KONICA MINOLTA

SSD SUPPORT SOLUTIONS

7030 - ALL ACTIVE SOLUTIONS

September 2007

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Solution ID   TAUS0609199EN*

<div align="right">

Solution Usage   11

</div>

Description

TCR intermittently not printing the first page image.

Solution

CAUSE: If faxing from the RADF, no image will show on the TCR report because the machine does not use the memory to send. The image being reduced is the operation of the machine.

SOLUTION: This is normal operation when using quick transmission faxing through the RADF. If image on the TCR is required then set the machine for memory transmission. To set the machine to memory transmission, perform the following:
2. Press ? (HELP) button.
3. Press Key-Ope button on the touchscreen.
4. Enter key operator passcode, if required.
5. Press FAX button on the touchscreen .
6. Press Tx/Rx mode set on the touchscreen.
7. Press Edit to select Memory Tx.
8. Press Back button twice
9. Press Return.

Solution ID   TAUS0611686EN*

<div align="right">

Solution Usage   21

</div>

Description

How to clear the REPLACE FIXING UNIT message.

Solution

To clear the REPLACE FIXING UNIT message, perform the following:
1. Power the copier OFF.
2. Access the 36 mode (power the copier ON, while pressing the 3 and 6 keys).
3. Touch [8. Counter clear] on the touchscreen.
4. Touch [2. Fixing counter] on the touchscreen.
5. Touch [Yes] on the touchscreen.
6. Power the copier OFF/ON to exit the 36 mode.

Solution ID   TAUS0611741EN*

<div align="right">

Solution Usage   3

</div>

Description

When the 7030 is configured as a printer, possible HD103 (hard drive) failure may occur if the printer is powered OFF before IP421 controller has finished booting. This problem may occur with the IP421 running system software version 4.4.6.

Solution

CAUSE: Updated system software and firmware is required.

SOLUTION: Updated system software for the IP421 is now available to correct this problem. This update brings the system code up to 4.4.14. Before upgrading the system code, the printer must be at level 27 (control) and 24 (image). The updated system software and instructions on how to install it can be found on the Konica digital FTP site in the IP System Software folder.

Solution ID   TAUS0611922EN*

<div align="right">

Solution Usage   17

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Description

F51-6 shortly after power up.

Solution

CAUSE: Failed write unit, resulting in no polygon motor (M5) rotation.

SOLUTION: To check the operation of the polygon motor, 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 32, press *-01-*.
3. Using a voltmeter (200V DC scale), measure the polygon motor supply voltage at CN22-5 on the PRDB. A reading of 24V DC should be observed.
4. Check the polygon motor control signal at CN22-3 on the PRDB. A reading of 5V DC should be observed in the idle state.
5. Press the START key, the voltage at CN22-3 on the printer board should drop to 0V DC and the polygon motor should be heard rotating. If the proper voltage readings are observed, the PRDB is working correctly.
6. Reseat all the connectors on the write unit. Replace the write unit (p/n 26NA-6500) as necessary.
Note: the polygon motor is not available as a separate part. If this component fails, an entire write unit assembly (p/n 26NA-6500) should be ordered.

Solution ID   TAUS0613691EN*

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Solution Usage   13

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Description

How to reset an F34, F35, or F36 code.

Solution

To clear the code, perform the following:
1. Turn the machine OFF.
2. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
3. Select 1: Software Switch Setting.
4. Use the arrows on the LCD to select dipswitch 3-1.
5. Touch the OFF key on the LCD to change the data to 0.
6. Press RETURN.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0614120EN*   **Solution Usage**   5

Description

How to program ATS/APS for each paper tray.

Solution

SOLUTION: To program ATS/APS for each paper tray, perform the following:
1. From the normal Copier mode, press the HELP (?) button located to the right of the touch screen.
2. Press KEY-OPE MODE located in lower left corner of the touch screen.
3. Press [1] System/Copier.
4. Press the DOWN arrow located on the lower left corner of the touch screen to access the second page of Key Operator Mode selections.
5. Press [12] Memory SW.
6. Press the DOWN arrow located in the lower left corner to scroll to page 2 of the Memory SW.
7. Use the UP and DOWN arrows located on the right side to scroll to the ATS/APS settings for each paper tray.
8. Press EDIT to enable (ON) ATS/APS for the tray or trays desired.
9. Press Return three times to return back to the normal Copier mode.

Solution ID   TAUS0614139EN*   **Solution Usage**   30

Description

DF314, after performing paper size detection adjustment, the original size is still not detected correctly.

Solution

SOLUTION: To verify the output of VR301 (size detect VR), perform the following:
1. Access 47 mode (turn the copier ON, while pressing the 4 and 7 keys) input code 60, press star (*) 09(*).
2. Place 8.5x11 original in the document tray.
3. LCD display should show a value of 217.
4. If unable to show a value of 217, go to the next step. If 217 is displayed in the LCD screen, go to to step 11.
5. Remove the 5 screws located on the bottom of the document tray.
6. Remove the white gear on VR301 (size detect VR).
7. Place 8.5x11 original in the document tray.
8. Rotate the black knob on VR301, until a value of 217 is displayed on the LCD screen.
9. Power machine OFF/ON.
10. Perform the original size detection adjustment.
11. Place an original in the document tray. If the size is still incorrect, perform the paper size detection adjustment as follows:
12. Access the 47 mode (turn the copier ON, while pressing the 4 and 7 keys) output code 69.
13. Place 5.5x8.5R original in the document tray.
14. Press Start button.
15. Press the Stop/Clear button.
16. Press Star (*) button.
17. Press 1 to display , and press (*) again.
18. Place 8.5x11 original in the document tray.
19. Press Start button.
20. Press Stop/Clear button.
21. Power machine OFF/ON.

Solution ID   TAUS0615264EN*   **Solution Usage**   4

Description

After replacing the parameter memory board, two additional adjustments, 11 and 12, appear in the 36 mode screen.

Solution

CAUSE: The additional adjustments are factory adjustments and should not be displayed or used. The memory must be reset to delete the extra adjustments from the display.

SOLUTION: After replacing the parameter memory board, the memory must be reset using 47 mode, output code 93. The developer must also be changed and L-detect performed. To perform the L-detection adjustment, perform the following:

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1. Access the 36 mode (hold the 3 and 6 keys at sub-switch power ON).
2. Select [1. HV adjustment].
3. Press the NEXT or BACK button to scroll to the L-detection adjustment screen.
4. Press the START button, on the LCD or the green START button on the keyboard. The developing motor will rotate during the adjustment period.
5. When the LCD indicates OK, the L-detect adjustment has completed successfully.
6. Power OFF/ON the sub-switch to return to normal copy mode.

Solution ID   TAUS0615447EN*   **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 [7. M/c serial number] on the touchscreen.
4. Touch the item name of the component requiring programming of a serial number on the touchscreen. The serial number setting screen for the selected item will be displayed.
5. Enter the 9-digit serial number by touching the appropriate alphabet and numeric keys displayed on the touchscreen.
6. Touch [SET] on the touchscreen
7. Touch [RETURN] on the touchscreen.
8. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0615787EN*   **Solution Usage**   3

Description

Code 51-6 during warm-up or the beginning or at the beginning of a print cycle.

Solution

CAUSE: A loss of 24V DC to the driver board due to an open F401 on the DC power supply.

SOLUTION: Verify 24V DC at CN2-1 on the DC power supply. If the voltage is not present, unplug the machine and remove F401 from the DC power supply and check the fuse. If open, replace F401 with a fuse of the same rating. F401 is located in the lower left corner of the DC power supply. There is no part number available for the fuse so, it must be obtained locally. The fuse is rated at 5A/125 volt.

Solution ID   TAUS0615983EN*   **Solution Usage**   28

Description

Code 0006 is displayed in the result screen several seconds after initiating the L-detect adjustment procedure.

Solution

CAUSE: The sensor on the TCSB is dirty, resulting in improper output to the PRDB.

SOLUTION : To clean the sensor on the TCSB, perform the following:
1. Power the copier OFF.
2. Open the front door, loosen the set screw, and gently pull the developing unit out toward you.
3. Open the ADU door, and open the conveyance unit.
4. Loosen the set screw and gently pull the drum unit out toward you until it stops. Then tilt it slightly and remove it.
5. Remove the drum from the drum unit and thoroughly clean the sensor on the TCSB with a cotton swab and alcohol. Replace the TCSB (p/n 26NA-9180) as necessary.

Solution ID   TAUS0616061EN*   **Solution Usage**   6

Description

REMOVE PAPER FROM FINISHER TRAY, no finisher installed.

Solution

CAUSE: In 25 mode, software switch 22-7 is set to a 0.

SOLUTION: To set software switch 22-7 to a 1, perform the following:
1. Access to the 25 mode (hold down the 2 and 5 keys at subswitch power on).
2. Select [1. SOFTWARE SW].
3. Using the up and down arrows, scroll to software switch 22-7.
4. Select ON.
5. Power OFF/ON the subswitch to return to normal copy mode.
Note: The paper exit sensor assembly/2 (p/n 26NA-4920), which is the actuator for PS19 (Exit limit detect), has been abolished on all 7030's starting with s/n 26PE11669. Due to this change, it is necessary to set software switch 22-7 to a 1 to disable the function of PS19 (Exit limit detect). PS3 (Paper exit) is now

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used to count exited copies.

Solution ID   TAUS0616543EN*   **Solution Usage**   2

Description
Why does the bypass tray icon indication on the touchscreen display an exclamation mark (!) when empty?

Solution
Due to copyright infringements, the word BYPASS cannot be displayed on the touchscreen when the bypass tray is empty. Therefore, current firmware is designed to display the actual size of paper loaded in the bypass, or an exclamation (!) mark when the bypass is empty.

Solution ID   TAUS0618341EN*   **Solution Usage**   1

Description
Intermittent F28-3.

Solution
 CAUSE: Internal arcing within the T/S high voltage casing attached to the right side door, resulting in loss of separation current to the T/S corona unit.

SOLUTION: To check the T/S high voltage casing for signs of arcing, perform the following:
1. Power the copier OFF.
2. Open the right side door (p/n 26NA50010).
3. Remover the two (2) screws (p/n 00Z193061), which attach the high voltage casing/A to the right door.
4. Remove one (1) screw (p/n 00Z193061) from the upper shaft holder (p/n 26NA50630), which will allow the claw shaft to be moved and permit removal of the high voltage casing from the right side door.
5. Separate casing/B (p/n 26NA50532) from casing/A. Inspect the entire assembly for any signs of arcing. Replace the insulating sheet (p/n 26NA50971), high voltage fixed parts (p/n 26NA50950), high voltage part upper (p/n 26NA50460), or high voltage part assembly (p/n 26NA-5260) as necessary.
 SPECIAL NOTE : Solution provided by Jim Dixon, Cavins Business Solutions, Inc.

Solution ID   TAUS0619075EN*   **Solution Usage**   3

Description
DF314, when an 8.5x11 original is inserted into the RADF, 'Original Size' message appears on the screen.

Solution
CAUSE: The machine destination was not set for USA.

SOLUTION: To set the destination for USA, perform the following:
1. Power the machine OFF.
2. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
3. Select 1: Software Switch Setting.
4. Use the arrows on the LCD to select dipswitch 5-0.
5. Touch the ON key on the LCD to change the data to 1.
6. Use the arrows on the LCD to select dipswitch 5-1.
7. Touch the OFF key on the LCD to change the data to 0.
8. Press the RETURN key.
9. Power the OFF/ON to exit the 25 mode.

Solution ID   TAUS0620176EN*   **Solution Usage**   38

Description
Intermittently, the image is not printed except a 30mm width in the center of the page.

Solution
CAUSE: This problem has been identified with image firmware level 31 (and earlier).

SOLUTION: Upgrade image firmware to latest level (level 32 or higher).
Change dipswitch 6-3 to a 1.
Note: The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

Solution ID   TAUS0624397EN*   **Solution Usage**   14

Description
Paper feed jamming (J11, J12, J13, J14, or J16).

Solution

CAUSE: The double feed preventative roller has failed.

SOLUTION: Install the new style DFPR (p/n SE95-3900).
Notes:
1. See 7020/7022/7025/7030/7035/7130/7135 Technical Bulletin #16 for 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]]

* Trademark ownership information

Solution ID   TAUS0625816EN*   **Solution Usage**   6

Description
F26-3 at power up.

Solution
CAUSE: The toner supply unit (p/n 26NA-3200) is bound up preventing toner from being added to the developer unit.

SOLUTION: Replace the toner supply unit.

Solution ID   TAUS0626219EN*   **Solution Usage**   1

Description
F26-3 at power up.

Solution
PROBABLE CAUSES:
1. Abnormal output from TDS sensor (toner density sensor). TDS output ripple voltage failed to reach 0.5V DC.
Check the wires at the TDS sensor board for damage. Replace the TDS sensor (p/n 26NA88040) as needed.

2. The cleaning blade has flipped preventing the main motor from turning.
Use setting powder to prevent the cleaner blade from flipping.

Solution ID   TAUS0626351EN*   **Solution Usage**   5

Description
F26-3 and developer spilling out of the developer unit.

Solution
CAUSE: The TDS (toner density sensor) wiring pinched and shorted to ground.

SOLUTION: Repair the wiring and replace the TDS (p/n 26NA88040) as needed.

Solution ID   TAUS0628360EN*   **Solution Usage**   3

Description
FS107, FNS NOT CONNECTED; SELECTED MODE IS NOT AVAILABLE message when attempting to flash a new finisher CB.

Solution
CAUSE: The dipswitch settings of SW1 on the new finisher CB have not been set to match the dipswitch settings of the original finisher CB.

SOLUTION: Program the dipswitch settings of SW1 on the new finisher CB to match the dipswitch settings of SW1 on the original finisher CB. If, the original finisher CB is not available set dipswitch 1 and 4 to [ON] and leave dipswitch 2 and 3 set to [OFF].
SPECIAL NOTE: Solution provided by Ron Lapham, Coastal Business Solutions.

Solution ID   TAUS0652899EN*   **Solution Usage**   2

Description
Distorted imaged from platen and RADF copies; internal okay.

Solution
CAUSE: Corrupted CCD unit A/D conversion damaged.

SOLUTION: Replace the CCD unit (p/n 26NA-6260).

Solution ID   TAUS0656768EN*   **Solution Usage**   22

Description

 What Konica Minolta print 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 and the   attached PDFs.
 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. Ifa previous driver was Microsoft ® Windows XP WHQL certified, Microsoft ® also honors the digital signature (CAT file) on Windows Vista™.
 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   TAUS0657724EN*   **Solution Usage**   1

Description

  How to access the Konica Minolta FTP site.

Solution

  The Konica Minolta FTP site is no longer accessible. The content of this site has been transferred to the Drivers/System Code/Firmware/EPROMs selection on each individual's SSD Home page. Enter a Product Group, and a Product and select Go to get a complete list of Drivers, System Code, Firmware, EPROMs, Utilities, and Support Documentation. In addition there arelinks to download Firmware, EPROMs, Utilities, and Support Documentation for related accessories.

Solution ID   TAUS0700453EN*   **Solution Usage**   78

Description

  NVRAM Troubleshooting Procedure used to identify NVRAM problems.

Solution

  C250/C252/C300/C350/C351/C450
  NVRAM trouble codes (C-D3xx   codes) can occur at any time.   Mostly these codes happen when updating firmware.   A NVRAM Data Restore procedure was announced a few months ago to address these codes:
    Stop, 0, 7, 1, 3, 9, *
  What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM.   There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.
   WARNING : If a corrupt NVRAM is suspected, DO   NOT perform the NVRAM Data Backup.   This will take the corrupt NVRAM image and back it up to the MFP board.   If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM.   If this is the case then the NVRAM and MFP board will have to be replaced as a set.

  Known unrecoverable NVRAM symptoms:
  1. Stuck on hour glass screen
  2. Incorrect meters
  3. When performing the NVRAM restore procedure the codes repeat themselves
    Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.
   Known fixes for various codes:
   C-D36E and   C-E002   – Install Phase 3.01firmware (H5 or H6 depending on model).

  If a corrupt NVRAM is suspected, please try performing a Data Clear.   This can be found in the Tech Rep mode.
   IMPORTANT : All programmed addresses will be cleared.   Please backup the address data using PageScope Web Connect to backup the data before performing the Data Clear.
  If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero.   This is unrecoverable and the correct meters cannot be input.

  8020/CF2002/8031/CF3102
  Codes C-3C00 through C-3C40   indicate a corrupt BRU
  Codes C-3C50 through C-3C90   indicates a problem with the PWB-C board or the scanner to main body cable.

  8050/CF5001/C500
  The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.
 Known defective NVRAM symptoms:
 1. Meters or default adjustment values are extremely high.
 2.Adjustments do not hold after powering the machine OFF/ON.

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

Bizhub 200/250/350
Common symptoms when NVRAM replacement may be necessary:
1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code   0x0000999a   .
5. Abort code   0x00f00b00   .
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in KM logo.
9. Keep losing machine settings when power OFF.

Bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:
Note : First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:
1. Screen freeze in KM logo.
2. Fax unit locking up the copier or not recognized.
3. CE-084   error code.
4. CannotPING the copier.
5. C-D203   error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002   error code.
9. Scan to email or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C284x   error code.

Bizhub 600/750
Common symptoms when NVRAM replacement may be necessary:
1. Screen freeze in KM logo.
2. Cannot recognize DF.
3. Error code   SC2203   .

7145/7255
Common symptoms when NVRAM replacement may be necessary:
1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code   E56-01   .
IMPORTANT: All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated.   If a request is received without an established problem ticket number the request will be denied.
Notes:
1. Refer to the attached Bulletin Number 5783 for more detail and the BRU form.
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   TAUS0701267EN*   **Solution Usage**   0

Description
When loading ISWTrns on Microsoft® Vista™, USB is not available under Settings.

Solution
To enable the USB feature, perform the following:
1. Right-click the ISWTrns Icon created onthe desktop.
2.Select Properties.
3. SelectCompatability.
3. Select Run this Program in Compatability mode for Microsoft® Windows XP SP2.
SPECIAL NOTE : This solution was provided by Sean Jones of Meritech, Inc.

Solution ID   TAUS0701604EN*   **Solution Usage**   2

Description
NVRAM/BRU replacement form.

Solution

The online NVRAM/BRU Replacement RA/Claim formis referencedin attached Bulletin Number 5783.
 Notes :
 1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACEA 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

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Solution ID   TAUS0620775EN*   **Solution Usage**   114

Description

Thick line from front-to-rear 1/4 inch thick and 4 inches long, appearing on first copy out.

Solution

CAUSE: The PCL (Pre Charge Lamp) is coming ON while the machine is at idle, causing a slight charge on the drum.

SOLUTION: Install level 32-CIDO image control firmware which will stabilize the drum potential by making a conditioning rotation before copying the first page.
Note: This does not apply to the bypass tray.

Solution ID   TAUS0611569EN*   **Solution Usage**   71

Description

DF314, intermittent line(s) on copies from lead-to-trail.

Solution

CAUSE: Paper dust, white out, etc. is being deposited and adhering to the RADF original slit glass (p/n 26NA61131). This will cause a black line to occur, in a lead-to-trail direction, when copying from the RADF.

SOLUTION: To help minimize this problem, perform the following:
1. Replace the original slit glass (p/n 26NA61131) with the new style 7145 original slit glass (p/n 40LA-6280). The 7145 original slit glass (p/n 40LA-6280) has a fluorine coating on the surface of the glass to help prevent debris from adhering to the glass. When installing the original slit glass (p/n 40LA-6280), ensure that the black dot mark is on the right rear side.
2. Thoroughly clean the original slit glass (p/n 26NA61131), located to the left of the original scale plate, with a clean soft cloth dampened slightly with water, or an anti-static cleaner.
3. Apply a couple of drops of Rain-X* and rub into the slit glass, this may reduce the occurrence of foreign debris sticking to the slit glass.
4. Check the RADF height adjustment and adjust as necessary. The procedure can be found on either page E-2 of the DF314 installation instructions or in the 7020/7025/7030/7035 service manual (3/2001) page 4-88.
   a. The DF314 reading roller (p/n 13GL45520) may apply too much pressure to the slit glass if the DF314 height is adjusted too high. This added pressure might contribute to debris adhering to the slit glass.
   b. After performing the height adjustment, it may be beneficial to re-adjust the height positioning screw approximately 1/2 to 3/4 of turn counterclockwise. The position of the white pointer should slide down to the left of center slightly; this will relieve additional pressure away from the slit glass by the reading roller.
CAUTION: Adjusting the RADF height too high may cause RADF jamming at the slit glass area or blurred copies.
5. Adjusting the READ POINT ADJUSTMENT, in the 36 mode, may also help to minimize this problem.
   a. The READ POINT ADJUSTMENT moves the first mirror to a different home position and consequently a different position under the slit or scan glass. By moving the read point of the first mirror and adjusting RESTART TIMING, you can effectively move the read point of the scan glass so it is not directly under the DF314 reading roller. This is the area that appears to be the most susceptible to slit glass contamination.
   b. The READ POINT ADJUSTMENT procedure can be found in the 7020/7025/7030/7035 service manual (3/2001) page 4-48.
   c. It may be necessary to readjust paper RESTART TIMING for both the main body and the RADF to have the image properly aligned after changing the READ POINT ADJUSTMENT.
   d. Information pertaining to RESTART TIMING PROCEDURES can be found in the 7020/7025/7030/7035 service manual (3/2001) starting on page 4-42.
CAUTION: Excessive adjustment to the READ POINT position will cause copy density to be lighter when copying from the RADF.
Notes: Never use paint solvents, such as benzene or thinners, to clean any portion of the copier.

* Trademark ownership information

Solution ID   TAUS0624452EN*   **Solution Usage**   71

Description
DB410, J16 and noise when feeding.

Solution

CAUSE: Disengagement of the paper conveyance roller drive gear (p/n 13HA77060) and idler gear (p/n 13HA77050) during paper feed operation.

SOLUTION: There is a modification available (see DB410 Technical Bulletin #1) for the DB410 drive unit that provides support for the idler shaft to prevent the idler shaft from flexing during feed operation.

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Notes
1. These parts were installed on the DB410 during production beginning with serial number 13NF15878.
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

Solution ID   TAUS0615220EN*   **Solution Usage**   50

Description

FS107, F77-5 while copying and/or during finisher initialization intermittently.

Solution

PROBABLE CAUSES:
1. A bind in either the paper pressure and/or the shutter plate drive systems, both are driven by M707 (Paper pressure motor). Lubricate all the drive gears to the paper pressure and shutter plate drive systems with Plas Guard*.
2. The metal bracket that supports M707 may be positioned on an angle causing a bind to the drive gears. Loosen the 2 screws that connect this bracket to the conveyance casing, ensure the bracket is straight and then retighten the screws.
3. Remove and clean the Rocking gear A (p/n 13GQ77090), this is a one-way gear that, if slipping, would cause a loss of drive to the pressure cam (p/n 13GQ45410).
4. Inspect and address any possible binds to the conveyance rocking plate (p/n 13GQ45050).
5. Check and adjust, if necessary, the position of the spring mount plate (p/n 13GQ45440). This plate should normally be positioned with single scribe line side of the plate in line with thicker of the 2 plastic mounting posts.
6. If problem persists replace M707 (p/n 13GQ80051).

Note:
1. Please ensure that the latest level firmware is installed into the 7030 and FS107. As of 9/10/01, the 7030 system is level 32, Image is level 31 and FS107 is at level 21.

* Trademark ownership information

Solution ID   TAUS0611178EN*   **Solution Usage**   45

Description

No power, display is blank with only the green data light ON.

Solution

PROBABLE CAUSES:
1. System firmware is corrupt; possibly due to a sudden loss or surge of AC power supplied to the copier.
Flash both the system and image firmware. If the 7030 will not allow access to 25 mode, perform the following:
   a. Power the copier OFF (SW2 [operation panel] first, then SW1 [left rear]).
   b. Prepare the laptop PC or the ICW TOOL for flashing and connect it normally to the 7030.
   c. Power the copier ON (SW1 [left rear]) first, then SW2 [operation panel]).
   d. Send the system firmware from the laptop PC or the ISW TOOL to the 7030. 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.
Notes:
   I. For procedures on how to flash the firmware, refer to 7020 service manual (3/2000) pages 9-1 through 9-36. Currently system firmware is at level 24 and Image firmware is at level 22.
   II. It is highly recommended that all 7030's be plugged into a power tamer device (p/n 11515C) for added protection.

2. Failed overall CB. A sudden loss or surge of AC power supplied to the copier may have caused the overall CB to fail.
Replace the overall CB (p/n 26PA-9300).
Notes:
   a. It may be necessary to flash the copier firmware because of the possibility that the replacement overall CB may not have the correct firmware level to match the level of the peripherals firmware. It is also possible that the replacement overall CB may not have any firmware loaded at all.
   b. If the replacement overall CB does not have firmware loaded, the 7030 will power up with only the green data light ON. In this case, flash machine in the same manner as described above.

Solution ID   TAUS0612974EN*   **Solution Usage**   40

Description

FK101, how to program a specific finisher exit tray for fax receptions and another finisher exit tray for copy jobs.

Solution

To program the 7030 to have fax receptions exit into one finisher tray and copy jobs into a different finisher tray, perform the following:
1. From the copier mode, press the HELP (?) button, located to the right of the touchscreen.
2. From the touchscreen, select Key-Ope mode.

---

3. Enter a Key Operator passcode if applicable.
4. Select [1. System/Copier].
5. Select [2. Copier Initial].
6. Select [5. Output].
7. Select (highlight) the desired exit tray to be used for fax receptions press OK.
8. Press RETURN to return back to the System/Copier setting menu.
9. Press the down arrow to scroll to the next System/Copier setting menu screen.
10. Select [12. Memory SW].
11. Press the arrows, in the lower left corner, and scroll to page 3/3 of the memory switches.
12. Press the down arrow on the right side and highlight Job Memory Recall.
13. Press EDIT to change the Job Memory Recall setting to ON.
14. Press RETURN three times to return back to normal copy mode.
15. Press the OUTPUT button located to the right of the touchscreen.
16. Select (highlight) the desired exit tray to be used as the default for copy jobs and press OK.
17. Press the APPLICATION button located to the right of the touchscreen.
18. From the APPLICATION screen, select JOB MEMORY located in the top right corner.
19. Press ENTRY located at the bottom of the job memory screen.
20. A CHECK MODE screen should now appear, verify that these setting are acceptable as copier default and press OK. If settings are not acceptable, return back to normal copy mode and change settings as desired and then continue programming starting at step 15.
21. From the job memory screen, press the down arrow and scroll to job memory #15.
22. Select (highlight) #15 and press OK.
23. Enter a name of your choice and press OK.
24. Press OK to return back to normal copy mode.
Note: To summarize, programming the 7030 in this manner forces the copier to automatically recall job memory #15 when it initializes and auto-resets. All fax receptions will ignore job memory recall and only react to what's programmed into Key Operator mode/ copier initial settings.

Solution ID   TAUS0613513EN*   **Solution Usage**   31

Description

F35-3 during warm-up.

Solution

CAUSE: Fuser heat roller temperature sensors (TH1 and TH2) are not contacting the upper roller. TH1 and TH2 must contact the heat roller, an air gap between the sensors and the heat roller will adversely effect how quickly the sensors can detect heat.

SOLUTION: Reform TH1 and TH2 to ensure that they make contact with the fuser heat roller.
Note: Access to TH1 and TH2 is possible by removing the heat roller cleaning web assembly.

Solution ID   TAUS0613327EN*   **Solution Usage**   27

Description

FS107, F77-5 at power up.

Solution

CAUSE: The FS107 conveyance casing is broken.
The paper pressure assembly, which is driven by the paper pressure motor (M707), is unable to properly initialize at power up. The rear plastic portion of the conveyance casing, which holds in place shaft holder/A (p/n 13GQ76020), is broken. Shaft holder/A supports the rear side of the Pressure camshaft assembly (p/n 13GQ45410). With the rear side of the pressure camshaft assembly unsupported, the pressure camshaft lifts up out of position when rotating, this causes a bind resulting in the F77-5 code.

SOLUTION: Replace the conveyance casing (p/n 13GQ45010).
Notes:
1. A possible interim solution is to first glue the broken plastic portion back in place, and then wedge small piece of paper folded several times between the broken plastic portion and the plastic rib next to M709 (Cooling fan motor) for added support. This may temporarily resolve the problem until the conveyance casing is replaced.
2. The replacement conveyance casing does not include any of the hardware that is attached. All the existing hardware on the broken conveyance casing must be removed on re-installed onto the new conveyance casing.
3. Refer to the FS107 part catalog (2/2000) page 8 for a detailed illustration of this portion of the Finisher.
4. If you have equipment experiencing these symptoms, please submit a new problem through Konica NSSG Web Support including serial numbers of the FS107, copier and also copier meter reading. These submissions will allow proper tracking of field impact.

Solution ID   TAUS0614075EN*   **Solution Usage**   26

Description

How to flash the 7030 firmware with the ISW Trns utility.

Solution

To flash the firmware, perform the following:
SETTING UP THE ISW UTILITY

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1. Obtain the ISW Trns utility file from the Konica web site .
Note: While on this page, download the DF314 and FS107 files , by clicking on the appropriate link and following instructions.
2. While still at Konica's web site, download the 7030 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 Low Volume Copiers].
  c. Click on [List] button.
  d. To start the download, click on the control or image firmware program link and follow the instructions.
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 7030 utilizes the DIVIDED selection for the Control BIN files and the ORIGINAL selection for the Image, DF314 and FS107 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.
ISW connector is located on the right rear side of mainbody and is the lower of the 2 connectors.
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.

Note: If any error occurs during the flash procedure and the Fax LED goes on red, the main power switch must be shut off for 10 seconds or more. Then turn the main switch on again and send the flash files.
* Trademark ownership information

Solution ID   TAUS0614402EN*   **Solution Usage**   25

Description
F28-4 code intermittently.

Solution
CAUSE: System control firmware bug. The F28-4 code may intermittently occur if the TCSB, in the drum carriage, detects toner (carrier adhesion) on the drum during initialization.

SOLUTION: Update firmware to a minimum of level 29 system and level 26 image.
Notes:
1. The F28-4 code detection has been abolished with the newer firmware. It has been determined that carrier adhesion detection during initialization is not necessary.
2. The F28-4 code history recorded in the past will still remain.
3.   Level 29 system and level 26 image have been installed in production 7030's with serial number 26PE07619 and above.

Solution ID   TAUS0620118EN*   **Solution Usage**   25

Description
DB409, grinding noise and various jam codes (such as J16) when feeding.

Solution
CAUSE: Failure (or excessive wear) within the paper feed assembly is causing the drive gears to separate.

SOLUTION: The wear within the paper feed unit (p/n 13HA-4000) causes the upper limit actuator to read incorrectly. This places excessive pressure on the drive system. Replace the paper feed unit as necessary.

Solution ID   TAUS0613806EN*   **Solution Usage**   24

Description
J32-0, paper jamming at the fixing entrance plate.

Solution
CAUSE: The white mylar sheet, attached to the fixing entrance plate/2 assembly, has separated and is not laying flat against the plate. This, in turn, is obstructing the entrance to the fixing section causing the paper to jam.

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SOLUTION: Replace the fixing entrance plate/2 assembly (p/n 26NA-5480) as necessary.
Notes:
1. The adhesion method for attaching the white mylar sheet to the fixing entrance plate has been improved. This countermeasure has been applied to production 7030's s/n 26PE07619 and above.
2. The improved fixing entrance plate/2 assembly (p/n 26NA-5480), as a replacement part, can not be identified as being updated and the part number has not changed.

Solution ID TAUS0614613EN*   **Solution Usage** 24

Description

F10-1 shortly after power up.

Solution

CAUSE: Loss of 5V DC output from the PRDB, due to an open ICP1 on the PRDB.

SOLUTION: To check the state of ICP1, perform the following:
1. Power the copier ON.
2. Using a voltmeter (20V DC range), confirm the 5V DC input to the PRDB at CN21-4 on the PRDB.
3. Check for 5V DC on TP5 of the PRDB, which is located on the right rear corner of the PRDB, slightly to the left of LED1. If 5V DC is NOT present at TP5 then check for 5V DC on both sides of ICP1, which is located below and slightly to the left of TP5.
4. Replace the PRDB (p/n 26NA-9022) as necessary.
Note: If ICP1 is open, troubleshoot all 5V DC outputs from the PRDB for a short circuit prior to installing a new PRDB. As a precaution, when installing the new PRDB initially install CN21 only, power the copier ON and confirm 5V DC at TP5. For all remaining connectors on the PRDB, the copier should be powered OFF; using SW1 and a single connector should then be attached to the PRDB. Next, power the copier ON, and confirm the presence of 5V DC at TP5. If the 5V DC at TP5 is lost after connecting a particular connector, then a 5V DC load associated with that connector is the source of the problem.

Solution ID TAUS0613765EN*   **Solution Usage** 23

Description

F26-2 at power up.

Solution

CAUSE: The TDS sensor failed.

SOLUTION: Check the TDS sensor at CN25-A2 for 12V DC at the printer driver board. If there is less than 12V DC, disconnect the connector and check the voltage. If it is 12V DC, replace the TDS sensor (p/n 26NA88040).

Solution ID TAUS0614674EN*   **Solution Usage** 23

Description

F26-1 at power up.

Solution

CAUSE: The TDS (Toner Density Sensor), in the developing unit, has detected a depletion of toner.
Note: This may have been caused by the customer making an excessive amount of copies while the machine was out of toner. It may also be caused by a bound toner addition system.

SOLUTION: Clean all toner from the toner recycle and toner supply assemblies. Confirm that the gear mesh between the toner supply auger drive gear and toner supply motor (M4) is flush. If toner supply conveyance is normal and the toner cavity is empty, install a new toner cartridge (Item #950236) and then perform the following diagnostic mode to replenish the developing unit with toner:
1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys).
2. Enter output code 54.
3. Press the START button.
Note: Toner will now be added to the developing unit and stop automatically when target level is reached, although it will not run any longer than 3 minutes.
4. Power copier OFF/ON to return to normal copy mode.
Note: Perform the following 25 mode software switch settings to minimize the amount of copies that can be made, prior to copy inhibit, when the ADD TONER message is displayed:
1. Access the 25 mode (hold down the 2 and 5 keys at power ON).
2. Select [1] (SOFTWARE SW).
3. Using the up and down arrows, scroll to the following software switches and set them as follows:
  a. 4-0 set to a 0
  b. 4-1 set to a 0
  c. 4-2 set to a 0
  d. 4-3 set to a 0
6. Power OFF/ON to return to normal copy mode.
Notes:
1. These setting will allow the ADD TONER message to be displayed immediately and only allow 100 copies to be thereafter.
2. Copier inhibit will automatically be released when a new toner cartridge is installed.
3. This solution identified as a common problem by Jim Wood, Konica BT Orlando.

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Solution ID TAUS0616027EN*

Solution Usage 23

Description

How to adjust the touchscreen sensitivity.

Solution

To adjust the touchscreen sensitivity, 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 [10. Touch panel adj] on the touchscreen to access the control panel adjustment screen. Note: If the touchscreen is so far out of adjustment that there is no response when touching [10. Touch panel adj], 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.
4. Touch [+] at the upper right corner lightly with a touch pen (something with a round tip made of resin is recommended).
5. Touch [+] at the lower left lightly with a touch pen.
6. Ensure the X coordinate and the Y coordinate displayed in the message area fall within the standard values. The acceptable values are on the second line.
7 If the values are not within acceptable parameters, repeat Steps 3 and 4 until the values are acceptable.
8. As verification of a correct adjustment, touch the blank box in the upper left and lower right corners of the touchscreen. Do not touch the box labeled [CHECK]. You should hear a beep tone for each one. If a beep tone is not heard, repeat the adjustment.
9. Press the START key when the adjustment procedure is completed.
10. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0613655EN*

Solution Usage 22

Description

FS107, intermittent J72-21 while copying.

Solution

CAUSE: The paper exit connecting clutch has failed.

SOLUTION: Replace the paper exit connecting clutch (p/n 13GQ77181)

Solution ID TAUS0613864EN*

Solution Usage 22

Description

Background on copies and intermittent F28-4.

Solution

CAUSE: Failed high voltage unit.

SOLUTION: Ensure that the charge corona and grid are clean and that voltages are at standard settings. If problem persists and no change is seen, replace the high voltage power supply (p/n 26NA84010).

Solution ID TAUS0613951EN*

Solution Usage 22

Description

J30 and copy/print speed is below 30 PPM.

Solution

CAUSE: The paper feed drive gear/2 assembly (p/n 26NA-1680) for the upper tray and/or the paper feed drive gear/3 (p/n 26NA-1690) for the lower tray are not properly meshing with there respective paper feed gear (p/n 26NA16310), thus delaying the paper feed. The improper meshing of these gears is due to a week paper feed spring (p/n 26NA40810) that is used for each tray. The paper feed springs pull the paper feed drive gear/2/3 assemblies into there respective paper feed gear (p/n 26NA16310) when the respective paper feed solenoid (26NA82510) energizes.

SOLUTION: Slightly increase the tension of the paper feed springs (p/n 26NA40810) to maintain a proper mesh between the paper feed drive gear/2/3 assemblies into there respective paper feed gear (p/n 26NA16310).
Notes:
1. Refer to the 7020/7025/7030 parts catalog (12/2000) page 16 and 17 item 15 and 23 for the upper tray feed system and page 18 and 19 item 7 and 10 for the lower tray feed system.
2. Refer to the 7020/7025/7030 parts catalog (12/2000) page 38 through 43 to locate the paper feed spring and solenoid for trays 1 and 2.

Solution ID TAUS0615141EN*

Solution Usage 22

Description

J11, J12, J13, or J14 and noise when feeding paper.

Solution

CAUSE: One or more paper feed gears in the driving unit may be damaged.

SOLUTION: Closely inspect the drive unit while paper is feeding to determine the damaged gear(s). Inspect the paper feed gear (p/n 26NA16310), paper feed coupling gear/B (p/n 26NA17490), and paper feed coupling gear/A (p/n 26NA17480). Replace parts as needed.

Solution ID   TAUS0612930EN*   **Solution Usage**   21

Description
F81-2 at power up after installing a new main CB.

Solution
CAUSE: The main CB for a 7020 was installed in a 7030. The main CBs are not interchangeable.

SOLUTION: To obtain the proper main CB, order as designated below:
  7020 - main CB (p/n 26NA-9300)
  7030 - main CB (p/n 26PA-9300)

Solution ID   TAUS0617125EN*   **Solution Usage**   20

Description
F51-5 at power up.

Solution
CAUSE: The developer unit is binding.

SOLUTION: Replace the developer and perform L-detect. Inspect the developer unit bearing for any binding. If the problem still persists replace the developer unit (p/n 26NA-3002).

Solution ID   TAUS0613592EN*   **Solution Usage**   19

Description
F46-08 at power up.

Solution
CAUSE: Laser index error.

SOLUTION: Replace the write unit (p/n 26NA-6501).

Solution ID   TAUS0614384EN*   **Solution Usage**   17

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

Solution
CAUSE: The parallel port setting in the PC CMOS is not set to Standard (Normal) or Bi-Direct. 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). To verify the parallel port settings (not a change), perform the following:
1. Right-click on My Computer.
2. Click on Properties.
3. Click on Device Manager tab.
4. Click on the [+] symbol to open Ports.
5. Double-click on Printer Port (LPT1) to view the type of port [Manufacturer:].
Note: The parallel port setting procedure differs in each PC. Normally, the parallel port setting is selected in the BIOS settings mode. For details, please refer to the user's manual for the PC.

Solution ID   TAUS0617629EN*   **Solution Usage**   17

Description
DF314, WRITE ERROR message displayed on the touchscreen after flashing the RADF.

Solution
CAUSE: Software dipswitch 23-6 (DF314 ISW write protection) is set to a 0 in the 25 mode.

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SOLUTION: To change software dipswitch 23-6 to a 1, 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 [1. SOFTWARE SW].
4. Using the up/down arrows, scroll to software switch 23-6.
5. Select ON.
6. Power the copier OFF/ON to return to normal copy mode.
Note: System control firmware level 32 CGDO must be installed for this dipswitch to function.

Solution ID   TAUS0611392EN*   **Solution Usage**   16

Description

Black areas or lines on copies when using the non-image area erase mode.

Solution

CAUSE: The read process is recognizing an external light source.

SOLUTION: To improve the operation of this application perform the following:
1. Access the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
2. Select option 1 (Software SW).
3. Scroll to dipswitch 7-0 and set to OFF (0).
4. Scroll to dipswitch 8-0 and set to ON (1).
5. Turn the copier OFF, then ON to exit the 25 mode.

NOTE: If the above procedure does not resolve the issue, please refer to page 8-42 of the User Reference guide for information regarding limitations of this application.

Solution ID   TAUS0615345EN*   **Solution Usage**   16

Description

FS107, stapled sets are not properly aligned.

Solution

CAUSE: The mylar alignment sheet attached to the front paper positioning plate is deformed, causing a restriction to the proper paper movement during the stacking operation.

SOLUTION: To check the mylar sheet attached to the front paper positioning plate, perform the following:
1. Power the copier ON and select the staple mode.
2. Open the finisher front door and cheat the door interlock.
3. Observe the paper movement during the reverse feeding and stacking operation. Ensure that the paper slides smoothly under the mylar sheet attached to the front paper positioning plate. Reform the mylar sheet, or replace the front paper positioning plate (p/n 13GQ-6150) as necessary.

Solution ID   TAUS0620369EN*   **Solution Usage**   15

Description

Latest firmware (EPROM) level, 7030 (includes DF314, FS107, FK101, and FK102).

Solution

 Latest Firmware level and [[Internal Link for Faxing/Printing current 7020 Firmware information.| RUN V:\text\Wordpad.exe v:\text\newrom\7020.txt]]

 7020 level 33 firmware enhancement list in Adobe* Acrobat* format.

[DF314]
See 7020/7025/7030/7035 Technical Bulletin #6 .
DF314 level 20 (7035 ONLY), file name DF314-20p.exe (PC file).
DF314 level 30, file name DF314-30p.exe (PC file).
 DF314 level 20 and 30 firmware enhancement list in Adobe Acrobat format. .

[FK101]
FK101 level 17, file name FK101-17p.exe (PC file).
 FK101 level 17 firmware enhancement list in Adobe Acrobat format. .

[FK102]
 FK102 level 14 firmware enhancement list in Adobe Acrobat format. .
 FK102 level 13 firmware enhancement list in Adobe Acrobat format. .
 FK102 level 12 firmware enhancement list in Adobe Acrobat format. .

[FS107]
 FS107 level 23firmware enhancement list in Adobe Acrobat format. .

FS107 level 22, file name FS107-22p.exe (PC file).
FS107 level 22 firmware enhancement list in Adobe Acrobat format. .

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   TAUS0609095EN*   **Solution Usage**   14

Description
How to program platen APS to select 8.5x11 with small size originals.

Solution
To program platen APS to select 8.5x11 with small size originals, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power ON).
2. Select [1] (SOFTWARE SW).
3. Press the left down arrow 4 times.
4. Press the right up arrow 5 times. The top of display should indicate SOFTWARE SW 21-5:0
5. Press the ON button once. The top of display should now indicate SOFTWARE SW 21-5:1
6. Power OFF/ON to return to normal copy mode.
Note: This change to software switch 21-5, in the 25 mode, will allow platen APS to automatically select 8.5x11 paper when copying a small size original (i.e.,
check, business card, drivers license etc.).

Solution ID   TAUS0611928EN*   **Solution Usage**   14

Description
Unable to access the 25, 36, or 47 diagnostic mode to clear a failure code. The green data light is lit at power up.

Solution
CAUSE: The FK101 fax kit, or IP unit is blocking access to the diagnostics mode.

SOLUTION: To gain access to the diagnostic modes, perform the following:
1. Power the copier OFF.
2. Isolate both the FK101 fax kit and IP unit from the copier.
3. Access the desired diagnostic mode by (powering the copier on, while pressing the 2 and 5 keys, 3 and 6 keys, or 4 and 7 keys).
4. After clearing the failure code, power the copier OFF.
5. Reinstall the FK101 fax unit and the IP unit on the copier.

Solution ID   TAUS0613200EN*   **Solution Usage**   14

Description
Code 46-08 shortly after installation.

Solution
CAUSE: The write unit has failed.

SOLUTION: Replace the write unit (p/n 26NA-6501).

Solution ID   TAUS0614251EN*   **Solution Usage**   14

Description
F51-5 at power up.

Solution
CAUSE: The fuser cleaning web has run out or has fed out of the machine exit.

SOLUTION: Replace the fuser cleaning web and ensure that there is sufficient tension on the web supply roller by reforming the front regulating plate (p/n
26NA5410) and the rear regulating plate (26NA5420).

Solution ID   TAUS0621574EN*   **Solution Usage**   14

Description
DF314, code 65-2 or 65-3 after replacing the RADF control board.

Solution

CAUSE: The DF314 has been recently changed to improve performance. The old style RADF control board is not compatible with the new version DF314. The earliest style RADF CB (p/n 13GL-9019) is only available through board repair.

SOLUTION: The newer RADF control board should be used with a newer DF314.
Notes:
1. Refer to the ADF serial number, DF Control Board, firmware version and model compatibility matrix .
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

Solution ID   TAUS0615134EN*   **Solution Usage**   13

Description
FS107, REMOVE COPIES FROM FINISHER TRAY THEN PRESS START message will not clear.

Solution
CAUSE: One or more of the 6-paper exit detect actuators (p/n 13GQ48260) is bound/hung up in the actuated position and is constantly activating the paper exit detect sensor (PS703).

SOLUTION: Repair the bind with the paper exit detect actuators and ensure that the move freely. To test PS703 in diagnostics, perform the following:
1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys).
2. Enter output code 70, *-005-* (finisher tray up/down motor).
3. Press the START button, the trays will rise up.
4. Press the STOP/CLEAR button after the top tray has raised up approximately 2 inches and cleared the 6 paper exit actuators.
5. Enter input code 70, *-002-*, (PS703).
6. From this position PS703 should be in the ON state and toggle to OFF when any of the 6 paper exit actuators are actuated.
Note: PS703 is normally OFF (actuated) when the FS107 is in the idle state but it must be able to change to ON (not actuated) when the FS107 initializes.

Solution ID   TAUS0614610EN*   **Solution Usage**   12

Description
F56-11 at power up.

Solution
PROBABLE CAUSES:
1. A poor connection at the main CB. Reseat all connectors on the main CB

2. The FlashROM has become corrupted. Install the latest firmware.
Note: The latest firmware is available on the www.konicabt.com website.

3. The main CB has failed. Replace the main CB (p/n 26PA-9301).

Solution ID   TAUS0615860EN*   **Solution Usage**   12

Description
Parts change to the main control board requiring TYPE 2 Image firmware flash files.

Solution
A manufacturing change has been made to the Image control portion of the main control board. This change incorporates the 7035 type of Image control into all of the 7020, 7025 and 7030 main control boards. This change is only a manufacturing change and does not affect machine functionality. New 7030 main control boards (p/n 26PA-9305) and above have the TYPE 2 Image control. To properly identify the board type that is installed in machines, perform the following:
1. Access the 25 mode (Power ON while holding down the 2 and 5 keys).
2. Select [8. Rom Versions].
3. In the Image control display a TYPE 1 or TYPE 2 designation will be displayed to the right of the Image firmware version. Consequently, the Image Control firmware between the old type boards (TYPE 1) and the new type boards (TYPE 2) are not interchangeable.
Notes:
1. The 7030 TYPE 2 Image firmware file (file name 7030-i30jp.exe) is available for download via Konica NSSG Web support; select the Download EPROMs link and then select EPROMS for low volume copiers.
This TYPE 2 Image firmware is compatible with the current level 32 system firmware (file name 7030-m32p.exe). When flashing 7030 Image firmware via the ISWTRNS utility, be sure to select TYPE 1 or TYPE 2 accordingly.
2. If the ISWTRNS utility program being used does not have the Image firmware TYPE 1/ TYPE 2 designation, download and install the latest ISWTRNS utility program. This utility (file name ISWTRNS334E.EXE) is available for download via the Konica NSSG Web support; select the Download EPROMs link and then select EPROMS for Accessories.
3.   View this hyperlink for more information on the Type 2 Image firmware and control board . To view this PDF hyperlink, 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]]

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Solution ID   TAUS0620296EN*   **Solution Usage**   12

Description

Background, overtoning, and F26-x codes.

Solution

PROBABLE CAUSES:
1. Overtoned developer. Install fresh developer (PCUA 950237) and run the L-detect adjustment. To run the L-detect adjustment, perform the following:
   a. Enter the 36 mode (power the copier ON while pressing the 3 and 6 keys).
   b. Press [1. HV adjustment].
   c. Press [Next] several times until the display reads [HV adj (L detection adj)].
   d. Press [Start].
   e. When the adjustment is complete, the machine will stop and a value is displayed in [RESULT].
   f. If the developer was sampled properly during the L-detect adjustment, the value displayed in [RESULT] will be in the 60-75 range.
   g. If the L-detect adjustment [RESULT] value is outside of the 60-75 range, than the TDS (toner density sensor) should be checked.
2. Failed TDS (toner density sensor). To check the TDS, perform the following:
   a. Remove the IP unit (if an IP unit is installed).
   b. Remove the rear and left rear side cover.
   c. Remove the board cover/D (p/n 26NA73280) for access to the PRDB.
   d. Enter the 36 mode (turn the machine ON, while pressing the 3 and 6 keys).
   e. Select [1. HV adjustment].
   f. Press [NEXT] several times until the display reads [HV adj. (Toner auto supply)].
   g. Locate TP14 (TDS AN) in the middle of the PRDB above CN 25.
   h. Using a voltmeter (20V DC range), place the red meter lead on TP14 and the black meter lead to frame ground.
   i. Press the START button on the control panel.
   j. The analog voltage reading on the volt meter during sampling should be (with properly toned developer) between 1.2 and 2.0VDC. If the voltage reaches 2.0VDC, M4 (toner addition motor) will turn on and add toner. When the toner auto supply adjustment is finished the voltage should read approximately 1.8VDC.
   k. If the voltage reading is not within this range, replace the developer (PCUA 950237), TDS (p/n 26NA88040) and run the l-detect adjustment while monitoring TP14 on the PRDB.
3. Failed write unit (the TCSB monitors dot pattern patches created on the drum and adjusts the laser output for Maximum Power Control). If developer has been replaced, L-detect run, the TDS voltage checks, and the developer is still overtoning (M4 continuously adds toner), replace the write unit (p/n 26NA-6503).

Solution ID   TAUS0609205EN*   **Solution Usage**   11

Description

DF314, not recognized by the main body.

Solution

CAUSE: The wiring from the RADF connector on the main body is pinched behind the wire bundle guide plate.

SOLUTION: After reinstalling the main CB, ensure that the wiring to the RADF connector is in front of the wire bundle guide plate . The wire bundle guide plate is attached to the upper left corner of the main CB mounting plate. It protects the small ribbon cable going from the main CB to the optics.

Solution ID   TAUS0609207EN*   **Solution Usage**   11

Description

F28-4 after installing a drum.

Solution

CAUSE: The toner control sensor board is covered with setting powder.

SOLUTION: Clean the toner control sensor board (p/n 26NA-9180) with a blower brush. Do not use an excessive amount of setting powder.

Solution ID   TAUS0615174EN*   **Solution Usage**   11

Description

F35-4 and/or F34-1 intermittently.

Solution

CAUSE: Incorrect AC wiring connections on the 4-pin fasten terminal block located in the rear of the fuser unit.

SOLUTION: Reconnect the AC wiring to the 4-pin fasten terminal block as follows:
While viewing the 4-pin fasten terminal block from the rear of the fuser:
RED wire from top lamp (L2), in the heat roller, is connected to the right front terminal.
BLACK wire from the bottom lamp (L3), in the heat roller, is connected to the left front terminal.
WHITE wire from the top rear position (closest to the web) of the main fuser connector CN13 is connected to the left rear terminal.

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WHITE wire from the top front position of the main fuser connector CN13 is connected to the right rear terminal.

Solution ID   TAUS0617917EN*   **Solution Usage**   11

Description
E89-1 when using the RADF.

Solution
CAUSE: Worn RADF wire harness.

SOLUTION: Replace the RADF wire harness (p/n 13GL90041).

Solution ID   TAUS0618249EN*   **Solution Usage**   11

Description
FS107, intermittent J72-21 or area 10 jams displayed during idle.

Solution
CAUSE: If the user removes paper from the stack position before it has completely exited, a J72-21 occurs.

SOLUTION: Upgrade FS107 firmware to level 23 (or later).

Solution ID   TAUS0618820EN*   **Solution Usage**   11

Description
J16 when feeding from Tray 3, Tray 4, or the LCT (depending upon the drawer base).

Solution
CAUSE: The bushings are binding in the developer unit and slowing down the main motor.

SOLUTION: Inspect and clean the bushings (p/n 26NA30770) in the developer unit and replace as necessary.

Solution ID   TAUS0611638EN*   **Solution Usage**   10

Description
SCANNER FAILURE message at power up.

Solution
PROBABLE CAUSES:
1. The AC power plug is not fully inserted into the outlet.
Verify the proper connection of the power cord.

2. A loss of 24V DC at CN63-1 of the scanner driver board due to an open ICP1.
Verify the operation of L1 (exposure lamp). To verify the operation of L1, perform the following:
   a. Access the 47 mode (power the copier ON, while simultaneously holding the 4 and 7 keys), output code 00.
   b. L1 should power ON.
   c. If L1 does not go ON, perform the following:
      I.   Remove the platen glass.
      II.   Remove Scanner driver board cover.
      III.   Locate ICP1 (next to CN60).
      IV.   Set multimeter to 200V DC.
      V.   With the black lead to frame ground, put the red lead to either leg of ICP1 and check for 24V DC.
      VI.   If voltage is present, check the other leg of ICP1.
      VII. If voltage is missing on either side of ICP1, replace the scanner driver board (p/n 26NA-9052).
Note: If the machine has an IP controller or a FAX kit installed, a SCANNER FAILURE message will occur. If the IP and FAX kit are disconnected from the machine F41-1 code will be indicated. Verify all 24V DC loads to frame ground, and check for any broken or pinched wires.

Solution ID   TAUS0614181EN*   **Solution Usage**   10

Description
After setting the Weekly Timer, the display shows 'Input Copy Time (0) hour(s) 5 minute (s)'. If time is not set, the machine will turn OFF in 5 minutes.

Solution
PROBABLE CAUSES:
1. The copiers internal system clock time is incorrect.
To set the system clock for the proper time or 24 hour time perform the following:
   a. Press (HELP) to display the Help Screen, then touch Key-Ope mode.

---

b. Touch 1. System Initial to display the System Initial Setting Menu Screen, then touch 1. Time to display the Time setting screen.
c. Adjust the time using the control panel keypad.
d. Touch OK to complete the setting,
e. Touch Return to restore the Basic Screen.

2. The Weekly Timer had been turned ON, but no time data has been programmed into the Weekly Timer.
Program time data in the Weekly Timer.

Solution ID   TAUS0616521EN*   **Solution Usage**   10

Description
DF314, important firmware version information.

Solution
 ADF serial number, DF Control Board, firmware version and model compatibility matrix .
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   TAUS0617003EN*   **Solution Usage**   10

Description
How to identify if the main control board has TYPE 1 or TYPE 2 Image control firmware.

Solution
To identify whether the machine has a TYPE 1 or TYPE 2 main control board, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (Power ON while holding the 2 and 5 keys).
3. Select [8. Rom Versions].
4. In the Image control display a TYPE 1 or TYPE 2 designation will be displayed to the right of the Image firmware version. TYPE 1 and TYPE 2 can also be identified by the part number on the main control boards.
   a. 7020 main control board (p/n 26NA-9304) or lower is a TYPE 1 board. Main control board (p/n 26NA-9305) and above is a TYPE 2 board.
   b. 7025 main control board (p/n 26SA-9302) or lower is a TYPE 1 board. Main control board (p/n 26SA-9303) or above is a TYPE 2 board.
   c. 7030 main control board (26PA-9304) or lower is a TYPE 1 board. Main control board (26PA-9305) or higher is a TYPE 2 board.
Notes:
1. The Image control firmware between the old type boards (TYPE 1) and the new type boards (TYPE 2) are not interchangeable.
2. The TYPE 1 and TYPE 2 Image firmware files are available on for download via Konica NSSG Web support; select the Download EPROMs link and then select EPROMS for the low volume copiers.
The TYPE 1 and TYPE 2 Image firmware is compatible with the current level 32 system firmware. When flashing Image control firmware via the ISWTRNS utility, be sure to select TYPE 1 or TYPE 2 accordingly.
3. If the ISWTRNS utility program being used does not have the Image firmware TYPE 1/ TYPE 2 designation, download and install the latest ISWTRNS utility program. This utility (file name ISWTRNS334E.EXE) is available for download via the Konica NSSG Web support; select the Download EPROMs link and then select EPROMS for Accessories.
4. This change does not apply to the 7035.

Solution ID   TAUS0611582EN*   **Solution Usage**   9

Description
Scratch lines around the circumference of the drum during setup.

Solution
CAUSE: The transfer guide plate assembly (p/n 26NA-2610) is out of alignment and is contacting the drum. The transfer guide plate assembly is attached to the transfer side of the T/S corona unit.

SOLUTION: Replace the T/S corona unit (p/n 26NA-2600) and drum (Item #950253).
Notes:
1. A procedure/specification is not available to properly adjust the transfer guide plate assembly.
2. Use the standard Konica parts warranty replacement procedure to receive full credit for failed parts.
3. The occurrence of this problem is very low. Approximately 0.1% of machines may be affected, beginning with serial number 26PE00001 through 26NE04322.

Solution ID   TAUS0612977EN*   **Solution Usage**   9

Description
No power, display is completely blank.

Solution

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CAUSE: The operation board has failed, resulting in no recognition of serial data sent from the main CB.

SOLUTION: To check the operation board, perform the following:
1. Power OFF both the sub switch (SW2), located on the operation panel and the main switch (SW1) located on the left side of the copier.
2. Power on the main switch (SW1). Observe the SCANNER/PRINTER, FAX, and COPY indicator lamps. Approximately 10 seconds after the main switch has been turned ON, all three green indicator lamps should flash ON/OFF. This indicates that the OPRTS data transmission from the main CB to the operation board has completed. If all three green indicators lamp remain OFF, proceed to step 3.
3. Using a voltmeter (200V DC range) verify the 5V DC power supply from the main CB to the operation board at CN81-1 and CN81-2 of the operation board.
4. Monitor the OPRTS signal on the operation board at CN80-4. When the main switch (SW1) is powered on 4.8V DC should be measured. Approximately ten (10) seconds after power on, the voltage should drop to 3.2V DC. If the voltage at CN80-4 remains 4.8V DC continuously, the operation board has not recognized the serial data transmission sent from the main CB.
5. Replace the operation board (p/n 26NA-9031) as necessary.

Solution ID   TAUS0613550EN*   **Solution Usage**   9

Description

F52-1 shortly after pressing START key.

Solution

CAUSE: The optical unit fixing cooling fan (FM3) has failed, resulting in no fan rotation.

SOLUTION: To check the operation of the optical unit fixing cooling fan (FM3), perform the following:
1. Power the copier OFF.
2. Remove the upper right side panel (p/n 26NA-1260) and the ozone filter (p/n 26NA10170), which will allow unrestricted observation of the optical unit fixing cooling fan. Also, remove the upper rear reading cover (p/n 26NA12230), which will allow access to the optical unit fixing cooling fan connector (CN912).
3. Access 47 multimode (power the copier ON, while pressing the 4 and 7 keys). Input code 42, press *01.
4. Press the START key, the optical unit fixing cooling fan should rotate. If the optical unit fixing cooling fan fails to rotate, check the control signal at CN912-1 of the optical unit fixing cooling fan connector. Using a voltmeter (200V DC range), a reading of 24V DC should be observed.
    a. Besure to measure the 24V DC as the same time START/PRINT is pressed. The 24V DC may spike up momentarily then drop back down to 0V DC.
5. If 0V DC is measured, power the copier OFF, disconnect CN912 and then recheck CN912-1 (PRDB side) in the 47 multimode (power the copier ON, while pressing the 4 and 7 keys). Input code 42, press *01, if 24V DC is still not present then reseat all connectors on the PRDB.
6. Repeat steps 1 through 4, if 24V DC is still not present on CN912-1, replace the PRDB (p/n 26NA-9022) and FM3 (optical unit cooling fan) (p/n 26NA-7390) as a set.
7. If 24V DC is measured at any point, but still no FM3 operation, replace FM3 (optical unit cooling fan) (p/n 26NA-7390).

Solution ID   TAUS0613719EN*   **Solution Usage**   9

Description

J10, J11, J12 or J13 while copying. Jamming out of all trays before registration rollers.

Solution

CAUSE: ICP 11 is open on the Printer Driver Board. The wiring harness for the T/S Lamp is rubbing between the T/S conveyance unit and frame, causing intermittent short of 24V DC to frame ground. This can cause ICP 11 on the Printer Driver Board to open, losing all 24V DC supplies to CN24.
Note: CN24 supplies 24V DC to the T/S Lamp, Bypass Tray Feed Solenoid (SD3), ADU drive motor (M6) and Loop Clutch (MC2).

SOLUTION: Repair or replace the damaged wire harness. Reposition the wire harness to eliminate excessive slack and secure the wire harness to the frame with a small wire tie. Position black tape over the frame protrusion at the base of the T/S Conveyance Unit. Replace the Printer Driver Board (p/n 26NA-9022).

Solution ID   TAUS0615334EN*   **Solution Usage**   9

Description

DB409, noise when copying.

Solution

CAUSE: The small brown idler gear that meshes with the paper feed gear/2 is on backwards.

SOLUTION: Turn the idler gear around so it meshes properly with the paper feed gear/2
Note: Due to the gear being on backwards the idler gear (p/n 13HA77050) and/or the paper feed/2 gear (p/n 26NA16320) may be worn or broken. Replace gear(s) as necessary

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Solution ID   TAUS0615414EN*   **Solution Usage**   9

Description

How to remove voids on the edges.

Solution

To remove the voids on the edges, perform the following

---

1. From the normal Copier mode, press the HELP (?) button located to the right of the touch screen.
2. Press KEY-OPE MODE located in lower left corner of the touch screen.
3. Press [1] System/Copier.
4. Press the DOWN arrow located on the lower left corner of the touch screen to access the second page of Key Operator Mode selections.
5. Press [12] Memory SW.
6. Press the DOWN arrow located in the lower left corner to scroll .
7. Use the UP and DOWN arrows located on the right side to scroll to No. [4] Non Image Area Erasure.
8. Press EDIT to enable (ON) ON/APS/AMS only.
9. Use the UP and Down arrows located on the right side to scroll to NO. [5] RADF frame erasure.
10. Press EDIT to enable NONE/ 1mm/ 2mm/ 3mm/ 4mm 5mm.
11. Press return three times to return back to the normal Copier mode.

Solution ID TAUS0615638EN*   **Solution Usage** 9

Description

DF314, J63 intermittently (jams occur at the reading roller/slit glass area).

Solution

CAUSE: The copier main body rear frame portion, that support the DF314 hinges, is deformed/bent causing the RADF height to be out of position (too high). The RADF lifting up too far beyond its normal position will cause the frame to get deformed/bent; this is caused because the left hinge stopper plate is not installed correctly. Note: It may be possible to adjust RADF height to proper specification, with the rear frame deformed, but the adjustment will not hold due to the repeated flexing of the rear frame.

SOLUTION: To resolve the problem, perform the following steps:
1. Remove the DF314 and the main body rear upper cover.
2. Reform the upper rear frame area, that supports the DF314, and ensure that it is flat and level.
3. Reinstall the main body rear upper cover and the DF314.
4. Properly install the left hinge stopper plate so that the 2 protruding pins on the hinge stick through the 2 slots in the stopper plate.
5. Readjust the RADF height as illustrated on page E-2 of the DF314 installation instructions or on page 4-88 of the 7020/7025/7030/7035 service manual (3/2001).

Solution ID TAUS0619748EN*   **Solution Usage** 9

Description

How to reset the machine (initialize memory) to factory defaults.

Solution

To reset memory to factory defaults perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 0, 9, 3, and press the START key.
8. Power the machine OFF/ON.

Solution ID TAUS0609524EN*   **Solution Usage** 8

Description

F46-8 and F46-11 at power ON.

Solution

CAUSE: Laser index error caused by the mirrors in the laser unit being fogged with condensation. The initialization values were different from the internally calibrated values.

SOLUTION: Open up doors and panels. Allow copier to adjust to the room temperature were the copier will be installed.

Solution ID TAUS0610153EN*   **Solution Usage** 8

Description

How to properly operate CN46 (main CB).

Solution

 Instructions on how to properly operate CN46.

Solution ID   TAUS0611681EN*   **Solution Usage**   8

Description
FK101, can a fax be received without the key counter installed?

Solution
To enable this feature, perform the following:
1. Access the Key Operator Mode by pressing the HELP key, and then pressing KEY-OPE MODE on the LCD in the lower left-hand corner.
2. Press FAX.
3. Press SPECIAL SET.
4. Enter 9, 2, 7, 2.
5. Press OK.
6. Press FUNCTION PARAMETER SETTING.
7. Press SYSTEM.
8. Use the left-side down arrow to next page.
9. Use the right-side down arrow until PRINT W/O KEY COUNTER   is indicated. Press EDIT to set .
10. Return to idle mode.

Solution ID   TAUS0612386EN*   **Solution Usage**   8

Description
F41-1 at power up.

Solution
CAUSE: A loss of 24V DC at CN63-1 of the scanner driver board due to an open ICP1.

SOLUTION: Verify the operation of L1 (exposure lamp). To verify the operation of L1, perform the following:
1. Access the 47 mode (power the copier ON, while simultaneously holding the 4 and 7 keys), output code 00.
2. L1 should power ON.
3. If L1 does not go ON, perform the following:
   a. Remove the platen glass.
   b. Remove Scanner driver board cover.
   c. Locate ICP1 (next to CN60).
   d. Set multimeter to 200V DC.
   e. With the black lead to frame ground, put the red lead to either leg of ICP1 and check for 24V DC.
   f. If voltage is present, check the other leg of ICP1.
   g. If voltage is missing on either side of ICP1, replace the scanner driver board (p/n 26NA-9052).
Note: If the machine has an IP controller or a FAX kit installed, a SCANNER FAILURE message will occur. If the IP and FAX kit are disconnected from the machine F41-1 code will be indicated. Verify all 24V DC loads to frame ground, and check for any broken or pinched wires.

Solution ID   TAUS0613627EN*   **Solution Usage**   8

Description
FK101, how to change the maximum limit of redials.

Solution
To change the maximum limit of redials, perform the following:
1. While in the Copier mode, press the [Help/?] button.
2. Press [Key- Ope Mode] on the LCD.
3. Press 2:[Fax] on the LCD.
4. Press the [Special Set] button
5. Enter 9272.
6. Press [Function Parameter Setting] button.
7. Press [Machine Setting] button.
8. Enter address [0E0144] from the touchscreen.
9. Press the [Data] button.
10. Enter the following data for the maximum number of redials (0 through 7):
   0: 00000000
   1: 00000001
   2: 00000010
   3: 00000011
   4: 00000100
   5: 00000101
   6: 00000110
11. Press the [Confirm] button.
12. Press the [Return] button.
13. Power copier OFF/ON (both switches).

To change the number of redials, perform the following:
1. While in the Copier mode, press the [Help/?] button.
2. Press 2: [Fax] button

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3. Press [Line Parameter set].
4. Press Down Arrow until [Num. of Redials] is highlighted.
5. Press [Edit] repeatedly to the desired number of redials is displayed.
6. Press the [Back] button twice.
7. Press the [Return] button to return to normal mode.

Solution ID   TAUS0613744EN*   **Solution Usage**   8

Description
DF314, when using the RADF with an 8.5x11 original, intermittently, only approximately 2.5 inches down the middle of the page appears.

Solution
CAUSE: The RADF original size detection adjustment was not performed.

SOLUTION: To perform the RADF original size detection adjustment, perform the following:
1. Access the 47 mode (power the machine ON while holding down the 4 and 7 keys).
2. Press 6 and then 9 using the numeric keys. Verify that '069-00' appears on the display.
3. Set the 5.5x8.5 size original on the RADF and then press the Start Print button.
4. Press the Stop/Clear button.
5. Press the (*) key.
6. Press 1 (*) using the numeric keys. Verify that '069-01' appears on the display.
7. Set the 11x17 size original on the RADF and then press the Start Print button.
8. To end the adjustment, press the Stop/Clear button.
9. Power the machine OFF/ON (use SW2 sub-power switch) to exit the 47 mode.

Solution ID   TAUS0614387EN*   **Solution Usage**   8

Description
IT101, general information.

Solution
The IT101 (PCUA 950255), is an optional Inner Exit Tray and is the newest accessory available with the 7030.
The IT101 has 2 non-sorting trays: tray 1 holds up to 50 sheets and tray 2 up to 100 sheets. Customers can select what tray they want their fax, copy or print jobs to be sent.
Notes:
1. The 7030 minimum firmware requirements, to allow the use of the IT101, are level 29 System and 26 Image.
2. The IT101 is only compatible with 7030 beginning with serial number 26PE07619 and above.

Solution ID   TAUS0609060EN*   **Solution Usage**   7

Description
J72-16 while duplexing.

Solution
CAUSE: Improper position of the operation arm of the ADU change solenoid (SD5).

SOLUTION: To verify correct positioning of the arm, perform the following:
1. Power OFF both power switches.
2. Remove the fixing unit.
3. Observe the position of the ADU change solenoid arm (p/n 26NA-4870).
4. The arm (white plastic) should not be positioned behind the arm (black plastic) of the paper exit guide (p/n 26NA48250).
5. If necessary, reposition the arms so that the white arm is in front of the black arm.
Note: Care should be taken when removing/installing the fixing unit as the arm is easily dislodged.

Solution ID   TAUS0611692EN*   **Solution Usage**   7

Description
FK101, how to enable/disable the transmission confirmation report (TCR).

Solution
SOLUTION: To enable/disable the TCR, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [2. FAX] on the touchscreen.
5. Touch [Report output set] on the touchscreen.
6. Touch the down-arrow located on the right side of the touchscreen one (1) time. [Transmission report] should be highlighted.
7. Repeatedly touch [EDIT] located on the bottom of the touchscreen until the desired setting appears. The available settings are:

OFF
Always
Only error
8. Touch [BACK] located on the lower right of the touchscreen two (2) times.
9. Touch [RETURN] located on the lower right of the touchscreen, which will return the machine to the ready state.

Solution ID   TAUS0613665EN*   **Solution Usage**   7

Description
DB409, LCT is not recognized, Insert Tray 3 is displayed.

Solution
CAUSE: The LCT drive assist reel is positioned incorrectly.

SOLUTION: To properly align the LCT drive assist reel and verify operation, perform the following:
1. Position the drive assist reel so that the opening is from the 11 o'clock to 3 o'clock position.
2. Access 47 multimode (turn the machine ON, while pressing the 4 and 7 keys), input code 13, P-003-P and then P-004-P while inserting the LCT tray. Both settings should change state when the tray is inserted. This shows that PS101 (Tray detect) and PS109 (paper level detect) are both detecting the proper initial position of the drive assist reel.
3. Power the machine OFF/ON to exit the 47 mode.

Solution ID   TAUS0614250EN*   **Solution Usage**   7

Description
DF314, lead edge of originals are folding on the front side.

Solution
CAUSE: The RADF is incorrectly positioned on the main body, causing the original to feed around the white reading roller and against the scale plate guide ramp. This causes the original to improperly contact the conveyance guide part/1 (p/n 13GL45080), conveyance guide part/2 (p/n 13GL45090), and conveyance guide part/3 (p/n 13GL45100). The original should normally feed in between the conveyance guide part/1, conveyance guide part/2, conveyance guide part/3 and the conveyance guide part/upper (p/n 13GL45070) .

SOLUTION: Perform the RADF distortion adjustment to properly position the DF314. Turn the distortion adjustment screw clockwise until the top edge of the scale plate guide ramp is positioned between the conveyance guide part/1, conveyance guide part/2, conveyance guide part/3 and the conveyance guide part/upper.
Notes:
1. Refer to the DF314 Parts Catalog (February 2000), page 8 and 9, for part locations.
2. Refer to the 7020 Service Manual (March 2000), page 6-100, for the RADF distortion adjustment.

Solution ID   TAUS0614609EN*   **Solution Usage**   7

Description
F56-1 at power up.

Solution
CAUSE: Failed RADF CB, causing communication difficulties.
Note: This code is classified as an image control communication abnormality in the Service Manual.

SOLUTION: To check the RADF CB, perform the following:
1. Power the copier OFF.
2. Disconnect the RADF connector from the main body.
3. Power the copier ON. If the machine powers up with no error code the, RADF CB has failed.
4. Reseat all connectors on the RADF CB. Replace the RADF CB (p/n 13GL-9010) as necessary.

 ADF serial number, DF Control Board, firmware version and model compatibility matrix .
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]]

Solution ID   TAUS0614642EN*   **Solution Usage**   7

Description
F49-2 code at power up.

Solution
PROBABLE CAUSES:
1. CN50 (write unit) is loose or disconnected. Reseat CN50.

2. The write unit has failed. Replace the write unit (p/n 26NA-6501).

Solution ID   TAUS0615420EN*   **Solution Usage**   7

Description
FK101, how to perform an initialization.

Solution
To initialize the FK101, perform the following procedure:
1. Press the HELP button.
2. Press KEY OPE in lower left-hand corner.
3. Press 2] FAX.
4. Press SPECIAL SET.
5. Enter passcode 9272 and press OK.
6. Press INITIALIZATION.
7. You can select the individual setting you wish to clear (i.e. FUNCTION PARAMETER) or you can press OK to select all.
8. Press YES to confirm.
9. Press BACK until you return to the normal mode.

Solution ID   TAUS0617775EN*   **Solution Usage**   7

Description
F46-11 at power up.

Solution
CAUSE: Poorly seated or damaged A/D ribbon cable, resulting in failed communication between the A/D conversion board and main CB.

SOLUTION: To check the A/D ribbon cable, perform the following:
1. Power the copier OFF.
2. Carefully remove the A/D ribbon cable from CN46 on the main CB. Thoroughly inspect the A/D ribbon cable for any signs of damage and then reseat the A/D ribbon cable to the main CB.
3. Carefully remove the A/D ribbon cable from CN60 on the A/D conversion board. Thoroughly inspect the A/D ribbon cable for any signs of damage and then reseat the A/D ribbon cable to the A/D conversion board. Replace the A/D ribbon cable (p/n 26NA90500) as necessary.

Solution ID   TAUS0617888EN*   **Solution Usage**   7

Description
Black lines, marks, spots and/or streaks on copies.

Solution
CAUSE: Failed charge wire and charging control plate.

SOLUTION: Replace the Charge wire (p/n 26NA25060) and Charging control plate (p/n 26NA25160).

Solution ID   TAUS0618966EN*   **Solution Usage**   7

Description
J11 or J12 when feeding from Tray 1 or Tray 2.

Solution
CAUSE: The drive belt has come off conveyance pulley B, conveyance pulley A, or the idler pulley.

SOLUTION: Pull out Tray 1 and Tray 2. Inspect the drive belt (p/n 26NA50450) to ensure it is meshed with conveyance pulley B (p/n 26NA50430), idler pulley (p/n 26NA50370) and conveyance pulley A (p/n 26NA50420).

SPECIAL NOTE: Solution provided by Jim Wood, KBT Orlando.

Solution ID   TAUS0622934EN*   **Solution Usage**   7

Description
Intermittent F35-xx codes.

Solution
CAUSE: Failed temperature sensor assembly or the two countermeasures for intermittent fixing unit failure codes (F34, F35, F36) needs to be completed.

SOLUTION: To resolve intermittent fixing unit failure codes, perform the following:
1. Replace the temperature sensor MT plate with the new style temperature sensor MT plate (p/n 26NA53151).
2. Replace the temperature sensor assembly (p/n 26NA88011).

---

3. Upgrade image control firmware to version 32 (or higher).
Notes:
    a. See 7020/7022/7025/7030/7035/7130/7135 Technical Bulletin #13 for details.
    b. The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL
http://www.konicabt.com/konicode/PubBrowser/eproms]].
    c. 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   TAUS0603702EN*   **Solution Usage**   6

Description
How to change the default paper tray when selecting Non-image area erase.

Solution
To change the default paper tray when Non-image area erase is selected, perform the following:
1. Access the 25 mode (power the machine ON while holding down on the 2 and 5 keys).
2. Press [1. Software SW]
3. Use the up/down arrows and scroll to software dipswitches 8-4, 8-5 and 8-6.
4. Press ON or OFF to set these dipswitches to the desired default paper tray listed below.

8-4	8-5	8-6	MODE
0	0	0	No priority
1	0	0	Main body upper tray
0	1	0	Main body lower tray
1	1	0	DB209 upper tray and DB409 LCT tray.
0	0	1	DB209 lower tray

5. Power the copier OFF/ON to return to normal copy mode.
Notes:
    a. These dipswitch settings actually set the priority paper tray anytime a mode is selected that releases APS.
    b. Refer to the 7020 service manual (3/2000) page 6-14.

Solution ID   TAUS0609065EN*   **Solution Usage**   6

Description
J97-1 when copying the second side.

Solution
CAUSE: Improper position of the operation arm of the ADU change solenoid.

SOLUTION: To verify correct positioning of the arm, perform the following:
1. Power OFF both power switches.
2. Remove the fixing unit.
3. Observe the position of the ADU change solenoid arm (p/n 26NA-4870).
4. The arm (white plastic) should not be positioned behind the arm (black plastic) of the paper exit guide (p/n 26NA48250).
5. If necessary, reposition the arms so that the white arm is in front of the black arm.
Note: Care should be taken when removing/installing the fixing unit as the arm is easily dislodged.

Solution ID   TAUS0609213EN*   **Solution Usage**   6

Description
F51-4 and/or deletions from front-to-rear.

Solution
CAUSE: Developing guide shaft holder (p/n 26NA30660) is drawing the developing unit too close to the drum causing incorrect DSD and possibly binding the developer drive motor (M3).

SOLUTION: Locate the developing guide shaft holder bracket shown on page 24 of the 7020/7030 Parts Catalog. There are no specific adjustment procedures if this bracket is removed and then replaced. As a general standard, the outline of the black molded plastic (developing guide shaft holder bracket), where screw "e" is shown on page 24 of the 7020 Parts Catalog, should be flush with the metal housing. There is 1mm play on this bracket.
Notes:
1. See page 24 in the 7020 Parts Catalog (1st Edition, February, 2000). This part is not available for replacement, and is not listed, but can be viewed.
2. The rounded edge of the holder bracket, where screw "e" is installed, should be flush with the metal housing, not the flat portion.
3.   Copy quality sample hyperlink.

Solution ID   TAUS0609877EN*   **Solution Usage**   6

Description

How to end the current ECM session, and immediately display ENTER E.C.M. PASSWORD on the LCD.

Solution

To immediately return the machine to display ENTER E.C.M. PASSCODE when the job is finished, perform the following:
1. Hold the * key and then press the # key.
2. Release both keys together
3. The display will go back to ENTER E.C.M. PASSCODE.

Solution ID   TAUS0610008EN*   **Solution Usage**   6

Description

FK101, unable to receive faxes from an outside phone line. Faxes which are sent internally will be received.

Solution

CAUSE: The telephone system designates incoming calls with two short rings and internal calls with one ring. The 7030 does not recognize the double ring and will not accept that call.

SOLUTION: The number of rings and minimum ring stop time must be adjusted.
1. To adjust the number of rings, perform the following:
   a. Enter the Key Operator Mode by pressing the HELP key and then pressing KEY-OPE MODE on the LCD in lower left hand corner.
   b. Press FAX.
   c. Press LINE PARAMETER SET.
   d. Use the arrows on the right hand side to scroll to NUM. OF RINGS.
   e. Press EDIT to change to 0 or 1. Ensure that RECEIVE MODE is set to AUTO RX.
2. To adjust the minimum ring off time, perform the following:
   a. Enter the Key Operator Mode by pressing the HELP key and then pressing KEY-OPE MODE on the LCD in lower left hand corner.
   b. Press FAX.
   c. Press SPECIAL SET.
   d. Enter Technician passcode 9272.
   e. Press OK.
   f. Press FUNCTION PARAMETER SETTING
   g. Press NETWORK.
   h. Use the right hand side arrows to highlight MIN. RING OFF TIME.
   i. Press EDIT to set to 100ms.
   j. Return to idle mode.

Solution ID   TAUS0613136EN*   **Solution Usage**   6

Description

How to print ECM data list.

Solution

To print ECM data, perform the following:
1. Press the Help [?] to enter Key Operator mode.
2. Press the Key-Ope Mode button on the touchscreen.
3. Enter the Key Operator password and then press OK.
4. Press 1. System/copier.
5. Press the down arrow in the lower left hand corner of the touchscreen.
6. Press 13. List Print on the touchscreen.
7. Press User Setting List on the touchscreen.
Note: Page 4 on the user data list shows the ECM for copies and faxes when enabled under ECM setup.
8. Press Cancel.
9. Press Return twice to return to standby mode.

Solution ID   TAUS0613314EN*   **Solution Usage**   6

Description

Copies in reduction mode are not centered on the page.

Solution

CAUSE: This is a product limitation.

SOLUTION: The reduction process of the 7030 will always reference the image to the rear of the machine.
Note: To inquire about possible changes to key operator functions, please contact the product manager at Prodinfo@Konicabt.com.

Solution ID   TAUS0615597EN*   **Solution Usage**   6

Description

F41-1 while copying from the platen glass or through the RADF. The scanner is moving very slow and the optics motor is noisy.

Solution

CAUSE: Failed SCDB, causing the optics drive motor (M2) initial search sequence to time out.

SOLUTION: To check the SCDB, perform the following:
1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys), output code 31.
3. Using a voltmeter (20V DC range) monitor the voltage supplied to the optics drive motor at CN62-1, CN62-2, and CN62-3 on the SCDB to frame ground during a forward scan cycle. A voltage reading of 12.6V DC should be observed at each of the test pins while the optics are performing a forward scan.
Note: Be sure to remove the test lead from the SCDB as the optics approach the right side of the machine, since the optics pass over the SCDB at the end of the scan cycle.
4. If the proper voltages are not observed during the forward scan, reseat all the connectors on the SCDB. Replace the SCDB (p/n 26NA-9051) as necessary.

Solution ID   TAUS0617521EN*   **Solution Usage**   6

Description

Hardware counter not advancing.

Solution

CAUSE: Incorrect software SW settings.

SOLUTION: Change software SW setting 15 bit 0 to a 0. To change software SW 15 bit 0 to a 0 perform the following;
1. Access the 25 mode (power machine OFF/ON while holding the 2 and the 5 key).
2. Press [1. Software SW].
3. Using the up-arrow on the far left of the touchscreen scroll to Software SW 15.
4. Press [OFF] located on the touchscreen.
5. Press [RETURN].
6. Power the copier OFF/ON.

Solution ID   TAUS0618699EN*   **Solution Usage**   6

Description

Noise from the toner supply unit.

Solution

CAUSE: Toner is binding in the toner supply unit, causing the toner conveyance gear/5 to strip.

SOLUTION: Replace the toner conveyance gear/5 (p/n 26NA32680).
Note: Vacuum the Toner supply unit upon replacing the Toner conveyance gear.
SPECIAL NOTE: Solution provided by Bill Rosenberg, KBT Denver.

Solution ID   TAUS0620316EN*   **Solution Usage**   6

Description

FK102, can the FK102 be installed on the model 7030?

Solution

The FK102 can be installed on the model 7030 with a serial number above 26PE07619.
Note: Main body firmware must be at latest level.

Solution ID   TAUS0623368EN*   **Solution Usage**   6

Description

ADJUSTMENT ERROR 0005 while performing L-detect adjustment.

Solution

CAUSE: The TDS sensor failed.

SOLUTION: Check the TDS sensor at CN25-A2 for 12V DC at the printer driver board. If there is less than 12V DC, disconnect the connector and check the voltage. If it is 12V DC, replace the TDS sensor (p/n 26NA88040).

Solution ID   TAUS0602797EN*   **Solution Usage**   5

Description

F49-6 at power up.

Solution

CAUSE: CN46 on the main CB is damaged.

SOLUTION: Replace the main CB (p/n 26PA-9303). To prevent this problem, use extreme care when removing or installing the ribbon cable into CN46.
Note: Instructions on how to properly operate CN46.

Solution ID   TAUS0609206EN*   **Solution Usage**   5

Description
Specifications for Memory Upgrade Kits.

Solution
The memory used in the 7030, IP011 and IP421 is a 144 pin SODIMM module, 100MHz, 10ns or faster, with gold contacts.

The 7030 is equipped with 32MB of memory embedded on the main CB. The main CB has 2 additional slots that can accept the following memory modules, for a maximum of 288MB:
32MB, MU403 (Item #950217)
64MB, MU404 (Item #950218)
128MB, MU405 (Item #950219)
Note: Memory is installed on the main CB at CN35 and CN36.

The IP011 will accept the following memory modules, for a maximum of 80MB:
32MB, MU403 (Item #950217)
64MB, MU404 (Item #950218)

The IP421 is shipped with 32MB of base memory and can be upgraded to a maximum of 160MB of RAM. Available memory modules (SODIMM):
32MB, MU-403 (Item #950217)
64MB, MU-404 (Item #950218)
128MB, MU-405 (Item #950219)
CAUTION:
1. The memory card slot is only designed for expansion of 32MB, 64MB, and 128MB DIMMs.
2. There are two types of 128MB DIMM. One type has 1 tipselect signal and the other has 2 tipselect signals in the circuit configuration. The MU-405 is a DIMM using 1 tipselect signal. When a DIMM with 2 tipselect signals is used on the IP421, only 64MB of the available 128MB is recognized.

Solution ID   TAUS0611399EN*   **Solution Usage**   5

Description
The Weekly Timer is not working correctly.

Solution
CAUSE: Firmware bug. The Weekly Timer calendar, for the Month of August, is incorrect. The calendar is programmed with August starting on a Monday instead of Tuesday. This incorrectly shifted calendar affects the ON/OFF setting for the days of the week.

SOLUTION: Flash the 7030 with the latest firmware. System control firmware level 25 and Image processing firmware level 23 will resolve this problem.
Note: The 7030 firmware is currently available on the Konica FTP site . Refer to the FTP_ user site.txt file on the FTP site for detailed information concerning site contents. [[Internal Link for Faxing/Printing FTP site information| RUN V:\text\Wordpad.exe v:\text\CBC009.txt]].   [[Internal Link for Faxing/Printing FTP_ user site.txt file information| RUN V:\text\Wordpad.exe v:\text\CBC010.txt]].

 Latest Firmware level and [[Internal Link for Faxing/Printing current 7030 Firmware information.| RUN V:\text\Wordpad.exe v:\text\newrom\7030.txt]]

Solution ID   TAUS0611492EN*   **Solution Usage**   5

Description
FK101, PLEASE CHANGE ORIGINAL DIRECTION THEN PRESS START is displayed when attempting to transmit with several fax jobs in queue.

Solution
CAUSE: This is considered to be normal operation of the machine and is not considered to be a problem at this time.

SOLUTION: When the message is displayed, simply place the originals into the RADF in the 8.5x11R direction and press the START key. To bypass the message entirely, place all originals into the RADF in the 8.5x11R direction when transmitting.

Solution ID   TAUS0613604EN*   **Solution Usage**   5

Description
How to print the system configuration page, 7030.

Solution

Note: There are currently two print controllers (IP011 and IP421) available for the 7030. Depending on which controller is installed, the procedure to print the System Configuration sheet is slightly different.
To print a system configuration sheet, perform the following:
1. Power the copier ON.
2. Press the SCANNER/PRINTER key, located at the top of the operation panel.
3. Touch [SETTING] on the touchscreen.
4. If the display shows '1. Setting' at the top, complete the steps under the IP011 procedure. If the display shows '1. Test Print Menu' at the top, complete the steps under the IP421 procedure.

IP011 procedure:
5. Touch [1] at the bottom of the touchscreen.
6. Touch [5] at the bottom of the touchscreen.
7. Touch [1] at the bottom of the touchscreen. The system configuration sheet will be output within approximately 30 seconds.
8. Press the COPY key, located at the top of the operation panel, to return to the normal mode.

IP421 procedure:
5. Touch [OK].
6. Touch [3] and then [OK]. The system configuration sheet will be output within approximately 30 seconds.
7. Press the STOP key, to return to the normal mode.

Solution ID   TAUS0614015EN*   **Solution Usage**   5

Description
DF314, J63-3 when using 2:2 or 2:1 mode.

Solution
CAUSE: The pin that limits the travel of the conveyance guide cam assembly (p/n 13GL-4580) is missing.

SOLUTION: This pin is on the front side white plastic cam and protrudes through the RADF front side frame which limits the travel of the shaft. To verify operation, perform the following:
1. Access the 47 mode (turn the copier ON while pressing the 4 and 7 keys).
2. Enter 6 and 0 (display should read).
3. Press Star (*) button.
4. Press 3 to display .
5. Press Star (*) button.
6. Press Start button.
7. The shaft should rotate and should stop with the cams in the near vertical position and the conveyance guide in the open position. If the shaft rotates approximately 180 degrees, the pin is missing.
8. Power the machine OFF/ON to exit the 25 mode.
9. Replace the conveyance guide cam assembly (p/n 13GL-4580) as needed.

Solution ID   TAUS0614271EN*   **Solution Usage**   5

Description
FK101, how to program a specific paper tray for fax receptions.

Solution
SOLUTION: To program a specific paper tray for fax receptions, perform the following:
1. From the normal Copier mode, press the HELP (?) button located to the right of the touch screen.
2. Press KEY-OPE MODE located in lower left corner of the touch screen.
3. Press [2] FAX
4. Press TX/RX mode set.
5. Press the UP or DOWN arrow located on the lower left corner to scroll to page 2 of the TX/RX mode set.
6. Use the UP and DOWN arrows located on the right side to scroll to RX feed tray (fix).
7. Press EDIT to change this setting to a desired specific fixed tray.
8. Press BACK twice, and then RETURN once to return to the normal Copier mode.

Solution ID   TAUS0614292EN*   **Solution Usage**   5

Description
DF314, copy is compressed (reduced) from lead-to-trail when scanned through the DF314.

Solution
CAUSE: A 7020, 7025 or 7030 with a DF314 at level 20 firmware will produce a copy that is compressed (reduced) from lead-to-trail when scanned through the DF314.

SOLUTION: A DF314 with serial number 13GL67021 and above will have firmware version 30 installed from the factory and will not exhibit this problem. A DF314 with serial number 13GL67020 and below, flashed to firmware version 20, will not be compatible with the 7020, 7025, or 7030.

Notes:
1. A DF314 with serial number 13GL67021 and above will have firmware version 30 installed from the factory and is compatible with all machines (7020, 7025, 7030 and 7035).
   a. Do not flash a DF314 with serial number 16GL67021 and above, to firmware version 20 or below. The flash process will damage the DF314 control board.
   b. A DF314 with serial number 13GL67021 and above will have the letter B on the serial number label of the shipping box.
2. For a DF314 with serial number 13GL67020 and below, the firmware version is dependant on the model of the main body:
   a. When installed on a 7035, the DF314 must be flashed to level 20 firmware (file name DF314-20p.exe).
   b. When installed on a 7020, 7025 or 7030, the DF314 must be flashed to level 16 firmware (file name DF314-16p.exe).
3. See 7020/7025/7030/7035 Technical Bulletin #6 . To view this 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]]
4. A DF314 with serial number 13GL67020 and below is compatible with level 16 or 20 firmware. Either version can be installed depending on the main body.
5. A 7035 with a DF314 below level 20 firmware will produce a copy that is stretched (enlarged) from lead-to-trail when scanned through the DF314.
6. A 7020, 7025 or 7030 with a DF314 at level 20 firmware will produce a copy that is compressed (reduced) from lead-to-trail when scanned through the DF314.
7. See DF314 Revision of Rom Notice PDF file . To view this 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   TAUS0615506EN*   **Solution Usage**   5

Description

FK101, how to program to initialize in fax mode.

Solution

To program the 7030 to initialize in fax mode, perform the following:
1. The 7030 firmware must, at minimum, be flashed to level 28 System and 25 Image and the FK101 firmware must, at minimum, be flashed to level 15.
2. From the copier mode, press the HELP (?) button, located to the right of the touchscreen.
3. From the touchscreen, select Key-Ope mode.
4. Enter a Key Operator passcode if applicable.
5. Select [1. FAX].
6. Select FAX SCREEN SET.
7. Press the left down arrow to scroll to the next page.
8. Scroll down to FAX SCREEN FIRST.
9. Press EDIT to set FAX SCREEN FIRST to ON.
10. Power OFF/ON the sub switch (SW2) on the left side of the operation panel.
Note: Enabling this option only allows the 7030 to initialize (power up) in the FAX mode, Auto-Reset timer or button will not bring the 7030back to FAX mode.

Solution ID   TAUS0616956EN*   **Solution Usage**   5

Description

When copying non standard size originals in platen mode, image is dedeted.

Solution

CAUSE: Copy-sheet size priority was set incorrectly.

SOLUTION: To set the Copy-sheet size priority, perform the following.
1. Access 25 mode (power OFF, hold the 2 and 5 keys, power ON).
2. Select option 1 [Software SW].
3. Use the scroll arrows to scroll to address 7-0
4. Select ON (The area outside the of the APS detected size is also copied).
5. Select OFF (Then the copier does erase the area outside of the original.
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0617295EN*   **Solution Usage**   5

Description
DB209, intermittent J82.

Solution
CAUSE: The actuator for jam detect 2 photosensor (PS105) is out of position and sticking on the clear plastic paper guide numbered 7.

SOLUTION: Reposition the actuator on PS105 to prevent it from contacting the paper guide.

Solution ID   TAUS0618146EN*   **Solution Usage**   5

        September 2007

Description

Background on copies.

Solution

CAUSE: Excessive toner concentration.

SOLUTION: Level 31 Image control program established a toner density concentration dip switch. Toner density may be decreased using dipswitch 24-1 and 24-0.

To decrease the toner concentration perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power ON).
2. Select [1] (SOFTWARE SW).
3. Using the UP or DOWN arrows scroll to dip switch 24.
4. Select the bit number of the software dipswitch by pressing either the UP or DOWN arrow.
5. Choose the desired setting: Select ON (1) or OFF (0).
   DIPSWITCH SETTING   MODE
   24-0=0   24-1=0   Normal control
   24-0=1   24-1=0   Decrease toner density by approximately 1%.
   24-0=0   24-1=1   Decrease toner density by approximately 2%.
   24-0=1   24-1=1   Decrease toner density by approximately 3%.
6. Power the copier OFF/ON.
Note: These switches are provided for adjustment when image background occurs. The switches are reset to 0 when the L-detection adjustment is performed.

Solution ID   TAUS0618454EN*   **Solution Usage**   5

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.

Solution ID   TAUS0618704EN*   **Solution Usage**   5

Description

DF314, jamming and skewing.

Solution

CAUSE: The DF314 is not aligned properly.

SOLUTION: Adjust the height and skew for the DF314. To adjust the height and skew for the DF314, perform the following;
1. Place the DF314 on the main body.
2. Loosen the two screw located on the back side of Hinge/L, so the DF314 lay's flat on the main body.
3. Tighten the two screws on the Hinge/L.
4. On the right front side of the Rear cover locate the Skew adjusting screw.
5. Using a flat blade screw driver, turn the adjusting screw in either direction to aligns the DF314 with the main body.
6. Perform steps 4-5 until proper adjustment is achieved.
7. Lift the Open-close cover assembly.
8. Locate the Adjusting lever/rear inside the Open-close cover assembly to the back left side of the DF314 main body.
9. Locate the Scribe marks behind the Adjusting lever/rear.
10. On the Rear cover of the DF314 locate the Adjustment lever rear notch, located directly above the Hinge/L.
11. Place a Phillips head screw driver into the notch.
12. Watching the Adjusting lever/rear, turn the Phillips head screw driver in either direction until the Adjusting lever/rear is aligned with the center Scribe mark.
13. Perform steps 8-9 until proper adjustment is achieved
SPECIAL NOTE: Solution provided by Bryan Foley, KBT Seattle.

Solution ID   TAUS0619210EN*   **Solution Usage**   5

Description

F51-4 code at power up.

Solution

CAUSE: ICP5 (24V DC) on the PRDB is open.

SOLUTION: Check for 24V DC at CN26-A3 and CN26-A4 on the PRDB. If 24V DC is not present, check ICP5 on the PRDB. If ICP5 is open, replace the PRDB (p/n 26NA-9022).

September 2007

Solution ID   TAUS0620095EN*

Solution Usage   5

Description
Unable to adjust the touchscreen sensitivity.

Solution
CAUSE: Failure of the touchscreen.

SOLUTION: Replace the touch key board (p/n 26NA87520).

Solution ID   TAUS0620378EN*

Solution Usage   5

Description
Intermittent jamming, popping noises, and premature wear of the paper feed gears.

Solution
CAUSE: Loose or bent shaft on the (upper tray) driving auxiliary panel/r assembly (item A on page 16 of the 7020/7025/7030 parts book) or (lower tray) driving auxiliary panel L/C assembly (page 18 of the 7020/7025/7030 parts book).

SOLUTION: Replace the (upper tray) driving auxiliary panel/r assembly (p/n 26NA-1030) and any worn paper feed gears or (lower tray) driving auxiliary panel L/C assembly (p/n 26NA-1040) and any worn paper feed gears.

Solution ID   TAUS0620865EN*

Solution Usage   5

Description
J97-2 when duplexing.

Solution
CAUSE: The actuator for PS4 is binding.

SOLUTION: Check the actuator (p/n 26NA50070) for binding. Replace if necessary.

Solution ID   TAUS0623542EN*

Solution Usage   5

Description
Developer on the trail edge of copies after corona currents and developer bias have already been confirmed.

Solution
CAUSE: Memory parameter board has failed causing voltages to vary during machine operation.

SOLUTION: Replace the memory parameter board (p/n 26NA-9110).

Solution ID   TAUS0623823EN*

Solution Usage   5

Description
Paper jams, popping noise, and gear breakage.

Solution
CAUSE: The double feed preventative roller has failed.

SOLUTION: Install the new style DFPR (SE95-3900).
Notes:
1. See 7020/7022/7025/7030/7035/7130/7135 Technical Bulletin #16 for 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]]

* Trademark ownership information

Solution ID   TAUS0627892EN*

Solution Usage   5

Description
J16 when making copies from the LCT using 8.5x11 only.

Solution
CAUSE: Insufficient time before the machine detects a jam.

SOLUTION: Extend the LCT jam timer. To extend the jam timer, perform the following:
1. Enter the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to software switch 11-7.
4. Select ON.
5. Select Return
6. Select Machine setting.
7. Using the touch panel, enter address 01004B.
8. Select Data.
9. Enter 11111000 (F8) in the Data field.
10. Select Confirm.
11. Power the machine OFF.
12. After 10 seconds, Enter the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
13. Select Software SW.
14. Using the up/down arrows, scroll to software switch 11-7.
15. Select OFF
16. Power the machine OFF/ON.
Note: Use extreme caution when performing this adjustment. If an address other then the address specified is inadvertently changed, the parameter memory board (p/n 26NA-9110) will have to be replaced.

Solution ID   TAUS0609094EN*   **Solution Usage**   4

Description
FK101, can a fax be generated from a workstation, either directly connected or on the network?

Solution
Currently, the 7030 cannot fax from a workstation.

Solution ID   TAUS0609198EN*   **Solution Usage**   4

Description
Excessive noise from the write unit polygon motor.

Solution
CAUSE: Polygon motor is operating for 2 minutes after exit of last copy.

SOLUTION: The polygon motor can be shut off after 15 seconds from paper exit. This action should be taken if customer is complaining about noise. To shut off the polygon motor after 15 seconds from paper exit, 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] on the touchscreen.
4. Scroll to dipswitch 6-4 and set to (0).
5. Scroll to dipswitch 6-5 and set to (0). The machine will now enter polygon motor pre-rotation selection 15 seconds after the copy has exited the machine.
6. Scroll to dipswitch 6-6 and set to (0).
7. Scroll to dipswitch 6-7 and set to (1). The polygon motor will now stop when the machine enters the pre-rotation mode.
8. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0609638EN*   **Solution Usage**   4

Description
FK101, how to allocate additional memory for the fax option.

Solution
To change the memory amount available for scanning fax documents, perform the following:
1. Access the Key Operator Mode (press HELP, then touch Key Ope mode at the left front of touch screen and then enter Password if necessary).
2. Touch 2. FAX from the Key Operator Mode screen.
3. Touch Special set from the Fax initial setting menu screen.
4. Enter password 9272 and touch OK.
5. Touch FAX file format on the Service mode setting screen.
6. Touch the UP or DOWN arrows to allocate desired fax file size (2MB or 4MB).
7. Touch Format in the lower left of touch screen, then YES to register the fax memory allocation amount. (at this time any previously scanned files for sending or for printing are erased).
8. Touch BACK to return to the basic screen.
Note: When equipped with the standard 32MB, the memory amount can be changed from 2MB to 4MB.

Solution ID   TAUS0610043EN*   **Solution Usage**   4

7030

Description

FS107, PLEASE CHECK EXIT OF FNS message at power up.

Solution

CAUSE: The black paper exit shutter gate is bound up and unable to properly initialize at power ON. This shutter gate must cycle down, then back up, as the finisher initializes.

SOLUTION: Repair the bind with the paper exit shutter gate and ensure it moves up and down freely.
Note: Remove the finisher top cover (6 screws) to access the shutter gate drive mechanism.

Solution ID   TAUS0611255EN*

Solution Usage   4

Description

How many passwords can be programmed in the ECM mode?

Solution

ECM mode on the 7030 has the capability to program and store 128 passwords.

Solution ID   TAUS0613124EN*

Solution Usage   4

Description

Hecon* key counter wiring information.

Solution

On the rear of the Hecon receptacle there are pins with numbers next to them. Attach the harness to receptacle as follows:
Black to pin 1
Red to pin 3
Green to pin 4
White to pin 6
Note: Pins 2 and 5 have no wires attached.

* Trademark ownership information

Solution ID   TAUS0613421EN*

Solution Usage   4

Description

Auto layout application centers the image from front-to-rear, but not from lead-to-trail.

Solution

CAUSE: Firmware update required..

SOLUTION: Flash the 7030 with the latest firmware. System control firmware level 27 and Image processing firmware level 24 will resolve this problem.

 Latest Firmware level and [[Internal Link for Faxing/Printing current 7030 Firmware information.| RUN V:\text\Wordpad.exe v:\text\newrom\7030.txt]]

Solution ID   TAUS0613437EN*

Solution Usage   4

Description

PLEASE LOAD A4R PAPER is indicated on the LCD when placing a 8.5x11R original on the platen glass.

Solution

CAUSE: Platen size recognition selector switch was set to 1 (ON) in the 25 mode.

SOLUTION: To set Platen size recognition selector switch to 0 (OFF), perform the following.
1. Access the 25 mode (power the machine OFF, then ON while holding down on the 2 and 5 keys).
2. Select Software SW
3. Select Dip SW 21 and set bit 1 to 0 (OFF)
4. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0613783EN*

Solution Usage   4

Description

FK101, unable to connect fax speaker to the main body connector.

Solution

CAUSE: The connectors for the fax speaker and for the main body are both female connectors and cannot be connected together. A small jumper with male

connections on each end, to join the two female connectors, is missing from the FK101 kit or has been misplaced.

SOLUTION: Order this small jumper (p/n 00Z930001) as needed.
Note: If this small jumper is missing from the FK101 installation kit, please submit a new problem through NSSG Web Support including the FK101 serial number. These submissions will allow proper tracking of field impact.

Solution ID   TAUS0614211EN*   **Solution Usage**   4

Description
On duplexed copies, the rear side is folded.

Solution
PROBABLE CAUSES:
1. The mylar on the fixing entrance plate-2 is not flat against the plate. Repair or replace the fixing entrance plate-2 assembly (p/n 26NA-5480).

2. When making double sided copies using curled paper, the corner of the leading edge may touch the ribs of the guide part/lower, resulting in folding. The ribs on the guide part/lower (p/n 26NA50031) has been lengthened, starting with serial number 26NE07235, to prevent folding.

Solution ID   TAUS0614603EN*   **Solution Usage**   4

Description
FS107, intermittent J72-21 while copying.

Solution
CAUSE: Paper exit driving roller/A (foam roller) is worn causing inconsistent paper exit.

SOLUTION: Replace the Paper exit driving roller/A (p/n 13GQ45191).
Notes:
1. Paper exit driving roller/A has been improved as noted by the last digit of the part number changed to a 1.
2. It has been incorporated into production FS107's starting with serial number 13GQ24198 and above.

Solution ID   TAUS0614715EN*   **Solution Usage**   4

Description
PLEASE INSERT KEY COUNTER message with no key counter installed.

Solution
CAUSE: Copy vendor option is enabled in 25 mode.

SOLUTION: To disable copy vendor option, perform the following:
1. Access the 25 mode (power the copier ON with SW2 on the operation panel, while pressing the 2 and 5 keys).
2. Select [1. SOFTWARE SW].
3. Press the left down arrow 10 times.
4. Press the right up arrow 6 times. The top of display should indicate SOFTWARE SW17-6: 1.
5. Press the OFF button once. The top of display should now indicate SOFTWARE SW17-6: 0.
6. Power OFF/ON to return to normal copy mode.
Note: Minimum firmware levels System 29, Image 26 and above must be installed in the copier for dipswitch 17-6 in the 25 mode to function.

Solution ID   TAUS0615014EN*   **Solution Usage**   4

Description
FK101, PC/LAN Fax hardware, firmware and software requirements.

Solution
The following are the hardware requirements for PC/LAN Fax and Password Print option:
IP421 Print Controller (Item #950229)
KN303 Ethernet Network card (Item #950230)
HD103 Hard Disk drive (Item #950231)
FK101 Fax Kit (Item #950227)

The following are firmware and software minimum requirements to allow PC/LAN Fax and Password Print to function:
7030 System control firmware version 32 and Image control version 29.
FK101 firmware version 17.
IP421 system software version 5.3.1.
KN303 firmware version 5.70.
IP421 PCL* Print driver version 1.5.10.
Note: See to Info Source Bulletin # 87-01 for functionality information. . 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

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http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0615024EN*   **Solution Usage**   4

Description
Paper feed skew from Tray 1.

Solution
CAUSE: The rear paper feed slide holder (p/n 26NA40820) that supports paper feed connecting roller/1 (p/n 26NA40231) is installed incorrectly. It has been installed into the hole from inside the rear frame. This is causing the paper feed connecting roller/1 to bind when feeding.

SOLUTION: Reinstall the rear paper feed slide holder into the rear frame hole from the outside rear of the machine.
Note: Refer to the 7020/7025/7030 parts catalog (12/2000) page 38 through 41 for part location.

Solution ID   TAUS0615757EN*   **Solution Usage**   4

Description
Dark streaks on copies in the lead-to-trail direction.

Solution
CAUSE: Dirty or failed charge corona unit.

SOLUTION: Clean or replace the charge corona unit (p/n 26NA-2500).
Note: See poor image quality sample .

Solution ID   TAUS0615912EN*   **Solution Usage**   4

Description
Blur/jitter at the trail edge running front-to-rear with 8.5x11R, 8.5x14 and 11x17 paper only.

Solution
CAUSE: The DRUM CLOCK settings, in the 36 mode, are out of adjustment.

SOLUTION: To adjust the DRUM CLOCK, perform the following:
1. Access the 36 mode (hold the 3 and 6 at power ON).
2. Select [2. TIMING ADJ.].
3. Select [1. DRUM CLOCK ADJ.].
4. Perform the DRUM CLOCK adjustment as illustrated in the 7020/7025/7030/7035 service manual (3/2001) page 4-38 through 4-42.
Note: The DRUM CLOCK adjustment is listed as the VERTICAL/HORIZONTAL MAGNIFICATION adjustment is the service manual.

Solution ID   TAUS0616179EN*   **Solution Usage**   4

Description
Image shifting off the page when staple is selected.

Solution
CAUSE: Timing adjustment out of specification.

SOLUTION: Access the 36 mode (hold the 3 and 6 keys and press the sub-switch power ON).
2. Select [2. Timing adjustment]. Select Centering, Engine All. (Make note of original setting then try individual settings for different areas).
3.. After selecting change be sure to touch SET then COPY to make your sample.
7. To return to the adjustment screen depress the * and # until settings are displayed.
8. When completed adjustment select RETURN twice then power OFF/ON.

Solution ID   TAUS0616483EN*   **Solution Usage**   4

Description
Part number for the brown 20-tooth paper feed gear, which drives the paper feed roller and double feed prevention roller/upper drive connection shaft.

Solution
The gear is depicted on page 16, reference number 23 of the 7020/7030 Parts Catalog (5/2000) . However, the description mistakenly identifies the part as paper feed gear (Z=15). The correct description should be paper feed gear (Z=20). To obtain the 20-tooth paper feed gear order p/n 26NA16310.
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]]

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* Trademark ownership information .

Solution ID   TAUS0616597EN*

Solution Usage   4

Description

REPLACE FIXING UNIT message shortly after the PM.

Solution

CAUSE: Fixing web count was not reset in the 36 mode.

SOLUTION: To reset the fixing web counter in the 36 mode, perform the following:
1. Power the copier OFF.
2. Access the 36 mode (Power the copier ON while holding down the 3 and 6 keys).
3. Select 8. Counter Clear
4. Select 2. Fixing Counter
5. Select Yes (Fixing Counter Clear)
6. Press Return
7. Power the copier OFF/ON to exit the 36 mode.

Solution ID   TAUS0617947EN*

Solution Usage   4

Description

FK101, TCR report shows the results, but faxed image is missing when faxing from the RADF.

Solution

CAUSE: If faxing from the RADF, no image will show on the TCR report because the machine does not use the memory to send.

SOLUTION: This is normal operation when using quick transmission faxing through the RADF. If image on the TCR is required then set the machine for memory transmission. To set the machine to memory transmission, perform the following:
1. Press ? (HELP) button.
2. Press Key-Ope button on the touchscreen.
3. Enter key operator passcode, if required.
4. Press FAX button on the touchscreen.
5. Press Tx/Rx mode set on the touchscreen.
6. Press Edit to select Memory Tx.
7. Press Back button twice.
8. Press Return.

Solution ID   TAUS0618973EN*

Solution Usage   4

Description

DF314, not recognized by the main body.

Solution

CAUSE: ICP3 (5V DC) on the RADF CB is OPEN due to a pinched wire to PS304 (RADF open/close detect).

SOLUTION: Replace the RADF CB (p/n 13GL-9019) and check and reroute wiring to PS304 as necessary.
Notes:
1. Refer to the ADF serial number, DF Control Board, firmware version and model compatibility matrix .
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

Solution ID   TAUS0619653EN*

Solution Usage   4

Description

DF314, 8.5x11R originals are detected as 11x17.

Solution

CAUSE: The original size detection adjustment is not properly calibrated.

SOLUTION: To perform the original size detection adjustment, perform the following:
1. Access the 47 mode (power the copier ON with SW2 - operation panel switch, while pressing the 4 and 7 keys).
2. Enter 6 and 9 (display should read).
3. Place 5.5x8.5R original in the document tray.
4. Press Start button.
5. Press the Stop/Clear button.

---

6. Press Star (*) key.
7. Press 1 (*) to display .
8. Place 8.5x11 original in the document tray.
9. Press Start button.
10. Press Stop/Clear button.
11. Power machine OFF/ON with SW2.
Note: The 7020/7025/7030/7035 service manual (3/2001) page 4-79 is incorrect regarding this adjustment.
Step 3 minimum width position is 5.5x8.5R and Step 7 maximum width position is 8.5x11.

Solution ID   TAUS0619737EN*   **Solution Usage**   4

Description
DF314, the correct paper size is not recognized after performing the paper size adjustment.

Solution
CAUSE: A failed VR301 (Size detecting board assembly).

SOLUTION: Replace VR301 (p/n13FG-9330).

Solution ID   TAUS0620324EN*   **Solution Usage**   4

Description
FK101, not recognized by the main body.

Solution
CAUSE: The FK101 has been disabled by the faulty part isolation in the 25 mode.

SOLUTION: To enable the FK101, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
3. Select option [1. SOFTWARE SWITCH].
4. Scroll to dipswitch 19-1.
5. Set to 0 by selecting OFF.
6. Power the copier OFF/ON using SW1 (Main power switch) to return to normal copy mode.

Solution ID   TAUS0622478EN*   **Solution Usage**   4

Description
F28-3 during copy process.

Solution
CAUSE: Failed High Voltage Power Supply (HVPS).

SOLUTION: Replace the High Voltage Power Supply (p/n 26NA84011).
Note: Before replacing the High Voltage Power Supply, ensure that the T/S corona and the high voltage casing exhibit no signs of arcing.

Solution ID   TAUS0623469EN*   **Solution Usage**   4

Description
F28-3 shortly after pressing the START key.

Solution
CAUSE: Internal arcing within the T/S corona unit.

SOLUTION: To check the T/S corona unit, perform the following:
1. Power the copier OFF.
2. Open the right side door (p/n 26NA50010) and remove the T/S corona unit.
3. Make a copy with the T/S corona unit removed. If, the F28-3 failure code is not displayed, the source of the problem is arcing within the T/S corona unit.
4. Thoroughly, inspect the end blocks of the T/S corona unit for any signs of arcing. Replace the T/S corona unit (p/n 26NA-2600) as necessary.

Solution ID   TAUS0626811EN*   **Solution Usage**   4

Description
DB409, intermittent J16 when feeding 8.5x11 from the LCT.

Solution

CAUSE: Wear within the paper feed unit

SOLUTION: Repair or replace the following:
1. Wear within the paper feed unit (p/n 13HA-4000) causes the upper limit actuator to read incorrectly. This places excessive pressure on the drive system. Replace the paper feed unit as necessary.
2. Loosen the four DB409/410 drive unit (p/n 13NE-1500) mounting screws, push the drive unit upwards and to the right to provide maximum gear mesh for the drive gear (p/n 13HA77060) and idler gear (p/n 13HA77050). Retighten the four drive unit mounting screws.
3. Replace the DB409/410 paper feed connecting roller/3 (p/n 13HA40020), shaft holders front and rear (p/n 26NA40820), and driving gear (p/n 13HA77060).

4. Inspect the DB409/410 drive unit paper feed coupling gear/B (p/n 26NA17490), paper feed coupling gear/A (p/n 13HA77090), paper feed gear/2 assembly (p/n 26NA-1680), idler gear/F (p/n 13HA77080), and idler gear/D (p/n 13HA77050); replace worn gears as necessary.
5. Inspect the bushings (p/n 26NA30770) in the developer unit for binding, and replace as necessary.

Solution ID   TAUS0655084EN*   **Solution Usage**   4

Description
Can envelopes be fed through the bypass?

Solution
It is not recommended that envelopes be fed due to the thickness and the possibility that the heat from the fuser may seal the envelope.

Solution ID   TAUS0601672EN*   **Solution Usage**   3

Description
FS107, J72-19 or J72-21 when printing on small size paper (5.5x8.5R).

Solution
CAUSE: When printing a large volume of small size paper, M706 (tray up/down motor) does not move the finisher tray down.

SOLUTION: This problem was resolved with new level firmware. Install level 23 (or higher) finisher firmware.
Note: The latest Firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms|

URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

Solution ID   TAUS0609581EN*   **Solution Usage**   3

Description
Power requirements, 7030.

Solution
Voltage: 115V AC ñ 10%, dedicated line recommended
Current: 15A
Frequency: 60 Hz ñ 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   TAUS0609775EN*   **Solution Usage**   3

Description
The entire image on any size copy, or internal test print is blurry except for the last inch on the trail edge.

Solution
CAUSE: The two drum cushion plates, which are placed between the conveyance cover and drum to prevent damage during shipment, were not removed during set up.

SOLUTION: To remove the two (2) drum cushion plates, perform the following:
1. Open the right side door.
2. Open the conveyance cover.
3. Remove the two cushions on both sides of the drum.
Note: An illustration of this procedure can be seen in the installation procedure instructions, which are packaged with each machine. Refer to step nine (9) on page E-4.

Solution ID   TAUS0610133EN*   **Solution Usage**   3

Description

Developer on the back side of copies.

Solution

CAUSE: The PCL has failed or is disconnected.

SOLUTION: Ensure that the PCL (p/n 26NA-2510) is connected and operating. Remove any spilled developer and ensure that the toner recycle unit is not filled with developer.

Solution ID   TAUS0610159EN*   **Solution Usage**   3

Description

Noise from the drum cartridge after it has been installed.

Solution

CAUSE: The cleaner screw on the drum cartridge rear side and the pin on the drive side have shifted out of phase.

SOLUTION: Take out the drum cartridge and check the phase of the cleaner coupling and the pin on the main body side. To position the coupling correctly at an angle of 90 degrees from the pin on the main body side, rotate the coupling on the cleaner side when fitting. When rotating the cleaner coupling (two white claws), rotate it clockwise (looking from the drum cartridge rear side). If rotated counterclockwise, parts inside the cleaner may be damaged.

Solution ID   TAUS0610243EN*   **Solution Usage**   3

Description

SUPPLY TONER message when toner bottle is full or has just been replaced.

Solution

PROBABLE CAUSES:
1. The toner bottle is not fully seated into its holder.   Push the bottom of the toner bottle to see if it clicks. The toner bottle is correctly set when it clicks twice on its insertion. If the toner does click, rotate the bottle clockwise 10 times to manually add toner to the machine.
Note: It is normal to hear some gear noise as the toner bottle is rotated. This will not harm the machine.

2. If the toner bottle is stored for a long period of time with its opening downwards, toner may compact at the edge of the opening. This can prevent the bottle from properly supplying toner when the bottle is rotated. When installing a new toner bottle, ensure the toner moves freely by performing the following:
    a. Without removing the cap, tap the bottom of the bottle 5 times on a solid surface from 5-6cm distance.
    b. Turn the bottle upside-down and tap the top 5 times on a solid surface from 5-6cm distance.
    c. Shake the bottle horizontally 5 times.

Solution ID   TAUS0611269EN*   **Solution Usage**   3

Description

How to copy/print onto envelopes, 7030.

Solution

Konica Minolta does not recommend copying/printing onto envelopes with the 7030, as it was not designed to run envelopes. Additionally, envelopes do not meet the standards set for paper specifications. 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   TAUS0611447EN*   **Solution Usage**   3

Description

Information regarding version 25.0 firmware (EPROM).

Solution

Firmware for the 7030, DF314, FS107 and FK101 is available from Konica's website as the following files:

Main CB

7030-M25p.exe (PC file, level 25.0)
    or
7030-M25r.exe (EPROM file for ISW tool, level 25.0)

Image processing board

7030-I24p.exe (PC file, level 24.0)
  or
7030-I24r.exe (EPROM file for ISW tool, level 24.0)

DF314

DF314-16P.exe (PC file, level 16.0)
  or
DF314-16R.exe (EPROM file for ISW tool, level 16.0)

FS107

FS107-17P.exe (PC file, level 17.0)
  or
FS107-17R.exe (EPROM file for ISW tool, level 17.0)

FK101 Fax Kit

FK101-13p.exe (PC file, level 13.0)
  or
FK101-13R.exe (EPROM file for ISW tool, level 13.0)

======================
Level 25.0 Enhancements:
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[ALL FUNCTIONS]

1. Incorrect day in the calendar of August 2000.
(Current) August first is set to Monday while it is actually Tuesday.
(New) Corrected.

2. Incorrect message for finisher breakdown.
(Current) When finisher breaks down "Finisher breakdown/Press reset key" is displayed.
(New) When finisher breaks down "Finisher breakdown/Call service" is displayed.

3. Process correction for toner density occasionally does not function.
(Current) If main power is turned off without turning off the sub power, the process correction for the toner density occasionally does not function.
(New) Corrected.

[COPIER FUNCTION]

1. Numbering error in 1-2 mode.
(Current) When the fractional type is set for Stamp/Page selection and even number of originals are copied, the total number of pages is printed 1 less at denominator than the actual number of the originals.
(New) Corrected.

2. Miscentered image.
(Current) In Auto layout, image is not copied on the center of paper, but is copied on the edge.
(New) Corrected.

3. Staple position error in proof copy.
(Current) When staple is selected, image needs be rotated for 180 degrees. However, the image is not rotated for 180 degrees in dual page mode in proof copy.
(New) Corrected.

4. Print out failure of list print.
(Current) When printing from counter confirmation screen, even when the appropriate sized paper is loaded in tray 1, paper loaded in tray 2 is used.
(New) Corrected.

5. Number of original display.
(Current) Number of copy sets being output is displayed in the counter.
(New) Either of the current display or a display of which page of the original is being output can be selected for the counter display.
Note: DIPSW24-6=0 Displays number of copy sets (Factory setting).
    DIPSW24-6=1 Displays number of originals

6. Tray selected first with APS.

(Current) The first selected tray is fixed for each spec.
(New) The first selected tray with APS is selectable from 25 mode DIPSW.

Note: 25 mode DIPSW 24-5=0, 24-4=0: 1st
    25 mode DIPSW 24-5=0, 24-4=1: 2nd
    25 mode DIPSW 24-5=1, 24-4=0: 3rd
    (No setting can be made for the 4th tray)

7. E89-1.
(Current) If water mark is set only for the first page and combined with the 2-2 mode in chapter mode, E89-1 occurs.
(New) Corrected.

8. Fax EKC password is not required.
(Current) While EKC has been set to ON only for a fax function, when receiving a fax from power save mode and then transmitting a fax, the message "Set password" is not displayed. The fax transmission is possible without entering the password.
(New) Corrected.

9. Machine without finisher stops at every 100 copies.
(Current) When "Stop machine at excessive paper loading" is set to Yes for the machine without finisher and high volume copy is made, the machine stops at every 100 copies with a message "Restart". The machine restarts by pressing "Start" key.
(New) Copying is possible until the excessive paper loading is detected. When it is detected, the machine stops with a message "Remove paper and restart" and restarts by pressing "Start" key.
Note: 25 mode DIPSW15-6=0; Do not display message. Do not stop machine (Factory setting)
    25 mode DIPSW15-6=1; Displays message. Stops machine.

10. Incorrect size in Frame Erasure mode .
(Current) When Frame Erasure in Applications is used, the image is copied in an incorrect position.
(New) Corrected.

11. Image lack in Numbering function.
(Current) When "R-Bottom" is set for stamp position in Specifications for Stamp and enlargement copy is made, the number becomes missing.
(New) Corrected.

12. Abnormal denominator in numbering for Sheet/Cover Insertion mode.
(Current) In Sheet/Cover Insertion + Print function page mode, the number of inserted pages is not added to the denominator.
Example: When 5 originals and 3 sheets of inserted paper are used, the number will be 1/5, 2/5, ---- 8/5.
(New) Corrected.

13. Initialization of charging grid adjustment value at drum replacement
(Current) When drum count is cleared (at drum replacement), charging grid adjustment value is not reset to factory setting.
(New) When drum count is cleared (at drum replacement), charging grid adjustment value is reset to factory setting.

14. E89-4.
(Current) When you press "Start" while holding the original in ADF mode and then press "Stop", E89-4 occurs in about 30 seconds.
(New) Corrected.

[PRINTER FUNCTION]

1. In Staple mode for printer, J72-2 occurs.
(Current) In printer staple mode setting, when the machine stops at output due to paper running out, if the printing is continued after loading paper and pressing paper exit button, J72-2 occurs.
(New) Corrected.

[COPIER AND PRINTER FUNCTION]

1. Change of output base for non-standard sized original from bypass tray.
(Current) When copying non-standard sized original in ADF mode or printing non-standard document, the image is positioned at the edge of the paper.
(New) When copying non-standard sized original in ADF mode or printing non-standard document, the image is positioned in the center of the paper.

[FAX FUNCTION]

1. Abnormal image when Automatic rotation transmission (B5R) is turned ON.
(Current) When Automatic rotation transmission (B5R) is turned ON in Fax Service menu, sandstorm like image occurs.
(New) Corrected.

2. Screen switching after scanning original.
(Current) After scanning of the originals is completed when transmitting fax, the basic screen appears as if the transmission was not completed. (Although the transmission is completed successfully.)
(New) Displayed screen after scanning can be selected from function parameter key.
Note: Input address using Function Parameter Key in Fax Service mode:
    0B005B=1: Displays "Transmitting" screen after scanning.

0B005B=0: Displays Basic screen after scanning. (Factory setting).

3. Machine hangs up when input "P" in name input screen.
(Current) If "P" is pressed in the screen for inputting a name, the machine hangs up.
(New) Corrected.

4. Possible to print on B5 size paper when receiving A5 size data.
(Current) When receiving A5 size data, the data is printed on A4, A3 or B4 size paper. Paper size can be selected in the paper size selection mode. When automatic selection is used, the paper size closest to the receiving image size is selected.
(New) When receiving A5 size data and no A4 size paper is loaded, the data is printed on B5 size paper. When no B5 size paper is loaded, the same operation as the current will be applied.

5. Output of Sequential transmission report when error occurs.
(Current) When the sequential transmission report is set for not output, however the transmission results report is set to output when error occurs, it is not output.
(New) In order to output the communication error report at the sequential transmission, the transmission result report is output if it is set to "output when any communication error occurs".

6. Addition of Night communication mode.
(New) A function that receives data at night and outputs it with sub power ON has been added.
Note: In fax key operator function setting, a menu "Off time receiving output setting" has been added. When the "Off time receiving output setting" is pressed, the screen changes to set the night time receiving and its timer. The original received at night time under the setting of "Off time receive print = NO" will be printed at sub switch power on.

Latest Firmware level and [[Internal Link for Faxing/Printing current 7030 Firmware information.| RUN V:\text\Wordpad.exe v:\text\newrom\7030.txt]]

Solution ID TAUS0612840EN*   **Solution Usage** 3

Description
FK101, not recognized upon installation.

Solution
CAUSE: Fax memory has not been initialized

SOLUTION: To initialize the fax memory, perform the following:
1. From the normal copy mode, press the HELP (?) button.
2. From the LCD touchscreen, select KEY-OPE MODE.
3. Select 2. [FAX].
4. From the Fax Initial setting menu, select SPECIAL SET.
5. Enter the Key Operator password, 9-2-7-2, and press OK.
6. From the Service mode setting screen, select INITIALIZATION.
7. Select (highlight) all the items, from the Fax Data initialization screen, and press OK.
8. Press YES to initialize all the data.
9. Press BACK once to return to the Service Mode setting screen.
10. Select FAX FILE FORMAT.
11. Select the Fax file size using the up and down arrows and press FORMAT.
12. Press YES to format fax file, the operation panel will power OFF automatically.
13. Re-power ON machine by pressing the sub power switch and test fax operations.
Notes:
1. Fax file format size is limited to 2 or 4 MB when the 7030 is equipped with it's original 32 MB.
2. Fax file format size can be increased in increments of 2 MB up to 16 MB additional memory is added to the 7030 control board.

Solution ID TAUS0612841EN*   **Solution Usage** 3

Description
Skewed copies from platen glass.

Solution
CAUSE: First mirror frame is out of adjustment.

SOLUTION: To align the nirrors, perform the following:
1. Power OFF the main switch and sub power switch.
2. Remove platen glass.
3. Follow the optics wire installation procedure found on page 3-10 in the 7020/7030 Service Manual.

Solution ID TAUS0613047EN*   **Solution Usage** 3

Description
Transparency button is not available.

Solution

CAUSE: The transparency button will be grayed out if certain copying conditions are selected.

SOLUTION: The following conditions are incompatible with the transparency mode:
Incompatible Basic Copying Conditions: 1-2, 2-2, APS
Incompatible Output Modes: Sort, Staple, Group
Incompatible Applications: Sheet/Cover insertion, Chapter, Booklet, Image Insert, Special original (Mixed original), Repeat.
Note: See page 8-14 in the 7030 User's Manual.

Solution ID   TAUS0613065EN*   **Solution Usage**   3

Description
FK101, is E-mail faxing available?

Solution
E-mail faxing is not available for the FK101.

Solution ID   TAUS0613521EN*   **Solution Usage**   3

Description
Black lines from lead-to-trail.

Solution
CAUSE: A soiled write unit glass.

SOLUTION: Clean the write unit glass by withdrawing and pushing in the write unit cleaning knob several times. The write unit cleaning knob is the green knob located below the green toner hopper cover.

Solution ID   TAUS0614177EN*   **Solution Usage**   3

Description
Intermittent loss of image during copy run.

Solution
CAUSE: Failed overall CB.

SOLUTION: Check the wiring from the overall CB to the laser drive board for connection or pinched wire. If problem persists, replace the overall CB (p/n 26PA-9300).

Solution ID   TAUS0614324EN*   **Solution Usage**   3

Description
DF314, unable to perform RADF Centering Adjustments.

Solution
CAUSE: Frame Erasure is enabled.

SOLUTION: Turn OFF the Frame Erasure feature. To adjust front-to-rear registration for the RADF, perform the following:
1. Access the 36 mode (power the machine ON while holding down the 3 and 6 keys).
2. Select [2: Timing adj.].
3. Select [5: Centering adj.].
4. Use the NEXT and BACK keys to select (RADF front side).
5. Enter a value from -42 to +42 and press SET (1 step = 0.13mm).
6. Press the COPY key.
7. Make a copy using the RADF 1:1 mode and confirm accuracy.
8. Use the NEXT and BACK keys to select (RADF back side).
9. Enter a value from -42 to +42 and press SET (1 step = 0.13mm).
10. Press the COPY key.
11. Make a copy using the RADF 2:1 mode and confirm accuracy.
12. Power the machine OFF/ON to exit the 36 mode.
Note: All mainbody centering adjustments must be completed prior to adjusting the RADF.

Solution ID   TAUS0614713EN*   **Solution Usage**   3

Description
How to set up password protection for 25/36/47 modes.

Solution

To enable password protect for service modes, perform the following:
1. Enter the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
2. Press 1. Software SW.
3. Select Software SW 7-5 and set to "1".
4. Power the machine OFF/ON to exit the 25 mode.
Note: The password to allow access to the various modes is 9272 and cannot be changed.

Solution ID   TAUS0614746EN*   **Solution Usage**   3

Description
DF314, unable to adjust the height of the ADF.

Solution
CAUSE: ADF height adjustment screw is stripped, due to a missing hinge locking screw.

SOLUTION: Replace the complete left hinge (p/n 13GL10110)
Note: The adjustment screw is part of the complete hinge and can not be ordered separately.

Solution ID   TAUS0614756EN*   **Solution Usage**   3

Description
DF314, UNSUCCESSFUL COMPLETE message after replacing the RADF CB and flashing it with version 20.0 firmware.

Solution
CAUSE: The RADF CB (p/n 13G8-9010) has the new Boot code 20, which is not compatible with version 20.0 firmware.

SOLUTION: Perform the flash procedure again using firmware version 30 (file name DF314-30p.exe). The latest DF314 FlashROM files can be acquired via the Konica website (www.konicabt.com) under [EPROMs Accessories] located in the NSSG Web Support area
Notes:
1. When an RADF CB with Boot code 20 is installed in a DF314 and flashed with level 30 firmware, the RADF will be compatible with models 7020, 7025, 7030, and 7035.
2. The RADF CB Boot codes can be identified based upon the ROM label attached to IC3, which is located above CN7 on the RADF CB.
    ROM labels:
    13GL89013 or before = Boot code 11.
    13GL89014 = Boot code 20.
3. See 7020/7025/7030/7035 Technical Bulletin #6 .

Solution ID   TAUS0614796EN*   **Solution Usage**   3

Description
FS107, PLEASE CLOSE FINISHER FTONT DOOR message is misspelled.

Solution
CAUSE: Firmware bug.

SOLUTION: Flash the 7030 with the latest firmware. System control firmware level 32 and Image processing firmware level 29.
Note: This firmware can be downloaded from Konica's Web site. Log onto Konica NSSG Web Support and select the Download EPROMs link, 7030 EPROM files is located under EPROMs for low volume copiers.
The System control file name is 7030-m32p.exe (PC file) and the Image processing file name is 7030-i29p.exe (PC file).

Solution ID   TAUS0614987EN*   **Solution Usage**   3

Description
Drum carriage recycler agitator shaft part availability.

Solution
The drum carriage recycler agitator shaft (p/n 26NA20551) is now available as a separate part. This shaft is located next to the spiral recycler shaft within the cleaning section of the drum carriage. The agitator shaft is square and has a strip of mylar attached to two sides.
Note: This shaft is shown in the illustration on page 24 of the 7020/7025/7030 (12/2000) parts catalog.

Solution ID   TAUS0615041EN*   **Solution Usage**   3

Description
8.5x11R paper installed in the bypass tray is detected as 8.5x5.5.

Solution

CAUSE: The bypass size detection adjustment was not performed.

SOLUTION: To perform the bypass size detection adjustment, perform the following:
1. Access the 47 mode (power the machine ON, while holding down the 4 and 7 keys), output code 28.
2. Install a 8.5x11R paper into the bypass tray, and press the START button.
3. Power the machine OFF/ON to exit the 47 mode.

Solution ID   TAUS0615135EN*   **Solution Usage**   3

Description

No power, display is completely blank. LED 2 on the main CB fails to light after powering the main power switch (SW1) ON.

Solution

CAUSE: Poorly seated or failed parameter memory board, resulting in no initialization of the main CB.

SOLUTION: To check the parameter memory board, perform the following:
1. Power the copier OFF.
2. Remove the parameter memory board from the main CB.
3. Inspect CN32 and CN33 on the main CB. Ensure that all the pins are straight and properly aligned.
4. Reseat the parameter memory board on the main CB. Replace the parameter memory board (p/n 26NA-9110) as necessary.

Solution ID   TAUS0615137EN*   **Solution Usage**   3

Description

With the 1:2 copy mode selected, using 8.5x11R originals that are printed onto 8.5x11 paper (using auto-rotation), the rear side is upside-down.

Solution

CAUSE: Second side orientation needs to be changed.

SOLUTION: To orient side 2, perform the following:
1. Press the APPLICATIONS key.
2. Press SPECIAL ORIGINAL.
3. Select the appropriate orientation, NORMAL, 1-2 Upside Down or 2-1 Upside Down and press OK.

Solution ID   TAUS0615223EN*   **Solution Usage**   3

Description

Platen APS is selecting incorrect paper sizes.

Solution

CAUSE: The platen glass is soiled/dirty and interfering with the platen APS detection process. Platen APS is detected by the combination of the ON/OFF state of PS17 (APS sensor 1), PS18 (APS sensor 2) and the detect signal from the CCD sensor on the ADB (A/D conversion board).

SOLUTION: Thoroughly clean both sides of the platen glass with glass cleaner.
Note: Isopropyl alcohol can be used to remove any stuck on debris such as white correction fluid or pen ink.

Solution ID   TAUS0615394EN*   **Solution Usage**   3

Description

Intermittent F46-11 while copying and faded copies.

Solution

CAUSE: The V-mirror assembly (Mirror mount plate/2 assembly) is bent and binding on the Lens cover.

SOLUTION: Replace the V-mirror assembly (Mirror mount plate/2 assembly p/n 26NA-6191).

Solution ID   TAUS0615455EN*   **Solution Usage**   3

Description

F46-11 shortly after power up.

Solution

CAUSE: The platen glass is not properly positioned, which results in a failed white reference reading from the white reference plate attached beneath the glass stopper plate.

SOLUTION: To inspect the white reference sheet, perform the following:
1. Power the copier OFF.
2. Remove the right side panel (p/n 26NA-1260).
3. Remove the platen glass. Inspect the white reference plate, which is attached beneath the glass stopper plate. Ensure that it is properly positioned and clean.
4. Reinstall the platen glass and power the copier ON.

Solution ID   TAUS0615567EN*   **Solution Usage**   3

Description
Varying lead edge from all paper trays.

Solution
CAUSE: MC2 (loop clutch) is dirty/contaminated.

SOLUTION: Thoroughly clean MC2 (loop clutch) with alcohol and a soft cloth, replace as necessary (p/n 26NA82020).

Solution ID   TAUS0615661EN*   **Solution Usage**   3

Description
PLEASE LOAD A4 PAPER, when making copies from the platen.

Solution
CAUSE: The Destination switch was not set for USA.

SOLUTION: To set the destination switch for USA, perform the following:
1. Access the 25 mode (power the machine ON while holding down on the 2 and 5 keys).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 5-0 using the arrow keys on the touch pad.
4. Press the ON button to change the data to a 1.
5. Scroll to switch 5-1 using the arrow keys on the touch pad.
6. Press the OFF button to change the data to a 0.
7. Press the PREVIOUS SCREEN button to return to the 25 mode.
8. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0615794EN*   **Solution Usage**   3

Description
DB409/DB410 compatibility.

Solution
The DB409 (LCT drawer base) is compatible with models 7020 and 7030
The DB410 (LCT drawer base) is compatible with models 7020, 7022, 7025, 7030, 7035, 7130, 7135

Solution ID   TAUS0616837EN*   **Solution Usage**   3

Description
FK101, can unauthorized network access be accomplished through the fax unit?

Solution
Unauthorized network access cannot be accomplished through the fax unit. The FK101 supports facsimile protocols (T4/T30) and can not interpret the different protocols utilized in a network environment.

Solution ID   TAUS0617647EN*   **Solution Usage**   3

Description
Code 0004 occurs when running L-Detect.

Solution
CAUSE: A wire on the TDS sensor is broken.

SOLUTION: Remove the developer unit and inspect the TDS sensor wires to see if they are pinched or broken.

Solution ID   TAUS0617673EN*   **Solution Usage**   3

Description

Test patterns are light, or blank in the 36 mode.

Solution

CAUSE: The Overall halftone density test pattern is set to a 0 (white).

SOLUTION: Set the Overall halftone density test pattern to 255 (black). To set the Overall halftone density test pattern to 255 (black) perform the following;
1. Access the 36 mode (power the machine OFF/ON while holding the 3 and the 6 keys).
2. Press [5. Density adj.].
3. Press [1. Print density adj.].
4. Highlight [NO.01].
5. Using the touchscreen key pad enter 255.
6. Press [SET].
7. Press [Return].
8. Power machine OFF/ON.

Solution ID   TAUS0618339EN*   **Solution Usage**   3

Description

Light copies and internal test prints.

Solution

CAUSE: Internal arcing within the high voltage casing attached to the right side ADU cover, resulting in loss of transfer current to the T/S corona unit.

SOLUTION: To check the high voltage casing for signs of arcing, perform the following:
1. Power the copier OFF.
2. Open the ADU cover (p/n 26NA50010).
3. Remover the two (2) screws (p/n 00Z193061), which attach the high voltage casing/A to the ADU cover.
4. Remove one (1) screw (p/n 00Z193061) from the upper shaft holder (p/n 26NA50630), which will allow the claw shaft to be moved and permit removal of the high voltage casing from the ADU cover.
5. Separate casing/B (p/n 26NA50532) from casing/A. Inspect the entire assembly for any signs of arcing. Replace the insulating sheet (p/n 26NA50971), high voltage fixed parts (p/n 26NA50950), high voltage part upper (p/n 26NA50460), or high voltage part assembly (p/n 26NA-5260) as necessary.

Solution ID   TAUS0618382EN*   **Solution Usage**   3

Description

F46-8 at power up.

Solution

CAUSE: Laser index error caused by a failed index sensor board. The polygon motor can be turned ON in diagnostics (47 mode, code 32-01).

SOLUTION: Replace write unit (p/n 26NA-6503).

Solution ID   TAUS0618728EN*   **Solution Usage**   3

Description

DF314, not recognized by the main body.

Solution

CAUSE: The open/close actuator for the RADF open/close detect sensor (PS304) is not properly aligned with the sensor, resulting in the sensor not being properly flagged when the RADF is lowered.

SOLUTION: To check the RADF open/close detect sensor for proper operation, perform the following:
1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys), input code 60, press *1*.
3. The state of the RADF open/close detect sensor will be displayed on the touchscreen as IN: OFF with the RADF in the lowered position and should change to IN: ON with the RADF in the raised position. If, the state of the RADF open/close detect sensor fails to properly detect the raised or lowered position of the RADF, thoroughly inspect the RADF open/close detect sensor and open/close actuator for proper alignment.
4. Replace the RADF open/close detect sensor (p/n 12QV85510), open/close actuator (p/n 13GL73020), detecting spring (p/n 13GL73030), or open/close part (p/n 13GL73010) as necessary.

Solution ID   TAUS0618967EN*   **Solution Usage**   3

Description

F26-1 at power up.

Solution

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CAUSE: The toner conveyance gear (p/n 26NA32680) is worn. The toner conveyance gear is driven by the toner supply motor located on the toner supply unit.

SOLUTION: Replace the toner conveyance gear.

Solution ID TAUS0619801EN*   **Solution Usage** 3

Description
Operation panel is locked-up.

Solution
CAUSE: Either one or more of the operation panel or fax one-touch buttons, on the installed FK101 20 button operation panel, is stuck in the down position. This will lock up the complete operation panel including the LCD touchscreen.

SOLUTION: Repair the stuck operation panel or fax one-touch button(s) on the FK101 20 button operation panel.
Note: Any operation button or Key that is stuck in the down position will also prevent access to 25, 36, 47 or Key Operator modes.

Solution ID TAUS0619812EN*   **Solution Usage** 3

Description
AUTO TONER SUPPLY message is displayed and then a code F26-1.

Solution
CAUSE: The TLD (toner level detect) is continuously switching ON/OFF when checked in the 47, due to a failed TLD sensor.

SOLUTION: To check the output of the TLD perform the following;
1. Access the 47mode (power the copier OFF/ON, while simultaneously holding the 4 and the 7 keys).
2. Enter code 057, then press (*) 001(*). The touchscreen should read .
3. The touchscreen should say ON, if toner is present and OFF if toner is not present.
4. If the touchscreen switches from an ON/OFF state, replace the TLD sensor (p/n 40AA88030).

Solution ID TAUS0620024EN*   **Solution Usage** 3

Description
Toner packing in the toner recycling unit.

Solution
CAUSE: Cooling capability around the drum carriage is diminished due to a dust build up on the dust proof filter for the cooling fan (FM4 (p/n 26NA80510).

SOLUTION: Clean the dust from the dust proof filter for the cooling fan located on the left side of the machine.
Note: Clean dust proof filter for the cooling fan every PM (100,000 copies).

Solution ID TAUS0620276EN*   **Solution Usage** 3

Description
Grey background on copies, prints and internal test charts.

Solution
CAUSE: Incorrect toner is installed. Model 7035/7022/7130 toner can be incorrectly installed in the model 7030. The 7020/7025/7030 toner bottle can be identified by the two grooves in the bottle; there is one large groove on the top (at twelve O'clock) and a smaller groove on the left side (at seven O'clock).

SOLUTION: Purge supplies from the toner supply unit, drum carriage and developer unit. Install correct toner (PCUA 950236) and developer (PCUA 950237), and then perform the L-detect adjustment.
SPECIAL NOTE: Solution provided by Erich Krausse, KBT Ft. Lauderdale

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Solution ID TAUS0622344EN*   **Solution Usage** 3

Description
DF314, OPEN RADF AND CHECK ORIGINAL message at power up.

Solution
CAUSE: The copier initial mode is not set to RADF.

SOLUTION: To set the copier initial mode to RADF, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.

---

4. Touch [1. System/copier] on the touchscreen.
5. Touch [2. Copier Initial] on the touchscreen.
6. Touch [1. COPY MODE] on the touchscreen.
7. Touch [RADF] on the touchscreen.
8. Touch [OK] on the touchscreen.
9. Touch [RETURN] three (3) times to return to the normal mode.

Solution ID   TAUS0623222EN*   **Solution Usage**   3

Description
FK102, how to enable image printing on the transmission reports.

Solution
To enable printing of the image on transmission reports, perform the following:
1. From the Copier mode, press the HELP button.
2. On the LCD touch screen, select KEY-OP mode.
3. Select 2. FAX.
4. Select SPECIAL SET.
5. Enter Password of 9272 and press OK.
6. Select FUNCTION PARAMETER SETTING.
7. Select LIST OUTPUT MODE.
8. Scroll to TRANSMISSION REPORT.
9. Press EDIT to change set value to WITH IMAGE.
10. Power OFF/ON the sub switch (SW2) to return to normal copy mode.

Solution ID   TAUS0626373EN*   **Solution Usage**   3

Description
E89-02 intermittently occurs at power up.

Solution
CAUSE: There is a loose connector at the RADFCB (p/n 13GL-9019).

SOLUTION: Reseat all connectors at the RADFCB.

Solution ID   TAUS0626979EN*   **Solution Usage**   3

Description
DB410, the gears do not align after installing the parts from DB209/210/409/410 Technical Bulletin #1, Gear Skipping - J16 Jams.

Solution
CAUSE: The parts are for the DB410 only.

SOLUTION: The parts can only be used with a DB410.
Notes:
1. See DB410 Technical Bulletin #1) for 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]]

* Trademark ownership information

Solution ID   TAUS0627106EN*   **Solution Usage**   3

Description
Background on copies (more pronounced on the 2nd side).

Solution
CAUSE: Insufficient drum ground.

SOLUTION: Remove the Drum carriage from the machine. Remove the Drum shaft and the Drum bearing. Thoroughly clean the Drum bearing and shaft of any foreign material. Replace the Drum bearing as necessary (p/n 26NA20480).

Solution ID   TAUS0630648EN*   **Solution Usage**   3

Description
J11 during paper feed and abnormal noise.

Solution

See Bulletin Number 4944 .
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   TAUS0604834EN*   **Solution Usage**   2

Description

How to delete a job stored in Job Memory.

Solution

To delete a job that is stored in Job Memory, perform the following:
1. Access the help mode (power the machine OFF/ON while pressing the help button).
2. Select [1. System/copier].
3. System/copier setting menu will be displayed.
4. Select [5. Lock Job memory].
5. Lock job memory will be displayed.
6. Using the arrows on the right side of the touchscreen scroll to the job that is being deleted.
7. Press the [DEL.] button located on the bottom left of the touchscreen.
8. Press the [Return].
9. Power machine OFF/ON.

Solution ID   TAUS0607376EN*   **Solution Usage**   2

Description

Unable to install CN87 on operation board/1 assembly after replacement.

Solution

CAUSE: CN87 has been added to the operation board/1 assembly and operation wiring/2. CN507 has been added to the operation wiring/2. This change was made to allow compatibility with other models.

SOLUTION: To obtain a new style operation board/1 assembly order (p/n 26NA90161) and new style operation wiring/2 order (p/n 26NA-9032).
Note: The new style operation board/1 assembly and the operation wiring/2 are not interchangeable with the old style. Order the new style operation board/1 assembly and operation wiring/2 as a set.

Solution ID   TAUS0609175EN*   **Solution Usage**   2

Description

FK101, how to set the fax line monitor to allow only the dial tones to be heard and not the actual fax communication tones.

Solution

This feature is not available with the FK101.

Solution ID   TAUS0609179EN*   **Solution Usage**   2

Description

DF314, paper jamming at the optics slit glass.

Solution

PROBABLE CAUSES:
1. The surface of the reading roller was cleaned using alcohol. Using alcohol can cause the coating of the reading roller to be removed and friction between the slit glass may be increased. The reading roller should only be cleane d using water or glass cleaner (non-alcohol type). Replace the reading roller (p/n 13GL45520) as needed.

2. The RADF is incorrectly positioned on the main body.
The original, as it feeds around the white reading roller and against the scale plate guide ramp, is being fed into the 5 conveyance guide parts (1,2,3) and jamming. The original should normally feed in between the 5 conveyance guide parts (1,2,3) and the conveyance guide part/upper (p/n 13GL45070).
Perform the RADF distortion adjustment to properly position the DF314. Turn the distortion adjustment screw clockwise until the top edge of the scale plate guide ramp is positioned between the 5 conveyance guide parts (1,2,3) and the conveyance guide part/upper (p/n 13GL45070).
Notes:
1. Refer to the DF314 parts catalog (February/2000) page 8 and 9 for part locations.
2. Refer to the 7020 service manual (March/2000) page 6-100 for the RADF distortion adjustment.

Solution ID   TAUS0609822EN*   **Solution Usage**   2

Description

FK101, how to scan an original when the main body is receiving or printing a fax

Solution

If the main body is receiving a fax, it will be in Fax Mode. To scan an original and make a copy, select Copy Mode. When the machine has completed making the copy, and receiving the fax, it will change to Fax Mode to print the fax.   If the main body has received an incoming fax and is printing it, an original can be scanned by pressing RESERVE on the upper right corner of the fax mode LCD display. When the machine is finished printing the fax, it will switch to Copy Mode and print the original that was scanned.

Solution ID   TAUS0609918EN*

Solution Usage   2

Description

How to reset the PM count/date.

Solution

To reset the PM count and date perform the following:
1. Power the copier ON while pressing the 2 and 5 keys.
2. Press [2. PM COUNT/CYCLE].
3. Press [1. PM COUNT reset].
4. Press [Yes] to reset the PM count.
5. Enter the PM start date using the numeric keys.
6. Press [Set] and then [Return].
7. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0610138EN*

Solution Usage   2

Description

Erratic paper size detection by all paper trays.

Solution

CAUSE: The wiring to the drawer base is pinched by the cord cover.

SOLUTION: Remove the cord cover (p/n 12HA12150) and ensure that the wiring is routed to the right side, away from the square hole in the metal plate on the cord cover. Repair/replace the damaged wiring (p/n 13HA90010) as needed.

Solution ID   TAUS0610179EN*

Solution Usage   2

Description

J97-1 when copying second side.

Solution

CAUSE: The ADU door is not completely closed.

SOLUTION: After clearing jam, close ADU door completely.
Note: If the ADU door is closed with ADU guide open, the rib on the fixing guide may be damaged.

Solution ID   TAUS0610242EN*

Solution Usage   2

Description

When reconnecting the 7030 main body to a drawerbase, the positioning may be incorrect or the front of the main body and drawerbase may not be properly aligned.

Solution

CAUSE: When the 7030 was lifted from the drawerbase, the front side was lifted first, causing the bottom plate of the guide pin to become deformed.

SOLUTION: Reform the bottom plate of the guide pin. When lifting the main body from the drawerbase, ensure that the machine is lifted straight upward.

Solution ID   TAUS0610301EN*

Solution Usage   2

Description

Cannot run L-detect adjustment. Developing unit sleeve will not rotate and L-detect becomes non-adjustable.

Solution

CAUSE: The ADU door is open.

SOLUTION: Close the ADU door completely, and then run L-detect. To perform the L-detection adjustment, perform the following:

---

1. Install toner cartridge.
2. Access the 36 mode (hold the 3 and 6 keys at sub-switch power ON).
3. Select 1. [HV adjustment]
4. Press the NEXT or BACK button to scroll to the L-detection adjustment screen.
5. Press the START button, on the LCD or the green START button on the keyboard. The developing motor will rotate during the adjustment period.
6. When the LCD indicates OK, the L-detect adjustment has completed successfully.
7. Power OFF/ON the sub-switch to return to normal copy mode.

Solution ID   TAUS0611173EN*   **Solution Usage**   2

Description

F-0 at power up.

Solution

CAUSE: The F-0 code is not identified in the service manual. This code is most likely attempting to identify a communication failure within the machine.

SOLUTION:To reset memory to factory defaults perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 9, 2, press the START key, press the STOP/CLEAR key.
8. Enter 0, 9, 6, press the START key, press the STOP/CLEAR key.
9. Enter 0, 9, 3, and press the START key.
10. Power the machine OFF/ON.
Note: When the memory board is initialized, all data is deleted.

* Trademark ownership information

Solution ID   TAUS0611230EN*   **Solution Usage**   2

Description

Unable to install ADU lock claw (p/n 26NA50080).

Solution

CAUSE: The ADU lock claw (p/n 26NA50080) is an original-style 7020 lock claw, and will not fit on 7030s.

SOLUTION: Order part number (p/n 26NA50960) for the 7030. The claw mounts on the D-cut shaft and is held in place with a screw.
Notes:
1. Only order part number 26NA50080 for early-production 7020s with the original-style ADU lock claw. The claw mounts onto the shaft with a set pin and is held in place with an E-clip.
2. The ADU lock claws are NOT interchangeable.
3. The latest 7020/7030 Parts Catalog (5/2000) only lists the new-style ADU lock claw (p/n 26NA50960).
4. The original 7020 Parts Catalog (2/2000) only lists the original-style ADU lock claw (p/n 26NA50080).

Solution ID   TAUS0611265EN*   **Solution Usage**   2

Description

FK101, how to change the number of seconds for a pause.

Solution

To change the amount of seconds for each pause, perform the following:
1. Press the HELP key.
2. Press Key-Ope mode.
3. Press FAX.
4. Press Special set.
5. Enter 9, 2, 7, 2 and press OK.
6. Press Function parameter setting.
7. Press Network.
8. Using the DOWN ARROW key scroll to Pause time.
9. Press EDIT to select a pause time from 1 second to 7 seconds.
10. Press BACK three times, CANCEL, BACK and RETURN to return to normal operation.

Solution ID   TAUS0611279EN*   **Solution Usage**   2

Description

7030 fully powers up when only the main power switch (SW1) is switched ON.

Solution

CAUSE: A print controller (IP011 or IP421) is installed.

SOLUTION: This is normal operation when the 7030 is equipped with a print controller (IP011 or IP421).

Solution ID   TAUS0611334EN*   **Solution Usage**   2

Description

FK101, how to sort, sort-staple or group incoming faxes.

Solution

This option is not available with the FK101. Output modes can not be used for any fax operation. This applies to 7030's with and without a finisher (FS107).

Solution ID   TAUS0611429EN*   **Solution Usage**   2

Description

FK101, how to enable Automatic Tray Selection.

Solution

The FK101 can receive and print onto 8.5x11, 8.5x14 or 11x17 paper depending on how it is configured. The default setting allows the FK101 to automatically select the paper size that is closest to the original size. For example, if a paper tray empties while receiving a fax, the next paper tray closest to the original size will automatically be selected and print out the fax. To program FK101 to automatically select a paper tray, perform the following:
1. Select COPIER MODE.
2. Press the HELP button.
3. Press KEY-OPE MODE (lower left corner of touch screen)
4. Press 2. FAX
5. Press Tx/Rx MODE SET
6. Press the right down arrow and scroll down to Rx PAPER SELECTION.
7. Press EDIT and change the selection to AUTOMATIC.
8. Press the left down arrow to display the next page of settings.
9. Press EDIT and set Rx FEED TRAY (fix) to AUTOMATIC.
10. Press BACK twice and RETURN once to return back to normal mode.
Note: See page 5-54 and 5-55 in the FK101 User's Reference Guide.

Solution ID   TAUS0611435EN*   **Solution Usage**   2

Description

DF314, approximately 25% of E-RDH memory is automatically allocated at process start.

Solution

CAUSE: OUTPUT mode ROTATION + GROUP, or ROTATION + SORT is selected or is programmed as an initial condition. [No finisher (FS107) installed]
Note: The allocation of additional memory is normal operation when and using the RADF (DF314) with OUTPUT mode ROTATION + GROUP or ROTATION + SORT selected.

SOLUTION: Deselect ROTATION + GROUP or ROTATION + SORT.
To program the 7020 not to initialize in an OUTPUT mode, perform the following:
1. Press the HELP button.
2. Press KEY-OPE MODE (lower left corner of touch screen).
3. Press 1. SYSTEM/COPIER (only if 7030 is equipped with an IP or FAX unit).
4. Press 2. COPIER INITIAL.
5. Press 5. OUTPUT.
6. Press ROTATION + GROUP or ROTATION + SORT so they are not highlighted.
7. Press OK twice and RETURN once to return to the normal copy mode.

Solution ID   TAUS0611457EN*   **Solution Usage**   2

Description

Blur/streaks on copies.

Solution

CAUSE: Exposure unit (1st mirror frame) is out of alignment.

SOLUTION: Re-align the exposure unit (1st mirror frame).
Notes:
1. Refer to page 3-8 of the 7020 service manual (March 2000).
2. Be sure to use the optics-positioning jig (p/n 26NAJG011) when re-installing or adjusting the exposure unit (1st mirror frame).

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3. Copy quality will be fine with internal test patterns.
4. Hyperlink to sample of copy quality problem .

Solution ID   TAUS0611933EN*   **Solution Usage**   2

Description

Where is the physical print count meter located?

Solution

To access the physical print count meter open the right side door. The meter is located in the upper right hand corner.

Solution ID   TAUS0612842EN*   **Solution Usage**   2

Description

FAILED TO ADJUST error message after attempting to adjust scanner of RADF.

Solution

PROBABLE CAUSES:
1. Copy paper was used instead of the white chart enclosed with the machine. Use the enclosed white chart when performing the scanner adjustment.

2. The white chart is soiled. Replace the white chart.

3. The white chart was set in the 8.5x11R direction when the adjustment was performed. Set the white chart in the 8.5x11 direction and then readjust.

4. Height of the ADF is not adjusted. Complete the ADF height adjustment outlined in the DF314 Installation Procedures.

5. Scan glass is soiled. Clean the scan glass.

6. The exposure lamp is soiled, deteriorated, or incorrectly installed. Clean, replace and/or verify correct installation of exposure lamp.

Solution ID   TAUS0613135EN*   **Solution Usage**   2

Description

How to end the current ECM session, and immediately display ENTER E.C.M. PASSWORD on the LCD.

Solution

To end of the current ECM session, press and hold the star (*) key, then press and hold the pound (#) key, and then release both.

Solution ID   TAUS0613159EN*   **Solution Usage**   2

Description

FK101, how to enable ECM for access to the fax function only.

Solution

To enable ECM for the fax function only, perform the following:
1. Power the copier ON.
2. Touch the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch [4. ECM] on the touchscreen.
6. Input the 8-digit ECM master code using the numeric keypad on the touchscreen.
7. Touch [OK] on the touchscreen.
8. Touch [4. ECM On/Off setting] on the touchscreen. The ECM ON/OFF setting screen for the copier and fax will be displayed on the touchscreen.
9. Select the desired ECM setting for the fax function. The available choices are [OFF] or [ON].
10. Touch [OK] on the touchscreen.
11. Touch [RETURN] located on the bottom of the touchscreen three (3) times, to return to the normal mode.

Solution ID   TAUS0613178EN*   **Solution Usage**   2

Description

Does level 27 firmware work with the IP011?

Solution

Level 27 firmware will work with the IP011.
Note: Latest Firmware level and [[Internal Link for Faxing/Printing current 7030 Firmware information.| RUN V:\text\Wordpad.exe v:\text\newrom\7030.txt]]

Solution ID   TAUS0613338EN*

Solution Usage   2

Description

The bypass tray does not recognize legal size paper.

Solution

CAUSE: In 25 mode, the destination mode setting is not USA.

SOLUTION: To set the machine to the USA setting, perform the following:
1. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 5-0 using the arrow keys on the touch pad.
4. Press ON (1).
5. Scroll to switch 5-1 using the arrow keys on the touch pad.
6. Press OFF (0).
7. Press return key on the touchpad.
8. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0613355EN*

Solution Usage   2

Description

How to display the software total counter.

Solution

To display the software counter, press start (*) on the keypad.. The following counters will be displayed:
1. Total Count: The total number of pages through the machine.
2. Fax Tx Count: The total number of transmitted fax pages.
3. Fax Rx.Count: The total number of received fax pages.
4. Printer Count: The total number of printed pages.
Note: The fax and printer counters are enabled when those options are installed.

Solution ID   TAUS0613504EN*

Solution Usage   2

Description

Roller support shaft on the plain base stand (Item #950225) is breaking loose from the stand.

Solution

CAUSE: The roller support shaft was only welded on one end.

SOLUTION: If you have experienced this issue, please submit a new problem via the NSSG support web and E-mail the Engineering department at Heuserp@Konicabt.com with the name and address of your Konica dealership or Branch office to coordinate plain base replacement.

Solution ID   TAUS0613628EN*

Solution Usage   2

Description

How to disable the Stamp feature in Application mode.

Solution

To disable the Stamp feature, Image Edit must be performed using the following steps.
1. Press HELP.
2. Press Key Op Mode.
3. Press System/copier.
4. Press the down arrow to access the second page of choices.
5. Press Appli Customize.
6. Press Edit.
7. Press Image Edit.
8. Under Function, select all features that are needed. Select a feature and press ADD each time. Do not select Stamp.
9. Press OK to save settings.
10. Press Back until idle mode is reached.

Solution ID   TAUS0613726EN*

Solution Usage   2

Description

DF314, J62-3 with thick originals in the 2:1 or 2:2 modes.

Solution

CAUSE: The lead edge of the original is getting caught by either of the following conveyance guide parts:
   Conveyance guide part/F (p/n 13GL45340)
   Conveyance guide part/B (p/n 13GL45330)
   Conveyance guide part/R (p/n 13GL45350)

SOLUTION: The shape of the conveyance guide parts have been changed to accommodate thick originals in the 2:1 or 2:2 modes. A new part (p/n 13GL-4530) is now available which combines all of the conveyance guide parts as one assembly.
Note: Refer to the DF314 parts catalog (2/2000) page 12 and 13 for reference.

Solution ID TAUS0613747EN*   **Solution Usage** 2

Description
How to scan two small originals from the platen glass and have both images on one side of a copy.

Solution
To program the copier to scan two small originals from the platen glass and have both images on one side of a copy, perform the following:
1. Press the APPLICATION key.
2. Select STORE MODE.
3. Select COMBINATION.
4. Select 2-in-1.
5. Select OK twice.
6. Center the first side of the original with the scale plate and press SCAN.
7. Flip the original over and center the second side of the original with the scale plate and press SCAN.
8. Press the START key.

Solution ID TAUS0613849EN*   **Solution Usage** 2

Description
LOAD 8.5x11 AND 8.5x11R message when Rotation Sort is selected.

Solution
CAUSE: Either 8.5x11 or 8.5x11R is not loaded. Rotation Sort will only work with these two sizes.

SOLUTION: Ensure that both 8.5x11 and 8.5x11R are loaded.

Solution ID TAUS0613874EN*   **Solution Usage** 2

Description
How to reset the Root Counter displayed in the 25 mode.

Solution
The Root Counter is the main total counter and cannot be reset. Do not confuse this counter with the total software counter, which can be reset.

Solution ID TAUS0613894EN*   **Solution Usage** 2

Description
FS107, change of guide part to prevent play between the paper exit/lower assembly and the guide part.

Solution
CAUSE: There can be slight mechanical play between the paper exit tray/lower assembly and the guide part. Depending on the installation angle of the paper exit/lower assembly, the trailing edge of exited paper may jump on the rib of the main body casing/2 and not be delivered onto the exit tray correctly.

SOLUTION: The width of the guide part has been changed (from 9mm to 9.6mm) and dowels have been added to the installation screw holes (3 positions). The main body casing/2 has been changed to accept the guide part.

Interchangeable parts combinations are as follows:
1. The new type main body casing/2 is interchangeable between the current and new type guide part.
2. The new type guide part interferes with the current main body casing/2 and can only be used with the new type main body casing/2. When replacing the current type guide part with the new type, the new type main body casing/2 must be installed.

Current part number:
   Guide part (p/n 13GQ48150)
   Main body casing/2 (p/n 13GQ10020)

New type part number:
   Guide part (p/n 13GQ48151)
   Main body casing/2 (p/n 13GQ10021)

Solution ID   TAUS0614123EN*   **Solution Usage**   2

Description

FK101, NO PAPER is displayed in Fax mode and the machine will not print received faxes. Paper is loaded in all trays.

Solution

CAUSE: Incompatible programming between Copier/System Key Operator Mode and Fax Key Operator Mode. The ATS/APS settings for each paper tray, in Copier Key Operator mode Memory switches, are set to OFF and the RX feed tray (fix) setting in the Fax Key Operator mode TX/RX mode set is set to AUTOMATIC.

SOLUTION: To resolve this problem, either the ATS/APS setting for at least one paper tray, must be set to ON, or the RX feed tray (fix) setting must be set to a fixed paper tray.

To program ATS/APS for each paper tray, perform the following:
1. From the normal Copier mode, press the HELP (?) button located to the right of the touch screen.
2. Press KEY-OPE MODE located in lower left corner of the touch screen.
3. Press [1] System/Copier.
4. Press the DOWN arrow located on the lower left corner of the touch screen to access the second page of Key Operator Mode selections.
5. Press [12] Memory SW.
6. Press the DOWN arrow located in the lower left corner to scroll to page 2 of the Memory SW.
7. Use the UP and DOWN arrows located on the right side to scroll to the ATS/APS settings for each paper tray.
8. Press EDIT to enable (ON) ATS/APS for the tray or trays desired.
9. Press Return three times to return back to the normal Copier mode.

To program RX feed tray (fix) setting in the Fax Key Operator mode to a specific paper tray, perform the following:
1. From the normal Copier mode, press the HELP (?) button located to the right of the touch screen.
2. Press KEY-OPE MODE located in lower left corner of the touch screen.
3. Press [2] FAX
4. Press TX/RX mode set.
5. Press the UP or DOWN arrow located on the lower left corner to scroll to page 2 of the TX/RX mode set.
6. Use the UP and DOWN arrows located on the right side to scroll to RX feed tray (fix).
7. Press EDIT to change this setting to a desired specific fixed tray.
8. Press BACK twice, and then RETURN once to return to the normal Copier mode.

Solution ID   TAUS0614213EN*   **Solution Usage**   2

Description

Image is inverted when scanned through the RADF versus off the glass.

Solution

CAUSE: Early version firmware or incorrect memory switch setting.

SOLUTION: Verify a minimum level 28 control firmware, then access 25 mode dipswitch 25-6 and set to 1.

Solution ID   TAUS0614221EN*   **Solution Usage**   2

Description

How to enable/disable the Weekly Timer.

Solution

To enable/disable the Weekly Timer, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch [9. Weekly timer] on the touchscreen.
6. Touch [1. Weekly timer setting] on the touchscreen.
7. Touch [Yes] to enable the weekly timer function, or [No] to disable the weekly timer function.
8. Touch [OK] on the touchscreen.
9. Touch [RETURN] on the touchscreen three (3) times to return to the normal mode.

Solution ID   TAUS0614224EN*   **Solution Usage**   2

Description

Image is cut off and shifted when duplexing in an enlargement mode.

Solution

CAUSE: Image shift is defaulting to 10mm front and back.

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SOLUTION: Program image shift to 0mm front and back.

Solution ID   TAUS0614239EN*   **Solution Usage**   2

Description

The hardware total counter does not increment.

Solution

CAUSE: The hardware total counter is disabled in the 25 mode.

SOLUTION: To enable the hardware total counter, perform the following:
1. Turn the machine OFF.
2. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
3. Select 1: Software Switch Setting.
4. Use the arrows on the LCD to select dipswitch 15-0.
5. Touch the OFF key on the LCD to change the data to 0.
6. Press PREVIOUS SCREEN.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0614345EN*   **Solution Usage**   2

Description

FK101, Unable to receive incoming faxes.

Solution

CAUSE: A computer modem or fax machine is plugged into the TEL line of the FK101. The modem or fax machine is set to auto receive and is trying to answer incoming calls.

SOLUTION: Remove the modem or fax machine from the TEL line or disable auto receive on the device.

Solution ID   TAUS0614405EN*   **Solution Usage**   2

Description

The copies smear on the rear side when duplexing.

Solution

CAUSE: The DC Separation is set too high.

SOLUTION: To set the DC Separation lower, perform the following:
1. Access the 36 mode (power the on while holding down on the 3 and 6 keys).
2. Press [1. HV adjustment].
3. Press the [NEXT] key until [Separation DC] appears. Check the setting in the screen.
4. Using the numeric keys, enter a lower value.
5. Press the copy button and make a duplexed copy to see if the smearing disappeared on the second side.
6. Repeat step 4 until the smearing disappears.
7. Power the machine OFF/ON to exit the 36 mode.

Solution ID   TAUS0614553EN*   **Solution Usage**   2

Description

Light/faded streaks from lead-to-trail.

Solution

CAUSE: Optics mirrors are dirty/contaminated.

SOLUTION: Thoroughly clean the optics mirrors with glass cleaner and a soft cloth.
Note: The light streaks will occur from both RADF and platen glass but will not occur with internal test patterns.

Solution ID   TAUS0614607EN*   **Solution Usage**   2

Description

How to remove the optics cooling fan (FM3).

Solution

To remove the optics cooling fan, perform the following:
1. Remove all external plastic covers from the upper main body.

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2. Remove the RADF.
3. Remove the optics glass and scan glass.
4. Remove the entire optics unit from the top of the machine. (Pay careful attention to disconnect the necessary wiring to remove the optics assembly)
5. Remove the three FM3 mounting screws and disconnect the wiring.

Solution ID   TAUS0614619EN*   **Solution Usage**   2

Description
Unable to duplex 8.5x11 size paper only.

Solution
CAUSE: The Initial setting had not been performed.

SOLUTION: To perform the Initial setting, perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 93.
2. Press the [START] button.
3. To end the setting, press the [STOP/CLEAR] button.
4. Power the machine OFF/ON to exit the 47 mode.
Note: Each adjustment data is returned to factory defaults.

Solution ID   TAUS0614650EN*   **Solution Usage**   2

Description
FK101, how to adjust the line monitor volume level.

Solution
To adjust the line monitor volume level, perform the following:
1. Press the [HELP] key.
2. Touch [Key-Ope mode] on the touchscreen.
3. Touch [2. Fax] on the touchscreen.
4. Touch [Line parameter set] on the touchscreen.
5. Touch the down-arrow located on the bottom left of the touchscreen [Line monitor lev. (0-31), followed by the current numeric volume setting] will be displayed at the top of the touchscreen.
6. Repeatedly, touch [EDIT] on the lower right of the touchscreen until the desired numeric volume setting is displayed. Each time [EDIT] is touched, the current numeric volume setting will increase by a value of one. The adjustment range is from (0) = lowest volume to (31) = highest volume.
Note: The volume setting default is (12).
7. Touch [RETURN] on the touchscreen three times to return to the normal mode.

Solution ID   TAUS0614749EN*   **Solution Usage**   2

Description
DF314, UNSUCCESSFUL COMPLETE message after replacing the RADF CB and flashing it with version 30.0 firmware.

Solution
CAUSE: The RADF CB (p/n 13GL-9010) has the original Boot code 11, which is not compatible with version 30.0 firmware.

SOLUTION: Perform the flash procedure again using either firmware version 16 or version 20. The proper firmware version is dependent upon the model copier on which the DF314 is installed.
Notes:
1. When an RADF CB with original Boot code 11 is installed in a DF314 mounted on a model 7035, the RADF CB must be flashed to level 20 firmware (file name DF314-20p.exe).
2. When an RADF CB with original Boot code 11 is installed in a DF314 mounted on a model 7035 and flashed with level 16 firmware, the copies will be stretched (enlarged) from lead-to-trail when scanned through the DF314.
3. When an RADF CB with original boot code 11 is installed in a DF314 mounted on a model 7020, 7025 or 7030, the DF314 must be flashed to level 16 firmware (file name DF314-16p. exe).
4. When an RADF CB with original boot code 11 is installed in a DF314 mounted on a 7020, 7025 or 7030 and flashed with level 20 firmware, the copies will be compressed (reduced) from lead-to-trail when scanned through the DF314.
5. The RADF CB Boot codes can be identified based upon the ROM label attached to IC3, which is located above CN7 on the RADF CB.
   ROM labels:
   13GL89013 or before = Boot code 11.
   13GL89014 = Boot code 20.
6. See 7020/7025/7030/7035 Technical Bulletin #6 .
7. Refer to ADF serial number, DF Control Board, firmware version and model compatibility matrix .
8. To view any 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

7030

Solution ID   TAUS0614853EN*   **Solution Usage**   2

Description

No power. Display is completely blank.

Solution

CAUSE: The FK101 was installed prior to delivery, causing a drain on the FAX Control Board battery.

SOLUTION: Remove the FK101 kit and replace the FAX Control Board (p/n 26NA-9110).

Solution ID   TAUS0614958EN*   **Solution Usage**   2

Description

FK101, FAX BOARD FAILURE message at power up.

Solution

CAUSE: Fax kit firmware has become corrupted due to possible power surge.

SOLUTION: to reflash the fax kit firmware, perform the following:
1. Power the copier OFF (SW2 [operation panel] first, then SW1 [left rear]).
2. Prepare the laptop PC or the ICW TOOL for flashing and connect it normally to the 7030.
3. Power the copier ON (SW1 [left rear]) first, then SW2 [operation panel]).
4. Send the fax firmware from the laptop PC or the ISW TOOL to the 7030. The green data light will begin blinking.
Notes:
   a. For procedures on how to flash the firmware, refer to 7030 service manual (3/2000) pages 9-1 through 9-36. Currently system firmware is at level 32, Image firmware is at level 28 and fax firmware is at level 17.
   b. It is highly recommended that all 7030's be plugged into a power tamer device (p/n 11515C) for added protection.

Solution ID   TAUS0614980EN*   **Solution Usage**   2

Description

Display is very dark.

Solution

CAUSE: Loose connection on the indication board and the main operation board 1.

SOLUTION: Reseat all the connectors on the main operation board and the indication board. Replace complete indication board (p/n 55FA-7020) as needed.

Solution ID   TAUS0615091EN*   **Solution Usage**   2

Description

FK101, is an audible notification (ring) available when the FK101 is being called with an incoming fax?

Solution

The FK101 does not have the capability to ring when it is being called. If this feature is needed, a telephone can be connected to the TEL jack of the FK101. Whenever the FK101 is called, the telephone will ring, providing notification that there is an incoming fax.

Solution ID   TAUS0615116EN*   **Solution Usage**   2

Description

THIS MODE IS UNAVAILABLE FOR THIS SIZE is displayed when trying to copy 8.5x14 or 11x17 originals from the platen glass or RADF.

Solution

CAUSE: On a machine with no finisher installed, rotation and sort have been selected as the output mode.

SOLUTION: To cancel rotation and sort as the output mode, perform the following:
1. Press the [OUTPUT] key.
2. When the Select Output Screen is displayed [Rotation + Sort] will be highlighted. Touch [Rotation + Sort] which will cancel this choice.
3. Touch [OK] on the touchscreen.

Solution ID   TAUS0615305EN*   **Solution Usage**   2

Description

F35-6 occurs at power up.

Solution

CAUSE: Fixing heater/2 failed.

SOLUTION: To check the fixing heater /2 lamp, perform the following.
1. Access the 47 multimode (power the machine ON, while holding down on the 4 and 7 keys) output code 45, press *-2-*.
2. Press the print button and see if the fixing heater/2 comes ON.
3. If the lamp does not come ON, replace the fixing lamp/2 (p/n 26NE83030).

Solution ID TAUS0615433EN*   **Solution Usage** 2

Description
FS107, how to install a new staple cartridge (Item #950764).

Solution
To install a new staple cartridge, perform the following:
1. Press OUTPUT on the operation panel to display the Output Mode Screen.
2. Press STAPLE SET to display the Staple Position Selection Screen.
3. Press ADD STAPLER. The stapler unit will move forward toward the finisher front door.
Note: DO NOT open the finisher front door while the Moving Stapler Screen is displayed; otherwise the stapler will stop before completing the movement forward and cannot be reached to replace the staple cartridge.
4. When the Check Stapler Screen is displayed, open the finisher front door and press the green handle down to release the staple cartridge (clear plastic) from the cartridge holder.
5. Remove the empty staple case (white cardboard) by pulling the staple case downward. This is opposite to the direction of the arrow cutout in the staple case.
6. Firmly insert the new staple case into the staple cartridge by aligning the arrows on the sides of the case and cartridge.
7. Remove the holder tape, which is holding the staples in place.
8. Insert the staple cartridge into the cartridge holder and push it in securely.
9. Close the finisher front door, this will allow the staple unit to return to its home position.
10. Staple 10 to 15 sets to allow staples to advance forward in the stapling unit to staple the paper.

Solution ID TAUS0615642EN*   **Solution Usage** 2

Description
How to enable/disable APS recognition of A4 originals.

Solution
To enable/disable APS recognition of A4 originals, 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] on the touchscreen.
4. Select software dipswitch 7-2 using the arrow keys.
5. Program the desired APS response to A4 originals by touching [ON] or [OFF] on the touchscreen as follows:
   [OFF] to enable APS recognition of A4 originals.
   [ON] to disable APS recognition of A4 originals.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0615646EN*   **Solution Usage** 2

Description
Black copy with multiple black lines in the lead-to-trail direction, internal test prints are normal.

Solution
CAUSE: Misalignment of the V-mirror, causing improper reflection of light to the CCD unit.

SOLUTION: To check the V-mirror frame, perform the following:
1. Power the copier OFF.
2. Remove the platen glass (26NA-6272).
3. Thoroughly, inspect the front and rear optics slide plates, ensure that neither plate is bent downward. Replace the front optics slide plate (p/n 26NA61560) and/or the rear optics slide plate (p/n 26NA61551) as necessary.
Note: See poor image quality sample .

Solution ID TAUS0615779EN*   **Solution Usage** 2

Description
Can the DF314 pressure hinge be tightened?

Solution
The DF314 hinge pressure can not be tightened.
Note: If the DF314 feeder is not staying in the upright position correctly, and is falling onto the platen glass replace the pressure hinge (p/n 13GL10110).

Solution ID   TAUS0615914EN*   **Solution Usage**   2

Description

When selecting Applications, all the application items are missing.

Solution

CAUSE: These items were removed in the Key Operator Mode using Application Customize.

SOLUTION: To restore the default items in the Application mode, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch the down-arrow on the lower left corner of the touchscreen.
6. Touch [14. Appli Customize] to display the Application Customize Screen.
7. Touch [EDIT] on the lower left corner of the touchscreen.
8. Touch [Initialize] on the lower left corner of the touchscreen.
9. Touch [OK] on the touchscreen.
10. Touch [RETURN] on the touchscreen two (2) times to return to the normal copy mode.

Solution ID   TAUS0615998EN*   **Solution Usage**   2

Description

Level 32/29 firmware upgrade does not change the DO NOT COPY stamp/watermark to COPY.

Solution

CAUSE: System control firmware bug.

SOLUTION: Update firmware to the following levels:
1. Flash the 7030 System control firmware to level 32 (file name 7030-M32CGDOP.EXE) or higher.
2. Flash the 7030 Image control firmware to level 31 (file name 7030-31EAZOP.EXE Image Control Type 1 board or file name 7030- 31JEAZOP.EXE Image Control Type 2 board).
Notes:
A manufacturing change has been made to the Image control portion of the main control board. This change incorporates the 7035 type of Image control into all of the 7020, 7025 and 7030 main control boards. This change is only a manufacturing change and does not affect machine functionality. New 7030 main control boards (p/n 26PA-9305) and above have the TYPE 2 Image control. To properly identify the board type that is installed in machines, perform the following:
1. Access the 25 mode (Power ON while holding down the 2 and 5 keys).
2. Select [8. Rom Versions].
3. In the Image control display a TYPE 1 or TYPE 2 designation will be displayed to the right of the Image firmware version. Consequently, the Image Control firmware between the old type boards (TYPE 1) and the new type boards (TYPE 2) are not interchangeable.
4. The 7030 TYPE 1 Image firmware file (file name 7030-31EAZOP.EXE) and the 7030 TYPE 2 Image firmware file (file name 7030-31JEAZOP.EXE) is available for download via Konica NSSG Web support; select the Download EPROMs link and then select EPROMS for low volume copiers.
5. This TYPE 1 and TYPE 2 Image firmware is compatible with the current level 32 system firmware (file name 7030-M32CGDOP.EXE) When flashing 7030 Image firmware via the ISWTRNS utility, be sure to select TYPE 1 or TYPE 2 accordingly.
6. If the ISWTRNS utility program being used does not have the Image firmware TYPE 1/ TYPE 2 designation, download and install the latest ISWTRNS utility program. This utility (file name ISWTRNS334E.EXE) is available for download via the Konica NSSG Web support; select the Download EPROMs link and then select EPROMS for Accessories.
7.   View this hyperlink for more information on the Type 2 Image firmware and control board . To view this PDF hyperlink, 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]]
8. Refer to page 2-15 of the 7020/7025/7030/7035 service manual (3/2001) for more detail on the MPC timing operation.

Solution ID   TAUS0616051EN*   **Solution Usage**   2

Description

FK101, part number information.

Solution

The part number for the control board is 12FQ-9010.
The part number for the NCU board/Q is 12FQ-9020.

Solution ID   TAUS0616495EN*   **Solution Usage**   2

Description

How to adjust density shift (Text/Photo, Text, Photo, and Increase Contrast).

Solution

To adjust the density shift, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch the down-arrow on the lower left corner of the touchscreen.
6. Touch [15. Density Shift] on the touchscreen.
7. Touch [Text/Photo], [TEXT], [PHOTO], or [Increase contrast] to highlight the desired adjustment selection. Using the numeric keypad, enter the desired density shift (from 0 to 5).
8. Touch [OK] on the lower right corner of the touchscreen to complete the settings.
9. Touch [RETURN] two (2) times to return to the normal copy mode.

Solution ID   TAUS0617111EN*   **Solution Usage**   2

Description
Intermittent lines or scrambled/blank copies when scanning to memory.

Solution
CAUSE: Failed System CB.

SOLUTION: Replace the System CB (p/n 26PA-9303).
Note: Internal test pattern work fine.

Solution ID   TAUS0617946EN*   **Solution Usage**   2

Description
FK101, how to enable first page printing on the TCR.

Solution
To enable image addition, perform the following:
1. While in the Copier mode, press the [Help/?] button.
2. Press [Key-Ope Mode] on the LCD.
3. Press 2:[Fax] on the LCD.
4. Press the [Special Set] button
5. Enter 9272.
6. Press [Function Parameter Setting] button.
7. Press [Machine Setting] button.
8. Enter address [120001] from the touchscreen.
9. Press the [Data] button.
10. Enter a 1 at bit 6 (second digit from the left).
11. Press the [Confirm] button.
12. Press the [Return] button.
13. Exit into normal copy mode.

Solution ID   TAUS0618223EN*   **Solution Usage**   2

Description
Code 0004 occurs when running L-detect.

Solution
CAUSE: The cleaning blade flipped preventing the drum from turning.

SOLUTION: Remove the drum assembly and check the cleaning blade. Add setting powder to the cleaning blade and drum and then reassemble the drum assembly.

Solution ID   TAUS0618287EN*   **Solution Usage**   2

Description
Can not initialize the memory board.

Solution
CAUSE: The memory board cannot be initialized with the All Memory Reset setting set to INVALID [1].

SOLUTION: Before initializing the memory board, set the All Memory Reset setting to VALID [0].   To set the All Memory Reset setting to VALID [0] and initialize the memory board, perform the following:
1. Enter the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
2. Press 1. Software SW.
3. Select Software SW 3-4 (All Memory Reset).

---

4. Select OFF.
5. Select RETURN.
6. Power the machine OFF/ON to exit the 25 mode.
7. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
8. Press 0, 9, 2, START. (The out --- message in the display will change from [NOW] to [FIN] when the initialization is complete).
Note: When the memory board is initialized, all data is deleted.

Solution ID   TAUS0618375EN*   **Solution Usage**   2

Description

F23-01 at power up.

Solution

CAUSE: CN932 in the drum carriage is loose resulting in a loss of 24V DC to the PCL (pre-charge lamp).

SOLUTION: To verify the operation of the PCL (pre-charge lamp), perform the following:
1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys), output code 51.
3. If the PCL does not turn ON remove the drum carriage and reseat CN932 (2 pin connector), located on the front left side of the drum carriage.
4. Power the copier OFF/ON to return to normal copy mode.

Solution ID   TAUS0618497EN*   **Solution Usage**   2

Description

Can the IP422 be used in place of the IP421 in the 7030?

Solution

Due to firmware incompatibilities between the IP422 and the 7030, the IP422 will not function properly in this main body. Only the IP011 and the IP421 are recommended for use.

Solution ID   TAUS0618672EN*   **Solution Usage**   2

Description

Unable to set the paper tray sizes on the operation panel with the paper trays in the machine.

Solution

CAUSE: The machine was not set to factory specifications.

SOLUTION: To set the machine to factory specifications, perform the following.
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 93.
2. Power the machine OFF/ON to exit the 47 mode.

Solution ID   TAUS0619507EN*   **Solution Usage**   2

Description

FK101, the machine keeps ringing without reception or reception starts but soon disconnects.

Solution

CAUSE: The PBX phone system is using a specific ring pattern that is different from PSTN.

SOLUTION: Though this problem is caused by the PBX system issuing a specific ring, the problem is avoidable by changing the reception condition settings.
To change the reception condition settings, perform the following:
1. Enter the [Key Operator mode].
2. Select [Fax].
3. Select [Line Parameter Set].
4. Using the [DOWN ARROW] on the touch screen, scroll down until [Number of rings] is highlighted.
5. Using the [EDIT] key, change the setting to (0).
6. Press the [BACK] key.
7. Select [Special Set].
8. Enter the passcode (9272).
9. Select [Function Parameter Setting].
10. Select [Network].
11. [RCV Signal Detect Mode] will be highlighted.
12. Using the [EDIT] key, change the setting to (Time).
13. Using the [DOWN ARROW] on the touch screen, scroll down until [RCV Signal Detect Time] is highlighted.
14. Using the [EDIT] key, change the setting to (6 sec).
15. Power the machine OFF/ON.

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Solution ID   TAUS0619624EN*   **Solution Usage**   2

Description

Intermittently the machine powers OFF.

Solution

CAUSE: The firmware failed.

SOLUTION: Reflash the machine to the latest firmware.
To flash the firmware, perform the following:
SETTING UP THE ISW UTILITY
1. Obtain the ISW Trns utility file from the Konica web site .
Note: While on this page, download the DF314 and FS107 files , by clicking on the appropriate link and following instructions.
2. While still at Konica's web site, download the 7030 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 Low Volume Copiers].
    c. Click on [List] button.
    d. To start the download, click on the control or image firmware program link and follow the instructions.
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 7030 utilizes the DIVIDED selection for the Control BIN files and the ORIGINAL selection for the Image, DF314 and FS107 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.
ISW connector is located on the right rear side of mainbody and is the lower of the 2 connectors.
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.

Note: If any error occurs during the flash procedure and the Fax LED goes on red, the main power switch must be shut off for 10 seconds or more. Then turn the main switch on again and send the flash files.
* Trademark ownership information

Solution ID   TAUS0619852EN*   **Solution Usage**   2

Description

FS107, J20-3 codes while making sorted copies.

Solution

CAUSE: The finisher is not seated securely, causing partial connection.

SOLUTION: Power OFF the main body and then remove the FS107. Examine covers for protruding screws or damaged covers.

Solution ID   TAUS0619888EN*   **Solution Usage**   2

Description

Black copies from the platen glass and through the RADF. Internal test prints are fine.

Solution

CAUSE: Improper connection of the CCD unit.

SOLUTION: Reset the connections on the CCD and A/D conversion board. Also, reseat the ribbon connector on CN46 on the main control board.

Solution ID   TAUS0620105EN*   **Solution Usage**   2

Description

Grey background on copies.

Solution

CAUSE: Incorrect developer is installed.

SOLUTION: Use only model 7030 developer (PCUA 950237) and toner (PCUA 950236).

Solution ID   TAUS0620317EN*   **Solution Usage**   2

Description

Erratic deletions or lines in copies.

Solution

CAUSE: High voltage arcing is causing erratic machine operation.

SOLUTION: Upgrade the T/S HV contacts. Main body parts are:
High Voltage cover plate A (p/n 26NA73500)
Connecting plate A (p/n 26NA73131)
Connecting plate C (p/n 26NA73471)
Contact support plate (p/n 26NA73151).

The parts for the right side door are:
High voltage casing A (p/n 26NA50522)
High voltage casing B assembly (p/n 26NA-5024)
Insulating sheet (p/n 26NA50971)
Insulating sheet 2 (p/n 26NA51720).

Solution ID   TAUS0620937EN*   **Solution Usage**   2

Description

FK101, how to program a group dial into a one-touch key.

Solution

To program a group dial into a one-touch key, perform the following:
1. Press the Fax button in the upper right of the operation panel.
2. Press Telbook and then Entry.
3. Press Program entry/edit.
4. Press Program No to highlight and enter the desired one-touch number.
5. Press Dial No to highlight and enter the desired group number. If an entry is already indicated, press delete to erase that entry.
6. Press Name and enter the desired name for the one-touch entry.
7. Press Entry to save.

Solution ID   TAUS0621412EN*   **Solution Usage**   2

Description

FS107, part number for the staple cartridge case.

Solution

The staple cartridge case became available as an individual part with the release of the FS107 Service and Parts Catalog, 2nd edition, (2/2000), and can be obtained by ordering p/n 120HK0010.

Solution ID   TAUS0621997EN*   **Solution Usage**   2

Description

PLEASE INSERT KEY COUNTER displays when there is no key counter used.

Solution

CAUSE: The scanner driver board (SCDB) failed.

SOLUTION: To check the SCDB, perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 43.
2. Using a meter check for 24V DC at CN66-6
3. Check CN66-7 for a change of state when pressing the copy button in 47 mode.
4. If no change of state occurs, replace the SCDB (p/n 26WA-9050).
5. Power the machine OFF/ON to exit the 47 mode.

Solution ID   TAUS0622190EN*   **Solution Usage**   2

Description

DB210, intermittent J82.

Solution

CAUSE: The actuator for jam detect 2 photosensor (PS105) is out of position and sticking on the clear plastic paper guide numbered 7.

SOLUTION: Reposition the actuator on PS105 to prevent it from contacting the paper guide.

Solution ID   TAUS0622626EN*

Solution Usage   2

Description

DB409, is the LCT tub available as a spare part?

Solution

The LCT tub is now available as a spare part (p/n 13HA47014).

Solution ID   TAUS0623035EN*

Solution Usage   2

Description

FS107, J72-19 with the paper jamming behind the foam exit roller.

Solution

CAUSE: A failed paper exit connecting clutch.

SOLUTION: Replace the paper exit connecting clutch (p/n 13GQ77181).

Solution ID   TAUS0623161EN*

Solution Usage   2

Description

An almost blank LCD due to the backlight for the display being OFF.

Solution

CAUSE: A failed indication lighting board. This board is called the display inverter on the overall wiring diagram.

SOLUTION: Replace the indication lighting board (p/n 55FA83520).

Solution ID   TAUS0623204EN*

Solution Usage   2

Description

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

Solution

To use password print, a hard drive is required in the IP, the ECM mode must be enabled, user ECM account(s) must be created, software dip switch 26-4 must be turned ON, and the ECM User ID and password must be entered in the print driver.

To turn ON software dip switch 26-4, 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 SOFTWARE SW.
4. Using the up/down arrows, scroll to software switch 26-4.
5. Select ON.
6. Power the copier OFF/ON.

To enable ECM mode for password printing, perform the following:
1. Press the Help to enter Key Operator mode.
2. Press the Key-Ope Mode button on the touch screen.
3. Enter the Key Operator password (if necessary) and press OK.
4. Press System/Copier.
5. Press ECM.
6. Enter the 8 digit ECM master code (the default passcode is 00000000).
7. Press ECM ON/OFF Setting.
8. Select the ON setting for (Copier, Fax, or Printer) as desired.
9. Press OK.
10. Make any additional changes to the ECM accounts as desired.
11. Power the machine OFF/ON.

To perform password printing (using the PCL, PostScript or Visual PostScript driver), perform the following:

---

1. From the document to be printed, select file then print from the file menu.
2. Select properties in the print driver dialog box.
3. Check the password check box.
4. In the ID box of the Password Setting dialog box enter the ECM user account number.
5. Enter any numeric password up to 8 digits in the password box.
6. Select OK.
7. Make any additional desired changes to the print driver and select OK.
8. Select OK to print the document.
9. On the operation panel of the machine, press the Scan/Print button.
10. Press Password Print on the LCD touch screen.
11. Enter the ECM user account number in the User ID space using the numeric keys on the touchscreen.
12. Press OK.
13. Enter the same numeric password that was entered in the print driver using the numeric keys on the touchscreen.
14. Select the number of the job to be printed and press the print button.
Note: The print job will not be printed until the matching password is entered at the main body. The password print feature will increment the ECM user account.

Solution ID   TAUS0623215EN*   **Solution Usage**   2

Description
COPYING IN PROGRESS message is continually displayed and the control panel is locked up, after outputting a job using the watermark, stamp, date/time, and numbering features.

Solution
This problem has been reviewed by the Engineering Department and found to be a firmware bug. Corrective measures are expected to be implemented in the next mass production firmware release. As an interim solution flash the machine with control version 26pec033cis0p.exe, which is available on the Konica FTP site .

Solution ID   TAUS0623512EN*   **Solution Usage**   2

Description
FK102, E86-89, E86-4, or T92 error.

Solution
CAUSE: The firmware has been updated to correct these errors

SOLUTION: Flash the main body and the FK102 with the latest version firmware. .
Notes:
1. 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. The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

* Trademark ownership information

Solution ID   TAUS0623558EN*   **Solution Usage**   2

Description
[[Garbled image| URL http://techweb.konicabt.com/tpm/media/garbled.pdf]] when printing from memory, after installing a MU-405 128MB memory module (Item #950219).

Solution
Under Research:

This issue has been duplicated on a lab machine having firmware version 33 Control and 32 Image.
Notes:
1. If equipment is experiencing these symptoms, remove the MU-405 from the main CB and submit a new problem through Konica NSSG Web Support including the serial number and the meter reading. These submissions will allow proper tracking of field impact.
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

Solution ID   TAUS0623917EN*   **Solution Usage**   2

Description
Intermittently the front and rear of the copy is deleted leaving 2 inches of copy down the middle of the copy.

Solution

CAUSE: There was a loose connection at the PRCB, MCB, or write unit.

SOLUTION: Reseat all connectors at the PRCB, MCB, and write unit.

Solution ID   TAUS0624155EN*   **Solution Usage**   2

Description
F51-06 displayed at power up.

Solution
CAUSE: A loss of 24V DC to CN22 pin 5 on the PRCB (printer control board) due to an open ICP11.

SOLUTION: Check CN22 pin 5 for 24V DC. To check CN22 pin 5, perform the following:
1. Remove the back panel from the machine and the IP432 support panel to gain access the PRCB.
2. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
3. Locate CN22 in the lower right hand corner of the PRCB.
4. Set your meter to 200V DC and place you black meter lead to frame ground.
5. Place your red meter lead to pin 5 of CN22 and check for 24V DC.
6. If 24V DC is not present at CN22 pin 5, locate ICP11 in the lower right had corner above CN24.
7. With your black meter lead still at frame ground place your read meter lead to either leg of ICP11 and check for 24V DC, and check the other leg of ICP11 for 24V DC.
8. If 24VDC is not present to either leg of ICP11, replace the PRCB (p/n 26PA-9303).
Note: Before replacing the PRCB, inspect for any pinched or broken wiring.

Solution ID   TAUS0626799EN*   **Solution Usage**   2

Description
Code 26-2 after upgrading firmware.

Solution
CAUSE: Incorrect software dipswitch settings in the 25 mode.

SOLUTION: To verify 25 mode software dipswitch settings, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select [1. SOFTWARE SW].
3. Using the up/down arrows, scroll to software switches 24-0 and 24-1.
4. Select OFF.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0627716EN*   **Solution Usage**   2

Description
Intermittent J12 codes.

Solution
CAUSE: Worn bushings or shaft holders on the first paper feed assembly (p/n 26PA-4010).

SOLUTION: Replace the first paper feed assembly.

Solution ID   TAUS0628295EN*   **Solution Usage**   2

Description
F52-01 at power up.

Solution
CAUSE: Failed FM3 (internal dehumidifying fan).

SOLUTION: Replace FM3 (p/n 26NA-7390).

Solution ID   TAUS0628573EN*   **Solution Usage**   2

Description
J50-03 occurs at power up.

Solution
CAUSE: The PRDB failed.

SOLUTION: To check the PRDB, perform the following:
1. Check MC1 registration clutch at CN29-B16 at the PRDB for 24V DC.
2. If there is no 24V DC at CN29-B16, then check CN20-1 and CN20-2 for 24V DC.
3. If there is 24V DC at CN20-1 and CN20-2, then replace the PRDB (p/n26NA-9022).

Solution ID   TAUS0631051EN*   **Solution Usage**   2

Description
F23-01 at power ON.

Solution
CAUSE: Loss of 24V DC to the PCL due to an open ICP5 on the PRDB (printer driver board).

SOLUTION: To verify loss of 24V DC, perform the following:
1. Remove CN26 from PRDB.
2. Check the following 24V DC loads for any shorts to ground or binding:
   SD4 (cleaning web solenoid)
   SD7 (separation claw solenoid)
   PCL (pre charge lamp)
   M3 (developer motor).
3. Replace PRDB (p/n 26NA-9022) as needed.

Solution ID   TAUS0641564EN*   **Solution Usage**   2

Description
Blank copies and a shading of toner covering the drum.

Solution
CAUSE: Failed PRCB.

SOLUTION: Replace the PRCB (p/n 26NA-9022).

Solution ID   TAUS0600462EN*   **Solution Usage**   1

Description
How to disable Protocol auto print list.

Solution
To disable printing of the Protocol auto print list on transmission reports, perform the following:
1. From the Copier mode, press the HELP button.
2. On the LCD touch screen, select KEY-OP mode.
3. Select 2. FAX.
4. Select SPECIAL SET.
5. Enter Password of 9272 and press OK.
6. Select FUNCTION PARAMETER SETTING.
7. Select LIST OUTPUT MODE.
8. Scroll to Protocol auto print.
9. Press EDIT to change set value to OFF.
10. Power OFF/ON the sub switch (SW2) to return to normal copy mode.

Solution ID   TAUS0601219EN*   **Solution Usage**   1

Description
Part numbers for the optional external key counter.

Solution
The following are the part numbers for the optional external key counter:
Key counter (p/n U181-1010)
Receptacle (p/n U021-0020)

Solution ID   TAUS0608353EN*   **Solution Usage**   1

Description
System Configurator, 7030.

Solution

7030 System Configurator.

Solution ID   TAUS0609101EN*   **Solution Usage**   1

Description
FK101, how to disable the modem speaker.

Solution
To disable the speaker, perform the following:
1. Access the Key Operator Mode (press HELP, then touch Key Ope mode at the left front of touch screen and then enter Password if necessary).
2. Touch 2. FAX from the Key Operator Mode screen.
3. Touch Line parameter set from the Fax initial setting menu screen.
4. Use the UP and DOWN arrows to select Line Monitor Audio.
5. Touch EDIT to switch from ON to hear transmissions, or OFF based on customer demand.

Solution ID   TAUS0609141EN*   **Solution Usage**   1

Description
FK101, how to print out various fax reports and listings.

Solution
To print out various fax reports and listings perform the following procedure:
1. If not in the fax mode press the FAX MODE key.
2. Press the APPLICATION key.
3. Press LIST PRINT.
4. Press one of the following items for the desired report:
   Com Journal report
   TX report
   Rec report
   Fax setting list
   Abbr dial list
   Program entry list
   Group dial list
5. After making the selection press PRINT.
6. Press BACK to return to normal fax mode.

Solution ID   TAUS0609304EN*   **Solution Usage**   1

Description
How to sort or group without a finisher and RADF installed.

Solution
To sort or group without a finisher and RADF installed, perform the following:
1. Install 8.5x11 paper in one paper tray and 8.5x11R in another.
2. Press the APPLICATION button on the operation panel.
3. Press STORE MODE then OK on then LCD.
4. Press the OUTPUT button on the operation panel.
5. Select the desired output mode from the LCD:
   GROUP
   ROTATION + GROUP
   ROTATION + SORT
6. Place an original on platen glass and select a desired print quantity.
7. Press SCAN, on the LCD, to scan originals into memory.
8. Place additional originals on the platen glass and scan those into memory by pressing SCAN again.
9. Press the START button to start the copy job.
Notes:
   a. GROUP mode copies each original page in amounts determined by the print quantity setting then outputs grouped sets normally.
   b. ROTATION GROUP mode rotates every other grouped sets by 90ø upon exit, provided 8.5x11 is installed in one paper and 8.5x11R is loaded in another paper tray.
   c. ROTATION SORT mode rotates every other sorted set by 90ø upon exit, provided 8.5x11 is installed in one paper and 8.5x11R is loaded in another paper tray.

Solution ID   TAUS0609504EN*   **Solution Usage**   1

Description
J20-4 only when making copies in the 1:2 or 2:2 mode.

Solution

7030

CAUSE: The jumper for the copy vendor connection is loose. When the ADU gate solenoid (SD5) actuated, the vibration caused the copy vendor connection to open signifying a stop signal.

SOLUTION: Reform the jumper on the copy vendor to allow proper contact with the connector.

Solution ID   TAUS0609777EN*   **Solution Usage**   1

Description
FK101, what paper size can the FK101 use to print the received image?

Solution
The FK101 can receive on 8.5x11, 8.5x14 or 11x17 paper depending on how it is configured. The default setting is to allow the FK101 to automatically select the paper size that is closest to the original size. See page 5-54 and 5-55 in the FK101 User's Reference Guide.

Solution ID   TAUS0609787EN*   **Solution Usage**   1

Description
Does a parallel printer cable come with the either the 7030 or IP011?

Solution
An IEEE 1284 Centronics* parallel printer cable is required and is not included with the 7030 or IP011. The cable can be purchased locally.

* Trademark ownership information

Solution ID   TAUS0609867EN*   **Solution Usage**   1

Description
How to program the machine to display magnification ratios for the Preset Magnifications.

Solution
The display is functioning as designed and cannot be changed at this time.

Solution ID   TAUS0609889EN*   **Solution Usage**   1

Description
DF314, constant jam position 11 or J65-8.

Solution
CAUSE: PS303 (original exit) actuator return spring is dislodged or malformed.

SOLUTION: Reinstall or replace the PS303 actuator return spring (p/n 13GL46680). The spring is located at the rear side of the long black actuator shaft.

Solution ID   TAUS0610002EN*   **Solution Usage**   1

Description
DF314, what are the correct dipswitch settings for the RADF?

Solution
The correct settings are dipswitch 1 = ON, dipswitch 2 and 3 = OFF and dipswitch 4 = ON.

Solution ID   TAUS0610010EN*   **Solution Usage**   1

Description
Does the 7030 have a verification stamp?

Solution
The 7030 does not have a verification stamp.

Solution ID   TAUS0610011EN*   **Solution Usage**   1

Description
Image is deleted when copying small originals from the platen glass.

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Solution

CAUSE: In 25 mode, software dipswitch 21, bit 5 is set to 0.

SOLUTION: To correct the image deletion, perform the following:
1. Access the 25 mode (power the machine ON while holding down on the 2 and 5 keys).
2. Press the [1. Software SW] key.
3. Using the left up/down arrows select dipswitch 21.
4. Using the center up/down arrows select bit 5.
5. Select ON for the Dip-SW.
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0610014EN*   **Solution Usage** 1

Description
How to enable jam code display.

Solution
To enable jam code display, 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] on the touchscreen.
4. Scroll to software switch 10-7 using the arrow keys.
5. Set 10-7 to ON.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0610120EN*   **Solution Usage** 1

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

Solution ID TAUS0610132EN*   **Solution Usage** 1

Description
J32 with the cleaning web fed out of the machine exit.

Solution
CAUSE: Insufficient tension on the web supply roller.

SOLUTION: Reform the front regulating plate (p/n 26NA5410) and the rear regulating plate (26NA5420) to apply more tension on the web supply roller.

Solution ID TAUS0610140EN*   **Solution Usage** 1

Description
DF314, the image is being cut off when copying mixed originals. Only R-direction image copies are being cut off.

Solution
CAUSE: When using mixed originals, all R-direction originals need to be positioned against the rear in feed guide on the RADF.

SOLUTION: Position R-direction originals against the rear feed guide on the RADF.

Solution ID TAUS0611219EN*   **Solution Usage** 1

Description
How to program the default operation panel touchscreen.

Solution
The operation panel touchscreen display is not programmable on this model. The direct selection menu screen is the only available screen.

Solution ID TAUS0611422EN*   **Solution Usage** 1

Description

FK101, ALL TRAYS ARE EMPTY PLEASE LOAD PAPER.

Solution

To resume a fax reception when machine has run out of paper, perform the following:
From the COPIER MODE screen;
1. Reload paper.
2. Press the FAX mode button.
3. Press START to resume printing the fax output.
From the FAX MODE screen;
1. Reload paper.
2. Press the flashing 'Z' icon, in the upper right corner, to display the active screen.
3. Press START to resume printing the fax output.
Note: Also applies to printing out transmission report.
From the PRINT MODE screen; (applicable with IP011 installed)
1. Reload paper.
2. Press the FAX mode button.
3. Press the flashing 'Z' icon, in the upper right corner, to display the active screen.
4. Press START to resume printing the fax output.

Solution ID   TAUS0611490EN*   **Solution Usage**   1

Description

How to disable RADF AMS.

Solution

To disable RADF AMS, 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 [1. System/copier] on the touchscreen.
4. Touch the down-arrow located on the lower left corner of the touchscreen.
5. Touch [12. Memory SW] on the touchscreen.
6. Touch the down-arrow located on the lower left corner of the touchscreen.
7. Touch the down-arrow located on the right side of the touchscreen six (6) times until RADF AMS is highlighted.
8. Touch [EDIT] on the bottom of the touchscreen to change the setting to OFF.
9. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID   TAUS0611743EN*   **Solution Usage**   1

Description

Where is the serial number located on the 7030?

Solution

The serial number is printed on a white bar-coded label located on the inside of the right-side door on the right-hand side of the machine.

Solution ID   TAUS0611892EN*   **Solution Usage**   1

Description

FK101, T09 and T76 errors, when sending confidential faxes through a PBX system.

Solution

CAUSE: The V8/V34 protocol parameter is set to ON.

SOLUTION: To program the V8/V34 protocol to OFF, perform the following:
1. Power the copier ON.
2. Press the HELP key.
3. Touch [Key-ope mode] on the touchscreen.
4. Touch [2. FAX] on the touchscreen.
5. Touch [Special set] on the touchscreen.
6. Using the numeric keypad enter 9272 for password.
7. Touch [OK] on the touchscreen.
8. Touch [Function parameter setting] on the touchscreen.
9. Touch [Communication] on the touchscreen. [COMM parameter You can change setting] will be displayed in the dark blue band at the top of the touchscreen and [V8/V34 protocol] will be highlighted on the touchscreen.
10. Touch [EDIT] on the touchscreen until the set value displayed for V8/V34 protocol is [OFF].
11. Touch [BACK] three (3) times.
12. Touch [CANCEL] one (1) time.
13. Touch [BACK] one (1) time.
14. Touch [RETURN] one (1) time to return to the normal mode.

Solution ID   TAUS0612838EN*   **Solution Usage**   1

Description

How to perform the L-detection adjustment.

Solution

To perform the L-detection adjustment, perform the following:
1. Install toner cartridge.
2. Access the 36 mode (hold the 3 and 6 keys at sub-switch power ON).
3. Select 1. [HV adjustment]
4. Press the NEXT or BACK button to scroll to the L-detection adjustment screen.
5. Press the START button, on the LCD or the green START button on the keyboard. The developing motor will rotate during the adjustment period.
6. When the LCD indicates OK, the L-detect adjustment has completed successfully.
7. Power OFF/ON the sub-switch to return to normal copy mode.

Solution ID   TAUS0612881EN*   **Solution Usage**   1

Description

How to obtain print drivers for the 7030.

Solution

To obtain print drivers from Konica's website, perform the following:
1. Access KBT's Home Page (http://www.konicabt.com).
2. In the right-hand lower corner click on DRIVERS and USER GUIDES.
3. Scroll to the bottom of the page and click on DRIVER SELECTOR.
4. A Driver Guide menu appears. Click on PRINT DRIVERS..
6. Another Driver Guide menu is displayed. Click on the desired model.
7. A disclaimer is offered. Read it and click on I AGREE to access the driver download page.
8. Click on the required printer driver link and follow instructions to download.
Note: The latest printer drivers can also be downloaded from the Konica Digital FTP site . Refer to the FTP_ user site.txt file on the FTP site for detailed information concerning site contents. [[Internal Link for Faxing/Printing FTP site information| RUN V:\text\Wordpad.exe v:\text\CBC009.txt]]. [[Internal Link for Faxing/Printing FTP_ user site.txt file information| RUN V:\text\Wordpad.exe v:\text\CBC010.txt]].

Solution ID   TAUS0613020EN*   **Solution Usage**   1

Description

How to enable two counts on the total counter for 11x17 paper.

Solution

To enable two counts on the total counter for 11x17 paper, perform the following:
1. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 1-1 using the arrow keys on the touch pad.
4. Press ON.
5. Press the Return key on the touchpad.
6. Turn the copier OFF, then ON to exit the 25 mode.

Solution ID   TAUS0613166EN*   **Solution Usage**   1

Description

FK101, how long will the memory backup battery sustain the image in memory?

Solution

The FK101 memory backup battery is good for 60 minutes when fully charged.

Solution ID   TAUS0613167EN*   **Solution Usage**   1

Description

FK101, can the machine fax off the glass without a document feeder/RADF installed?

Solution

Faxing off the glass can be done without a document feeder/RADF installed.

Solution ID   TAUS0613172EN*   **Solution Usage**   1

Description

'Reset Original and Reset Scanning' message appears when using a 5.5x8.5 original and copying onto a 8.5x11R,

Solution

CAUSE: Orientation of 5.5x8.5 original type, was not set to Portrait.

SOLUTION: To program 5.5x8.5 original type, perform the following:
1. From the normal Copier mode, press the HELP (?) button located to the right of the touch screen.
2. Press the KEY-OPE MODE located in the lower left corner of the touch screen.
3. Enter the 4-digit key operator passcode if prompted.
4. Select [1. System/Copier].
5. Select [12. Memory SW].
5. Select [5.5x8.5 org. type]
6. Select Portrait
7. Press OK to complete the settings.
8. Press [Return] on this screen and the next two screens to exit the key operator mode.

Solution ID   TAUS0613309EN*   **Solution Usage**   1

Description

FK101, how to set the reception mode.

Solution

To change the reception mode, perform the following:
1. Enter the Key Operator mode by holding the Help [?] key while powering the machine ON.
2. If required, enter the 4-digit password.
3. Select [FAX].
4. Select [Line Parameter Set].
5. Press the down arrow once to highlight [Receive Mode (Auto/Man)].
6. Toggle the Receive Mode setting by pressing the EDIT button (located in the lower right hand corner).
7. Press the BACK button twice.
8. Power the machine OFF/ON to exit the Key Operator mode.

Solution ID   TAUS0613425EN*   **Solution Usage**   1

Description

FK101, how to enable a distinctive ring capability.

Solution

CAUSE: The 7030 does not have a built in distinctive ring feature.

SOLUTION: If this feature is required, an external fax/tel device that support distinctive ring must be purchased.
Note: Distinctive-ring adds a second phone number to an existing line, then varies the ring pattern (two short rings instead of one long one, for instance) to indicate calls to the different number. Distinctive-ring switches can set to detect the ring patterns and route calls accordingly. These switches can be obtained through local phone companies or computer/electronic supply stores. Konica does not sell distinctive-ring switches.

Solution ID   TAUS0613722EN*   **Solution Usage**   1

Description

Part number for the fixing entrance guide plate, which is shown as not available (dotted representation with no assigned part number) on page 50 of the 7020/7030 Parts Catalog (5/00).

Solution

To obtain a fixing entrance plate/2 assembly with Mylar sheet, order part number 26NA-5480.

Solution ID   TAUS0613733EN*   **Solution Usage**   1

Description

FK101, can the 7030 print the receive time and date on a received fax?

Solution

The 7030 does not have an option to print the receive time and date on a received fax.

Solution ID   TAUS0613769EN*   **Solution Usage**   1

Description

Unable to receive a fax or print a job. Green data light is ON and JOB LIST is flashing.

Solution

CAUSE: The 7030 has ran out of paper and is unable to complete the fax reception or print job.

SOLUTION: Press JOB LIST, on the LCD, to view the status of the fax and or print jobs. Load the necessary paper size and press START/PRINT to complete the fax and/or print job.
Note: The LCD will display a message to PLEASE LOAD PAPER if a copy job is attempted prior to adding paper.

Solution ID   TAUS0613793EN*   **Solution Usage**   1

Description
Scantrip Admin utility information.

Solution
Scantrip Admin is an enterprise-level administration tool for Konica's Scan-to-Disk feature. Groups of images from multiple scanner/print engines can be retrieved and deleted with Scantrip Admin. The Scan-to-Disk activity can be checked and the information saved to file for audit purposes. Scantrip Admin can even be used to perform a back up of the Scan-to-Disk file system.
Konica's Scan-to-Disk technology allows scanning of documents from the print engine's platen glass or the document feeder directly to file where it is stored in a mailbox on the print engine's internal hard disk. For details on Konica's Scan-to-Disk technology, please refer to the Konica print engine's documentation.
Scantrip Admin functions as a general user tool as well as an administration tool. It allows retrieval and deletion of image files (created with the print engine's Scan-to-Disk feature) from a personal mailbox. These user-level operations can be performed manually or automatically (with the Auto-Polling feature).
Note: Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [[Konica SEC website| URL http://www.sec.konicabt.com/main.html]].

Solution ID   TAUS0614088EN*   **Solution Usage**   1

Description
Control ROM ISW dialog box looks corrupt.

Solution
CAUSE: The dialog box display is incorrect, however this is a cosmetic issue and has no impact on the operation of the utility or the flash files.

SOLUTION: This issue has been corrected in the latest version ISW program which is located on the Konica FTP site. Refer to the FTP site index and click on the appropriate link(s) to access the information.

Solution ID   TAUS0614199EN*   **Solution Usage**   1

Description
FK101, compatibility with digital phone lines.

Solution
The FK101 can only be used on an analog phone line.

Solution ID   TAUS0614214EN*   **Solution Usage**   1

Description
DB409, J92-0 when copying curled paper.

Solution
CAUSE: When paper with a large curl if fed from the DB409, the paper may touch the rib of the Guide part/Middle, resulting in a jam (J92-0).

SOLUTION: Mylar guide sheets have been established that can be installed on Guide part/Middle (p/n 13HA-1130) that aid in paper feeding.   Install two (2) guide sheet/3 mylars (p/n 13HA10560) if these errors occur . Applicable machine serial number are 13HA05339 onwards.

Solution ID   TAUS0614341EN*   **Solution Usage**   1

Description
J10-0 when feeding from bypass tray.

Solution
CAUSE: Broken clutch standard gear or clutch lock gear located in the manual feed roller.

SOLUTION: Replace the clutch standard gear (p/n 540077010) or clutch lock gear (p/n 540077021) as needed.

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Solution ID   TAUS0614383EN*   **Solution Usage**   1

Description
How to check the amount of SODIMM memory installed.

Solution
To check the amount of SODIMM memory installed, perform the following:
1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), output code 197.
2. The amount of installed memory will be displayed.
3. Power the copier OFF/ON to exit the 47 mode.

Solution ID   TAUS0614437EN*   **Solution Usage**   1

Description
How to copy non-standard size originals through the RADF.

Solution
To copy a non-standard size original through the RADF, perform the following:
1. Press the Application key.
2. Press [Special Original].
3. Press [Non-Standard Size].
4. Press [OK] twice.

Solution ID   TAUS0614487EN*   **Solution Usage**   1

Description
Scrambled image from copies made off the glass or through the document feeder. Internal test patterns print normally.

Solution
CAUSE: If copies can be made off the glass with the RADF disconnected, the RADF control board has failed.

SOLUTION: Replace the RADF control board (p/n 13GL-9010) as needed.
Notes:
1.   ADF serial number, DF Control Board, firmware version and model compatibility matrix .
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

Solution ID   TAUS0614574EN*   **Solution Usage**   1

Description
How to enable the Auto Start ON.

Solution
To enable Auto Start ON perform the following.
1. From the normal Copier mode, press the HELP button located to the right of the touch screen.
2. Press the KEY-OPE MODE located in lower left corner of the touch screen.
3. Press [1] System/Copier.
4. Press the DOWN arrow located on the left corner of the touch screen to access the second page of Key Operator Mode selections.
5. Press [12] MEMORY SW.
6. Press the DOWN arrow located in the left corner to scroll to page 2 of the MEMORY SW.
7. Use the UP and DOWN arrows located on the right side to scroll to the AUTO START.
8. Press EDIT to enable (ON) AUTO START.
9. Press Return three times to return back to the normal Copier mode.

Solution ID   TAUS0614649EN*   **Solution Usage**   1

Description
DF314, not recognized by the main body.

Solution
CAUSE: Incorrect hardware dipswitch settings on the RADF CB.

SOLUTION: Set the RADF CB hardware dipswitches as follows:
Dipswitch 1 - ON
Dipswitch 2 - OFF
Dipswitch 3 - OFF

Dipswitch 4 - ON
Note: The dipswitches have been removed on later RADF CBs.

Solution ID   TAUS0614663EN*   **Solution Usage**   1

Description

The option for Automatic Copy Restart after paper is re-supplied, setting in the 25 mode, does not function.

Solution

CAUSE: This option is not available to the North American market.

SOLUTION: The information listed in 25 mode software switch 7-1 was inadvertently included in the US version of the 7030 Service Manual. This setting has no effect to 7030's in the North American market. Please disregard this information in the service manual.

Solution ID   TAUS0614763EN*   **Solution Usage**   1

Description

FK101, how to disable image printing on the transmission reports.

Solution

To disable printing of the image on transmission reports, perform the following:
1. From the Copier mode, press the HELP button.
2. On the LCD touch screen, select KEY-OP mode.
3. Select 2. FAX.
4. Select SPECIAL SET.
5. Enter Password of 9272 and press OK.
6. Select FUNCTION PARAMETER SETTING.
7. Select LIST OUTPUT MODE.
8. Scroll to TRANSMISSION REPORT.
9. Press EDIT to change set value to W/O IMAGE.
10. Power OFF/ON the sub switch (SW2) to return to normal copy mode.

Solution ID   TAUS0614845EN*   **Solution Usage**   1

Description

Unable to adjust magnification presets in the Key Operator Mode (grayed out).

Solution

CAUSE: The key operator fixed magnification setting in the 25 mode is disabled.

SOLUTION: To enable the key operator fixed magnification setting in the 25 mode, perform the following:
1. Access the 25 mode (power the copier ON with SW2 on the operation panel, while pressing the 2 and 5 keys).
2. Select [1. SOFTWARE SW].
3. Press the left up arrow 7 times.
4. Press the right up arrow once. The top of the display should indicate SOFTWARE SW 8-1: 1
5. Press the OFF button once. The top of the display should now indicate SOFTWARE SW 8-1: 0
6. Power the copier OFF/ON to return to normal copy mode.

Solution ID   TAUS0614866EN*   **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]]

Solution ID   TAUS0614893EN*   **Solution Usage**   1

Description

The sub power switch will not turn ON the machine after the main power switch is turned ON.

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Solution

CAUSE: On machines not equipped as a printer or fax, the sub power switch will not function after the main power switch is turned ON until the LEDs on the Copier, Scanner/Printer, and Fax buttons momentarily come ON. If the sub power switch is pressed prior to the three LEDs coming on, the main power switch will have to be turned OFF/ON again.

SOLUTION: On a machine not equipped as a fax or printer, wait for the three LEDs to flash on before pressing the sub power switch. On machines equipped as a fax or printer, the main power switch turns ON the machine immediately and the sub power switch does not have to be turned ON.

Solution ID   TAUS0614996EN*   **Solution Usage**   1

Description

Can an exit tray be installed instead of a finisher?

Solution

A paper exit tray (p/n 26NA12110) is included with the 7030 and can be used in place of a finisher if desired.

Solution ID   TAUS0615000EN*   **Solution Usage**   1

Description

Intermittent varying lead edge.

Solution

CAUSE: The Restart Timing is not set correctly

SOLUTION: Adjust the Restart Timing by performing the following.
1. Power OFF SW2 (sub power) when SW1 (main power) remains ON.
2. Access the 36 mode (power SW2 ON while simultaneously pressing the 3 and 6 keys).
3. Press [2.Timing adj.].
4. Press [2. Restart adj.].
5. Press NEXT or BACK to select adjustment item.
6. Press the desired setting on the numeric keypad (-127 to +127).
7. Press COPY.
8. Run copies to check the adjustment.
9. Press the C key while pressing the P key to return to the adjustment screen.
10. When adjustment is complete, power SW2 OFF/ON to return to normal operation.

Solution ID   TAUS0615007EN*   **Solution Usage**   1

Description

PLEASE LOAD 8.5x14 PAPER is displayed when an 8.5x14 original is placed on the platen glass or the RADF; the 8.5x14 tray is filled with paper.

Solution

CAUSE: ATS/APS is disabled for the tray containing 8.5x14 paper.

SOLUTION: To enable ATS/APS for the tray containing 8.5x14 paper, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch the down-arrow located on the lower left corner of the touchscreen.
6. Touch [12. Memory SW] on the touchscreen.
7. Touch the down-arrow located on the right side of the touchscreen five (5) times [Auto tray switch] will be highlighted. Repeatedly, touch [EDIT] until [ON] is displayed as the setting selection.
8. Touch the down-arrow on the right side of the touchscreen three (3) times [ATS/APS (Bypass)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for the bypass), or [OFF] (ATS/APS disabled for the bypass) as desired by the customer.
9. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 1)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 1), or [OFF] (ATS/APS disabled for Tray 1) as desired by the customer.
10. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 2)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 2), or [OFF] (ATS/APS disabled for Tray 2) as desired by the customer.
11. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 3)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 3), or [OFF] (ATS/APS disabled for Tray 3) as desired by the customer.
12. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 4)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 4), or [OFF] (ATS/APS disabled for Tray 4) as desired by the customer.
13. Touch [RETURN] three (3) times to return to the normal copy mode.

Solution ID   TAUS0615016EN*   **Solution Usage**   1

Description

How to interrupt print.

Solution

To interrupt a print job, press the Interrupt button. The print job will be interrupted between sets.

Solution ID   TAUS0615021EN*   **Solution Usage**   1

Description

FS107, conveyance casing part availability.

Solution

The conveyance casing is now available as a separate part (p/n 26NA20551). The replacement conveyance casing does not include any of the hardware that is attached. When replacing the conveyance casing, you must first remove all the hardware from the original conveyance casing and re-install them to the replacement conveyance casing. The conveyance casing is illustrated on page 8 of the FS107 (2/2000) parts catalog.

Solution ID   TAUS0615030EN*   **Solution Usage**   1

Description

FK101, Is there an audible tone or beep that informs the customer that a fax has been received?

Solution

The 7030/FK101 will produce an audible tone when a fax is received.

Solution ID   TAUS0615162EN*   **Solution Usage**   1

Description

Unable to power machine OFF with the sub power switch.

Solution

CAUSE: The sub power switch (SW2) connector on the Power SW Board is either loose or disconnected.

SOLUTION: Reseat CN1 on the Power SW Board (p/n 26NA-9060).

Solution ID   TAUS0615331EN*   **Solution Usage**   1

Description

FK101, will faxes in memory be lost if power is turned OFF?

Solution

The backup battery will hold the FK101 settings and image data for 60 minutes when fully charged.

Solution ID   TAUS0615337EN*   **Solution Usage**   1

Description

DB209, noise when copying.

Solution

CAUSE: The small brown idler gear that meshes with the paper feed gear/2 is on backwards.

SOLUTION: Turn the idler gear around so it meshes properly with the paper feed gear/2
Note: Due to the gear being on backwards the idler gear (p/n 13HA77050) and/or the paper feed/2 gear (p/n 26NA16320) may be worn or broken. Replace gear(s) as necessary.

Solution ID   TAUS0615362EN*   **Solution Usage**   1

Description

FK101, how to program the Communication Journal.

Solution

To program the Communication Journal, perform the following:
1. Access the Key operator mode (press the help key) help mode will be displayed.
2. Press (Key-ope mode) located in the lower left hand corner, key operator mode will be displayed.

---

3. Press [2. Fax] fax initial setting menu will be displayed.
4. Press [Report output set] report output mode will be displayed.
5. Communication Journal is the first option displayed.
6. Press [edit] until desired setting is displayed. Setting ranges are (OFF, or Daily, or 100+ Daily.).
7. Press [BACK] to exit to Fax initial setting menu.
8. Press [BACK] to exit to the key operator mode.
9. Press [return] to exit to the main copy screen.

Solution ID   TAUS0615388EN*   **Solution Usage**   1

Description
FS107, how to disable the STAPLE and SORT feature in the OUTPUT mode.

Solution
To disable the STAPLE and SORT feature in the OUTPUT mode, perform the following:
1. Access the 25 mode (power the copier ON with SW2 on the operation panel, while pressing the 2 and 5 keys).
2. Select option [1. SOFTWARE SWITCH].
3. Scroll to software dipswitch 20-4.
4. Press the ON button once. The top of the display should now indicate SOFTWARE SW20-4: 1
5. Power the copier OFF/ON to return to normal copy mode.

Solution ID   TAUS0615437EN*   **Solution Usage**   1

Description
Black smudges on copies and prints.

Solution
CAUSE: Charging control plate (grid) is worn or improperly installed.

SOLUTION: Clean or replace charging control plate (grid) (p/n 26NA25160)

Solution ID   TAUS0615636EN*   **Solution Usage**   1

Description
How to program a pause from the print driver when PC/LAN faxing.

Solution
To program a pause from the print driver when PC/LAN faxing enter the letter P in upper case.

Solution ID   TAUS0615675EN*   **Solution Usage**   1

Description
FK101, how to perform chain dialing.

Solution
The FK101 does not support chain dialing. This is a product limitation, however if you feel that this feature is needed on this model, and future models, contact prodinfo@konicabt.com

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Solution ID   TAUS0615798EN*   **Solution Usage**   1

Description
DB209/DB210 compatibility.

Solution
The DB209 (2 tray drawer base) is compatible with models 7020 and 7030.
The DB210 (2 tray drawer base) is compatible with models 7020, 7022, 7025, 7030, 7035, 7130, 7135.

Solution ID   TAUS0615801EN*   **Solution Usage**   1

Description
LCD messages are in Japanese language.

Solution
CAUSE: Incorrect software dipswitch settings for language display.

SOLUTION: To program the machine to display English language, perform the following:
1. Access the 25 mode (turning the machine ON while pressing the 2 and 5 keys, then pressing the OK key).
2. Use the function keys below the display window to access and set the following software dipswitches to display English language:
   5-0 set to 1
   5-1 set to 0

Solution ID   TAUS0615873EN*   **Solution Usage**   1

Description

Developing unit parts change.

Solution

The silver retractable shutter plate mechanism that is part of the toner addition opening of the developer unit, has been abolished in manufacturing. The single piece cover with the white tape is all that is needed.
Notes:
1. This change has been applied to new 7030s starting at approximately (s/n 26PE05824) and above.
2. This change also applies to replacement developing units (p/n 26NA-3002).

Solution ID   TAUS0615876EN*   **Solution Usage**   1

Description

Code F46-1 at power up.

Solution

CAUSE: Loose connector on the LDB (laser drive board) located on the write unit.

SOLUTION: Reseat connector J50 (12-pin connector) on the LDB (laser drive board) located on the rear side of the write unit.

Solution ID   TAUS0615919EN*   **Solution Usage**   1

Description

Noise from the paper feed unit.

Solution

CAUSE: Excessive paper feed loop.

SOLUTION: Reduce the paper feed loop. To adjust the paper feed loop, perform the following:
1. Access the 36 mode (power the copier ON while pressing the 3 and 6 keys).
2. Press [2. Timing adj.].
3. Press [3. Paper loop adj.].
4. Press [NEXT] to select the Tray to be adjusted.
5. The current loop data will be displayed in the upper left corner. Enter the new data and press [SET].
6. Power the copier OFF/ON to exit the 36 mode.

Solution ID   TAUS0615954EN*   **Solution Usage**   1

Description

FS107, parts change to the Paper detecting board (p/n 13GQ60190) and Detecting spring (p/n 13GQ60210).

Solution

 Changes to these parts have been made to prevent the Detecting spring from detaching from the Paper detecting board.
The hook portion of the spring is fixed with adhesive in manufacturing.
1. The shape of the hook portion of the Detecting spring has been changed in manufacturing. The new part number for the Detecting spring is (p/n 13GQ60211).
2. A notch has been added to the Paper detecting board to hook the Detecting spring. The new part number for the Paper detecting board is (p/n 13GQ60191).
Notes:
1. The Detecting spring and paper detecting board are not interchangeable; the current and new types cannot be mixed.
2. The new Detecting spring and the new paper detecting board must be replaced as a set.

Solution ID   TAUS0615990EN*   **Solution Usage**   1

Description

After resetting the PM counter, CALL FOR PM message is still indicated at power up.

Solution

CAUSE: The PM cycle is set to zero (0), causing the machine to constantly detect the need for a PM.

SOLUTION: To program the PM cycle, 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 [2. PM COUNT/CYCLE] on the touchscreen.
4. Touch [2. PM CYCLE set] on the touchscreen
5. Input the desired PM cycle using the numeric keys. Enter upper 3-digit (hundred thousand, ten thousand and thousand) only.
6. Touch [SET] on the touchscreen.
7. Power the copier OFF/ON to exit the 25 mode.
Note: The factory default setting for the PM cycle is 100,000 copies.

Solution ID   TAUS0616014EN*   **Solution Usage**   1

Description

Shadows around the edges of Booklet mode copies.

Solution

CAUSE: The RADF Centering adjustment is incorrect.

SOLUTION: To adjust the RADF Centering, perform the following.
1. Access the 36 mode (power OFF/ON while holding the 3 and the 6 keys).
2. Press [9. RADF adj.].
3. Press [4. Centering adj.].
4. Centering adj. (RADF/1side) will be displayed.
5. Ranges are from (-74 to +74).
6. Enter desired value.
7. Press [SET].
8. Press [COPY].
9. Make a test copy.
10. Press (*) and then (#) to return to the adjustment screen.
11. Repeat steps (7) through (12) until desired adjustment.
12. Power OFF/ON to return to the normal copy mode.

If still experiencing shadows around the edges of the copies, adjusting the RADF fame erasure may assist in removing the shadows. To adjust the RADF frame erasure, perform the following.
1. Access the Key operator mode (hold down the help key at power on).
2. Press [1. System/Copier].
3. Press [12. Memory SW].
4. On right hand side of display use the down arrow to scroll to RADF frame erasure.
5. Press [EDIT] to change RADF frame erasure amount (none to 5mm).
6. Power OFF/ON, to return to normal copy mode.

Solution ID   TAUS0616031EN*   **Solution Usage**   1

Description

DF314, parts update to Driving release roller/B (p/n 13GL45161).

Solution

Driving release roller/B (p/n 13GL45161) has been changed to prevent J62-5 jamming with 8.5x14 or 11x17 thick stock originals in a 2:2 or 2:1 mode at 50% reduction. The diameter of the roller part of Driving release roller/B has been reduced from 14mm to 13mm. The color of the roller part on the new style the Driving release roller/B is black (old style is white). The new style Driving release roller/B has been installed in production DF314's s/n 13GL67168 and above. Refer to the DF314 parts catalog (3/2001) page 10 item 11 for part location.

Solution ID   TAUS0616036EN*   **Solution Usage**   1

Description

DF314, J62-5 in 2:2 or 2:1 mode, 50% reduction and with 8.5x14 or 11x17 thick stock originals.

Solution

CAUSE: The feeding of 8.5x14 or 11x17 thick stock originals in a 2:2 or 2:1 mode at 50% reduction is applying excessive load to the Original reverse motor (M303) and the Original conveyance motor (M302). The lead edge and trail edges of longer originals (8.5x14/11x17) pass between the reverse roller and the paper exit roller at the same time. The addition of thick stock originals and the operation of 50% reduction will cause excessive drive binds to M303 and M302.

SOLUTION: The diameter of the roller part of the paper exit roller (Driving release roller/B) has been reduced from 14mm to 13mm. The new part number of the Driving release roller/B is (p/n 13GL45161).
Notes:
1. The color of the roller part on the new style the Driving release roller/B is black (old style is white).

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2. The new style Driving release roller/B has been installed in production DF314's s/n 13GL67168 and above.
3. Refer to the DF314 parts catalog (3/2001) page 10 item 11 for part location.

Solution ID   TAUS0616065EN*   **Solution Usage**   1

Description

Main body parts update to the paper exit sensor assembly/2 (p/n 26NA-4920).

Solution

The paper exit sensor assembly/2 (p/n 26NA-4920), which is the actuator for PS19 (Exit limit detect), has been abolished on all 7030's starting with s/n 26PE11669. This sensor was originally installed to count the number of exited copies which would then trigger a display message to REMOVE PAPER FROM THE FINISHER TRAY when the exit tray reached its capacity. Due to this parts change, it is necessary to set software switch 22-7 to a 1 to disable the function of PS19 (Exit limit detect). PS3 (Paper exit) is now used to count exited copies.

Solution ID   TAUS0616068EN*   **Solution Usage**   1

Description

Erratic operation when using the repeat mode or photo mode.

Solution

CAUSE: There is interference from a light source above the copier, resulting in inaccurate detection of the original outer boundary.

SOLUTION: Program external incorrect detection prevention in the 25 mode:
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] on the touchscreen.
4. Select software dipswitch 13-6 using the arrow keys.
5. Set the switch to OFF (0).
6. Select software dipswitch 13-7 using the arrow keys.
7. Set the switch to ON (1).
8. Power the copier OFF/ON to exit the 25 mode.
Note: This setting will reduce the effect of extraneous light when determining the outer boundary of the original. However, the intensity of the external light source may be at a level beyond the machine compensation capability. If, the problem is still experienced after implementing this solution, the copier should be relocated away from the light source.

Solution ID   TAUS0616090EN*   **Solution Usage**   1

Description

DF314, 1st feed jams with multiple (50) thick 11x17 originals.

Solution

CAUSE: The originals are getting caught on the rubber (where the PET sheet is attached) at the center of the Paper feed guide plate/lower assembly due to the excessive weight of the originals.

SOLUTION: A new Paper feed guide plate/lower assembly (p/n 13GL-4011) is now available to correct this problem.
The center portion, of the Paper feed guide plate/lower assembly, now has an additional sheet (chrome) over the PET sheet to prevent this problem.
Note: This change has been installed from the factory on all DF314's starting with s/n 13GL76912.

Solution ID   TAUS0616192EN*   **Solution Usage**   1

Description

Light copies

Solution

CAUSE: The right side door is not completely closed.

SOLUTION: Open and close the right side door.

Solution ID   TAUS0616513EN*   **Solution Usage**   1

Description

In APPLICATIONS mode, Sheet Cover Insertion and Transparency are grayed out.

Solution

CAUSE: The machine has to be initialized in the 47 mode.

SOLUTION: To initialize the machine, perform the following:

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1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys) input code 93.
2. Press the PRINT button.
3. Power the machine OFF/ON to exit the 47 mode.

Solution ID   TAUS0616771EN*   **Solution Usage**   1

Description
Unable to enter correct copy quantity.

Solution
CAUSE: Copy limit function is enabled.

SOLUTION: To program the copy quantity limit, 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] on the touchscreen.
4. Select dipswitch [9] using the left up-arrow on the touchscreen
5. Select the bit number of the switch using the middle up-arrow.
6. Select OFF (0) or ON (1) to program the desired setting.
7. Use the matrix below to input the desired copy quantity limit.

9-0	9-1	9-2	9-3	
0	0	0	0	No limit
1	0	0	0	Copy limit = 1
0	1	0	0	Copy limit = 3
1	1	0	0	Copy limit = 5
0	0	1	0	Copy limit = 9
1	0	1	0	Copy limit = 10
0	1	1	0	Copy limit = 20
1	1	1	0	Copy limit = 30
0	0	0	1	Copy limit = 50
1	0	0	1	Copy limit = 99

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

Solution ID   TAUS0616851EN*   **Solution Usage**   1

Description
ENTER 4-DIGIT PASSWORD AND PRESS OK: message after entering the 25, 36, or 47 mode.

Solution
CAUSE: Diagnostic mode security is enabled. This feature was designed to limit access to machine diagnostic modes by end users.

SOLUTION: To access diagnostic modes with security enabled, enter the default password: 9272 and touch [OK] on the touchscreen.
To disable this security feature, enter the default password and perform the following:
1. Touch [1: Software SW] on the touchscreen.
2. Select software dipswitch 7-5 using the arrow keys.
3. Set the switch to OFF (0).
4. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0616916EN*   **Solution Usage**   1

Description
J81-0 at power up.

Solution
CAUSE: PS1 (registration PS) is falsely detecting the presence of paper, due to a dislodged actuator pressure spring.

SOLUTION: Properly position or replace the pressure spring (p/n 26NA45170) as necessary.

Solution ID   TAUS0616975EN*   **Solution Usage**   1

Description
J81-0 at power up.

Solution
CAUSE: Dirty or failed PS1 (registration PS).

SOLUTION: To check PS1 for proper operation, 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 20 *-001-*.
3. Actuate PS1 (registration PS) to see a change of state on the touchscreen.
4. If no change of state occurs clean or replace PS1 (p/n 552085510) as necessary.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0617086EN*   **Solution Usage**   1

Description

FS107, F77-18 at power up.

Solution

CAUSE: Cooling fan motor (M709) has failed.

SOLUTION: To verify the operation of the Cooling fan motor (M709), perform the following:
1. Power the copier OFF.
2. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys) output code 70, press *-54-*.
3. Press the Start Print button.
4. If the Cooling fan motor (M709) does not turn ON, then replace the Cooling fan motor (p/n 13GQ80510).

Solution ID   TAUS0617205EN*   **Solution Usage**   1

Description

When printing an entire workbook from Microsoft* Excel*, with the staple feature selected, only page one prints correctly. On subsequent pages, the image is rotated 180 degrees.

Solution

A new Konica IP011 Nozomi version 2.24f print driver that resolves this issue is now 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.

* Trademark ownership information

Solution ID   TAUS0617218EN*   **Solution Usage**   1

Description

How to select Thick Paper option.

Solution

The engineering specifications for this product do not include a Thick Paper option. The paper specifications are for 16-24 pound bond from the main body trays and 16-35 pound bond from the bypass.

Solution ID   TAUS0617228EN*   **Solution Usage**   1

Description

Black original on 11x17 scanning only 8.5x11.

Solution

CAUSE: APS sensors are only detecting the 8.5x11 size because of the dark original. If the original is moved so that the white letting is detected it scans at the correct size.

SOLUTION: Changing the machine placement might affect the APS detection of the original. Place the original so that lettering is over the sensors.

Solution ID   TAUS0617404EN*   **Solution Usage**   1

Description

DF314, what is the part number for the DF314 wiring receptacle?

Solution

The part number for the main body receptacle that the DF314 wiring harness plugs into is p/n 26NA90420.

Solution ID   TAUS0617450EN*   **Solution Usage**   1

Description

Unable to set the paper sizes of the trays.

Solution

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CAUSE: The machine's memory is corrupted.

SOLUTION: Initialize the machine. To initialize the machine, perform the following:
1. Power the machine ON while holding down on the 4 and 7 keys, output code 93.
2. Press the print button.
3. Power the machine OFF/ON to exit the 47 mode.

Solution ID   TAUS0617461EN*   **Solution Usage**   1

Description
J32-2 when duplexing.

Solution
CAUSE: Conveyance drive gear in the fuser was installed backwards.

SOLUTION: Install the conveyance drive gear (p/n 26NA53450) correctly so that the paper is driven down after the turnaround from the fuser.

Solution ID   TAUS0617560EN*   **Solution Usage**   1

Description
Black lines on copies from lead-to-trail edge when copying from the platen glass.

Solution
CAUSE: The 2nd or 3rd mirror on the V mirror unit moves during copying due to a broken or loose mirror pressure spring.

SOLUTION: Repair or replace the mirror pressure spring (p/n 26NA61600) as needed.

Solution ID   TAUS0617845EN*   **Solution Usage**   1

Description
Machine stops with no display during L detect.

Solution
CAUSE: The FM1 DCPS cooling fan was not plugged in.

SOLUTION: Plug in FM1 (p/n 26NA80510) DCPS fan located on the lower rear of the machine.

Solution ID   TAUS0618005EN*   **Solution Usage**   1

Description
IT101, rotation sort and rotation group will not operate in printer mode.

Solution
CAUSE: Older System Software.

SOLUTION: Upgrade the System Software to level 5.5.2d which is a special parallel only upgrade patch to allow proper sorting when an IT101 is installed.
Notes:
1. Install 8.5x11 paper in one paper tray and 8.5x11R in another.
2. Turning collate off and turning offset on within the print driver should also be performed to obtain proper sorting operation.
3. The latest version system software is available on the Konica FTP site . Refer to the FTP site index on the FTP site for detailed information concerning site contents.

Solution ID   TAUS0618042EN*   **Solution Usage**   1

Description
The touchscreen is blue with no characters. The copy mode LED is lit green.

Solution
CAUSE: On the operation board, CN86 is poorly seated. This results in a loss of communication between the main CB and the touchscreen.

SOLUTION: To check CN86, perform the following:
1. Power OFF both the sub switch (SW2), located on the operation panel and the main switch (SW1) located on the left side of the copier.
2. Remove the operation unit (p/n 26NE-7000).
3. Unlatch CN86 on the operation board and extract the ribbon cable. Thoroughly, inspect the ribbon cable for any signs of damage.
4. Reinsert the ribbon cable into CN86 on the operation board and then latch the connector.
5. Reinstall the operation unit.
6. Power the copier ON.

Solution ID   TAUS0618212EN*   **Solution Usage**   1

Description

FK101, maximum memory allocation.

Solution

The maximum memory that can be allocated for the FK101 is 16MB. Additional memory must be installed in the main body to make the 16MB available for the FK101.
Notes:
1. The memory used in the 7020 is a 144 pin SODIMM module, 100MHz, 10ns or faster, with gold contacts.
2. The 7020 is equipped with 32MB of memory embedded on the main CB. The main CB has 2 additional slots that can accept the following memory modules, for a maximum of 288MB:
   32MB, MU403 (Item #950217)
   64MB, MU404 (Item #950218)
   128MB, MU405 (Item #950219)
3. Memory is installed on the main CB at CN35 and CN36.

Solution ID   TAUS0618333EN*   **Solution Usage**   1

Description

The trail edge of the copy is faded and light on the second side.

Solution

CAUSE: Internal arcing within the high voltage casing attached to the right side ADU cover, resulting in loss of transfer current to the T/S corona unit.

SOLUTION: To check the high voltage casing for signs of arcing, perform the following:
1. Power the copier OFF.
2. Open the ADU cover (p/n 26NA50010).
3. Remove the two (2) screws (p/n 00Z193061), which attach the high voltage casing/A to the ADU cover.
4. Remove one (1) screw (p/n 00Z193061) from the upper shaft holder (p/n 26NA50630), which will allow the claw shaft to be moved and permit removal of the high voltage casing from the ADU cover.
5. Separate casing/B (p/n 26NA50532) from casing/A. Inspect the entire assembly for any signs of arcing. Replace the insulating sheet (p/n 26NA50971), high voltage fixed parts (p/n 26NA50950), high voltage part upper (p/n 26NA50460), or high voltage part assembly (p/n 26NA-5260) as necessary.

Solution ID   TAUS0618350EN*   **Solution Usage**   1

Description

How to enable First Page Print on Transmission Report.

Solution

To enable First Page Print on Transmission Report, perform the following:
 1. From the Copier mode, press the HELP button.
 2. On the LCD touch screen, select KEY-OP mode.
 3. Press 2. FAX on the touchscreen.
 4. Select TX/RX MODE SET on touchscreen.
 5 . Press [UP ARROW] on the right hand side of the touchscreen until Transmission Mode is highlighted.
 6. Press EDIT on touchscreen until desired quantity is reached.
 7. Press BACK
 8. Select Report output set.
 9. Select Transmission report.
10. Select Always.
11. Press the return key until the main screen appears.

Solution ID   TAUS0618420EN*   **Solution Usage**   1

Description

J30 with the paper stopping half way out of the exit rollers.

Solution

CAUSE: The paper size indication dial is not set to the size of the paper in the tray.

SOLUTION: Ensure the paper size indication dial is set to the same size as the paper in the tray.

Solution ID   TAUS0618564EN*   **Solution Usage**   1

Description

DB409/DB410, LCT lift up drive cable unwrapping from the lift up cam assembly.

Solution

CAUSE: This issue is usually caused by the lift up tray changing height at an excessive rate of speed. This allows the cable to buckle and pop off the lift up cam.

SOLUTION: Rewrap or replace the cable (p/n 13HA47130). Instruct customers to load paper carefully and do not drop the paper in the LCT.
SPECIAL NOTE: This solution provided by Darrin Barrett, KBT Atlanta.

Solution ID   TAUS0618656EN*

Solution Usage   1

Description

How to program combination of small size originals front and back with 1.25 ratio selected.

Solution

This feature is not available. This model automatically select AMS with the combination feature. The Users Manual states that 'AMS is automatically selected. The copy size in Tray 1 and original size are sensed, and the correct ratio will be automatically selected'.

The only work around would be to program the Job Memory/Store and then with the original selected and placed on the platen when the standard screen in displayed, change the AMS ZOOM to 1.25. To select the 1.25 ration, perform the following:
1. Place your original on the platen (small original)
2. Load your 5.5x8.5 in Tray 1 (change the size wheel to 5.5x8.5).
3. Select APPLICATION, Touch [Combination], [2-1], [OK], on the same screen touch [STORE] (bottom left of LCD)
4. Touch [Job Memory] (upper right of LCD), the Select Job Memory Number will be displayed.
5. Touch [ENTRY] the Check Mode is displayed, touch [OK], the Job Store Mode will be displayed, select one from the open Job number(s), touch [OK]. The Name Input Display with an alphanumeric screen is displayed, type desired name, touch [OK] twice.
6. Press Scan to Scan Originals screen is displayed, before touching SCAN select your LENS ratio using ZOOM 125 and then press [OK].

Solution ID   TAUS0618693EN*

Solution Usage   1

Description

Poor copy quality, out of focus, or lines on copies after machine has been moved.

Solution

CAUSE: The 1st V-mirror locking screw was not installed before machine transportation causing damage to the V-mirror assembly.

SOLUTION: Install the 1st V-mirror locking screw before machine transportation. Repair or replace any damaged parts to the 1st V-mirror.
NOTE: Locking screws or locking brackets can not be ordered as a part. It is critical to save these locking screws and brackets at machine set up.
SPECIAL NOTE: Solution provided by Bryan Foley, KBT Seattle.

Solution ID   TAUS0618882EN*

Solution Usage   1

Description

FK101, how to program a specific inner exit tray for fax receptions and another inner exit tray for copy jobs.

Solution

To program the 7020 to have fax receptions exit into one inner exit tray and copy jobs into a different inner exit tray, perform the following:
1. With the copier powered ON, press the HELP (?) button, located to the right of the touchscreen.
2. Touch [Key-Ope mode] on the touchscreen.
3. Enter a Key Operator passcode if applicable.
4. Touch [1. System/copier] on the touchscreen.
5. Touch [2. Copier Initial] on the touchscreen.
6. Touch [5. Output] on the touchscreen.
7. Select (highlight) the desired exit tray to be used for fax receptions and then touch [OK] on the touchscreen.
8. Touch [RETURN] on the touchscreen.
9. Touch the down-arrow located on the lower left corner of the touchscreen.
10. Touch [12. Memory SW] on the touchscreen.
11. Touch the down-arrow located on the lower left corner of the touchscreen and scroll to page 3/3 of the memory switches.
12. Touch the down-arrow on the right side of the touchscreen until [Job Memory Recall] is highlighted.
13. Repeatedly, touch [EDIT] on the touchscreen until the Job Memory Recall setting displayed is ON.
14. Touch [RETURN] on the touchscreen three (3) times to return back to the normal copy mode.
15. Press the OUTPUT button located to the right of the touchscreen.
16. Select (highlight) the desired exit tray to be used as the default for copy jobs and then touch [OK] on the touchscreen.
17. Press the APPLICATION button located to the right of the touchscreen.
18. Touch [JOB MEMORY] located on the top right corner of the touchscreen.
19. Touch [ENTRY] located at the bottom of the touchscreen.
20. The CHECK MODE screen should now appear, verify that these setting are acceptable as copier default and touch [OK] on the touchscreen. If, the settings are not acceptable, return back to the normal copy mode and change settings as desired, then continue programming starting at step 15.
21. From the job memory screen, touch the down-arrow on the right side of the touchscreen and scroll to job memory #15.

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22. Select (highlight) #15 and then touch [OK] on the touchscreen.
23. Enter a name of your choice and then touch [OK] on the touchscreen.
24. Touch [OK] to return back to the normal copy mode.
Note: To summarize, programming the 7020 in this manner forces the copier to automatically recall job memory #15 when it initializes and auto-resets. All fax receptions will ignore job memory recall and only react to what's programmed into Key Operator Mode/Copier initial settings.

Solution ID   TAUS0618982EN*

Solution Usage   1

Description

Paper weight specifications, 7030.

Solution

The recommended paper weight specification is 16lb. to 24lb. for paper fed from the trays, and 16lb. to 35lb. for the bypass.

Solution ID   TAUS0619051EN*

Solution Usage   1

Description

DF314, the original size is still incorrectly detected even after performing the paper size detection adjustment.

Solution

CAUSE: The destination is not set to USA.

SOLUTION: To set the destination to USA, perform the following:
1. Access the 25 mode (power the machine ON while holding down the 2 and 5 keys).
2. Press [1. Software SW].
3. Scroll to switch 5-0 using the arrow keys on the touch pad.
4. Press [ON] to change the data to a 1.
5. Scroll to switch 5-1 using the arrow keys on the touch pad.
6. Press [OFF] to change the data to a 0.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0619365EN*

Solution Usage   1

Description

DF314, LOAD B5 PAPER message after placing an original in the ADF.

Solution

CAUSE: Original size detection varistor (VR301) is out of adjustment.

SOLUTION: To adjust VR301, perform the following procedure:
1. Access the 47 mode (power the copier ON with SW2 - operation panel switch, while pressing the 4 and 7 keys).
2. Enter 6, 9 (display should read).
3. Place 8.5x11R original in the document tray.
4. Press Start button.
5. Press the Stop/Clear button.
6. Press Star (*) key.
7. Press 1 (*) to display .
8. Place 8.5x11 original in the document tray.
9. Press Start button.
10. Press Stop/Clear button.
11. Power machine OFF/ON with SW2.

Solution ID   TAUS0619435EN*

Solution Usage   1

Description

PLEASE LOAD A4 PAPER is indicated on the LCD when placing an 8.5x11 original on the platen glass or the RADF.

Solution

CAUSE: 8.5x11 APS (Japan, Europe) is selected in the 25 mode.

SOLUTION: Change DIP SW 7-2 to a 0. To change DIP SW 7-2 to a 0, perform the following:
1. Access the 25 mode (power the copier OFF/ON, while simultaneously holding the 2 and the 5 keys).
2. Select [1. Software SW].
3. Using the far left up arrow on the touchscreen scroll to DIP SW 7.
4. Using the middle up arrow on the touchscreen scroll to BIT 2.
5. Select [OFF] on the touchscreen.
6. Power the copier OFF/ON.

Solution ID   TAUS0619498EN*   **Solution Usage**   1

Description

How to do full bleed copying.

Solution

The 7030 model copier does not support full bleed copying or printing.

Solution ID   TAUS0619764EN*   **Solution Usage**   1

Description

FK101, how to program the machine so that the FAX screen is displayed at power up.

Solution

To program the machine so that the FAX screen is displayed at power up, perform the following:
1. Select copy mode and press the help key.
2. Select Key-Ope Mode.
3. Enter 4 digit key operator password (if necessary).
4. Select FAX.
5. Select Fax screen set
6. Using the up/down arrows, scroll down until Fax screen first is highlighted.
7. Press edit on the touchscreen unit ON is selected.
8. Power the machine OFF/ON.

Solution ID   TAUS0619790EN*   **Solution Usage**   1

Description

J62-4 occurs when using the RADF

Solution

CAUSE: PS312 (original feed photosensor) failed.

SOLUTION: To check PS312, 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-04-P.
2. Actuate PS312 and watch for a change of state at the control panel.
3. If no change of state occurs clean or replace PS312 (p/n 12QV85510).

Solution ID   TAUS0619827EN*   **Solution Usage**   1

Description

How long does a scanned image reside on the hard drive (HD103) before retrieval?

Solution

A scanned image will reside on the HD103 until it is retrieved and the delete upon retrieval check box is marked in the Scantrip utility. Formatting the hard drive via the LCD panel will also clear out all documents residing on the HD103.

Solution ID   TAUS0619926EN*   **Solution Usage**   1

Description

FK101, unable to receive faxes.

Solution

CAUSE: Closed area RX is set to ON.

SOLUTION: To program Closed area RX to OFF, perform the following:
1. Power the copier ON.
2. Press the HELP key.
3. Press [Key-ope mode] on the touchscreen.
4. Press [2. FAX] on the touchscreen.
5. Press [Special set] on the touchscreen.
6. Using the numeric key pad enter 9272 for password.
7. Press [OK] on the touchscreen.
8. Press [Function parameter setting on the touchscreen.
9. Press [System] on the touchscreen.
10. Press the down arrow on the right side of the touchscreen until [Closed area RX] is highlighted in dark blue.
11. Press [EDIT] on the touchscreen to change the setting to OFF.

---

12. Press [BACK] three (3) times.
13. Press [CANCEL] one (1) time.
14. Press [BACK] one (1) time.
15. Press [RETURN] one (1) time to return to the normal copy mode.

Solution ID   TAUS0619955EN*   **Solution Usage**   1

Description

F46-11 at power up.

Solution

CAUSE: The exposure lamp failed.

SOLUTION: To check the exposure lamp, perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 mode) output code 00.
2. Press the Copy button and see if the exposure lamp comes ON.
3. If the exposure lamp does not come ON, replace the exposure lamp (p/n 26NA83010).

Solution ID   TAUS0619958EN*   **Solution Usage**   1

Description

F46-10 at power up.

Solution

CAUSE: The main CB failed.

SOLUTION: Replace the main CB (p/n 26PA-9303).

Solution ID   TAUS0620140EN*   **Solution Usage**   1

Description

Part number for the fixing input shaft.

Solution

The part number for the fixing input shaft is p/n 26NA15140.
Note: This part number is not listed in the Parts Catalog.

Solution ID   TAUS0620182EN*   **Solution Usage**   1

Description

ISW Trns utility specifications.

Solution

The ISW utility version3.40E is compatible with the following PC operating systems: Microsoft* Windows* 95, Windows 98, Windows Me, Windows NT4.0, Windows 2000 and Windows XP.

* Trademark ownership information

Solution ID   TAUS0620290EN*   **Solution Usage**   1

Description

Intermittent cycling of power, during copy operation or at power up.

Solution

CAUSE: The DCPS fan (FM1) failed.

SOLUTION: To check the DCPS fan (FM1), perform the following.
1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys) input code 42, press P-4-P.
2. Press the print button and see if the DCPS fan (FM1) comes ON.
3. If the DSPS fan (FM1) (p/n 26NA80510) does not come ON replace it.
4. Power the machine OFF/ON to exit the 47 mode

Solution ID   TAUS0620367EN*   **Solution Usage**   1

Description

How to program the auto reset timer.

Solution

To program the auto reset timer, 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 [1. System/copier] on the touchscreen.
4. Touch the down-arrow located on the lower left corner of the touchscreen.
5. Touch [12. Memory SW] on the touchscreen, AUTO RESET TIMER will be highlighted.
6. Repeatedly, touch [EDIT] on the touchscreen until the desired setting is displayed. The available choices are: OFF, 30, 90, 120, 150, 180, 210, 240, 270, or 300 seconds.
7. Power the machine OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0620503EN*

Solution Usage 1

Description

FK101, received faxes are rotated 90 degrees and enlarged.

Solution

CAUSE: The copy paper is incorrectly loaded in one of the paper trays.

SOLUTION: Ensure that the paper is loaded in the proper direction to match the paper size selector.

Solution ID TAUS0620528EN*

Solution Usage 1

Description

F34-2 is displayed during warm up and will not clear.

Solution

CAUSE: TH2 has failed causing dipswitch 3, bit 1 to turn ON (1). After turning this dipswitch OFF (0), the machine will attempt to warm up but will code F34-2.

SOLUTION: Replace TH2 (fixing temperature sensor 2) (p/n 26NA88011).
Note: TH2 and TH1 come as an assembly.

Solution ID TAUS0620539EN*

Solution Usage 1

Description

How to view the amount of originals that were scanned in by the DF315.

Solution

The amount of copies will not be incremented on the main copy screen, but the amount can be viewed in the JOB LIST application. For an example of viewing the amount of originals that were scanned in, perform the following:
1. Place a stack of 5 papers on the DF315.
2. Press the [SCAN] tab, located in the upper right corner of the touchscreen.
3. After the papers are scanned in, press the [JOB LIST] tab located to the right of the [SCAN] tab.
4. The amount of copies that were scanned will be displayed under TOTAL PAGE(s).
5. Press [OK] to return to the main copy screen.

Solution ID TAUS0620543EN*

Solution Usage 1

Description

E56-3 occurs intermittently.

Solution

CAUSE: There is a poor connection at the operation panel.

SOLUTION: Reconnect all the connectors at the operation panel.

Solution ID TAUS0620561EN*

Solution Usage 1

Description

FK101, how many one touch dial numbers can be programmed?

Solution

The FK101 has the capability to program and store twenty (20) one-touch dial numbers.

Solution ID   TAUS0620576EN*

Solution Usage   1

Description
Main CB interchangeability with other model machines.

Solution
The 7030 main CB (p/n 26PA-9300) is not interchangeable with any other model machine.

Solution ID   TAUS0620585EN*

Solution Usage   1

Description
F52-6 at power up.

Solution
CAUSE: Failed IP421 CPU cooling fan.

SOLUTION: Replace IP421 cooling fan (p/n 13JA80510).

Solution ID   TAUS0620607EN*

Solution Usage   1

Description
There is a 40mm deletion on the rear side of the copies.

Solution
CAUSE: The write unit cleaning pad was not in the home position.

SOLUTION: Check that the write unit cleaning pad is in the home position.
Note: The write unit cleaning pad knob (p/n 26NA65260) may be missing.

Solution ID   TAUS0620620EN*

Solution Usage   1

Description
DF314, not recognized by the main body.

Solution
CAUSE: The RADF is isolated in 25 mode.

SOLUTION: To reactivate the isolated RADF, perform the following:
1. Access the 25 mode (power the machine ON while holding down the 2 and 5 keys).
2. Press [1. Software SW].
3. Use the arrows to scroll to software switch 19-7.
4. Press [OFF].
5. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0620638EN*

Solution Usage   1

Description
J97-2 occurs when duplexing.

Solution
CAUSE: The actuator for PS4 (ADU PS) is binding.

SOLUTION: Check the actuator for PS4 (p/n 26NA50070) for binding. Replace as needed.

Solution ID   TAUS0621035EN*

Solution Usage   1

Description
FS107, E56-04 intermittently.

Solution
CAUSE: Finisher ready signal is not detected during standby.

SOLUTION: Reseat the FS107 and verify that the covers are flush in the finisher area. To reseat the FS107, perform the following:
1. Power the copier OFF (SW2 [operation panel] first, then SW1 [left rear]).
2. Open the front door.

---

3. Insert a pen into the hole at the bottom right of the finisher.
4. Slide the finisher out several inches, and then push it back into the main body.
5. Power the copier ON (SW2 [operation panel] first, then SW1 [left rear]).
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   TAUS0621378EN*   **Solution Usage**   1

Description
In Book Copy mode, the copies come out blank.

Solution
CAUSE: There is a poor connection between the FK102 and the main body.

SOLUTION: To check the FK102, perform the following:
1. Power the machine OFF using both switches and unplug the machine.
2. Disconnect the FK102 from the main body.
3. Plug the machine in and power it ON using both switches.
4. Make a copy from Book Copy mode.
5. If the copy is good, power the machine OFF using both switches and unplug the machine.
6. Reconnect the FK102.
7. Plug the machine in and power it ON using both switches.
8. Make a copy in book copy mode and check the copies.

Solution ID   TAUS0621513EN*   **Solution Usage**   1

Description
FK101, how to disable the display of the phone number on the confirmation page.

Solution
The display of the phone number cannot be disabled, as the confirmation page format cannot be altered in any way.

Solution ID   TAUS0621558EN*   **Solution Usage**   1

Description
F52-2 while copying.

Solution
CAUSE: FM2 (fixing cooling fan) failed.

SOLUTION: To check the fixing cooling fan, perform the following:
1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 42, press * 6 *.
2. Press the print button and check FM2 (cooling fan motor).
3. If FM2 (p/n 26NA80510) cooling fan motor does not come ON replace it.
4. Power the machine ON/OFF to exit the 47 multimode.

Solution ID   TAUS0622326EN*   **Solution Usage**   1

Description
IT101, how to program a specific finisher exit tray for fax receptions and another finisher exit tray for copy jobs.

Solution
To program the 7030 to have fax receptions exit into one finisher tray and copy jobs into a different finisher tray, perform the following:
1. From the copier mode, press the HELP (?) button, located to the right of the touchscreen.
2. From the touchscreen, select Key-Ope mode.
3. Enter a Key Operator passcode if applicable.
4. Select [1. System/Copier].
5. Select [2. Copier Initial].
6. Select [5. Output].
7. Select (highlight) the desired exit tray to be used for fax receptions press OK.
8. Press RETURN to return back to the System/Copier setting menu.
9. Press the down arrow to scroll to the next System/Copier setting menu screen.
10. Select [12. Memory SW].
11. Press the arrows, in the lower left corner, and scroll to page 3/3 of the memory switches.
12. Press the down arrow on the right side and highlight Job Memory Recall.
13. Press EDIT to change the Job Memory Recall setting to ON.

---

14. Press RETURN three times to return back to normal copy mode.
15. Press the OUTPUT button located to the right of the touchscreen.
16. Select (highlight) the desired exit tray to be used as the default for copy jobs and press OK.
17. Press the APPLICATION button located to the right of the touchscreen.
18. From the APPLICATION screen, select JOB MEMORY located in the top right corner.
19. Press ENTRY located at the bottom of the job memory screen.
20. A CHECK MODE screen should now appear, verify that these setting are acceptable as copier default and press OK. If settings are not acceptable, return back to normal copy mode and change settings as desired and then continue programming starting at step 15.
21. From the job memory screen, press the down arrow and scroll to job memory #15.
22. Select (highlight) #15 and press OK.
23. Enter a name of your choice and press OK.
24. Press OK to return back to normal copy mode.
Note: To summarize, programming the 7030 in this manner forces the copier to automatically recall job memory #15 when it initializes and auto-resets. All fax receptions will ignore job memory recall and only react to what's programmed into Key Operator mode/ copier initial settings.

Solution ID   TAUS0622454EN*   **Solution Usage**   1

Description
DF314, unable to make a copy until the machine times out.

Solution
CAUSE: The open/close actuator for PS304 in the RADF failed.

SOLUTION: To check the PS304 actuator, 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 *01*.
2. Open/close the RADF.
3. While opening/closing the RADF, watch for a change of state at the control panel.
4. If no change of state occurs, check the open/close actuator (p/n 13GL73020) for binding.
5. Replace or repair as needed.
6. Power the machine OFF/ON.

Solution ID   TAUS0622988EN*   **Solution Usage**   1

Description
DF314, J63-0 occurs during copy mode.

Solution
CAUSE: Restart timing was incorrect.

SOLUTION: To set RADF restart timing, perform the following:
1. Access the 36 mode. Power the machine ON while holding down on the 3 and 6 keys.
2. Press the [2. Timing adj.]key.
3. Press the [2. Restart timing] key.
4. Press the [NEXT] key until the desired RADF adjustment item appears in the message display area.
5. Press the [COPY] key.
6. Set the RADF adjustment chart on the RADF and select 11x17 size paper. Then press the Start print button to make a copy.

7. Check the restart (leading edge) timing of the output paper.
Standard value: Within ± 3.0 mm (life size)
8. Press the # button while pressing the * button to return to the restart timing adjustment screen.
9. If the restart timing is different from the standard value, enter a value from the numeric keys, then press the [SET] key to store the adjustment value.
   Input range -50 (slow) - +50 (fast).
   1 step = 0.1mm.
10. Repeat steps 5 to 9 until the restart timing becomes a standard value.
11. Power the machine OFF/ON to exit the 36 mode.

Solution ID   TAUS0623028EN*   **Solution Usage**   1

Description
Unable to close the ADU door (p/n 26NA50011), after installing the new style high voltage casing assembly (p/n 26NA-5024).

Solution
CAUSE: Due to design changes implemented on the new style high voltage casing assembly, the original contact support plate and related parts are not compatible and must be replaced with new style parts.

SOLUTION: Order and install the following parts:
   Contact Support Plate (p/n 26NA73151)
   Connecting Plate/A (p/n 26NA73131)
   Connecting Plate/C (p/n 26NA73471)

High Voltage Cover Plate/A (p/n 26NA73500)

Solution ID   TAUS0623095EN*   **Solution Usage**   1

Description

When stapling using the platen mode, the staples are stapled in the lower right corner when the upper left corner was selected.

Solution

CAUSE: Store Mode was not selected in APPLICATIONS before selecting staple mode.

SOLUTION: To select store mode, perform the following:
1. Press the APPLICATIONS key.
2. Select Store Mode.
3. Press OK.

Solution ID   TAUS0623192EN*   **Solution Usage**   1

Description

How to use the ECM mode for printing.

Solution

To enable ECM mode for printing, perform the following:
1. Press the Help to enter Key Operator mode.
2. Press the Key-Ope Mode button on the touch screen.
3. Enter the Key Operator password (if necessary) and press OK.
4. Press System/copier.
5. Press ECM.
6. Enter the 8 digit ECM master code (the default passcode is 00000000).
7. Press ECM ON/OFF Setting.
8. Select the ON setting for (Copier, Fax, or Printer) as desired.
9. Press OK.
10. Make any additional changes to the ECM accounts as desired.
11. Power the machine OFF/ON.
Note: The ECM mode will count print jobs for the ECM user account only if the ECM user account is entered in the print driver.

To enter the ECM code in the print driver (PCL, PostScript or Visual PostScript) perform the following:
1. From the document to be printed, select file then print from the file menu.
2. Select properties in the print driver dialog box.
3. Select the Setting button (do not check the password check box).
4. In the ID box of the Password Setting dialog box enter the ECM user account number (do not enter anything in the password box)
5. Select OK.
6. Make any additional desired changes to the print driver and select OK.
7. Select OK to print the document.
Notes:
1. The document will be printed and the ECM user account will be incremented.
2. The ECM user account ID will now be the default ECM user account for that print driver, each document printed using that print driver will increment the ECM user account unless the user ECM account is cleared from the dialog box.

Solution ID   TAUS0623639EN*   **Solution Usage**   1

Description

F28-02 displayed while copying.

Solution

CAUSE: A failed T/S (Transfer Separation corona) unit.

SOLUTION: Replace the T/S unit (p/n 26NA-2601).

Solution ID   TAUS0623665EN*   **Solution Usage**   1

Description

FK101, how to have received faxes held in memory and printed later as necessary.

Solution

To hold received faxes in memory, use Compulsory Memory Reception. To set up Compulsory Memory Reception, perform the following:
1. Select copy mode and press the help key.
2. Select Key-Ope Mode.
3. Enter 4 digit key operator password (if necessary).

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4. Select Fax.
5. Select Function Set.
6. Select Compulsory mem. Rx.
7. Select On.
8. Enter a numeric password up to 4 digits in length.
9. Select OK.
10. Power the machine OFF/ON.

To retrieve the documents held in memory, perform the following:
1. Press the Fax button to display fax basic screen.
2. Press the Application button.
3. Select file print on the touch screen.
4. Select Compulsory memory.
5. Select OK.
6. Enter the password.
7. Select the fax to be printed.
8. Select Print.
Note: A hard drive is not needed to use Compulsory Memory Reception.

Solution ID   TAUS0623839EN*   **Solution Usage**   1

Description
FS107, Output screen displays four exit trays, but the machine has only two exit trays.

Solution
CAUSE: The tray count sensor (PS716) has failed, resulting in the machine misinterpreting the total tray count of the finisher at power up.

SOLUTION: To check the tray count sensor, perform the following:
1. Power the copier OFF.
2. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys), input code 70, press *5.
3. The state of the tray count sensor will be displayed on the touchscreen as IN: ON when the tray count sensor is flagged and should change to IN: OFF when the tray count sensor is not flagged.
4. Replace the tray count sensor (p/n 12QV85510) as necessary.

Solution ID   TAUS0624125EN*   **Solution Usage**   1

Description
DF314, intermittently the machine stops in the middle of the copy cycle and no jam code appears.

Solution
CAUSE: The firmware has failed.

SOLUTION: Flash the machine to the latest firmware.
Note: The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

Solution ID   TAUS0624146EN*   **Solution Usage**   1

Description
F23-01 displayed after installing a new drum carriage.

Solution
CAUSE: Incorrect drum carriage was installed.

SOLUTION: Install the correct drum carriage (p/n 26NA-9900).

Solution ID   TAUS0624198EN*   **Solution Usage**   1

Description
DF314, intermittently when using the DF314, the machine stops in the middle of the copy cycle and no jam code appears.

Solution
CAUSE: The firmware failed.

SOLUTION: Reflash the machine to the latest firmware.
Note: The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

Solution ID   TAUS0624210EN*

Solution Usage   1

Description

FK102, will updating the firmware erase the Abbr. dial list?

Solution

Updating the firmware will not affect the Abbr. dial list.

Solution ID   TAUS0624215EN*

Solution Usage   1

Description

FK101, will updating the firmware erase the Abbr. dial list?

Solution

Updating the firmware will not affect the Abbr. dial list.

Solution ID   TAUS0624373EN*

Solution Usage   1

Description

The machine will not recognize Tray 2 with 8.5x14 paper installed.

Solution

CAUSE: The machine was not set for a destination code of USA.

SOLUTION: To set the machine for USA, perform the following:
1. Access the 25 mode (power the machine ON, while holding down on the 2 and 5 keys).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 5-0 using the arrow keys on the touch pad.
4. Press ON (0).
5. Scroll to switch 5-1 using the arrow keys on the touch pad.
6. Press OFF (1)
7. Press the Return key on the touchpad.
8. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0624428EN*

Solution Usage   1

Description

J30 occurs during copy mode.

Solution

CAUSE: Incorrect loop timing.

SOLUTION: To adjust the paper feed loop, perform the following:
1. Access the 36 mode (power the copier ON while pressing the 3 and 6 keys).
2. Press [2. Timing adj.].
3. Press [3. Paper loop adj.].
4. Press [NEXT] to select the Tray to be adjusted.
5. The current loop data will be displayed in the upper left corner. Enter the new data and press [SET].
6. Power the copier OFF/ON to exit the 36 mode.

Solution ID   TAUS0624489EN*

Solution Usage   1

Description

When using the Bypass, the paper is displayed as Special.

Solution

CAUSE: Incorrect software dipswitch settings in the 25 mode, for Bypass non-standard paper size.

SOLUTION: To verify 25 mode software dipswitch settings, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select [1. SOFTWARE SW].
3. Using the up/down arrows, scroll to software switches 3-5 = 0
4. Select OFF.
5. Power the copier OFF/ON to exit the 25 mode.software

Solution ID   TAUS0624567EN*

Solution Usage   1

Description
F41-1 at power up. M2 will not operate in diagnostics.

Solution
CAUSE: Failed ICP1 on the SCDB.

SOLUTION: Replace the SCDB (26NA-9052).

Solution ID   TAUS0625925EN*

Solution Usage   1

Description
Paper skew or jamming when feeding any size paper from the LCT.

Solution
CAUSE: Bent or broken side guide plate (p/n 26NA40270).

SOLUTION: Replace the side guide plate.

Solution ID   TAUS0626153EN*

Solution Usage   1

Description
DF314, E89-02 code when running spiral-punched (19-hole GBC) paper.

Solution
CAUSE: Paper specification limitation for the RADF.

SOLUTION: Running GBC punched paper through the document feeder is not recommended.

Solution ID   TAUS0626185EN*

Solution Usage   1

Description
PLEASE WAIT WARMING UP occurs with no fax kit installed.

Solution
CAUSE: The fax board was enabled in 25 mode.

SOLUTION: To disable the fax board, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select [1. SOFTWARE SW].
3. Using the up/down arrows, scroll to software switch 19-1
4. Select ON.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0626590EN*

Solution Usage   1

Description
F26-03 displayed at power up and unable to perform L-detect.

Solution
CAUSE: Worn developer.

SOLUTION: Replace the developer (PCUA 950237).

Solution ID   TAUS0626724EN*

Solution Usage   1

Description
Touchscreen fails to respond properly when contacted.

Solution
CAUSE: Failed operation board/1 assembly.

SOLUTION: Reseat all connectors on the operation board/1 assembly. Replace the operation board/1 assembly (p/n 26NA-9031) as necessary.

SPECIAL NOTE: Solution provided by Rich Wolf, Amcom Office Systems, PA.

Solution ID   TAUS0626802EN*   **Solution Usage**   1

Description
Popping noise from Tray 1 and bypass.

Solution
CAUSE: Dirty paper feed shaft holder(s).

SOLUTION: Clean paper feed shaft holder(s) (p/n 466076020)
Note: Refer to 7020/7025/7030 Parts Catalog, 1st Edition, page 14, item 1.

SPECIAL NOTE: Solution provided by Dennis Volkart, Consolidated Copier Services.

Solution ID   TAUS0626813EN*   **Solution Usage**   1

Description
DB409, intermittent J16 when feeding 8.5x11 from the LCT.

Solution
CAUSE: Wear within the paper feed unit

SOLUTION: Repair or replace the following:
1. Wear within the paper feed unit (p/n 13HA-4000) causes the upper limit actuator to read incorrectly. This places excessive pressure on the drive system. Replace the paper feed unit as necessary.
2. Loosen the four DB409/410 drive unit (p/n 13NE-1500) mounting screws, push the drive unit upwards and to the right to provide maximum gear mesh for the drive gear (p/n 13HA77060) and idler gear (p/n 13HA77050). Retighten the four drive unit mounting screws.
3. Replace the DB409/410 paper feed connecting roller/3 (p/n 13HA40020), shaft holders front and rear (p/n 26NA40820), and driving gear (p/n 13HA77060).

4. Inspect the DB409/410 drive unit paper feed coupling gear/B (p/n 26NA17490), paper feed coupling gear/A (p/n 13HA77090), paper feed gear/2 assembly (p/n 26NA-1680), idler gear/F (p/n 13HA77080), and idler gear/D (p/n 13HA77050); replace worn gears as necessary.
5. Inspect the bushings (p/n 26NA30770) in the developer unit for binding, and replace as necessary.

Solution ID   TAUS0626835EN*   **Solution Usage**   1

Description
Intermittently 46-11 occurs during copy mode.

Solution
CAUSE: The scanner motor (M2) failed.

SOLUTION: The scanner motor may power ON in 47 mode, however when it gets warm it may fail. Replace the M2 scanner motor (p/n 26NA80022) as needed.

Solution ID   TAUS0626905EN*   **Solution Usage**   1

Description
DB209, the gears do not align after installing the parts from DB209/210/409/410 Technical Bulletin #1, Gear Skipping - J16 Jams.

Solution
CAUSE: The parts are for the DB410 only.

SOLUTION: The parts can only be used with a DB410.
Notes:
1. See DB410 Technical Bulletin #1) for 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]]

* Trademark ownership information

Solution ID   TAUS0626914EN*   **Solution Usage**   1

Description
Platen APS selects 8.5x11 instead of 8.5x11R for original on the platen glass.

Solution
CAUSE: Machine is set to default to 8.5x11 for small size originals.

SOLUTION: To program platen APS to select 8.5x11R for 8.5x11R, perform the following:
1. Access the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
2. Select SOFTWARE SW.
3. Select SOFTWARE SW 21-5
4. Press the OFF button once. The top of display should now indicate SOFTWARE SW 21-5:0
5. Power the machine OFF/ON to exit the 25 mode.
Note: This change to software switch 21-5, in the 25 mode, will allow cause small size originals to be printed on 8.5x11R.

Solution ID   TAUS0627079EN*   **Solution Usage**   1

Description
How to program the number of copies for when an out of toner condition (Toner low condition) is displayed on the operation control panel.

Solution
The following dip switches set in the 25 mode will correspond to the number of copies made after the TLD (toner level detection) detects that the machine needs toner and the message displayed to PLEASE ADD TONER.

DIPSW SETTINGS		DESCRIPTION
4-0	4-1	
0	0	after 0 copies.
1	0	after 100 copies.
0	1	after 200 copies.
1	1	after 500 copies

NOTE: See solution #169264 to DISSABLE the copier after an additional number of copies for the message of PLEASE ADD TONER.

Solution ID   TAUS0627218EN*   **Solution Usage**   1

Description
Intermittent 41-01 codes occur in the morning.

Solution
CAUSE: The DCPS has failed.

SOLUTION: Replace the DCPS (p/n 26NA84511).

Solution ID   TAUS0627291EN*   **Solution Usage**   1

Description
DB409, folds the copy about six inches from the lead edge after installing the parts from DB209/210/409/410 Technical Bulletin #1, Gear Skipping - J16 Jams.

Solution
CAUSE: The parts are for the DB410 only.

SOLUTION: The parts can only be used with a DB410.
Notes:
1. See DB410 Technical Bulletin #1) for 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]]

* Trademark ownership information

Solution ID   TAUS0627342EN*   **Solution Usage**   1

Description
Unable to perform the bypass tray paper size detection adjustment.

Solution
CAUSE: Failed VR1.

SOLUTION: Replace VR1 (p/n 13FG-9330).
Note: To check the output of VR1, perform the following:
1. Access 47 mode.
2. Enter code 28 (do not press the Start button).
3. Place an 8.5x11 piece of paper in the bypass tray and close the side guides against the paper.
4. The LCD display should show a value of 215.
5. Position the bypass tray paper guides all the way to the closed position.
6. The LCD display should now show a value of 10.

Solution ID   TAUS0627635EN*

Solution Usage   1

Description

Only on the third copy, one inch of print would appear in the center of the copy.

Solution

CAUSE: The machine memory has failed.

SOLUTION: Power the machine OFF using both power switches and then unplug the machine for 1 minute. Power the machine ON and make test copies.

Solution ID   TAUS0627868EN*

Solution Usage   1

Description

FS107, part number for the foam pad that applies pressure to the cam roller assembly.

Solution

Positioning Part (p/n 13GQ12110).
Note: This foam pad attaches to the top cover of the finisher outline on page 2, item number 12 of the FS107 parts catalog.

Solution ID   TAUS0627929EN*

Solution Usage   1

Description

Intermittently the power cycles OFF/ON at power or during copy mode.

Solution

CAUSE: The DCPS failed.

SOLUTION: Replace the DCPS (p/n 26NA84511).

Solution ID   TAUS0627984EN*

Solution Usage   1

Description

Unable to default to Tray 3 when APS is selected.

Solution

CAUSE: Incorrect DIP SW settings.

SOLUTION: To have Tray 3 be the default tray when APS is selected perform the following;
1. Access the 25 mode
2. Select [1. Software SW].
3. Scroll to DIP SW 25.
4. Scroll to BIT 4, and set to a (0) OFF.
5. Scroll to BIT 5, and set to a (1) ON.
6. Power the copier OFF/ON.

Solution ID   TAUS0628656EN*

Solution Usage   1

Description

PLEASE LOAD A4 PAPER is indicated on the LCD when placing an 8.5x11 original on the platen glass only.

Solution

CAUSE: The Destination switch is not set for USA.

SOLUTION: To set the destination switch for USA, perform the following:
1. Access the 25 mode (power the machine ON while holding down on the 2 and 5 keys).
2. Press 1 on the touch screen (Software SW).
3. Scroll to switch 5-0 using the arrow keys on the touch pad.
4. Press the ON button to change the data to a 1.
5. Scroll to switch 5-1 using the arrow keys on the touch pad.
6. Press the OFF button to change the data to a 0.
7. Press the PREVIOUS SCREEN button to return to the 25 mode.
8. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0628841EN*

Solution Usage   1

Description

Blank copies occur only when stapling.

Solution

CAUSE: Failed MCB

SOLUTION: Replace MCB (p/n 26PA-9303).

Solution ID   TAUS0629071EN*   **Solution Usage**   1

Description

DF314, how to perform original size detection adjustment.

Solution

To perform the original size detection adjustment, perform the following:
1. Access the 47 mode (power the copier ON with SW2 - operation panel switch, while pressing the 4 and 7 keys).
2. Enter 6, 9 (display should read).
3. Place 5.5x8.5R original in the document tray.
4. Press Start button.
5. Press the Stop/Clear button.
6. Press Star (*) key.
7. Press 1* to display .
8. Place 8.5x11 original in the document tray.
9. Press Start button.
10. Press Stop/Clear button.
11. Power machine OFF/ON with SW2.
Note: The 7020/7025/7030/7035 service manual (3/2001) page 4-79 is incorrect regarding this adjustment.
Step 3 minimum width position is 5.5x8.5R and Step 7 maximum width position is 8.5x11.

Solution ID   TAUS0629447EN*   **Solution Usage**   1

Description

The red light for the fax stays ON.

Solution

CAUSE: The firmware failed.

SOLUTION: Reflash the machine to the latest level firmware.

Solution ID   TAUS0629717EN*   **Solution Usage**   1

Description

Intermittent J32-02 during copy mode.

Solution

CAUSE: The engine restart timing is incorrect.

SOLUTION: To set engine restart timing, perform the following:
1. Enter the 36 mode (turn the machine ON, while pressing the 3 and 6 keys).
2. Select [2. Timing adj.].
3. Select [2. Restart timing].
4. Using the arrows in the upper right corner of the touchscreen, scroll to the desired restart timing to adjust.
5. Using the key pad on the touchscreen enter the desired value. Setting ranges are from (-127 to +127).
6. On the touchscreen press [SET].
7. On the touchscreen press [COPY].
8. Press the START button to make a copy.
9. Using the key pad on the operation panel press and hold the (*) key, and then press the (#) key to return to the adjustment mode.
10. Repeat steps 5-9 until proper adjustment is achieved.
11. Power the machine OFF/ON to exit the 36 mode..

Solution ID   TAUS0638636EN*   **Solution Usage**   1

Description

J30-0 when feeding odd size paper through the bypass.

Solution

CAUSE: In the 25 mode, the bypass feed non-standard size selection is set to OFF [0].

SOLUTION: To set the bypass feed non-standard size selection in the 25 mode, perform the following:
1. Access the 25 mode (power the machine ON while holding down the 2 and 5 keys).
2. Touch [1. Software SW] on the touchscreen.
3. Using the left up/down arrows select dipswitch 3.
4. Using the center up/down arrows select bit 5.
5. Select [ON] for the DIP-SW.
6. Power the machine OFF/ON to exit the 25 mode.
Note: Bypass feed non-standard size selection determines whether the system detects the size of the paper in the bypass tray. If the setting is '1' (handle as non-standard), the size is not detected and copying is based on the maximum paper size.

Solution ID   TAUS0638889EN*   **Solution Usage**   1

Description
FK102, PLEASE CHECK FAX CONNECTION message when fax is selected.

Solution
CAUSE: The fax control board failed.

SOLUTION: Replace the fax control board (p/n 13NV-9010).

Solution ID   TAUS0639026EN*   **Solution Usage**   1

Description
J32-0 during copy mode.

Solution
CAUSE: PS3 paper exit mounting bracket was malformed.

SOLUTION: Reform PS3 mounting bracket.
Note: There is no part number for PS3 mounting bracket.

Solution ID   TAUS0640168EN*   **Solution Usage**   1

Description
What is the part number for the driving unit shaft that is associated with part number 31 (p/n 26NA15580) pictured on page 14 on the 7020/7030/7025 Parts Catalog?

Solution
Driving unit shaft (p/n 26NA15140).

Solution ID   TAUS0640344EN*   **Solution Usage**   1

Description
The first copy exited is light and all the rest are good.

Solution
CAUSE: The DCPS failed.

SOLUTION: Replace the DCPS (p/n 26NA84510).

Solution ID   TAUS0641709EN*   **Solution Usage**   1

Description
"Please remove paper from exit of machine" message after swapping the control board.

Solution
CAUSE: The PRMB from the original board was not swapped to the new board.

SOLUTION: Swap out the PRMB between the two boards.

Solution ID   TAUS0643115EN*   **Solution Usage**   1

Description
Intermittently F52-01 occurs during copy mode.

Solution

CAUSE: The DCPS failed.

SOLUTION: Replace the DCPS (p/n 26NA84511).

Solution ID   TAUS0648222EN*   **Solution Usage**   1

Description

How to clear the jam and SC period counters to monitor machine performance between calls.

Solution

To clear the jam and SC period counters, perform the following:
1. Access the 25 mode.
2. Touch [3. Collecting data] on the touchscreen.
3. Touch [2. Date count data] on the touchscreen.
4. Touch [Yes] on the touchscreen.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0651562EN*   **Solution Usage**   1

Description

Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

Solution

 The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download.
 Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

Solution ID   TAUS0652524EN*   **Solution Usage**   1

Description

FK101, how program the number of rings before the fax reception starts.

Solution

To program the number of rings before the fax reception starts, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [2. FAX] on the touchscreen.
5. Touch [Line parameter set] on the touchscreen.
6. Highlight [Num. of rings] on the touchscreen using the up/down arrows located on the right side of the touchscreen.
7. Repeatedly, touch [EDIT] on the touchscreen, until the desired number of rings is displayed on the touchscreen.
8. Touch [BACK] on the touchscreen.
9. Touch [BACK] on the touchscreen.
10. Touch [RETURN] on the touchscreen to return to the normal copy screen.

Solution ID   TAUS0652887EN*   **Solution Usage**   1

Description

What is required for scanning with an IP421?

Solution

The HD103 hard drive kit (PCUA 950231) and the KN303 network card (PCUA 950230) are required to use the scanning feature of the 7030/IP421. A TWAIN driver is supplied on the IP421 User CD which will allow scanning from any TWAIN-compliant application.

Solution ID   TAUS0608365EN*   **Solution Usage**   0

Description

7030 availability and features.

Solution

The 7030 was introduced in Info Source Dealer Bulletin #65-00 , dated June 12, 2000. See the Info Source bulletin for highlights and features.

7030

Solution ID   TAUS0609106EN*   **Solution Usage**   0

Description
What is the paper capacity of the main body exit tray?

Solution
The paper capacity of the main body paper tray is 100 sheets of 20lb. paper.

Solution ID   TAUS0609486EN*   **Solution Usage**   0

Description
FK101, cannot send a two sided fax.

Solution
CAUSE: The 2:2 or 2:1 mode was selected in the Copier mode.

SOLUTION: To specify two sided originals when faxing, perform the following:
1. Place the originals in the document feeder.
2. Press the FAX button.
3. Press SETTING.
4. Select either Two sided or Cover+ 2 sided.
5. Enter a fax number using the keypad.
6. Press START.

Solution ID   TAUS0609490EN*   **Solution Usage**   0

Description
FK101, how to send a cover page or scan an odd number of originals in book mode.

Solution
This product is not capable of scanning a cover page or an odd number of originals when faxing in book mode. To suggest enhancements to this, and future products, please contact Product Management at prodinfo@konicabt.com.

Solution ID   TAUS0609641EN*   **Solution Usage**   0

Description
Please Wait, Warming Up message or screen stays at the Konica screen.

Solution
CAUSE: The FK101 Fax Kit has failed.

SOLUTION: Replace the FK101 (Item# 950227) as needed.

Solution ID   TAUS0609786EN*   **Solution Usage**   0

Description
FK101, can two phone lines be connected to the fax kit for faxing?

Solution
The fax kit has only one phone line connection to allow the transmission and receiving of faxes.

Solution ID   TAUS0609890EN*   **Solution Usage**   0

Description
Can the 7030 be used as a printer without an IP011 or IP421 installed?

Solution
The IP011 or IP421 must be installed to use the model 7030 as a printer. The serial connector on the right side is for future KRDS use. The parallel connector on the right side is for the ISW interface.

Solution ID   TAUS0609892EN*   **Solution Usage**   0

Description
FK101, how to program the fax name (Fax ID) and telephone number.

Solution

To program the fax name and telephone number, perform the following:
1. Press Help/? Button
2. Press Key-Ope Mode button.
3. Press 2: Fax button.
4. Press FAX/ID name entry.
5. Enter the telephone number of the fax machine.
6. Press NAME and enter the desired name.
7. Press OK twice, BACK and then RETURN.

Solution ID   TAUS0609971EN*   **Solution Usage**   0

Description
With the Auto Start feature enabled, every time the platen cover is lifted, a copy is made whether a document is on the platen glass or not.

Solution
CAUSE: Platen APS is not enabled in the Key Operator Mode. This allows the auto start copy feature to scan with no document on the glass.

SOLUTION: To enable Platen APS, perform the following:
1. Enter the Key Operator Mode by pressing the HELP key and then pressing KEY-OPE MODE on the LCD in lower left hand corner.
2. Press SYSTEM/COPIER.
3. Press 12. MEMORY SWITCH.
4. Use the arrows on the right hand side to scroll to PLATEN APS.
5. Press EDIT to change to ON.
6. Press RETURN until the copy screen is seen.

Solution ID   TAUS0610009EN*   **Solution Usage**   0

Description
What are the two connectors on the right rear side used for?

Solution
The upper connector is a serial connector that is designated for future use in conjunction with KRDS. The lower connector is the ISW interface parallel connector.

Solution ID   TAUS0610012EN*   **Solution Usage**   0

Description
Loud squealing noise is being generated by the optics driving motor.

Solution
CAUSE: The optics drive motor (M2) has failed.

SOLUTION: Inspect the optics drive motor for proper alignment. Replace M2 (p/n 26NA80021) as necessary.

Solution ID   TAUS0610086EN*   **Solution Usage**   0

Description
Can the 7030 be used without a finisher installed?

Solution
A finisher does not need to be installed. Finishing options available are rotation group and rotation sort, providing 8.5x11 and 8.5x11R paper sizes are installed in the machine.

Solution ID   TAUS0610162EN*   **Solution Usage**   0

Description
Scratch on drum in direction of shaft.

Solution
CAUSE: Incorrect drum carriage and developing unit removal/ installation.

SOLUTION: To properly remove and install the drum carriage, perform the following:
1. Fully open the right side ADU door.
2. Fully open the conveyance unit (T/S corona unit is attached).
3. Unscrew and slide out the developing unit ensuring that it stays level until it is completely removed from the main body.

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a. Caution: Do not let the front side tip down while the rear portion still in the main body, this may damage the drum.
4. Unscrew and remove the drum carriage.
5. To properly reinstall, perform the above steps in reverse order.

Solution ID   TAUS0610173EN*   **Solution Usage**   0

Description

DF314, abnormal noise when feeding originals.

Solution

CAUSE: Conveyance belt tension is not adjusted correctly and belt tooth skip occurs.

SOLUTION: Adjust conveyance belt tension by performing the following:
1. Remove rear cover of DF314.
2. Loosen the tension screw on the right side of original reverse motor.
3. Driver reverse motor in 47 mode with the tension loosened.
    a. Select code 60 in 47 mode and press "*" to select multi-code.
    b. Select multi-code 2 (reverse motor CW) to rotate motor for 10 seconds.
    c. Select multi-code 3 (reverse motor CCW) to rotate motor for 10 seconds.
4. Tighten tension adjustment screw without moving the position.
5. Rotate motor in 47 mode again and ensure that the belt tooth skip does not occur.
6. Make duplex copies using 11x17 originals and confirm that the belt tooth skip does not occur.
7. Fit rear cover.

Solution ID   TAUS0610177EN*   **Solution Usage**   0

Description

Caution regarding running machine with ADU door open.

Solution

Making copies while bypassing the door interlocks will result in high voltage output from the output connector of the transfer/separation corona at the right front side. The machine should never be run with the ADU door open.

Furthermore, for conventional models, paper feed was checked by keeping the front door open and pressing the door interlock with a jig. However, for this model, even with the ADU door open, paper feed cannot be seen since the guide plate covers the drum surface. For this reason, and the above mentioned safety concerns, a door interlock jig is not provided for this model.
Note: See Safety Bulletin #58 for more information.

Solution ID   TAUS0610196EN*   **Solution Usage**   0

Description

Paper jams after feeding from paper tray.

Solution

CAUSE: Paper size indicator on paper tray does not match the paper size loaded in the tray. When loaded paper is larger than paper size indicator on tray, a paper jam will always occur.

SOLUTION: Set paper size indicator on paper tray to match the the paper size loaded in the tray.

Solution ID   TAUS0610327EN*   **Solution Usage**   0

Description

If the machine is set to a nonstandard paper size and a standard size original is placed in the DF314 for copying, will the machine select the correct paper size?

Solution

If standard and nonstandard paper sizes are installed in the machine, the correct size paper will be selected.
Note: Mixed originals cannot be used.

Solution ID   TAUS0610328EN*   **Solution Usage**   0

Description

DF314, ADD PAPER message. Paper has been loaded in the trays.

Solution

CAUSE: The side guides on the RADF have to be against the originals.

SOLUTION: The originals need to be the same size paper as what is installed in the paper trays.

Solution ID   TAUS0611295EN*   **Solution Usage**   0

Description
J97-1 when duplexing B5R paper.

Solution
CAUSE: When B5R sized paper is used, paper may enter the space between the guide plate/lower and guide plate/upper, causing a paper jam.

SOLUTION: To fill the space between the guide plate/upper and guide plate/lower, a conveyance sheet (p/n 26NA50990) has been newly established. To affix the new conveyance sheet, ribs from the guide plate lower have been eliminated. The new type guide plate/lower (p/n 26NA50811) must be used with the new conveyance sheet.

Solution ID   TAUS0611732EN*   **Solution Usage**   0

Description
What engine firmware is required for the 7020/7030 to support an IP421?

Solution
The Main CB system version should be at a minimum of level 27 and the Image should be at minimum level 24. The file names for the two (2) files on the Konica Web site are 7020-m27r.exe and 7020-i24r.exe.

Solution ID   TAUS0611932EN*   **Solution Usage**   0

Description
FK101, how to program two-sided fax receptions.

Solution
To enable two-sided receptions, perform the following:
1. Access the Key Operator Mode (press HELP, then touch Key Ope mode at the left front of touch screen and then enter Password if necessary).
2. Touch 2. FAX from the Key Operator Mode screen.
3. Select Tx/Rx mode set.
4. Select Reception output mode by pressing the down arrow on the right side of the touchscreen.
5. Edit the selection to display After all.
6. Press the down arrow in the lower left corner to display the next page.
7. Select 2sided reception and edit the selection to display ON.
8. Press BACK to return to normal operation mode.

Solution ID   TAUS0612976EN*   **Solution Usage**   0

Description
How to determine which IP unit is installed in the main body.

Solution
To determine if the IP011 is installed, perform the following:
1. Press Scanner/Printer button
2. Press Setting button on the touchscreen.
3. Press 1 on the touchscreen for [Settings].
4. Press 5 on the touchscreen for [Test Print].
5. Press 1 on the touchscreen for [Demo/Configuration] Page.
6. Press Copy button to return to standby mode.
7. The configuration page will read IP011 System Configuration.

To determine the IP421 is installed, perform the following:
1. Press Scanner/Printer button
2. Press Setting button on the touchscreen
3. Press 1 on the touchscreen for [Test Print Menu].
4. Press OK on the touchscreen.
5. Press 3 on the touchscreen for [Config Data].
6. Press OK on the touchscreen.
7. Press Copy button to return to standby mode.
8. The configuration page will read IP421 System Configuration.

Solution ID   TAUS0613130EN*   **Solution Usage**   0

Description

On a printer with a key counter, unable to print without installing the key counter into the receptacle.

Solution

CAUSE: Printing without a key counter is not enabled

SOLUTION: To allow printing when an external key counter is not inserted into the key counter receptacle, perform the following:
1. Press the HELP key.
2. Press the Key-Ope mode.
3. Select #3 for Printer.
4. Use the DOWN arrow to scroll to PRINT W/O key count.
5. Press EDIT to select Valid.
6. Press RETURN twice to return to normal operation.

Solution ID   TAUS0613132EN*   **Solution Usage**   0

Description

On a printer with a key counter, unable to scan without installing the key counter into the receptacle.

Solution

CAUSE: Scanning without a key counter is not enabled

SOLUTION: To allow scanning when an external key counter is not inserted into the key counter receptacle, perform the following:
1. Press the HELP key.
2. Press the Key-Ope mode.
3. Select #3 for Printer.
4. Use the DOWN arrow to scroll to SCAN W/O key count.
5. Press EDIT to select Valid.
6. Press RETURN twice to return to normal operation.

Solution ID   TAUS0613214EN*   **Solution Usage**   0

Description

FK101, how to determine the total page count of Transmitted or Received faxes

Solution

On the first page of the Management List in the section named Comm Count you will find the Total page counts listed as; FAX Tx page count (transmitted faxes) and FAX Rx page count (received faxes). To print the Management list, perform the following:
1. Turn the machine OFF.
2. Enter the 36 mode, (turn the machine ON, while pressing the 3 and 6 keys).
3. Select number 7, List Print.
4. Select number 4, Management List
5. Press Copy
6 Power Machine OFF/ON to exit the 36 mode..
Note: After page P.1 is printed you may press the Stop/Clear key to avoid printing the complete Management list.

Solution ID   TAUS0613342EN*   **Solution Usage**   0

Description

FK101, is the 7030/FK101 capable of receiving a fax when it is in the auto low power or auto shut-off modes?

Solution

The 7020/FK101 is able to receive faxes while in the auto low power or auto shut-off modes.

Solution ID   TAUS0613538EN*   **Solution Usage**   0

Description

How to verify the ECM password.

Solution

To verify the ECM password, 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 [5. Password Setting] on the touchscreen.
4. Touch [2. E.C.M master key code set] on the touchscreen.
5. Enter the number from touchscreen, as required.
6. Touch OK on the touchscreen.
7. Power the copier OFF/ON to exit the 25 mode.
Note: The ECM password is printed on pages 10 or 11 (with printer or fax options installed) of the management list.

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Solution ID   TAUS0613611EN*

Solution Usage   0

Description
Plain base (Item #950225) alignment pins are missing from the installation hardware.

Solution
If you have experienced this issue, please submit a new problem via the NSSG support web and E-mail the Engineering department at Heuserp@Konicabt.com with the name and address of your Konica dealership or Branch office to coordinate shipment of replacement alignment pins.

Solution ID   TAUS0613819EN*

Solution Usage   0

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. Press 1 on the touch screen (Software SW).
3. Scroll to switch 21-6 using the arrow keys on the touch pad.
4. Press ON.
5. Press the Return key on the touchpad.
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0614026EN*

Solution Usage   0

Description
Toner on the edges of copies, prints, and received faxes.

Solution
CAUSE: Toner adhering to the transfer guide plate due to a missing electrode spring (p/n 26NA26260).

SOLUTION: Replace the missing electrode spring. The spring makes an electrical connection between the electrode plate (p/n 26NA26250) and the transfer guide plate which is part of the transfer guide plate assembly (p/n 26NA-2610). The spring applies a voltage to the transfer guide plate which prevents toner from adhering to the guide plate.

Solution ID   TAUS0614210EN*

Solution Usage   0

Description
5.5x8.5R paper skewing.

Solution
CAUSE: 5.5x8.5R paper may be caught by the paper exit guide causing skewing.

SOLUTION: Two (2) Conveyance Guide Sheets (p/n 26NA51010) have been added to the Paper Exit Guide Cover. The Conveyance Guide Sheets are installed in machines with serial number 26PE00023 and above.
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   TAUS0614290EN*

Solution Usage   0

Description
New drum for the 7030.

Solution
The drum, item #950238, is no longer available for the 7020, 7025, and 7030. Please use Item #950253.
Note: This is the same drum for the 7035.

Solution ID   TAUS0614459EN*

Solution Usage   0

Description
DF314, original exit jams.

Solution

CAUSE: When thin originals are copied under low humidity environment, static electricity may be generated around the original, causing jamming.

SOLUTION: To neutralize the conveyance guide sheet, a conveyance neutralizing sheet (p/n 13GL4563) has been newly established and attached to the conveyance guide plate.   Install the conveyance neutralizing sheet as needed.
Note: The conveyance neutralizing sheet has been installed in DF314s with serial number 13GL67080 and above.

Solution ID   TAUS0614494EN*   **Solution Usage**   0

Description

Setup Checklist, 7030.

Solution

 7020/7025/7030/7035 Setup Checklist in Adobe* Acrobat* format .
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   TAUS0614920EN*   **Solution Usage**   0

Description

User's Manual, 7030.

Solution

 7030 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   TAUS0615088EN*   **Solution Usage**   0

Description

FK101, how to program the machine to print more than one copy of each received fax.

Solution

To program the machine to print more than one copy of a received fax, perform the following:
1. Ensure the machine is at level 32.0 firmware or later. Earlier firmware does not support this feature.
2. Access the key operator mode by pressing the HELP key and then touching [Key-Ope mode] on the help screen.
3. On the key operator screen, touch [#2 FAX].
4. Touch [Tx/Rx mode set].
5. Touch the down arrow to move to the next screen.
6. Use the down arrow on the right side of the touchscreen to highlight [Rx print quantity set].
7. Touch the EDIT selection until the quantity desired is displayed.
8. Once the desired quantity (1-10) is chosen, touch [BACK] twice then touch [RETURN] to return to normal operation.

Solution ID   TAUS0615314EN*   **Solution Usage**   0

Description

FK101, how to print out multiple sets of a received fax.

Solution

To setup 7030 to print multiple copies of received fax, perform the following:
1. From the Copier mode, press the HELP button.
2. On the LCD touch screen, select KEY-OP mode.
3. Press 2. FAX on the touchscreen.
4. Select TX/RX MODE SET on touchscreen.
5. Press [UP ARROW] on the right hand side of the touchscreen until RX PRINT QUANTITY SET is highlighted.
6. Press EDIT on touchscreen until desired quantity is reached.
7. Press BACK twice.
8. Press RETURN to revert to standby mode.

Solution ID   TAUS0615412EN*   **Solution Usage**   0

Description

How to program APPLICATION options.

Solution

To program APPLICATION options, perform the following:
1. From the normal Copier mode, press the HELP (?) button located to the right of the touch screen.
2. Press the KEY-OPE MODE located in the lower left corner of the touch screen.
3. Enter the 4-digit key operator passcode if prompted.
4. Select [1. System/Copier].
5. Select [14. Appli. Customize] to display the Application Customize Screen.
6. Select EDIT.
7. Select FILE EDIT or IMAGE EDIT.
8. In the File/ Image Edit Customize Screen, select (highlight) the application function key on the right of the touch screen and select ADD.
9. To cancel a selection made, select (highlight) the application on the left of the touch screen and select DEL.
10. Press OK to complete the settings.
11. Press [Return] on this screen and the next two screens to exit the key operator mode.

Solution ID   TAUS0615682EN*   **Solution Usage**   0

Description

Book Copy sets are stapled Incorrectly.

Solution

CAUSE: The steps to perform the Book Copy application are not being done in the correct order.

SOLUTION: To perform the Book Copy application steps in the correct order, perform the following:
1. Select [8.5x11[, [1-2] and [1.00%] lens.
2. Select Applications and then[Book Copy].
3. Select [Front Cover + full scan].
4. Press [OK] twice.
5. Select Output.
6. Touch [Staple set with 2 Position staple(s)] (icon should depict 8.5x11 with 2 staples on the left and 8.5x11R with two staples on the left as well).
7. Touch [OK] twice.
8. Place the original book with front cover face down on platen and touch [Scan].
8. Open original book and place on platen and touch [Scan] until all pages are scanned.
9. Press the Start print key.
Note: Refer to page 8-19 in the 7030 User's Guide .

Solution ID   TAUS0615733EN*   **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   TAUS0615776EN*   **Solution Usage**   0

Description

Cannot run L-detect adjustment.

Solution

CAUSE: A loss of 24V DC to the driver board due to an open F401 on the DC power supply.

SOLUTION: Verify 24V DC at CN2-1 on the DC power supply. If the voltage is not present, unplug the machine and remove F401 from the DC power supply and check the fuse. If open, replace F401 with a fuse of the same rating. F401 is located in the lower left corner of the DC power supply. There is no part

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number available for the fuse so, it must be obtained locally. The fuse is rated at 5A/125 volt.

Solution ID   TAUS0615808EN*   **Solution Usage**   0

Description
ADU door handle cover now available to prevent ADU lock claw damage.

Solution
A cover for the ADU door handle is now available to prevent the handle from being held open while closing the door, which in turn will help prevent the ADU lock claws from being damaged. See 7020/702577030/7035 Technical Bulletin #8 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   TAUS0616243EN*   **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   TAUS0616261EN*   **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   TAUS0616340EN*   **Solution Usage**   0

Description
Is the 7030 compatible with Unify*?

Solution
Unify is not compatible with the 7030.

* Trademark ownership information

Solution ID   TAUS0616761EN*   **Solution Usage**   0

Description
IP011, not recognized by mainbody. Unable to select Printer on the operation panel.

Solution
CAUSE: The printer has been isolated via software dipswitch 19-0.

SOLUTION: To enable the IP011, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Touch [1. Software SW] on the touchscreen.
3. Select software dipswitch #19 using the left up/down arrow(s).
4. Select the bit number of the switch using the middle up arrow to a 0.
5. Select OFF (0) to enable the IP-011.
6. Turn the copier OFF, then ON to exit the 25 mode.

Solution ID   TAUS0616904EN*   **Solution Usage**   0

Description

How to program the scanning Mixed Original mode as default at power up when an IP421 is installed.

Solution

Scanning application functions are retained until the AUTO RESET button is pressed while in scanner mode, or sub switch (SW2) or main switch (SW2) is powered OFF/ON.
Note: Job memory is only for copier mode functions.

Solution ID   TAUS0616944EN*   **Solution Usage**   0

Description

FK101, LAN hacking through fax line FAQs.

Solution

Listed below are some FAQs regarding LAN hacking through the fax line.
1. QUESTION: Is there any possibility that the LAN can be hacked through the fax line from the FK101 via the KN303/304?
ANSWER: The FK101 supports the fax protocols T4 and T30, but not the data transmission protocol. The FK101 cannot recognize data other than image data.

2. QUESTION: Does the FK101 support the data modem Function?
ANSWER: The FK101 supports the fax protocols T4 and T30 only.

3. QUESTION: Is it possible that the FK101 is recognized as a modem or network card on the LAN?
ANSWER: The FK101 is not recognized as a modem or network card by any operating system.

4. QUESTION: Does the FK101 support the TCP/IP* or IPX/SPX* protocols?
ANSWER: The FK101 only supports the fax protocols T4 and T30.

5. QUESTION: Does the FK101 accept data calls from an external line?
ANSWER: The FK101 only accepts fax image data.

6. QUESTION: The FK101 uses the adopt V34/V37ter that allows dial-up connection. Is there any possibility of hacking from this connection?
ANSWER: The FK101 uses the adopt V34/V37ter as the modulation method. The FK101 itself does not support the data transmission protocol; therefore there is no possibility of hacking. For the communication protocol the FK101 supports only the T4 and T30 protocols.

* Trademark ownership information

Solution ID   TAUS0617051EN*   **Solution Usage**   0

Description

Konica Environmental Declaration, 7030.

Solution

 Konica Environmental Declaration for the 7030
Note: To view the link, Microsoft* Excel must be installed.

* Trademark ownership information

Solution ID   TAUS0617311EN*   **Solution Usage**   0

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   TAUS0617539EN*   **Solution Usage**   0

Description

The ADU door may not completely close without releasing the open/close knob.

Solution

CAUSE: The ADU door may not completely close without releasing the open/close knob.

SOLUTION: To improve operability when the ADU door is closed, the open/close knob and shape of the shaft has been changed in manufacturing. This change will allow the ADU door to close completely without having to release the open/close knob. The old style open/close knob (p/n 26NA50091) is fixed to the shaft with a screw, the new style open/close knob (p/n 26NA51110) is fixed the shaft with an E-ring. The old style and new style open/close knobs are not interchangeable due to the change in shape of the shaft.

Solution ID   TAUS0617666EN*   **Solution Usage**   0

Description

Poor scanning quality.

Solution

CAUSE: The scanner dpi setting is set to 200dpi.

SOLUTION: Change the scanner dpi setting in the Key Operator Mode. To change the scanner dpi setting, perfomr the following:
1. Power off the machine.
2. Hold down the Help button while powering the machine On.
3. Enter the Key Operator password (if required).
4. Select number 3, Printer.
5. Scroll down to Scan Quality.
6. Select Edit until the desired dpi setting is selected (200dpi/300dpi/400dpi/600dpi).
7. Power the machine Off/On to exit the Key Operator Mode.

Solution ID   TAUS0617973EN*   **Solution Usage**   0

Description

How to perform an E-RDH memory check.

Solution

To perform an E-RDH memory check, perform the following:
1. Turn the machine OFF.
2. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
3. Enter [198] ('198-00' will appear in the message display).
4. Press the [START] button. The system begins executing a memory check. 'NOW' will be displayed while the memory check is in progress. 'OK' will be displayed if all the memory is operating properly.
5. To end the check, press [STOP/CLEAR].
6. Power the copier OFF/ON to exit the 47 mode.

Solution ID   TAUS0617979EN*   **Solution Usage**   0

Description

How to enable or disable the protocol trace list (Protocol Auto Print).

Solution

To enable or disable the protocol trace list, perform the following:
1. Press the [HELP] key.
2. Press [KEY-OPE MODE] on the touchscreen.
3. Press [2. FAX] on the touchscreen.
4. Enter 9272 for the service mode password.
5. Press [SPECIAL KEY].
6. Press [OK].
7. Press [FUNCTION PARAMETER SETTING].
8. Press [LIST OUTPUT MODE].
9. Press [DOWN ARROW] until 'Protocol auto print' is highlighted.
10. Press [EDIT]] to toggle one of the desired setting: OFF, Always or Only Error.
11. Press [BACK] three times.
12. Press [CANCEL] .
13. Press [BACK].
14. Press [RETURN] to return to standby mode.

Solution ID   TAUS0618081EN*   **Solution Usage**   0

Description

FK101, how to arrange the abbreviated dial numbers in alphabetical order in the ABBR Select screen.

Solution

Abbreviated dial numbers can not be arranged in alphabetical order in the ABBR Select screen. The listing is in order of the ABBR number.

Solution ID   TAUS0618149EN*   **Solution Usage**   0

Description
Drive belt tension roller parts change.

Solution
A manufacturing change has been made to the belt tension roller and the roller installation shaft. The current and new style parts cannot be mixed. The old style belt tension roller (p/n 540015162) sits on a stepped installation shaft. The new style belt tension roller (p/n 26NA17610) sits on a straight installation shaft. The roller installation shaft is not a spare part.
Notes:
1. When replacing the belt tension roller, check the shape of the roller installation shaft and use the appropriate belt tension roller.
2. Machines at or above serial number 26PE14239 are equipped with the new style parts.

Solution ID   TAUS0618260EN*   **Solution Usage**   0

Description
Part number for the toner collect screw.

Solution
The part number for the toner collect screw is p/n 26NA20070.
Note: This part number is not listed in the Parts Catalog.

Solution ID   TAUS0618265EN*   **Solution Usage**   0

Description
DF314, the White Chart used for the RADF original scanning density adjustment is missing at machine setup.

Solution
CAUSE: The White Chart is no longer included with the DF314.

SOLUTION: The White Chart is a spare part (p/n 13GL97100) and can be purchased as necessary. The White chart is a necessary test chart when performing the RADF original scanning density adjustment. Order the White chart as a spare part and reuse it if it is not damaged or dirty.

Solution ID   TAUS0618443EN*   **Solution Usage**   0

Description
Light or faded images.

Solution
CAUSE: Regulating seals are missing or worn.

SOLUTION: Replace worn regulating seals (p/n 26NA73800).

Solution ID   TAUS0618462EN*   **Solution Usage**   0

Description
How to receive a confirmation that the PC/fax job was transmitted properly.

Solution
CAUSE: The FK101 will not sent a confirmation back to the PC once a transmission takes place. When using PC/fax, the job is sent as a print job. Once the job is sent to FK101 from the IP421, communication between the two units ceases.

SOLUTION: The TX report will have to be printed to obtain verification of successful transmission. To print out the fax report perform the following procedure:
1. If not in the fax mode press the FAX MODE key.
2. Press the APPLICATION key.
3. Press LIST PRINT.
4. Press TX report from the displayed items.
5. After making the selection press PRINT.
6. Press BACK to return to normal fax mode.

Solution ID   TAUS0618481EN*   **Solution Usage**   0

Description

FK101, how to print all compulsory (confidential) received faxes at one time

Solution

The compulsory received faxes can only be printed or deleted one at a time.

Solution ID   TAUS0618604EN*   **Solution Usage**   0

Description

FK101, what time of day does the Communication Journal print when programmed to print 'daily'?

Solution

The Communication Journal will print at 9:00 AM when programmed to print 'daily'.

Solution ID   TAUS0618852EN*   **Solution Usage**   0

Description

A manufacturing parts change has been made to the paper size detection sensor (PS20) in the bypass tray.

Solution

The manufacturing parts change was made to use the paper size detection sensor (PS20) in common with other models. The old type and new type parts are not interchangeable and cannot be mixed. When replacing any of the old type parts with the new type, ensure that you replace all of the old type parts to the new type.
The old type parts are:
1. Manual feed tray/upper (p/n 26NA42170)
2. By-pass feed detecting wiring (p/n 26NA90450)
3. Photo sensor (PS20) (p/n 55WA85520)
The new type parts are:
1. Manual feed tray/upper (p/n 26NA42171)
2. By-pass feed detecting wiring (p/n 26NA90451)
3. Photo sensor (PS20) (p/n 08AA85510)
4. Paper detecting actuator assembly (p/n 26NA-4330)
Note: When installing the new type parts you will need 2 B-tight screws (p/n 00Z253081) and 2 E-rings (p/n 00Z670206).

Solution ID   TAUS0619028EN*   **Solution Usage**   0

Description

Copies are enlarged front-to-rear. Prints and internal test charts print correctly.

Solution

CAUSE: Incorrect CCD unit position.

SOLUTION: Check the CCD unit position and adjust as necessary. To check the CCD unit position perform the following:
1. Power the machine OFF.
2. Remove the original glass.
3. Remove the scanner driver board cover.
4. Remove ribbon cable cover.
5. Remove the lens shield cover.
6. Ensure that the CCD unit is mounted to its mounting bracket and is properly sitting in its positioning tabs.
7. Measure from the ends of the CCD unit mounting plate to the frame (right side) of the machine. Ensure that each end (front and rear) of the CCD unit mounting plate measures 130mm to the machine frame.
8. Reassemble in the opposite sequence.

Solution ID   TAUS0619034EN*   **Solution Usage**   0

Description

DF314, blur on the lead edge of copies fed through the RADF.

Solution

CAUSE: Incorrect RADF height adjustment.

SOLUTION: Perform the RADF height adjustment. To adjust the RADF height, perform the following:
1. Open the RADF Open-close cover.
2. Locate the RADF height adjustment indicator.
3. Turn the RADF height adjustment screw (located above the left hinge) until the RADF height adjustment indicator points to the middle scribe line.
4. Close the Open-close cover.
5. Open and close the document feeder several times.
6. Confirm that the RADF height adjustment indicator is pointing to the middle scribe line.

SPECIAL NOTE: Solution provided by Jim Wood, KBT Orlando.

Solution ID   TAUS0619044EN*   **Solution Usage**   0

Description

Front-to-rear zoning varies when copying from the platen glass, document feeder and internal test charts.

Solution

CAUSE: Incorrect position of the universal tray side guides.

SOLUTION: To properly load paper in the universal trays perform the following:
1. Withdraw the paper tray.
2. Stack the paper with the curl side up.
3. While pressing the release knob, move the side guide plate against the paper.
4. Push the paper tray until it locks into place.
Notes:
1. Do not load paper above the red line on the side guide plate.
2. Be sure that the rear paper guide plate is correctly positioned according to the paper size loaded, otherwise machine trouble may occur.

SPECIAL NOTE: Solution provided by Jim Wood, KBT Orlando.

Solution ID   TAUS0619187EN*   **Solution Usage**   0

Description

Black speckled lines varying in intensity on scans and copies from the platen glass. Internal test charts print fine.

Solution

CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26PA-9303).

Solution ID   TAUS0619245EN*   **Solution Usage**   0

Description

FK102, Memory Overflow message with a FL102 (dual line option) installed.

Solution

CAUSE: The fax file size has exceeded the available memory.

SOLUTION: When the FL102 is installed in the FK102, the fax transmission data is restricted to 5.6MB (even when the ERDH memory has been expanded to 64MB and the fax file size set to 16MB).

Solution ID   TAUS0619311EN*   **Solution Usage**   0

Description

FK101, how to send a two-sided fax.

Solution

To fax two-sided originals, perform the following:
1. Enter the Fax Mode by pressing the FAX button.
2. Place the original in the document feeder.
3. Enter the fax number you wish to send to.
4. Press Setting on the LCD.
5. In the lower left-hand corner will be the selection for Cover and Two-sided, Two-Sided and One-sided. Choose desired setting.
6. Press Start to send the fax.

Solution ID   TAUS0619332EN*   **Solution Usage**   0

Description

DB209, J92-0 when copying curled paper.

Solution

CAUSE: When paper with a large curl if fed from the DB209, the paper may touch the rib of the Guide part/Middle, resulting in a jam (J92-0).

SOLUTION: Mylar guide sheets have been established that can be installed on Guide part/Middle (p/n 13HA-1130) that aid in paper feeding.   Install two (2) guide sheet/3 mylars (p/n 13HA10560) if these errors occur . Applicable machine serial number are 13GU09718 onwards.

Solution ID   TAUS0619360EN*

Solution Usage   0

Description
Part number information for the fixing sensor mounting bracket(s) not listed in the Parts Catalog.

Solution
Fixing sensor mounting bracket (p/n 26NA53150).

Solution ID   TAUS0619459EN*

Solution Usage   0

Description
FK102, E86-04 error when receiving.

Solution
CAUSE: After receiving a dial-in telephone call, the external TEL was off-hooked, and a R79 error occurred on the next data reception. This problem has been recognized with FK 102 firmware level 10 and 11.

SOLUTION: Upgrade FK102 firmware to level 12.

Solution ID   TAUS0619468EN*

Solution Usage   0

Description
FK102, R77 error when receiving JBIG files.

Solution
CAUSE: The process for reception data completes before the page end command is received. This problem has been identified with FK102 firmware level 11.

SOLUTION: Upgrade the FK102 firmware to level 12.
Note: With the FL102 installed, data is always processed after data reception is complete, therefore, the above failure will not occur with a FL102 installed.

Solution ID   TAUS0619481EN*

Solution Usage   0

Description
FK102, when entering Abbr. data, there is no Abbr. [Ext line] key function as described in the Instruction Manual.

Solution
CAUSE: With the addition of dual line fax support (FL102) for the FK102, the Abbr. [Ext line] key function has been removed.

SOLUTION: To add an external line code to an Abbr. number, manually add the external line code to the Abbr. data.

Solution ID   TAUS0619511EN*

Solution Usage   0

Description
FK102, the machine keeps ringing without reception or reception starts but soon disconnects.

Solution
CAUSE: The PBX phone system is using a specific ring pattern that is different from PSTN.

SOLUTION: Though this problem is caused by the PBX system issuing a specific ring, the problem is avoidable by changing the reception condition settings.
To change the reception condition settings, perform the following:
1. Enter the [Key Operator mode].
2. Select [Fax].
3. Select [Line Parameter Set].
4. Using the [DOWN ARROW] on the touch screen, scroll down until [Number of rings] is highlighted.
5. Using the [EDIT] key, change the setting to (0).
6. Press the [BACK] key.
7. Select [Special Set].
8. Enter the passcode (9272).
9. Select [Function Parameter Setting].
10. Select [Network].
11. [RCV Signal Detect Mode] will be highlighted.
12. Using the [EDIT] key, change the setting to (Time).
13. Using the [DOWN ARROW] on the touch screen, scroll down until [RCV Signal Detect Time] is highlighted.
14. Using the [EDIT] key, change the setting to (6 sec).
15. Power the machine OFF/ON.

Solution ID   TAUS0619661EN*   **Solution Usage**   0

Description

PLEASE LOAD 8.5x11, NORMAL PAPER message when printing. 8.5x11 paper is loaded and when selected, READY TO RESTART, PRESS FORMFEED TO FORCE PRINTING is displayed.

Solution

CAUSE: ATS/APS is disabled in the Key Operator mode.

SOLUTION: To enable ATS/APS, perform the following:
1. Power the copier ON.
2. Press the [HELP] key.
3. Touch [Key-Ope mode] on the touchscreen.
4. Touch [1. System/copier] on the touchscreen.
5. Touch the down-arrow located on the lower left corner of the touchscreen.
6. Touch [12. Memory SW] on the touchscreen.
7. Touch the down-arrow located on the right side of the touchscreen five (5) times [Auto tray switch] will be highlighted. Repeatedly, touch [EDIT] until [ON] is displayed as the setting selection.
8. Touch the down-arrow on the right side of the touchscreen three (3) times [ATS/APS (Bypass)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for the bypass), or [OFF] (ATS/APS disabled for the bypass) as desired by the customer.
9. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 1)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 1).
10. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 2)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 2).
11. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 3)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 3).
12. Touch the down-arrow on the right side of the touchscreen [ATS/APS SW(Tray 4)] will be highlighted. Repeatedly, touch [EDIT] until the setting selection displayed is [ON] (ATS/APS enabled for Tray 4).
13. Touch [RETURN] three (3) times to return to the normal copy mode.

SPECIAL NOTE: Solution provided by Wayne Winters, Caltronics Business Systems

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Solution ID   TAUS0619693EN*   **Solution Usage**   0

Description

'PLEASE INSERT KEY COUNTER' message is displayed when printing with a key counter installed.

Solution

CAUSE: Software switch 17-3 (host printing cannot be performed when a key counter is installed) is enabled.

SOLUTION: Disable software switch 17-3 (host printing cannot be performed when a key counter is installed). To disable software switch 17-3 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 [1. SOFTWARE SW].
4. Using the up/down arrows, scroll to software switch 17-3.
5. Select OFF.
6. Power the copier OFF/ON to return to normal copy mode.

Solution ID   TAUS0619698EN*   **Solution Usage**   0

Description

'PRINTING IS PROHIBITED' message and the print job is aborted.

Solution

CAUSE: Software switch 17-3 (host printing cannot be performed when a key counter is installed) is enabled with no key counter installed.

SOLUTION: Disable software switch 17-3 (host printing cannot be performed when a key counter is installed). To disable software switch 17-3 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 [1. SOFTWARE SW].
4. Using the up/down arrows, scroll to software switch 17-3.
5. Select OFF.
6. Power the copier OFF/ON to return to normal copy mode.

Solution ID   TAUS0619727EN*   **Solution Usage**   0

Description

PC-FAX Tx Error Report is not displayed in the Report Output Set menu in the Key Operator Mode.

Solution

CAUSE: Hard disk (HDD-103) has not been installed. PC-FAX Tx Error Report can only be generated with a HDD installed.

SOLUTION: Install HDD-103 (PCUA # 950231).

Solution ID   TAUS0619763EN*

Description

FK102, how to program the machine so that the FAX screen is displayed at power up.

Solution

To program the machine so that the FAX screen is displayed at power up, perform the following:
1. Select copy mode and press the help key.
2. Select Key-Ope Mode.
3. Enter 4 digit key operator password (if necessary).
4. Select FAX.
5. Select Fax screen set
6. Using the up/down arrows, scroll down until Fax screen first is highlighted.
7. Press edit on the touchscreen unit ON is selected.
8. Power the machine OFF/ON.

Solution ID   TAUS0619858EN*

Description

FS107, J20-6 intermittently when making copies.

Solution

CAUSE: The finisher front door is opening during copying. The door actuator is not properly contacting the interlock switch.

SOLUTION: Repair or reform door actuator. Repair or replace the interlock switch (p/n 12QR86010) as needed.

Solution ID   TAUS0619970EN*

Description

FK101, how to disable the Yes/No message for the TCR when sending a fax.

Solution

To disable the TCR message Yes/No to print, perform the following:
1. Press ? (HELP) button.
2. Press Key-Ope button on the touchscreen.
3. Enter key operator passcode, if required.
4. Press FAX button on the touchscreen .
5. Press Report Output Set
6. Press the left side bottom down arrow once.
7. Press the right side down arrow twice, till you see TX results report select ON.
8. Press Edit to OFF.
7. Press Back button twice.
8. Press Return.

Solution ID   TAUS0619971EN*

Description

FK102, how to disable the Yes/No message for the TCR when sending a fax.

Solution

To disable the TCR message Yes/No to print, perform the following:
1. Press ? (HELP) button.
2. Press Key-Ope button on the touchscreen.
3. Enter key operator passcode, if required.
4. Press FAX button on the touchscreen .
5. Press Report Output Set
6. Press the left side bottom down arrow once.
7. Press the right side down arrow twice, till you see Tx results report select ON.
8. Press Edit to OFF.
7. Press Back button twice.

---

8. Press Return.

Solution ID   TAUS0620142EN*

Solution Usage   0

Description
FS107, stapler cartridge lever (green release) part number.

Solution
The stapler cartridge lever (p/n 120H99010) is not listed in the Parts Catalog..

Solution ID   TAUS0620187EN*

Solution Usage   0

Description
ISW Trns utility compatibility.

Solution
The ISW utility is compatible with the following PC operating systems: Microsoft* Windows 95/98, Windows ME, Windows NT4.0, Windows 2000 and Windows XP.

* Trademark ownership information

Solution ID   TAUS0620309EN*

Solution Usage   0

Description
Unable to use the Interrupt button on the operation panel or RESERVE on the LCD.

Solution
CAUSE: Incorrect software dipswitch setting in the 25 mode.

SOLUTION: To verify 25 mode software dipswitch settings, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select [1. SOFTWARE SW].
3. Using the up/down arrows, scroll to software switch 4-6.
4. Select OFF.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0620480EN*

Solution Usage   0

Description
IP421, not recognized by the main body.

Solution
CAUSE: The IP421 has been disabled by the faulty part isolation setting in the 25 mode.

SOLUTION: To enable the IP421, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
3. Select option [1. SOFTWARE SWITCH].
4. Scroll to dipswitch 19-0.
5. Set to 0 by selecting OFF.
6. Power the copier OFF/ON using SW1 (Main power switch) to return to normal copy mode.

Solution ID   TAUS0620724EN*

Solution Usage   0

Description
DF314, display continuously changing between 'PLEASE LOAD 8.5x11' and 'PLEASE LOAD 11x17' paper sizes. The operation panel also appears to be locked up when an 8.5x11 paper is placed in the feed tray.

Solution
CAUSE: The lighting above the DF314 is adversely affecting the operation of PS306 (original detect PS), which is used to detect 11x17 originals.

SOLUTION: Relocate the machine to a place where the lighting is more stable.

Solution ID   TAUS0620853EN*

Solution Usage   0

Description

FK102, faxes are printed backwards and with the characters reversed.

Solution

CAUSE: Firmware incompatibility between the FK102 and the main body.

SOLUTION: Upgrade the Main Body firmware to level 33 and Image firmware to level 32.
Note: The latest firmware is available at [[http://www.konicabt.com/konicode/PubBrowser/eproms| URL http://www.konicabt.com/konicode/PubBrowser/eproms]].

SPECIAL NOTE: Solution provided by Michael McFarling, Caltronics Business Systems.

Solution ID   TAUS0621227EN*   **Solution Usage**   0

Description

Operation panel is locked-up.

Solution

CAUSE: A florescent light over the machine has failed or is flickering causing the RADF original size detection sensors (PS306 and PS307) to lock-up the operation panel.

SOLUTION: Turn the florescent light over the machine OFF or reposition the machine. Reset the machine by powering it OFF/ON.

Solution ID   TAUS0621244EN*   **Solution Usage**   0

Description

Change of fixing plate and support shaft.

Solution

 See Mod Notice #M20020213A0 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   TAUS0621267EN*   **Solution Usage**   0

Description

FK101, how to send more than 50 originals (the limit of the RADF).

Solution

To send more than 50 originals, perform the following:
1. Depress the fax button on the operation panel.
2. Place the first stack of originals in the RADF.
3. Enter the destination fax number.
4. Press the scan button on the fax touch screen.
5. If more originals need to be sent, reload the RADF and press scan again.
6. When all originals have been scanned press the start button to send.

Solution ID   TAUS0621281EN*   **Solution Usage**   0

Description

FK102, how to send more than 50 originals (the limit of the RADF).

Solution

To send more than 50 originals, perform the following:
1. Depress the fax button on the operation panel.
2. Place the first stack of originals in the RADF.
3. Enter the destination fax number.
4. Press the scan button on the fax touch screen.
5. If more originals need to be sent, reload the RADF and press scan again.
6. When all originals have been scanned press the start button to send.

Solution ID   TAUS0621314EN*   **Solution Usage**   0

Description

MSDS (Material Safety Data Sheets) Information, 7030.

Solution

 Developer MSDS .
 Drum MSDS .
 Toner MSDS .
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   TAUS0621337EN*   **Solution Usage**   0

Description
Key Counter now available as an Item Number.

Solution

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

* Trademark ownership information

Solution ID   TAUS0621356EN*   **Solution Usage**   0

Description
FS107, J72-16 when feeding 5.5x8.5R paper.

Solution
CAUSE: When using 5.5x8.5R paper, the edge of the paper may touch the rib of the conveyance open/close plate causing a jam.

SOLUTION: To prevent the 5.5x8.5R paper from jamming, conveyance guide sheet/A (p/n 13GQ45940) has been newly established. Install the conveyance guide sheet/A as needed.

Solution ID   TAUS0621417EN*   **Solution Usage**   0

Description
Developer spewing from the developer unit.

Solution
CAUSE: The drum counter has not been reset after replacing the drum.

SOLUTION: Ensure that the drum is replaced every 200,000 copies or prints, and that the drum counter is reset each time the drum is replaced. To reset the drum counter perform the following:
1. Access the 36 mode (power the copier ON, while pressing the 3 and 6 keys).
2. Select Counter clear.
3. Select Drum counter.
4. Select YES.
5. Power the copier OFF/ON to return to normal copy mode.

Solution ID   TAUS0621471EN*   **Solution Usage**   0

Description
DF314, parts changes.

Solution
CAUSE: There have been minor changes made during production of the DF314.

SOLUTION: A DF314 Parts Catalog, 3rd Edition, September 2002 is available on the KBT web site that contains the latest changes.
Notes:
1. At this time a serial number cut in, and parts reference comparison is not available.
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

Solution ID   TAUS0621622EN*

Solution Usage   0

Description
Peripheral and Accessory Reference List.

Solution
See Technical Operations Bulletin #A2 D3 (Peripheral and Accessory Reference List) 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   TAUS0621669EN*

Solution Usage   0

Description
DF314, code J63-02 with paper jamming at the exit of DF314.

Solution
CAUSE: The paper exit detecting spring has weakened and does not allow exit actuator/2 to properly flag PS303 (original exit photosensor).

SOLUTION: Replace the paper exit detecting spring (p/n 13GL46680) as needed.
SPECIAL NOTE: Solution provided by Bill England, Albin Business Centers.

Solution ID   TAUS0621719EN*

Solution Usage   0

Description
What is the part number for the ADU door lock shaft?

Solution
The part number for the ADU door lock shaft is 26NA50100.

Solution ID   TAUS0621791EN*

Solution Usage   0

Description
F10-1 at power up (failure in serial communication between the PRDB and main CB). ICP 1 (5V DC) on the PRDB has not failed.

Solution
CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26PA-9303).

Solution ID   TAUS0622101EN*

Solution Usage   0

Description
The hard counter does not work.

Solution
CAUSE: The SCDB has failed.

SOLUTION: To check the SCDB, perform the following:
1. Access the 47 mode (power the machine ON whole holding down on the 4 and 7 keys), output code 43.
2. Press the print button and watch for a change at the total counter.
3. If there is no change of state, using a volt meter check for 24V DC at CN66-6 of the SCDB.
5. If there is no 24V DC at CN66-6 replace the SCDB (p/n 26WA-9050).

Solution ID   TAUS0622189EN*

Solution Usage   0

Description
DB409, intermittent J82.

Solution
CAUSE: The actuator for jam detect 2 photosensor (PS105) is out of position and sticking on the clear plastic paper guide numbered 7.

SOLUTION: Reposition the actuator on PS105 to prevent it from contacting the paper guide.

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Solution ID TAUS0622191EN* **Solution Usage** 0

Description
DB410, intermittent J82.

Solution
CAUSE: The actuator for jam detect 2 photosensor (PS105) is out of position and sticking on the clear plastic paper guide numbered 7.

SOLUTION: Reposition the actuator on PS105 to prevent it from contacting the paper guide.

Solution ID TAUS0622416EN* **Solution Usage** 0

Description
How to manually set the copy density lighter or darker.

Solution
To manually set the density lighter or darker, perform the following:
1. Access the Key-ope mode (press the HELP button, and select the Key-Ope mode in the lower left corner of the touchscreen).
2. Scroll to [12. Memory SW].
3. Scroll to AUTO/RESET effect, and press [EDIT] to change the setting to Initial Setting.
4. Press [RETURN] to return to the main menu.
5. Press [2. Copier Initial].
6. Press [2. Density].
7. Press the desired Lighter or Darker setting, and press [OK]
8. Press [RETURN] three times to return to the main copy screen.

Solution ID TAUS0622435EN* **Solution Usage** 0

Description
F23-1 at power up.

Solution
CAUSE: The PCL connector is disconnected or the PCL has failed.

SOLUTION: Ensure the PCL connector is connected or replace the PCL (p/n 26NA-2510).

Solution ID TAUS0622507EN* **Solution Usage** 0

Description
Partial light or faded copies (from lead-to-trail edge), prints and internal test charts are normal density.

Solution
CAUSE: Failed write unit.

SOLUTION: Replace the write unit (p/n 26NA-6503).
Note: Before replacing the write unit, ensure that the drum, developer, charge corona, and T/S corona have been cleaned, replaced or determined to be working properly.

Solution ID TAUS0622519EN* **Solution Usage** 0

Description
FK101, how to set the FK101 to receive all incoming fax sizes onto 8.5x11 size paper.

Solution
The Rx paper selection setting needs to be set to 8.5x11 fixed. To set the Rx paper selection setting, perform the following:
1. Select copy mode and press the help key.
2. Select Key-Ope Mode.
3. Enter 4 digit key operator password (if necessary).
4. Select Fax.
5. Select Tx/Rx Mode Set.
6. Using the scroll down arrows, scroll down until Rx Paper Selection is highlighted.
7. Press edit until 8.5x11 fixed is displayed.
8. Power the machine OFF/ON.

Solution ID TAUS0622573EN* **Solution Usage** 0

Description

Jamming or varying lead edge from all paper trays.

Solution

CAUSE: Worn or dirty resist clutch.

SOLUTION: Replace the resist clutch (p/n 26NA82010).

Solution ID   TAUS0622580EN*   **Solution Usage**   0

Description

Jamming from all paper trays.

Solution

CAUSE: No 24V DC to the resist (loop) clutch (p/n 26NA82010) due to a failed ICP11 on the PRDB.

SOLUTION: Check ICP11 for 24V DC and replace the PRDB (p/n 26NA-9022) as necessary.

Solution ID   TAUS0622697EN*   **Solution Usage**   0

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]]. When installed, this driver will replace the currently installed TWAIN driver on the Microsoft* Windows workstation.

 Trademark ownership information

Solution ID   TAUS0622772EN*   **Solution Usage**   0

Description

The scanner slams into the right side of the machine, when using the book copy mode or when pre scanning an 11x17 original.

Solution

CAUSE: The drum clock was set to -20, causing the scanner to extend its pre scan range.

SOLUTION: Adjust the drum clock to the positive side of zero.
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   TAUS0622842EN*   **Solution Usage**   0

Description

Microsoft* Windows 2003 Server printer driver support, 7030.

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://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home]] section on the public web site or the [[Konica Minolta FTP site| URL ftp://kbtdigital: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]]

* Trademark ownership information

Solution ID   TAUS0622892EN*   **Solution Usage**   0

Description

How to add toner, 7030

Solution

To add toner, perform the following:
1. Open the machine front door. Unlock and open the toner bottle cover.
2. Withdraw the toner bottle, and then turn it clockwise to position the (up arrow) mark at the top.
3. Fully withdraw the toner bottle strait toward the front and remove the bottle.
4. Remove the cap of the new toner bottle.
5. Insert the new toner bottle into the machine, positioning the (up arrow) mark at the top.
Note: Be sure the (up arrow) mark on the toner bottle is shown on the top; otherwise the toner bottle cannot be set properly.
6. Close and lock the toner bottle cover then close the machine front door.
Note: The toner bottle cover cannot be locked if the toner bottle is not set in place.

 See the 7020/7025/7030/7035 User's Manual, pages 12-6 to 12-7 for information on 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   TAUS0623054EN*   **Solution Usage**   0

Description

Safety label regarding clearing fixing unit jam.

Solution

To prevent injury when clearing a fusing unit paper jam, two safety labels (a caution and arrow label) are available that warn the operator of the high temperature area of the fusing unit. The caution label provides notice of the high temperature area and the arrow label identifies the area of concern. Both labels must be applied as shown in Safety Bulletin #64a .
Notes:
1. [[Link for internal use only| RUN v:\PDFfiles\AcroRd32.exe v:\PDFfiles\internal_link008.pdf]]
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

Solution ID   TAUS0623448EN*   **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 dipswitches 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]]

* Trademark ownership information

Solution ID   TAUS0623473EN*   **Solution Usage**   0

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 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   TAUS0623585EN*   **Solution Usage**   0

Description

When setting mixed original mode to default ON at power up, PLEASE CLOSE RADF UNIT message is displayed when the RADF is raised for scanning or platen copying.

Solution

CAUSE: Software dipswitch 11-0 is OFF.

SOLUTION: Set Software dipswitch 11-0 ON. To set software dipswitch 11-0, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select SOFTWARE SW.
3. Using the up/down arrows, scroll to software switch 11-0.
4. Select ON.
5. Power the copier OFF/ON to return to normal copy mode.

Solution ID   TAUS0623626EN*   **Solution Usage**   0

Description

Dust proof cover for Lower Paper Feed Unit now available.

Solution

To shield the torque limiters of the double feed prevention rollers located in the lower paper feed unit from dust that drops from above, a dust proof cover (mylar sheet) is now affixed to the lower paper feed (PF) unit frame, directly above the double feed (DF) prevention mechanism. See 7020/7022/7025/7030/7035/7130/7135 Technical Bulletin #14 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   TAUS0623691EN*   **Solution Usage**   0

Description

The paper size detection dials are not registering the correct paper sizes on the operation panel.

Solution

CAUSE: Corrupt data in the NOVRAM.

SOLUTION: Reinitialize the NOVRAM. To reinitialize the NOVRAM, perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 9, 2, press the START key and then the STOP/CLEAR key.
8. Enter 0, 9, 6, press the START key and then the STOP/CLEAR key.
9. Enter 0, 9, 3, and press the START key.
10. Power the machine OFF/ON.

Solution ID   TAUS0623740EN*   **Solution Usage**   0

Description

Unable to copy from the platen. A constant 'Align Original on RADF Unit' message is displayed.

Solution

CAUSE: PS304 (RADF open/close detect PS) is continuously being actuated.

SOLUTION: Inspect PS304 actuator for any obstructions (i.e. tape, sticky notes, etc.).

Solution ID   TAUS0623886EN*   **Solution Usage**   0

Description

DF314, Paper feed tray shape change.

Solution

 See DF314 Technical Bulletin #2 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   TAUS0624168EN*   **Solution Usage**   0

Description

How to copy a two sided, small size original (i.e., check, insurance card, identification card, etc.) onto the same side of a copy.

Solution

To copy a two sided, small size original onto a one side copy, perform the following:
1. Press the Application button.
2. Select Combination and 2 to 1, then press OK
3. The application selection screen should be displayed again, this time select Store Mode and then press OK.
4. Place your two side original on the upper left side of the platen and close the RADF.
5. Select the paper you want on it and any other adjustment you need including the Resolution (change it from the default of 64% to 100%).
6. Press Scan on the LCD (upper right side of the LCD). When optics finish scanning, open the RADF and turn over original and place it in the upper left side of the platen and press Scan on the LCD again.
7. When done with originals, press the Start/Print button.

Solution ID   TAUS0624515EN*   **Solution Usage**   0

Description

Half copies from the platen or RADF. Internal test prints are normal.

Solution

CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26PA-9303).
Note: Solution provided by Carlos Penton of U.S. Imaging Solutions.

Solution ID   TAUS0624532EN*   **Solution Usage**   0

Description

'USB Port Can Not Open' message displayed when flashing the main body via the parallel port.

Solution

CAUSE: Flashing the main body using USB is not supported with the model 7030.

SOLUTION: Flash the 7030 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   TAUS0624547EN*   **Solution Usage**   0

Description

F46-1 at power up.

Solution

CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26PA-9303).

Solution ID   TAUS0624733EN*   **Solution Usage**   0

Description

DB209, double feed prevention roller and drive shaft change.

Solution

CAUSE: The double feed prevention roller and drive shaft have been changed to provide parts commonality with other models.

SOLUTION: See DB209/409, DB210/410 Technical Bulletin #2 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   TAUS0624735EN*   **Solution Usage**   0

Description

DB409, double feed prevention roller and drive shaft change.

Solution

CAUSE: The double feed prevention roller and drive shaft have been changed to provide parts commonality with other models.

SOLUTION: See DB209/409, DB210/410 Technical Bulletin #2 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   TAUS0624739EN*   **Solution Usage**   0

Description
DB210, double feed prevention roller and drive shaft change.

Solution

CAUSE: The double feed prevention roller and drive shaft have been changed to provide parts commonality with other models.

SOLUTION: See DB209/409, DB210/410 Technical Bulletin #2 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   TAUS0624747EN*   **Solution Usage**   0

Description
DB410, double feed prevention roller and drive shaft change.

Solution

CAUSE: The double feed prevention roller and drive shaft have been changed to provide parts commonality with other models.

SOLUTION: See DB209/409, DB210/410 Technical Bulletin #2 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   TAUS0625856EN*   **Solution Usage**   0

Description
How to program Auto Tray Switching (ATS).

Solution
To program ATS, perform the following:
1. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
2. Select copy mode and press the help key.
3. Select Key-Ope Mode.
4. Enter the 4 digit key operator password (if necessary).
5. Select Memory SW.
6. Using the up/down arrows, scroll down until Auto Tray Switch is selected.
7. Press Edit until ON is displayed.
8. Using the up/down arrows, scroll down again until ATS/APS for the desired paper tray (Bypass, Tray 1, Tray 2, Tray 3, Tray 4) is highlighted.
9. Press Edit until ON is displayed.
10. Power the machine OFF/ON to return to the normal copy mode.

Solution ID   TAUS0625890EN*   **Solution Usage**   0

Description
How to disable platen AMS.

Solution
To disable platen AMS, 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 [1. System/copier] on the touchscreen.
4. Touch the down-arrow located on the lower left corner of the touchscreen.

5. Touch [12. Memory SW] on the touchscreen.
6. Touch the down-arrow located on the lower left corner of the touchscreen.
7. Touch the down-arrow located on the right side of the touchscreen twelve (12) times until Platen AMS is highlighted.
8. Touch [EDIT] on the bottom of the touchscreen to change the setting to OFF.
9. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID   TAUS0625968EN*   **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 ISWTrns 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

Solution ID   TAUS0626024EN*   **Solution Usage**   0

Description

How to route PC-FAX documents received by the machine automatically to an email addresses list.

Solution

Automatic email of received (incoming) PC-FAX documents is not available on this machine.

As a workaround, on machines equipped with an IP hard drive, PC-FAX documents are stored by default in box 0000 on the IP unit hard drive. Using third party software, these documents can then be emailed after they are downloaded to a workstation in a semi-automatic or fully automatic mode.

Semi-automatic (user interaction required) email forwarding can be accomplished using Konica Minolta ScanTrip*. The documents can be polled automatically (and simultaneously deleted) from the IP unit hard drive to a workstation using ScanTrip then forwarded by a user to email recipients.

Automatic email forwarding can be accomplished using Konica Minolta DocuBreeze*. The documents can be polled (and simultaneously deleted) from the IP unit hard drive to a workstation then passed onto the users email by DocuBreeze to be forwarded to email recipients (provided Docubreeze is configured to perform this action).

* Trademark ownership information

Solution ID   TAUS0626137EN*   **Solution Usage**   0

Description
COPY IN PROGRESS message when using the RADF only. Platen copying and internal tests print normally.

Solution
CAUSE: The machine's memory has become corrupt.

SOLUTION: Reset the machine to factory defaults. To reset memory to factory defaults, perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 9, 2, press the START key, press the STOP/CLEAR key.
8. Enter 0, 9, 6, press the START key, press the STOP/CLEAR key.
9. Enter 0, 9, 3, and press the START key.
10. Power the machine OFF/ON.
Note: When the memory board is initialized, all data is deleted.

Solution ID   TAUS0626138EN*   **Solution Usage**   0

Description
COPY IN PROGRESS message when using the RADF only. Platen copying and internal tests print normally.

Solution

CAUSE: The machine's memory has become corrupt.

SOLUTION: Reset the machine to factory defaults. To reset memory to factory defaults, perform the following:
1. Enter the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 3-4 (All Memory Reset).
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 9, 2, press the START key, press the STOP/CLEAR key.
8. Enter 0, 9, 6, press the START key, press the STOP/CLEAR key.
9. Enter 0, 9, 3, and press the START key.
10. Power the machine OFF/ON.
Note: When the memory board is initialized, all data is deleted.

Solution ID   TAUS0626211EN*   **Solution Usage**   0

Description

F-0-0 code at power up.

Solution

CAUSE: The memory is corrupt caused by a power surge to the copier, or while flashing the main body firmware.

SOLUTION: Set the machine to factory settings. To set the machine to factory settings, perform the following:
1. Turn the machine OFF.
2. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys), output code 93.
3. Power the machine ON/OFF to exit the 47 mode.

Solution ID   TAUS0626310EN*   **Solution Usage**   0

Description

How to program the Mixed Original mode as a default at power up.

Solution

To program the machine to default to Mixed Original mode at power up, perform the following steps:
1. Press the [APPLICATION] button.
2. Select [SPECIAL ORIGINAL].
3. Select [Mixed Original] and press [OK].
4. In the upper right corner of the display panel press [JOB MEMORY].
5. Press [entry].
6. Press [OK].
7. Select #15 and press [OK].
8. Input the name of the job (i.e. mixed original).
9. Press [OK] twice and return to the main copy screen.
10. Enter the key operator mode (Power the copier OFF/ON while holding the HELP key)
11. Press the down arrow and select 12 [Memory SW].
12. Scroll down until Job Memory Recall is highlighted, press [EDIT] (to change the setting to ON), then press [RETURN].
13. Power the unit OFF, then ON to exit the key operator mode.
14. Job memory #15 will now be recalled automatically when the power is turned ON, or when an auto reset occurs.
Note: When Mixed Original mode is defaulted ON in job memory #15, the machine will remain in Mixed Original mode for platen copying (with the ADF open).
Mixed Original mode must be deselected when copying from the platen glass.

Solution ID   TAUS0626395EN*   **Solution Usage**   0

Description

F86-6 code at power up. No additional ERDH memory is installed. When changing the Fax File Size memory allocation, the machine will lock up.

Solution

CAUSE: Corrupt ERDH memory.

SOLUTION: Replace the main CB (p/n 26PA-9303).

Solution ID   TAUS0626553EN*   **Solution Usage**   0

Description

RADF UNAVAILABLE FOR ORIGINAL SIZE message when mixed originals of legal and letter sizes are used.

Solution

CAUSE: Corrupt information in memory.

SOLUTION: Reset machine back to factory defaults. To reset the machine to factory defaults perform the following:
1. Enter the 47 mode (power the machine ON, while pressing the 4 and 7 keys).
2. Enter 9 and 3.
3. Press the Start key.
Note: When resetting the machine back to factory defaults, L-detect will need to be performed.

Solution ID   TAUS0626639EN*

Solution Usage   0

Description

Is the DB211 compatible with 7030?

Solution

The DB211 is not compatible with the 7030.

Solution ID   TAUS0626978EN*

Solution Usage   0

Description

DB210, the gears do not align after installing the parts from DB209/210/409/410 Technical Bulletin #1, Gear Skipping - J16 Jams.

Solution

CAUSE: The parts are for the DB410 only.

SOLUTION: The parts can only be used with a DB410.
Notes:
1. See DB410 Technical Bulletin #1) for 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]]

* Trademark ownership information

Solution ID   TAUS0627016EN*

Solution Usage   0

Description

FK102, When Communications Journal is set to Daily, can the print time (9:00am) be changed?

Solution

This is a set time and can not be changed.

Solution ID   TAUS0627020EN*

Solution Usage   0

Description

FK101, When Communications Journal is set to Daily, can the print time (9:00am) be changed?

Solution

This is a set time and can not be changed.

Solution ID   TAUS0627084EN*

Solution Usage   0

Description

Developer spewing.

Solution

CAUSE: Loose connector on the DCPS.

SOLUTION: Reseat all connectors on the DCPS.

Solution ID   TAUS0627092EN*

Solution Usage   0

Description

How to disable copier printing (JOB STOP) for an out of toner condition.

Solution

The following dip switches set in the 25 mode will limit and disable the copier from printing when the message of PLEASE ADD TONER is displayed on the operation control panel.

DIPSW SETTINGS   DESCRIPTION

4-2	4-3	4-5	
0	0	1	after 100 copies.
1	0	1	after 400 copies.
0	1	1	after 700 copies.
1	1	1	after 1000 copies

Note: These dip switches will only be effective when dip switch 4-5 is set to a 1.

Solution ID   TAUS0627483EN*   **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

Solution ID   TAUS0627590EN*   **Solution Usage**   0

Description

Part number for the charge cleaning shaft and cleaning knob block.

Solution

The following item numbers have been added to the parts catalogs, pages 26 and 27:
Item 16, Charge Cl Shaft (p/n 26NA25090)
Item 17, Charge Cl Knob (p/n 26NA25091) (block that shaft locks into).

Solution ID   TAUS0627591EN*   **Solution Usage**   0

Description

Part number for the charge cleaning shaft and cleaning knob block.

Solution

The following item numbers have been added to the parts catalogs, pages 26 and 27:
Item 16, Charge Cl Shaft (p/n 26NA25090)
Item 17, Charge Cl Knob (p/n 26NA25091) (block that shaft locks into).

Solution ID   TAUS0627709EN*   **Solution Usage**   0

Description

Intermittent J13 codes.

Solution

CAUSE: Worn bushings or shaft holders on the first paper feed assembly (p/n 13HA-4000).

SOLUTION: Replace the first paper feed assembly.

Solution ID   TAUS0627764EN*   **Solution Usage**   0

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 though 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   TAUS0627803EN*

Solution Usage   0

Description

FK102, unable to transmit.

Solution

CAUSE: Corrupt memory.

SOLUTION: Memory initialization needs to be performed. To initialize the memory, perform the following:
1. Access the Fax key-op mode.
2. Select [Fax mem. Initialize].
3. Select [Yes].
4. Follow the remaining instruction on the display panel.

Solution ID   TAUS0627808EN*

Solution Usage   0

Description

FK101, unable to transmit.

Solution

CAUSE: Corrupt memory.

SOLUTION: Memory initialization needs to be performed. To initialize the memory, perform the following:
1. Access the Fax key-op mode.
2. Select [Fax mem. Initialize].
3. Select [Yes].
4. Follow the remaining instruction on the display panel.

Solution ID   TAUS0627894EN*

Solution Usage   0

Description

FK102, Image is reduced ½ an inch.

Solution

CAUSE: There is a header at the top of the page.

SOLUTION: Approximately ½ an inch reduction will occur when the machine is set to its proper lead-to-trail and front-to-rear adjustment.

Solution ID   TAUS0627902EN*

Solution Usage   0

Description

FK101, Image is reduced ½ an inch.

Solution

CAUSE: There is a header at the top of the page.

SOLUTION: Approximately ½ an inch reduction will occur when the machine is set to its proper lead-to-trail and front-to-rear adjustment.

Solution ID   TAUS0627938EN*

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   TAUS0628042EN*

Solution Usage   0

Description

DF314, when performing the RADF scanning density adjustment, the original will not feed.

Solution

CAUSE: Incorrect original is being used.

SOLUTION: In some cases, a plain sheet of white paper is used for the adjustment, rather than the white chart (p/n 13GL97100). If this is the case, the paper must be an A4 size (210 X 297 mm) which is the same size as the chart. If the machine does not see A4 size, the feeder will not feed the original. It is

---

recommended that the white chart always be used.

Solution ID   TAUS0628112EN*

Solution Usage   0

Description
How to change the ECM master code.

Solution
To change the ECM master code, perform the following:
1. Enter the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
2. Select [5. Password settings].
3. Select [2. User account (E.C.M) master key code set].
4. Enter your new Master Key code (the master key code can be up to 8 numbers) and then select [SET].
5. Press [Return].
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0628364EN*

Solution Usage   0

Description
FS107, FNS NOT CONNECTED; SELECTED MODE IS NOT AVAILABLE message when attempting to flash a new finisher CB.

Solution
CAUSE: The dipswitch settings of SW1 on the new finisher CB have not been set to match the dipswitch settings of the original finisher CB.

SOLUTION: Program the dipswitch settings of SW1 on the new finisher CB to match the dipswitch settings of SW1 on the original finisher CB. If, the original finisher CB is not available set dipswitch 1 and 4 to [ON] and leave dipswitch 2 and 3 set to [OFF].
SPECIAL NOTE: Solution provided by Ron Lapham, Coastal Business Solutions.

Solution ID   TAUS0628734EN*

Solution Usage   0

Description
Intermittent F51-06 code.

Solution
CAUSE: Failed write unit.

SOLUTION: Replace write unit (p/n 26NA-6503).
Note: Before replacing the write unit, ensure 24V DC for the polygon motor is present at CN22 pin 5 of the PRDB.

Solution ID   TAUS0628984EN*

Solution Usage   0

Description
DF314, "Reload original in order, then set scanning conditions of originals" message displayed when copying odd size original through the document feeder.

Solution
CAUSE: Non-standard size was not selected.

SOLUTION: When feeding Non-standard size paper through the DF314, the [Non- standard size] needs to be selected in the [ORIGINAL MODE]. To select [Non-standard size] Perform the following:
1. On the display panel select [ORIGINAL MODE].
2. On the display panel select [Non-standard size].
3. Place the original in the DF314 feed tray and press [START].
Note: This application can also be programmed into job number 15, to have the machine powered ON with this function.

Solution ID   TAUS0629035EN*

Solution Usage   0

Description
Is Unimessage Pro available for the FK102?

Solution
Unimessage Pro utility is not a function used with the FK102.

Solution ID   TAUS0629039EN*

Solution Usage   0

Description

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Is Unimessage Pro available for the FK101?

Solution

Unimessage Pro utility is not a function used with the FK101.

Solution ID TAUS0629148EN*

Solution Usage 0

Description

Recommended transparency, 7030.

Solution

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

* Trademark ownership information

Solution ID TAUS0629185EN*

Solution Usage 0

Description

The image is stretched on the copies when using the ADF.

Solution

CAUSE: The ADF height was set to high.

SOLUTION: Lower the ADF height using the ADF height adjustment screws on the ADF hinges.

Solution ID TAUS0629250EN*

Solution Usage 0

Description

FK101, When 'Reduction for record' is set to 100% in Key Operator Mode 'Tx/Rx mode set', it is printed as 96% on the FAX setting list. This failure occurs only on the FAX setting list.

Solution

CAUSE: Initially the maximum reception zoom was only 96%. After a certain period, life size reception (100%) was added. At this time, the corresponding change was not made in the FAX setting list.

SOLUTION: The failure is included in the system control program and will be corrected on the next upgrade of each program.

Solution ID TAUS0629266EN*

Solution Usage 0

Description

FK101, when TEL/FAX auto switch is ON and pseudo Ring of TEL reception is calling, if external handset is off-hook, "Reception Error" is displayed on control panel screen for a few seconds. In addition, this failure is only displayed. There is no problem with communication and/or journal record.

Solution

CAUSE: Message is displayed because of internal process related to the system control.

SOLUTION: Since this message does not have to be displayed, it will be corrected in the next system control program upgrade.

Solution ID TAUS0629289EN*

Solution Usage 0

Description

FK102, Is there an audible beep when faxes are received?

Solution

There is an audible beep when the Fax is first being received, but there is no audible beep after the Fax has been printed.

Solution ID TAUS0629347EN*

Solution Usage 0

Description

FL102, how to set line 2 for RX only.

Solution

To set line 2 for RX only, perform the following:
1. Access the [Key-ope mode].
2. Select [4. FAX].

---

3. Select [FL102 settings].
4. Select [Line parameter set].
5. Scroll to Line2 Com set, press [EDIT] and change the setting to RX only.
6. Power the copier OFF/ON.

Solution ID   TAUS0629458EN*   **Solution Usage**   0

Description

Change of paper feed gear material in driving section and change of driving auxiliary panel.

Solution

See M20030277A0 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   TAUS0629533EN*   **Solution Usage**   0

Description

How does Konica Minolta prevent security breaches or loss of classified documentation on this model?

Solution

The security technique found in the Security Statement is consistent throughout Konica Minolta's digital product line to prevent unauthorized use of stored data.
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   TAUS0629674EN*   **Solution Usage**   0

Description

Blank copies after cleaning the toner supply unit.

Solution

CAUSE: The ribbon cable from the CCD to the CB is not seated properly.

SOLUTION: Reseat the ribbon cable on the CB.

Solution ID   TAUS0639452EN*   **Solution Usage**   0

Description

FS107, J72-19 when stapling.

Solution

CAUSE: Shaft holder/A (p/n 13CQ76020) is rotating due to wear of retainer on conveyance casing.

SOLUTION: Replace casing (p/n 13CQ45010). Work-around in the interim: The shaft holder can be epoxyed in place.
SPECIAL NOTE: Solution provided by Bob Cochrane, NORTHEAST COPIER SYSTEMS, INC.

Solution ID   TAUS0639630EN*   **Solution Usage**   0

Description

F28-1 at power up.

Solution

CAUSE: Charging error EM detect signal was read 3 times at 100msec intervals at machine intialization.

SOLUTION: Check the charge corona (p/n 26WA-2500), for arcing or poor connection. Check HV1 (p/n 26NA84011) connections and ground of HV, developing unit and the right side door HV casing for any arcing. Check PRDB (p/n 26TA-9021), CN27-4 for 24V DC while in idle or in the 47 mode w/o input.

Solution ID   TAUS0639826EN*   **Solution Usage**   0

Description

Toner Identification Label - 100% FOC Program.

Solution

See Bulletin Number 4922.
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   TAUS0640306EN*   **Solution Usage**   0

Description
J11 when feeding from Tray 1.

Solution
CAUSE: Loose or broken cassette rail(s).

SOLUTION: Replace the cassette rails (p/n 26NA10070 - left, 26NA10061- right) as necessary.

Solution ID   TAUS0640936EN*   **Solution Usage**   0

Description
Part number for LCT main body (DB409 and DB410).

Solution
See KOM050108 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   TAUS0641204EN*   **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   TAUS0641462EN*   **Solution Usage**   0

Description
F89-01 at power up.

Solution
CAUSE: Loose connector on the main CB.
Note: The 7020 Service Manual gives the following cause for this error: 'Copy sequence error. Error in job object pointer. (Could not get page control object for some reason).'

SOLUTION: Disconnect/reconnect all connectors on the main CB.

Solution ID   TAUS0641862EN*   **Solution Usage**   0

Description
FK101, E89-94 code, and machine is flashing ON and OFF.

Solution
CAUSE: Communication error, file access error.

SOLUTION: Remove the FK and disconnect battery CN403 for 10 minutes and reconnect and re-install the FK. If this does not resolve the problem, replace the main fax board (p/n 13FQ9010).

Solution ID   TAUS0641866EN*

Solution Usage   0

Description
FK102, E89-94 code, and machine is flashing ON and OFF.

Solution
CAUSE: Communication error, file access error.

SOLUTION: Remove the FK and disconnect battery CN403 for 10 minutes and reconnect and re-install the FK. If this does not resolve the problem, replace the main fax board (p/n 13FQ9010).

Solution ID   TAUS0641988EN*

Solution Usage   0

Description
J30 with 2 inches of the paper sticking out of the exit of the machine.

Solution
CAUSE: Incorrect Restart timing.

SOLUTION: Access the 36 mode and adjust the Restart timing. The normal adjustment should be somewhere around +30.

Solution ID   TAUS0642391EN*

Solution Usage   0

Description
J81-1 during the copy process.

Solution
CAUSE: Paper feed solenoid (SD1) has failed or is dirty.

SOLUTION: Clean or replace the paper feed solenoid as needed.
SPECIAL NOTE: Solution provided by John Neville, NORTHEAST COPIER SYSTEMS, INC.

Solution ID   TAUS0642612EN*

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

Solution ID   TAUS0643985EN*

Solution Usage   0

Description
No finisher indicated; rotate and sort are grayed out.

Solution
CAUSE: DSW for finisher isolation has been enabled to 1 (ON).

SOLUTION: Access the 25 mode and 1. Software dipswitch, bit 20, switch 4 to 0 for OFF.
Note: Rotate and Sort will be grayed out if the finisher is set for isolation. The FS should be removed completely to use the sort and rotate mode.

Solution ID   TAUS0644073EN*   **Solution Usage**   0

Description
FK102, 'Please load A4R' message when receiving.

Solution
CAUSE: Destination switchover in the dipswitches is set incorrectly for metric or Japan.

SOLUTION: Access the 25 mode and select 1. Software dipswitches. 5-0 to 1 and 5-1 to 0 for (inch).

Solution ID   TAUS0644174EN*   **Solution Usage**   0

Description
Unable to view part numbers when using Adobe* PDF Reader.

Solution
CAUSE: Corrupted application or Asian Fonts not loaded.

SOLUTION: Remove the Adobe Reader using Add/Remove/Programs and reload version 6.0 with the Japanese Language fonts.

* Trademark ownership information

Solution ID   TAUS0646845EN*   **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]]

Solution ID   TAUS0647098EN*   **Solution Usage**   0

Description
DB411, J16, J13, gears skipping and grinding noise.

Solution
Bent DB410/411 frame. Inspect the DB410/411 for possible bent frame. Remove the back cover of the DB.   Look up in the left hand corner where the machine contacts the DB411.

Please see Bulletin 5247 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   TAUS0647103EN*   **Solution Usage**   0

Description
DB411, J16, J13, gears skipping and grinding noise.

Solution
Bent DB410/411 frame. Inspect the DB410/411 for possible bent frame. Remove the back cover of the DB.   Look up in the left hand corner where the machine contacts the DB411.

Please see Bulletin 5247 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   TAUS0648250EN*   **Solution Usage**   0

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Description

How can you restore printing once the optional key counter has been removed?

Solution

If the male connector containing the 2 wire jumper cannot be located you can make a jumper wire to enable printing. The female side of the connector is numbered, the numbers are very small.   The jumper wire will need to bridge pins 1 and 2 of the connector. This will allow copying / printing to take place.

Solution ID   TAUS0649485EN*   **Solution Usage**   0

Description

Does the IP011 support CREATE* software?

Solution

The IP011 print controller using the GDI print driver does not support CREATE software. The IP011 will need to be replaced by the IP421.

* Trademark ownership information

Solution ID   TAUS0649529EN*   **Solution Usage**   0

Description

How to perform the touchscreen sensitivity adjustment when the touchscreen is so far out of adjustment that there is no response from the operation panel.

Solution

To adjust the touchscreen sensitivity, perform the following:
1. Power on the machine while pressing the HELP key.
2. Select 1 then 0 using the numeric key pad.
3. Touch the + at the upper right lightly with a touch pen. Check the coordinates displayed in the top line at the top of the screen.
4. Ensure the X coordinate and the Y coordinate displayed in the message area fall within the standard values. The acceptable values are on the second line. If the values are not within the acceptable parameters; repeat Step 5 until the values are acceptable.
5. Touch the + at the lower left lightly with a touch pen. Repeat the process used for the upper right coordinate until acceptable values are achieved.
6. As verification of a correct adjustment, touch the CHECK keys at the upper left and lower right corners. There will be a beep tone for each one. If a beep tone is not heard, repeat the adjustment.
7. Press the START key after finishing the adjustment.
8. Touch RETURN on the touchscreen two times to return to the normal mode and check operation of the touchscreen.

Solution ID   TAUS0649998EN*   **Solution Usage**   0

Description

DF-314, Change of ADF.

Solution

See Bulletin 5234 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   TAUS0650245EN*   **Solution Usage**   0

Description

DF-314, Change of ADF to reduce operation noise at paper feeding.

Solution

See KOM060050 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   TAUS0650897EN*   **Solution Usage**   0

Description

DB211, J13/J16.

Solution

See Bulletin Number 5248 for details.

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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   TAUS0651043EN*   **Solution Usage**   0

Description
FK102, not recognized by the main body.

Solution
CAUSE: The FK102 has been disabled by the faulty part isolation in the 25 mode.

SOLUTION: To enable the FK102, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
3. Select option [1. SOFTWARE SWITCH].
4. Scroll to dipswitch 19-1.
5. Set to 0 by selecting OFF.
6. Power the copier OFF/ON using SW1 (Main power switch) to return to normal copy mode.

Solution ID   TAUS0651056EN*   **Solution Usage**   0

Description
Machine indicates a copy count of 2 copies after pressing auto reset.

Solution
CAUSE: There is a Job programmed in Job memory number 15. When a job is stored in Job memory number 15 (i.e. incoming fax's exit to tray 2, copies exit to tray 1) it will act as the default setting when pressing Auto reset.

SOLUTION: A simple test to see if this is the case would be to turn OFF job memory recall in the Key-op mode under the Memory SW settings. If this solves the problem, delete the job in the Key-op mode under Lock Job memory, and then re-enter the job with the correct amount of copies.

Solution ID   TAUS0651172EN*   **Solution Usage**   0

Description
DB411, J13/J16.

Solution
See Bulletin Number 5248 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   TAUS0651180EN*   **Solution Usage**   0

Description
Change of the tension plate A, B and C combined.

Solution
See KOM060398.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   TAUS0651388EN*   **Solution Usage**   0

Description
J92, Change of the guide part/lower.

Solution
See KOM060484.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]]

September 2007

* Trademark ownership information

Solution ID   TAUS0651595EN*   **Solution Usage**   0

Description

When browsing to the web interface from a Macintosh*, the browser does not pull up the information correctly and no selections can be made.

Solution

CAUSE: There is a compatibility problem with Microsoft* Internet Explorer and Safari* browsers when accessing the NIC.

SOLUTION: Download and install Mozilla* browser for Macintosh systems.

* Trademark ownership information

Solution ID   TAUS0651687EN*   **Solution Usage**   0

Description

FS107, F77-05

Solution

CAUSE: Failed one way rocking gear.

SOLUTION: Replace one way rocking gear (p/n 13gq77090)

Solution ID   TAUS0651768EN*   **Solution Usage**   0

Description

Improvement to the paper feed performance when by-pass feed is used.

Solution

See KOM060696 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   TAUS0651975EN*   **Solution Usage**   0

Description

FS107, 'Please close finisher front door' message will not clear with finisher door shut.

Solution

CAUSE: Failed finisher front door interlock switch.

SOLUTION: Replace finisher front door interlock switch (p/n 12QR86010).

Solution ID   TAUS0652498EN*   **Solution Usage**   0

Description

J30-0 and paper stops 75% of the way through the fuser unit.

Solution

CAUSE: The actuator for PS2 was broken but the sensor worked.

SOLUTION: Verify sensor operation by inspecting PS1 and PS2 via the 47 mode. In this cae, replace the actuator (p/n 26NA53170) referenced on page 53, item 3, of the 7030 Parts Manual.

Solution ID   TAUS0652713EN*   **Solution Usage**   0

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.

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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 this PDF hyperlink, 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   TAUS0653757EN*   **Solution Usage**   0

Description
Lead edge has a consistent 1/2 inch deletion. Image at trail edge is off of the copy. Adjusting the restart timing has no effect on the output.

Solution
CAUSE: Failed main CB.

SOLUTION: Replace the main CB (p/n 26PA-9300).

Solution ID   TAUS0654531EN*   **Solution Usage**   0

Description
Background, streaks, toner misting, and/or excessive toner build up in the recycler unit.

Solution
CAUSE: Failed toner recycling auger assembly attached to the rear of the drum carriage and/or insufficient sealing of the developing unit causing toner misting onto the charging corona unit.

SOLUTION: Install the following:
1. Toner Packing Countermeasure Kit (p/n 26NA-K040FOC).
Note: Technical Bulletin 9A indicates that only 4 mylars are to be removed from collect cover/C. This is incorrect, remove ALL mylars from collect cover/C.
2. Charging Corona Soilage Countermeasure Kit 1 (p/n 26NA-K010FOC) and Kit 2 (p/n 26NA-K020FOC).
3. Due to timing changes in M1 (Main motor) it is critical that level 32 System firmware and level 31 Image firmware or higher be installed when performing this modification.
Notes:
1. Please refer to 7020/7025/7030/7035 Technical bulletin # 9 (MODIFICATION KITS) for the complete installation procedures and for the proper parts ordering procedures. To view this PDF hyperlink, 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. Be sure to reset drum and developer/PM counters when either is replaced.
    a. Drum counters can be reset in both 36 mode (8. COUNTER CLEAR) and 25 mode fixed parts counter (4. PARTS COUNTER).
    b. When developer is replaced both PM counter [25 mode (2. PM COUNT/CYCLE)] and developer fixed parts counter [25 mode (4. PARTS COUNTER)] should be reset.
3. To help alleviate unnecessary copy quality problems, instruct customer to pull both the small green corona cleaner and the write unit slit glass cleaner several times whenever toner is replaced.
CAUTION: The L-detection adjustment must never be performed on used developer. L-detection adjustment must only be performed after developer is replaced and before any copies are made. Developer will overtone if L-detect is performed more than once on the same developer or if copies are made prior to performing L-detect on new developer.
4. If black lines or streaking continue after installing Technical bulletin # 9 (MODIFICATION KITS), clean or replace the Charge wire (p/n 26NA25060) and Charging control plate (p/n 26NA25160) as necessary.

* Trademark ownership information

Solution ID   TAUS0654611EN*   **Solution Usage**   0

Description
How to reset the fixing counter.

Solution
To reset the fixing counter, perform the following:
1. While holding the 3 and 6 buttons down turn on the sub power switch to enter 36 mode.
2. Select the clear counter key.
3. Select fixing counter.
4. Select Yes.
5. Press Return.

Solution ID   TAUS0655881EN*   **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   TAUS0655922EN*   **Solution Usage**   0

Description

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

Solution

Explaining pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.
There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.
This scenario will occur across the board for printer manufacturers. A Lexmark* is different from an Epson* which is different than an HP*, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript*. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).
The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.
It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms.   The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

* Trademark ownership information

Solution ID   TAUS0656494EN*   **Solution Usage**   0

Description

How to load 32 bit XP drivers on a Windows* 2003 64 bit server for driver migration to the 32 bit clients.

Solution

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 PCL, PS(Visual), PS(Plug-in) or PS(Adobe*) driver on the server, install the same type driver (32 bit version) 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.

* Trademark ownership information

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Solution ID   TAUS0700684EN*   **Solution Usage**   0

Description

"Please close upper right side door" message at start up.

Solution

CAUSE: Failed DCPS.

SOLUTION: Replace DCPS (p/n 26NA84510).

Solution ID   TAUS0600708EN*   **Solution Usage**

Description

What print drivers are compatible with Macintosh® OS X (Version 10)?

Solution

The latestprint driversare available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab or from 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   TAUS0614806EN*   **Solution Usage**

Description

Developing unit parts change.

Solution

The 2 screws that attach the developing unit lid to the developing unit have been abolished in manufacturing. Since the lid of the developing unit is fixed with 2 hooks, abolishment of the 2 screws does not affect machine function and performance. This change applies to 7020/7025/7030/7035and with any replacement developing units (p/n 26NA-3002 - 7020/7025/7030 and p/n 26TA-3000 - 7035).

Solution ID   TAUS0614811EN*   **Solution Usage**

Description

The page number stamp is placed on the page in the three-digit format (001, 002, 003), but the single-digit format (1, 2, 3) was selected.

Solution

CAUSE: Firmware bug.

SOLUTION: Flash themachine with the latest firmware. A minimum of system control firmware level 32 and Image processing firmware level 28 is required to resolve this problem.
   Note : The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID   TAUS0616966EN*   **Solution Usage**

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 that are running.
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 Microsoft® 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 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   TAUS0620277EN*   **Solution Usage**

Description
J97-1 when copying the second side.

Solution
CAUSE: Improper position of the operation arm of the ADU change solenoid.

SOLUTION: To verify correct positioning of the arm, perform the following:
1. Turn OFF both power switches.
2. Remove the fixing unit.
3. Observe the position of the ADU change solenoid arm (p/n 26NA-4870).
4. The arm (white plastic) should not be positioned behind the arm (black plastic) of the paper exit guide (p/n 26NA48250).
5. If necessary, reposition the arms so that the white arm is in front of the black arm.
CAUTION : Care should be taken when removing/installing the fixing unit as the arm is easily dislodged.

Solution ID   TAUS0620282EN*   **Solution Usage**

Description
J97-1 when duplexing 8.5x11 only.

Solution
CAUSE: The drive belt has come off conveyance pulley A, conveyance pulley B, or the idler pulley.

SOLUTION: To reinstall the drive belt, perform the following:
1. Pull out Tray 1 and Tray 2.
2. Remove the cassette size detection dials for Tray 1 and Tray 2.
3. Remove the cover and inspect the drive belt (p/n 26NA50450) to ensure that it is meshed with conveyance pulley A (p/n 26NA50420), conveyance pulley B (p/n 26NA50430), and the idler pulley (p/n 26NA50370).
SPECIAL NOTE : Solution provided by Richard Tapia, Astro Business Products

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Solution ID   TAUS0626673EN*

Solution Usage

Description

J81-00at power up.

Solution

CAUSE: Broken PS1 (Registration PS).

SOLUTION: Inspect PS1 (p/n 26NA45160) and replace as necessary.

Solution ID   TAUS0626748EN*

Solution Usage

Description

DF-314, incorrect size detection of originals placed on the RADF feed tray.

Solution

CAUSE: Overhead lighting is interfering with the original length detection performed by original length sensors (PS306) and (PS307).

SOLUTION: If the machine cannot be moved to another location, order a sensor filter kit (p/n U193-0030) and install the original sensor filters above (PS309) and (PS310), which will block light frequencies that cause the sensors to react incorrectly.
Attach the filter sheets above the sensors by using transparent tape.
Since the sensors are located in a recessed area of the RADF feed tray, the tape and filter will not interfere with feeding of originals.
 Note : A quantity of two (2) filter sheets is included with each sensor filter kit.

Solution ID   TAUS0626956EN*

Solution Usage

Description

Is Bates Stamping supported?

Solution

Bates Stamping is not supported.

Solution ID   TAUS0634060EN*

Solution Usage

Description

List of equipment that is no longer being supported.

Solution

 Please see attached Product & Technical Support Bulletins 1792 and 2443 andMarketing 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   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   TAUS0655991EN*

Solution Usage

Description

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

Solution

 Pagination differences between different manufacturers print drivers:

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

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different printers.

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Solution ID   TAUS0656577EN*   **Solution Usage**

Description

 Unable to install 32-bitdrivers 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) driveron 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   TAUS0658160EN*   **Solution Usage**

Description

Background, overtoning, and F26-x codes.

Solution

 PROBABLE CAUSES:
1. Overtoned developer.
 Install fresh developer (PCUA 950237) and run the L-detect adjustment. To run the L-detect adjustment, perform the following:
 a. Enter the 36 mode (power the copier ON while pressing the 3 and 6 keys).
 b. Press [1. HV adjustment].
 c. Press [Next] several times until the display reads [HV adj (L detection adj)].
 d. Press [Start].
 e. When the adjustment is complete, the machine will stop and a value is displayed in [RESULT].
 f. If the developer was sampled properly during the L-detect adjustment, the value displayed in [RESULT] will be in the 60-75 range.
 g. If the L-detect adjustment [RESULT] value is outside of the 60-75 range, than the TDS (toner density sensor) should be checked.
2. Failed TDS (toner density sensor).
 To check the TDS, perform the following:
 a. Remove the IP unit (if an IP unit is installed).
 b. Remove the rear and left rear side cover.
 c. Remove the board cover/D (p/n 26NA73280) for access to the PRDB.
 d. Enter the 36 mode (turn the machine ON, while pressing the 3 and 6 keys).
 e. Select [1. HV adjustment].
 f. Press [NEXT] several times until the display reads [HV adj. (Toner auto supply)].
 g. Locate TP14 (TDS AN) in the middle of the PRDB above CN 25.
 h. Using a voltmeter (20V DC range), place the red meter lead on TP14 and the black meter lead to frame ground.
 i. Press the START button on the control panel.
 j. The analog voltage reading on the volt meter during sampling should be (with properly toned developer) between 1.2 and 2.0VDC. If the voltage reaches 2.0VDC, M4 (toner addition motor) will turn on and add toner. When the toner auto supply adjustment is finished the voltage should read approximately 1.8VDC.
 k. If the voltage reading is not within this range, replace the developer (PCUA 950237), TDS (p/n 26NA88040) and run the l-detect adjustment while monitoring TP14 on the PRDB.
3. Failed write unit (the TCSB monitors dot pattern patches created on the drum and adjusts the laser output for Maximum Power Control).

 If developer has been replaced, L-detect run, the TDS voltage checks, and the developer is still overtoning (M4 continuously adds toner), replace the write unit (p/n 26NA-6503).

Solution ID   TAUS0658161EN*   **Solution Usage**

Description
Unable to install the ADU lock claw.

Solution
 CAUSE: The ADU lock claw is an original-style lock claw and will not fit onto alater-production 7020.

 SOLUTION: For early-production 7020s, only the ADU lock claw (p/n 26NA50080) should be ordered.The claw mounts onto the shaft with a set pin and is held in place with an E-clip.
 For a later-production 7020, the new-style ADU lock claw (p/n26NA50960) must be ordered. The new-style claw mounts on the D-cut shaft and held in place with a screw.
  Notes :
1. The ADU lock claws are NOT interchangeable.
2. The latest 7020/7030 Parts Catalog (5/2000) only lists the new-style ADU lock claw (p/n 26NA50960).
3. The original 7020 Parts Catalog (2/2000) only lists the original-style ADU lock claw (p/n 26NA50080).

Solution ID   TAUS0700244EN*   **Solution Usage**

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

Solution
 To determine what version of Sun Java™ is installed, perform the following:
 1. From a command prompt type:java -version
 2. Press Enter.
 3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID   TAUS0700956EN*   **Solution Usage**

Description
How to disable the key counter from incrementing during print jobs and fax 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. Touch [1 Software SW] on the touchscreen.
 3. Scroll to switch 21-6 using the arrow keys on the touchscreen.
 4. Touch [ON] on the touchscreen.
 5. Touch [Return] on the touchscreen.
 6. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0701262EN*   **Solution Usage**

Description
SC28-03 during the copy process.

Solution
 CAUSE: THe HV unit insulating sheet has failed.

 SOLUTION: Replace the Insulating Sheet (p/n 26NA50971) at the High Voltage Casing.

Solution ID   TAUS0701483EN*   **Solution Usage**

Description
A 0006 error when running L-Detect.

Solution
 CAUSE: The drum has a heavy coating of toner on it.

 SOLUTION: Remove and clean the toner from the drum surface and run L-Detect again.

7030

Solution ID TAUS0701503EN*

Solution Usage

Description

Can the watermark be made darker?

Solution

The watermark cannot be made darker. The watermark is rendered in one value only.

Solution ID TAUS0701509EN*

Solution Usage

Description

E56-01 code. Unable to flash the image file.

Solution

CAUSE: Failed DCPS.

SOLUTION: Replace the DCPS (p/n 26na84511).

Solution ID TAUS0701511EN*

Solution Usage

Description

When machine goes into 'sleep' mode, printing is not allowed.

Solution

CAUSE: Certain services need to be disabled.

SOLUTION: To enable the machine to print from 'sleep' mode, disable Appletalk® and Netware® services.

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 attacheddocument 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

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