISW DATA ERROR 41 when attempting to flash the firmware.

**Solution**

CAUSE: A printer is attached to LPT1 preventing the ISW utility from sending the file to LPT1.

SOLUTION: Remove the printer (or other device) that is attached to LPT1.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

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**Solution ID** TAUS0620395EN\*

**Solution Usage** 6

**Description**

J32-11 or F53-12 at power up.

**Solution**

PROBABLE CAUSES:

1. The wiring of the vertical conveyance unit (right side) is pinched by the lower right side cover (p/n 55VA12061 for 7075/FORCE 75 ; p/n 56GA12060 for 7085/FORCE 85 ; p/n 4014-1846-01 for Di750 ; p/n 4027-1449-01 for Di850 ) resulting in a damaged printer control board.

Inspect the conveyance wiring and repair any damaged wiring using a suitable insulating material. Ensure that the wiring is secured in all clamps and position the wiring so there is no contact with the lower right side cover. Also inspect that if, an LCT is installed, the LCT is not pinching the wiring. If, after the wiring is repaired, the code still exists, replace the printer control board (p/n 55VA-9021 for 7075/FORCE 75 ; p/n 56GA-9020 for 7085/FORCE 85 ; p/n 4014-3033-01 - PWB assembly for Di750 ; p/n 4027-1391-01 - PWB assembly for Di850 ).

Note : A modified conveyance wiring harness (p/n 55VA90252 for 7075/FORCE 75 or p/n 56GA90251 for 7085/FORCE 85 ) is available which makes routing of the harness easier.

2. The F1 fuse on the DCDB failed.

Replace F1 fuse (p/n 963003000 for 7075/FORCE 75 and p/n 4014-2358-01 for Di750 ) on DCDB (p/n 55VA-9060 for 7075/FORCE 75 and p/n

4014-3250-01 for Di750 ).

**Solution ID** TAUS0621976EN\*

**Solution Usage** 3

**Description**

Intermittent SC46-06, SC46-14 or SC46-91.

**Solution**

CAUSE: An arcing T/S corona is causing the erroneous codes.

SOLUTION: Replace the T/S corona (p/n 55VE-2700).

**Solution ID** TAUS0645241EN\*

**Solution Usage** 3

**Description**

SC60-03 service code at power up. Condition can be cleared for a few seconds but returns immediately.

**Solution**

CAUSE: There is no initial communications between the logic of the MFP main body and the document feeder (DF-313/DF-317/EDH-2/EDH-5).

SOLUTION: Check the connections between the document feeder and MFP by unplugging and reseating all of the electrical connections.

Make sure the document feeder is not isolated by checking DIP sw 18-4 in the [25] Service Mode => Soft Switch Setting Mode. The Soft Switch should be set to "OFF" indicating the document feeder is not isolated.

If all other checks fail to resolve the service code issue, replace the document feeder CB (p/n 4014-3140-01 for the Di750/7075 and p/n 4027-2084-01 for the Di850/7085).

**Solution ID** TAUS0648899EN\*

**Solution Usage** 2

**Description**

SC67-00 at power up.

**Solution**

CAUSE: Dirty sensors in the DF.

SOLUTION: Clean all the reflective sensors in the DF and perform the RADF sensor sensitivity adjustment. This adjustment is located under the [2. Image adjustment].

**Solution ID** TAUS0638623EN\*

**Solution Usage** 1

**Description**

F23-11 during copy mode.

**Solution**

CAUSE: M11 and/or driver board has failed.

SOLUTION: To check M11 (toner supply), perform the following:

1. Access the 47 mode (power the machine while holding down on the 4 and 7 keys, output code 54).
2. Press the PRINT button and see if the toner motor comes ON.
3. If the toner motor does not come ON, replace M11 (p/n 55VA80060 for 7075 and p/n 56GA80060 for 7085) and also the driver board (DCDB - p/n 55VA-9060 for 7075 and PRCB - p/n 56GA-9020 for 7085).

Note : To err on the side of caution, replace both motor and board at the same time. Please see page 98 of the Service Manual (attached). 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** TAUS0800633EN\*

**Solution Usage** 1

**Description**

Intermittently the machine goes in to warm-up during a long copy run.

**Solution**

CAUSE: The upper fixing unit lamps are fatigued or one of them has failed.

SOLUTION: Replace both of the upper fixing unit lamps (p/n 55VB83020) and (p/n 55VB83030).

Note : A service code is not generated when one of the upper fixing unit lamps fail.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0623427EN\***Solution Usage** 0**Description**

SC51-01 with an Equitrac© key counter installed.

**Solution**

CAUSE: After user scans and begins copying, and before copy job is completed, user presses "end" on Equitrac© device.

SOLUTION: User must wait until the copy job is complete before pressing "end" on the Equitrac© device, which will remove the password/passcode from that device.

SPECIAL NOTE : Solution contribution by Paul Lozuk, KMBS - Baltimore

**Solution ID** TAUS0652003EN\***Solution Usage** 0**Description**

J21-2.

**Solution**

CAUSE: The Dmax sensor is detecting paper during idling.

SOLUTION: Check for paper blocking the Dmax sensor located by the Cleaning Section, around the Drum.

**Solution ID** TAUS0655775EN\***Solution Usage** 0**Description**

F67-08 or SC67-08 when using the RADF/EDH.

**Solution**

CAUSE: The RADF/EDH paper feed assembly is jammed preventing movement to allow the PS315 (tray upper limit) to be actuated by the upward movement of the lift tray.

SOLUTION: Correct the source of the bind and ensure that when the feed assembly is raised by the lift plate, the upper limit sensor is flagged.

**Solution ID** TAUS0700524EN\***Solution Usage****Description**

SC41-04 only when using sheet insertion.

**Solution**

CAUSE: The machine memory or NVRAM is corrupt.

SOLUTION: Reinitialize the machine. To reset to factory default setting, perform the following:

1. Access the 25 mode (power the copier OFF/ON while pressing the 2 and the 5 keys).
2. Press [1. Software SW settings].
3. Using the far left up-arrow scroll to DIP SW 31, bit 0, and press [OFF].
4. Access the 47 mode (power the copier OFF/ON while pressing the 4 and the 7 keys), output code 92.
5. The display panel will show FIN, after performing the reset.
6. Power the copier OFF/ON.

CAUTION : When used, 47/92 resets all previous adjustments to factory defaults and zeroes all counters. For this reason, it should only be used when absolutely necessary. Reset DIP SW 31-0 back to 1 to provide address protection. Upon completion of the reset, set softswitches 4-2 to 1 and 4-3 to 0. Call the Hotline for instructions on how to reset the total counters.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

**Solution ID** TAUS0703288EN\***Solution Usage****Description**

SC52-07 error code (Fan MT-3).

**Solution**

CAUSE: The front door interlock switch has failed.

SOLUTION: Replace the front door interlock switch (p/n 4014-1741-01).  
 SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

**Solution ID** TAUS0703559EN\*

**Solution Usage**

**Description**

SC46-91 when copying or printing.

**Solution**

CAUSE: A poor connection on the image IF board or, with the memory modules.

SOLUTION: Access the image IF board and memory modules by removing the glass and the access plate in the scanner area. Reseat all connectors on the image IF board and reseat the memory modules on the image processing board.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

**Solution ID** TAUS0703848EN\*

**Solution Usage**

**Description**

DF-313/DF-317, J65-02 at power up.

**Solution**

CAUSE: Themirror is out of position due to a bent platen guide assembly causing the original conveyance sensor to not change state.

SOLUTION: To check the original conveyance sensor (PS308) access 47 mode, input code 60, P-04-P. The state of the original conveyance sensor (PS308) will be displayed in the dark blue band at the top of the touchscreen. When the sensor is not blocked by paper [L] should be indicated. When the sensor is blocked by paper [H] will be indicated on the touchscreen.

Straighten or replace the platen guide plate assembly (p/n 13TN-1450 for the DF-317 or p/n 13GA45620 for the DF-313).

SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

**Solution ID** TAUS0800743EN\*

**Solution Usage**

**Description**

MAKE COVER SHEET SIZE PLEASE COINCIDE WITH PAPER SIZE message when trying to use the post inserter.

**Solution**

CAUSE: The wiring to PS205 (sheet size small photo sensor) and PS206 (sheet size large photo sensor) on the PI108 are reversed or not connected.

SOLUTION: To verify the proper operation of PS205 and PS206, perform the following:

PS205

1. Access the 47 multimode by holding the 4 and 7 keys while powering the machine ON, input code 76, press P-60-P.
2. Flag PS205 with paper. If PS205 does not change state, try flagging PS206.
3. If PS206 changes state, then the wiring is reversed.

PS206

1. Access the 47 multimode by holding the 4 and 7 keys while powering the machine ON, input code 76, press P-61-P.
2. Flag PS206 with paper. If PS206 does not change state, try flagging PS205.
3. If PS205 changes state, then the wiring is reversed.

Note : If neither PS205 nor PS206 change state, check the wiring harness for the sensors to see if it is disconnected.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

**Solution ID** TAUS0801474EN\*

**Solution Usage**

**Description**

Embedded escape sequence will not allow the print job to switch between simplex and duplex printing.

**Solution**

CAUSE: Incorrect setting.

SOLUTION: On the mainbody, access to 25 mode and make sure soft switch 28-0 = 1 to enable mixplex printing.

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

**Solution ID** TAUS0801483EN\*

**Solution Usage**

**Description**

When feeding from Tray 4 (LCT) the machine will stop feeding and continue to cycle.

**Solution**

CAUSE: The feed sensors of the LCT are contaminated with paper dust.

SOLUTION: Access the LCT feed and pre-registration sensors and clean the sensors and surrounding area of paper dust.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

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**Solution ID** TAUS0802508EN\*

**Solution Usage**

**Description**

TheMFP intermittently locks up when printing and must be rebooted to clear the condition.

**Solution**

PROBABLE CAUSES:

1. The PC drum (Item #022H) is worn and it is arcing against the charge corona grid.  
Check the PC drum for abnormal wear and replace it, if necessary.

2. Failed Image Control PWB.

Replace the Image Control PWB (p/n55VA-931 1).

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

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**Solution ID** TAUS0900117EN\*

**Solution Usage**

**Description**

F42-06 error.

**Solution**

CAUSE: Write unit cooling fans have failed. Write unit cooling fan 1 (FM5) and write unit cooling fan 2 (FM8) operate when checked in I/O mode.

SOLUTION: Replace both fans (p/n 56AA80540) as they are unable to operate at the correct speed.

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

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**Solution ID** TAUS0620249EN\***Solution Usage** 238**Description**

Why toner/developer is spewing and falling onto the T/S corona resulting in light areas and marks/blotches on copies.

**Solution**

These symptoms can normally be corrected by following the recommendations as listed in the 7075/7085 Correction Checklist for Background and Spewing and the Toner Spill Troubleshooting document.

IMPORTANT : The magnet angle area should be checked. If the part is cracked and developer is spilling out from the developing unit refer to attached Bulletin Number 4832 for corrective measures. 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>

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

**Solution ID** TAUS0610779EN\***Solution Usage** 117**Description**

How to flash the 7075 firmware with the ISW Trns utility.

**Solution**

Note: To view some of the hyperlinks, 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>]]

**PRECAUTIONS:**

1. It is not recommended to perform the flash procedure with a laptop in battery mode. It is possible that weak batteries can corrupt the process. If flashing causes erratic operation or unexpected displays, repeat the procedure two or three times.
2. If unable to access the 25 mode due to firmware failure, or circuit board replacement, access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on. If the LCD is blank and the timer LED is flashing the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

To flash the firmware, perform the following:

**SETTING UP THE ISW UTILITY**

1. Obtain the ISW Utility from the Konica FTP site.

CAUTION: Read the ISW PDF prior to attempting a flash of the machine.

2. Install the ISW application program onto a PC or laptop .
4. Set up the ISW Trns utility by following the setup directions.
5. Set up the folders for the BIN files.

6. When the ISW Trns utility main window pops up, the BIN file data can be selected, verified, and sent to the machine for flashing the firmware.

**Notes:**

- a. There are two types of data sources - ORIGINAL (batch data) and DIVIDED (divided data). The 7075 utilizes the DIVIDED selection for the Op panel BIN files and the ORIGINAL selection for the Image Processing, Main Control, and DF313 BIN files.
- b. The Country selection must be KBT for the USA.

**COPYING TRANSFER DATA (UPDATE DATA)**

Run the ISW Trns program to copy transfer data (update data) to the PC.

**CONNECTING**

Connect a parallel interface cable to the ISW interface connector located in the front of the 7075 behind the toner hopper.

CAUTION: If a parallel data transfer is to be executed with the ISW Trns program, the ECP mode setting of the PC parallel port should be cleared. ISW Trns does not support parallel data transfers. If a parallel data transfer is launched with the PC set in ECP mode, the transfer could be aborted by an error occurring in between. It would be necessary, therefore, to disable ECP mode .

**UPDATING**

Update the ROM data on each control board using ISW Trns.

\* Trademark ownership information

**Solution ID** TAUS0613307EN\***Solution Usage** 110**Description**

Shadows (halo) around portions of the print and/or gray background. F29 failure code(s) may be indicated.

**Solution****PROBABLE CAUSES:**

1. Dust proof glass is dirty. Pull the drum carriage out until access to the dust proof glass is available. Remove the dust proof glass and clean it.
2. T/S wire cleaning assembly is not fully disengaging from the wire when at home position. Install a redesigned separator cleaning assembly (p/n 55VA-2771). The assembly has been modified for a more positive disengagement of the cleaning assembly.
3. Failed toner control sensor board (TCSB) or dirty sensor causing Dmax failure codes (check the data collection for F29 failure codes). Clean or replace the toner control sensor board (p/n 55VA-9510), and perform the Dmax adjustment.

4. Copy quality adjustments have not been performed after developer replacement. Perform High Voltage and Drum Peculiarity adjustments in 36 mode.
5. Developer bias bearing resistance is high. Verify the resistance from the inner race to the outer race of the bearing does not exceed approximately 10 ohms while the sleeve is rotating. If necessary, replace the developer unit (p/n 55VA-3000).
6. The AC separation current was set incorrectly.  
To increase the AC Separation current, perform the following:
  - a. Access the 36 mode (power the copier ON while simultaneously pressing the 3 and 6 keys).
  - b. Select [1] Process Adjustment.
  - c. Select [1] High Voltage Adjustment.
  - d. High voltage adjustment consists of the following:
    - [1] High Voltage Auto Adjustment
    - [2] High Voltage Adjustment (Charge)
    - [3] High Voltage Adjustment (Transfer)
    - [4] High Voltage Adjustment (Separation AC)
    - [5] High Voltage Adjustment (Separation DC)
    - [6] High Voltage Adjustment (Charging grid voltage)
    - [7] High Voltage Adjustment (Bias of development)
    - [8] Transfer Guide Confirm
  - e. Select [4] High Voltage Adjustment (Separation AC).
  - f. Decrease the current value of 117 to 65 using the numeric keypad.
  - g. When the adjustment completes, the screen returns to the High Voltage Adjustment Screen.
  - h. Press PREVIOUS SCREEN.
  - i. Power OFF/ON to exit the 36 mode.

Note: This is not a standard adjustment and should be performed after all other options have been met.

**Solution ID** TAUS0611311EN\*

**Solution Usage** 109

**Description**

PLEASE LOAD 5.5x8.5 message when small size originals are placed on the platen.

**Solution**

The inability of the machine to default to 8.5x11 when small originals are placed on the platen is a limitation of the product. Paper size and magnification ratios must be manually selected.

**SOLUTION:** To make it easier for a customer that copies large quantities of small originals from the platen, it is recommended to select the desired paper tray and magnification ratio and then store the selections under a job in job memory. Whenever small originals are to be copied, the customer selects this job from job memory which will eliminate making paper size and ratio selections for every copy.

Any requests for specification changes should be directed to our marketing department using the following URL:  
<http://www.konicabt.com/konicode/KoniNav/MKT>

**Solution ID** TAUS0614129EN\*

**Solution Usage** 83

**Description**

SC56-04 after installing scanning firmware and IP601 system software.

**Solution**

CAUSE: Software switch 23-4 is not set to 1.

**SOLUTION:** To set software switch 23-4 to 1, perform the following:

1. Hold the 'P' button down until the message, Enter 4-digit Password To Change, is displayed.

Note: The button must be pressed for about 5 seconds before the message is indicated.

2. Enter the password 9272 and press the Start Print button.

Note: This is a fixed password and cannot be changed.

3. The selections below will be offered; select the 25 mode.

- [1] Basic Screen
- [2] 36 mode
- [3] 25 mode
- [4] Key Operator mode
- [5] 47 mode
- [6] Exit

4. Press item 1 Software SW setting.
5. Use the UP/DOWN ARROW keys to scroll to software dipswitch 23, bit 4 (23-4).
6. Press ON.
7. Press Mode Change and then EXIT to return to normal operation.

**Solution ID** TAUS0610193EN\*

**Solution Usage** 78

**Description**

How to copy onto divider tabs.

### Solution

Before attempting to copy onto divider tabs, the machine must be flash upgraded to minimum level 30.0 firmware. The latest firmware version is available on the Konica [[FTP site] URL <ftp://kbtodigital:kx15@ftp.konicabt.com>]]. To copy onto divider tabs, perform the following:

1. Create tab originals, one line of text center on tab.

Note: Tabs cannot be plastic.

2. Place originals (tabs) on platen face down with the tab end facing to the left or place in the document feeder with the tabs facing to the right and printing up.
3. Place tab paper in any tray with the tabs located in the trailing edge position.
4. Access the key operator menu by pressing the HELP button and selecting KEY OPERATOR MODE from the touchscreen.
5. Select #6 [Paper type/special size set] from the key operator screen.
6. Highlight the tray that the tabbed paper is loaded in. Use the UP/DOWN arrows to highlight tab paper then Touch OK.
7. Touch PREVIOUS SCREEN to return to the normal display.
8. From the touchscreen touch SPECIAL ORIGINAL.
9. Highlight tab paper and highlight the paper size.
10. Touch OK twice.

Note: The tab orientation of the originals and the tab copy paper must be the same.

**Solution ID** TAUS0611565EN\*

**Solution Usage** 72

### Description

Paper specifications, 7075.

### Solution

PLATEN GLASS  
Specifications

FS108/FS108B/PI108  
Specifications

PAPER WEIGHT COMPATIBILITY  
Specifications

**Solution ID** TAUS0610887EN\*

**Solution Usage** 62

### Description

Intermittent F18-1x, F18-2x, F18-3x or SC18-1x, SC18-2x, SC18-3x at the start of paper feed.

### Solution

CAUSE: The paper tray back stops (p/n 55VA-4650) are slipping intermittently. This allows the paper stack to slide backward. When lift up occurs, the paper does not contact the upper limit detect actuator. This results in intermittent 18-x codes.

SOLUTION: A modification kit is available to prevent the movement of the tray backstops. The kit contains modified backstops and upper limit actuators for all three main body paper trays. Machines beginning with serial number 55VE02558 will have the modified parts factory installed. For more information, refer to 7075/FORCE 75 Technical Bulletin #11 .

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** TAUS0610679EN\*

**Solution Usage** 57

### Description

Improper paper size is indicated from all trays.

### Solution

CAUSE: Tray size adjustment was not performed.

SOLUTION: Note: Before starting this procedure, cut a piece of heavy paper or card stock to a width of exactly 250mm for later use.

To adjust the tray size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select the tray to be adjusted by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place the 250mm wide sheet of paper in the tray to be adjusted, move the side guides so they touch the paper, then insert the tray.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select another tray to be adjusted, if required, and repeat steps 5 and 6.
8. When adjustments are complete, remove the 250mm sheet of paper, touch PREVIOUS SCREEN, and power the machine OFF/ON.

To adjust the bypass tray paper size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place an 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
8. Place an 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

**Solution ID** TAUS0611344EN\*

**Solution Usage** 56

**Description**

DF313, not recognized by main body.

**Solution**

CAUSE: The RADF is not selected in the 25 mode.

SOLUTION: To select the RADF in the 25 mode, perform the following:

1. Access the 25 mode (power the machine OFF while holding down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 18 using the up/down button at the left.
4. Select bit 4 using the up/down on the right.
5. Select OFF
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

**Solution ID** TAUS0610809EN\*

**Solution Usage** 50

**Description**

J17-01 during copying.

**Solution**

PROBABLE CAUSES:

1. A bind in the second feed rollers. The paper will appear to have too much loop when the jam occurs.  
Clean the second feed roller bushings and shafts.

2. PS44 (second paper feed detection) failed.

To check PS44, perform the following:

- a. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 023, press P-3-P.
  - b. Actuate PS44. A change of state should be indicated on the control panel.
  - c. If a change does not occur, ensure that PS44 is connected, then clean or replace the photosensor (p/n 540085510).
3. PS54 (Paper Loop detection) failed or dirty.
    - a. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 023, press P-2-P.
    - b. Actuate PS54. A change of state should be indicated on the control panel.
    - c. If a change does not occur, ensure that PS54 is connected, then clean or replace the photosensor (p/n 25AA85510).

**Solution ID** TAUS0600285EN\*

**Solution Usage** 48

**Description**

COPIER IS WARMING UP message.

**Solution**

CAUSE: The heater electrify brush is not making contact or the wire to the heater electrify brush is damaged, preventing the drum heater from operating.

SOLUTION: Repair or replace the heater electrify brushes (p/n 55VA20450). There are two brushes. The part number is for one brush.

**Solution ID** TAUS0611163EN\*

**Solution Usage** 48

**Description**

A specific paper tray cannot be selected (grayed out).

**Solution**

CAUSE: The paper tray has been deactivated using the faulty part isolation in the 25 mode.

SOLUTION: To activate the paper tray in the 25 mode, perform the following:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).

2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 18.
4. Use the arrows on the right to scroll to 0 for Tray 1, 1 for Tray 2, 2 for Tray 3, or 3 for Tray 4.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Note: Paper trays will be deactivated automatically if the customer selects the option to continue when a tray SC code appears.

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**Solution ID** TAUS0614679EN\*

**Solution Usage** 45

**Description**

PU108, 2-hole punch availability.

**Solution**

A 2-hole punch is not available for the PU108.

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**Solution ID** TAUS0600503EN\*

**Solution Usage** 44

**Description**

FS108B, finisher is not recognized after installing a PI108 and feeding several covers.

**Solution**

CAUSE: The finisher CB has failed.

SOLUTION: To check the finisher CB, perform the following:

1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
3. Using a voltmeter (20V DC range), measure the voltage on each leg of IP6 (which is located on the lower left corner of the finisher CB) to ground. A reading of 5V DC should be observed.
4. If 0V DC is measured on one of the legs, IP6 is open. Replace the finisher CB (p/n 129X-9016) as necessary.

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**Solution ID** TAUS0611763EN\*

**Solution Usage** 42

**Description**

FS108B, J72-24, J72-25, or J72-26 when stapling/folding.

**Solution**

PROBABLE CAUSES:

1. Insufficient tension on the finisher driving belt A (p/n 129X77640).

Increase the tension of the driving belt by loosening the 3 screws holding the adjustment bracket, and slightly apply more tension on the belt.

Note: Driving belt A is the long belt with teeth on both sides, refer to item 13 page 48 of the FS108B (October/1999) for belt location. The adjustment bracket is near the bottom frame of the finisher, tension spring (p/n 129X48710) item 21 on page 48 is attached to this bracket.

2. A buildup of paper dust on the 4 black folding press rollers is causing the paper to misfeed during the folding process.

Thoroughly clean the 4 black folding press rollers with a cloth rag and alcohol.

Note: Refer to the FS10B Parts Catalog (8/99), pages 40 and 41, for the location of the 4 rollers.

3. Insufficient/weak folding of a booklet job consisting of many pages.

This problem has been corrected with level 31 firmware in the 7075 and level 40 EPROM in the FS108B.

Note: After the firmware has been updated, set software dipswitch 21-7 to 1 in the 25 mode. Any reference to FS-108B Technical bulletin 3A, page 3 states 27-1 to a 1, this is a typo, bulletin will be re-issued.

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**Solution ID** TAUS0615587EN\*

**Solution Usage** 42

**Description**

FS108, J72-19 when stapling.

**Solution**

CAUSE: SD5 (bypass gate) is not properly adjusted.

SOLUTION: Perform the bypass gate solenoid adjustment as outlined on pages FS-70 and FS-71 of the FS108/FS108BM Service Manual. After performing the adjustment, ensure that SD5 and the gate move freely without binding.

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**Solution ID** TAUS0617495EN\*

**Solution Usage** 41

**Description**

PU108, intermittent J72-xx or J73-xx during copy process or at power up.

**Solution**

CAUSE: Photosensor sensitivity out of adjustment.

SOLUTION: To adjust photosensor sensitivity, perform the following:

1. Power the copier OFF.
2. Open the front door of the PU108 and clean the size detect board assembly (p/n 13NK-9610).
3. Remove the access panel on the rear cover of the PU108 to view the finisher CB.
4. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
5. Rotate VR1 clockwise until the corresponding LED goes OFF, and then rotate counterclockwise until the LED goes ON, then 1 graduation past that point.
6. Repeat step 4 for VR2, VR3, VR4, and VR5.
7. Power the copier OFF/ON to return to normal copy mode.

**Solution ID** TAUS0613422EN\*

**Solution Usage** 39

**Description**

Blurred image on the front side of the page at initial setup.

**Solution**

CAUSE: The ADU frame may be cracked.

SOLUTION: Closely inspect the frame of ADU directly below the lower right edge of the fuser assembly. A small crack may be causing displacement of the transfer corona unit. If a crack is identified in this location, a reinforcement bracket is available. To report this issue or inquire about the bracket, please submit a new problem via NSSG Web Support, or contact the Hotline directly. All occurrences of this issue require the serial number of the machine for tracking and prioritization.

**Solution ID** TAUS0614313EN\*

**Solution Usage** 39

**Description**

J32-02 when the copies are exiting the machine.

**Solution**

PROBABLE CAUSES:

1. The solenoid lift-up spring for the paper reverse gate solenoid (SD2) has become dislodged, which results in the copy entering the finisher without first entering the paper reverse/exit section.  
To check the solenoid lift-up spring for proper positioning, perform the following:
  - a. Power the printer OFF.
  - b. Remove the paper exit cover (p/n 55VA-9010).
  - c. Ensure that the solenoid lift-up spring is properly attached to the spring fixed plate (p/n 55VA47600) and the reversal solenoid assembly (p/n 55VA-0560). With the lift-up spring properly positioned, the paper reverse gate should be open, which will guide paper exiting the fusing unit under the paper reverse gate and into the paper reverse/exit section. If the solenoid lift-up spring is not properly positioned, the paper reverse gate will be closed and paper will pass over it and into the finisher upon exiting the fusing unit without first entering the paper reverse/exit section.
  - d. Replace the solenoid lift-up spring (p/n 55VA47630) as necessary.
2. A worn ADU input gear causing timing errors when a print is being inverted.  
Due to constant forward/reverse operation of M5, (reverse/exit motor) the pin that secures the ADU input gear will wear the inside of the gear resulting in excessive play between the gear and the shaft of M5. This excessive play will cause timing errors when the paper is being reversed prior to exiting. Observe the play between the gear and the shaft of the motor. If excessive play is observed, replace the ADU input gear (p/n 55VA77610).
3. Loss of drive to the upper fixing roller due to a damaged fixing drive gear or fixing drive gear 2.  
Replace the fixing drive gear and fixing drive gear 2 Both gears have been redesigned for better reliability and therefore must be replaced as a set as they are not interchangeable. Order p/n 55VA77801 for the fixing drive gear and p/n 55VA77831 for the fixing drive gear 2. Refer to items 23 and 24 on page 60 of the 7075 Parts Catalog.

**Solution ID** TAUS0602775EN\*

**Solution Usage** 36

**Description**

How to clear fuser abnormality codes (F34-xx, F35-xx, F36-xx).

**Solution**

To reset a fuser abnormality code, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while holding down on the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow, which is displayed on the touchscreen, 2 times. The number displayed above the up-arrow will change to 03.
5. Select the bit number of the switch 1, using the right up-arrow.
6. Touch the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode.

**Solution ID** TAUS0610823EN\***Solution Usage** 35**Description**

After installing the hard disk drive (HD102) and flashing to minimum level 20, the HDD is not recognized.

**Solution**

CAUSE: Incorrect software switch settings.

SOLUTION: To allow recognition of the HDD, three (3) software dipswitches must be set:

- 2-0 (HDD connection Disconnect/Connect)
- 18-7 (HDD isolation No/Yes)
- 29-7 (SCSI parameter initialization when connecting HDD)

To set the software dipswitches, perform the following:

1. Access the memory setting mode menu by pressing the 2 and 5 keys while powering the machine ON. The default password is 9272.
2. From the memory setting mode menu, select [1] Software dipswitch setting.
3. Use the left set of arrows to scroll to dipswitch 2.
4. Verify that 2-0 is displayed. If not, use the left and right up/down arrows until 2-0 is displayed.
5. Select ON (1).
6. Use the left up arrow to scroll to dipswitch 18.
7. Verify that 18-0 is displayed. Then use the right up/down arrows until 18-7 is displayed.
8. Select OFF (0).
9. Use the left up arrow to scroll to dipswitch 29.
10. Verify that 29-7 is displayed. If not, use the left and right up/down arrows until 29-7 is displayed.
11. Select ON (1).
12. Select PREVIOUS SCREEN to store.
13. Power the machine OFF/ON to exit the 25 (memory setting) mode.

Note: While the memory setting mode menu can also be accessed by pressing and holding the P button until the memory mode setting menu appears or until prompted for a password. It is recommended to use the conventional method (power OFF, hold 25, power ON) to access the 25 mode.

**Solution ID** TAUS0610931EN\***Solution Usage** 35**Description**

Unable to flash; code 41 with a flashing Timer indicator.

**Solution**

CAUSE: Bad connection between the image IF board and the image process board.

SOLUTION: Reseat connectors from the front cable ISW interface connector to CN134 at the image CB IF board (p/n 55VA-9031); to the image process control board (p/n 55VA-9310) at CN112.

Note: CN112 is a male-to-female interface connector on each board which connects both boards.

**Solution ID** TAUS0610904EN\***Solution Usage** 34**Description**

J31-02 or miscellaneous jams during copier operation.

**Solution**

CAUSE: Binding upper second feed (resist) roller.

SOLUTION: Clean the resist shaft holder (p/n 55VA75520) and the resist upper roller (p/n 55VA46030). These bushings (shaft holder) may need to be cleaned or even replaced prior to the 1,000,000 replacement interval identified in the maintenance section of the service manual.

Notes:

1. Solution provided by Steve Deustch, Konica BT Minneapolis.
2. When removing or installing the E-rings, take care not to scratch or damage the roller shaft.

**Solution ID** TAUS0613693EN\***Solution Usage** 34**Description**

Tandem copier, how to set up tandem copier configuration.

**Solution****PREPARATION**

Before beginning, ensure that the following requirements are met:

1. Both machines must have the latest firmware levels for main body and options.
2. Both machines must have the same option configurations with the exception of LCTs.
3. Both machines must have the same settings for 25 mode software dipswitches and key operator memory switches.
4. Connect the two machines with a crossover cable (category 5, 100BaseTX ) no longer than thirty feet in length. The cable must be obtained locally.
5. Select the tandem copy mode option. To select the tandem copy mode option, perform the following:
  - a. Press OUTPUT APPLI on the LCD.
  - b. Press TANDEM.

- c. Press OK.

#### PROCEDURE

The following is to be done on both machines:

1. Access 25 mode (power the copiers on while simultaneously pressing the 2 and 5 keys).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to software dipswitch 20-7 and set it to 1 by selecting ON.
4. Scroll to software dipswitch 22-0.
5. Set it to 1 by selecting ON, then power the machines OFF.
6. Access the Key Operator Mode (Hold the Help key while powering ON).
7. Select option 1 (System initial Setting).
8. Select option 3 (IP Address Setting).
9. Enter consecutive IP addresses for each machine (i.e. 10.10.10.1 for machine 1 and 10.10.10.2 for machine 2).
10. Leave the default gateway and subnet mask blank.
11. Touch Line Speed Setting then touch 100M Full Duplex..
12. Touch OK then power the machines OFF.
13. Access the 36 mode (power the copiers ON while simultaneously pressing the 3 and 6 keys).
14. Touch 8 (Tandem mode initial setting) on both machines.
15. Ensure that both machines display START on the display.
16. Touch START on both machines.
17. Ensure that both machines display OK.
18. Power both machines OFF/ON.

#### RESTRICTIONS

1. For tandem copying to function, the copy quantity must be set to 4 or more.
2. Tandem copying cannot be used if ECM is enabled.
3. Only one machine can have an IP601 and one VIF board.

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**Solution ID** TAUS0623022EN\*

**Solution Usage** 34

#### Description

J92-01, J92-02 when making 1:2 or 2:2 copies.

#### Solution

CAUSE: Failed or worn ADU conveyance rollers and/or worn sensor actuators.

SOLUTION: Replace conveyance roller/2 (p/n 55VA47400), conveyance roller/3 (p/n 55VA47480), conveyance roller/4 (p/n 55VA47410), and conveyance roller/5 (p/n 55VA47670). At the same time the actuators for PS8, PS9, and PS13 in the ADU should be replaced with the modified actuators (p/n 55VA47821). In addition, all ADU driven roller bushings and shafts should be cleaned. It is recommended that all the above listed parts be replaced at the same time due to the amount of disassembly required.

Note: This problem can occur on machines that have two million or more copies/prints.

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**Solution ID** TAUS0615878EN\*

**Solution Usage** 33

#### Description

Marks on copies.

#### Solution

CAUSE: Failure of M16 (cleaning web motor).

SOLUTION: Replace the cleaning web motor (p/n 55VA80171).

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**Solution ID** TAUS0614623EN\*

**Solution Usage** 31

#### Description

Faded image on lead and trail edges of second side of 11x17 copy or print.

#### Solution

Engineering specifications allow for up to 15 mm of possible unacceptable density on the second side lead and trail edges of an 11x17 inch copy or print. The extent of image loss will depend on paper type, weight, and moisture content. To minimize image loss, the following should be checked and set to specification as outlined in the service manual:

1. Run 11x17 1:2 sky shot (black copy) and copies of test charts for reference.
2. Enter the 36 mode and select Image adjustment.
3. Select #2 (magnification adjustment).
4. Perform Printer drum clock adjustment 1:1 mode and 1:2 mode.
5. Perform printer horizontal adjustment 1:1 mode and 1:2 mode.
6. Perform scanner drum clock 1:1 mode and 1:2 mode.
7. From the image adjustment screen select #3 (Timing adjustments).
8. Perform printer restart adjustment 1:1 mode and 1:2 mode.

9. Perform printer lead edge timing adjustment 1:1 and 1:2 mode.  
 10. Perform scanner restart adjustment 1:1 and 1:2 mode.  
 Note: When performing these adjustments, when in 1:2 mode, only the second side is adjusted.

**Solution ID** TAUS0609903EN\*

**Solution Usage** 30

**Description**

Site requirements, 7075.

**Solution**

Site Requirements 20 and 30 Ampere Machines . See also Konica Minolta Site Requirements Forms ( FO-9 and FO-10 ) which provide the site requirements to which customers must conform before having any Konica Minolta 20 or 30 ampere models installed.

Note: To view the above PDFs, 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** TAUS0611090EN\*

**Solution Usage** 28

**Description**

Key counter information.

**Solution**

The model 7075 has no provisions for mounting a key counter to the machine however, there is a standard key counter connector located at the upper left corner as viewed from the rear of the machine (near the scanner driver board).

**Solution ID** TAUS0611094EN\*

**Solution Usage** 28

**Description**

SC46-40 approximately 30 seconds after power up.

**Solution**

CAUSE: The HDD present dipswitch is programmed to [(1) connect]. However, no hard disk drive (HD102) is installed. This results in a communication failure and display of the HDD error code.

SOLUTION: To program the machine for no hard disk drive (HD102) installed, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow one (1) time.
5. Verify that 2-0 is displayed. If not, use the right up/down arrows until 2-0 is displayed.
6. Touch [OFF (0)], which will program the HDD connection to [(0) disconnect].
7. Power the copier OFF/ON to exit the 25 mode.

**Solution ID** TAUS0614637EN\*

**Solution Usage** 28

**Description**

SC33-06 after replacing M16 cleaning web motor.

**Solution**

CAUSE: Cleaning web motor failure M16 .

SOLUTION: Replace M16 (p/n 55VA80170) and the ACDB (p/n 55VB-9080).

**Solution ID** TAUS0615382EN\*

**Solution Usage** 28

**Description**

E56-02 at power up.

**Solution**

PROBABLE CAUSES:

1. A failed hard disc drive (HD102). With the failed disc drive installed, the 25 mode can not be accessed and the machine can not be flashed using the non-graphical ISW mode.  
 Replace HD102 (Item #950630) and flash the machine if necessary.

2. Communication between ICB (Image Control Board) and OB1 (Operation Board 1) does not start within 30 seconds after SW1 (main) is turned ON. Turn the SW1 (Main Switch) and SW2 (Interlock Switch) OFF, then unplug the machine and count to 20. Plug the machine back in and turn SW1 (Main

Switch) and SW2 (Interlock Switch) ON.

Note: What caused this problem may not be known. Therefore, it is recommended to reflash the machine as soon as possible.

---

**Solution ID** TAUS0610838EN\*

**Solution Usage** 27

**Description**

FS108B, J72-16 (jam position 10) when using 3-hole punched paper.

**Solution**

CAUSE: Early version firmware installed in main body or finisher.

SOLUTION: Upgrade main body and peripheral firmware to latest level.

---

**Solution ID** TAUS0617975EN\*

**Solution Usage** 27

**Description**

J17-1 when duplexing and folding 11x17 paper following an out of paper condition.

**Solution**

CAUSE: Firmware bug.

SOLUTION: Upgrade the machine firmware level to 57 C - 55-46 I - 52 O T, or higher.

---

**Solution ID** TAUS0610764EN\*

**Solution Usage** 26

**Description**

ERROR 2 message while performing AUTO MAXIMUM DENSITY ADJUST in the 36 mode.

**Solution**

CAUSE: The machine indicates an abnormality with the toner control sensing board. This board is located directly below the cleaning unit and uses photosensors to detect a patch created on the drum surface.

SOLUTION: Clean the sensors on the TCSB. If cleaning the sensors does not resolve the error during the adjustment, reseal the TCSB connections all the way to the printer CB (CN454, CN341, CN225). If the problem continues, replace the TCSB (p/n 55VA-9510). The Dmax LED Vref signal at CN225-B3 should be 4V DC. If it is not, it may be necessary to replace the PRCB (p/n 55VA-9021), but that should be a last resort.

---

**Solution ID** TAUS0614304EN\*

**Solution Usage** 26

**Description**

Blank display with the Timer and Power Saver LED's flashing.

**Solution**

CAUSE: A failed firmware flash process, possibly caused by corrupt firmware files or a poor parallel cable connection between the PC and 7075.

SOLUTION: Power OFF and unplug the 7075 for approximately 3 to 5 minutes. This should reset the machine to a flash-acceptable condition (Timer LED flashing only). To flash firmware with from this condition, perform the following:

1. With the 7075 powered OFF, connect the laptop PC to the ISW connector located behind the toner hopper.
2. Power ON the 7075 (Timer LED flashing only).
3. Send the Image files while the machine is ON and the timer LED is flashing.
4. Follow the text instructions on the display and complete the flash process by flashing the Printer control then Operations, in that order.

---

**Solution ID** TAUS0616208EN\*

**Solution Usage** 24

**Description**

The lead edge of 11x17 copies/prints is creased.

**Solution**

CAUSE: The ADU conveyance roller/2 is worn.

SOLUTION: Replace the conveyance roller/2 (p/n 55VA47400).

Note: The conveyance roller/2 is scheduled for replacement every 3,000,000 copies per Konica Service Manual maintenance schedule May 2001.

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**Solution ID** TAUS0613036EN\*

**Solution Usage** 22

**Description**

Toner build up on the fuser cleaning roller (lower) causing toner marks on the copies due to flaking.

**Solution**

CAUSE: Toner build-up on the lower fusing roller can be caused by several reasons.

SOLUTION: Follow the procedures as outlined in 7075/FORCE 75 Technical Bulletin #9 . This bulletin provides a checklist of solutions to help minimize toner build-up on the lower fusing roller.

Note: To view the Technical Bulletin link, 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** TAUS0613102EN\*

**Solution Usage** 22

**Description**

FS108, J72-29 and J72-18 are being incremented in data collection.

**Solution**

CAUSE: Firmware bug or incompatible firmware (EPROM) configuration.

SOLUTION: Flash the 7075 to latest firmware| version. The latest firmware version is available on the Konica FTP site. Refer to the FTP site index and click on the appropriate link to access the file.

**Solution ID** TAUS0613476EN\*

**Solution Usage** 22

**Description**

SC56-12 after flashing the machine.

**Solution**

CAUSE: Incomplete flash or corrupted flash.

SOLUTION: Flash the ROMs to the latest revisions found on the Konica FTP site. Refer to the FTP site index and click on the appropriate link to access the file(s).

Note: If unable to access the 25 mode due to firmware failure, access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on. If the LCD is blank and the timer LED is flashing the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

**Solution ID** TAUS0619344EN\*

**Solution Usage** 22

**Description**

FS108, F77-08 during operation or initialization.

**Solution**

CAUSE: A failed finisher wiring harness (H) causing intermittent operation of PS14 (rear stapler rotation home position sensor). Due to constant flexing of the harness, one or more of the conductors inside the wiring insulation will break affecting PS14 operation.

SOLUTION: Replace finisher wiring harness H (p/n 129U90080).

**Solution ID** TAUS0615605EN\*

**Solution Usage** 21

**Description**

ERROR 3 message while performing the Auto Drum Potential adjustment.

**Solution**

CAUSE: The Drum Potential Sensor Board (DPSB) failed.

SOLUTION: Replace the Drum Potential Sensor Board (p/n 55VA88020) and perform the Auto Drum Potential adjustment .

**Solution ID** TAUS0611749EN\*

**Solution Usage** 20

**Description**

F56-02 after replacing the image processing board.

**Solution**

CAUSE: The image processing board needs to be flashed to the latest level.

SOLUTION: Reflash the machine using the following procedure:

**PRECAUTIONS:**

1. If the 7075 currently has a level of firmware below version 20, then version 20 firmware must be flashed prior to upgrading to version 30 or higher firmware.

The 7075 cannot be flashed from a firmware version below 20, directly to firmware version 30 or higher.

2. It is not recommended to perform the flash procedure with a laptop in battery mode. It is possible that weak batteries can corrupt the process. If flashing causes erratic operation or unexpected displays, repeat the procedure two or three times.
3. If unable to access the 25 mode due to firmware failure, or circuit board replacement, access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on. If the LCD is blank and the timer LED is flashing the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

To flash the firmware, perform the following:

#### SETTING UP THE ISW UTILITY

1. Obtain the ISW Trns utility file from the Konica web site. To download the ISW Trns utility program, perform the following:
  - a. Access KBT's Home Page (<http://www.konicabt.com>).
  - b. In the left-hand menu, click on SUPPORT.
  - c. Under [4 Technical], click on SECURED for NSSG Web Support.
  - d. A disclaimer is offered. Read it and click on [I Accept] to access the NSSG Web login page.
  - e. Enter a User ID and Password and click [Login].
  - f. Click on the [Download EPROMS] link in the left margin.
  - g. Click on [Eproms for Accessories].
  - h. Click on [List Files] button.
  - i. Click on ISWTRNSV330e.EXE link and follow download instructions.

Note: While on this page, download the DF313 file, by clicking on the appropriate link and following instructions.

2. While still at Konica's web site, download the 7075 firmware. To download the firmware programs, perform the following:
  - a. Click on the back arrow to return to the previous page.
  - b. Click on [Eproms for High Volume Copiers].
  - c. Click on [List] button.
  - d. To start the download, click on the image processing, main control, or op panel firmware program link and follow the instructions.

Note: The latest firmware allowing the 7075 printer configuration (IP601 installed) may be found at Konica's public FTP site and is available for immediate download. Refer to the FTP site index and click on the appropriate link to access the file. The minimum level firmware for the printer configuration is version 30.0.

3. Install the ISW application program onto a PC or laptop.
4. Set up the ISW Trns utility by following the setup directions.
5. Set up the folders for the BIN files.
6. When the ISW Trns utility main window pops up, the BIN file data can be selected, verified, and sent to the machine for flashing the firmware.

#### Notes:

- a. There are two types of data sources - ORIGINAL (batch data) and DIVIDED (divided data). The 7075 utilizes the DIVIDED selection for the Op panel BIN files and the ORIGINAL selection for the Image Processing, Main Control, and DF313 BIN files.
- b. The Country selection must be KBT for the USA.

#### COPYING TRANSFER DATA (UPDATE DATA)

Run the ISW Trns program to copy transfer data (update data) to the PC.

#### CONNECTING

Connect a parallel interface cable to the copier.

CAUTION: If a parallel data transfer is to be executed with the ISW Trns program, the ECP mode setting of the PC parallel port should be cleared. ISW Trns does not support parallel data transfers. If a parallel data transfer is launched with the PC set in ECP mode, the transfer could be aborted by an error occurring in between. It would be necessary, therefore, to disable ECP mode before run ISW Trns on a PC with the ECP setting.

#### UPDATING

Update the ROM data on each control board using ISW Trns.

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**Solution ID** TAUS0614700EN\*

**Solution Usage** 19

#### Description

J92-02 or J93-02 when duplexing. Paper accordion jams at the ADU reversal roller.

#### Solution

CAUSE: The inner portion of the drive gear for the ADU reversal roller has worn. The excessive play of the hub causes the gear to bind on the shaft.

SOLUTION: Replace the ADU conveyance gear (p/n 55VA77650).

---

**Solution ID** TAUS0615868EN\*

**Solution Usage** 19

#### Description

PU108, J72-44 when using programmed job and punching.

#### Solution

CAUSE: Early level main body and finisher firmware.

SOLUTION: Upgrade the main body and finisher to the following minimum levels:

Image control - 55-46  
 Printer control - 57  
 Operation - 52  
 Finisher 108/B - 45

**Solution ID** TAUS0613111EN\***Solution Usage** 18**Description**

Improper paper size recognition from the bypass tray.

**Solution**

CAUSE: The bypass tray size adjustment procedure was not performed or improperly performed.

SOLUTION: Perform the bypass tray paper size adjustment. To adjust the bypass tray paper size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place an 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
8. Place an 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

**Solution ID** TAUS0618718EN\***Solution Usage** 18**Description**

Light copies, toner auger is bound.

**Solution**

CAUSE: The toner supply unit is being lifted, and closed at the same time causing the toner Slide cover, to go over the top of the developer unit toner addition hole. This will cause M11 (toner supply motor) auger to bind.

SOLUTION: Instruct the key operator on not lifting the toner bottle up, and closing the toner bottle at the same time. After replacing the toner bottle, push the toner bottle against the frame of the machine until the toner bottle locking arm is resting on top of the main positioning plate.

**Solution ID** TAUS0624414EN\***Solution Usage** 18**Description**

Toner/developer is spewing and falling onto the T/S corona resulting in light areas and marks/blotches on copies.

**Solution**

These symptoms can normally be corrected by following the recommendations as listed in the 7075/7085 Correction Checklist for Background and Spewing and the Toner Spill Troubleshooting document.

IMPORTANT: The magnet angle area should be checked. If the part is cracked and developer is spilling out from the developing unit refer to 7075/F75/7085/F85 Technical Bulletin #21 for corrective measures.

\* Trademark ownership information

**Solution ID** TAUS0602063EN\***Solution Usage** 17**Description**

Intermittent E56-02.

**Solution**

CAUSE: A poor connection of the DIMM module on the image processing board or a loose connector on the image processing board..

SOLUTION: Reseat the DIMM memory module located on the image processing board and remove and re-connect all connectors.

**Solution ID** TAUS0611816EN\***Solution Usage** 17**Description**

DF313, when using mixed original mode the RADF processes each original twice, which slows the copy process.

**Solution**

CAUSE: This is normal operation for this product. The mixed original mode requires separate scans for paper size and image. This means each original must be scanned twice. The on time of PS306 determines the length of each original in the mixed original mode.

SOLUTION: For full productivity, select the full auto mode.

To inquire about changing the specifications of particular products, please contact product planning at [prodinfo@konicabt.com](mailto:prodinfo@konicabt.com).

**Solution ID** TAUS0611365EN\***Solution Usage** 16**Description**

Unable to scan to the hard disk drive (HD102). In the scanning mode, IMAGE STORE/DELETE can be selected but SCANNER HDD is not selectable in the next screen.

**Solution**

CAUSE: Incorrect software switch setting or the HD102 is not installed.

SOLUTION: To enable HDD scanning, perform the following:

1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
  2. Select [1. Software SW Setting].
  3. Select the desired software dipswitch number (in this case, '08') by pressing either the up or down arrow indication at the left.
  4. Select the bit number of the software dipswitch by pressing either the up or down arrow indication at the right.
  5. Select ON (=1) or OFF (=0) for the dipswitch. Choose the desired setting:
- |                   |              |
|-------------------|--------------|
| DIPSWITCH SETTING | MODE         |
| 08-7=0            | HDD Enabled  |
| 08-7=1            | HDD Disabled |
6. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.

**Solution ID** TAUS0613868EN\***Solution Usage** 16**Description**

DF313, blank copies when using 8.5x12 originals and selecting SPECIAL ORIGINAL.

**Solution**

CAUSE: Early version firmware is installed.

SOLUTION: Upgrade the machine to the latest firmware available.

**Solution ID** TAUS0614097EN\***Solution Usage** 16**Description**

J31-01 during operation.

**Solution**

PROBABLE CAUSES:

1. Loss of drive to the upper fixing roller due to a damaged fixing drive gear or fixing drive gear 2. Replace the fixing drive gear and fixing drive gear 2. Both gears have been redesigned for better reliability and therefore must be replaced as a set as they are not interchangeable. Order p/n 55VA77801 for the fixing drive gear and p/n 55VA77831 for the fixing drive gear 2. Refer to items 23 and 24 on page 60 of the 7075 Parts Catalog.
2. The fixing drive gear C is damaged or has broken. Fixing drive gear C and pin A have been redesigned for better reliability. Replace with p/n 55VA77071 for gear C and p/n 55VA15190 for pin A. CAUTION: These parts must be replaced as a set due to the change in length of pin A. Refer to item 7 and 10 on page 29 of the 7075 parts catalog (1/2000).

**Solution ID** TAUS0619830EN\***Solution Usage** 16**Description**

J31-02 with the paper wrapping around the drum and jamming into the drum separator claws.

**Solution**

CAUSE: A loss of drum ground.

SOLUTION: Clean the drum shaft.

**Solution ID** TAUS0611006EN\***Solution Usage** 15**Description**

FS108B, part number for stapler vertical positioning jig.

**Solution**

Stapler PS Jig (p/n 129XJG011).

Note: Refer to the FS108B service manual (p/n CSM-FS108) dated October 1999, pages FS-80 and FS-81 for details on how to perform this adjustment.

**Solution ID** TAUS0611268EN\***Solution Usage** 15**Description**

What is required to make the 7075 a printer besides the controller and KN card?

**Solution**

In addition to the IP601 Print Controller and the KN302 Network Card, print functionality also requires a Video Interface Kit. The controller must be updated to the latest system software code and the engine updated with the latest EPROMs.

All of these updates including the print driver may be found on the Konica Minolta [[FTP site| URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]] and are available for immediate download.

**Notes:**

1. The printer driver is available for download from the [[Support & Drivers| URL [http://kmbs.konicaminolta.us/eprise/main/KMBS/Support\\_Center/Home](http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home)]] section on the public web site.
2. Below is a listing of what is required to get the Konica 7075/IP601 to print:

**PRODUCT REQUIREMENTS**

IP601 Print Controller (Item #950633)  
 KN302 Network I/F Card (Item #950400)  
 Video Interface Kit (Item #950634)  
 PS Kit (PS-361) Item #950648

**SOFTWARE REQUIREMENTS** (available on the FTP site)

Latest System Software  
 Latest firmware  
 Konica 7075 PCL5e\* Print Driver

\* Trademark ownership information

**Solution ID** TAUS0611857EN\***Solution Usage** 15**Description**

Is tandem copying available?

**Solution**

Tandem copying is now available. Click here to view an Info Source Bulletin describing the tandem copy feature .

Note: To view the Bulletin, 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>]]

Note: The maximum allowable cable length for the non-proprietary crossed Ethernet cable between two 7075 engines is 10 meters (32.8 feet).

\* Trademark ownership information

**Solution ID** TAUS0613305EN\***Solution Usage** 15**Description**

Faded, light or blurred image approximately 30mm from the front or rear edges.

**Solution**

CAUSE: T/S wire cleaning assembly is not fully disengaging from the wire when at home position.

SOLUTION: Install mylar (p/n 7075-AUX) to the front of the T/S corona block. The mylar is installed where the cleaning assembly contacts the block when it is at home position. This will provide additional spacing to allow the arm to fully release.

**Solution ID** TAUS0613996EN\***Solution Usage** 15**Description**

Blank display with timer LED flashing.

**Solution**

CAUSE: A new image processing board (p/n 55VA-9310) has been installed.

Note: New image processing boards are not normally pre-flashed with firmware.

SOLUTION: To Flash the image processing board, perform the following:

1. With the 7075 powered OFF, connect laptop PC to the ISW connector located behind the toner hopper.
2. Power ON the 7075 (timer LED flashing).
3. Send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

Note: If the above procedure does not work, UNPLUG the machine for 10 minutes and try again.

**Solution ID** TAUS0614317EN\***Solution Usage** 15**Description**

J32-04 when copying on 11x17 only.

**Solution**

CAUSE: A worn ADU input gear causing timing errors when a copy is being inverted.

SOLUTION: Due to constant forward/reverse operation of M5, (reverse/exit motor), the pin that secures the ADU input gear will wear the inside of the gear resulting in excessive play between the gear and the shaft of M5. This excessive play will cause timing errors when the paper is being reversed prior to exiting. Observe the play between the gear and the shaft of the motor. If excessive play is observed, replace the ADU input gear (p/n 55VA77610).

**Solution ID** TAUS0609935EN\***Solution Usage** 14**Description**

FS108B, finisher not recognized by the main body.

**Solution**

PROBABLE CAUSES:

1. No communication from the printer CB (PRCB) to the finisher CB; CN218 is not connected to the printer CB. Connect CN218 on the printer CB. Note: The PRCB is located at the rear, center of the printer. CN218 of the PRCB is located at the bottom right of the CB.
2. FS108B EPROM is lower than level 20.0. Install the level 20.0 EPROM shipped with the finisher, or download it from our web site at [konicabt.com](http://konicabt.com).

**Solution ID** TAUS0610872EN\***Solution Usage** 14**Description**

F56-12 at power up.

**Solution**

CAUSE: The code occurred after a flash attempt was interrupted.

SOLUTION: Hold the Help and Check keys while powering the machine on. Perform flash again on all ROMs in this text mode.

**Solution ID** TAUS0611527EN\***Solution Usage** 14**Description**

With an IP601 connected, when the ECM is enabled, print jobs will not be printed until an ECM passcode is entered.

**Solution**

CAUSE: This is normal operation for the machine.

SOLUTION: Disable ECM when an IP601 is installed, or enter a valid passcode after a print job has been sent.

**Solution ID** TAUS0612886EN\***Solution Usage** 14**Description**

Premature lower fuser roller bearing failure (500,000 copies).

**Solution**

CAUSE: The lower roller bearings have seized due to a loss of lubrication.

SOLUTION: Replace the lower roller assembly (p/n 55VA-5281).

**Solution ID** TAUS0615306EN\***Solution Usage** 14**Description**

FRONT DOOR IS OPEN PLEASE CLOSE message at power up. Door is closed.

**Solution**

CAUSE: Loss of 24V DC on FT1 and FT2 of the DCPS2.

SOLUTION: To verify the operation of MS1 (interlock 1) and MS2 (interlock 2), perform the following:

1. Access the 47 multimode (power the copier ON while pressing the 4 and 7 keys), input code 025, press P-4-P.
2. Open and close the front door of the copier. A change of state should be indicated on the LCD.
3. If there is no change in state, replace DCPS2 (p/n 55VB84520).
4. Power the copier OFF/ON to return to normal copy mode.

---

**Solution ID** TAUS0615665EN\* **Solution Usage** 14

**Description**

FS108B, intermittent E77-7 or F77-7.

**Solution**

CAUSE: Stapler rotation failure due to failed wiring harness.

SOLUTION: Repair or replace rear stapler wiring harness G (p/n 129U90070).

---

**Solution ID** TAUS0616106EN\* **Solution Usage** 14

**Description**

Light copies/prints; undertoned.

**Solution**

CAUSE: The developer is undertoned due to a failed TLD sensor not allowing the toner bottle to rotate.

SOLUTION: Replace the TLD sensor (p/n 40AA88030).

---

**Solution ID** TAUS0611372EN\* **Solution Usage** 13

**Description**

FS108B, incorrect staple position.

**Solution**

CAUSE: The FS108B stacker side guides are out of adjustment.

SOLUTION: Perform the stacker section side guide position adjustment .

Note: This adjustment also applies to FS108 finishers as well.

---

**Solution ID** TAUS0611651EN\* **Solution Usage** 13

**Description**

FS108B, F77-04 when stapling.

**Solution**

CAUSE: The finisher stacker coupling gear (p/n 129U77040) is damaged, resulting in loss of drive to the stacker exit rollers.

SOLUTION: Replace the coupling gear.

Note: This gear is located at the upper left rear corner of the stacker unit as viewed from the front of the machine.

---

**Solution ID** TAUS0613539EN\* **Solution Usage** 13

**Description**

FS108B, how to increase the maximum limit of 1000 copies or 100 sets in sort/staple mode.

**Solution**

The maximum limit of 1000 copies or 100 sets, in the sort/staple mode, can not be increased. This limitation has been applied to prevent jamming in the exit tray of the FS108B.

Notes:

1. Please refer to Section 4 ( Paper Information ) of the 7075 User's Manual for complete paper specifications.

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]]

2. Specifications and FAQ's for the FS108B.

3. To inquire about possible changes to product limitations, please contact the product manager at Proinfo@Konicabt.com.

\* Trademark ownership information

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**Solution ID** TAUS0613636EN\* **Solution Usage** 13

**Description**

J12-02, J13-02, J17-0, and possible skewing while copying or printing.

**Solution**

**CAUSE:** In some early production machines an incorrectly installed E-ring may cause any of the three (3) vertical conveyance rollers in the lower, right side paper feed conveyance door to be incorrectly positioned.

**SOLUTION:** If a 7075 is within the serial number range of 55VE00012 - 55VE00688 and is experiencing any of the symptoms, perform the following,

1. Remove the four (4) screws that secure the outer cover of the door and remove the cover.

**Note:** If an LCT is installed, it must be removed to access the conveyance door.

2. Inspect the E-ring on the front side (operator side) of each conveyance roller. The E-ring should be located on the shaft between the roller and the metal tab on the door. The E-ring should not be located outside of the metal tab. If the E-ring is installed like this, the shaft may move to the front and the groove in the shaft can catch the metal shaft holder, or mechanical play between the shaft holder and shaft diameter may occur because of the roller being incorrectly positioned.

3. If needed, relocate the E- ring to the groove on the shaft between the roller and the metal tab.

**Solution ID** TAUS0613746EN\*

**Solution Usage** 13

**Description**

Jitter/blur approximately 6 inches from the trail edge on all paper sizes except 8.5x11.

**Solution**

**CAUSE:** The second paper feed assembly uses bushings which may be corroded or have a buildup, causing the shaft to bind.

**SOLUTION:** Check for corrosion or buildup on the shaft. Clean the M9 conveyance roller bearing assembly, resist knob shaft (p/n 55VA46030) and bushings (p/n 55VA75520).

**Solution ID** TAUS0610727EN\*

**Solution Usage** 12

**Description**

ECM mode information.

**Solution**

To program the ECM mode settings, access the ECM setting mode. When in the ECM Setting Menu screen, select the following as needed:

1. Use the [ECM data edit] setting to display the list of copy count and copy limit for each account, to change, add, or delete the ECM data, and to reset the copy count of the individual account.

2. To reset the count for all ECM accounts, use the [ECM all count reset] function.

3. Use the [ECM function setting] to turn ECM ON or OFF; or to select whether the copier will stop at the time the count limit is reached, or after the current copy job is completed.

**Solution ID** TAUS0610858EN\*

**Solution Usage** 12

**Description**

E46-06 during operation.

**Solution**

**CAUSE:** Memory compression error detected between the DIMM and the image processing board.

**SOLUTION:** Replace the 64MB DIMM chip (Item #950631).

**Solution ID** TAUS0611298EN\*

**Solution Usage** 12

**Description**

F93-06 during operation.

**Solution**

**CAUSE:** Loss of 24V DC to the ADU/conveyance clutches due to a failed ADU DB.

**SOLUTION:** Replace the ADU DB (p/n 55VA-9071).

**Note:** A possible cause for damage to the board is dislodged plastic board supports. If the supports become dislodged, the underside of the board can contact the board mounting plate, resulting in an electrical short. Care should also be taken when performing voltage checks or connecting/disconnecting connectors as the board can be flexed enough to contact the mounting plate. As a precaution, an insulating type of material such as mylar can be installed on top of the board mounting plate to prevent shorting if the board were to contact the plate.

**Note:** If you were cleaning the inside of the registration area during a PM, Check PS44 connection, it may have been disconnected when the path plate was moved aside for cleaning.

**Solution ID** TAUS0611339EN\*

**Solution Usage** 12

**Description**

Image is shifted and partially deleted when 8.5x11 paper is fed from the bypass tray.

**Solution**

CAUSE: The bypass tray portion of the tray size adjustment procedure was not performed.

SOLUTION: Perform the bypass tray paper size adjustment. To adjust the bypass tray paper size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
8. Place 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

**Solution ID** TAUS0614328EN\*

**Solution Usage** 12

**Description**

Background with developer on the prints.

**Solution**

PROBABLE CAUSES:

1. A failed HV1 power supply outputting incorrect charge current or developer bias voltage.

After verifying the following items, replace HV1 (p/n 55VA84011):

- a. The correct installation of the charge corona.
- b. Continuity from the bias connection to the developing unit magnetic roller.
- c. All high voltage data and perform the auto HV adjustments.

2. A malfunctioning or improperly installed PCL lamp.

Verify the operation of the PCL lamp by using diagnostic 47 mode, output code 51 and observing if the PCL is lit. It can be observed by looking at the top of the drum between the drum and charge corona unit. If the lamp is not functioning, check for proper installation, defective wiring including bent pins in connectors. If necessary, replace the PCL assembly (p/n 55VA-2571).

**Solution ID** TAUS0614413EN\*

**Solution Usage** 12

**Description**

PLEASE WAIT OPERATING message.

**Solution**

CAUSE: Charging corona and/or T/S corona unit cleaning functions are in progress.

SOLUTION: This is a normal message when the corona units are being cleaned. It is not recommended to disable the automatic cleaning functionality, but it can be programmed for desired intervals. Possibly, the cleaning interval is too frequent. To set the desired cleaning intervals, perform the following:

1. Access the Memory Setting Mode menu by pressing the 2 and 5 keys while powering the machine ON. The default password is 9272.
2. From the Memory Setting Mode menu, select [1] Software DIP SW setting .
3. Use the left set of arrows to scroll to the software dipswitch settings that pertain to corona cleaning and set accordingly.
4. Select PREVIOUS SCREEN to store.
5. Power the machine OFF/ON to exit the 25 (memory setting) mode.

Note: While the Memory Setting Mode menu can also be accessed by pressing and holding the P button, it is recommended to use the conventional method (power OFF, hold down 25, power ON) to access the 25 mode

**Solution ID** TAUS0614681EN\*

**Solution Usage** 12

**Description**

Tray 3 lift cables are pulling through the gap in the tray driving up-down pulley (p/n 55VA40600).

**Solution**

CAUSE: The paper tray has overdriven which has caused the cables to pull through the plastic pulley which weakens the pulley.

SOLUTION: Replace both tray up-down pulleys (p/n 55VA40600). Ensure that the paper tray modification kit as outlined in technical bulletin # 11 is installed which will minimize the possibility of the tray overdriving and damaging the pulleys.

**Solution ID** TAUS0615424EN\*

**Solution Usage** 12

**Description**

FS108, is the FS108B finisher CB compatible?

**Solution**

The finisher CB is not compatible.

FS108B CB (p/n 129X-9016)  
FS108 CB (p/n 129U-9018)

---

**Solution ID** TAUS0616805EN\*

**Solution Usage** 12

**Description**

ERROR 1 when performing Auto Dmax adjustment.

**Solution**

CAUSE: The TCSB is soiled.

SOLUTION: Clean the TCSB (p/n 55VA-9510) with a blower brush, or replace it if F29-3 codes are indicated.

---

**Solution ID** TAUS0619429EN\*

**Solution Usage** 12

**Description**

F46-01 at power up.

**Solution**

CAUSE: A failed write unit.

SOLUTION: Replace the write unit (p/n 55VA-6500).

---

**Solution ID** TAUS0619836EN\*

**Solution Usage** 12

**Description**

J10-1 when feeding from the bypass tray.

**Solution**

CAUSE: The inner bypass feed driving gear is worn or broken.

SOLUTION: Replace the inner feed driving gear (p/n 55VA77181).

---

**Solution ID** TAUS0610295EN\*

**Solution Usage** 11

**Description**

F53-12 at the start of the copy cycle.

**Solution**

CAUSE: F1 on the DC driver board (DCDB) is open.

SOLUTION: Replace DCDB (p/n 55VA-9060).

Note: The 7075 parts catalog identifies the same part number for F1 and F2. F1 is a 3.15A fuse and F2 is a 1A fuse. Parts is investigating the correct part numbers. In the mean time, replace the DCDB.

Note: The likely cause of the fuse opening is shorted wiring. Inspect wiring in the following areas:

Paper tray and bypass tray solenoids and clutches

Vertical conveyance area clutches (2)

Drum carriage separating claw solenoid

PTL and PCL

---

**Solution ID** TAUS0614243EN\*

**Solution Usage** 11

**Description**

PI108, MAKE COVER SHEET SIZE PLEASE COINCIDE WITH PAPER SIZE message when inserting 11-inch wide paper only.

**Solution**

CAUSE: Incorrect adjustment for the size of the coversheet tray width regulation plates.

SOLUTION: To adjust the size of the coversheet width regulation plates, perform the following:

1. Access the 36 mode (power the copier ON while pressing the 3 and 6 keys).
2. Select [6. Finisher Adjust].
3. Select [4. Adjust Cover Sheet Tray].
4. Move the width regulation plates out to the maximum width.
5. Select [Yes].
6. Confirm that the display reads [Adjust coversheet tray size/Adjustment completed].

7. Power the copier OFF/ON to exit the 36 mode.

**Solution ID** TAUS0614668EN\*

**Solution Usage** 11

**Description**

Intermittent J92-2 when duplexing.

**Solution**

CAUSE: The ADU DB failed.

SOLUTION: Replace the ADU DB (p/n 55VA-9071).

Note: It is not recommended to check the board. It may check good, but after running for a short period of time, it fails.

**Solution ID** TAUS0615810EN\*

**Solution Usage** 11

**Description**

Intermittent MACHINE IS WARMING message during copy mode.

**Solution**

CAUSE: The THs failed.

SOLUTION: Check the distance of the THs using Thermostat PS jig/A (p/n 55VAJG031 for upper fixing roller and p/n 55VAJG041 for heating roller). If the distance is correct, replace the THs (p/n 25SA88420 and p/n 25AA88431 Thermostat/3).

**Solution ID** TAUS0619707EN\*

**Solution Usage** 11

**Description**

FS108, J72-29 during operation.

**Solution**

CAUSE: The inside of slide pulley (Z24) has rounded, causing it to spin on the drive shaft.

SOLUTION: Replace the slide pulley (Z24) (p/n 129U76550).

**Solution ID** TAUS0620269EN\*

**Solution Usage** 11

**Description**

LT401, intermittent J14-02

**Solution**

CAUSE: The lock shaft holder which has a one-way bearing (p/n 55VA43360) has failed causing loss of drive to the feed rollers.

SOLUTION: Remove the shaft holder and shaft and clean both with alcohol. If the problem persists, replace the shaft holder.

SPECIAL NOTE: Solution provided by Hank Rose, Carr Business Systems, NY.

**Solution ID** TAUS0610419EN\*

**Solution Usage** 10

**Description**

LT401, large capacity tray is not recognized by the machine.

**Solution**

CAUSE: Poorly seated LCT interface harness (CN750-1 on the main body), which results in loss of the 5V DC (LT REQ) signal at the LCT DB.

SOLUTION: To check the LCT interface harness connection, perform the following:

1. Power the copier ON.
2. Using a voltmeter (20V DC range), check the LT REQ signal at CN710-B8 on the LCT DB. A reading of 5V DC should be observed.
3. If 0V DC is observed, power the copier OFF.
4. Unplug CN750 from the main body.
5. Ensure that all pins for CN750 on the main body are straight and properly aligned especially the upper most pin.
6. Inspect CN750 on the wiring harness; ensure that all the wires are properly attached to the connector.
7. Reseat CN750 to the main body.

Note: When accessing the 25 mode to check the setting, [2. Paper size setting] is not selectable. Also check the Software DIP switches 18-3 Tray 4's LCT's faulty part isolation, a 1 makes the tray unavailable, a 0 makes it available.

**Solution ID** TAUS0613828EN\*

**Solution Usage** 10

**Description**

Unable to release Tray 1, Tray 2, or Tray 3 with power ON.

**Solution**

CAUSE: PS14, PS15, or PS16 (handle release sensors) connectors are loose or disconnected.

SOLUTION: Ensure PS14, PS15, and PS16 are properly connected when reinstalling the front cover on Trays 1, Tray 2, or Tray 3. Reference the 7075 Service Manual, pages 3-45 and 3-52.

---

**Solution ID** TAUS0614295EN\*

**Solution Usage** 10

**Description**

SC93-06 at process start.

**Solution**

CAUSE: Open ICP10 on the ADU DB.

SOLUTION: Ohm 24V DC outputs from ADU DB to isolate a possible pinched wire. Replace the ADU DB (p/n 55VA-9071).  
Note: Pay particular attention to the wiring for FM1 (Fixing cooling fan).

---

**Solution ID** TAUS0614952EN\*

**Solution Usage** 10

**Description**

FAILED TO WRITE TO LPT1 message is indicated on the laptop when trying to flash the unit.

**Solution**

CAUSE: The parallel port setting in the PC CMOS is not set to Standard (Normal) or (Output only). It may be set to either ECP or EPP, which will cause a corrupt flash process.

SOLUTION: Verify the parallel port setting and make any changes utilizing the CMOS Setup Utility (refer to the motherboard manual for instructions). Parallel port verification (not a change) is made by right-clicking on My Computer click on Properties click on Device Manager tab click on the [+] symbol to open Ports double-click on Printer Port (LPT1) to view the type of port [Manufacturer:].

**Notes:**

1. Once the port setting is set to standard mode, re-flash the firmware.
2. If the 7075 will not allow access to 25 mode, perform the following:
  - a. Power the copier OFF (SW1 left front).
  - b. Prepare the laptop PC or the ICW TOOL for flashing and connect it normally to the 7075.
  - c. Power the copier ON (SW1 [left front]). The green data light will be ON.
  - d. Send the system firmware from the laptop PC. The green data light will begin blinking.
  - e. The LCD display will reappear, in the normal ISW flash mode screen, when the system firmware has completed its flash.
  - f. Flash the image firmware.
3. Confirm the the LPT1 port is not captured. In printer Properties, click on the Details tab and click on [End Capture...] to release LPT1.

---

**Solution ID** TAUS0615591EN\*

**Solution Usage** 10

**Description**

J32-11 after the last sheet of the copy job exits.

**Solution**

CAUSE: The fixing unit jam detection sensor (PS3) does not change state.

SOLUTION: To verify the operation of PS3, perform the following:

1. Access the 47 multimode (power the machine ON while holding the 4 and the 7 keys), input code 024, press P-5-P.
2. The display should indicate LO [L].
3. Pull out the conveyance/fuser unit, and flag PS3 with a sheet of paper and reinstall.
4. The display should indicate HI [H].
5. If a change of state is not indicated, clean or replace PS3 (p/n 55VA85520).

---

**Solution ID** TAUS0616470EN\*

**Solution Usage** 10

**Description**

FS108, J72-20 when stapling.

**Solution**

CAUSE: Pinched or broken wiring to PS6 (paper exit 1).

SOLUTION: To check the operation of PS6, perform the following:

1. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys) input code 076, press P-5-P.

2. Manually move the actuator for the photosensor to see a change of state on the LCD.
3. If no change of state occurs, locate CN1-A27 on the FNS CB (finisher control board) and using a voltmeter (20V DC range), check for a change of state when PS6 is actuated.
4. If no change of state is evident, check the wiring harness from PS6 to the FNS CB. There should be continuity from CN126-2 at PS6 to CN1-A27 on the FNS CB. Repair or replace the wiring harness (p/n 129U90012) as necessary.

---

**Solution ID** TAUS0617670EN\*

**Solution Usage** 10

**Description**

DF313, a blur 45mm from the trail edge of copies when originals are fed from the RADF.

**Solution**

CAUSE: Excessive pressure on the RADF reading roller (p/n 13GA45180).

SOLUTION: Slightly loosen the tension to the leaf spring assembly (p/n 13GA-1030) which applies pressure to the reading roller.

---

**Solution ID** TAUS0620236EN\*

**Solution Usage** 10

**Description**

How to reset to factory defaults or initialize memory.

**Solution**

To reset to factory default setting, perform the following:

1. Access the 25 mode (power the copier OFF/ON while pressing the 2 and the 5 keys).
2. Press [1. Software SW settings].
3. Using the far left up-arrow scroll to DIP SW 31, bit 0, and press [OFF].
4. Access the 47 mode (power the copier OFF/ON while pressing the 4 and the 7 keys), output code 92.
5. The display panel will show FIN, after performing the reset.
6. Power the copier OFF/ON.

Note: When used, 47/92 resets all previous adjustments to factory defaults and zeroes all counters. For this reason, it should only be used when absolutely necessary. Reset DIP SW 31-0 back to 1 to provide address protection.

---

**Solution ID** TAUS0602657EN\*

**Solution Usage** 9

**Description**

How to program the ECM to recognize individual passwords of less than 8 digits.

**Solution**

To program the ECM to recognize individual passwords of less than 8 digits, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the [HELP] key).
3. Touch the down arrow, which is located at the bottom left corner of the touchscreen once.
4. Touch [13: Memory switch setting] on the touchscreen.
5. Touch the down arrow, which is located at the bottom left corner of the touchscreen four (4) times.
6. Touch the down arrow, which is located on the right side of the touchscreen 3 times. [32: E.C.M. password 8 digits] will be highlighted.
7. Touch the [Change Setting Contents], which is located at the bottom of the touchscreen. [32: E.C.M. password under 8 digits] will be highlighted.
8. Power the copier OFF/ON to exit the Key Operator Mode.

---

**Solution ID** TAUS0603321EN\*

**Solution Usage** 9

**Description**

Code 46-20 at power up.

**Solution**

CAUSE: Miscommunication within the DIMM chip on the Image CB.

SOLUTION: Remove and reinstall the DIMM chip and all connectors on the image CB. If necessary replace the standard 64MB DIMM chip MU-401 (Item #950631).

---

**Solution ID** TAUS0610630EN\*

**Solution Usage** 9

**Description**

Tab paper cannot be selected, or causes a jam position 8 when fed through the machine.

**Solution**

CAUSE: Early version firmware is installed.

**SOLUTION:** Upgrade firmware to level 20.1 or higher. The latest firmware version is available on the Konica FTP site. Refer to the FTP site index and click on the appropriate link to access the file.

**CAUTION:** Flashing the ROMs is to be done by a qualified Konica technician.

---

**Solution ID** TAUS0611036EN\*

**Solution Usage** 9

**Description**

F23-02.

**Solution**

PROBABLE CAUSES:

1. Failed front door interlock switches (MS1 and MS2).

To determine if the switches are the cause of the problem, perform the following:

- a. Access the 47 mode (power the machine OFF, hold down the 4 and 7 keys, and power the machine ON).
- b. Measure the voltage at FT1 and FT2 on DCPS2 (DCPS2 is located at the rear of the machine immediately to the left of the main transformer). Each point should read 24V DC when referenced to frame ground.
- c. If 24V DC is present at both locations, measure the voltage at CN1-1 (orange wire) on the developing drive motor board. If no 24V DC is present, one or both of the front door switches have failed. Replace MS1 and MS2 (p/n 40AA85010).

2. The toner level detection sensor (TLD) failed.

Clean or replace the toner level detection sensor (p/n 40AA88030).

---

**Solution ID** TAUS0613405EN\*

**Solution Usage** 9

**Description**

How to perform the LCD sensitivity adjustment.

**Solution**

To adjust the LCD sensitivity, perform the following:

1. Hold the Help key while powering the copier ON (Key Operator Mode).
  2. Press selection [10] on the LCD to access the control panel adjustment screen. Note: If the touchscreen is so far out of adjustment that there is no response when pressing [10], the control panel adjustment can be accessed by touching any numeric key on the key pad. Two plus symbols (+) should be visible on the screen.
  3. Touch [+] at the upper right corner lightly with a touch pen (something with a round tip made of resin is recommended).
  4. Touch [+] at the lower left lightly with a touch pen.
  5. As verification of a correct adjustment, touch the CHECK keys at the upper left and lower right corners. You should hear a beep tone for each one. If a beep tone is not heard, repeat the adjustment.
  6. After the adjustment is complete, press the [0] key on the numeric key pad.
  7. Power the machine OFF to store the adjustment. Power the machine ON normally and check operation of the touchscreen.
- Note: It may be necessary to repeat this adjustment procedure several times to achieve proper LCD sensitivity.

---

**Solution ID** TAUS0613589EN\*

**Solution Usage** 9

**Description**

DF313, RELOAD ONE ORIGINAL AND SET AGAIN THEN PRESS START message after the last original is fed.

**Solution**

CAUSE: Paper dust on the original count sensor (PS310).

SOLUTION: Clean PS310.

---

**Solution ID** TAUS0614361EN\*

**Solution Usage** 9

**Description**

Gray background/overtone.

**Solution**

PROBABLE CAUSES:

1. The developer counter was not reset after a developer change.

Whenever the developer is replaced, perform the following:

- a. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
- b. Select option 5 (parts counter) from the 25 menu screen.
- c. Select option 1 (Count of special parts) from the parts counter screen.
- d. Use the up/down arrows to highlight developer.
- e. Touch (count reset) selection on the touchscreen.
- f. Touch PREVIOUS SCREEN then touch MODE CHANGE then select option 1 (Basic Screen).

2. Excessive toner from the cleaning unit is conveyed into the developing unit.

Whenever the drum unit is removed/installed, toner in the cleaning unit and recycle system becomes dislodged and an excessive amount will be conveyed to

the developing unit resulting in an overtone/background condition. To prevent this, the cleaning unit and the recycling system should be cleaned prior to reinstallation of the drum unit.

3. The developing bias pin (p/n 540030140) on the developing unit is deformed or broken resulting in a loss or partial loss of bias voltage to the developing unit.

Repair or replace the bias pin (p/n 540030140).

---

**Solution ID** TAUS0616447EN\*

**Solution Usage** 9

**Description**

PU108, punch option is unavailable (grayed out).

**Solution**

CAUSE: A previous abnormality was identified by the main body. If a punch abnormality is detected, the machine automatically disables this option.

SOLUTION: To correct this, perform the following:

1. Access 25 mode (power the machine OFF/ON while holding the 2 and 5 keys).
2. Select option 1 (Software Switch), and scroll to dipswitches 19-4 & 19-5. Both should be (OFF) or 0.

---

**Solution ID** TAUS0618408EN\*

**Solution Usage** 9

**Description**

J31-02 during operation.

**Solution**

PROBABLE CAUSES:

1. Loss of drive to the upper fixing roller due to a damaged fixing drive gear or fixing drive gear 2.

Replace the fixing drive gear and fixing drive gear 2. Both gears have been redesigned for better reliability and therefore must be replaced as a set as they are not interchangeable. Order p/n 55VA77801 for the fixing drive gear and p/n 55VA77831 for the fixing drive gear 2. Refer to items 23 and 24 on page 60 of the 7075 Parts Catalog.

2. The fixing drive gear C is damaged or has broken.

Fixing drive gear C and pin A have been redesigned for better reliability. Replace with p/n 55VA77071 for gear C and p/n 55VA15190 for pin A.

CAUTION: These parts must be replaced as a set due to the change in length of pin A.

Refer to item 7 and 10 on page 29 of the 7075 parts catalog (1/2000).

---

**Solution ID** TAUS0626150EN\*

**Solution Usage** 9

**Description**

How to obtain the ISW Microsoft\* Windows utility.

**Solution**

To obtain the ISW Microsoft Windows utility, access the Konica Minolta FTP site

\* Trademark ownership information

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**Solution ID** TAUS0602602EN\*

**Solution Usage** 8

**Description**

When using the 1:2 mode, copying 8.5x14 or 11x17, the second side is upside down.

**Solution**

CAUSE: Memory switch #21 in the Key Operator Mode is set to landscape instead of portrait.

SOLUTION: To change the contents of memory switch #21, perform the following:

1. Access the Key Operator Mode (power the copier ON while pressing the Help key).
2. Enter the key operator passcode if necessary.
3. Press the down arrow on the left side once.
4. Select [13: Memory switch setting].
5. Press the down arrow on the left side twice to display [21: A3, B4, 11x17, 8.5x14, F4 org. type].
6. Use the arrows on the right side to highlight #21.
7. Press [Change Setting Contents] to change from Landscape to Portrait.
8. Power the copier OFF/ON to exit the Key Operator Mode.

---

**Solution ID** TAUS0609914EN\*

**Solution Usage** 8

**Description**

FS108B, specifications and information.

#### Solution

Specifications and FAQ's for the FS108B.

**Solution ID** TAUS0610754EN\*

**Solution Usage** 8

#### Description

After installing the hard disk drive (HD102), it is not recognized.

#### Solution

CAUSE: Incorrect firmware version installed in the 7075.

SOLUTION: FlashROM version for the Image Control, Printer Control, and Operation (O1-O3) must be at 20 or higher. Download the correct firmware versions from Konica's website and flash the machine. To obtain FlashROM files from Konica's website, perform the following:

1. Access KBT's Home Page (<http://www.konicabt.com>).
2. In the left-hand menu, click on SUPPORT.
3. Under [4 Technical], click on the NSSG WEB SUPORT.
4. A disclaimer is offered. Read it and click on [I Accept] to access the NSSG Web Support login page.
5. Enter a User ID and Password and click [Login].
6. Click on [EPROMS (Link to KBM EPROM Download Area.)].
7. Select [Eproms For High Volume Copiers], then click on [List].
8. Click on the required 7075 FlashROM file link(s) and follow download instructions.

#### Notes:

- a. Firmware enhancements are in a PDF document (7075v31.pdf) that can also be downloaded or viewed from this web page.
- b. The latest firmware version is also available on the Konica FTP site. Refer to the FTP site index and click on the appropriate link to access the file.

**Solution ID** TAUS0611083EN\*

**Solution Usage** 8

#### Description

FS108B, insufficient flat folding.

#### Solution

CAUSE: Dirty folding roller, or insufficient fold spring tension.

SOLUTION: Clean the folding roller every 250,000 copies. If necessary, adjust the folding roller and the pressure roller spring tension. Page FS-87 in the FS108 Service Manual (10/99), outlines the procedures along with illustrations to adjust spring tension of the two rollers to:

Position A = 8.5kgf

Position B = 11.4kgf

Position C = 14.4kgf

Note: Both springs MUST be set into the same position hole for equal spring tension.

**Solution ID** TAUS0613062EN\*

**Solution Usage** 8

#### Description

FS108B, intermittent J72-18. Paper has stopped in the staple bypass area.

#### Solution

CAUSE: Firmware bug or incompatible firmware (FlashROM) configuration.

SOLUTION: Flash the 7075 to latest firmware version. The latest firmware version is available on the Konica FTP site. Refer to the FTP site index and click on the appropriate link to access the file.

**Solution ID** TAUS0613586EN\*

**Solution Usage** 8

#### Description

Tandem copier, machines do not recognize each other.

#### Solution

CAUSE: The TCP/IP\* address is incorrect.

SOLUTION: To program the TCP/IP address, perform the following:

1. Access 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 22-0.
4. Set to 1 by selecting ON.
5. Power machine OFF.
6. Access Key Operator Mode (Hold Help key while powering ON).

7. Select option 1 (System Initial Setting).
8. Select option 3 (IP Address Setting).
9. Enter consecutive TCP/IP addresses in each machines (i.e., 10.10.10.1 for machine 1 and 10.10.10.2 for machine 2).
10. Enter the same Subnet Mask on each machine (255.255.255.0).
11. Power machine OFF/ON.

\* Trademark ownership information

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**Solution ID** TAUS0615006EN\* **Solution Usage** 8

**Description**

PU108, J72-44, J72-46, or J72-48.

**Solution**

**CAUSE:** The punch unit inlet paper guide is deformed causing the papers to jam or fold when entering the punch unit. One or more punch cylinders may be visible in the paper path.

**SOLUTION:** Remove the punching unit from the PU108 and reform the guides. No punch cylinders should be visible in the paper path between the inlet guides.

**Note:** To minimize the possibility of damage to the PU108 during installation, two people should perform the installation.

---

**Solution ID** TAUS0615055EN\* **Solution Usage** 8

**Description**

PLEASE WAIT OPERATING message.

**Solution**

**CAUSE:** The scanner is not initializing at power up.

**SOLUTION:** Observe the scanner operation at power up. Approximately 10 seconds after power up, the scanner should perform an initial scan and home search. If not, perform the following:

1. Verify that the scanner unit is not physically binding.
2. Check for 24VDC at CN600-3 and CN600-4 on the SCDB. If the voltages are not present, troubleshoot a problem with DCPS2.
3. Check the operation of the four optic sensors, PS4, PS5, PS6, and PS7 using 47 multimode input code 030, P-01-P, P-02-P, P-03P, and P-04-P.
4. Reseat all connectors on the SCDB and CN216 on the PRCB.
5. If the problem remains, the SCDB (p/n 55VA-9090) is likely defective

---

**Solution ID** TAUS0615917EN\* **Solution Usage** 8

**Description**

Double imaging only when copies are run through an external mailer.

**Solution**

**CAUSE:** This is a machine limitation. Extensive testing was accomplished and resulted in some double imaging occurring.

**SOLUTION:** Best performance is provided when the copies are loaded into the external mailer to be folded with the image on the outside of the fold instead of on the inside.

---

**Solution ID** TAUS0616454EN\* **Solution Usage** 8

**Description**

SC29-04 after performing a PM.

**Solution**

**CAUSE:** The sensors on the TCSB (toner control sensor board) are dirty or contaminated with setting powder or toner.

**SOLUTION:** Remove the drum and clean the sensors on the TCSB. Reseat all connectors on the TCSB and the printer CB.

---

**Solution ID** TAUS0620601EN\* **Solution Usage** 8

**Description**

J92-02 when duplexing.

**Solution**

**CAUSE:** Worn conveyance roller/1.

**SOLUTION:** Replace conveyance roller/1 (p/n 55VA47660) and ADU lock gear/1 (p/n 55VA77600).

**Solution ID** TAUS0623597EN\***Solution Usage** 8**Description**

PU108, J73-15 at power up.

**Solution**

CAUSE: The PU108 main board failed

SOLUTION: Adjust the sensors at the board. To adjust photo sensor sensitivity, perform the following:

1. Power the copier OFF.
2. Open the front door of the PU108 and clean the size detect board assembly (p/n 13NK-9610).
3. Remove the access panel on the rear cover of the PU108 to view the finisher CB.
4. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
5. Rotate VR1 clockwise until the corresponding LED goes OFF, and then rotate counterclockwise until the LED goes ON, then 1 graduation past that point.
6. Repeat step 4 for VR2, VR3, VR4, and VR5.
7. Power the copier OFF/ON to return to normal copy mode.
8. If unable to adjust any sensor, replace the PU108 main board (p/n 13NK-9010).

**Solution ID** TAUS0613695EN\***Solution Usage** 7**Description**

E56-04 during operation.

**Solution**

CAUSE: An incorrect main body serial number prefix is programmed.

SOLUTION: Verify that the correct serial number prefix (55VE) is programmed. If incorrect, perform the following:

1. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
2. Touch #8 (M/C serial number setting).
3. Input the correct serial number using the touchscreen.
4. Touch OK when completed, and power the machine OFF/ON.

**Solution ID** TAUS0613976EN\***Solution Usage** 7**Description**

When performing the Auto Drum Potential Adjustment, the machine runs continually. Normally, the adjustment should take approximately 10 seconds.

**Solution**

CAUSE: The adjustment was performed with a jam condition present.

SOLUTION: Remove the jam and restart the Auto Drum Potential Adjustment .

**Solution ID** TAUS0614140EN\***Solution Usage** 7**Description**

How much memory can be added to the 7075?

**Solution**

The copier specification states 512MB. Bank 0-3 can have 128MB each for a total of 512MB.

Note: Available Konica memory:

| ITEM # | ITEM   | DIMM  |
|--------|--------|-------|
| 950631 | MU-401 | 64MB  |
| 950632 | MU-402 | 128MB |

**Solution ID** TAUS0615764EN\***Solution Usage** 7**Description**

J11-2 intermittently when feeding from Tray 1.

**Solution**

CAUSE: Worn or dirty paper feed clutch.

SOLUTION: Replace the paper feed clutch (p/n 55VA82010).

**Solution ID** TAUS0616388EN\***Solution Usage** 7

**Description**

FS108, J72-17 when copying.

**Solution**

CAUSE: Pinched or broken wire to PS10 (paper exit 2 PS).

SOLUTION: To verify the operation of PS10, perform the following:

1. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys) input code 076, press P-9-P.
2. Manually move the actuator for PS10 to indicate a change of state on the LCD.
3. If no change of state occurs, locate CN1-A26 on the FNS CB (finisher control board) and use a voltmeter (20V DC range) to check for a change of state when PS10 is actuated.
4. If still no change of state occurs, check the wiring harness from PS10 to the finisher CB. There should be continuity from CN130-2 at PS10 to CN1-A26 on the FNS CB. Repair or replace the wiring harness (p/n 129U90012) as necessary.

**Solution ID** TAUS0617469EN\*

**Solution Usage** 7

**Description**

Background on the second and subsequent copies. First copy out looks normal.

**Solution**

CAUSE: The drum shaft bearings are not grounded.

SOLUTION: To check the drum shaft bearings, use a ohm meter and check the outer shell of the bearing to the drum shaft. There should be a reading. If there is no reading replace the drum shaft bearings (p/n 55TA75020).

**Solution ID** TAUS0620705EN\*

**Solution Usage** 7

**Description**

FS108B, J72-18, J72-19, or J72-20.

**Solution**

PROBABLE CAUSES:

1. Worn stapler stacker conveyance rollers (sponge) causing timing problems of the paper entering the stacker.

Replace the stacker conveyance rollers (p/n 122H48251).

Note: The recommended replacement interval for the rollers is 250,000 copies.

2. Insufficient tension of the conveyance pressure spring and worn stapler stacker entrance rollers causes the copy paper to overdrive resulting incorrect paper passage timing.

To restore proper tension on the stapler stacker entrance rollers, perform the following:

- a. Replace the stapler stacker entrance rollers (p/n 122H48251).
- b. Inspect and replace the conveyance pressure spring (p/n 12QR45180).

**Solution ID** TAUS0621198EN\*

**Solution Usage** 7

**Description**

PU108, J72-48 during punch mode.

**Solution**

CAUSE: The page edge sensors were not adjusted. Photosensor sensitivity is out of adjustment.

SOLUTION: To adjust photosensor sensitivity, perform the following:

1. Power the copier OFF.
2. Open the front door of the PU108 and clean the size detect board assembly (p/n 13NK-9610).
3. Remove the access panel on the rear cover of the PU108 to view the finisher CB.
4. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
5. Rotate VR1 clockwise until the corresponding LED goes OFF, and then rotate counterclockwise until the LED goes ON, then 1 graduation past that point.
6. Repeat step 4 for VR2, VR3, VR4, and VR5.
7. Power the copier OFF/ON to return to normal copy mode.

**Solution ID** TAUS0626289EN\*

**Solution Usage** 7

**Description**

SC42-04 at power up.

**Solution**

CAUSE: DCPS2 failure.

SOLUTION: Check for 24V DC at CN72-1 on DCPS2. If there is no 24V DC, replace DCPS2 (p/n 55VB84520).

**Solution ID** TAUS0602646EN\***Solution Usage** 6**Description**

How to store and recall images/documents using the hard drive (HD102).

**Solution**

To store documents to the hard drive, perform the following:

1. Press the mode key to select SCANNER/SERVER.
2. From the touchscreen, touch IMAGE STORE/DELETE
3. Touch SCANNER to HDD.
4. Create a password of up to 8 digits long using the touchscreen keypad. The password can be either alpha or numeric or a combination of both. Touch OK to store the password.
5. Assign a name to the job to be stored and touch OK. The name can be either alpha or numeric or a combination of both and up to 8 characters long. A prompt to scan the documents will be indicated.
6. The documents will now be stored in the hard drive under the established password and assigned name.

To recall stored documents for printing, perform the following:

1. Press the mode key to select SCANNER/SERVER.
2. From the touchscreen, touch IMAGE RECALL.
3. Touch HDD.
4. Enter the password under where the document is stored and touch OK. All jobs stored under that password with their assigned names will be displayed.
5. Select the job to be retrieved and touch OK. A prompt to press START to print will be indicated.
6. Pressing START will initiate printing the stored job.

**Solution ID** TAUS0602824EN\***Solution Usage** 6**Description**

No paper feed from any main body paper trays. Cannot withdraw any main body paper trays to troubleshoot the problem.

**Solution**

CAUSE: F1 on the DC driver board (DCDB) is open.

SOLUTION: Replace DCDB (p/n 55VA-9060).

Note: The 7075 parts catalog identifies the same part number for F1 and F2. F1 is a 3.15A fuse and F2 is a 1A fuse. Parts is investigating the correct part numbers. In the mean time, replace the DCDB.

Note: The likely cause of the fuse opening is shorted wiring. Inspect wiring in the following areas:

1. Paper tray and bypass tray solenoids and clutches.
2. Vertical conveyance area clutches (2).
3. Drum carriage separating claw solenoid.
4. PTL and PCL.

**Solution ID** TAUS0605771EN\***Solution Usage** 6**Description**

What print driver is used to print from a DOS-based program?

**Solution**

Konica Minolta printer/controllers are designed for Microsoft® Window-based applications. DOS applications cannot take advantage of the advanced features of the Konica Minolta printer.

Some DOS applications do not have the ability to select a relatively compatible HP® printer. The DNA response clearly states that DOS applications are not supported by the printer in question.

Likewise, support via application testing is not available for DOS-based applications. For non-core platform applications, DOS, Vertical, HOST, etc., enhanced application support will be made available for an hourly fee. An estimate would be provided as to the time involved for testing and feedback on the results.

DOS applications are not technically supported since each DOS application carries its own set of printer drivers instead of a single driver that the Microsoft® Windows operating systems use.

Therefore, printing in DOS is a case-by-case basis. However, some printing functionality can be obtained using the following recommendations:

1. The application has a driver for a nearly compatible printer such as the HP® 5SiMX.
2. The user does not select any special function for the HP® printer.
3. The user does not expect to use special modes such as staple, booklet, letterhead, etc.

**Solution ID** TAUS0610696EN\***Solution Usage** 6**Description**

Insufficient fusing on heavy stock.

**Solution**

CAUSE: Insufficient fixing pressure due to the fixing pressure/release lever not in the full pressure position.

**SOLUTION:** To ensure proper fixing pressure, perform the following:

1. Power the machine OFF.
2. Open both front doors, rotate handle (A) clockwise and fully withdraw the ADU/conveyance unit.
3. Open reversal/exit unit by lifting handle (10B).
4. Open the fixing exit unit by moving handle (10C) to the left.
5. Remove the fixing unit front cover located behind knob (C).
6. Insert a screwdriver in the hole on the end of the pressure release shaft and rotate fully counterclockwise. This will align the fixing pressure/release lever to the full pressure position.

**Solution ID** TAUS0610782EN\*

**Solution Usage** 6

**Description**

Unable to flash the 7075 using the ISW utility. The display screen stays in conditioning mode and the laptop indicates a TRANSFERRING DATA message without any change in the transferred data.

**Solution**

**CAUSE:** Incorrect flashing procedure.

**SOLUTION:** The 7075 should be flashed in the following order; IMAGE, PRINTER (control), and then OPERATION PANEL.

**Notes:**

1. Ensure that the parallel print cable being used is operational and that the laptop is configured for standard parallel port.
2. Also ensure that the cable is connected to the ISW interface connector located in front of the 7075 behind the toner hopper.

**Solution ID** TAUS0610938EN\*

**Solution Usage** 6

**Description**

PLEASE LOAD PAPER message.

**Solution**

**CAUSE:** In the Key Operator Mode, the ATS/APS selection for the tray is disabled.

**SOLUTION:** To enable ATS/APS for the desired paper tray, perform the following:

1. Access the Key Operator Mode (hold down the Help button at power ON).
2. Press the Down arrow on the lower left side of the LCD.
3. Press 11. [ TRAY SIZE SETTING (ATS/APS)]
4. On the left side of the LCD beneath the [ATS/APS SWITCH] heading press the paper tray that is loaded with the desired paper size. The selected tray should now be highlighted.
5. Power copier OFF/ON to return to normal copy mode.

**Notes:**

- a. The PLEASE LOAD PAPER message will be indicated when that particular size original is inserted into the RADF or placed on the platen glass.
- b. In Mixed original mode the PLEASE LOAD PAPER message will not appear until after the originals have fed through the RADF.

**Solution ID** TAUS0611082EN\*

**Solution Usage** 6

**Description**

F23-02.

**Solution**

**CAUSE:** Defective front door interlock switches (MS1 and MS2).

**SOLUTION:** Replace MS1 and MS2 (p/n 40AA85010).

To determine if the switches are the cause of the problem, perform the following:

1. Access the 47 mode (power the machine OFF, hold down the 4 and 7 keys, and power the machine ON).
2. Measure the voltage at FT1 and FT2 on DCPS2. (DCPS2 is located at the rear of the machine immediately to the left of the main transformer). Each point should read 24V DC when referenced to frame ground.
3. If 24V DC is present at both locations, measure the voltage at CN1-1 (orange wire) on the developing drive motor board. If no 24V DC is present, one or both of the front door switches are likely defective.

**Solution ID** TAUS0611770EN\*

**Solution Usage** 6

**Description**

How to program the Mixed Original feature at initialization.

**Solution**

To program the Mixed Original feature at initialization, perform the following:

1. Access the Key Operator Mode by powering ON the machine while pressing the HELP key.

2. Press [13. Memory Switch].
3. Press the down-arrow and select [4. Job Memory Auto recall (30)].
4. Press [Change Setting Contents] to turn ON this feature.
5. Exit the Key Operator Mode and press [Special Original].
6. Press [Mixed Original] and then press OK.
7. Press the Job Memory key.
8. Access job number 30 by pressing the left arrow and then pressing [30].
9. Press [Store] .
10. The Check Mode screen will appear.
11. Press OK and a screen will appear to name the job.
12. Enter up to 16 characters (optional) and press OK.
13. Power the 7075 OFF/ON to exit the Key Operator Mode.

---

**Solution ID** TAUS0611843EN\*

**Solution Usage** 6

**Description**

How to print ECM information.

**Solution**

To print ECM information, perform the following;

1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. At the Key Operator screen, touch the down arrow then touch #14 (machine management list print).
3. At the Management List Print mode menu, touch #3 (ECM management list).
4. Press the START key to print the list.
5. All active ECM accounts will be printed.
6. To return to normal operation, press the P and C keys together then touch PREVIOUS SCREEN two times.

---

**Solution ID** TAUS0611907EN\*

**Solution Usage** 6

**Description**

Recommended transparency, 7075.

**Solution**

The standard transparency is PCUA 946427 (equivalent to the 3M\* type PP2500 688/503).

The following are alternate high temperature transparencies that are also recommended:

3M\* type PP2950

3M\* type CG5000

Note: Konica recommends feeding transparencies through the bypass tray to reduce the occurrence of misfeeding.

\* Trademark ownership information

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**Solution ID** TAUS0613116EN\*

**Solution Usage** 6

**Description**

SC21-03 at power up.

**Solution**

CAUSE: M23 (charge cleaning motor) has failed.

SOLUTION: To check M23, perform the following:

1. Access the 25 mode (power the machine ON while holding down on the 2 and 5 keys).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 3-3.
4. Set to 1 (ON)
5. Power the machine OFF/ON to exit the 25 mode.

Note: If the error code (SC21-03) does not reappear, repair or replace M23 (p/n 25AA80090).

---

**Solution ID** TAUS0613435EN\*

**Solution Usage** 6

**Description**

F28-1 at process start.

**Solution**

CAUSE: Charge corona not seated properly.

SOLUTION: Verify that the charge corona is seated properly.

**Solution ID** TAUS0613823EN\***Solution Usage** 6**Description**

J92 when duplexing.

**Solution**

CAUSE: A failed ADU reversal detection sensor (PS58).

SOLUTION: PS58 (p/n 25AA85530) can be checked by using the 47 mutimode, input code 080, press P-03-P.

**Solution ID** TAUS0613979EN\***Solution Usage** 6**Description**

Toner spots on copies.

**Solution**

PROBABLE CAUSES:

1. Insufficient fusing temperature.

To increase the fuser temperature, perform the following:

- a. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
- b. Select [1. Software SW Setting].
- c. Select the desired software dipswitch number (in this case, '8') by pressing either the up or down arrow indication at the left.
- d. Select the bit number of the software dipswitch by pressing either the up or down arrow indication at the right.
- e. Select ON (=1) or OFF (=0) for the dipswitch(es). Choose the desired setting:

| DIPSWITCH SETTING | MODE  |
|-------------------|---|
| 8-0=0      8-1=0  | Standard (default setting)                              |
| 8-0=1      8-1=0  | Standard +5ø C (insufficient fusing setting)            |
| 8-0=0      8-1=1  | Standard -5ø C (paper curl prevention setting)          |
| 8-0=1      8-1=1  | Standard -10ø C (extreme paper curl prevention setting) |

f. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.

2. The rear bearing on the developing unit failed and allowed toner and developer to fall on the copies.

The rear bearing in the developer unit cannot be replaced. There is no part number for the bearing. Replace the developing unit (p/n 55VA-3000).

**Solution ID** TAUS0614023EN\***Solution Usage** 6**Description**

Loss of fixing and conveyance drive.

**Solution**

CAUSE: The fixing drive gear C is damaged or has broken.

SOLUTION: Fixing drive gear C and pin A have been redesigned for better reliability. Replace with the following part numbers. Use p/n 55VA77071 for gear C and p/n 55VA15190 for pin A. These parts must be replaced as a set due to the change in length of pin A.

**Solution ID** TAUS0614024EN\***Solution Usage** 6**Description**

FS108B, intermittent F77-25 when folding.

**Solution**

CAUSE: Cracks in blade cams.

SOLUTION: Replace the [[blade driving cam assembly kit (p/n SE95-3940)]URL <http://techweb.konicabt.com/tpm/media/m20020622a1.pdf>]].

Notes:

1. Individual parts are NOT available for the Motor MT plate/B (p/n 129X48280), ONLY available in the Kit. Machines with serial number 129Y03871 and above have the new style Motor MT plate/B installed from factory.
2. To view the PDF, Acrobat\* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe\* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html\]](http://www.adobe.com/products/acrobat/readstep2.html) URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

\* Trademark ownership information

**Solution ID** TAUS0614476EN\***Solution Usage** 6**Description**

PI108, cannot be selected in OUTPUT MODE (grayed out).

**Solution**

CAUSE: The PI108 has been disabled by the faulty part isolation in the 25 mode.

SOLUTION: To enable the PI108, perform the following:

1. Access the 25 mode (power ON the copier while simultaneously pressing the 2 and 5 keys).
2. Select option [1. SOFTWARE SWITCH].
3. Scroll to dipswitch 18-6.
4. Set to 0 by selecting OFF.
5. Power the copier OFF/ON to exit the 25 mode.

Note: If a service code relating to the PI108 is displayed, and the option to continue is selected, the faulty part isolation will activate automatically.

**Solution ID** TAUS0615372EN\*

**Solution Usage** 6

**Description**

A blur on the lead edge of 8.5x11 copies.

**Solution**

CAUSE: The AC separation was set too high.

SOLUTION: To reset the AC separation, perform the following:

1. Access the 36 mode (power the copier ON while simultaneously pressing the 3 and 6 keys).
2. Select [1] Process Adjustment.
3. Select [1] High Voltage Adjustment.
4. High voltage adjustment consists of the following:
  - [1] High Voltage Auto Adjustment
  - [2] High Voltage Adjustment (Charge)
  - [3] High Voltage Adjustment (Transfer)
  - [4] High Voltage Adjustment (Separation AC)
  - [5] High Voltage Adjustment (Separation DC)
  - [6] High Voltage Adjustment (Charging grid voltage)
  - [7] High Voltage Adjustment (Bias of development)
  - [8] Transfer Guide Confirm
5. Select [4] High Voltage Adjustment (Separation AC).
6. Decrease the current value using the numeric keypad from 117 to 97.
7. When the adjustment completes, the screen returns to the High Voltage Adjustment Screen.
8. Press the PREVIOUS SCREEN key.
9. Power OFF/ON to exit the 36 mode.

Note: This adjustment should only be used when this problem occurs.

**Solution ID** TAUS0615937EN\*

**Solution Usage** 6

**Description**

J92-02 when duplexing.

**Solution**

CAUSE: The second paper feed clutch failed.

SOLUTION: To check second paper feed clutch operation, perform the following:

1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 025.
2. Press the print button and the paper feed clutch should activate. Press the STOP button and the clutch should be released.
3. If none of the above occurs, replace the paper feed clutch (p/n 55VA82010).

**Solution ID** TAUS0616477EN\*

**Solution Usage** 6

**Description**

FS108B, J72-20 when stapling.

**Solution**

CAUSE: Pinched or broken wiring to PS6 (paper exit 1).

SOLUTION: To check the operation of PS6, perform the following:

1. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys) input code 076, press P-5-P.
2. Manually move the actuator for the photosensor to see a change of state on the LCD.
3. If no change of state occurs, locate CN1-A27 on the FNS CB (finisher control board) and using a voltmeter (20V DC range), check for a change of state when PS6 is actuated.
4. If no change of state is evident, check the wiring harness from PS6 to the FNS CB. There should be continuity from CN126-2 at PS6 to CN1-A27 on the FNS CB. Repair or replace the wiring harness (p/n 129U90012) as necessary.

**Solution ID** TAUS0617107EN\*

**Solution Usage** 6

**Description**

Display toggles between PLEASE CLOSE FRONT DOOR and PLEASE CLOSE FINISHER DOOR. Eventually F41-10 is indicated.

**Solution**

CAUSE: Erratic 24V DC at CN73-2 of DCPS/2.

SOLUTION: To check DCPS/2 perform the following;

1. Access the 47 mode (power OFF/ON while holding down the 4 and 7 keys).
2. Monitor CN73-2 of DCPS/2.
3. If the voltage fluctuates, disconnect CN73 and monitor CN73-2 on DCPS/2.
4. If the voltage at CN73-2 continues to fluctuate with the wiring removed, replace DCPS/2 (p/n 55VB84520).
5. If the voltage does not fluctuate with the wiring removed, physically inspect for any pinches or shorts.

**Solution ID** TAUS0617177EN\*

**Solution Usage** 6

**Description**

SC29-11 at power up.

**Solution**

CAUSE: The Drum Potential Sensor Board failed.

SOLUTION: Replace the Drum Potential Sensor Board (p/n 55VA88020).

**Solution ID** TAUS0618845EN\*

**Solution Usage** 6

**Description**

J13-2 when feeding from Tray 3.

**Solution**

CAUSE: The Tray 3 pre-registration clutch (MC8) failed.

SOLUTION: Replace MC8 (p/n 55VA82010).

Note: This clutch can be checked in 47 mode to see if it turns ON/OFF. However, there is no check to see if it is slipping.

**Solution ID** TAUS0619345EN\*

**Solution Usage** 6

**Description**

FS108B, F77-08 during operation or initialization.

**Solution**

CAUSE: A failed finisher wiring harness (H) causing intermittent operation of PS14 (rear stapler rotation home position sensor). Due to constant flexing of the harness, one or more of the conductors inside the wiring insulation will break affecting PS14 operation.

SOLUTION: Replace finisher wiring harness H (p/n 129U90080).

**Solution ID** TAUS0627735EN\*

**Solution Usage** 6

**Description**

No power.

**Solution**

CAUSE: A failed image processing board.

SOLUTION: To diagnose, perform the following:

1. With the machine powered ON in 47 mode, measure the AC input to DC power supply 2. At the bottom of DC power supply 2, insert the meter leads into the black and white connectors labeled FT3 and FT4. When the machine is powered ON, 208/230V AC should be measured. The voltage must be measured with one meter lead in the black wire and the other lead in the white wire. Do not measure each individually to frame ground. If the correct voltage is measured, DC power supply 2 is defective and must be replaced (p/n 55VB84520).
2. If 0V AC is measured in step 1, check the voltage at CN900-1 and CN900-5 on the power supply management board. Each pin should have 5V DC. If 0VDC is measured at these pins, the DC power supply 1 is defective.
3. Next, check CN903 pins 1-4 on the power supply management board. If no voltage is present, on any of the pins, the power supply management board is defective and must be replaced (p/n 55VA-9130). If 5V DC is measured on all the pins, the image processing board is defective and must be replaced (p/n 56GA-9010).

**Solution ID** TAUS0602230EN\*

**Solution Usage** 5

**Description**

Available memory for the 7075.

#### Solution

| ITEM # | ITEM   | DIMM  |
|--------|--------|-------|
| 950631 | MU-401 | 64MB  |
| 950632 | MU-402 | 128MB |

---

**Solution ID** TAUS0604756EN\* **Solution Usage** 5

#### Description

FS108B, maximum number of folded sheets.

#### Solution

The maximum number of folded sheets is as follows:

- 3 sheets (fold only)
- 16 sheets maximum staple/fold(using 20lb paper only)
- 15 sheets maximum staple/fold (with a thick cover page included)

---

**Solution ID** TAUS0610296EN\* **Solution Usage** 5

#### Description

FS106, compatibility with the 7075.

#### Solution

The FS106 (Item #950655) is compatible with the model 7065 (Item #950650) only. The compatible finishers with the 7075 are the FS108 (Item #950656) and FS108B (Item #950636).

---

**Solution ID** TAUS0610827EN\* **Solution Usage** 5

#### Description

J32-03 when running 11x17 from the bypass after flashing the firmware or when replacing boards.

#### Solution

CAUSE: The bypass tray size adjustment procedure was not performed or improperly performed.

SOLUTION: Perform the bypass tray paper size adjustment. To adjust the bypass tray paper size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place an 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
8. Place an 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

---

**Solution ID** TAUS0611616EN\* **Solution Usage** 5

#### Description

What is the replacement interval (PM) for the developer and drum?

#### Solution

The replacement interval (PM) for the developer and drum is 1 million copies.

Note: The service manual indicates 500,000 copies for replacement of these components. This will be corrected in the next release version of the Service Manual.

---

**Solution ID** TAUS0613955EN\* **Solution Usage** 5

#### Description

The second side duplexed copies are blurry.

#### Solution

CAUSE: The transfer current is set to low.

SOLUTION: To increase the transfer current, perform the following:

1. Access the 36 mode (power the copier ON while simultaneously pressing the 3 and 6 keys).

2. Select [1] Process Adjustment.
3. Select [1] High Voltage Adjustment.
4. High voltage adjustment consists of the following:
  - [1] High Voltage Auto Adjustment
  - [2] High Voltage Adjustment (Charge)
  - [3] High Voltage Adjustment (Transfer)
  - [4] High Voltage Adjustment (Separation AC)
  - [5] High Voltage Adjustment (Separation DC)
  - [6] High Voltage Adjustment (Charging grid voltage)
  - [7] High Voltage Adjustment (Bias of development)
  - [8] Transfer Guide Confirm
5. Select [3] High Voltage Adjustment (transfer).
6. Increase the current value using the numeric keypad.  
CAUTION: Do not increase more than 30 from the starting value.
7. When the adjustment completes, the screen returns to the High Voltage Adjustment Screen.
8. Press the PREVIOUS SCREEN key.
9. Power OFF/ON to exit the 36 mode.

---

**Solution ID** TAUS0613974EN\*

**Solution Usage** 5

**Description**

F42-05 at power up.

**Solution**

CAUSE: Loss of 24V DC from DCPS2 due to the LCT lift motor binding.

SOLUTION: Repair binding condition. Replace DCPS2 (p/n 55VB84520).

---

**Solution ID** TAUS0614001EN\*

**Solution Usage** 5

**Description**

Slanted image when scanning through the document feeder only. Platen copies and internal test pages print correctly.

**Solution**

CAUSE: Firmware bug or incompatible firmware (EPROM) configuration occurring with image firmware version 40-00.

SOLUTION: Flash the 7075 to latest image firmware version 40-07. The latest firmware version is available on the [[Konica FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com]] and [[NSSG Web Support site| URL http://techweb.konicabt.com/scripts/web\_access.cgi?FUNC=DISP\_LOGIN]].

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**Solution ID** TAUS0614172EN\*

**Solution Usage** 5

**Description**

PU108 information and FAQs.

**Solution**

PU108 (Item #950957) is an optional 3-hole punch unit for the 7075.  
Frequently Asked Questions .

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**Solution ID** TAUS0614201EN\*

**Solution Usage** 5

**Description**

J32-03 or J32-04 during copy mode.

**Solution**

CAUSE: The ADU driven rollers are worn or damaged.

SOLUTION: Replace the ADU driven rollers (p/n 55VA47440).

---

**Solution ID** TAUS0614270EN\*

**Solution Usage** 5

**Description**

PU108, SC77-55.

**Solution**

CAUSE: Punch rack actuator is broken or dislodged.

SOLUTION: Inspect PU108 punch unit shifting assembly (p/n 13NL50010) for a broken or dislodged punch rack (actuator) (p/n 13NK50170).

---

**Solution ID** TAUS0614452EN\***Solution Usage** 5**Description**

Loss of fixing and conveyance drive.

**Solution**

CAUSE: The fixing drive gear C is damaged or has broken.

SOLUTION: Fixing drive gear C and pin A have been redesigned for better reliability. Replace with the following part numbers:

55VA77071 - gear C

55VA15190 - pin A

CAUTION: These parts must be replaced as a set due to the change in length of pin A.

**Solution ID** TAUS0614656EN\***Solution Usage** 5**Description**

DF313, how to adjust hinge spring pressure.

**Solution**

To adjust hinge spring pressure, perform the following:

1. Close the RADF
2. Loosen the nut on the left side hinge and the nut on the right side hinge.
3. Turn the adjusting Allen screws to adjust the pressure of the hinge springs.
  - a. Tightening (turn clockwise) reduces spring pressure.
  - b. Loosening (turn counterclockwise) increases spring pressure.
4. Tighten the nut on the left side hinge and the nut on the right side hinge.

## Notes:

- I. Refer to page 4-123 of the 7075 Service Manual.
- II. Tools needed: Allen wrench and flat nose pliers.

**Solution ID** TAUS0614977EN\***Solution Usage** 5**Description**

How to program the machine to display jam codes.

**Solution**

To program the machine to display jam codes, perform the following;

1. Access 25 mode (hold the 2 & 5 keys while powering the machine ON).
2. Scroll to dipswitch 11-7.
3. Select ON or 1.
4. Power the machine OFF/ON.

**Solution ID** TAUS0615064EN\***Solution Usage** 5**Description**

FS108B, J72-28.

**Solution**

CAUSE: The finisher bypass gate solenoid (SD5) is not properly adjusted.

SOLUTION: Perform the bypass gate adjustment as outlined in the FS108/FS108B Service Manual on pages FS70 and FS71 After adjustment, ensure the solenoid and gate move freely with no binding.

**Solution ID** TAUS0615763EN\***Solution Usage** 5**Description**

J12-2 intermittently when feeding from Tray 2.

**Solution**

CAUSE: Dirty or worn paper feed clutch.

SOLUTION: Replace the paper feed clutch (p/n 55VA82010).

**Solution ID** TAUS0615818EN\***Solution Usage** 5**Description**

FS108B, J72-18, J72-20, and/or J72-30.

**Solution**

CAUSE: A failed finisher wiring harness (A).

SOLUTION: Replace finisher wiring harness (A) (p/n 129U90012).

**Solution ID** TAUS0616356EN\*

**Solution Usage** 5

**Description**

Intermittent PRESS STOP TO CANCEL, PRESS SPECIAL ORIGINAL AND SELECT THE ORIGINAL CONDITION message when tabbed originals are fed through the RADF.

**Solution**

CAUSE: Early version firmware is in the main body or RADF.

SOLUTION: Upgrade the main body and RADF to latest version firmware (minimum version 54 Image, 52 Control, 31 RADF).

**Solution ID** TAUS0616428EN\*

**Solution Usage** 5

**Description**

LT401, noise from the paper feed assembly.

**Solution**

CAUSE: Gear vibration during operation is creating noise.

SOLUTION: LT401 Technical Bulletin #1 identifies upgraded helical drive gears for this issue.

Notes:

a. Gear C (Z=22) (p/n 55VA79080) was changed as part of this modification. This gear is still used in Tray 4 of the main body and is still available. The replacement (helical) gear (p/n 55GG79080) was originally stocked as a replacement for p/n 55VA79080. This has been corrected and both style gears are available.

b. To view the above link, 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** TAUS0617261EN\*

**Solution Usage** 5

**Description**

F23-01 during copying.

**Solution**

CAUSE: The toner supply motor 2 (M15) fails to turn because the toner cartridge was improperly inserted and the seal that covers the toner opening is damaged.

SOLUTION: Replace the toner bottle and ensure that M15 operates.

**Solution ID** TAUS0618366EN\*

**Solution Usage** 5

**Description**

FS108B, intermittent F77-23 during initialization or operation.

**Solution**

CAUSE: The clip connectors inside wiring harness 5 at CN26-A1 and CN26-A3 may be open too far allowing inconsistent contact with the male pins.

SOLUTION: Closely inspect the contacts for CN26 and reform them or replace wiring harness 5 (p/n 129X90150).

**Solution ID** TAUS0619403EN\*

**Solution Usage** 5

**Description**

The copier does not go to a ready state after warm-up has completed.

**Solution**

CAUSE: The drum heater contacts on the rear end of the drum are soiled preventing the brushes from making contact.

SOLUTION: Clean the contact area on the rear of the drum and clean the ends of the drum heater brushes.

**Solution ID** TAUS0619630EN\***Solution Usage** 5**Description**

FS108, code J77-08 at power up or during operation.

**Solution**

CAUSE: PS14 (stapler rotation home position) is not being recognized due to a damaged finisher wiring harness H.

SOLUTION: Replace finisher wiring harness H (p/n 129U90080).

**Solution ID** TAUS0620695EN\***Solution Usage** 5**Description**

FS108, J72-18, J72-19, or J72-20.

**Solution**

PROBABLE CAUSES:

1. Worn stapler stacker conveyance rollers (sponge) causing timing problems of the paper entering the stacker.

Replace the stacker conveyance rollers (p/n 122H48251).

Note: The recommended replacement interval for the rollers is 250,000 copies.

2. Insufficient tension of the conveyance pressure spring and worn stapler stacker entrance rollers causes the copy paper to overdrive resulting incorrect paper passage timing.

To restore proper tension on the stapler stacker entrance rollers, perform the following:

- a. Replace the stapler stacker entrance rollers (p/n 122H48251).
- b. Inspect and replace the conveyance pressure spring (p/n 12QR45180).

**Solution ID** TAUS0623997EN\***Solution Usage** 5**Description**

How to prevent toner/developer from spewing and falling onto the T/S corona resulting in light areas and marks/blotches on copies.

**Solution**

Use the 7075/7085 Correction Checklist for Background and Spewing to assist in resolving the problem.

**Solution ID** TAUS0600903EN\***Solution Usage** 4**Description**

System configurator, 7075 copier/printer.

**Solution**

7075 copier/printer System Configurator .

**Solution ID** TAUS0601181EN\***Solution Usage** 4**Description**

Paper tray selections that are made using a Konica print driver are not being properly executed by the 7075/ IP601M printing system.

**Solution**

CAUSE: The IP601M is powered ON separately from the main body of the printer. This would only happen if the IP601M is not connected into the proper power outlet in back on the printer. Connecting the IP601M to power independently from the printer is NOT supported by Konica Business Technologies. Connecting the IP601M to power in this manner disrupts the initialization of the controller which in turn impedes the controller from operating and acting upon certain commands properly.

SOLUTION: Connect the IP601M to power in the manner outlined within the setup instructions that accompany the device.

**Solution ID** TAUS0609988EN\***Solution Usage** 4**Description**

Gray streaks from front-to-rear approximately 150mm apart.

**Solution**

CAUSE: This may occur after a PM or main body setup. The toner guide brush is scuffing the drum surface as it rotates because setting powder was not applied to the brush or the drum prior to the drum cleaning/toner recycling unit being reinstalled.

**SOLUTION:** Check the drum (PCUA 950641) for surface damage and replace as necessary.

**CAUTION:** Always apply setting powder (p/n 000V-19-0) to the toner guide brush and drum prior to reinstallation of the drum cleaning/toner recycling unit.

**Solution ID** TAUS0610285EN\*

**Solution Usage** 4

**Description**

18-1 MODE message in the mode changing menu.

**Solution**

**CAUSE:** Software dipswitch 30-0 is set to ON (1). This dipswitch must always be OFF (0) or operational failures may occur.

**SOLUTION:** To program software dipswitch 30-0, perform the following:

1. Access the memory setting mode menu by pressing the 2 and 5 keys while powering the machine ON.
2. From the memory setting mode menu, select #1 (software dipswitch setting).
3. Use the left down arrow to scroll to dipswitch 30.
4. Verify that 30-0 is displayed. If not, use the right up/down arrows until 30-0 is displayed.
5. Select OFF (0).
6. Select PREVIOUS SCREEN to store.
7. Power the machine OFF/ON to exit the 25 (memory setting) mode.

**Note:** The memory setting mode menu can also be accessed by pressing and holding the P button until the memory mode setting menu appears or until prompted for a password. The default password is 9272. Select #3 (25 mode) then select #1 (software dipswitch setting).

**Solution ID** TAUS0610579EN\*

**Solution Usage** 4

**Description**

INPUT COPY TIME 0 HOUR(S) 05 MINUTE(S) LAST 5 MINUTES THEN SHUTOFF message at power up when the Weekly Timer is enabled.

**Solution**

**CAUSE:** Weekly Timer and/or main body time settings are incorrect.

**SOLUTION:** Correctly program the main body and weekly timer settings in the Key Operator Mode.

**Solution ID** TAUS0610584EN\*

**Solution Usage** 4

**Description**

DF313, F67-08 at process start.

**Solution**

**CAUSE:** The RADF 1st paper feed lift up tray is unable to properly lift up to the 1st paper feed rollers.

**SOLUTION:** Repair the bind with the 1st paper feed lift up tray.

**Notes:**

1. The 1st paper feed lift up tray is driven by M303 (tray up/down) which is located between the RADF CB and the rear frame of the RADF.
2. M303 can be tested in 47 multimode (hold down the 4 and 7 keys at power ON), output code 60, press P-09-P (tray up) or P-10-P (tray down).

**Solution ID** TAUS0610646EN\*

**Solution Usage** 4

**Description**

Within the stamp/overlay application, the stamp, watermark and overlay memory features are not available (grayed out).

**Solution**

**CAUSE:** The availability of the stamp, watermark and overlay memory features require that the optional hard drive be installed.

**SOLUTION:** Install the optional hard disk drive HD102 (Item #950630) and upgrade the firmware to version 20.0 or greater.

To obtain FlashROM files from Konica's website, perform the following:

1. Access KBT's Home Page (<http://www.konicabt.com>).
2. In the left-hand menu, click on SUPPORT.
3. Under [4 Technical], click on NSSG WEB SUPPORT.
4. A disclaimer is offered. Read it and click on [I Accept] to access the NSSG Web Support login page.
5. Enter a User ID and Password and click [Login].
6. Click on [EPROMS (Link to KBM EPROM Download Area.)].
7. Select [Eproms For High Volume Copiers], then click on [List].
8. Click on the required 7075 FlashROM file link(s) and follow download instructions.

**Notes:**

- a. Firmware enhancements are in a PDF document (7075-32.pdf) that can also be downloaded or viewed from this web page.
- b. Service Manual enhancements when version 20.0 or greater firmware is installed.

**Solution ID** TAUS0611238EN\***Solution Usage** 4**Description**

How to program a sheet/cover insertion when using the Program Job application.

**Solution**

Sheet/cover insertion is not a compatible mode when using the Program Job application. To program a divider to be inserted between multiple sets of scanned originals, perform the following:

1. Set up the program job application as required.
2. Scan the first set of originals.
3. Place a single blank original in the RADF, be sure to select the same Copy Mode (1-1, 2-2) as the first set.
4. If using colored paper from a different tray, select the paper tray to be used.
5. Scan the single original.
6. Scan the second set of originals, be sure to select the correct paper tray if changed in step 4.
7. Repeat the sequence for the number of sets or divider sheets necessary.

**Solution ID** TAUS0611436EN\***Solution Usage** 4**Description**

How to enable two counts on the total counter for 11x17 paper.

**Solution**

To enable two counts on total counter for 11x17, perform the following:

1. Access the 25 mode (power the machine ON while down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 4 using the up/down arrows at the left.
4. Select bit 7 using the up/down arrows on the right.
5. Select ON.
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

**Solution ID** TAUS0611862EN\***Solution Usage** 4**Description**

RADF and platen APS do not select inch-size paper.

**Solution**

CAUSE: Key Operator Mode memory switches 15, 16 and 17 are incorrectly programmed.

SOLUTION: To correctly program memory switches 15, 16 and 17, perform the following:

1. From the normal mode, press the HELP button located to the right of the LCD.
2. On the LCD, press KEY OPERATOR MODE.
3. Press the DOWN arrow once.
4. Press [13] MEMORY SWITCH SETTING.
5. Press the lower left DOWN arrow twice.
6. Switch No. 15 should now be on top and highlighted.
7. Press CHANGE SETTING CONTENTS to change Switch No. 15 to INCH SERIES.
8. Press the right side DOWN arrow to highlight Switch No. 16.
9. Press CHANGE SETTING CONTENTS to change Switch No. 16 to INCH SERIES.
10. Press the right side DOWN arrow to highlight Switch No. 17.
11. Press CHANGE SETTING CONTENTS to change Switch No. 17 to 5.5x8.5R.
12. Press PREVIOUS SCREEN twice to return to the normal copy mode.

**Solution ID** TAUS0613416EN\***Solution Usage** 4**Description**

LT411, main body compatibility.

**Solution**

The LT411 (PCUA 950646) is compatible with the model 7075 only.

**Solution ID** TAUS0613623EN\***Solution Usage** 4**Description**

Tandem copier, how to select the tandem copy option after installation of the tandem copy kit and set up of the 7075s.

**Solution**

To select the tandem copy mode option, perform the following:

1. Press OUTPUT APPLI on the LCD.
  2. Press TANDEM.
  3. Press OK.
- The 7075s are now in tandem copy mode.

Notes: This procedure must be performed for every tandem copy job. Copy count must be set before the paper is loaded in the RADF. Tandem copying only works with copy counts greater than four.

**Solution ID** TAUS0614073EN\*

**Solution Usage** 4

**Description**

FS108B, the stapling/folding option cannot be selected.

**Solution**

CAUSE: Incorrect setting of software dipswitch 18-5 (Folding, stapling and folding, trimmer faulty part isolation).

SOLUTION: To allow stapling/folding, perform the following:

1. Access the memory setting mode menu by pressing the 2 and 5 keys while powering the machine ON. The default password is 9272.
2. From the memory setting mode menu, select [1] Software dipswitch setting.
3. Use the left up arrow to scroll to dipswitch 18.
4. Verify that 18-0 is displayed. Then use the right up/down arrows until 18-5 is displayed.
5. Select OFF (0).
6. Select PREVIOUS SCREEN to store.
7. Power the machine OFF/ON to exit the 25 (memory setting) mode.

Note: This dipswitch can be automatically toggled to 1 if two machines with different finisher configurations are connected in tandem. An example would be one finisher with a trimmer unit (TU108) and one finisher without a trimmer unit.

**Solution ID** TAUS0615015EN\*

**Solution Usage** 4

**Description**

PI108, when it should be used.

**Solution**

The PI108 cover sheet feeder is an option for the FS108/108B finishers. Use it as follows:

1. To load cover sheet paper into the feed tray of the PI108 as front covers for copied sets output to the main tray.
2. Use the sheets as booklet-type covers for copied sets output to the booklet tray in the folding or stapling/folding mode.

**Solution ID** TAUS0615658EN\*

**Solution Usage** 4

**Description**

Can the 7075 be used in a tandem printing configuration?

**Solution**

Tandem printing support (i.e., one IP601 controlling two 7075/FORCE 75 engines) is not available at this time.

There are workarounds to "dispersing print jobs" amongst multiple machines. However, each mainbody must be equipped with an IP601:

1. Microsoft\* Windows NT Server running Unify Konica Cluster Printing

Unify is a browser-based printing system that runs on a specially equipped Windows NT4.0 server. Clients attach to the server via a "Unify" print queue, which opens a browser to the server. Print job features and variations of job splitting can be selected through this medium. The features on the AHT server are based on the IP601 PostScript\* driver allowing users to group from two to ten Konica 7075 or FORCE 75 printers in a cluster for higher print production output.

Large print jobs can be split and sent to multiple printers simultaneously in order to reduce printing time.

2. A standard Windows NT4.0 server running printer pooling services.

A printer pool is essentially a single printer that prints to more than one print device. The IP601 with the lower IP address will always be the first machine to print. If multiple jobs are sent, the NT server will start to alternate the print jobs between the units. There is however, no splitting of an individual print job nor splitting of multiple sets of one job.

The end user just uses a single print driver and redirection of the print jobs is done in NT. If the printer with the lowest TCP/IP\* address is being used as a copier it will still get the first job since there is no two-way communication.

Notes:

- a. The printers need to be the same type and use the same print driver.
- b. To view the above printer pool link, 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)

**PREPARATION**

Before beginning, ensure that the following requirements are met:

1. Both machines must have the latest firmware levels for main body and options.
2. Both machines must have the same option configurations with the exception of LCTs.
3. Both machines must have the same settings for 25 mode software dipswitches and key operator memory switches (print management list #2 to compare software switches).
4. Connect the two machines with a crossover cable (category 5, 100BaseTX ) no longer than thirty feet in length. The cable must be obtained locally.
5. Select the tandem copy mode option. To select the tandem copy mode option, perform the following:
  - a. Press OUTPUT APPLI on the LCD.

- b. Press TANDEM.
- c. Press OK.

#### PROCEDURE

The following is to be done on both machines:

1. Access the 25 mode (power the copiers on while simultaneously pressing the 2 and 5 keys).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to software dipswitch 22-0.
4. Set it to 1 by selecting ON, then power the machines OFF.
5. Access the Key Operator Mode (hold the Help key while powering ON).
6. Select option 1 (System initial Setting).
7. Select option 3 (IP Address Setting).
8. Enter consecutive TCP/IP addresses for each machine (i.e., 10.10.10.1 for machine 1 and 10.10.10.2 for machine 2).
9. Set gateway and subnet to all zeroes (0.0.0.0)
10. Touch Line Speed Setting then touch 100M Full Duplex..
11. Touch OK then power the machines OFF.
12. Access the 36 mode (power the copiers ON while simultaneously pressing the 3 and 6 keys).
13. Touch 8 (Tandem mode initial setting) on both machines.
14. Ensure that both machines display START on the display.
15. Touch START on both machines.
16. Ensure that both machines display OK.
17. Power both machines OFF/ON.

#### RESTRICTIONS

1. For tandem copying to function, the copy quantity must be set to 4 or more.
  2. Tandem copying cannot be used if ECM is enabled.
  3. Will only work with two (2) IP601 print controllers and two (2) Video linterface boards - one for each machine.
- Note: Instructions for setup can be found in Windows NT4.0 Server Help screens or the Windows NT4.0 Server book.

\* Trademark ownership information

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**Solution ID** TAUS0617108EN\*

**Solution Usage** 4

#### Description

J11-2 when feeding from Tray 1.

#### Solution

CAUSE: The second and subsequent papers from Tray 1 jam due to worn paper feed assemblies.

SOLUTION: Replace the feed roller assembly/B (p/n 55VA-4630), and feeding roller assembly/A5 (p/n 55VA-4640).

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**Solution ID** TAUS0617253EN\*

**Solution Usage** 4

#### Description

Dark copies

#### Solution

CAUSE: The end block on the charge corona is not in the correct position.

SOLUTION: Check the position of the front block (p/n 55VA25010) and rear block (p/n 55VA25020) and make sure they are seated in the correct position.

Note: When they are not seated in the correct position, they can cause the grid plate to contact the drum or become close enough to cause arcing.

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**Solution ID** TAUS0617618EN\*

**Solution Usage** 4

#### Description

FS108, part number correction for foam roller collar.

#### Solution

The FS108/B Parts Catalog, page 11, ref # 21 incorrectly lists the part number for the foam roller collar as 122H45251. The correct part number is 122H48251.

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**Solution ID** TAUS0619575EN\*

**Solution Usage** 4

#### Description

Printed ECM count data fails to display the entire ECM contents.

#### Solution

CAUSE: Missing sequential ID account numbers within the ECM data list, which results in the account data list being partially printed.

**SOLUTION:** To check the integrity of the sequential ID account numbers, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the HELP key).
3. Touch [4. ECM function setting] on the touchscreen.
4. Enter the ECM master code.
5. Touch [OK] on the touchscreen.
6. Touch [1. ECM data edit] on the touchscreen.
7. Touch [Add] on the touchscreen. The next available account number will be displayed on the touchscreen. If the available account number displayed is lower than the highest account number, the account numbers are not sequential and an account number and name should be entered into this location.
8. Repeat step 7 until the next available account number displayed is greater than the current highest account number; the account numbers are now sequential.
9. Touch [Cancel] on the touchscreen.
10. Touch [PREVIOUS SCREEN] two (2) times to return to the Key Operator screen.
11. At the Key Operator screen, touch the down-arrow then touch [14. Machine management list print] on the touchscreen.
12. Touch [3. ECM management list] on the touchscreen.
13. Press the START key. All active accounts will be printed.
14. To return to normal operation, press the P and C keys together and then touch [PREVIOUS SCREEN] two (2) times.

**Solution ID** TAUS0619899EN\*

**Solution Usage** 4

**Description**

Code 00-0 at power up.

**Solution**

**CAUSE:** Poor connection(s) at the write unit.

**SOLUTION:** Reconnect all connectors at the write unit.

**Solution ID** TAUS0620086EN\*

**Solution Usage** 4

**Description**

J32-04 with paper jamming at the entrance of the [[ADU reverse unit| IMAGE V:\bitmaps\Jampattern\_B.bmp SCROLL]]. These jams may be more prevalent on higher volume machines.

**Solution**

**CAUSE:** The pin groove of the ADU paper reverse/exit motor (M5) is worn due to repeated rotation/reverse operation.

**SOLUTION:** Replace the ADU drive motor (p/n 55VA-0411).

**Note:** The pin and gear is included with the new motor.

**Solution ID** TAUS0620087EN\*

**Solution Usage** 4

**Description**

J92-02 with paper jamming at the entrance of the [[ADU reverse unit| IMAGE V:\bitmaps\Jampattern\_B.bmp SCROLL]], or the [[lower section| IMAGE V:\bitmaps\Jampattern\_C.bmp SCROLL]] of the conveyance unit. The paper may, or may not, be caught between the conveyance rollers. These jams may be more prevalent on higher volume machines.

**Solution**

**CAUSE:** The pin groove of the ADU reverse/exit motor (M5) is worn due to repeated rotation/reverse operation.

**SOLUTION:** Replace the ADU drive motor (p/n 55VA-0411).

**Note:** The pin and gear is included with the new motor.

**Solution ID** TAUS0620240EN\*

**Solution Usage** 4

**Description**

J32-04 during copy mode.

**Solution**

**CAUSE:** FM1 (fixing unit cooling fan) failed.

**SOLUTION:** To check FM1, perform the following:

1. Open the front door and pull out the ADU unit.
2. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), output code 42, press P-12-P.
3. Look into the exit area of the ADU to see if the fan rotates.
4. If FM1 (p/n 25AA80581) does not come ON, replace it.
5. Power the machine OFF/ON to exit the 47 multimode.

**Solution ID** TAUS0620511EN\***Solution Usage** 4**Description**

Unable to disable platen APS. After setting memory switch [10. Platen APS] and memory switch [12. Platen AMS] to OFF, the APS function remains active when an original is place on the platen glass.

**Solution**

CAUSE: Early version firmware is installed.

SOLUTION: Install level 55 or above image control firmware to correct this problem.

**Solution ID** TAUS0621840EN\***Solution Usage** 4**Description**

Part number for the shaft which is depicted as unavailable in the 7075 Parts Catalog (First Edition, 1/2000) on page 40 and is attached to the toner conveyance gear/B [Z24] (p/n 55VA77290).

**Solution**

The shaft has been made available as a separate parts since the Parts Catalog (First Edition, 1/2000) was published. The shaft can be obtained by ordering (p/n 55VA57030).

**Solution ID** TAUS0621860EN\***Solution Usage** 4**Description**

Duplexed 11x17 copies have a buckle and void area on the second side only.

**Solution**

CAUSE: Conveyance roller/2 and conveyance roller/3 are worn resulting in a speed differential between the fusing rollers and conveyance rollers.

SOLUTION: Replace conveyance roller/2 (p/n 55VA47400) and conveyance roller/3 (p/n 55VA47480).

**Solution ID** TAUS0622109EN\***Solution Usage** 4**Description**

E56-02 shortly after power up.

**Solution**

CAUSE: Open ICP3 on printer relay board/1.

SOLUTION: To check printer relay board/1, perform the following:

1. Power the copier OFF.
2. Remove relay board/1 from the copier.
3. Check for continuity across ICP3 which is located near the board interface contact points.
4. Replace printer relay board/1 (p/n 13JQ-9012) as necessary.

SPECIAL NOTE: Solution provided by Peter Lewandowski, CBS Connecticut Business Systems, Inc.

**Solution ID** TAUS0626986EN\***Solution Usage** 4**Description**

Intermittent J11-02 when using Tray 1, J12-02 when using Tray 2, and J13-02 when using Tray 3.

**Solution**

CAUSE: The printer pre-regist adjustment is set to +4 instead of -5.

SOLUTION: To set the printer pre-regist to -5, perform the following:

1. Access the 36 mode (power the machine ON while holding down on the 3 and 6 keys).
2. Press 2 Image adjustment.
3. Press 3 Timing adjustment.
4. Press the NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT key to select the item to be adjusted. The screen changes from Tray 1 to Tray 2 to Tray 3 to Tray 4 (LCT) to ADU.
5. Press the COPY SCREEN key.
6. Press the Start button to make a copy.
7. Check the printer pre-registration.
8. If the printer pre-registration is not appropriate, press the C button while pressing the P button.
9. Enter a value with the numeric keys and press the SET key.
  - a. Trays 1, 2, 3, 4 (LCT) settings range: -5 to +5 (1 step = 2 ms)
  - b. ADU settings range: -10 to +10 (1 Step = 2ms)
10. Repeat steps 5 to 10 until the printer pre-registration is appropriate.

11. Press the PREVIOUS SCREEN key to return to the Timing adjustment mode menu Screen.
12. Power the machine OFF/ON to exit the 36 mode.

---

**Solution ID** TAUS0627293EN\*

**Solution Usage** 4

**Description**

Background on the second side of copies and/or overtoning.

**Solution**

CAUSE: A defective drum temperature sensor assembly sending erroneous data to the printer control board.

SOLUTION: Replace the drum temperature sensor assembly (p/n 55VA-9520).

---

**Solution ID** TAUS0603479EN\*

**Solution Usage** 3

**Description**

SC46-12 or E46-12 at power up.

**Solution**

CAUSE: Page memory not expanded within the specified time after decompression of the read image.

SOLUTION: Reseat IMPB connectors and memory. It maybe a good idea to reflash IMPB and SYSTEM ROMS.

---

**Solution ID** TAUS0606143EN\*

**Solution Usage** 3

**Description**

Printed ECM data will only print up to 58 passwords.

**Solution**

CAUSE: Early version firmware may have caused this issue. NSSG could not duplicate the issue with latest firmware.

SOLUTION: Upgrade to the latest firmware versions (minimum control 55 and compatible)

---

**Solution ID** TAUS0607183EN\*

**Solution Usage** 3

**Description**

How to store jobs on the hard drive (HD102).

**Solution**

To store jobs on the hard drive, choose the HDD STORE selection at the bottom left of the OUTPUT APPLICATIONS area on the touchscreen.

---

**Solution ID** TAUS0607696EN\*

**Solution Usage** 3

**Description**

Insufficient fusing.

**Solution**

CAUSE: Incorrect software dipswitch settings.

SOLUTION: To set the fixing temperature switchover, perform the following:

1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
  2. Select [1. Software SW Setting].
  3. Select the desired software dipswitch number (in this case, '8') by pressing either the up or down arrow indication at the left.
  4. Select the bit number of the software dipswitch by pressing either the up or down arrow indication at the right.
  5. Select ON (=1) or OFF (=0) for the dipswitch(es). Choose the desired setting:
- | DIPSWITCH SETTING | MODE  |
|-------------------|---|
| 8-0=0      8-1=0  | Standard (default setting)                              |
| 8-0=1      8-1=0  | Standard +5ø C (insufficient fusing setting)            |
| 8-0=0      8-1=1  | Standard -5ø C (paper curl prevention setting)          |
| 8-0=1      8-1=1  | Standard -10ø C (extreme paper curl prevention setting) |
6. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.
- 

**Solution ID** TAUS0609432EN\*

**Solution Usage** 3

**Description**

Can the machine duplex card stock?

---

**Solution**

The recommended paper weight specification for duplexing in 1:2 or 2:2 modes is 16lb bond minimum to 45lb bond maximum.

**Solution ID** TAUS0610496EN\*

**Solution Usage** 3

**Description**

What is the Program Job selection in the Application Menu used for?

**Solution**

The Program Jobs selection listed in the Applications Menu (presently grayed out on the operation panel) will be used in conjunction with the release of the imbedded controller (IP601) and the optional hard drive (Item #950630). With the optional hard drive installed, the end user will be able to scan and store jobs onto the drive. The jobs can then be manipulated and printed from the Program Job selection.

Note: Further details and descriptions of all the functions regarding this feature will be included in the next reprint (version 2) of the Users Manual for the 7075.

**Solution ID** TAUS0610556EN\*

**Solution Usage** 3

**Description**

When using Booklet mode, the copies are upside down on the odd-numbered pages.

**Solution**

CAUSE: The originals were fed from the RADF in the 8.5x11R direction.

SOLUTION: Booklet mode specifications require that originals are fed from the RADF in the 8.5x11 direction only.

**Solution ID** TAUS0610559EN\*

**Solution Usage** 3

**Description**

ENTER 4-DIGIT PASSWORD TO CHANGE MODE message when accessing the 25, 36 or 47 modes.

**Solution**

CAUSE: The password protect feature is ON and cannot be disabled on the model 7075.

SOLUTION: Enter 9272 to access diagnostic modes on the 7075.

**Solution ID** TAUS0610925EN\*

**Solution Usage** 3

**Description**

PI108, how to adjust the cover sheet size.

**Solution**

To adjust the cover sheet size, perform the following:

1. Access the 36 mode (power the machine ON while holding down on the 3 and 6 keys).
2. Select [6 Finisher Adjustment] at the copier display.
3. Again at the copier display, select [4 Adjust cover sheet tray size].
4. Push the width regulation plates out to maximum width.
5. At the screen, select [YES].
6. Confirm that the following message is displayed, indicating that adjustment is finished:
  - Adjust cover sheet tray size
  - Adjustment completed.
7. Power the OFF/ON to exit the 36 mode.

**Solution ID** TAUS0611037EN\*

**Solution Usage** 3

**Description**

FS108B, SC70-02 when the print button is pressed.

**Solution**

CAUSE: The finisher CB failed.

SOLUTION: Replace the finisher CB (p/n 129X-9016).

**Solution ID** TAUS0611555EN\*

**Solution Usage** 3

**Description**

How to enable the overlay memory feature when the HD102 hard drive is installed.

#### Solution

The overlay memory feature is currently under development and appears dimmed on the touchscreen. Please refer to the User's Manual (p/n OP-7075-2, or on the web at <http://www.konicabt.com/Products/Production/7075/support/ug.pdf>), page 9-38 for additional information.

**Solution ID** TAUS0613445EN\*

**Solution Usage** 3

#### Description

The machine incorrectly displays metric size paper.

#### Solution

CAUSE: The destination code dipswitches in the 25 mode are set incorrectly.

SOLUTION: Set the 25 mode dipswitches for USA destination, perform the following:

1. Access the 25 mode (power the machine ON, while holding down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Set the following software dipswitches to the value indicated:

| DIPSWITCH | DATA VALUE |
|-----------|------------|
| 4-2       | 1          |
| 4-3       | 0          |
| 13-0      | 1          |
| 13-1      | 1          |
| 13-2      | 0          |
| 13-3      | 0          |
| 13-4      | 1          |
| 13-5      | 0          |
| 13-6      | 0          |

12. Press the PREVIOUS SCREEN button, to return to the 25 mode.
13. Power the machine OFF/ON to exit the 25 mode.

**Solution ID** TAUS0613489EN\*

**Solution Usage** 3

#### Description

TU108, trim option is grayed-out and cannot be selected in output mode.

#### Solution

CAUSE: The staple/fold or fold option must be selected before the trim option is available.

SOLUTION: Select the staple/fold or fold options before selecting the trim option.

**Solution ID** TAUS0613634EN\*

**Solution Usage** 3

#### Description

TU108, not recognized by main body.

#### Solution

CAUSE: Incorrect EPROM level on the FS108B.

SOLUTION: Install EPROM level 40 or higher in the finisher to allow recognition of the trimmer (TU108).

Notes:

1. The FS108B EPROM can not be flashed like the main body. It must be physically replaced (p/n FS108BA02-40.0).
2. In addition, the 7075 must be at firmware level 31 or higher to recognize the TU108.

**Solution ID** TAUS0613696EN\*

**Solution Usage** 3

#### Description

TU108, pusher motor (M107) continually running.

#### Solution

CAUSE: Incorrect EPROM level on the FS108B.

SOLUTION: Install EPROM level 40 or higher in the finisher to allow recognition of the trimmer (TU108).

Notes:

1. The FS108B EPROM can not be flashed like the main body. It must be physically replaced (p/n FS108BA02-40.0).
2. The 7075 must be at firmware level 31 or higher to recognize the TU108.

**Solution ID** TAUS0613830EN\***Solution Usage** 3**Description**

Part number for the lower roller fuser bearings.

**Solution**

The part number for the lower fuser bearings is 25BA76030.

**Solution ID** TAUS0613886EN\***Solution Usage** 3**Description**

FS108B, how to program non-standard size paper to exit into the main exit tray and not the sub tray.

**Solution**

Non-standard size paper can not be programmed to exit into the main paper tray. All non-standard size copies will exit into the sub tray.

The copy paper size information, in the 7075, cannot not be communicated to the FS108B.

Since the FS108B does not know the length of the non-standard paper, it will default to the subtray to ensure proper paper feed.

The distance between feed rollers, in the FS108B, to the subtray is short enough to ensure proper paper feed, but the distance between feed rollers to the main tray vary which could cause a jam if paper is too short for that paper path.

**Solution ID** TAUS0614556EN\***Solution Usage** 3**Description**

How many passcodes can be programmed in the ECM mode?

**Solution**

ECM mode on the 7075 has the capability to program and store 1000 passcodes.

**Solution ID** TAUS0614699EN\***Solution Usage** 3**Description**

J31-02 when duplexing only.

**Solution**

PROBABLE CAUSES:

1. The inner portion of the drive gear for the ADU reversal roller has worn creating excessive play.  
Replace the ADU conveyance gear (p/n 55VA77650).

2. The loop timing for the second side was not set to the same settings as the first side.  
To set the second side loop timing to match the front side, perform the **Regist Loop Adjustment** .

**Solution ID** TAUS0614701EN\***Solution Usage** 3**Description**

How to enable/disable job offset.

**Solution**

To enable/disable job offset, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the [HELP] key).
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen three (3) times.
6. Touch the down-arrow on the right side of the touchscreen. The highlighted indication will shift to [23 JOB offset operating] and the current setting will be displayed on the touchscreen.
7. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed. The setting choices available are [OFF], which is the default setting or ON.
8. Power the copier OFF/ON to exit the Key Operator Mode.

**Solution ID** TAUS0614708EN\***Solution Usage** 3**Description**

Key counter not incrementing.

**Solution**

CAUSE: The installed third-party ECM device caused the key counter circuit on the ACDB to fail (an open ICP4 causes the loss of 24V DC to the key counter).

Note: The total counter is working.

**SOLUTION:** To verify that ICP4 is open, perform the following:

1. Disconnect the third-party ECM device.
2. Check for 24V DC at CN35-1 of the ACDB, then check for 24V DC on both sides of ICP4 with frame ground as a reference. 3. If 24V DC is missing on one side of the ICP4, replace the ACDB (p/n 55VB-9080).

**CAUTION:** The third-party ECM device may have a problem that needs to be resolved prior to reconnecting it.

**Solution ID** TAUS0615067EN\*

**Solution Usage** 3

**Description**

FS108B, connectors 5, 8 and 9 are missing on a newly-ordered finisher CB.

**Solution**

**CAUSE:** Incorrect FCB was ordered. The board (p/n 129U-9018) is for the FS108.

**SOLUTION:** Order the correct finisher CB (p/n 129X-9016).

**Solution ID** TAUS0615196EN\*

**Solution Usage** 3

**Description**

J31-02 only when using 8.5x11 or smaller paper.

**Solution**

**CAUSE:** A failed upper roller heat insulating sleeve has caused the roller to shift, resulting in loss of drive to the conveyance unit.

**SOLUTION:** Replace the heat insulating sleeves as a set (p/n 454053391).

**Solution ID** TAUS0615479EN\*

**Solution Usage** 3

**Description**

FS108B, SC77-05.

**Solution**

**CAUSE:** A loss of signal from the paper exit-opening sensor (PS12).

**SOLUTION:** To check PS12 (p/n 552085510), perform the following:

1. Remove the top cover of the finisher to gain access to PS12.
2. There should be 5V DC at CN132-3 and GND at CN132-1 on the sensor.
3. CN132-2 should change from HI to LO when the sensor is blocked.
4. To check the wiring harness from PS12 to the finisher CB, there should be continuity from CN132-2 at PS12 to CN1-A25 on the finisher CB.

**Solution ID** TAUS0615651EN\*

**Solution Usage** 3

**Description**

How to scan to large document jobs or multiple documents into one TIF file.

**Solution**

To scan many originals or multiple documents into one TIF file, perform the following:

1. Press the MODE key to select SCANNER/SERVER mode.
2. Press NETWORK on the touchscreen.
3. Enter the designated box number and press OK.
4. Press the STORE option on the touchscreen.
6. Place originals in the RADF and press START. Continue scanning originals in the RADF until completed.
7. When all the originals have been scanned, deselect the STORE option and press the START key.
8. One TIF will be created for all the originals scanned.

**Solution ID** TAUS0615989EN\*

**Solution Usage** 3

**Description**

How to check the amount of DIMM memory installed in the E-RDH.

**Solution**

To check the amount of DIMM memory installed, perform the following:

1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), press 97 and then press the START key.
2. The amount of installed memory will be displayed as follows: 64MB, 128MB, 192MB, etc.
3. Power the copier OFF/ON to exit the 47 mode or press the MODE CHANGE, and BASIC SCREEN or EXIT to return to normal mode.

Note: The copier specification states that 512MB can be installed.

---

**Solution ID** TAUS0616028EN\* **Solution Usage** 3

**Description**

FS108B, J72-17 in non-staple mode.

**Solution**

CAUSE: Paper exit 2 photosensor (PS10) is not operating properly.

SOLUTION: Verify the operation by manually actuating PS10 using the 47 mode, input code 076-09. If no change of state occurs, replace PS10 (p/n 540085510).

---

**Solution ID** TAUS0616180EN\* **Solution Usage** 3

**Description**

LT411, how to change the paper size setting.

**Solution**

To program the paper size setting for the LT411, perform the following:

1. Power the unit OFF.
2. Access the 25 mode (press and hold the 2 and 5 number keys and power the unit ON).
3. Select [2] paper size setting.
4. Use the arrow keys to select the installed paper size and press OK.
5. Power the unit OFF/ON to store the setting and return to normal copy mode.

---

**Solution ID** TAUS0616370EN\* **Solution Usage** 3

**Description**

Accordion jams in the exit area of the machine in both face-up and face-down modes.

**Solution**

CAUSE: The one-way bearing in the paper exit drive gear is slipping.

SOLUTION: Replace the paper exit drive gear/c (p/n 55VA77220). Inspect the shaft of the paper exit feeding roller (p/n 55VA15430) and replace if worn.

---

**Solution ID** TAUS0616408EN\* **Solution Usage** 3

**Description**

How to center the image from front-to-rear.

**Solution**

To center the image from front-to-rear, perform the following:

1. Access 36 mode (power ON while holding the 3 & 6 keys).
2. Select option 2 (Image Adjust).
3. Select option 5 (Centering Adjust).
4. Perform the adjustment for Printer (Copier), Scanner (Platen), and RADF modes as necessary.

---

**Solution ID** TAUS0616514EN\* **Solution Usage** 3

**Description**

Toner on the edge of the copies.

**Solution**

CAUSE: The developer counter was not reset after a developer change.

SOLUTION: Whenever the developer is replaced, perform the following:

1. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
2. Select option 5 (parts counter) from the 25 menu screen.
3. Select option 1 (Count of special parts) from the parts counter screen.
4. Use the up/down arrows to highlight developer.
5. Touch (count reset) selection on the touchscreen.
6. Touch PREVIOUS SCREEN then touch MODE CHANGE then select option 1 (Basic Screen).
7. Power the machine OFF/ON to exit the 25 mode.

**Solution ID** TAUS0617109EN\* **Solution Usage** 3

**Description**

J12-2 when feeding from Tray 2.

**Solution**

CAUSE: The second and subsequent papers from Tray 2 jam due to worn paper feed assemblies.

SOLUTION: Replace the feed roller assembly/B (p/n 55VA-4630), and feeding roller assembly/A5 (p/n 55VA-4640).

**Solution ID** TAUS0617176EN\* **Solution Usage** 3

**Description**

SC23-11 during copy mode.

**Solution**

CAUSE: The DCDB failed.

SOLUTION: Check for 24V DC at CN300-1 and check for 24V DC going to M11 toner motor at CN324-1 and CN324-2. If there is no 24V DC at CN324-1 or CN324-2, replace the DCDB (p/n 55VA-9060).

**Solution ID** TAUS0617256EN\* **Solution Usage** 3

**Description**

Intermittent background on copies

**Solution**

PROBABLE CAUSES:

1. The HV1 failed.

Replace HV1 (p/n 55VA84011) There is no way to check for this.

2. The charge corona failed.

To check the charge corona unit, place electrical tape over the top of the corona end blocks. Run several copies, if no background appears, replace the charge corona (p/n 55VA-2500).

**Solution ID** TAUS0617835EN\* **Solution Usage** 3

**Description**

Can an IP601 or IP601M be installed on a Minolta\* 7075 in place of a Fiery\* controller?

**Solution**

Only a Fiery controller will function with the Minolta 7075. If the IP601/IP601M controller is installed, the unit will never initialize.

\* Trademark ownership information

**Solution ID** TAUS0618220EN\* **Solution Usage** 3

**Description**

Scan to E-mail availability.

**Solution**

Scan to E-mail is not available on the model 7075. It is available on the model 7085.

**Solution ID** TAUS0618228EN\* **Solution Usage** 3

**Description**

Intermittent J32-02 while copying.

**Solution**

PROBABLE CAUSES:

1. One or more of the exit guide plates has a notch or burr, causing the corner of the paper to fold (dog ear) or jam.

Repair the guide plates by using a piece of Scotch-Brite\* to remove any burrs. Replace the guide plates as necessary.

Note: There are three different guide plates.

a. Guide plate (p/n 55VA47570).

b. Guide plate/front (p/n 55VA47300).

c. Guide plate/rear (p/n 55VA47310).

There is no scheduled service maintenance for these guide plates. Konica Minolta recommends replacing these plates as a set.

2. PS2 (fixing exit photosensor) failed.

To check PS2, perform the following:

- a. Access the 47 multimode (hold down the 4 and 7 keys while powering the machine ON), input code 24, press P-2-P.
- b. Actuate PS 2 and watch for a change of state at the control panel.
- c. If no change takes place, clean or replace PS2 (p/n 55VA85520).

Note: Clean PS2 actuator and photosensor because the actuator may be sticking or some debris may be on the sensor.

\* Trademark ownership information

**Solution ID** TAUS0618701EN\*

**Solution Usage** 3

**Description**

Code 46-14 during operation.

**Solution**

CAUSE: One or more paper trays are improperly adjusted.

SOLUTION: Perform the following procedure to ensure all paper trays are properly adjusted:

Note: Before starting this procedure, cut a piece of heavy paper or card stock to a width of exactly 250mm for later use.

To adjust the tray size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select the tray to be adjusted by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place the 250mm wide sheet of paper in the tray to be adjusted, move the side guides so they touch the paper, then insert the tray.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select another tray to be adjusted, if required, and repeat steps 5 and 6.
8. When adjustments are complete, remove the 250mm sheet of paper, touch PREVIOUS SCREEN, and power the machine OFF/ON.

To adjust the bypass tray paper size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place an 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
8. Place an 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

**Solution ID** TAUS0618923EN\*

**Solution Usage** 3

**Description**

Preventive measure for developer leaking from developing unit.

**Solution**

New-style shaft holders (bushings) are available which will minimize the possibility of developer leaking from the developing unit. The part numbers for the new-style shaft holders are as follows: 26TA30770 for 6mm diameter shafts (2 required for each developing unit, and 56GA30290 for 8mm diameter shaft (4 required for each developing unit). These parts may not correct an already leaking developing unit. For developing units that are leaking refer to 7075/FORCE 75/7085 Technical Bulletin #14 regarding developing unit credit program.

Notes:

1. Model 7075 units above serial number 55VE04787 and FORCE 7075 units above serial number 55ZE00241 have the new style shaft holders installed from the factory. The new style shaft holders can be identified by their black color versus brown for the original shaft holders.

2. To view the above links, 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** TAUS0619150EN\*

**Solution Usage** 3

**Description**

How to raise the fuser temperature.

**Solution**

To program the machine to raise the temperature, perform the following:

1. Access the 25 mode (hold the 2 and 5 keys while powering the machine ON).
2. Scroll to dipswitch 8-0.
3. Select ON or 1.

4. Scroll to dipswitch 8-1.
5. Select OFF or 0.
6. Power the machine OFF/ON to exit the 25 mode.

---

**Solution ID** TAUS0619179EN\*

**Solution Usage** 3

**Description**

DF313, PLEASE CHECK ORIGINAL SIZE AND SELECT SCANNING AREA message is displayed when placing a document in the RADF original feed tray.

**Solution**

CAUSE: The DF313 has been disabled by the faulty part isolation in the 25 mode.

SOLUTION: To enable the DF313 in the 25 mode, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Select option [1. SOFTWARE SWITCH].
4. Scroll to dipswitch 18-4.
5. Set to 0 by selecting OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Note: If a service code relating to the DF313 is displayed, and the option to continue is selected, the faulty part isolation will activate automatically.

---

**Solution ID** TAUS0620046EN\*

**Solution Usage** 3

**Description**

J32-04 when copying on 11x17 or 8.5x14 only.

**Solution**

CAUSE: Paper dust build up in the ADU driven roller/S of paper reverse/exit roller 2 and paper reverse/exit roller 3, resulting in sluggish rotation during the paper reversal process.

SOLUTION: To clean the ADU driven roller/S of paper reverse/exit roller 2 and paper reverse/exit roller 3, perform the following:

1. Power the copier OFF.
2. Pull out the ADU and remove the two (2) bottom plate lift-up wire attaching screws (p/n 00Z193061) from the front of the ADU, which will allow the ADU bottom plate to hang down.
3. Remove the conveyance guide plate (p/n 55VA40170) from the ADU bottom plate by removing the eight (8) attachment screws (p/n 00Z193041).
4. Remove the conveyance pressure springs (p/n 25AA44180) from the ADU driven roller/S of paper reverse/exit roller 2 and paper reverse/exit roller 3. Thoroughly, clean the inner diameter of the ADU driven roller/S (p/n 55VA47440), driven shaft holders (p/n 25SA43310), and the driven shaft.
5. Reassemble the ADU in the reverse order of disassembly.

---

**Solution ID** TAUS0620085EN\*

**Solution Usage** 3

**Description**

J32-03 with paper jamming at the [[reverse unit] IMAGE V:\bitmaps\Jampattern\_A.bmp SCROLL], or fixing unit; or at the entrance of the [[ADU reverse unit] IMAGE V:\bitmaps\Jampattern\_B.bmp SCROLL]]. These jams may be more prevalent on higher volume machines.

**Solution**

CAUSE: The pin groove of the ADU paper exit/reverse motor (M5) is worn due to repeated rotation/reverse operation.

SOLUTION: Replace the ADU drive motor (p/n 55VA-0411).

Note: The pin and gear is included with the new motor.

---

**Solution ID** TAUS0620414EN\*

**Solution Usage** 3

**Description**

J92-02 when making 1:2 or 2:2 copies.

**Solution**

CAUSE: Paper dust build up on the black photosensor sheet/heat insulation sheet positioned above the reversal sensor (PS58), resulting in erratic paper detection by the reversal sensor.

SOLUTION: To clean the black photosensor sheet/heat insulating sheet, perform the following:

1. Power the copier OFF.
2. Remove the fusing unit.
3. Remove the fan mount cover (p/n 55VA47100)
4. Remove the fusing unit base cover, which is depicted in the 7075 Parts Catalog (1/2000) on page 74. However, since it is not available as a replacement part it has no part number associated with it.
5. Thoroughly, clean the black photosensor sheet/heat insulating sheet, which is attached to the bottom of the fusing unit base plate. Replace the black photosensor sheet/heat insulation sheet (p/n 55VA47750) as necessary.

SPECIAL NOTE: Solution provided by Fred Veader, KBT Boston.

**Solution ID** TAUS0620512EN\***Solution Usage** 3**Description**

How to adjust the density shift in AUTO (Text/Photo) mode.

**Solution**

To adjust the density shift in AUTO (Text/Photo) mode, perform the following:

1. Power the copier ON.
2. Touch [SPECIAL ORIGINAL] on the touchscreen.
3. Touch [AUTO] on the touchscreen.
4. Touch the [P] key.
5. Using the numeric keypad, enter the desired density shift (0-5). The default value is 3.
6. Touch [OK] on the touchscreen two (2) times to return to the normal mode.

**Solution ID** TAUS0620680EN\***Solution Usage** 3**Description**

PLEASE CHECK ORIGINAL SIZE AND SELECT SCANNING AREA message when using platen mode only.

**Solution**

CAUSE: The APS timing photosensor (PS315) is inoperative and not initiating APS detection when the RADF is closed.

SOLUTION: Ensure that PS315 is not dislodged or damaged and is operating correctly. To check the photosensor, perform the following:

1. Access the 47 multimode (power the copier ON while simultaneously pressing the 4 and 7 keys), input code 31, press P-08-P.
2. Close the RADF/platen cover to depress the APS detect actuator (p/n 13GA73220) for PS315.
3. The signal should initially read L and, when actuated, it should read H.
4. If incorrect or no change of signal state, clean or replace the PS315 (p/n 13GA85530) or the APS detect actuator as necessary.

Note: The APS actuator and photosensor are on the DF313.

**Solution ID** TAUS0621376EN\***Solution Usage** 3**Description**

Unable to flash the RADF. FAILED TO WRITE UNIT message indicated.

**Solution**

CAUSE: The machine is not in non-graphical mode.

SOLUTION: To put the machine in non-graphical mode, perform the following:

1. Access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on.
2. If the LCD is blank and the timer LED is flashing, the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing.
3. Then follow the text instructions on the display.

**Solution ID** TAUS0623136EN\***Solution Usage** 3**Description**

PZ109 compatibility, 7075.

**Solution**

The PZ109 is not compatible with the 7075. The PZ109 is compatible with the Konica 7085, FORCE 85, 7155, and 7165.

**Solution ID** TAUS0624391EN\***Solution Usage** 3**Description**

COPYING IN PROGRESS message with no output, but the machine continues to run.

**Solution**

CAUSE: Jam detection has been disabled by an incorrect software dipswitch setting (12-2).

SOLUTION: Perform the following to enable jam detection:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 12.
4. Use the arrows on the right to scroll to 2. The display should read 12-2.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

**Solution ID** TAUS0624434EN\***Solution Usage** 3**Description**

Light blotchy copies/prints and poor separation.

**Solution**

CAUSE: The T/S corona cleaning unit not fully seated in the home position due to a weak T/S unit motor (M18). This will cause the corona cleaning assemblies to not fully disengage from the corona wires resulting in incorrect high voltage currents.

SOLUTION: Replace the T/S cleaning motor (p/n 55VA-0730).

**Solution ID** TAUS0627536EN\***Solution Usage** 3**Description**

DF317, PRESS STOP TO CANCEL, PRESS SPECIAL ORIGINAL AND SELECT THE ORIGINAL CONDITION message.

**Solution**

CAUSE: The RADF is detecting a non-standard size original due to the RADF original size adjustment needing to be performed.

SOLUTION: Perform the original size adjustment by doing the following:

1. Access the 36 adjustment mode.
2. Select [2] Image adjustment.
3. Select [4] RADF adjustment.
4. Select [2] RADF original size adjustment.

This adjustment is a two-part adjustment. For adjustment 1 of 2, place an 8.5x11 inch original in the RADF and align the side guides accordingly. Press START on the touchscreen. Complete should be displayed on the top of the screen. Press next adjustment for adjustment 2 of 2. Insert a 5.5x8-1/2 original in the RADF and align the side guides accordingly. Press start on the touchscreen. Once Complete is displayed the adjustment is done. Power the machine OFF/ON.

**Solution ID** TAUS0628235EN\***Solution Usage** 3**Description**

F77-11 at power up

**Solution**

CAUSE: A failed finisher wiring harness (H) causing intermittent operation of PS14 (rear stapler rotation home position sensor). Due to constant flexing of the harness, one or more of the conductors inside the wiring insulation will break affecting PS14 operation.

SOLUTION: Replace finisher wiring harness H (p/n 129U90080).

**Solution ID** TAUS0630304EN\***Solution Usage** 3**Description**

Can the scan to hard drive option create a PDF from the scanned document?

**Solution**

Scan to hard drive supports only TIF file types.

\* Trademark ownership information

**Solution ID** TAUS0601380EN\***Solution Usage** 2**Description**

The circuit breaker trips and cannot be reset.

**Solution**

CAUSE: A failed AC switch. The AC switches are the triacs used to control the fuser lamps.

SOLUTION: Replace the failed AC switch (p/n 25AE89080).

**Solution ID** TAUS0602846EN\***Solution Usage** 2**Description**

What is the first copy out time for the 7075?

**Solution**

The first copy out time is 3.9 seconds for an 8.5x11 original using the platen copy mode.

**Solution ID** TAUS0609151EN\*

**Solution Usage** 2

**Description**

How many user passwords can be stored on the hard drive (HD102)?

**Solution**

There is no limit on the number of individual passwords that can be stored on the hard drive nor, is there a limit on the number of jobs stored under each password. The only limiting factor is the amount of hard disk space available.

**Solution ID** TAUS0610326EN\*

**Solution Usage** 2

**Description**

ENTER PASSCODE message. None of the keys on the control panel work.

**Solution**

CAUSE: One or both of the fuser lamps failed.

SOLUTION: To check the fuser lamps, remove the fuser unit and ohm out each lamp in the fuser unit. Replace the failed lamp(s) (p/n 55VB83020 - fixing heater/1 or p/n 55VB83030 - fixing heater/2).

**Solution ID** TAUS0610417EN\*

**Solution Usage** 2

**Description**

FS108, stapler cartridge cannot be removed from stapler unit.

**Solution**

CAUSE: The metal bracket on the stapler cartridge is in the released (up) position while the cartridge is installed in the stapler unit.

SOLUTION: Using a spring hook, close the silver metal bracket on the stapler cartridge, then remove the cartridge. When the stapler cartridge is removed, form the plastic tab that holds the silver plate down so that it holds the metal plate more firmly.

**Solution ID** TAUS0610558EN\*

**Solution Usage** 2

**Description**

DF313, PLEASE CALL SERVICE REPORT CODE SC00-00 message when attempting to use the RADF.

**Solution**

CAUSE: The RADF paper feed assembly is bound.

SOLUTION: Ensure the RADF paper feed assembly is not bound and freely moves up and down. If the paper feed rubber was replaced, ensure that the paper feed assembly is installed correctly.

**Solution ID** TAUS0610685EN\*

**Solution Usage** 2

**Description**

Cannot select mixed original or Z-fold original modes.

**Solution**

CAUSE: Incorrect software dipswitch settings.

SOLUTION: To allow selection of mixed original or Z-fold original modes, perform the following:

1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
2. Select [1. Software SW Setting].
3. Select the desired software dipswitch number (in this case, '16') by pressing either the up or down arrow indication at the left.
4. Select the bit number of the software dipswitch by pressing either the up or down arrow indication at the right.
5. Select ON (=1) or OFF (=0) for the dipswitch(es). Choose the desired setting:

|                   |                      |
|-------------------|----------------------|
| DIPSWITCH SETTING | MODE                 |
| 16-1=0            | Reservation Enabled  |
| 16-1=1            | Reservation Disabled |

6. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.

**Solution ID** TAUS0610942EN\*

**Solution Usage** 2

**Description**

How to program the machine to display all data collection (management list 2) information.

#### Solution

To program the machine to display all data collection information, perform the following:

1. Access 25 mode (hold the 2 and 5 keys while powering ON).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 30-1.
4. Set to 1 by selecting ON.
5. Power machine OFF/ON

Note: This product does not show all service codes or errors on the operation display panel. Due to this, it is highly recommended that the above procedure be performed during setup. This will allow ALL internal codes and counters to be printed using the 36 mode, option 7, LIST OUTPUT MODE.

**Solution ID** TAUS0610946EN\*

**Solution Usage** 2

#### Description

Can a larger hard drive be substituted for the HD102?

#### Solution

No other hard drive is compatible. This is a proprietary hard drive that includes product-specific software. All functionality requires the use of only the Konica-specific hard drive (Item #950630).

**Solution ID** TAUS0611010EN\*

**Solution Usage** 2

#### Description

When using Special Original mode with 600dpi selected, the copies are enlarged 200%.

#### Solution

CAUSE: Incorrect setting of software dipswitch(es).

SOLUTION: Access the change mode and set the 25 mode software dipswitches as follows:

| DIPSWITCH | VALUE |
|-----------|-------|
| 11-5      | 0     |
| 11-6      | 0     |

To access the Mode Changing Menu Select mode, perform the following:

1. Turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message Enter 4-digit Password To Change is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

3. Enter the password 9272 and press the Start Print button.

Note: This is a fixed password and cannot be changed.

4. Press the desired number key of the item to be set:

- [1] Basic Screen
- [2] 36 mode
- [3] 25 mode
- [4] Key Operator mode
- [5] 47 mode
- [6] Exit

5. To return to the Mode Changing Menu Screen, hold down the P button until Mode Changing Menu Screen reappears.

6. When adjustment has been completed, press the [1] Basic Screen button to return to the Basic Copy Screen.

7. Power the machine OFF/ON.

**Solution ID** TAUS0611182EN\*

**Solution Usage** 2

#### Description

Can the 7075 be programmed so that the total count does not increment for the blank sheets created in Chapter mode?

#### Solution

The 7075 cannot be programmed to not increment the total counter in Chapter mode. Although the 7075 does not create an image on the blank sheets, all other steps of the copy process are performed. Therefore, all counters must increment to reflect proper parts usage.

**Solution ID** TAUS0611252EN\*

**Solution Usage** 2

#### Description

Partial fusing of image when feeding 110lb paper.

#### Solution

CAUSE: Upper and lower fusing rollers not fully camming together. Insufficient pressure to fully fuse toner to the heavier paper.

SOLUTION: Ensure that the fuser is cammed together properly by taking a screwdriver and turning the shaft counterclockwise as far as it will go. Regular

paper (20lb bond) will fuse if the cam is not turned all the way, but heavy stock paper may not.

**Solution ID** TAUS0611272EN\*

**Solution Usage** 2

**Description**

Can the 7075 operate without a finisher installed?

**Solution**

The 7075 can operate without a finisher installed. A conventional exit tray (p/n 540012114) is available and can be installed if needed. The machine is not shipped with an exit tray, therefore, it will be necessary to order one.

**Solution ID** TAUS0611530EN\*

**Solution Usage** 2

**Description**

E41-11 at power up.

**Solution**

CAUSE: Write unit polygon motor (M17) lock signal is not detected within a specified time.

SOLUTION: Replace the write unit (p/n 55VA-6500) and/or printer control board (p/n 55VA-9021).

**Solution ID** TAUS0612916EN\*

**Solution Usage** 2

**Description**

DF313, THIS SIZE NOT AVAILABLE IN RADF MODE message when feeding non-standard original sizes.

**Solution**

CAUSE: The machine and/or the RADF does not have latest version firmware installed, or the Special Original Mode is not selected.

SOLUTION: Flash the machine and RADF to the latest firmware version, then perform the following:

1. Select Special Original from the touchscreen.
2. Select Non STD size.
3. Select Whole Area, or the size of the original area you want the machine to scan.
4. Select OK twice.
5. Select desired copy paper size, and appropriate magnification if you do not desire the default.
6. Load originals and press START.

Note: The latest firmware version is available on the Konica FTP site. Refer to the [FTP site index](#) and click on the appropriate link to access the file.

**Solution ID** TAUS0613002EN\*

**Solution Usage** 2

**Description**

Cannot enable Z Fold or Mixed Original modes.

**Solution**

CAUSE: In 25 mode Dual Inhibition is not enabled.

SOLUTION: To enable Dual Inhibition mode, perform the following:

1. Access the 25 mode (power the machine ON, while holding down on the 2 and 5 keys).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 16-1.
4. Set to 0 (OFF).
5. Turn the copier OFF, then ON to exit the 25 mode.

**Solution ID** TAUS0613057EN\*

**Solution Usage** 2

**Description**

FS108B, unable to perform 36 mode finisher adjustments.

**Solution**

CAUSE: Firmware bug or incompatible firmware (FlashROM) configuration.

SOLUTION: Flash the 7075 to latest firmware| version. The latest firmware version is available on the Konica FTP site. Refer to the [FTP site index](#) and click on the appropriate link to access the file.

**Solution ID** TAUS0613217EN\*

**Solution Usage** 2

**Description**

LT411, large capacity tray is not recognized by the machine.

**Solution**

CAUSE: Incorrect system firmware.

SOLUTION: Flash the system firmware to a minimum of level 31.0.

**Notes:**

1. It is not recommended to perform the flash procedure with a laptop in battery mode. It is possible that weak batteries can corrupt the process. If flashing causes erratic operation or unexpected displays, repeat the procedure two or three times.
2. If unable to access the 25 mode due to firmware failure, or circuit board replacement, access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on. If the LCD is blank and the timer LED is flashing the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

To flash the firmware, perform the following:

**SETTING UP THE ISW UTILITY**

1. Obtain the ISW Trns utility file from the Konica web site. To download the ISW Trns utility program, perform the following:
  - a. Access KBT's Home Page (<http://www.konicabt.com>).
  - b. In the left-hand menu, click on SUPPORT.
  - c. Under [4 Technical], click on SECURED for NSSG Web Support.
  - d. A disclaimer is offered. Read it and click on [I Accept] to access the NSSG Web login page.
  - e. Enter a User ID and Password and click [Login].
  - f. Click on the [Download EPROMS] link in the left margin.
  - g. Click on [Eproms for Accessories].
  - h. Click on [List Files] button.
  - i. Click on ISWTRNSV330e.EXE link and follow download instructions.

Note: While on this page, download the DF313 file , by clicking on the appropriate link and following instructions.

2. While still at Konica's web site, download the 7075 firmware. To download the firmware programs, perform the following:
  - a. Click on the back arrow to return to the previous page.
  - b. Click on [Eproms for High Volume Copiers].
  - c. Click on [List] button.
  - d. To start the download, click on the image processing, main control, or op panel firmware program link and follow the instructions.

Note: The latest firmware allowing the 7075 printer configuration (IP601 installed) may be found at Konica's public FTP site and is available for immediate download. Refer to the FTP site index and click on the appropriate link to access the file. The minimum level firmware for the printer configuration is version 30.0.

3. Install the ISW application program onto a PC or laptop .
4. Set up the ISW Trns utility by following the setup directions.
5. Set up the folders for the BIN files.
6. When the ISW Trns utility main window pops up, the BIN file data can be selected, verified, and sent to the machine for flashing the firmware.

**Notes:**

- a. There are two types of data sources - ORIGINAL (batch data) and DIVIDED (divided data). The 7075 utilizes the DIVIDED selection for the Op panel BIN files and the ORIGINAL selection for the Image Processing, Main Control, and DF313 BIN files.
- b. The Country selection must be KBT for the USA.

**COPYING TRANSFER DATA (UPDATE DATA)**

Run the ISW Trns program to copy transfer data (update data) to the PC.

**CONNECTING**

Connect a parallel interface cable to the copier.

CAUTION: If a parallel data transfer is to be executed with the ISW Trns program, the ECP mode setting of the PC parallel port should be cleared. ISW Trns does not support parallel data transfers. If a parallel data transfer is launched with the PC set in ECP mode, the transfer could be aborted by an error occurring in between. It would be necessary, therefore, to disable ECP mode before run ISW Trns on a PC with the ECP setting.

**UPDATING**

Update the ROM data on each control board using ISW Trns.

**Solution ID** TAUS0613306EN\*

**Solution Usage** 2

**Description**

FS108B, J72-22 or J72-23 when heavy stock is exiting to the sub tray.

**Solution**

CAUSE: Insufficient pressure on the sub tray entrance rollers (p/n 12AR45180).

SOLUTION: Install conveyance pressure spring (p/n 129U46270). This is a modified part designed to apply more pressure to the sub tray entrance rollers for improved paper conveyance.

**Solution ID** TAUS0613363EN\*

**Solution Usage** 2

**Description**

PI108, MAKE COVER SHEET SIZE PLEASE COINCIDE WITH PAPER SIZE message when trying to use the post inserter.

**Solution**

CAUSE: The wiring to PS205 (sheet size small photo sensor) and PS206 (sheet size large photo sensor) on the PI108 are reversed or not connected.

SOLUTION: To verify the proper operation of PS205 and PS206, perform the following:

**PS205**

1. Access the 47 multimode by holding the 4 and 7 keys while powering the machine ON, input code 76, press P-60-P.
2. Flag PS205 with paper. If PS205 does not change state, try flagging PS206.
3. If PS206 changes state, then the wiring is reversed.

**PS206**

1. Access the 47 multimode by holding the 4 and 7 keys while powering the machine ON, input code 76, press P-61-P.
2. Flag PS206 with paper. If PS206 does not change state, try flagging PS205.
3. If PS205 changes state, then the wiring is reversed.

**Notes:**

- a. If neither PS205 nor PS206 changes state then check the wiring harness for the sensors to see if it became disconnected.
- b. Power the machine OFF/ON to exit the 47 mode.

**Solution ID** TAUS0613459EN\*

**Solution Usage** 2

**Description**

Power requirements, TU108.

**Solution**

Voltage: 115V AC  $\pm$  10%, dedicated line recommended

Current: 15A

Frequency: 60 Hz  $\pm$  2.5Hz

Grounding: Isolation recommended

Termination: NEMA Type 5-15R receptacle (125V AC, 2-pole, 3-wire, grounded).

Note: A dedicated AC line with an isolated ground is strongly recommended. A dedicated line mandates the exclusive use of an electrical branch circuit where the receptacle grounding terminal is grounded by an insulated grounding conductor that is isolated from the receptacle mounting hardware (per National Electrical code, article 250-74, exception no. 4).

**Solution ID** TAUS0613757EN\*

**Solution Usage** 2

**Description**

FS108B, PS10 (exit detect 2) not listed in the 7075 Parts Catalog.

**Solution**

CAUSE: Incorrect documentation.

SOLUTION: The Parts Department is currently in the process of locating a part number for PS10.

**Solution ID** TAUS0613781EN\*

**Solution Usage** 2

**Description**

Paper specifications, LT411.

**Solution**

11x17, 8.5x14, 8.5x11R, 8.5x11

Wide paper (maximum 314mm by 459mm)

Maximum quantity: 4000 sheets (22lb)

**Solution ID** TAUS0614173EN\*

**Solution Usage** 2

**Description**

PU108, the punch unit is not recognized.

**Solution**

CAUSE: The 7075 firmware and/or the IP601 system software requires updating.

SOLUTION: The latest firmware and system software files can be accessed on the Konica FTP site.

**Notes:**

1. To view the above link(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)
2. Refer to the FTP site index and click on the appropriate link(s) to access the information.

\* Trademark ownership information

**Solution ID** TAUS0614203EN\***Solution Usage** 2**Description**

When choosing Non-image Area Erase in Application mode, 11x17 is automatically selected as the paper source.

**Solution**

CAUSE: The 11x17 tray is selected as the highest priority tray.

SOLUTION: To change the level of tray priority, perform the following:

1. Access the Key Operator Mode by pressing Help and then selecting Key Ope Mode in lower left corner of display.
2. Press the down-arrow in the lower left corner again to go to selection number 11 (Tray Setting).
3. Set the tray priority on the right hand side to the desired default tray by highlighting the paper tray and then using the up-arrow to move it to the top of the list.
4. Press Previous Screen to exit the Key Operator Mode.

**Solution ID** TAUS0614801EN\***Solution Usage** 2**Description**

SC23-03 during copy mode.

**Solution**

CAUSE: M14 (blade) trouble detection signal (excessive current) is detected.

SOLUTION: Ensure that PS30 (blade position) is attached to the cleaning unit. This can become unattached and fall into the gears that drive the blades. If damaged or failed, replace PS30 (p/n 08AA85510).

**Solution ID** TAUS0615348EN\***Solution Usage** 2**Description**

TU108, SC77-37 during operation and unable to select fold/staple and trimmer.

**Solution**

CAUSE: M106 (FNS driving motor) timing belt fell off.

SOLUTION: Re-install the timing belt.

**Solution ID** TAUS0616304EN\***Solution Usage** 2**Description**

FS108B, J73-9 at power up.

**Solution**

CAUSE: Dirty or failed PS28 (folding passage PS/1).

SOLUTION: To check the operation of PS28, perform the following:

1. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys), input code 76, press P-24-P.
2. Open front door of the FS108B and lift the guide plate in the folding unit.
3. Place a sheet of paper into the folding unit to actuate PS28 to indicate a change of state on the LCD.
4. If there is no change of state, replace PS28 (p/n 540085510).

**Solution ID** TAUS0616392EN\***Solution Usage** 2**Description**

FS108B, J72-17 when copying.

**Solution**

CAUSE: Pinched or broken wire to PS10 (paper exit 2 PS).

SOLUTION: To verify the operation of PS10, perform the following:

1. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys) input code 076, press P-9-P.
2. Manually move the actuator for PS10 to indicate a change of state on the LCD.
3. If no change of state occurs, locate CN1-A26 on the FNS CB (finisher control board) and use a voltmeter (20V DC range) to check for a change of state when PS10 is actuated.
4. If still no change of state occurs, check the wiring harness from PS10 to the finisher CB. There should be continuity from CN130-2 at PS10 to CN1-A26 on the FNS CB. Repair or replace the wiring harness (p/n 129U90012) as necessary.

**Solution ID** TAUS0616480EN\***Solution Usage** 2**Description**

Test Synopsis verifying functionality of printer EKC/ECM on the IP601M/7075 using the 1.6.12 PCL\* print driver.

**Solution**

Test Synopsis results .

Note: To view the above link, 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** TAUS0616604EN\***Solution Usage** 2**Description**

How to release the cleaning blade from the drum for machine transportation.

**Solution**

SOLUTION: To move the cleaning blade away from the drum for machine transportation, perform the following:

1. Access the 25 mode (power OFF/ON while pressing the 2 and 5 keys).
2. Select [1Software SW setting].
3. Using the arrows on the display panel, scroll to DIPSW 3 bit 5.
4. Select [ON (1)].
5. Select [PREVIOUS SCREEN].
6. Power machine OFF.
7. Open the front door.
8. Access the 47 mode (power OFF/ON while pressing the 4 and the 7 keys).
9. At this point the blade is moved away from the drum for transportation.
10. Power OFF/ON.

Note: The DIPSW 3, bit 5 is automatically reset back to 0. Ensure to perform the charge set, and blade setting modes outlined in the installation procedures upon reinstallation.

**Solution ID** TAUS0616610EN\***Solution Usage** 2**Description**

Unable to flash the operation panel, and the display panel stays in a conditioning mode.

**Solution**

CAUSE: A failed operation panel.

SOLUTION: Replace the operation panel (p/n 55VE-7001).

**Solution ID** TAUS0616953EN\***Solution Usage** 2**Description**

SC21-04 at power up.

**Solution**

CAUSE: M18 (T/S cleaning motor) has failed.

SOLUTION: To check M18, perform the following:

1. Access the 25 mode (power the machine ON while holding down on the 2 and 5 keys).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 3-4.
4. Set to 1 (ON)
5. Power the machine OFF/ON to exit the 25 mode.

Note: If the error code (SC21-04) does not reappear, repair or replace (p/n 55VA-0730).

**Solution ID** TAUS0617094EN\***Solution Usage** 2**Description**

How to lower the fuser temperature.

**Solution**

To program the machine to lower the temperature, perform the following:

1. Access the 25 mode (hold the 2 and 5 keys while powering the machine ON).
2. Scroll to dipswitch 8-0.
3. Select ON or 1.

4. Scroll to dipswitch 8-1.
5. Select ON or 1.
6. Power the machine OFF/ON to exit the 25 mode.

---

**Solution ID** TAUS0617523EN\*

**Solution Usage** 2

**Description**

Can jobs be merged once they have been stored on the hard drive (HD102)?

**Solution**

There is no utility to move, copy, or merge jobs stored on the hard drive. The jobs can be printed from the hard drive and then scanned as a new job and saved.

---

**Solution ID** TAUS0617721EN\*

**Solution Usage** 2

**Description**

FS108, intermittent J72-28 when stapling.

**Solution**

CAUSE: The paper lift-up lever shaft holder (B) (bushings) are binding.

SOLUTION: Clean the paper lift-up lever shaft holder (B) (bushings), and replace as necessary (p/n 192141710).

Note: The paper lift-up lever shaft holder bushings are located on the paper guide part (p/n 129U45140).

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**Solution ID** TAUS0619090EN\*

**Solution Usage** 2

**Description**

READY TO COPY message but no copy cycle can be initiated.

**Solution**

CAUSE: Improper software dipswitch settings have disabled the scan function. Software dipswitch 20-6 is set to 1.

SOLUTION: Perform the following to change the setting:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 20.
4. Use the arrows on the right to scroll to 6.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

---

**Solution ID** TAUS0619196EN\*

**Solution Usage** 2

**Description**

FS108B, can the clincher unit be ordered separately from the stapler?

**Solution**

The clincher and the stapler come as an assembly. To obtain a stapler and clincher assembly order p/n 129U42660.

---

**Solution ID** TAUS0619260EN\*

**Solution Usage** 2

**Description**

J17-09 at power up.

**Solution**

CAUSE: A torn piece of paper is actuating the ADU paper exit detection sensor (PS46).

SOLUTION: Ensure that PS46 moves freely. PS46 can be checked using 47 multimode, input code 080, press P-02-P.

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**Solution ID** TAUS0619531EN\*

**Solution Usage** 2

**Description**

The machine is unable to scan more than one job.

**Solution**

CAUSE: The machine has mixed firmware.

**SOLUTION:** Re-flash the machine to the latest firmware.

**Note:** To view some of the hyperlinks, 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>]]

**PRECAUTIONS:**

1. It is not recommended to perform the flash procedure with a laptop in battery mode. It is possible that weak batteries can corrupt the process. If flashing causes erratic operation or unexpected displays, repeat the procedure two or three times.
2. If unable to access the 25 mode due to firmware failure, or circuit board replacement, access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on. If the LCD is blank and the timer LED is flashing the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

To flash the firmware, perform the following:

**SETTING UP THE ISW UTILITY**

1. Obtain the ISW Trns utility file from the Konica web site. To download the ISW Trns utility program, perform the following:
  - a. Access KBT's Home Page (<http://www.konicabt.com>).
  - b. In the left-hand menu, click on SUPPORT.
  - c. Under [4 Technical], click on SECURED for NSSG Web Support.
  - d. A disclaimer is offered. Read it and click on [I Accept] to access the NSSG Web login page.
  - e. Enter a User ID and Password and click [Login].
  - f. Click on the [Download EPROMS] link in the left margin.
  - g. Click on [Eproms for Accessories].
  - h. Click on [List Files] button.
  - i. Click on ISWTRNSV330e.EXE link and follow download instructions.

**Notes:**

I. While on this page, download the latest DF313 and FS108 files by clicking on the appropriate link and following instructions.

II. The latest version ISW program is located on the Konica FTP site. Refer to [[Konica's Techweb] URL

[http://techweb.konicabt.com/scripts/web\\_access.cgi?FUNC=DISP\\_LOGIN](http://techweb.konicabt.com/scripts/web_access.cgi?FUNC=DISP_LOGIN)]] and click on the appropriate link(s) to access the information.

2. While still at Konica's web site, download the 7075 firmware. To download the firmware programs, perform the following:
  - a. Click on the back arrow to return to the previous page.
  - b. Click on [Eproms for High Volume Copiers].
  - c. Click on [List Files] button.
  - d. To start the download, click on the latest image processing, main control, or op panel firmware link(s) and follow the instructions.

**Note:** The latest firmware allowing the 7075 printer configuration (IP601 installed) can also be found at Konica's public FTP site and is available for immediate download. Refer to the FTP site index and click on the appropriate link to access the file. The minimum level firmware for the printer configuration is version 30.0.

**CAUTION:** Flashing the ROMs is to be done by a qualified Konica technician.

3. Install the ISW application program onto a PC or laptop .
4. Set up the ISW Trns utility by following the setup directions.
5. Set up the folders for the BIN files.
6. When the ISW Trns utility main window pops up, the BIN file data can be selected, verified, and sent to the machine for flashing the firmware.

**Notes:**

a. There are two types of data sources - ORIGINAL (batch data) and DIVIDED (divided data). The 7075 utilizes the DIVIDED selection for the Op panel BIN files and the ORIGINAL selection for the Image Processing, Main Control, and DF313 BIN files.

b. The Country selection must be KBT for the USA.

**COPYING TRANSFER DATA (UPDATE DATA)**

Run the ISW Trns program to copy transfer data (update data) to the PC.

**CONNECTING**

Connect a parallel interface cable to the ISW interface connector located in the front of the 7075 behind the toner hopper. IMAGE v:\bitmaps\ISW013.bmp SCROLL]]

**CAUTION:** If a parallel data transfer is to be executed with the ISW Trns program, the ECP mode setting of the PC parallel port should be cleared. ISW Trns does not support parallel data transfers. If a parallel data transfer is launched with the PC set in ECP mode, the transfer could be aborted by an error occurring in between. It would be necessary, therefore, to disable ECP mode .

**UPDATING**

Update the ROM data on each control board using ISW Trns.

\*[[Trademark ownership information

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**Solution ID** TAUS0619734EN\*

**Solution Usage** 2

**Description**

LT401, part number for the LCT fixing plate (not shown in the Parts Catalog).

**Solution**

Order 2 of the LCT fixing plates (p/n 13GG-1100).

---

**Solution ID** TAUS0620082EN\*

**Solution Usage** 2

**Description**

PU108, intermittent J77-54 during copy process or at power up.

**Solution**

CAUSE: Photosensor sensitivity out of adjustment.

SOLUTION: To adjust photosensor sensitivity, perform the following:

1. Power the copier OFF.
2. Open the front door of the PU108 and clean the size detection board assembly (p/n 13NK-9610).
3. Remove the access panel on the rear cover of the PU108 to view the punch unit CB (p/n 13NK-9510).
4. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
5. Rotate VR1 clockwise until the corresponding LED goes OFF, and then rotate VR1 counterclockwise until the LED goes ON, then 1 graduation past that point.
6. Repeat step 5 for VR2, VR3, VR4, and VR5.
7. Power the copier OFF/ON to return to normal copy mode.

**Solution ID** TAUS0620252EN\*

**Solution Usage** 2

**Description**

Part number for the new-style ADU reverse motor (M7).

**Solution**

New-style ADU reverse motor (M7) (p/n 55VA-0421).

Note: The new style motor has the drive gear attached.

**Solution ID** TAUS0620371EN\*

**Solution Usage** 2

**Description**

Is the IP602 compatible with the 7075.

**Solution**

The IP602 is not compatible with the 7075. The IP601 or IP601M is the designated controller for use with the 7075.

**Solution ID** TAUS0620549EN\*

**Solution Usage** 2

**Description**

LT402, J14-01 when feeding from the LCT only.

**Solution**

CAUSE: The LT402 is not compatible with the model 7075, which results in improper rotational speed of the LT feed motor.

SOLUTION: Install the LT401 (Item #950637) or LT411 (Item #950646).

**Solution ID** TAUS0620556EN\*

**Solution Usage** 2

**Description**

J92-2 only when selecting 1:2 or 2:2 copy modes using 8.5x11 paper.

**Solution**

CAUSE: A failed fixing exit sensor (PS2) or a bind in its actuator.

SOLUTION: Verify the operation of the sensor actuator and repair any binding. If needed, replace the exit sensor (p/n 55VA85520).

**Solution ID** TAUS0620644EN\*

**Solution Usage** 2

**Description**

FS108B, unable to install the replacement conveyance foam roller (p/n 122H45251), which is depicted on page 10, reference number 21 of the FS108BM/PI108 Parts Catalog (10/99) onto the conveyance shaft (p/n 122H15150).

**Solution**

CAUSE: The part number provided in the Parts Catalog is incorrect.

SOLUTION: The proper conveyance foam roller can be obtained by ordering (p/n 122H48251).

Note: The conveyance foam roller (p/n 122H48251) is also used as the paper exit roller (A) and is depicted on page 18, item #4 of the model FS108BM/PI108 Parts Catalog (10/99).

**Solution ID** TAUS0621050EN\*

**Solution Usage** 2

**Description**

Bands of gray background in the lead-to-trail direction.

**Solution**

CAUSE: A failed charge corona.

SOLUTION: Replace the charge corona (p/n 55VA-2500). Individual parts are also available to rebuild the charge corona.

**Solution ID** TAUS0621298EN\*

**Solution Usage** 2

**Description**

FS108B, F77-00 at power up.

**Solution**

CAUSE: PS14 (stapler rotation HP) failed.

SOLUTION: To check PS14, perform the following:

1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 076, press P-13-P.
2. Actuate PS14 and watch for a change of state at the control panel.
3. If no change of state occurs, clean or replace PS14 ( p/n 552085510).
4. Power the machine OFF/ON to exit the 47 multimode.

**Solution ID** TAUS0621545EN\*

**Solution Usage** 2

**Description**

Rear stapler does not staple.

**Solution**

CAUSE: When the rear stapler swing out and back it does not lock in at its home when it swing out to staple, this is cause by the worn LOCKING BLOCK, LOCKING SPRING, LOCKING PIN (metal ball) that hold the bottom of the stapler while it swing on its pivot.

SOLUTION: Replace the following stapler parts:

| PART NUMBER | PART           | QUANTITY |
|-------------|----------------|----------|
| 129U42350   | Locking Block  | 2        |
| 129U42360   | Locking Spring | 2        |
| 129U42370   | Locking Pin    | 2        |

Note: When finished, perform stapler clinch adjustment.

SPECIAL NOTE: Solution provided by WAYNE FORTE, KBT NEW YORK

**Solution ID** TAUS0621906EN\*

**Solution Usage** 2

**Description**

Dark copies; poor copy quality.

**Solution**

PROBABLE CAUSES:

1. Overtoneing; toner falling onto the T/S corona due to incorrect laser power adjustment or a defective write unit.

To check, perform the following:

- a. Enter the 36 mode by holding down the 3 and 6 keys while powering the machine ON.
- b. On the touchscreen, touch 1 [process adjustment].
- c. On the next screen touch 5 or 6 [LD1 or LD2 offset adjustment].
- d. On the next screen, touch [COPY SCREEN].
- e. Select 11x17 paper and press [Start]. A laser test pattern will be printed.
- f. Refer to the LD1, LD2 adjustment procedures in the 36 mode adjustment section of the service manual for adjustment specifics. If only one laser is firing or the correct adjustment cannot be achieved, the write unit is defective and must be replaced (p/n 56VA-6500).

2. Overtoneing; toner falling onto the transfer guide and T/S corona due to incorrect developing unit magnet angle.

To check and adjust, perform the following:

- a. Remove the developing unit from the machine.
- b. On the front side of the unit, inspect the position of the magnet angle indicator (pointer). The correct position should be between the second and third line from the left.
- c. If adjustment is needed, loosen the pointer locking screw and rotate the pointer to the correct position, then tighten the locking screw.

CAUTION: If any adjustment was performed, change the developer and perform all drum peculiarity adjustments.

**Solution ID** TAUS0623429EN\*

**Solution Usage** 2

**Description**

Copies try to curl up toward the drum and jam between drum and fuser.

#### Solution

CAUSE: One of the T/S corona wires is broken. The broken wire may be due to crimped wires shipped with PM kits or a broken spring post. If the spring post is broken, the T/S corona unit will need to be replaced.

SOLUTION: Replace the broken wire (p/n 55VE26130) or the T/S corona unit (p/n 55VE-2700).

SPECIAL NOTE: Solution provided by Bill Brady, X-TECH LASER PRINTING, INC.

**Solution ID** TAUS0624004EN\*

**Solution Usage** 2

#### Description

When using platen mode, all originals are read as 8.5x11.

#### Solution

CAUSE: Size Detection was not set to inch standard.

SOLUTION: To set size detection, perform the following:

1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
2. Select [1. Software SW Setting].
3. Select the desired software dipswitch number (in this case, '13') by pressing either the up or down arrow indication at the left.
4. Select the bit number of the software dipswitch by pressing either the up or down arrow indication at the right.
5. Select ON (=1) or OFF (=0) for the dipswitch. Choose the desired setting:

| DIPSWITCH SETTING | MODE     |
|-------------------|----------|
| 13 - 0 = 1        | 5.5x8.5  |
| 13 - 1 = 1        | 8.5x11R  |
| 13 - 2 = 0        | 8.5x14   |
| 13 - 3 = 1        | 5.5x8.5R |

6. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.

**Solution ID** TAUS0624380EN\*

**Solution Usage** 2

#### Description

Toner/developer is spewing and falling onto the T/S corona resulting in light areas and marks/blotches on copies.

#### Solution

PROBABLE CAUSES:

1. Incorrect developing unit magnet angle . To check and adjust, perform the following:
    - a. Remove the developing unit from the machine.
    - b. On the front side of the unit, inspect the position of the magnet angle indicator (pointer). The correct position should be between the second and third line from the left.
    - c. If adjustment is needed, loosen the pointer locking screw and rotate the pointer to the correct position, then tighten the locking screw.
- CAUTION: If any adjustment was performed, change the developer and perform all drum peculiarity adjustments.

2. A partial loss of bias voltage to the developing unit due to a defective developing unit bias bearing. With the developing unit removed from the machine, measure the resistance from the developing bias pin (p/n 540030140) to the developing magnetic roller. If a high resistance or infinite resistance is observed, the developing unit (p/n 56GA-3000) must be replaced.

Notes:

- a. The developing unit bias bearing is not a replaceable item.
- b. Use the 7075/7085 Correction Checklist for Background and Spewing to assist in resolving the problem.
- c. To view a 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** TAUS0625841EN\*

**Solution Usage** 2

#### Description

Intermittent J31-02.

#### Solution

CAUSE: The transfer current value is set too high.

SOLUTION: To lower the transfer current value, perform the following:

1. Access the 36 mode, (power the machine ON while holding down on the 3 and 6 keys).
2. Select [1] Process adjustment.
3. Select [1] High voltage adjustment.
4. Then select HV adjustment (Transfer)
5. Record the transfer current reading and lower by 30.
6. Power OFF/ON to exit the 36 mode.

**Solution ID** TAUS0626623EN\***Solution Usage** 2**Description**

How to set the paper tray priority.

**Solution**

To set the paper tray priority, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode by pressing the HELP key then touching [KEY OPERATOR MODE] on the touchscreen.
3. Touch [11. Tray auto select setting] on the touchscreen.
4. On the left hand side of the touchscreen, touch to highlight desired tray key, for each tray which is to be automatically detected when ATS/APS functions. If the tray key is not highlighted it will not be an ATS/APS available tray, nor will it be displayed on the right half of the touchscreen.
5. Tray keys specified as ATS/APS ON will appear on the right half of the touchscreen. Touch to highlight the desired tray key, and then change its priority by using the up-down arrow keys.
6. Touch [OK] on the touchscreen to complete the setting and restore the Key Operator Mode screen.
7. If, no further changes are required, touch [PREVIOUS SCREEN] on the touchscreen to return to the normal mode.

**Solution ID** TAUS0627253EN\***Solution Usage** 2**Description**

DF313, J65-02 at power up.

**Solution**

CAUSE: A torn paper fragment is lodged in front of the original conveyance sensor [PS308].

SOLUTION: To check the original conveyance sensor [PS308], perform the following:

1. Access the 47 mode, input code 60, P-04-P. The state of the original conveyance sensor [PS308] will be displayed in the dark blue band at the top of the touchscreen. When the sensor is not blocked by paper [L] should be displayed. When the sensor is blocked by paper [H] will be displayed on the touchscreen.
2. Thoroughly, inspect and clean the paper path in front of the original conveyance sensor [PS308]. Remove any paper fragments or paper dust from the sensor path. Replace the original conveyance sensor [PS308], (p/n 13GA-9330) as necessary.

**Solution ID** TAUS0627731EN\***Solution Usage** 2**Description**

E56-02 followed by a no power condition.

**Solution**

CAUSE: A failed image processing board.

SOLUTION: To diagnose, perform the following:

1. With the machine powered ON in 47 mode, measure the AC input to DC power supply 2. At the bottom of DC power supply 2, insert the meter leads into the black and white connectors labeled FT3 and FT4. When the machine is powered ON, 208/230V AC should be measured. The voltage must be measured with one meter lead in the black wire and the other lead in the white wire. Do not measure each individually to frame ground. If the correct voltage is measured, DC power supply 2 is defective and must be replaced (p/n 55VB84520).
2. If 0V AC is measured in step 1, check the voltage at CN900-1 and CN900-5 on the power supply management board. Each pin should have 5V DC.
3. Next, check CN903 pins 1-4 on the power supply management board. If no voltage is present, on any of the pins, the power supply management board is defective and must be replaced (p/n 55VA-9130). If 5V DC is measured on all the pins, the image processing board is defective and must be replaced (p/n 56GA-9010).

**Solution ID** TAUS0628422EN\***Solution Usage** 2**Description**

SC28-3 at power up.

**Solution**

CAUSE: The T/S corona wire failed.

SOLUTION: Replace the T/S corona wire (p/n 55VA26130).

**Solution ID** TAUS0634060EN\***Solution Usage** 2**Description**

List of equipment that is no longer being supported.

**Solution**

Please see attached Product & Technical Support Bulletins 1792 and 2443 and Marketing Bulletin#07-GB-016.

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** TAUS0639524EN\*

**Solution Usage** 2

**Description**

Part number for the shaft which is depicted as unavailable in the 7075 Parts Catalog (First Edition, 1/2000) on page 78. The driven rubber (p/n 55VA57030) rotates around this shaft, which is secured to the pressure lever (p/n 55VA53200) by two (2) fixing position plate springs (p/n 55VA53791).

**Solution**

The shaft (p/n 55VA46880) has been made available as a separate parts since the Parts Catalog (First Edition, 1/2000) was published.

**Solution ID** TAUS0640115EN\*

**Solution Usage** 2

**Description**

SC29-04 at power up.

**Solution**

CAUSE: The Toner Control Sensor Board failed.

SOLUTION: Replace the TCSB (p/n 55VA-9510).

**Solution ID** TAUS0652437EN\*

**Solution Usage** 2

**Description**

How to store PCL fonts onto the print system hard drive or compact flash card.

**Solution**

To store a PCL font onto the IP controller hard drive (or compact flash card) on legacy Konica models the following prerequisites are necessary:

1. The actual font or bar code must be purchased by the user.
2. The font must be a PCL font or can be a PCL Soft font. If it is a Soft font, the font must first be edited to make it a PCL font then it can be modified for storage on the IP unit.
3. The workstation used to edit the file must be equipped with DOS/Dos editor.

Notes :

- a. Follow this step-by-step procedure for the complete installation procedures and for the proper parts ordering procedures.
- 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** TAUS0656577EN\*

**Solution Usage** 2

**Description**

Unable to install 32-bit drivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

**Solution**

The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:

1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driver on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

**Solution ID** TAUS0600478EN\*

**Solution Usage** 1

**Description**

DF313, availability of the RADF as a separate unit.

**Solution**

The DF313 is manufactured as a primary component of the copier main body and is not available as a separate unit.

**Solution ID** TAUS0601178EN\***Solution Usage** 1**Description**

PZ108, not recognized.

**Solution**

CAUSE: The dipswitches on the PZ108 control board are set for the wrong model. Beginning with serial number 13NR00101, the PZ108 is compatible with the models 7155 and 7165. The extra connector on the PZ108 is for the models 7155 and 7165 and is not used if it is installed on a model 7075.

SOLUTION: Turn OFF all four dipswitches on the PZ108 control board.

**Solution ID** TAUS0610560EN\***Solution Usage** 1**Description**

How to access the Mode Changing Menu Select mode.

**Solution**

The 7075 includes an adjustment screen called the Mode Changing Menu Select mode which allows the following modes to be selected without the need to repeatedly turn the machine OFF/ON:

Basic Screen

36 mode

25 mode

Key Operator mode

47 mode

To access the Mode Changing Menu Select mode, perform the following:

1. Turn the main switch ON and then wait for the Ready to Copy message.
  2. Hold the P button down until the message Enter 4-digit Password To Change is displayed.
- Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.

Note: This is a fixed password and cannot be changed.

4. Press the desired number key of the item to be set:

[1] Basic Screen

[2] 36 mode

[3] 25 mode

[4] Key Operator mode

[5] 47 mode

[6] Exit

5. To return to the Mode Changing Menu Screen, hold down the P button until Mode Changing Menu Screen reappears.

6. When adjustment has been completed, press the [1] Basic Screen button to return to the Basic Copy Screen.

7. Power the machine OFF/ON.

**Solution ID** TAUS0610902EN\***Solution Usage** 1**Description**

How to order a bag of developer, rather than an entire developing unit.

**Solution**

Developer is scheduled for replacement at 1,000,000 copies. The System Configurator, published as part of the Branch #7-00 INFO SOURCE (dated 2-1-00), improperly describes (Item #950640) as a developer unit. The proper description for (Item #950640) is developer. The developing unit (p/n 55VA-3000) is scheduled for replacement at 6,000,000 copies.

CAUTION: Developer is to be replaced ONLY by a qualified Konica technician.

**Solution ID** TAUS0611856EN\***Solution Usage** 1**Description**

Intermittent F23-01 at power up.

**Solution**

CAUSE: Failed developing drive motor (M3).

Note: The error code is normally for a toner motor 2 (M15) abnormality.

SOLUTION: To check M3, perform the following:

1. Access the 47 mode ( power the machine OFF, then, while holding down on the 4 and 7 keys, power the machine ON), output code 050.
2. Press the print button, the motor should come on.
3. If the motor does not come on, replace the developing drive motor (p/n 55VA80030).
4. Press the stop button.
5. Select Mode change.
6. Select Basic Screen.

Note: This check should be done when the machine has been OFF for a long period of time. This problem only occurs at power up in the morning.

**Solution ID** TAUS0612885EN\***Solution Usage** 1**Description**

FS108B, unable to exit 9x11 paper into the stacker tray.

**Solution**

CAUSE: Incorrect Key Operator Mode settings.

SOLUTION: To adjust the Key Operator Mode settings, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the [HELP] key).
3. Press [6 Paper type / Special size set].
4. Press the [Special size setting] button in the lower left corner of the touchscreen.
5. Press [Non STD size] and with the INPUT SIZE keypad, select the size in millimeters after measuring the paper.
6. Press OK to enter the setting.
7. Power the copier OFF/ON to exit the Key Operator Mode.

**Solution ID** TAUS0613125EN\***Solution Usage** 1**Description**

Unable to print from Great Plains\* Accounting software.

**Solution**

CAUSE: The 7075 is not a supported printer selection within the application.

SOLUTION: Select the HP\*5si driver from the list of available printers.

Note: The HP5si driver will not allow any optional features (duplex, stapling, etc.).

\* Trademark ownership information

**Solution ID** TAUS0613142EN\***Solution Usage** 1**Description**

"The application 'Chooser' has unexpectedly quit, because an error of type 3 occurred." message when trying to create a printer on Macintosh\* OS 8.1 after loading the Adobe\* PostScript\* driver version 8.7.

**Solution**

CAUSE: The Macintosh Adobe PostScript driver is not compatible with Macintosh OS versions below 8.5. The Adobe documentation notes that it is compatible with version 8.1 and higher but this does not appear to be the case. If the driver is loaded and this error message occurs, printers will not be able to be created using either the Adobe PostScript driver or the Apple\* Laserwriter\* driver.

SOLUTION: To fix this problem, perform the following:

1. Download the Adobe PostScript driver version 8.6 from the [[Adobe web site] URL <http://www.adobe.com/support/downloads/584e.htm>]].
2. Open the Extensions folder on the Macintosh (found in the System Folder) and drag the PrintingLib file to the trash can.
3. Install the Adobe PostScript 8.6 driver and restart the system. The Adobe PS 8.6 driver file is in Macintosh BinHex format and will require a program like [[Stuffit\* Expander] URL <http://www.stuffit.com/expander/macindex.html>]] to extract.
4. Once the system is restarted, printing should occur normally.

\* Trademark ownership information

**Solution ID** TAUS0613191EN\***Solution Usage** 1**Description**

Is the ISW Trns utility compatible with Microsoft\* Windows ME, NT, 2000 or XP?

**Solution**

The ISW Trns utility version 3.40e or later is compatible with Windows ME, NT, 2000 or XP. The latest version ISW program is located on the Konica FTP site .

\* Trademark ownership information

**Solution ID** TAUS0613203EN\***Solution Usage** 1**Description**

FS108B, unable to attach the TU108 connection wiring through the rear cover.

**Solution**

**CAUSE:** The rear cover is the original style, which does not provide an access opening.

**SOLUTION:** The design of the rear cover (p/n 129U12040) has been modified to allow access of the connection wiring through the rear cover. The serial number cut-in is 129X01762 and 129Y01541 onwards. If installing a TU108 on a finisher below the serial number cut-in, order the new style rear cover (p/n 129U12041), along with the key counter cap (p/n 25SA12281), which serves to protect the connection wiring from damage caused by sharp edges surrounding the access opening.

**Solution ID** TAUS0613291EN\*

**Solution Usage** 1

**Description**

FS108B, how to use the folding feature in the 1:1 mode.

**Solution**

The folding feature cannot be used in the 1:1 mode. This is a product limitation. The copier must duplex the originals to properly image them on the copies.

**Solution ID** TAUS0613304EN\*

**Solution Usage** 1

**Description**

Correct paper size is not displayed when loading 9x11 inch tab paper.

**Solution**

**CAUSE:** The paper is being measured to the end of the tab.

**SOLUTION:** Only measure the body of the tab paper (for example, 8.5 inches, rather than 9 inches).

To set the machine up for tab copying, perform the following:

**Note:** Before attempting to copy onto divider tabs, the machine must be flash upgraded to minimum level 30.0 firmware. The latest firmware version is available on the Konica FTP site. Refer to the FTP site index and click on the appropriate link to access the file.

**CAUTION:** Flashing the ROMs is to be done by a qualified Konica technician.

To copy onto divider tabs, perform the following:

1. Create tab originals, one line of text center on tab.

**Note:** Tabs cannot be plastic.

2. Place originals (tabs) on platen face down with the tab end facing to the left or place in the document feeder with the tabs facing to the right and printing up.

3. Place tab paper in any tray with the tabs located in the trailing edge position.

4. Access the key operator menu by pressing the HELP button and selecting KEY OPERATOR MODE from the touchscreen.

5. Select #6 [Paper type/special size set] from the key operator screen.

6. Highlight the tray that the tabbed paper is loaded in. Use the UP/DOWN arrows to highlight tab paper then Touch OK.

7. Touch PREVIOUS SCREEN to return to the normal display.

8. From the touchscreen touch SPECIAL ORIGINAL.

9. Highlight tab paper and highlight the paper size.

10. Touch OK twice.

**Note:** The tab orientation of the originals and the tab copy paper must be the same.

**Solution ID** TAUS0613369EN\*

**Solution Usage** 1

**Description**

DF313, jam position 15 when feeding 8.5x11 paper only.

**Solution**

**CAUSE:** Flap A, the original ejection gate (p/n 13GA45490), is up when the original ejection gate drive solenoid (SD303) is not energized.

**SOLUTION:** Ensure that the pin on flap lever A (p/n 13GA45740) is positioned in the slot of flap lever B (p/n 12GA46770).

**Solution ID** TAUS0613415EN\*

**Solution Usage** 1

**Description**

The machine does not recognize paper trays in the ADF or platen modes.

**Solution**

**CAUSE:** Tray adjustments were not performed.

**SOLUTION:** Perform the Tray Adjustments in 36 mode. To adjust the trays, perform the following:

1. Access the 36 mode (power the machine ON while pressing down on the 3 and 6 keys).

2. Press [2] Image adjustment.

3. Select[1] Tray adjustment.

4. Press the [NEXT ITEM] or [PREVIOUS ITEM] key to select the tray to be adjusted. The screen changes from Tray 1 to Tray 3 to Manual feed.

**Note:** At this point, set the width between the paper setting guide plates at both sides of the tray. Set it to 250mm by measuring the distance between inside

surfaces of the paper setting guide plates using a scale. Likewise, set the bypass feed tray to 210mm.

5. Press the [START] key. The selected tray is automatically adjusted.

Note: After adjustment completes, a message is displayed.

6. Power the machine OFF/ON to exit the 36 mode.

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**Solution ID** TAUS0613418EN\*

**Solution Usage** 1

**Description**

DF313, J62-05 occurring after original Z-folds.

**Solution**

CAUSE: Bent mylar in the original conveyance path.

SOLUTION: Repair the mylar to allow paper passage. If damaged beyond repair, replace the mylar (p/n 13GA46310).

---

**Solution ID** TAUS0613500EN\*

**Solution Usage** 1

**Description**

KN302, can the KN card TCP/IP\* address be configured from the 7075 touchscreen?

**Solution**

The KN302 can not be configured from the touchscreen on the 7075.

\* Trademark ownership information

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**Solution ID** TAUS0613617EN\*

**Solution Usage** 1

**Description**

How to print the system configuration page, 7075.

**Solution**

To print the system configuration page, perform the following:

1. Press the MODE key to select PRINTER.
2. Press Test Print Menu on the LCD.
3. Press Config. Data and press OK.
4. The system configuration page will be printed.

---

**Solution ID** TAUS0613821EN\*

**Solution Usage** 1

**Description**

How to disable the key counter from incrementing during print jobs.

**Solution**

To disable the key counter from incrementing during print jobs, perform the following:

1. Access the 25 mode (while holding down the 2 and 5 keys, power the machine ON).
2. Select [1 Software DIP SW].
3. Select DIP SW 16 using the up/down arrows at the left.
4. Select bit 3 using the up/down arrows on the right.
5. Select ON.
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

---

**Solution ID** TAUS0613867EN\*

**Solution Usage** 1

**Description**

TU108, a power cord is not supplied with the trimmer unit.

**Solution**

CAUSE: The trimmer is used worldwide, resulting in the need for different power cord specifications.

SOLUTION: The power cord for utilization in the USA must be ordered separately (p/n 26NE88610).

---

**Solution ID** TAUS0613908EN\*

**Solution Usage** 1

**Description**

DF313, J65-04 at power up.

**Solution**

CAUSE: PS313 (original exit reverse detection) reflector plate is not aligned with the photosensor.

SOLUTION: To check the operation of PS313, access the 47 multimode (power the copier ON while simultaneously pressing the 4 and 7 keys), input code 60, press P-07-P. If there is no change of signal state, reform the reflector plate to a 90-degree angle ensuring proper reflection to PS313.

**Solution ID** TAUS0614115EN\*

**Solution Usage** 1

**Description**

Is there a CFF (Computer Forms Feeder) available?

**Solution**

There is no CFF option available for the 7075.

**Solution ID** TAUS0614488EN\*

**Solution Usage** 1

**Description**

Production change information, PU108.

**Solution**

Newer production punch units no longer have casters mounted. Since the casters serve no purpose once the unit is installed, they are no longer being installed during production.. Although the Service Manual and Parts Catalog still show the casters, the Parts Center will not fill any orders for these items.

**Solution ID** TAUS0614636EN\*

**Solution Usage** 1

**Description**

When connecting the 7075 in tandem, where does the crossover cable (RJ45, Category 5, 100BaseT) plug in?

**Solution**

The crossover cable plugs into the RJ45 receptacle located on the upper left, rear corner of the main body.

Note: The RJ45 receptacle is covered with a piece of silver metallic tape to protect it during shipping. This tape must be removed.

**Solution ID** TAUS0614686EN\*

**Solution Usage** 1

**Description**

Spots and lines on copies.

**Solution**

CAUSE: The drum cleaning blade failed.

SOLUTION: Clean both drum cleaning blades with a soft cloth and add setting powder. If no change in copy quality, replace the drum cleaning blade (p/n 55VA56010).

**Solution ID** TAUS0614760EN\*

**Solution Usage** 1

**Description**

FS108B, F77-41 when inserting a cover, stapling and folding.

Note: The PI108 is installed.

**Solution**

CAUSE: One or more of the connectors on the finisher CB and/or inserter DB are not fully seated or disconnected. This results in PS203 (sheet tray lower limit) and PS204 (upper limit) not going ON within the specified time when M201 starts.

SOLUTION: Reseat the FNS CB and the PI108 DB connectors.

Note: This code occurs after the PI108 cover sheet has been removed.

**Solution ID** TAUS0614793EN\*

**Solution Usage** 1

**Description**

FS108B, jam position 13 when staple mode is used.

**Solution**

CAUSE: The bypass solenoid is not properly adjusted.

SOLUTION: Adjust SD5.

Note: See adjustment procedure in the FS108 Service Manual (10/99) on pages FS70 and FS71 , also in the 7075/FORCE 75 Service Manual (Second Edition) on pages 4-138 and 4-139.

---

**Solution ID** TAUS0614871EN\*

**Solution Usage** 1

**Description**

Minimum requirements for flashing firmware.

**Solution**

The minimum requirements for flashing firmware are as follows:

1. The minimum processor speed is a Pentium\* 100 MHz or better.
2. Windows\* 9x on the PC or laptop.
3. Parallel (printer) cable.
4. Standard (parallel port settings).
5. ISWTrns flash utility version 3.30E or higher.

\*[[Trademark ownership information FILE V:\TEXT\TRADEMRK.TXT NEW]]

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**Solution ID** TAUS0615001EN\*

**Solution Usage** 1

**Description**

FS108B, J72-18 when using the finisher.

**Solution**

CAUSE: The paper exit spring is missing from the exit guide plate.

SOLUTION: Install the paper exit spring (p/n 12QR47230) onto the paper exit guide plate (p/n 129R48340).

---

**Solution ID** TAUS0615069EN\*

**Solution Usage** 1

**Description**

How to find forgotten passwords stored on the hard drive.

**Solution**

To get a listing of passwords stored on the hard drive, perform the following:

1. From a normal standby mode, press the HELP key.
2. From the HELP screen touch KEY OPERATOR MODE.
3. Touch the down arrow to go to the second key operator screen.
4. Touch #18 (HDD management setting).
5. Touch #1 (Password list/delete).

At this point, all passwords stored on the hard drive will be listed. There are no provisions to print this information.

---

**Solution ID** TAUS0615130EN\*

**Solution Usage** 1

**Description**

LT401, PLEASE LOAD PAPER IN TRAY 4. The LCT tray will not raise.

**Solution**

CAUSE: F1 on the LCT driver board is open.

SOLUTION: Replace the fuse (p/n 963003200).

Note: Only use the specified replacement fuse to prevent damage to the board.

---

**Solution ID** TAUS0615170EN\*

**Solution Usage** 1

**Description**

LCD panel locks up when selecting print quality 1BIT under the Set Defaults.

**Solution**

CAUSE: System software version 5.1.0.

SOLUTION: Install system software version 5.5.0 to eliminate LCD panel lock ups.

Note: Version 5.5.0 system software is available on the Konica FTP site. Refer to the FTP site index and click on the appropriate link to access the file(s).

---

**Solution ID** TAUS0615371EN\*

**Solution Usage** 1

**Description**

NOW HARD DATA CLEAR message when selecting MEMORY mode.

**Solution**

CAUSE: HD102 was not enabled.

SOLUTION: To enable HD102, perform the following:

1. Access the memory setting mode menu by pressing the 2 and 5 keys while powering the machine ON. The default password is 9272.
2. From the memory setting mode menu, select [1] Software dipswitch setting.
3. Use the left set of arrows to scroll to dipswitch 2.
4. Verify that 2-0 is displayed. If not, use the left and right up/down arrows until 2-0 is displayed.
5. Select ON (1).
6. Use the left up arrow to scroll to dipswitch 18.
7. Verify that 18-0 is displayed. Then use the right up/down arrows until 18-7 is displayed.
8. Select OFF (0).
9. Use the left up arrow to scroll to dipswitch 29.
10. Verify that 29-7 is displayed. If not, use the left and right up/down arrows until 29-7 is displayed.
11. Select ON (1).
12. Select PREVIOUS SCREEN to store.
13. Power the machine OFF/ON to exit the 25 (memory setting) mode.

Note: While the memory setting mode menu can also be accessed by pressing and holding the P button until the memory mode setting menu appears or until prompted for a password. It is recommended to use the conventional method (power OFF, hold 25, power ON) to access the 25 mode.

**Solution ID** TAUS0615418EN\*

**Solution Usage** 1

**Description**

Write unit dust proof glass availability.

**Solution**

The write unit dust proof glass is not available separately. The part number for the write unit is 55VA-6500.

**Solution ID** TAUS0615811EN\*

**Solution Usage** 1

**Description**

DEVELOPER BIAS ERROR message when performing Auto High Voltage Adjustment.

**Solution**

CAUSE: The DEVELOPER BIAS was not set in 36 mode.

SOLUTION: To adjust developer bias, perform the following:

1. Access the 36 mode (power the copier ON while simultaneously pressing the 3 and 6 keys).
2. Select [1] Process Adjustment.
3. Select [1] High Voltage Adjustment.
4. High voltage adjustment consists of the following:
  - [1] High Voltage Auto Adjustment
  - [2] High Voltage Adjustment (Charge)
  - [3] High Voltage Adjustment (Transfer)
  - [4] High Voltage Adjustment (Separation AC)
  - [5] High Voltage Adjustment (Separation DC)
  - [6] High Voltage Adjustment (Charging grid voltage)
  - [7] High Voltage Adjustment (Bias of development)
  - [8] Transfer Guide Confirm
5. Select [7] High Voltage Adjustment (Bias).
6. Increasing the Bias voltage from 0 to 77 using the numeric keypad.
7. When the adjustment completes, the screen returns to the High Voltage Adjustment Screen.
8. Press PREVIOUS SCREEN.
9. Power OFF/ON to exit the 36 mode.

Note: This is not a standard adjustment and should be performed after all other options have been met.

**Solution ID** TAUS0615812EN\*

**Solution Usage** 1

**Description**

Code 93-4 when duplexing.

**Solution**

CAUSE: The second paper feed clutch failed.

SOLUTION: Replace the second paper feed clutch (p/n 55VA82010).

Note: The second paper feed clutch will check good in 47 mode.

**Solution ID** TAUS0615934EN\***Solution Usage** 1**Description**

Blur on the front and rear sides of 8.5x14 size paper.

**Solution**

CAUSE: The transfer current is set too low.

SOLUTION: To increase the transfer current, perform the following:

1. Access the 36 mode (power the copier ON while simultaneously pressing the 3 and 6 keys).
  2. Select [1] Process Adjustment.
  3. Select [1] High Voltage Adjustment.
  4. High voltage adjustment consists of the following:
    - [1] High Voltage Auto Adjustment
    - [2] High Voltage Adjustment (Charge)
    - [3] High Voltage Adjustment (Transfer)
    - [4] High Voltage Adjustment (Separation AC)
    - [5] High Voltage Adjustment (Separation DC)
    - [6] High Voltage Adjustment (Charging grid voltage)
    - [7] High Voltage Adjustment (Bias of development)
    - [8] Transfer Guide Confirm
  5. Select [3] High Voltage Adjustment (transfer).
  6. Increase the current value using the numeric keypad.
- CAUTION: Do not increase more than 30 from the starting value.
7. When the adjustment completes, the screen returns to the High Voltage Adjustment Screen.
  8. Press the PREVIOUS SCREEN key.
  9. Power OFF/ON to exit the 36 mode.

**Solution ID** TAUS0616109EN\***Solution Usage** 1**Description**

How to set the paper type for each tray.

**Solution**

To set the paper type for a tray, perform the following:

1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the [HELP] key).
3. Press [6 Paper type/Special Set] on the touchscreen.
4. Press the required tray selection on the touchscreen.
5. Press the UP or DOWN arrow to highlight the desired paper type.
6. Repeat steps 4 and 5 to set the paper type for another tray.
7. Press OK on the touchscreen.
8. Power the copier OFF/ON to exit the Key Operator Mode.

**Solution ID** TAUS0616352EN\***Solution Usage** 1**Description**

How to copy full bleed.

**Solution**

To copy full bleed (a complete 11x17 image onto 12x18 paper), perform the following:

1. Select the bypass.
2. Select [Paper Type/Size].
3. Under paper [Type], select [Thick] or [Thin].
4. Under [Size], select [Wide Paper].
5. Under [SELECT] size, select [11x17W].
6. Under [IMAGE POS.], select [Lead Edge] or [Rear Edge]. The 11x17 image can not be centered on the 12x18 paper.
7. Select [OK] to return to the copy screen.

**Solution ID** TAUS0616397EN\***Solution Usage** 1**Description**

PI108, after uninstalling the post inserter, does the upper plate of the FS108B have to be replaced?

**Solution**

Since the upper plate (p/n 129U12010) of the FS108B was previously modified by removing a breakaway section, it must be replaced.

**Solution ID** TAUS0616511EN\***Solution Usage** 1**Description**

Shading occurs when using card stock.

**Solution**

CAUSE: The separation current was set too low.

SOLUTION: To increase the separation current, perform the following:

1. Access the 36 mode (power the copier ON while simultaneously pressing the 3 and 6 keys).
2. Select [1] Process Adjustment.
3. Select [1] High Voltage Adjustment.
4. High voltage adjustment consists of the following:
  - [1] High Voltage Auto Adjustment
  - [2] High Voltage Adjustment (Charge)
  - [3] High Voltage Adjustment (Transfer)
  - [4] High Voltage Adjustment (Separation AC)
  - [5] High Voltage Adjustment (Separation DC)
  - [6] High Voltage Adjustment (Charging grid voltage)
  - [7] High Voltage Adjustment (Bias of development)
  - [8] Transfer Guide Confirm
5. Select [4] High Voltage Adjustment (Separation).
6. Increase the current value using the numeric keypad, to 150.
7. When the adjustment completes, the screen returns to the High Voltage Adjustment Screen.
8. Press the PREVIOUS SCREEN key.
9. Power OFF/ON to exit the 36 mode.

**Solution ID** TAUS0616515EN\***Solution Usage** 1**Description**

Tandem copier, when the first machines runs out of paper, does the second machine pick up where the first machine left off?

**Solution**

The second machine will not pick up were the first machine left off.

**Solution ID** TAUS0616549EN\***Solution Usage** 1**Description**

Unable to print. The IP controller appears to lock up.

**Solution**

CAUSE: An irregularity with System software which causes the IP601M to reboot with specific PCL files.

SOLUTION: Update the IP601M's system software. There are currently 5 patches that will update system software to version 5.5.4f. These patches are available on the NSSG FTP site. FTP site These files are located at the following URL;  
[ftp://kbtldigital:kx15@ftp.konicabt.com/Black\\_white\\_products/IP\\_units/System\\_Software/IP601M/](ftp://kbtldigital:kx15@ftp.konicabt.com/Black_white_products/IP_units/System_Software/IP601M/).

**Notes:**

1. This problem may only occur when the IP601M is first powered up and has come to ready and prior to any other printing/test prints are performed.
2. As an interim solution, print out the IP601M configuration page from the (Force 75/7075) touch screen after the IP601M has come to ready. This may allow the job to print without a problem.
3. System software must be at version 5.5.4 prior to installing the 5 patches to 5.5.4f.
4. It is highly recommended that the IP is rebooted and an IP configuration page is printed after each system software patch is installed.
5. It is highly recommended that the main body firmware is updated to the latest firmware listed on the NSSG FTP site.

**Solution ID** TAUS0616608EN\***Solution Usage** 1**Description**

DF313, shadows (halo) around portions of the print.

**Solution**

CAUSE: The RADF is too high off the glass.

SOLUTION: Adjust the RADF position and height. Refer to the installation instructions in the DF313 Technical Manual.

**Solution ID** TAUS0616619EN\***Solution Usage** 1**Description**

How to reset the drum counter.

**Solution**

To reset the drum counter, perform the following:

1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Select [5. Parts counter].
3. Select [1. Count of special parts].
4. Use the down arrow on the right of the screen to select [003 OPC drum].
5. Select [Count Reset].
6. Power the copier OFF/ON to exit the 25 mode.

**Solution ID** TAUS0616621EN\*

**Solution Usage** 1

**Description**

When copying an 8.5x14.75 original (or other non-standard original), the trail edge is deleted.

**Solution**

CAUSE: Non STD size was not enabled.

SOLUTION: To enable Non STD size, perform the following.

1. Select SPECIAL ORIGINAL from the control panel
2. Select Non STD size.
3. Make a copy using the Non STD size original.

**Solution ID** TAUS0616808EN\*

**Solution Usage** 1

**Description**

How to remove the black lines between the cards in REPEAT mode.

**Solution**

To program the machine to remove the black lines between the cards in REPEAT mode, perform the following:

1. Access 25 mode (hold the 2 & 5 keys while powering the machine ON).
2. Scroll to dipswitch 16-0.
3. Select ON or 1.
4. Power the machine OFF/ON.

**Solution ID** TAUS0616824EN\*

**Solution Usage** 1

**Description**

Service Handbook, PZ108.

**Solution**

PZ108 Service Handbook

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** TAUS0617010EN\*

**Solution Usage** 1

**Description**

The IP will not boot.

**Solution**

CAUSE: Memory switch 15-5 is not set correctly.

SOLUTION: To properly program to disconnect the KRDS modem connection recognition mode, perform the following:

1. Access 25 mode (hold the 2 and 5 keys while powering ON).
2. Select Software switch setting.
3. Scroll to dipswitch 15-5 and set to OFF (0).
4. Power OFF/ON the main power switch.

**Solution ID** TAUS0617025EN\*

**Solution Usage** 1

**Description**

When printing, can sheet insertion be performed to insert chapter sheets or separator sheets into a finished set using the PostScript\* driver?

**Solution**

Sheet insertion is an option only when printing using the PCL\* driver. Sheet insertion can be performed to insert chapter sheets or separator sheets into a

finished set.

\* Trademark ownership information

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**Solution ID** TAUS0617026EN\*

**Solution Usage** 1

**Description**

When printing, can sheet insertion be performed to insert chapter sheets or separator sheets into a finished set?

**Solution**

When printing using the PCL\* driver, sheet insertion can be performed to insert chapter sheets or separator sheets into a finished set.

\* Trademark ownership information

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**Solution ID** TAUS0617032EN\*

**Solution Usage** 1

**Description**

The 7075/IP601 printing system calls for stapled pages to be removed from the finisher exit tray despite the fact that the lower limit switch on the finisher is not activated.

**Solution**

CAUSE: This behavior adheres to specification for the 7075/IP601 printing system.

SOLUTION: The specifications are as follows:

There is a 50 set limitation for sets consisting of 2-20 pages.

There is a 30 set limitation for sets consisting of 21-30 pages.

There is a 25 set limitation for sets consisting of 31-40 pages.

There is a 20 set limitation for sets consisting of 41-50 pages.

Once the limitation has been reached, the user will be prompted to remove the sets from the finisher before the print job can be continued.

---

**Solution ID** TAUS0617266EN\*

**Solution Usage** 1

**Description**

Tandem copier, can a document stored on the hard drive (HD102) be retrieved and copied in tandem?

**Solution**

The tandem option is not available when scanning to the HD102. Thus, the unit will not copy a stored job in tandem.

---

**Solution ID** TAUS0617682EN\*

**Solution Usage** 1

**Description**

Why, when copying or printing full bleed documents, is the image not centered? The image is referenced to the corner of the 12x18 sheet.

**Solution**

This is done by design and is within the specifications of the 7075.

---

**Solution ID** TAUS0617778EN\*

**Solution Usage** 1

**Description**

How to display the PM count.

**Solution**

To display the PM count, perform the following:

1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Select [3. PM count]. The count will be displayed.
3. Power the machine OFF/ON to exit the 25 mode.

---

**Solution ID** TAUS0617805EN\*

**Solution Usage** 1

**Description**

FS108, intermittent J72 or miscellaneous main body jam codes during copy process.

**Solution**

CAUSE: Finisher front door interlock (MS1) actuator is deformed resulting in an intermittent loss of 24V DC.

SOLUTION: To verify the operation of the finisher front door interlock (MS1), perform the following:

1. Power the copier OFF.
2. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys) input code 76, press P-67-P.
3. Open/Close the front door of the FS108 to see a change of state on the display. If no change of state occurs, reform the actuator for the front door interlock (MS1) to allow for a more positive throw when the front door closes or replace finisher front door actuator as necessary (p/n 12AR45611).

**Solution ID** TAUS0617806EN\*

**Solution Usage** 1

**Description**

FS108B, intermittent J72 or miscellaneous main body jam codes during copy process.

**Solution**

CAUSE: Finisher front door interlock (MS1) actuator is deformed resulting in an intermittent loss of 24V DC.

SOLUTION: To verify the operation of the finisher front door interlock (MS1), perform the following:

1. Power the copier OFF.
2. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys) input code 76, press P-67-P.
3. Open/Close the front door of the FS108B to see a change of state on the display. If no change of state occurs, reform the actuator for the front door interlock (MS1) to allow for a more positive throw when the front door closes or replace finisher front door actuator as necessary (p/n 12AR45611).

**Solution ID** TAUS0617878EN\*

**Solution Usage** 1

**Description**

Can mixed original mode and sheet/copy insertion mode be run together?

**Solution**

When running sheet/copy insertion mode, the inserted sheets must be the same size as the copy job. Since mixed original mode allows for different sizes of copy paper, the modes are not compatible.

**Solution ID** TAUS0617951EN\*

**Solution Usage** 1

**Description**

TU108, SC77-37 at power up.

**Solution**

PROBABLE CAUSES:

1. Driving gears for M106 (FNS driving motor) are worn.  
Replace the up/down gear (p/n 13LH77100) and up/down worm (p/n 12QR77030).
2. M106 (FNS driving motor) does not come ON.  
To check M106, perform the following:
  - a. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys) output code 075, press P-70-P.
  - b. If M106 does not come ON, check CN403-3 to ground for 24V DC and CN403-4 to ground for 24V DC at the TU108DB.
  - c. If there is no voltage at CN403-3 and CN403-4, replace the FNCSB (FS108B - p/n 129X-9017).
  - d. Power the machine OFF/ON to exit the 47 multimode.

**Solution ID** TAUS0618242EN\*

**Solution Usage** 1

**Description**

J32-10 at power up.

**Solution**

CAUSE: The spring is dislodged from the reversal conveyance photo sensor (PS8).

SOLUTION: Remove the fixing fan (FM1) to gain access to PS8. Ensure that the spring is properly installed on the PS8 actuator.

**Solution ID** TAUS0618387EN\*

**Solution Usage** 1

**Description**

Part number for the paper feed shaft.

**Solution**

To obtain a paper feed shaft order p/n 13GG40170.

Notes:

1. Feeding roller assemble/A is mounted to this shaft.
2. This part number is not listed in the January 2000 Parts Catalog, but can be found on page 12 of the September 2000 Parts Catalog.

**Solution ID** TAUS0618390EN\***Solution Usage** 1**Description**

LCT411, part number for the paper feed shaft.

**Solution**

To obtain a paper feed shaft order p/n 13GG40170.

Notes:

1. Feeding roller assemble/A is mounted to this shaft.
2. This part number is not listed in the January 2000 Parts Catalog, but can be found on page 12 of the September 2000 Parts Catalog.

**Solution ID** TAUS0618393EN\***Solution Usage** 1**Description**

LCT401, part number for the paper feed shaft.

**Solution**

To obtain a paper feed shaft order p/n 13GG40170.

Notes:

1. Feeding roller assemble/A is mounted to this shaft.
2. This part number is not listed in the January 2000 Parts Catalog, but can be found on page 12 of the September 2000 Parts Catalog.

**Solution ID** TAUS0618896EN\***Solution Usage** 1**Description**

Code 46-91

**Solution**

CAUSE: Failed or incorrect memory installed on the image processing board.

SOLUTION: Verify the condition of the memory by performing the following:

1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), output code 98.
2. After approximately 10 seconds, the display will change from NOW to OK or NG.
3. If OK is displayed, the memory checked good. If NG is displayed, the memory is defective or an incorrect type.

The only approved memory for the model 7075 is as follows:

| ITEM # | ITEM   | DIMM  |
|--------|--------|-------|
| 950631 | MU-401 | 64MB  |
| 950632 | MU-402 | 128MB |

**Solution ID** TAUS0619118EN\***Solution Usage** 1**Description**

PZ108, 2-hole punch availability.

**Solution**

A 2-hole punch system will be available before 3rd Quarter of 2003.

**Solution ID** TAUS0619197EN\***Solution Usage** 1**Description**

FS108, can the clincher unit be ordered separately from the stapler?

**Solution**

The clincher and the stapler come as an assembly. To obtain a stapler and clincher assembly order p/n 129U42660.

**Solution ID** TAUS0619355EN\***Solution Usage** 1**Description**

Cannot access multiple reserve jobs.

**Solution**

CAUSE: The setting of software dipswitch 16-1 determines if only one reserve job is available or if all reserve jobs are available.

SOLUTION: To enable the availability of all reserve jobs, perform the following:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 16.

4. Use the arrows on the right to scroll to 1.
  5. Press OFF.
  6. Power the machine OFF/ON to return to normal operation.
- Note: If software dipswitch 16-1 is set to ON, only one reserve job will be available.

**Solution ID** TAUS0619401EN\*

**Solution Usage** 1

**Description**

J32-02 after the first copy exits.

**Solution**

CAUSE: The linkage for the paper reverse gate solenoid (SD2) is broken.

SOLUTION: Replace SD2 (p/n 55VA-0560).

**Solution ID** TAUS0619402EN\*

**Solution Usage** 1

**Description**

J32-02 with the copy folding between the fuser and the exit rollers.

**Solution**

CAUSE: The rear exit guide plate mount screw, which is a shoulder screw used as the pivot point for the exit unit, has backed out preventing the gear on the exit unit from meshing with the gear on the fuser unit.

SOLUTION: Ensure that the exit guide plate mount screws (p/n 450053390) are fully installed.

**Solution ID** TAUS0619521EN\*

**Solution Usage** 1

**Description**

SC80-02 shortly after power up.

**Solution**

CAUSE: On the PRCB, CN210 is poorly seated. This results in a loss of communication between the PRCB and the ICB IFB.

SOLUTION: To check CN210, perform the following:

1. Power the copier OFF.
2. Remove the rear cover (p/n 55VA-1330), which will allow access to the PRCB.
3. Remove CN210 (located on the right side of the PRCB). Ensure that all pins for CN210 on the PRCB are straight and properly aligned.
4. Inspect CN210 on the wiring harness; ensure that all the wires are properly attached to the connector.
5. Reseat CN210 on the PRCB.
6. Power the copier ON.

**Solution ID** TAUS0619530EN\*

**Solution Usage** 1

**Description**

PI108, E77-41 during COVER MODE.

**Solution**

CAUSE: PS203 (sheet-tray lower limit) failed.

SOLUTION: To check PS203, perform the following:

1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 58.
2. Actuate PS203 and watch for a change of state at the control panel.
3. If no change of state occurs, clean or replace PS203 (p/n 540085510).

**Solution ID** TAUS0619532EN\*

**Solution Usage** 1

**Description**

DF313, J65-20 at power up.

**Solution**

CAUSE: PS314 (original exit) failed.

SOLUTION: To check PS314, perform the following:

1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 60, press P-8-P.
2. Actuate PS314, then look for a change of state on the control panel.
3. If there is no change of state, clean or replace PS314 (p/n 120A85520).

|  |                |                       |   |
|--|----------------|-----------------------|---|
| <b>Solution ID</b>   | TAUS0619623EN* | <b>Solution Usage</b> | 1 |
| <b>Description</b>   |                |                       |   |
| F67-1 at power up.   |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| CAUSE: PS306 (original registration detection) failed.   |                |                       |   |
| SOLUTION: To check PS306, perform the following:   |                |                       |   |
| <ol style="list-style-type: none"> <li>1. Access the 47 multimode (power the machine while holding down on the 4 and 7 keys), input code 60, press P-3-P.</li> <li>2. Actuate PS306 and watch for a change of state at the control panel.</li> <li>3. If no change of state occurs, replace PS306 (p/n 13GA85510).</li> </ol>  |                |                       |   |
| <b>Solution ID</b>   | TAUS0619744EN* | <b>Solution Usage</b> | 1 |
| <b>Description</b>   |                |                       |   |
| TU108, machine dimensions.   |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| The machine dimensions are 50.4 (W) x 23.8 (D) x 21.1 (H) inches or 1279.5 (W) x 610 (D) x 562 (H) mm.   |                |                       |   |
| <b>Solution ID</b>   | TAUS0619943EN* | <b>Solution Usage</b> | 1 |
| <b>Description</b>   |                |                       |   |
| TU108, TRIMMER WASTE BASKET FULL message with the basket empty.  |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| CAUSE: The scraps box full detection sensor (PS109) is out of adjustment.  |                |                       |   |
| SOLUTION: Clean LED101 and PS109. On the TU108 CB adjust VR1 until LED1 just comes ON.   |                |                       |   |
| <b>Solution ID</b>   | TAUS0620112EN* | <b>Solution Usage</b> | 1 |
| <b>Description</b>   |                |                       |   |
| DF313, the RADF fails to remain raised when lifted from the platen glass.  |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| CAUSE: The tension of the RADF lift springs requires adjustment.   |                |                       |   |
| SOLUTION: To adjust the RADF lift springs, perform the following:  |                |                       |   |
| <ol style="list-style-type: none"> <li>1. Place the RADF in a raised position.</li> <li>2. Loosen the locking nut on the adjusting screw of each hinge, which is located on the rear of each hinge in the center of the stopper (p/n 13GA10350).</li> <li>3. Turn the allen screw of each hinge seven turns (7) in the counterclockwise direction to apply maximum tension to the RADF lift springs.</li> <li>4. Check the RADF to ensure that it remains in the raised position when lifted from the platen glass. Also, ensure the RADF closes properly.</li> <li>5. Fine tune the tension of the RADF lifts springs to obtain the proper RADF hinge operation. Replace the hinge L assembly (p/n 13GA-1540), or hinge R assembly (p/n 13GA-1520) as necessary.</li> </ol> |                |                       |   |
| <b>Solution ID</b>   | TAUS0620186EN* | <b>Solution Usage</b> | 1 |
| <b>Description</b>   |                |                       |   |
| ISW Trns utility specifications.   |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| The ISW utility version 3.40E is compatible with the following PC operating systems: Microsoft* Windows 9x, Windows Me, Windows NT4.0, Windows 2000 and Windows XP.  |                |                       |   |
| * Trademark ownership information  |                |                       |   |
| <b>Solution ID</b>   | TAUS0620266EN* | <b>Solution Usage</b> | 1 |
| <b>Description</b>   |                |                       |   |
| J92-3 while in idle.   |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| CAUSE: PS58 (ADU paper reverse) is contaminated with paper dust.   |                |                       |   |

SOLUTION: Clean PS58 using the following procedure:

1. Remove the fixing unit.
2. Remove the fixing fan cover (p/n 55VA47100) by removing 2 screws, being careful as to not damage any wiring. The fan will come out with the cover.
3. Remove the fixing mounting plate by removing 4 screws, again being careful as to not damage any wiring.
4. Clean PS58 and the surrounding area using a blower brush or canned air.

SPECIAL NOTE: Solution provided by Fred Veader, KBT Boston, MA.

**Solution ID** TAUS0620465EN\*

**Solution Usage** 1

**Description**

J92-04 when duplexing.

Note: J92-04 is not listed in the Service Manual.

**Solution**

CAUSE: A loose connector on the ADU reverse motor.

SOLUTION: Reseat the connector to the ADU reverse motor.

**Solution ID** TAUS0620484EN\*

**Solution Usage** 1

**Description**

DF313, PLEASE CHECK ORIGINAL SIZE and SELECT SCANNING AREA message when using the RADF.

**Solution**

CAUSE: PS315 (tray upper limit detection) failed.

SOLUTION: To check PS315, perform the following:

1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys).
2. Locate CN7-9 at the RADF CB and check for 5V DC.
3. Actuate PS315 and watch for a change of state at CN7-8 on the RADF CB.
4. If no change of state occurs, clean or replace PS315 (p/n 13GA85530).

**Solution ID** TAUS0620486EN\*

**Solution Usage** 1

**Description**

Vertical lines on the LCD.

**Solution**

CAUSE: The Indicating board failed.

SOLUTION: Replace the Indicating board (p/n 55VA87541).

**Solution ID** TAUS0620645EN\*

**Solution Usage** 1

**Description**

FS108, unable to install the replacement conveyance foam roller (p/n 122H45251), which is depicted on page 10, reference number 21 of the FS108BM/PI108 Parts Catalog (10/99) onto the conveyance shaft (p/n 122H15150).

**Solution**

CAUSE: The part number provided in the Parts Catalog is incorrect.

SOLUTION: The proper conveyance foam roller can be obtained by ordering (p/n 122H48251).

Note: The conveyance foam roller (p/n 122H48251) is also used as the paper exit roller (A) and is depicted on page 18, item #4 of the model FS108BM/PI108 Parts Catalog (10/99).

**Solution ID** TAUS0620996EN\*

**Solution Usage** 1

**Description**

Proper part number for the operation board unit/1, which is depicted on page 11, reference number 8 of the [[7075 Parts Catalog (1/2000)| URL <http://techweb.konicabt.com/tpm/media/7075parts.pdf>]].

**Solution**

To obtain the operation board unit/1 order (p/n 55V2-9040).

**Solution ID** TAUS0621195EN\***Solution Usage** 1**Description**

FS108B, J72-19 when using the finisher.

**Solution**

CAUSE: PS5 (stacker conveyance passage detection) failed.

SOLUTION: To check PS5, perform the following:

1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 076, press P-04-P.
2. Actuate PS5 and watch for a change of state at the control panel.
3. If no change of state occurs, clean or replace PS5 (p/n 540085510).

**Solution ID** TAUS0621683EN\***Solution Usage** 1**Description**

No power.

**Solution**

CAUSE: The reset switch located below the mechanical total is set to the OFF position.

SOLUTION: To check the position of the reset switch, perform the following:

1. Open the left side front door to access the reset switch.
2. Toggle the reset switch so the [I] indicator is depressed and the [O] indicator is raised.

**Solution ID** TAUS0621741EN\***Solution Usage** 1**Description**

How to FTP print on the 7075.

**Solution**

The 7075/IP601/IP601M/KN302 does not support FTP printing.

**Solution ID** TAUS0621769EN\***Solution Usage** 1**Description**

Creased copies.

**Solution**

CAUSE: The fuser heat sleeves are worn.

SOLUTION: Replace the fuser heat sleeves (p/n 454053391).

**Solution ID** TAUS0621904EN\***Solution Usage** 1**Description**

Dark copies; poor copy quality.

**Solution**

PROBABLE CAUSES:

1. Overtoneing; toner falling onto the T/S corona due to incorrect laser power adjustment or a defective write unit.

To check, perform the following:

- a. Enter the 36 mode by holding down the 3 and 6 keys while powering the machine ON.
- b. On the touchscreen, touch 1 [process adjustment].
- c. On the next screen touch 5 or 6 [LD1 or LD2 offset adjustment].
- d. On the next screen, touch [COPY SCREEN].
- e. Select 11x17 paper and press [Start]. A laser test pattern will be printed.
- f. Refer to the LD1, LD2 adjustment procedures in the 36 mode adjustment section of the service manual for adjustment specifics. If only one laser is firing or the correct adjustment cannot be achieved, the write unit is defective and must be replaced (p/n 56VA-6500).

2. Overtoneing; toner falling onto the transfer guide and T/S corona due to incorrect developing unit magnet angle .

To check and adjust, perform the following:

- a. Remove the developing unit from the machine.
- b. On the front side of the unit, inspect the position of the magnet angle indicator (pointer). The correct position should be between the second and third line from the left.
- c. If adjustment is needed, loosen the pointer locking screw and rotate the pointer to the correct position, then tighten the locking screw.

CAUTION: If any adjustment was performed, change the developer and perform all drum peculiarity adjustments.

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** TAUS0621908EN\*

**Solution Usage** 1

**Description**

How to immediately exit the current ECM session and have [ENTER ECM PASSCODE] message indicated on the touchscreen.

**Solution**

Hold down the [P] key while simultaneously pressing the [C] key.

**Solution ID** TAUS0621984EN\*

**Solution Usage** 1

**Description**

FS108B, serial number cut in for finishers utilizing the modified comb shaped fold down blade.

**Solution**

The comb shaped fold down blade (p/n 129X48301) has been installed in finisher serial number series 129X02491 and onward, along with serial number series 129Y03046 and onward.

**Solution ID** TAUS0622288EN\*

**Solution Usage** 1

**Description**

Copier never warms up or gives an error code. Fuser lamps never come ON.

**Solution**

CAUSE: The ADU handle detection photosensor (PS10) is disconnected or failed, causing the power to be turned OFF to the fuser.

SOLUTION: To test the function of PS10, perform the following:

1. Access the 47 multimode (while powering the machine ON, simultaneously press the 4 and 7 keys), input code 80, press P-5-P.
2. Activate the photosensor by opening the door and turning the ADU level back and forth.
3. If there is no change in state, PS10 is either failed or disconnected. Reconnect or replace (p/n 552085510) as necessary.

**Solution ID** TAUS0622306EN\*

**Solution Usage** 1

**Description**

False SC46-14 code.

**Solution**

CAUSE: Software dipswitches not set to factory values.

SOLUTION: Access the 25 mode and reset dipswitch 12, 18, and 30 to factory settings (all 0's).

**Solution ID** TAUS0622502EN\*

**Solution Usage** 1

**Description**

LT412 compatibility.

**Solution**

The LT412 is not compatible with the model 7075.

**Solution ID** TAUS0622596EN\*

**Solution Usage** 1

**Description**

How to reset the PM counter.

**Solution**

To reset the PM counter, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [3. PM count] on the touchscreen.
4. Touch [COUNT RESET] on the touchscreen.
5. Touch [YES] on the touchscreen. The PM count is reset and the start date is input automatically.
6. Touch [OK] on the touchscreen to finish setting.

7. Power the copier OFF/ON to exit the 25 mode.

---

**Solution ID** TAUS0622606EN\*

**Solution Usage** 1

**Description**

PU108, intermittently holes are punched in both the lead and trail edge of a copy.

**Solution**

CAUSE: Dirty or failed punch clutch (MC1).

SOLUTION: To remove the punch clutch (MC1), perform the following:

1. Power the copier OFF.
2. Remove the punch unit.
3. Remove the punch motor (M4) by removing two (2) screws.
4. Cut the three (3) wire harness bands and disconnect the punch clutch relay connector (CN52).
5. Remove the punch clutch by removing the retaining ring.
6. Clean or replace the punch clutch (p/n 13NKK0010) as necessary.

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**Solution ID** TAUS0622619EN\*

**Solution Usage** 1

**Description**

FS108B, is the FS108 finisher CB compatible?

**Solution**

The finisher CB is not compatible.

FS108B CB (p/n 129X-9016)

FS108 CB (p/n 129U-9018)

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**Solution ID** TAUS0622633EN\*

**Solution Usage** 1

**Description**

When using Adobe\* Acrobat\* Pro version 6x, DG DAT MSG OUT OF EXPECTED SEQUENCE message while attempting to retrieve .tif files from the network scanner using the Konica Minolta TWAIN driver version 1.04. After this message, only the first page of a multiple page file is retrieved.

**Solution**

CAUSE: Early version Konica Minolta TWAIN network scanner driver is installed.

SOLUTION: Use minimum version 1.11 Konica Minolta TWAIN driver (the latest version is recommended). The driver can be downloaded from the Konica Minolta FTP site or from the [[Konica Minolta website driver database| URL [http://kmbs.konicaminolta.us/eprise/main/KMBS/Support\\_Center/Home](http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home)]]. When installed, this driver will replace the currently installed TWAIN driver on the Microsoft\* Windows workstation.

Trademark ownership information

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**Solution ID** TAUS0622726EN\*

**Solution Usage** 1

**Description**

DF313, J65-02 or J65-04 at power-up.

**Solution**

CAUSE: The document feeder sensors are not calibrated.

Note: Unable to access the 36 mode to adjust.

SOLUTION: To calibrate the sensors, perform the following:

1. Power OFF the machine.
2. Open the top cover of RADF.
3. Power on machine in the 36 mode.
4. Perform RADF sensor sensitivity adjustment with cover open.
5. Power machine OFF/ON

SPECIAL NOTE: Solution provided by Art Reed, KBT WINDSOR

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**Solution ID** TAUS0622936EN\*

**Solution Usage** 1

**Description**

PU109, can the punch unit be installed on a 7075?

**Solution**

The PU109 (Item #950975) can only be used in conjunction with either the FS111 finisher, or FS211 booklet maker finisher. The 7075 is only compatible with the FS108/FS108B.

**Solution ID** TAUS0623182EN\*

**Solution Usage** 1

**Description**

PU109, can the Punch Unit be installed on a machine with an FS108B finisher?

**Solution**

The PU109 (Item #950975) can only be used in conjunction with either the FS111 finisher, or FS211 booklet maker finisher. The 7075 is only compatible with the FS108/FS108B.

**Solution ID** TAUS0623281EN\*

**Solution Usage** 1

**Description**

Unable to flash the upgrade firmware using a laptop running Microsoft\* Windows XP operating system.

**Solution**

CAUSE: The laptop has printers installed that point to LPT1 or has virus protection software running.

SOLUTION: Before attempting to flash the machine with an XP laptop, either delete all printers that are directed to LPT1 or direct the printers to another port. Any virus protection software should be closed prior to beginning the flash process.

\* Trademark ownership information

**Solution ID** TAUS0623556EN\*

**Solution Usage** 1

**Description**

Information concerning developer leakage onto drum carriage due to cracked magnet angle adjustment part.

**Solution**

The magnet angle area should be checked. If the part is cracked and developer is spilling out from the developing unit:

1. Obtain the complete service history.
2. If possible, have the machine Management List printed.
3. Return the complete developing unit to Engineering.
4. Have a copy of a B439 for crediting the dealer account for the replacement developing unit.
5. Enter the correct serial number of the 7075 in TPM.

Notes:

- a. Use the 7075/7085 Correction Checklist for Background and Spewing to assist in resolving the problem.
- b. There is no assigned part number for the damaged part.
- c. Branches will not be credited, but information is still helpful.
- d. 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** TAUS0623754EN\*

**Solution Usage** 1

**Description**

J31-2 during copier operation.

**Solution**

CAUSE: The registration shaft holders wear from contact with the registration roller, and 'dust' is collected between the shaft holder and the roller. This affects the start of the registration roller rotation and can cause leading edge timing error(s).

SOLUTION: Replace the shaft holders (p/n 55VA76020) as a set.

Notes:

1. Refer to 7075, FORCE 75, 7085, FORCE 85 Technical Bulletin #20 for additional details.
2. 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** TAUS0624122EN\*

**Solution Usage** 1

**Description**

When copying a business card on the platen glass, A5R is selected.

**Solution**

CAUSE: APS function for special paper was enabled.

SOLUTION: To disable APS function for special paper, perform the following:

1. Hold the 'P' button down until the message 'Enter 4-digit Password To Change' is displayed.

Note: The button must be pressed for about 5 seconds before the message is indicated.

2. Enter the password 9272 and press the Start Print button.

Note: This is a fixed password and cannot be changed.

3. The selections below will be offered; select the 25 mode.

- [1] Basic Screen
- [2] 36 mode
- [3] 25 mode
- [4] Key Operator mode
- [5] 47 mode
- [6] Exit

4. Press item 1 Software SW setting.

5. Use the UP/DOWN ARROW keys to scroll to software dipswitch 21, bit 6 (21-6).

6. Press OFF.

7. Press Mode Change and then EXIT to return to normal operation.

**Solution ID** TAUS0624223EN\*

**Solution Usage** 1

**Description**

Prints/copies are not properly centered front-to-rear.

**Solution**

CAUSE: Incorrect software dipswitch setting (12-3) which enables automatic centering.

SOLUTION: To enable automatic centering, perform the following:

1. Power the copier OFF.

2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).

3. Touch [1: Software SW setting] on the touchscreen.

4. Touch the left up-arrow twelve (12) times.

5. Touch the right up-arrow three (3) times.

6. Verify that 12-3 is displayed.

7. Touch [OFF (0)], which will enable the automatic centering feature.

8. Power the copier OFF/ON to exit the 25 mode.

Note: It is recommended to manually adjust the zoning for all paper trays with automatic centering disabled. Once all paper trays are manually adjusted for proper centering, enable automatic centering using the above procedure.

**Solution ID** TAUS0624335EN\*

**Solution Usage** 1

**Description**

PI108, will not reset at power up.

**Solution**

CAUSE: PI108 was disabled in the 25 mode.

SOLUTION: To enable the PI108, perform the following:

1. Access the 25 mode (power the machine OFF while holding down on the 2 and 5 keys).

2. Select [1 Software DIP SW].

3. Select DIP SW 18 using the up/down button at the left.

4. Select bit 6 using the up/down on the right.

5. Select OFF

6. Press the PREVIOUS SCREEN button to return to the 25 mode.

7. Power the machine OFF/ON to exit the 25 mode.

**Solution ID** TAUS0624339EN\*

**Solution Usage** 1

**Description**

Blank display with no Timer or Power Saver LED lit.

**Solution**

CAUSE: The Image Control Board failed.

SOLUTION: Replace the Image Control Board (p/n 55VA-9310).

Note: Due to the interactive activity of this board, it is difficult to troubleshoot this problem.

**Solution ID** TAUS0624473EN\***Solution Usage** 1**Description**

TU108, J73-12 at power up.

**Solution**

CAUSE: The spring fell off of the actuator for PS102 (conveyance).

SOLUTION: To check the actuator for PS102, perform the following:

1. Open the front door of the TU108, then lift the green handle up.
2. Look inside for the actuator that is located just below and in between the two large black conveyance rollers.
3. If there is no actuator visible, the spring (p/n 13LH46600) is not attached to the actuator.
4. Reattach the spring.

**Solution ID** TAUS0624587EN\***Solution Usage** 1**Description**

Intermittent lines in the front-to-rear direction. Occasionally a solid black page is output.

**Solution**

CAUSE: Failed lamp lighting board.

SOLUTION: Replace the lamp lighting board (p/n 55TA83510).

**Solution ID** TAUS0624801EN\***Solution Usage** 1**Description**

What is the part number for the fuser lower claw mounting brackets? The part number is not listed in the Parts Catalog.

**Solution**

Fuser lower claw mounting bracket (p/n 55VA-5431).

**Solution ID** TAUS0624824EN\***Solution Usage** 1**Description**

When feeding from Tray 1, the machine Z-folds the copies and no jam code is indicated.

**Solution**

CAUSE: The Printer pre-regist adjustment was set to 4 instead of 3.

SOLUTION: To set the Printer pre-regist to 3, perform the following:

1. Access the 36 mode (power the machine ON while holding down on the 3 and 6 keys).
2. Press 2 Image adjustment .
3. Press 3 Timing adjustment.
4. Press the NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT key to select the item to be adjusted. The screen changes from Tray 1 to Tray 2 to Tray 3 to Tray 4 (LCT) to ADU.
5. Press the COPY SCREEN key.
6. Press the Start button to make a copy.
7. Check the printer pre-registration.
8. If the printer pre-registration is not appropriate, press the C button while pressing the P button.
9. Enter a value with the numeric keys and press the SET key.
  - a. Trays 1, 2, 3, 4 (LCT)  
Settings range: -5 to +5  
1 step = 2 ms
  - b. ADU  
Setting range: -10 to +10  
1 Step = 2ms.
10. Repeat steps 5 to 10 until the printer pre-registration is appropriate.
12. Press the PREVIOUS SCREEN key to return to the Timing adjustment mode menu Screen.
13. Power the machine OFF/ON to exit the 36 mode.

**Solution ID** TAUS0624830EN\***Solution Usage** 1**Description**

SC21-04 at power up.

**Solution**

CAUSE: Failed ADUDB.

SOLUTION: Reseat all connectors on the ADUDB. Replace the ADUDB (p/n 55VA-9071) as necessary.

**Solution ID** TAUS0625771EN\*

**Solution Usage** 1

**Description**

The Weekly Timer is not powering the machine ON/OFF at the proper programmed times.

**Solution**

CAUSE: The current date is not properly programmed, causing the machine to use the ON/OFF times programmed for the day preceding the current day.

SOLUTION: To properly program the current date, perform the following:

1. Press the [HELP] key.
2. Touch [Key-Ope mode] on the touchscreen.
3. Touch [1. System initial setting] on the touchscreen.
4. Touch [1. Date & Time setting] on the touchscreen to display the System initial setting [Date & Time setting] screen. The current date and time will be displayed on the upper portion of the touchscreen.
5. Using the numeric keypad input the proper month and then touch the [SET] key on the touchscreen.
6. Using the numeric keypad input the proper day and then touch the [SET] key on the touchscreen.
7. Using the numeric keypad input the proper year and then touch the [SET] key on the touchscreen.
8. Using the numeric keypad input the proper time and then touch the [SET] key on the touchscreen.
9. Power the copier OFF/ON to exit the Key Operator Mode.

**Solution ID** TAUS0625806EN\*

**Solution Usage** 1

**Description**

KONICA is indicated on the operation panel touchscreen and the machine is locked up.

**Solution**

CAUSE: The handle on the ADU is not in the correct position.

SOLUTION: Reposition the ADU handle so that it is all the way down.

**Solution ID** TAUS0625943EN\*

**Solution Usage** 1

**Description**

J31-01 during copy mode.

**Solution**

CAUSE: Poor connection to M12 (registration).

SOLUTION: Reseat the connector for M12.

**Solution ID** TAUS0626123EN\*

**Solution Usage** 1

**Description**

How to program the serial number for the machine or optional units.

**Solution**

To program the serial number for the machine or optional units, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [8. M/C serial number setting] on the touchscreen. The serial number setting mode screen will be displayed.
4. Touch the item name of the component requiring programming of a serial number on the touchscreen.
5. Enter the 9-digit serial number by touching the appropriate alphabet and numeric keys displayed on the touchscreen.
6. Touch [OK] on the touchscreen to enter the serial number into memory.
7. Power the copier OFF/ON to exit the 25 mode.

**Solution ID** TAUS0626174EN\*

**Solution Usage** 1

**Description**

The trail edge of 11x17 paper is wrinkled or curled if inverted or duplexed.

**Solution**

CAUSE: Worn conveyance roller/1.

SOLUTION: Replace the conveyance roller/1 (p/n 55VA47660).

SPECIAL NOTE: Solution provided by Lee Kamin, IMAGETEC L.P.

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**Solution ID** TAUS0626713EN\* **Solution Usage** 1

**Description**

The side guides for the 1000-sheet LCT move out of position when the paper is lifted.

**Solution**

CAUSE: The side guide lock plate and the shaft are worn.

SOLUTION: Replace the shaft (p/n 55VA40760) and the lock plate (p/n 55VA-4740).

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**Solution ID** TAUS0627242EN\* **Solution Usage** 1

**Description**

FS108B, part number for lower rear stapler slide blocks.

**Solution**

Lower rear stapler slide blocks (p/n 129U42440).

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**Solution ID** TAUS0627245EN\* **Solution Usage** 1

**Description**

FS108, part number for lower rear stapler slide blocks.

**Solution**

Lower rear stapler slide blocks (p/n 129U42440).

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**Solution ID** TAUS0627297EN\* **Solution Usage** 1

**Description**

Insufficient fusing when copying onto all paper weights.

**Solution**

CAUSE: Insufficient fixing pressure due to the fixing pressure/release lever not in the full pressure position.

SOLUTION: To ensure proper fixing pressure, perform the following:

1. Power the machine OFF.
2. Open both front doors, rotate handle (A) clockwise and fully withdraw the ADU/conveyance unit.
3. Open reversal/exit unit by lifting handle (10B).
4. Open the fixing exit unit by moving handle (10C) to the left.
5. Remove the fixing unit front cover located behind knob (C).
6. Insert a screwdriver in the hole on the end of the pressure release shaft and rotate fully counterclockwise. This will align the fixing pressure/release lever to the full pressure position.

---

**Solution ID** TAUS0627321EN\* **Solution Usage** 1

**Description**

A4 paper is not recognized when loaded in the paper trays.

**Solution**

CAUSE: The tray size adjustment is not properly calibrated.

SOLUTION: Note: Before starting this procedure, cut a piece of heavy paper or card stock to a width of exactly 250mm for later use.

To adjust the tray size procedure, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select the tray to be adjusted by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place the 250mm wide sheet of paper in the tray to be adjusted, move the side guides so they touch the paper, and then insert the tray.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select another tray to be adjusted, if required, and repeat steps 5 and 6.
8. When adjustments are complete, remove the 250mm sheet of paper, touch PREVIOUS SCREEN, and power the machine OFF/ON.

To adjust the bypass tray paper size, perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].

3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place an 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
8. Place an 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

**Solution ID** TAUS0627569EN\*

**Solution Usage** 1

**Description**

How to clear fuser abnormality codes (F34-xx, F35-xx, F36-xx).

**Solution**

To clear a fuser abnormality code, perform the following:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the P button down until the message Enter 4-digit Password To Change is displayed.

Note: The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start Print button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, 2 times. The number displayed above the up-arrow will change to 03.
5. Select the bit number of switch 1, using the right up-arrow, 03-1 will be displayed.
6. Press the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

**Solution ID** TAUS0627823EN\*

**Solution Usage** 1

**Description**

How to disable automatic centering correction.

**Solution**

To disable automatic centering, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Use the arrow keys to scroll to dipswitch 12-3.
5. Touch [ON (1)], which will disable the automatic centering feature.
6. Power the copier OFF/ON to exit the 25 mode.

**Solution ID** TAUS0627858EN\*

**Solution Usage** 1

**Description**

Light copies and internal test prints. However, the image on the drum is dark.

**Solution**

CAUSE: Poorly seated HV2 control connector on the ADUSDB.

SOLUTION: To check the HV2 control connector on the ADUSDB, perform the following:

1. Power the copier OFF.
2. Remove CN526 from the ADUSDB.
3. Ensure that all pins on the ADUSDB are straight and properly aligned.
4. Inspect CN526 on the wiring harness; ensure that all wires are properly attached to the connector.
5. Reseat CN256 to the ADUSDB.

**Solution ID** TAUS0628223EN\*

**Solution Usage** 1

**Description**

READY TO SCAN message during warm-up.

**Solution**

CAUSE: PS10 (handle release) failed.

SOLUTION: To check PS10, perform the following:

1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 80, press P-5-P.
2. Actuate PS10 and watch for a change of state at the control panel.
3. If no change takes place, clean and/or replace PS10 (p/n 552085510).
4. Power the machine OFF/ON to exit the 47 multimode.

---

**Solution ID** TAUS0629304EN\* **Solution Usage** 1

**Description**

J94-2 when duplexing 11x17.

**Solution**

CAUSE: The ADU registration roller and the loop roller are worn.

SOLUTION: Replace the registration roller (p/n 55VA46810) and the loop roller (p/n 55VA-0680).

---

**Solution ID** TAUS0630294EN\* **Solution Usage** 1

**Description**

Intermittent J32-09.

**Solution**

CAUSE: Soiled or failed fuser exit photosensors (PS2- fixing exit / PS3- fixing jam).

SOLUTION: Clean the photosensors, and if the symptom remains, replace PS2 and PS3 (p/n 55VA85520).

---

**Solution ID** TAUS0630482EN\* **Solution Usage** 1

**Description**

Intermittent F41-06 and F46-13 codes when the machine is powered up in the morning.

**Solution**

CAUSE: The optics driving motor has failed.

SOLUTION: Replace the optics driving motor (p/n 55VA80120).

---

**Solution ID** TAUS0638682EN\* **Solution Usage** 1

**Description**

Uneven exposure on copies made from the platen glass only. Internal test prints have uniform exposure.

**Solution**

CAUSE: A haze has developed on one of the optical mirrors.

SOLUTION: Thoroughly, clean all optical mirror surfaces along with the underside of the exposure glass and the white reference plate, using a streak free glass cleaner.

---

**Solution ID** TAUS0639063EN\* **Solution Usage** 1

**Description**

Intermittent J31-02 from all paper trays and sizes, simplex or duplex.

**Solution**

CAUSE: Drum separation claws are binding on the shaft due to toner buildup.

SOLUTION: Thoroughly clean shaft on which the drum separation claws are mounted.

---

**Solution ID** TAUS0640197EN\* **Solution Usage** 1

**Description**

F67-03 at power up.

**Solution**

CAUSE: PS309 (Original Reversal Detection) failed.

SOLUTION: To check PS309, perform the following:

1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 60, press P-5-P.
  2. Actuate PS309 and check for a change of state at the control panel.
  3. If there is no change of state, clean or replace PS309 (p/n 13GA-2000).
-

**Solution ID** TAUS0641549EN\* **Solution Usage** 1

**Description**

J31-01 during copy mode.

**Solution**

CAUSE: The T/S corona failed.

SOLUTION: Replace the transfer/separation corona (p/n55VE-2700).

**Solution ID** TAUS0641746EN\* **Solution Usage** 1

**Description**

Continual READY TO COPY RESERVE message.

**Solution**

CAUSE: The upper fusing lamps are never lit due to a poor electrical connection at fuser.

SOLUTION: Ensure that the fuser is making proper connection and that the connectors are not soiled or damaged.

**Solution ID** TAUS0641766EN\* **Solution Usage** 1

**Description**

Can 12x18 paper be used in Trays 1, 2, and 3 as indicated in the users guide?

**Solution**

The largest paper size that can be placed in the paper trays is 11x17.

**Solution ID** TAUS0642181EN\* **Solution Usage** 1

**Description**

DF317, code 62-04 when using the RADF in 200dpi or 400dpi modes.

**Solution**

CAUSE: The RADF sensor sensitivity adjustment had not been performed.

SOLUTION: Perform the original size adjustment with the RADF open, by doing the following:

1. Access the 36 adjustment mode.
2. Select [2] Image adjustment.
3. Select [4] RADF adjustment.
4. Select [2] RADF original size adjustment.

Note: This adjustment is a two-part adjustment. For adjustment 1 of 2, place an 8.5x11 inch original in the RADF and align the side guides accordingly. Press START on the touchscreen. 'Complete' should be displayed on the top of the screen. Press next adjustment for adjustment 2 of 2. Insert a 5.5x8.5 original in the RADF and align the side guides accordingly. Press start on the touchscreen. Once 'Complete' is displayed the adjustment is done. Power the machine OFF/ON.

**Solution ID** TAUS0642307EN\* **Solution Usage** 1

**Description**

Intermittent J31-01, J31-02 with paper stopping at the registration roller. Unable to activate any motors of the ADU in 47 mode. All the rest of the machine is normal.

**Solution**

CAUSE: Broken wiring harness to the ADU.

SOLUTION: In the stretched position, with the ADU open, the jamming did not occur, but with the ADU closed, the problem existed. Repair or replace the wiring harness.

SPECIAL NOTE: Solution provided by Kent Holden, BRIDGEPORT OFFICE SOLUTIONS

**Solution ID** TAUS0642384EN\* **Solution Usage** 1

**Description**

Is a developer's toolkit available to allow software applications to run?

**Solution**

Presently, that functionality is not available.

**Solution ID** TAUS0642394EN\***Solution Usage** 1**Description**

J32-02 when duplexing.

**Solution**

CAUSE: The ADU conveyance gear/2 (Z=19) (p/n 55VA77652) on the conveyance roller/2 (p/n 55VA47400) is worn where it meets with the pin (p/n 304078040).

SOLUTION: Inspect the conveyance gear, conveyance roller and pin. Replace damaged parts.

SPECIAL NOTE: Solution provided by Brian Bishop, EASTERN COPY PRODUCTS, INC

**Solution ID** TAUS0642498EN\***Solution Usage** 1**Description**

LT411, incorrectly indicates metric size paper.

**Solution**

CAUSE: The destination code dipperswitches in the 25 mode are set incorrectly.

SOLUTION: To set the 25 mode dipperswitches for USA destination, perform the following:

1. Access the 25 mode (power the machine ON, while holding down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Set the following software dipperswitches to the value indicated:

| DIPSWITCH | DATA VALUE |
|-----------|------------|
| 4-2       | 1          |
| 4-3       | 0          |
| 13-0      | 1          |
| 13-1      | 1          |
| 13-2      | 0          |
| 13-3      | 0          |
| 13-4      | 1          |
| 13-5      | 0          |
| 13-6      | 0          |

12. Press the PREVIOUS SCREEN button, to return to the 25 mode.

13. Power the machine OFF/ON to exit the 25 mode.

**Solution ID** TAUS0643153EN\***Solution Usage** 1**Description**

SC34-01 is displayed at power up. The code can be cleared but returns after a few seconds.

**Solution**

PROBABLE CAUSES:

1. Failed TH1 sensor. Replace the sensor.
2. Failure of PRCB (Printer Control Board). Replace the board.
3. Failure of ACDB (AC Driver Board). Replace the board (part number 4014-3260-01).

Note:

Check the TH1 thermistor, making sure that it is adjusted to the proper height and is connected properly.

**Solution ID** TAUS0643335EN\***Solution Usage** 1**Description**

Developer on the trail edge of copies.

**Solution**

CAUSE: The charge corona failed.

SOLUTION: Replace the charge corona (p/n 55VA-2500).

**Solution ID** TAUS0647523EN\***Solution Usage** 1**Description**

Part number for the Conveyance Guide Plate (A) Mylar.

**Solution**

Conveyance Guide Plate (A) Mylar (p/n 129U43190).

**Solution ID** TAUS0649230EN\*

**Solution Usage** 1

**Description**

The FS-108 finisher drive hesitates for a moment when the stapling units fire.

**Solution**

Inspect/ reseal the wiring to the intermediate board and the wiring harness going back to the main control bd. for the FS-108 finisher. Clean all bearings/ bushings and shafts. Replace and worn shafts and or bearings/ bushings. This should correct the problem.

**Solution ID** TAUS0649321EN\*

**Solution Usage** 1

**Description**

Upper fuser lamps, L2 and L3 do not come on. No error code is generated.

**Solution**

A bad pin in blue fuser connector on main body rear side. The pin is connected to the thick black wire upper left of connector. Checked all voltages to the connector, inspection revealed a worn out pin. Replaced pin,(Fixing Power Source Wiring#55VB90030.) Credit for this solution goes to Todd Mudge of Alpha Omega Business systems.

**Solution ID** TAUS0649513EN\*

**Solution Usage** 1

**Description**

Unable to disable platen APS. After setting memory switch [10. Platen APS] and memory switch [12. Platen AMS] to OFF, the APS function remains active when an original is place on the platen glass.

**Solution**

CAUSE: Firmware update required.

SOLUTION: Download Version 55-68 for the 7075 from the [[Konica Minolta FTP site| URL ftp://kbtddigital:kx15@ftp.konicabt.com]].

Note: Image control C1 = 55-68, Print control C1 = 55, C2 = 33 and C4 = 51.

**Solution ID** TAUS0652345EN\*

**Solution Usage** 1

**Description**

PI108, MAKE COVER SHEET SIZE PLEASE COINCIDE WITH PAPER SIZE message when inserting 11-inch wide paper only.

**Solution**

CAUSE: Failed VR1 (Sheet Width VR).

SOLUTION: Replace VR1 (p/n 13FG-9330).

**Solution ID** TAUS0654624EN\*

**Solution Usage** 1

**Description**

PU108, copies have a buckle in the front-to-rear direction approximately 5 inches from the lead edge when using the punch mode only.

**Solution**

CAUSE: The punch resist loop adjustment is not properly adjusted.

SOLUTION: To adjust the punch resist loop adjustment, perform the following:

1. Access the 36 mode.
2. Touch [6. Finisher adjustment] on the touchscreen.
3. Touch [5. Punch adjustment] on the touchscreen.
4. Touch [3. Punch resist loop adjustment]
5. Touch [COPY] on the touchscreen, set paper in the tray, then set the original and press the START key. Confirm the amount of punching-resistance loop.
6. If, the amount of punching-resistance loop is not properly set, press the C key while pressing the P key. Use the numeric keys to enter a value from -20 to +20, then press the [SET] key. One step = 0.8 mm.
7. Repeat steps 4 through 6 until the amount of punching-resistance loop is correctly set.

**Solution ID** TAUS0654625EN\*

**Solution Usage** 1

**Description**

PZ108, copies have a buckle in the front-to-rear direction approximately 5 inches from the lead edge when using the punch mode only.

**Solution**

CAUSE: The punch resist loop adjustment is not properly adjusted.

SOLUTION: To adjust the punch resist loop adjustment, perform the following:

1. Access the 36 mode.
2. Touch [6. Finisher adjustment] on the touchscreen.
3. Touch [5. Punch adjustment] on the touchscreen.
4. Touch [3. Punch resist loop adjustment]
5. Touch [COPY] on the touchscreen, set paper in the tray, then set the original and press the START key. Confirm the amount of punching-resistance loop.
6. If, the amount of punching-resistance loop is not properly set, press the C key while pressing the P key. Use the numeric keys to enter a value from -20 to +20, then press the [SET] key. One step = 0.8 mm.
7. Repeat steps 4 through 6 until the amount of punching-resistance loop is correctly set.

**Solution ID** TAUS0700244EN\*

**Solution Usage** 1

**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 indicated. If the command is not recognized then Sun Java™ is not installed.

**Solution ID** TAUS0702275EN\*

**Solution Usage** 1

**Description**

When the finisher is installed and it reaches its limit of stapled sets, the customer must remove all stapled sets to continue printing. Can the copier be set to continuously print when the finisher is installed?

**Solution**

Set dipswitch 15 bits 3 and 4 to 1. This causes the copier to disregard the finisher error request.

**Solution ID** TAUS0702888EN\*

**Solution Usage** 1

**Description**

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

**Solution**

Please perform the step-by-step procedure mentioned in 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** TAUS0602354EN\*

**Solution Usage** 0

**Description**

SC46-14 when feeding from Tray 3.

**Solution**

CAUSE: The plastic E-clip is dislodged from the drive gear on the vertical conveyance clutch (MC10).

SOLUTION: Reinstall the E-clip.

SPECIAL NOTE: Solution provided by Don Gifford, HUGHES-CALIHAN

**Solution ID** TAUS0610536EN\*

**Solution Usage** 0

**Description**

ISW Tool specifications.

**Solution**

ISW Tool specifications.

**Solution ID** TAUS0610539EN\*

**Solution Usage** 0

**Description**

The Charging Grid contained in the PM kit is mislabeled as the Toner Guide Brush.

**Solution**

CAUSE: PM kit contains correct parts. PM Kits manufactured between 12/1999 and 3/2000 were incorrectly labeled.

SOLUTION: Ignore incorrect labeling of Charging Grid.

**Solution ID** TAUS0610800EN\*

**Solution Usage** 0

**Description**

Service Manual enhancements.

**Solution**

Service Manual enhancements when version 20.0 or greater firmware is installed.

**Solution ID** TAUS0611340EN\*

**Solution Usage** 0

**Description**

Recent 25 mode changes, 7075.

**Solution**

Refer to these updated 25 mode pages in the ADJUSTMENT Section of the Service Manual (or CD-ROM):

Page 1-8

Page 1-9

Page 1-12

Note: Changes are highlighted in red.

**Solution ID** TAUS0613177EN\*

**Solution Usage** 0

**Description**

After installing the Adobe\* PostScript\* 3 Kit (PS-361) in a Macintosh\* environment, the print driver appears to hang after selecting the PPD file or an error is generated stating that the driver could not autoconfigure the printer.

**Solution**

CAUSE: The Adobe PostScript driver, version 8.7, tries to autoconfigure the printer after the PPD file is selected. As the IP601 does not support this feature, the Adobe driver will attempt to perform the autoconfiguration for approximately 1 « minutes before timing out. An error message will be displayed that the driver was unable to autoconfigure the printer and will prompt to manually configure it.

SOLUTION: Manually set up the peripherals on the printer. Once done, the printer will be installed and should function correctly.

\* Trademark ownership information

**Solution ID** TAUS0613210EN\*

**Solution Usage** 0

**Description**

When using the platen mode and sheet bypass, copies are reduced to 94%.

**Solution**

CAUSE: Platen AMS is turned ON.

SOLUTION: To turn platen AMS OFF, perform the following:

1. Access the Key Operator Mode by powering ON the machine while pressing the HELP key.
2. Press [13. Memory Switch].
3. Press the down-arrow and select [Platen AMS].
4. Press [Change Setting Contents] to turn OFF this function.
5. Press PREVIOUS SCREEN.
6. Power the machine OFF/ON to exit the Key Operator Mode.

**Solution ID** TAUS0613451EN\*

**Solution Usage** 0

**Description**

Unable to use the RADF or other functions when making an 'interrupt' copy.

**Solution**

CAUSE: There are two choices available to interrupt a copy run. One choice does not allow full machine functionality for the 'interrupted' copy. The other choice allows use of all machine functions for the 'interrupted' copy.

**SOLUTION:** To select the preferred method, perform the following:

1. Access the Key Operator Mode by pressing the HELP key and then touching KEY OPERATOR MODE on the touchscreen.
2. Touch the down arrow to scroll to the next screen.
3. Touch # 13 [Memory switch setting].
4. Use the down arrow to scroll to memory switch #35 [An interruption suspended way].
5. Use the down arrow on the right side of the touchscreen to highlight memory switch #35.
6. Touch the [Change Settings Contents] selection on the touchscreen until [Division of a number of copies] is highlighted.

Note: By making this selection, when INTERRUPT is pressed during a copy run, the machine will complete the set in progress and then allow 'interrupt' copies to be made with full functionality. If [During a number of copies] is selected, the machine will stop in the middle of a set and the 'interrupt' copy can only be made from the platen with no options available.

**Solution ID** TAUS0613456EN\*

**Solution Usage** 0

**Description**

How to add toner, 7075.

**Solution**

When toner supply is low, PLEASE ADD TONER message displays on the touchscreen. Before adding toner, read the directions on the toner cartridge label.

To add toner, perform the following:

1. Open the machine front door. Pull the toner unit out 90° to the right.
2. Lift the green lever (cartridge lock) slightly, and pull it to the right until it stops.
3. Remove the empty toner cartridge.
4. Shake the new toner cartridge several times to loosen the toner inside the sealed cartridge.
5. Remove the toner cartridge cap.
6. Set the new toner cartridge into the toner unit.

Note: Align the hollow part on the toner cartridge with the (set ^) mark on the toner unit.

7. Push the green lever (cartridge lock) toward the machine until it locks into place.
8. Return the toner unit to its original position, then close the machine front door securely.

To view 'Adding Toner' from the Users Guide, click on the link below:

Adding Toner

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** TAUS0613483EN\*

**Solution Usage** 0

**Description**

User's Manual, 7075.

**Solution**

7075 User's Manual

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** TAUS0613887EN\*

**Solution Usage** 0

**Description**

FS108, how to program non-standard size paper to exit into the main exit tray and not the sub tray.

**Solution**

Non-standard size paper can not be programmed to exit into the main paper tray. All non-standard size copies will exit into the sub tray.

**Solution ID** TAUS0613920EN\*

**Solution Usage** 0

**Description**

DF313, jam position 15 at power up.

**Solution**

CAUSE: PS313 (original exit reverse detection) reflector plate is not aligned with the photosensor.

**SOLUTION:** To check the operation of PS313, access the 47 multimode (power the copier ON while simultaneously pressing the 4 and 7 keys), input code 60, press P-07-P. If there is no change of signal state, reform the reflector plate to a 90-degree angle ensuring proper reflection to PS313.

**Solution ID** TAUS0614176EN\***Solution Usage** 0**Description**

FS108B, new pad added to prevent paper from dropping between finisher and main body.

**Solution**

CAUSE: When removing a jammed paper from the reverse paper exit section, the user may drop the paper into the gap between the finisher and the main body. If this happens the user cannot take out the paper, as the finisher and main body positions are fixed.

SOLUTION: To cover the gap between the finisher and main body, a pad has been added that attaches to the reinforcing stay of the finisher. Install the pad (p/n 25BA30140) as needed.

**Solution ID** TAUS0614193EN\***Solution Usage** 0**Description**

FS108B, copying or printing cannot be resumed after the finisher tray has been emptied.

**Solution**

CAUSE: The actuator for the no paper detection sensor (PS15) in the finisher is binding.

SOLUTION: Inspect the actuator for proper operation. The actuator should be blocking the sensor when the exit tray is empty and at the home position. Once the tray leaves the home position, the actuators spring should move the actuator from the sensor.

Note: This sensor is located on the rear of the finisher slightly below the upper pulley for the exit tray wire.

**Solution ID** TAUS0614319EN\***Solution Usage** 0**Description**

When the 7075 is configured as a printer, is there a Konica PCL\* driver available?

**Solution**

A PCL driver for Microsoft\* Windows 2000 and NT 4.0 is available for download from Konica NSSG Web Support and the FTP site. Refer to the FTP site index and click on the appropriate link(s) to access the files.

Note: This driver also supports secure printing when used with IP601 system code 5.1.0 or higher. A hard drive is required on the 7075/FORCE 75 for secure printing.

\* Trademark ownership information

**Solution ID** TAUS0614431EN\***Solution Usage** 0**Description**

MAKE SIZE OF A SELECT TRAY PLEASE COINCIDE message when using the Sheet Cover Insertion Mode with Tab Blank Sheets from the bypass tray.

**Solution**

CAUSE: The procedure for Sheet Cover Insertion Mode with Tab Blank Sheets was performed incorrectly, or the firmware is not up-to-date.

SOLUTION: Before attempting to copy onto divider tabs, the machine must be flash upgraded to minimum level 30.0 firmware. The latest firmware version is available on the Konica FTP site. Refer to the [[FTP site index URL ftp://kbtldigital:kx15@ftp.konicabt.com/FTP\_SITE.htm]] and click on the appropriate link to access the file.

To copy onto divider tabs, perform the following:

1. Create tab originals, one line of text center on tab.

Note: Tabs cannot be plastic.

2. Place originals (tabs) on platen face down with the tab end facing to the left or place in the document feeder with the tabs facing to the right and printing up.

3. Place tab paper in any tray with the tabs located in the trailing edge position.

4. Access the key operator menu by pressing the HELP button and selecting KEY OPERATOR MODE from the touchscreen.

5. Select #6 [Paper type/special size set] from the key operator screen.

6. Highlight the tray that the tabbed paper is loaded in. Use the UP/DOWN arrows to highlight tab paper then Touch OK.

7. Touch PREVIOUS SCREEN to return to the normal display.

8. From the touchscreen touch SPECIAL ORIGINAL.

9. Highlight tab paper and highlight the paper size.

10. Touch OK twice.

Note: The tab orientation of the originals and the tab copy paper must be the same.

**Solution ID** TAUS0614837EN\***Solution Usage** 0**Description**

When printing from WordPerfect\*, multiple sets are stapled together using the Adobe\* PostScript\* print driver.

**Solution**

A new WordPerfect PostScript driver can be found on the Konica FTP site in a zip file called wp\_PS127\_9xONLY.zip. Refer to the FTP site index and click on the appropriate link(s) to access the information.

\* Trademark ownership information

**Solution ID** TAUS0614978EN\*

**Solution Usage** 0

**Description**

PI108, 11x17 is not recognized in booklet mode.

**Solution**

CAUSE: Improper or overlooked adjustment(s).

SOLUTION: Adjust for the size of the coversheet tray width regulation plates.

**PREPARATION**

1. Install the cover sheet tray (PI108) on the finisher.
2. Connect the finisher to the copier.
3. Check whether all paper sizes are correctly detected.
4. If one or more sizes are not correctly detected, carry out adjustment as follows:

**ADJUSTMENT**

1. Access the 36 mode (hold down keys 3 and 6 on the copier numeric keypad while setting the main switch ON). The copier will enter the finisher-adjustment mode.
2. Select [6] Finisher Adjustment.
3. Select [4] Adjust coversheet tray size.
4. Push the width regulation plates out to maximum width.
5. Select [YES].
6. Confirm the following message is displayed, indicating that adjustment is finished:  
Adjust coversheet tray size  
Adjustment completed.
7. Power the machine OFF/ON to exit the 36 mode.

**Solution ID** TAUS0615164EN\*

**Solution Usage** 0

**Description**

DF313, constant ALIGN ORIGINAL ON RADF message. Unable to copy from the glass.

**Solution**

CAUSE: The actuator for the RADF open/close sensor (PS301) has become lodged above the RADF frame.

SOLUTION: Inspect the condition of the sensor actuator. It should be visible hanging down from the left front corner of the RADF. If not, remove the RADF cover and reposition the actuator so that it moves freely in the slot of the RADF frame.

**Solution ID** TAUS0615380EN\*

**Solution Usage** 0

**Description**

Does every 7075 in a Unify\* printing cluster need to have an IP601 connected?

**Solution**

Every 7075 in a Unify cluster needs the IP601.

\* Trademark ownership information

**Solution ID** TAUS0615656EN\*

**Solution Usage** 0

**Description**

What is Unify\* Konica Cluster printing and how does it operate?

**Solution**

Unify is a browser-based printing system that runs on a specially equipped Microsoft\* Windows NT 4.0 server. Clients attach to the server via a "Unify" print queue, which opens a browser to the server. Print job features and variations of job splitting can be selected through this medium. The features on the AHT server are based on the IP601 PostScript\* driver allowing users to group from two to ten Konica 7075 or FORCE 75 printers in a cluster for higher print production output.

Large print jobs can be split and sent to multiple printers simultaneously in order to reduce printing time.

There are two basic ways to print using AHT:

1. Open a browser to the AHT server. Set the print parameters and browse to the file to be printed. This is the method that must be used when printing from

a Macintosh\* environment. This method cannot be used to print Microsoft Office documents (PostScript\* errors occur).

2. Print from the native application (Word, Acrobat\*) to the "Unify" printer in the printers folder. This will automatically open a browser to the AHT server where print job parameters can be selected. This method must be used when printing Microsoft Office documents.

Unify Konica Cluster printing is recommended for use with the FORCE 75 and 7075 (IP601 using the PostScript driver version 1.22a) on the following platforms:

MS Windows 98 workstation

MS Windows NT4 workstation

MS Windows 2000 workstation (Internet Explorer 6 must be installed or the browser will not open when the Unify printer is selected)

Macintosh environment printing was successful. However, printing is accomplished via browser (not a Unify port) using the file dump method (point to/select the file to be printed).

AS/400 (via TCP/IP\* printing services) is also supported.

\* Trademark ownership information

**Solution ID** TAUS0615741EN\*

**Solution Usage** 0

#### Description

How to submit a file for a current installation or pre-sales printer test in a Microsoft\* Windows or Macintosh\* environment.

#### Solution

To submit a file for a current installation or pre-sales printer test in a Windows or Macintosh environment, perform the following:

1. Provide the product's current print driver to the customer.

2. Have the customer configure the job as they would like it printed and print the job to a file. This will eliminate the need for NSSG to have a copy of the specific application and will save time trying to determine how the document is supposed to be formatted for printing.

Note: Most applications have a 'print to file' option.

3. Have a SRF (Service Request Form) filled out by contacting the NSSG Hotline. In NSSG's continuing review of support processes, the method of requesting advanced levels of support have been redefined. NSSG no longer requires that a SRF form be filled out by the technician and faxed. Instead, to streamline the process and reduce the process time, NSSG will now take all the information live on the phone at the Contact Center. Contact Center Engineers are responsible for providing troubleshooting support. Most calls are resolved with only one call, but in the event that several calls have been made and the problem remains open, the Engineer will start the on-site support process by assisting the caller with the Support Request Form (SRF). SRFs are also used for Complex Installation Support, Application Support, Enhanced Application Support, Enterprise Print Consulting and Workshops. The Contact Center number is 800-825-5664. Use the assigned NSSG User ID for access and the Support Engineer will be happy to assist complete the SRF.

\* Trademark ownership information

**Solution ID** TAUS0616259EN\*

**Solution Usage** 0

#### Description

Test Synopsis to verify that Equitrac\* PrintLog\* Professional, version 4.0.19 accurately tracks print jobs and does not adversely affect print output when used in conjunction with the current Konica IP units and associated main bodies and print drivers.

#### Solution

Test Synopsis results .

Note: To view the above link, 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** TAUS0616264EN\*

**Solution Usage** 0

#### Description

Test Synopsis for Create!form\*, Create!form Server and Create!print\* printing sample forms/data and a custom form/data from Microsoft\* Windows 98, Windows 2000 Professional, Windows NT 4.0 Workstation using Windows NT 4.0 Server as the Create!form Server.

#### Solution

Test Synopsis results .

Note: To view the above link, 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** TAUS0616348EN\*

**Solution Usage** 0

#### Description

Is the 7075 compatible with Unify\*?

#### Solution

Unify is compatible with the 7075.

\* Trademark ownership information

**Solution ID** TAUS0616613EN\*

**Solution Usage** 0

**Description**

PU108 is not available as an installable option in the Microsoft\* Windows XP PostScript\* driver for the IP601/IP601M.

**Solution**

CAUSE: The IP601 Windows XP driver which comes with Windows XP does not include the PU108 Punch Unit as an installable option.

SOLUTION: If the PU108 option is required, the IP601 Windows 2000 PostScript driver will have to be installed on Windows XP. The latest driver(s) can be downloaded from the Konica website [[Print Driver Selector| URL <http://www.konicabt.com/Support/Drivers/index.html>]] or the [[Konica FTP site| URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]].

\* Trademark ownership information

**Solution ID** TAUS0616823EN\*

**Solution Usage** 0

**Description**

Parts Catalog, PZ108.

**Solution**

PZ108 Parts Catalog

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** TAUS0616840EN\*

**Solution Usage** 0

**Description**

Is there a Z-fold unit for the 7075?

**Solution**

The PZ108 will be released shortly. At this time, Konica is not supporting the PZ108 even though it was shipped to pilot locations. The PZ108 is not supported until the InfoSource bulletin is sent indicating its release. Level 54 firmware is required and it is not currently available.

**Solution ID** TAUS0616972EN\*

**Solution Usage** 0

**Description**

When attempting to scan multiple pages into OmniPage\* Pro 11, one of the following issues may occur:

1. A dialog with the message, "Scanner Error" appears.
2. Inability to scan from the ADF scanner into OmniPage Pro 11.
3. When attempting to scan multipage document, only two pages scan, the rest of the pages feed through the ADF feeder without scanning.

**Solution**

CAUSE: An update must be installed. This update will include two separate patches and each patch will require a separate installation. These updates will enable the ability to scan multiple pages via the Automatic Document Feeder.

SOLUTION: To install the updates, perform the following:

1. Print out and review the entire instructions below prior to downloading the update.
2. The installation of these updates may require the OmniPage Pro 11 installation CD.
3. If it has not already been done, download the update by opening OmniPage Pro 11 and clicking Help ScanSoft on the Web Get Latest Update. Or go to the OmniPage Download page and select the appropriate operating system to access the patches.
4. Save the files to an easily accessed location on the computer, such as the desktop.
5. Exit out of OmniPage and any other applications running on your system.
6. Install each patch, one at a time, by clicking on the EXE file.
7. When the patch has completed installation, restart the computer.
8. Once the installation of the first patch is complete and the system has rebooted, then install the second patch, and restart the computer.
9. Once both of these patches are installed, follow the steps below to configure OmniPage Pro 11 to work the scanner.

Note: If scanner issues have been experienced and Technical Support has instructed to change the configuration settings for the scanner, these changes may be lost after downloading the update. Please contact Technical Support should any questions arise.

**SCANNER CONFIGURATION**

1. Open OmniPage.
2. Go to Tools Options Scanner.
3. Click on the "Setup" button. This will launch the Scanner Setup Wizard.
4. Choose "Select scanning source".

5. Select the TWAIN or WIA on TWAIN driver from the list. If selecting a WIA driver, click on "Other Drivers". Select "WIA", and then click on "OK".
  6. Select "Yes" to run the tests.
  7. The wizard prompts to test that OmniPage Pro 11 can connect to your scanner.
  8. When receiving a confirmation that OmniPage Pro 11 connected successfully to the scanner, click Next, to continue.
  9. The wizard prompts to let you know that it is preparing to do a sample scan.
  10. It is recommended to check the "Skip Test" check box. The new patch or patches, that have installed, will contain the configuration information for the scanner, so testing is not necessary.
  11. Select the type of scanner. After installing the patches, the Flatbed with ADF checkbox options should be checked. This should be automatically detected, but if not, place a check in the box overriding the setting.
  12. A confirmation appears that it has completed the first stage of the scanner setup.
  13. The scanner will now proceed through three test scans: black and white, color, and grayscale. As stated previously, it is recommended to click on the "Skip Test" check box for each of the tests.
  14. Click on "Finish". The scanner is set up by the Scanner Wizard. Make sure to click on the Finish button, otherwise the hint file will not be updated to reflect the changes configured by running the Scanner Wizard. Multiple pages can now be scanned into OmniPage Pro 11.
- Note: If using the Windows\* NT operating system, have the Text-To-Speech engine installed before the installation of the patches. In case the speech engine is not installed, install it manually following these steps:
- a. Shut down all Windows programs. This is accomplished in Task Manager under the Applications tab.
  - b. Open Windows Explorer and browse to the following location on the OmniPage Pro 11 installation CD: OmniPage\TTS. Four files will be displayed that need to be run: lhttseng.exe; lhttseua.exe; msagent.exe; spchapi.exe.
  - c. Double-click the EXE file and follow the instructions.
  - d. Restart the system.

#### REFERENCE

ScanSoft\* OmniPage Pro 11 User's Guide

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** TAUS0616994EN\*

**Solution Usage** 0

#### Description

What is the maximum memory that can be installed in the IP601M?

#### Solution

The IP601M will support up to 256MB of RAM. If installing a 128MB memory module along with the installed 64MB, place the larger DIMM in memory slot 1. The controller will not recognize memory above 256MB and will not boot if more memory is installed.

Note: Supported memory modules are:

| PCUA   | ITEM   | DIMM  |
|--------|--------|-------|
| 950631 | MU-401 | 64MB  |
| 950632 | MU-402 | 128MB |

**Solution ID** TAUS0616997EN\*

**Solution Usage** 0

#### Description

The IP601M will not boot after installing additional RAM.

#### Solution

The IP601M will support up to 256MB of RAM. If installing a 128MB memory module along with the installed 64MB, place the larger DIMM in memory slot 1. The controller will not recognize memory above 256MB and will not boot if more memory is installed.

Note: Supported memory modules are:

| PCUA   | ITEM   | DIMM  |
|--------|--------|-------|
| 950631 | MU-401 | 64MB  |
| 950632 | MU-402 | 128MB |

**Solution ID** TAUS0617625EN\*

**Solution Usage** 0

#### Description

The LCD printer display on the 7075/FORCE 75 is showing Japanese characters.

#### Solution

CAUSE: If the IP601 is connected to an external power and is turned ON before the printer is turned ON, the controller will default its language to Japanese. This is the default language that the controller uses if it does not find a printer connected.

SOLUTION: If using an external power source for the IP601, always turn ON the printer before turning ON the controller.

**Solution ID** TAUS0617683EN\*

**Solution Usage** 0

#### Description

DF313, part number correction.

#### Solution

The DF1313 Parts Catalog incorrectly identifies reference #14 on page 12 as p/n 13GA85530. The correct part number is 120A85520.

**Solution ID** TAUS0617782EN\*

**Solution Usage** 0

#### Description

Parts changes for the bypass tray.

#### Solution

If any of the following parts related to the bypass tray need replacement, please note changes to these parts:

| PART NUMBER | ITEM                                 |
|-------------|--------------------------------------|
| 55VA43510   | Manual feed tray/upper               |
| 55VA43590   | Board mounting plate                 |
| 55GA-9070   | Manual feed detecting board assembly |

If any one of the above parts fails, all 3 of the listed parts must be replaced as a set with the following updated parts:

| PART NUMBER | ITEM                                 |
|-------------|--------------------------------------|
| 55VA43511   | Manual feed tray/upper               |
| 55VA43591   | Board mounting plate                 |
| 55GA-9071   | Manual feed detecting board assembly |

**Solution ID** TAUS0618678EN\*

**Solution Usage** 0

#### Description

The fixing web has completely advanced and is unattached from its roller prior to reaching its estimated life expectancy.

#### Solution

CAUSE: The fixing counter (fixing web) was reset.

SOLUTION: Reset the fixing counter only when the cleaning web is replaced.

SPECIAL NOTE: Solution provided by Bryan Foley, KBT Seattle.

**Solution ID** TAUS0619097EN\*

**Solution Usage** 0

#### Description

Code 81 when flashing ROMs.

#### Solution

CAUSE: Printer(s) installed on the PC are directed to LP1 printer port and are conflicting with the ISW utility which also uses LPT1 to flash machines.

SOLUTION: Direct any installed printer(s) on the PC to a different port other than LPT1 or, delete the printer(s) from the PC.

Note: A symptom of this condition is the file that is sent leaves the PC very fast, the machine will display CONDITIONING for a while then, the error code will follow.

**Solution ID** TAUS0620185EN\*

**Solution Usage** 0

#### Description

F41-11 during initialization or during operation.

#### Solution

CAUSE: Incorrect supply voltage to the polygon motor (M17) due to a defective DC power supply 2.

SOLUTION: With the machine in the 47 mode, measure the DC voltage at CN77-1 on DC power supply 2. Normal output should be 36VDC. If a lesser output is observed, replace DC power supply 2 (p/n 56GB84520).

**Solution ID** TAUS0620270EN\*

**Solution Usage** 0

#### Description

LT411, intermittent J14-02.

#### Solution

CAUSE: The lock shaft holder which has a one-way bearing (p/n 55VA43360) has failed causing loss of drive to the feed rollers.

SOLUTION: Remove the shaft holder and shaft and clean both with alcohol. If the problem persists, replace the shaft holder.

SPECIAL NOTE: Solution provided by Hank Rose, Carr Business Systems, NY.

|  |                |                       |   |
|--|----------------|-----------------------|---|
| <b>Solution ID</b>   | TAUS0620573EN* | <b>Solution Usage</b> | 0 |
| <b>Description</b>   |                |                       |   |
| First copy out has 1 or 2 black bands, lead-to-trail. The following copies are completely black. This is intermittent and happens when printing or copying.  |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| CAUSE: Drum fixed coupling (p/n 55VA20130) was not completely seated.  |                |                       |   |
| SOLUTION: Reseat the drum coupling.  |                |                       |   |
| SPECIAL NOTE: Solution provided by Bill Becker, Bauernfeind Business Technologies  |                |                       |   |
| <b>Solution ID</b>   | TAUS0620706EN* | <b>Solution Usage</b> | 0 |
| <b>Description</b>   |                |                       |   |
| FS108B, part number correction for foam roller collar.   |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| The FS108/B Parts Catalog, page 11, ref # 21 incorrectly lists the part number for the foam roller collar as 122H45251. The correct part number is 122H48251.  |                |                       |   |
| <b>Solution ID</b>   | TAUS0621342EN* | <b>Solution Usage</b> | 0 |
| <b>Description</b>   |                |                       |   |
| Key Counter now available as an Item Number.   |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| See Info Source Bulletin #20a-03 for details.  |                |                       |   |
| Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <a href="http://www.adobe.com/products/acrobat/readstep2.html">[[http://www.adobe.com/products/acrobat/readstep2.html  URL http://www.adobe.com/products/acrobat/readstep2.html]]</a> |                |                       |   |
| * Trademark ownership information  |                |                       |   |
| <b>Solution ID</b>   | TAUS0621549EN* | <b>Solution Usage</b> | 0 |
| <b>Description</b>   |                |                       |   |
| Unable to clear J21-01 and no paper is found in any section of the ADU. The display will indicate a jam in area 9 (fixing unit).   |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| CAUSE: A sheet or piece of paper wrapped around the drum.  |                |                       |   |
| SOLUTION: Remove the paper.  |                |                       |   |
| SPECIAL NOTE: Solution provided by BILL BRADY, X-TECH LASER PRINTING, INC.   |                |                       |   |
| <b>Solution ID</b>   | TAUS0621681EN* | <b>Solution Usage</b> | 0 |
| <b>Description</b>   |                |                       |   |
| What is the part number for the 'slit glass'?  |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| In the Parts Catalog the 'slit glass' is referenced as the white color standard plate assembly (p/n 55TA-6930).  |                |                       |   |
| <b>Solution ID</b>   | TAUS0622045EN* | <b>Solution Usage</b> | 0 |
| <b>Description</b>   |                |                       |   |
| SC46-14 while copying.   |                |                       |   |
| <b>Solution</b>  |                |                       |   |
| CAUSE: A bad connection on the ICB (Image Control Board), and the PRCB (PRinter Control Board).  |                |                       |   |
| SOLUTION: Reseat the connectors on the ICB and the PRCB.   |                |                       |   |
| <b>Solution ID</b>   | TAUS0622050EN* | <b>Solution Usage</b> | 0 |

**Description**

LT411, not recognized by the main body.

**Solution**

CAUSE: A loose wire on CN217, of the PRCB (PPrinter Control Board).

SOLUTION: Inspect CN217 for any loose wires and repair as necessary.

**Solution ID** TAUS0622277EN\*

**Solution Usage** 0

**Description**

J92-02 will not clear.

**Solution**

CAUSE: Failed second paper feed clutch.

SOLUTION: Replace the second paper feed clutch (p/n 55VA82010) as needed.

**Solution ID** TAUS0622727EN\*

**Solution Usage** 0

**Description**

J11-01 with misfeed jam at feed roller B.

**Solution**

CAUSE: Worn double feeding roller.

SOLUTION: Replace double feeding roller (p/n 55VA40150).

SPECIAL NOTE: Solution provided by William Zoerner, KBT NEW ORLEANS

**Solution ID** TAUS0622780EN\*

**Solution Usage** 0

**Description**

TU108, stacker section mandatory modification

**Solution**

To prevent possible injury, a paper exit AUX cover (p/n 13LH98100FOC) is now available to conceal an open area of mechanical moving parts located beneath the stacker section exit tray of trimmer unit TU108. This cover has been factory-installed in trimmer units beginning with serial number 13LH00839. For trimmer units below this serial number, install the cover during the next PM or service call. This is a mandatory modification.

**Notes:**

1. See Safety Bulletin # 62. .
2. Through January 30, 2004, the paper exit AUX cover can be obtained 100% free of charge for units below the serial number noted above from the Parts Distribution Center using the special ordering procedure in the bulletin. This cover is not available as a spare part.
3. 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** TAUS0622851EN\*

**Solution Usage** 0

**Description**

Microsoft\* Windows 2003 Server printer driver support, 7075.

**Solution**

Microsoft Windows 2003 Server printer driver support list. .

**Notes:**

1. The latest version print driver is available for download from the [\[\[Support & Drivers| URL http://kmb.konicaminolta.us/eprise/main/KMBS/Support\\_Center/Home\]\]](http://kmb.konicaminolta.us/eprise/main/KMBS/Support_Center/Home) section on the public web site or the [\[\[Konica Minolta FTP site| URL ftp://kbt.digital:kx15@ftp.konicabt.com\]\]](ftp://kbt.digital:kx15@ftp.konicabt.com).
2. 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** TAUS0623374EN\*

**Solution Usage** 0

**Description**

FS108, paper exiting extremely slow causing a J72-17.

**Solution**

CAUSE: The shaft holding part of the slide pulley has worn. As a result, the timing belt becomes slack, skipping teeth, and slows down the paper exit operation.

SOLUTION: Replace the slide pulley (p/n 129U76550).

**Notes:**

1. As a preventative measure, apply a couple of drops of grease (p/n 00GR00190) in the groove for lubrication. The grease application is recommended at every 1,000,000 copies.
2. To view the PDF hyperlinks, 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** TAUS0623379EN\*

**Solution Usage** 0

**Description**

FS108B, paper exiting extremely slow causing a J72-17.

**Solution**

CAUSE: The shaft holding part of the slide pulley has worn. As a result, the timing belt becomes slack, skipping teeth, and slows down the paper exit operation.

SOLUTION: Replace the slide pulley (p/n 129U76550).

**Notes:**

1. As a preventative measure, apply a couple of drops of grease (p/n 00GR00190) in the groove for lubrication. The grease application is recommended at every 1,000,000 copies.
2. To view the PDF hyperlinks, 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** TAUS0623452EN\*

**Solution Usage** 0

**Description**

Equitrac\* products such as PrintLog\* Professional are unable to correctly track both print and copy volume.

**Solution**

CAUSE: Konica copiers/printers have software dipperswitches that must be set properly to enable correct volume count.

SOLUTION: The Network Transaction Station Connection PDF lists the connector pinout and the dipswitch settings for 7020 and 7075 series.

**Notes:**

1. See also the Network Transaction Station Connection Revision A PDF .
2. To view the PDFs, 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** TAUS0623789EN\*

**Solution Usage** 0

**Description**

Modification to make performing the flat stapling position adjustment easier.

**Solution**

See FS108B Technical Bulletin #5 for details.

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** TAUS0623805EN\*

**Solution Usage** 0

**Description**

PU108, inventory depletion of the Punch Unit.

**Solution**

Inventory of the Punch Unit, PU108 (Item #950957) for the 7075, is depleted.

Note: As with all Konica products, support will continue.

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**Solution ID** TAUS0623812EN\***Solution Usage** 0**Description**

PZ108, inventory depletion of the Punch/Z-Fold Unit for the 7075.

**Solution**

Inventory of the Punch/Z-Fold Unit, PZ108 (Item #950617) for the 7075, is depleted.

Note: As with all Konica products, support will continue.

---

**Solution ID** TAUS0624178EN\***Solution Usage** 0**Description**

Developer on the surface of copies/prints.

**Solution**

AUSE: The drum potential sensor is defective.

SOLUTION: Replace the drum potential sensor (p/n 55VA-2080).

Note: Error codes 29-9, 29-10, and 29-11 may also be logged in the data collection. These codes are related to the drum potential sensor.

---

**Solution ID** TAUS0624221EN\***Solution Usage** 0**Description**

Intermittent code 26-03 during operation.

**Solution**

CAUSE: The drum unit is not fully inserted or there is damage to the drum unit connectors.

SOLUTION: Verify that the drum unit is fully seated in the machine. Remove the drum unit and inspect the connectors on the rear of the drum unit and the connectors in the rear of the machine. Make any necessary repairs as needed.

---

**Solution ID** TAUS0624305EN\***Solution Usage** 0**Description**

J32-00 and copies are wrapping around the drum during simplex or duplex copying/printing.

**Solution**

CAUSE: T/S corona cleaning unit not fully seated in the home position due to a weak T/S unit motor (M18).

SOLUTION: Replace the T/S cleaning motor (p/n 55VA-0730).

---

**Solution ID** TAUS0624360EN\***Solution Usage** 0**Description**

Light blotchy copies/prints and poor separation.

**Solution**

CAUSE: One or both of the front door interlock switches have failed causing improper input voltage to high voltage power supply 2. This will cause incorrect T/S outputs.

SOLUTION: During operation, monitor the 24V DC input to the ADU stand driver board at CN501-1 (orange wire). The 24V DC should always be present with no fluctuations observed. If fluctuations are observed, replace both front door interlock switches (p/n 40AA85010).

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**Solution ID** TAUS0624368EN\***Solution Usage** 0**Description**

DF313, RELOAD ONE ORIGINAL AND SET AGAIN THEN PRESS START message after the last original is fed.

**Solution**

CAUSE: Bright overhead lighting affecting the original size detecting sensors located in the RADF feed tray.

SOLUTION: If possible, relocate the machine to an area with lighting of less intensity. Performing the RADF sensor sensitivity adjustment may also eliminate the problem. Perform the following:

1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [4 RADF adjustment].

4. Select [3 RADF sensor sensitivity adjustment].
5. Touch [Start on the touchscreen]. There will be no confirmation that the adjustment has been completed however, the adjustment was performed.
6. Power copier OFF/ON to return to normal copy mode.

**Notes:**

- a. Refer to Konica Minolta Bulletin #4930 for additional information.
- b. 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** TAUS0624384EN\*

**Solution Usage** 0

**Description**

The machine continues to run after a paper jam with no jam indication displayed.

**Solution**

CAUSE: Incorrect software dipswitch setting (12-2) which disabled jam detection.

SOLUTION: Perform the following to enable jam detection:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 12.
4. Use the arrows on the right to scroll to 2. The display should read 12-2.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

**Solution ID** TAUS0624538EN\*

**Solution Usage** 0

**Description**

'USB Port Can Not Open' message when flashing the main body via the parallel port.

**Solution**

CAUSE: Flashing the main body using a USB setting is not supported with the 7075.

SOLUTION: Flash the 7075 from a parallel port.

Note: The ISW tool's USB setting is used for models that have a USB port on the main body for flashing.

**Solution ID** TAUS0624631EN\*

**Solution Usage** 0

**Description**

FS108, main exit tray caution label.

**Solution**

See Safety Bulletin #66 for details.

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** TAUS0624635EN\*

**Solution Usage** 0

**Description**

FS108B, main exit tray caution label.

**Solution**

See Safety Bulletin #66 for details.

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** TAUS0624813EN\*

**Solution Usage** 0

**Description**

Latest firmware update, 7075.

**Solution**

To access information concerning the latest firmware, access the [[Konica FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com]] or the EPROM download page. To access the firmware download section on the Konica Minolta website, perform the following:

1. Sign into the [[Secured site| URL http://www.konicabt.com/konicode/Logon]].
2. In the left frame, click on [NSSG Web Support].
3. Again, in the left frame, click on [Download EPROMs].
4. In the [Show all files for:] pull-down menu, select 'Eproms For High Volume Copiers' and click on the List Files button.
5. In the list of firmware, click on the required link to download. The firmware description will be in PDF format.

Note: To view a 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** TAUS0624820EN\*

**Solution Usage** 0

**Description**

FS108B, what is the correct part number for the Finisher CB (FNCB)?

**Solution**

FNCB (p/n 129X-9017).

**Solution ID** TAUS0625830EN\*

**Solution Usage** 0

**Description**

FS108/108B Service Manual.

**Solution**

FS108/108B Service Manual .

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** TAUS0625864EN\*

**Solution Usage** 0

**Description**

FS108, premature message to EMPTY FINISHER TRAY when the tray is only partially at capacity.

**Solution**

CAUSE: The tray up/down cables are loose which allows the tray to bounce, resulting in a false tray full detection.

SOLUTION: Increase tension on both the front and rear cables equally by loosening the two top pulley bracket screws and lifting the bracket upward.

**Solution ID** TAUS0625866EN\*

**Solution Usage** 0

**Description**

FS108B, premature message to EMPTY FINISHER TRAY when the tray is only partially at capacity.

**Solution**

CAUSE: The tray up/down cables are loose which allows the tray to bounce, resulting in a false tray full detection.

SOLUTION: Increase tension on both the front and rear cables equally by loosening the two top pulley bracket screws and lifting the bracket upward.

**Solution ID** TAUS0625973EN\*

**Solution Usage** 0

**Description**

How to update the main body firmware if the laptop does not have a parallel connection.

**Solution**

Newer laptops typically do not have a parallel connection which is required to update the firmware of the main body. A PCMCIA to Parallel converter will allow the laptop to communicate with the main body. LPT3 is used for the update procedure as viewed in the ISWT rns utility communication setup. The PCMCIA to Parallel converter can be purchased either locally or on the Internet. The cost can range anywhere from \$95.00 to \$165.00. The most widely-used card is the Quatech\* SPP-100.

Notes:

1. Konica Minolta does not support the PCMCIA-parallel adapter or make any recommendation as to the purchase.
2. 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

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**Solution ID** TAUS0626224EN\* **Solution Usage** 0

**Description**

SC46-14 when feeding from Tray 3.

**Solution**

CAUSE: Plastic e-clip dislodged from drive gear on vertical conveyance clutch MC10.

SOLUTION: Reinstall e-clip.

SPECIAL NOTE: Solution provided by Don Gifford, HUGHES-CALIHAN.

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**Solution ID** TAUS0627295EN\* **Solution Usage** 0

**Description**

Machine stays in "PLEASE WAIT - OPERATING" because the T/S wire cleaner is not running, the LCT is not recognized, and the ADU lever release solenoid will not release the ADU Lever.

**Solution**

CAUSE: ICP4 on the ADU CB is open.

SOLUTION: Replace ICP4 (rated at N50) on the ADU CB or replace the ADU CB (p/n 55VA-9071).

SPECIAL NOTE: Solution provided by Peter Lewandowski, CBS (CONNECTICUT BUSINESS SYSTEMS INC.)

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**Solution ID** TAUS0627449EN\* **Solution Usage** 0

**Description**

DF313, J62-00, not feeding, intermittent jamming.

**Solution**

CAUSE: The two rear screws on the steel ADF feed plate have become loose.

SOLUTION: Remove rear cover from DF313. Locate two loose screws and retighten. To tell if this plate is loose before removing the cover, open up the ADF door, grab and slightly shake the steel ADF plate. If the screws are loose, there will be too much play in the rear of plate.

SPECIAL NOTE: Solution provided by Peter Meaney, EASTERN COPY PRODUCTS, INC

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**Solution ID** TAUS0627476EN\* **Solution Usage** 0

**Description**

In the memory switches, what does 1 SHOT indication time mean?

**Solution**

This switch setting determines the time duration (3 or 5 seconds) for messages which are displayed for short periods and indicate special circumstances such as:

GROUP BUTTON CANNOT BE USED IN THIS MODE

or

NUMBER OF ORIGINALS SHOULD BE -- MAX IN STAPLE MODE

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**Solution ID** TAUS0627934EN\* **Solution Usage** 0

**Description**

SC 42-08 during initialization.

**Solution**

CAUSE: Loss of 24V DC output from DCPS2.

SOLUTION: To confirm the loss of 24V DC, perform the following:

1. With the machine powered ON in 47 mode, check for 24V DC at any orange wires on DCPS2.
2. If no output, unplug the machine, remove the fuse at the bottom of the power supply. Perform a continuity check on the fuse while removed from the power supply. If the fuse is open, replace the fuse with a 6.3 amp fuse obtained locally.
3. If the fuse is not open, reinstall and turn the machine ON in 47 mode again. Set your meter to a high AC voltage range (over 300V AC). Insert one meter lead into the connector marked FT3 and the other lead into the connector marked FT4 located above the fuse.
4. If normal line voltage (208/230V AC) is measured, the DCPS2 is defective and must be replaced (p/n 55VB84520).

**Solution ID** TAUS0627941EN\***Solution Usage** 0**Description**

Part number for a pin extraction tool for the fuser connector.

**Solution**

Pin extractor tool (p/n 00TL-3030).

**Solution ID** TAUS0628123EN\***Solution Usage** 0**Description**

How to reset memory parameter board.

**Solution****CAUTION:** The following steps must be followed exactly in order to confirm a factory reset has been completed.

To reset the Memory Parameter Board, perform the following:

1. Access the 25 mode.
2. Select option #8, Serial Number.
3. Enter correct serial number of the machine.
4. Select option 1 and change dipswitch 31, bit 0 to 0 (OFF).
5. Exit the 25 mode.
6. Access the 47 mode.
7. Perform factory reset:
  - a. Enter 92 and press Start, wait for display to read FIN
  - b. Enter 96 and press Start, wait for display to read FIN
  - c. Enter 93 and press Start, wait for display to read FIN

**Notes:**

\*\*\* If display does not read FIN after any step, the reset will not be completed. If FIN is not displayed, proceed to steps 7 through 10.

\*\*\* If FIN is displayed enter 94 and press Start.

\*\*\* Compare all default dipswitch settings to service manual to ensure the reset has completed successfully. If all settings are correct skip to step 11, otherwise proceed to step 7.

8. Exit the 47 mode.

9. Access the 25 mode and select option 1 Software SW.

10. At this point, check the manual to compare the machine default and current setting dipswitches to the manual. In this case, there were thirteen undefined dipswitches and one defined dipswitch where default and settings were different from the manual. Before proceeding, change the current settings to the manual default settings. Be sure to have available the EPROM PDF to compare any dipswitch settings that may be referenced for the current ROM version.

11. After comparing Dipswitch Settings to the manual, re-do the factory reset by performing the following:

- a. Access the 47 Mode.
- b. Enter 92 and press start, wait for display to read FIN.
- c. Enter 96 and press start, wait for display to read FIN.
- d. Enter 93 and press start, wait for display to read FIN.

12. Go back into the 25 mode and recheck Dipswitch Settings and all adjustment settings (Dipswitch settings, high voltage, timing, etc.) to ensure they are the defaults for the particular model being serviced.

13. Perform all copy quality, timing, high voltage adjustments just as if setting up the machine as new.

14. Change appropriate Dipswitch Settings for the location (i.e., Dipswitch 1, bit 1 to ON, counts 2 for 11x17, etc).

15. Test machine for proper operation.

**Solution ID** TAUS0628240EN\***Solution Usage** 0**Description**

LT401, J17-01 when feeding from the LCT.

**Solution****CAUSE:** The manual feed driving gear (p/n 55VA77`80) which is a one way gear located in the driving unit is slipping causing loss of drive to the loop roller.**SOLUTION:** Access the gear from the rear of the machine and clean or replace as needed.**Solution ID** TAUS0628716EN\***Solution Usage** 0**Description**

Error 46-43 when selecting image overlay.

**Solution****CAUSE:** A failed hard drive (HD102).**SOLUTION:** After verifying all connections related to the HD102, and if the problem remains, replace the hard drive (Item #950630).**Note:** Even if this problem is occurring, it still may be possible to scan to and retrieve documents from the hard drive.

**Solution ID** TAUS0628958EN\***Solution Usage** 0**Description**

LT411, J17-01 when feeding from the LCT.

**Solution**

CAUSE: The manual feed driving gear (p/n 55VA77'80) which is a one way gear located in the driving unit is slipping causing loss of drive to the loop roller.

SOLUTION: Access the gear from the rear of the machine and clean or replace as needed.

**Solution ID** TAUS0629125EN\***Solution Usage** 0**Description**

Light areas and voids on 11x17 trail edge, second side of duplexed copies only.

**Solution**

CAUSE : The paper reverse/exit section has dislodged or become loose due to the exit mount plate mount screws loosen. This causes inconsistent pressure and causes excessive loop as the 11x17 enters the ADU section and causes the excessive loop to create the light or void areas on the second side of copies.

SOLUTION: Tighten the the exit plate mount screws and apply a drop of thread lock to prevent reoccurrence.

SPECIAL NOTE: Solution provided by MARK LUITEN, INTEGRATED OFFICE SOLUTIONS, INC.

**Solution ID** TAUS0629186EN\***Solution Usage** 0**Description**

J71-01, with the DF313 and the FS108 initializing several times before finding home position.

**Solution**

CAUSE: A failed DCPS2.

SOLUTION: Replace the DCPS2 (p/n 55VB84520).

**Solution ID** TAUS0629473EN\***Solution Usage** 0**Description**

PRINTER WARMING UP message and no scanner initialization.

**Solution**

CAUSE: Incorrect software dipswitch settings.

SOLUTION: Software dipswitches 20-6 and/or 21-3 are improperly set to ON. Set both software dipswitches to OFF.

Note: The normal default is OFF for both switches however, if an image control board from a FORCE 75 is installed in the 7075, these software dipswitches may be set to ON.

**Solution ID** TAUS0630471EN\***Solution Usage** 0**Description**

'This device does not support scanning function' error message when retrieving address book utilizing PageScope Address Book utility.

**Solution**

CAUSE: The engine address book was trying to download via the IP controller network port.

SOLUTION: To download or upload address book information, connect to the engine network port. To configure the TCP/IP\* address on the engine, perform the following:

1. Press HELP (?) to access Key Operator mode.
2. Press (1. System Initial)
3. Set engine TCP/IP address, subnet mask and gateway.
4. Exit key operator mode.
5. Download the address book from the engine.

\* Trademark ownership information

**Solution ID** TAUS0630627EN\***Solution Usage** 0**Description**

How to disable the MODE, and/or HELP buttons.

**Solution**

These buttons can not be disabled.

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**Solution ID** TAUS0630827EN\*

**Solution Usage** 0

**Description**

J32-04, J32-03, and/or J10-01.

**Solution**

CAUSE: Soiled, worn or damaged ADU conveyance/drive components.

SOLUTION: Replace the ADU Conveyance Gear/2 (p/n 55VA77650); inner pin location is worn (J32-xx). Clean, lube and/or replace the one-way bearing of the manual feed driving gear/C (p/n 55VA77180) - J10-01.

SPECIAL NOTE: Solution provided by Pat Boykin, District Service Manager, KMBS Technical and Professional Services

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**Solution ID** TAUS0638978EN\*

**Solution Usage** 0

**Description**

Unable to access All Active Solutions on NSSG Web Support.

**Solution**

CAUSE: Certain end user permissions are in place to prevent unauthorized access. Unfortunately, some technicians are also 'locked out'.

SOLUTION: Here is the [[All Active Solutions for the 7075] URL <http://techweb.konicabt.com/WebSolution/7075.pdf>] document.

Note: 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

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**Solution ID** TAUS0639607EN\*

**Solution Usage** 0

**Description**

A status page is not printed at power up and also can not be printed from the web utility when browsing to the NIC.

**Solution**

CAUSE: ECM mode is enabled.

SOLUTION: Temporarily disable ECM mode if a status page is needed. All of the information on the status page can be viewed when browsing to the NIC so disabling ECM mode is not required.

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**Solution ID** TAUS0639852EN\*

**Solution Usage** 0

**Description**

FS108B, J73-09 at power up.

**Solution**

CAUSE: PS28 (folding passage/1) is blocked by a piece of paper.

SOLUTION: Open the front door of the finisher, inspect and remove any paper from the folding unit

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**Solution ID** TAUS0639911EN\*

**Solution Usage** 0

**Description**

FS108, Spare parts setting of new stapler jig.

**Solution**

See T20040115A1 for details.

Note: 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

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**Solution ID** TAUS0640153EN\*

**Solution Usage** 0

**Description**

Background when copying onto 100lb TAB paper.

#### Solution

CAUSE: Poor fusing due to the thickness of paper.

SOLUTION: Set the individual tray for Thick Paper mode. For more information regarding Thick Paper mode please refer to the [[7075 User's Manual|URL [http://techweb.konicabt.com/tpm/media/7075\\_ug.pdf](http://techweb.konicabt.com/tpm/media/7075_ug.pdf)]].

Note: 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** TAUS0640246EN\*

**Solution Usage** 0

#### Description

Developer spilling from the developing unit.

#### Solution

CAUSE: The charge corona failed or is not installed correctly.

SOLUTION: Inspect the charge corona for proper installation or incorrectly installed wires/grid. If necessary, replace the charge corona assembly (p/n 55VA-2500).

**Solution ID** TAUS0641132EN\*

**Solution Usage** 0

#### Description

Shape change of pressure lever by part sharing with new model.

#### Solution

See KOM050240 for details.

Note: 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** TAUS0641213EN\*

**Solution Usage** 0

#### Description

Thermostat replacement precautions for all models using Faston Terminals.

#### Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.

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** TAUS0642499EN\*

**Solution Usage** 0

#### Description

LT412, incorrectly indicates metric size paper.

#### Solution

CAUSE: The destination code dipswitches in the 25 mode are set incorrectly.

SOLUTION: To set the 25 mode dipswitches for USA destination, perform the following:

1. Access the 25 mode (power the machine ON, while holding down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Set the following software dipswitches to the value indicated:

| DIPSWITCH | DATA VALUE |
|-----------|------------|
| 4-2       | 1          |
| 4-3       | 0          |
| 13-0      | 1          |
| 13-1      | 1          |
| 13-2      | 0          |

|      |   |
|------|---|
| 13-3 | 0 |
| 13-4 | 1 |
| 13-5 | 0 |
| 13-6 | 0 |

12. Press the PREVIOUS SCREEN button, to return to the 25 mode.
13. Power the machine OFF/ON to exit the 25 mode.

---

**Solution ID** TAUS0642624EN\*

**Solution Usage** 0

**Description**

Print jobs are stuck in the queue as the Microsoft® Windows server or workstation is waiting for machine status to change to ready (from the feedback condition of Add Paper - for example).

**Solution**

**CAUSE:** SNMP status enabled on the print driver installed on the server. With this enabled the print queue constantly monitors SNMP printer feedback (door open, paper tray empty, etc.). The feedback from the machine may not be in real time resulting in locking the print queue on the server or workstation hosting the printer.

**SOLUTION:** Disable SNMP status on the print driver.

1. From the printers folder, highlight the printer object, right click and select properties.
2. Select Ports
3. Configure Port.
4. Uncheck SNMP Status Enabled.

\* Trademark ownership information

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**Solution ID** TAUS0643398EN\*

**Solution Usage** 0

**Description**

PU108, J72-16 as paper enters the punch unit. The punch unit main motor never energizes.

**Solution**

**CAUSE:** The punch unit CB has failed.

**SOLUTION:** To check the operation of the finisher main motor (M1), perform the following:

1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), output code 75, P-72-P to energize the punch unit main motor.
2. If, the motor energizes in the 47 test mode, but fails to energize in the copy mode, the punch unit CB has failed. Replace the punch unit CB (p/n 13NK-9010) as necessary.

**SPECIAL NOTE:** Solution provided by George Hughes, Boring Business Equipment.

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**Solution ID** TAUS0643585EN\*

**Solution Usage** 0

**Description**

The paper lift mechanism in the large capacity paper cassette is overdriving.

**Solution**

**CAUSE:** There are two interlock switches used to interrupt power to the lift tray motor M101. The two interlock switches are the lift tray interlock MS101 that opens when the large capacity cassette top cover is opened and the lift tray interlock switch MS102 that is opened when the paper in the tray pushes against the paper feed roller. A spring attached to the top cover and the paper feed roller unit is used to move the paper feed rollers out of the way of the lift tray; to aid in the insertion of new paper when the paper supply runs out. This spring, by moving the paper take up rollers out of the way of the paper path, prevents the paper stack from engaging the paper feed roller if it should be lifted by the activation of the lift tray motor M101. This prevents the lift tray interlock switch MS102 from opening up and cutting power to the lift tray motor M101. If the lift tray interlock switch MS101 is 'cheated', the result is the lift tray motor M101 not stopping and the paper lift continues until catastrophic damage is generated in the tray lift mechanism.

**SOLUTION:** If it is required to override the lift tray interlock switch MS101, it will be necessary to remove the spring connecting the top cover and the paper feed unit. Open the top cover and remove the spring from the paper feed unit. Once the spring has been removed the paper feed rollers will lower into a position so that when the lift tray interlock switch MS101 is 'cheated' and the paper begins to be lifted by the lift tray motor MS101, the power supplied to the motor will be interrupted as soon as the paper stack engages the paper feed roller and the lift tray interlock switch MS102.

---

**Solution ID** TAUS0643593EN\*

**Solution Usage** 0

**Description**

The warm up time of the copier seems extended, taking between 10 and 15 minutes for the copier to warm up. When making copies of duplexed pages, some of the pages are missing from the output sets. The copier also intermittently keeps running during a copy cycle and no pages seem to be output. No service codes or jams are being generated and the only way to reset the copier is to power OFF/ON.

**Solution**

**CAUSE:** The ICB (Image Control Board) and ICB Memory Board have failed.

**SOLUTION:** Replace the ICB (p/n 55VA-9310) and the ICB Memory Board (p/n 55VA-9100) as a set.

**Note:** The new ICB, when installed, requires the Image Control Flash ROM to be installed. Failure to do so will result in a copier that will not power up. The timer LED on the control panel will also be flashing. Flash the ROMs to the latest revisions found on the [[Konica Minolta FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com]]. If unable to access the 25 mode due to firmware failure, access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on. If the LCD is blank and the timer LED is flashing the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

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**Solution ID** TAUS0644407EN\*

**Solution Usage** 0

**Description**

Abolition of shipment setting parts, developing roller shaft holder rear.

**Solution**

See KOM050795 for details.

**Note:** 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

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**Solution ID** TAUS0645402EN\*

**Solution Usage** 0

**Description**

SC50-01 or SC80-02 on start up.

**Solution**

**CAUSE:** A communications issue exists between the ICB (Image Control Board) and the PRCB (Printer Control Board).

**SOLUTION:** Unplug then reseal the ICB and the ICIFB. Unplug and reseal all of the connections to the PRCB to insure the two boards have a solid electrical connection to each other. If the problem persists, replace the ICIFB (p/n 4014-3248-01 for the 7075/7085 and p/n 4027-1396-01 for the Di750/Di850).

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**Solution ID** TAUS0646849EN\*

**Solution Usage** 0

**Description**

Does Konica Minolta provide support for Equitrac\* products?

**Solution**

For Equitrac technical support information please visit [[http://www.metrics.com/Support/| URL http://www.metrics.com/Support/]] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

**Note:** Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

\*[[Trademark ownership information| FILE V:\TEXT\TRADEMRK.TXT NEW]]

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**Solution ID** TAUS0646850EN\*

**Solution Usage** 0

**Description**

Does Konica Minolta provide support for Equitrac\* products?

**Solution**

For Equitrac technical support information please visit [[http://www.metrics.com/Support/| URL http://www.metrics.com/Support/]] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

**Note:** Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

\*[[Trademark ownership information| FILE V:\TEXT\TRADEMRK.TXT NEW]]

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**Solution ID** TAUS0647250EN\*

**Solution Usage** 0

**Description**

DF317, Countermeasures for the belt coming off prevention

**Solution**

See KOM051187.pdf for details.

**Note:** 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** TAUS0647259EN\***Solution Usage** 0**Description**

Countermeasures for interference prevention (Cover assy).

**Solution**

See KOM051196.pdf for details.

Note: 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** TAUS0647555EN\***Solution Usage** 0**Description**

Does WinFax Pro10 Software work with AHT OneRip 2?

**Solution**

A WinFax Pro10 Software Option is available for the OneRip 2 solution. Fax from a KonicaMinolta legacy MFP that previously did not offer fax capabilities. When connecting multiple printers to the OneRIP 2 server, all connected printers are enabled with faxing. The MFPs do not require a fax board. Working as the Scan to E-mail function, simply insert the fax number in place of an E-mail address, and proceed. The WinFax Pro Option supports the following devices:

Di450/Di550

Di551/Di650, 7155/7165

Di750, 7075

bizhub Di470

bizhub Di5501/Di7210, bizhub Di7255/7272

bizhub Di850, bizhub 7085

bizhub CF2002/CF3102

**Solution ID** TAUS0647796EN\***Solution Usage** 0**Description**

To achieve parts standardization with the other model, the Electrode vibrating rubber has been modified.

**Solution**

See KOM051320.pdf for details.

Note: 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** TAUS0647801EN\***Solution Usage** 0**Description**

To achieve parts standardization with the other model, the Ribs have been added Charge block front.

**Solution**

See KOM051323.pdf for details.

Note: 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** TAUS0648846EN\***Solution Usage** 0**Description**

Toner spilling in the copier. After a developer change machine works properly for 30,000 to 40,000 copies then dumps again.

**Solution**

CAUSE: The developer is becoming damaged from continuing to run the copier after an out of toner condition. The copier can run 3,000 copies after each time the door is opened and closed. The developer is damaged if toner is not replaced after the first out of toner indication.

SOLUTION: Replace the developer.

Note: Setting DIPSW1 bits 0 - 7 to "OFF" in the 25 service mode limits the copier to 1,500 copies (instead of 3,000 by default) when an out of toner condition is detected.

**Solution ID** TAUS0649084EN\***Solution Usage** 0**Description**

Intermittent black copies with paper wrapping around drum.

**Solution**

CAUSE: Poor drum ground.

SOLUTION: Clean and service the front and rear drum bearings. Clean only the inner circumference of the bearing and the drum shaft. Use Scotch-Brite\* or emory cloth to clean build-up. Do not lubricate or flush bearing with alcohol. The bearing is packed with conductive grease which is needed for proper operation. Replace the bearing if does not turn properly or if the bearing appears worn. Make sure the drum shaft coupler is flush against the drum flange and the notch is flush with the front bearing when reinstalling.

\* Trademark ownership information

**Solution ID** TAUS0651064EN\***Solution Usage** 0**Description**

Part number for the drum claw shaft.

**Solution**

Drum claw shaft (p/n 56AA17590).

**Solution ID** TAUS0651922EN\***Solution Usage** 0**Description**

J32-05 exit jam.

**Solution**

CAUSE: The Pusher Plate and Holder Plate in the trimmer stacker area of the TMG1/TMG2/TU1 can suddenly stop in the middle of a stacking operation. The MS3 and MS4 (microswitches) in the TMG1/TMG2/TU1 have failed due to oxidation of their contacts. The switches are in series with the power supplied to M106 (holder motor) and M107 (pusher motor). When the microswitches become oxidized, insufficient current is supplied to the motors causing them to stop. The failure of the trimmer motors causes all of the finisher options to shut down.

SOLUTION: Replace MS3/MS4 (p/n 4014-1301-01) as a set.

Note: Replace both of the microswitches, even if they seem to function under continuity test or 47 Service Modes, I/O Check Mode.

**Solution ID** TAUS0652850EN\***Solution Usage** 0**Description**

How to modify paper tray priorities.

**Solution**

To modify paper tray priorities, perform the following:

1. Enter Key operator mode.
2. Go to the ATS settings and change the tray priority settings.
3. Make the selected tray as the default tray with the highest priority followed by the next tray to be used.

**Solution ID** TAUS0653101EN\***Solution Usage** 0**Description**

Changes made to copier initial settings (in key op mode) are lost after the panel reset button is pressed. The settings revert to the factory defaults.

**Solution**

CAUSE: Incorrect memory switch setting.

SOLUTION: To retain copier initial settings, perform the following:

1. Enter key op mode.
2. Go to memory switch setting.
3. Change memory switch 2 to "initial setting."
4. Return to key op mode.
5. Go to copier initial setting and make desired changes.
6. Exit key op mode.

**Solution ID** TAUS0653654EN\***Solution Usage** 0

**Description**

Part numbers for the wiring harnesses for the clincher and for the stapler on the FS108.

**Solution**

Clincher wiring harness (p/n 129U90090) and the stapler wiring harness (p/n 129U90080).

**Solution ID** TAUS0654237EN\*

**Solution Usage** 0

**Description**

DF313, countermeasure against abnormal noise.

**Solution**

Refer to Bulletin #5415 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** TAUS0654239EN\*

**Solution Usage** 0

**Description**

DF317, countermeasure against abnormal noise.

**Solution**

Refer to Bulletin #5415 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** TAUS0655890EN\*

**Solution Usage** 0

**Description**

Images opened in File Magic\* (by Fortis\*) print out as a negative via the PCL driver. Whites are black and vice-versa.

**Solution**

CAUSE: This application uses the Windows Image Viewer\* to view documents. This is a known issue with Windows Image Viewer and the Konica PCL\* driver.

SOLUTION: As a workaround, select the negative check box in the graphics tab of the PCL driver. It may be necessary to create another driver and set negative as the default in that driver. The user should then select this driver when printing from this application.

Note: This issue does not occur when printing from the Adobe\* PostScript\* or Visual PostScript driver for this controller.

\* Trademark ownership information

**Solution ID** TAUS0656209EN\*

**Solution Usage** 0

**Description**

Mail Merge staples all pages together, but end user would like to separate mail merge into separate jobs based by name or address.

**Solution**

Download and import [[word\_mail\_merge\_printing|URL [http://techweb.konicabt.com/tpm/media/word\\_mail\\_merge\\_printing.pdf](http://techweb.konicabt.com/tpm/media/word_mail_merge_printing.pdf)]] into normal.dot. Set up the driver you want to use as the default and then set the finishing features desired in Printing Preferences. Run normal.dot under macros, you should be presented with a question of how many sections are in the merge (i.e., how many pages before the next name or address in the merge).

**Solution ID** TAUS0600708EN\*

**Solution Usage**

**Description**

What print drivers are compatible with Macintosh® OS X (Version 10)?

**Solution**

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

Firmware and more'.

Macintosh® OS 9x applications within OS 10.2.x are supported using the current Adobe® PostScript drivers for Macintosh® at <http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Macintosh> .

**Solution ID** TAUS0618884EN\*

**Solution Usage**

**Description**

Blur lines on large size copies.

**Solution**

CAUSE: Blur lines are caused by a change in speed of the paper as the image is being transferred to the paper.

SOLUTION: Refer to 7075/FORCE 75/7085 Technical Bulletin #15 for the troubleshooting procedures to determine the cause of the blur lines.

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** TAUS0626956EN\*

**Solution Usage**

**Description**

Is Bates Stamping supported?

**Solution**

Bates Stamping is not supported.

**Solution ID** TAUS0648063EN\*

**Solution Usage**

**Description**

SC21-01 at power up.

**Solution**

CAUSE: Binding or failed M23 (Charge cleaning motor).

SOLUTION: Remove the Charge corona unit and inspect the gears for binding. Replace M23 (p/n 25AA80090), Charge cleaning gear/1 (p/n 55VA77230), Charge cleaning gear/2 (p/n 55VA77240) or the Charge corona unit (p/n 56GA-2500) as necessary.

**Solution ID** TAUS0655608EN\*

**Solution Usage**

**Description**

Are Konica Minolta MFPs compatible with Category 6 cable standard?

**Solution**

Konica Minolta MFPs 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 and it provides performance of up to 250MHz.

**Solution ID** TAUS0656300EN\*

**Solution Usage**

**Description**

SAP device types availability.

**Solution**

Refer to attached Marketing Bulletin #06-GB-039 for 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** TAUS0700702EN\*

**Solution Usage**

**Description**

How to isolate a specific paper tray.

**Solution**

To disable a specific tray pending repairs, perform the following:

1. Access the 25 mode (power ON while pressing the 2 and 5 keys).

2. Select [1. Software SW setting].
  3. Use the arrows on the left to scroll to 18.
  4. Use the arrows on the right to scroll to 0 for Tray 1, 1 for Tray 2, 2 for Tray 3, or 3 for Tray 4.
  5. Press ON. The selected tray will now be unavailable. Power the copier OFF/ON to exit the 25 mode.
- Note : Paper trays will be deactivated automatically if the customer selects the option to continue when a tray SC code appears.

**Solution ID** TAUS0701960EN\*

**Solution Usage**

**Description**

Intermittent 19-1 jam error code.

**Solution**

CAUSE: The main charge corona grid is loose.

SOLUTION: Remove the main charge corona and reseal the grid.

**Solution ID** TAUS0702000EN\*

**Solution Usage**

**Description**

IP-601 (VI-601 Kit part numbers).

**Solution**

VI-601 parts include:

PART NUMBER ITEM

13JQ-9010 Printer Relay Board/1

13JQ-7330 Printer Relay Board/2

13JQ-90020 Printer Relay Wiring/2

13JQ-73040 Board Grounding Plate

13JQ-12020 Outer Fixing Screw

13JQ-12010 Cover Plate

13JQ-73050 Plate Spring

Note : Please refer to the attached Installation Procedure for more detail.

**Solution ID** TAUS0702122EN\*

**Solution Usage**

**Description**

J32-02 when duplexing.

**Solution**

CAUSE: SD4 in the FS-108 or FS-108B is misadjusted.

SOLUTION: Adjust SD4 in the finisher according to the Service Manual.

Note : For a quick troubleshooting method, max out the stroke for SD4 and test.

**Solution ID** TAUS0702136EN\*

**Solution Usage**

**Description**

Paper size 8.5x11R is recognized as A4R when feeding from the document feeder.

**Solution**

CAUSE: Incorrect dipswitch setting.

SOLUTION: To adjust the machine to recognize 8.5x11R correctly, perform the following:

1. Enter 25 mode.
2. Select Software DIP SW Setting.
3. Set DIPSW 13-1 to 1 and exit the mode.

**Solution ID** TAUS0702146EN\*

**Solution Usage**

**Description**

How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

**Solution**

Please see the attached document for detailed information.

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>

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**Solution ID** TAUS0702376EN\***Solution Usage****Description**

Unable to print all ECM accounts.

**Solution**

CAUSE: ECM accounts were deleted and now there are spaces/blanksbetween the ECM accounts.

SOLUTION: Re-program the ECM accounts consecutively and ensure there are no spaces between ECM accounts.

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**Solution ID** TAUS0702805EN\***Solution Usage****Description**

ISW error F1 when trying to flash the VIF card.

**Solution**

CAUSE: The VIF card is in the incorrect slot.

SOLUTION: Insert the VIF card into the lower slot and download the firmware using the ISW.

Note : The latest version firmware or 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'.

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**Solution ID** TAUS0702890EN\***Solution Usage****Description**

Printing to a Windows Samba shared printer from a Macintosh@.

**Solution**

Please perform the step-by-step procedure mentioned in 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>

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**Solution ID** TAUS0801755EN\***Solution Usage****Description**

What soft switch controls the faulty part isolation for the ADF?

**Solution**

To enable and disable the ADF use soft switch 18-4. Setting 18-4 equal to (1) disables the ADF and setting it to(0) enables the ADF.

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

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