KONICA MINOLTA

SSD SUPPORT SOLUTIONS

7165 - ALL ACTIVE SOLUTIONS

June 2009

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

Legal Notice

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

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

Solution ID   TAUS0800352EN*   **Solution Usage**

Description
DF-322, varying registration.

Solution
 CAUSE: ThePlaten guide assembly is damaged.

 SOLUTION: Replace the Platen guide assembly (p/n 13QA-6181).
  Note :The three black Light Shield Sheets attached to the Platen Guide Part/Left (p/n 13QE41030) will also most likely be damaged allowing exposure light to leak onto the registration sensor.If damaged, replace the three Light Shield Sheets (p/n 13QA45290).
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0623254EN*   **Solution Usage**   21

Description
Intermittent SC49-01.

Solution
PROBABLE CAUSES:
1. The IP-511 hard drive start up code is corrupt.
Ghost the hard drive with the available image 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'. In most cases ghosting the IP-511 hard drive will resolve the SC49-01 issue.
   Note : The IP511 620 20g drive.exe or IP511 620 6g drive.exeimage can be used with a licensed version of Symantec Ghost® (version 6.5 or greater)on a formatted PC or laptop hard drive. These files were created by request for Konica Minolta service organizations who use the Symantec Ghost® application.
   CAUTION : The drives from which these images wer createdare different.IP511 620 20g drive.exe is a 20GB drive image and IP511 620 6g drive.exe is a 6007MB (6GB) drive image. Use ONLY on a drive of the same size when "ghosting" these images to another drive. The upgrade procedure for this method is contained the attached document.To viewthe 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 .
Ifunable to purchasea licensed copy of Symantec Ghost®, please use the standard method of updating IP-511 code.
To purchase Symantec Ghost® (now Norton Ghost®) visit the Norton from Symantec™ Store
http://shop.symantecstore.com/store/symnahho/DisplayHomePage/en_US/ThemeID.106300

2. The IP-511 hard drive has failed.
 Replace the failed hard drive (p/n 13RP-9040).

3. Failed printer control board assembly.
Ensure that the system code on the IP-511 is at minimum version 6.2.0. Remove the IP-511 from the main body and inspect the connection to the main body for any damage or pins out of place. Reseat the IP-511 onto the main body and verify operation. If the service code continues to occur, replace the printer control board assembly (p/n 13RN-7320).

4. Failed IP-511 memory module.
To check the memory module, perform the following:
a. Power the printer OFF (using the main power switch located on the rear left side of the main body).
b. Remove any additional memory modules, which have been installed on the IP unit.
c. Power the copier ON. If, the IP boots up successfully one or more of the memory modules has failed. Replace the memory modules [MU-404/64MB] (Item #950218) or [MU405/128MB] (Item #950219) as necessary.

5. The main body Printer CB has failed.
Replace the failed main body PCB (p/n 56AA-9021).

6. The power being supplied to the printer suspect.
Install a power monitor to determine if the AC outlet is causing the problem.

Solution ID   TAUS0626992EN*   **Solution Usage**   12

Description
SC49-04 at power up.

Solution
 CAUSE: Thecontroller hard drive has failed.

SOLUTION: Perform a recovery of the system code using the instructions below. If the problem persists, replace thecontroller hard drive (p/n 13RP-9040 for IP-511 and p/n 14KX-9040 for IP-511A).
The controller contains an image of the system code on a separate partition of the hard drive. To recover the system, perform the following:
1. Connect a null modem cable (RS232C serial cable terminated in a female 9-pin D-Sub connector on both ends) to the service port of thecontroller and a serial port of a laptop or PC running Microsoft® Windows.
2. Run Hyper Terminal with a setting of 9600, 1 stop bit, no parity, and no flow control.
   Note : To view the above link,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 .
 3. Once Hyper Terminal is started, power ON the printer.
4. Once the memory test screen starts, press "k" and then "a".
5. The system should start to boot to DOS. Press Enter when asked for Date and Time.
6. At the DOS prompt, type "d: Recovery". The controller will initiate a batch file that reloads system code. This process will take approximately 3 - 4 minutes.
7. Once writing is complete, a message "Recovery Done" will display in the Terminal Session. Power OFF the machine and remove the serial cable. The system can now be initialized.
8. If the system image is older than current system code, updated system code can now be installed once the printer has initialized completely. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 Notes :
 a. The recommended file to use when performing a recovery of the system software is the Recovery.bat file. However, there are three recovery files on the D partition:

D:\Recovery.bat

D:\VER600\install.bat (same as recovery.bat)

D:\VER570\Install.bat.
  b. If the recovery does not complete from the Recovery.bat file then change directories and run the VER570\install.bat file. This will install version 5.5.1 system software (not version 5.7.0). Once 5.5.1 is loaded and initializes correctly, install version 6.0.0 system software and any related patches.
 c. If any of the processes do not take place, check the contents of the D:\ drive by performing a dir command. If the contents do not list D:\Recovery.bat , D:\VER600\install.bat , and D:\VER570\Install.bat then the D: partition has not been installed correctly. The drive must be sent back to test lab for recovery.

Solution ID   TAUS0627513EN*   **Solution Usage**   0

Description

When browsing the web utilities with Microsoft® Internet Explorer, the page is in Japanese.

Solution
 PROBABLE CAUSES:
1.A glitch in the cache may be causing a refresh problem.
Delete all cache files and clear the history. Simply right-click on the IE desktop icon and select Internet Properties. Click on [Delete Files...], [Clear/Delete History], [Delete Cookies...](optional), then OK .
   Note : To viewthe abovePDF, 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 .

2. The NIC firmware is corrupted.
Reset the NIC to factory defaults. To reset theNIC to factory settings, perform the following:
 a. Power down the IP unit and remove the small rearcover.
  Note : Please remove the network connector from the NIC when performing the reset.
 b. Set jumper OP2 to the lower 2 pins, (bottom and middle) for factory initialization.
 c. Power the IP unit ON and leave it on for five minutes.
 d. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
 e. Install the rear cover.
 f. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0900085EN*   **Solution Usage**   0

Description

 Unable to scan to E-mail using a Microsoft® Exchange Server 2007.

Solution
 CAUSE:The Microsoft® Exchange Server is not set up correctly.

 SOLUTION:Please use the attached settings to set up scan to E-mail on the Microsoft® Exchange Server 2007. To viewthe 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 .
   CAUTION : The following instructions to create an Anonymous SMTP Receive Connector are NOT to be attempted by a technician. They are provided only for use by an EXPERIENCED Microsoft Exchange 2007 Administrator, as failure to follow these instructions in any way may have a detrimental effect on E-mail flow in Exchange 2007. The instructions provided have been tested numerous times and are known to work. They are currently in production use in-house at Konica Minolta and several customer environments.
  SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD and Mark D'Attilio/Ian Lynch, Production Print/SSD

Solution ID TAUS0703721EN* **Solution Usage** 1

Description

Gray background, but only when copying using the Auto Exposure mode.

Solution

 CAUSE: Failed CCD.

 SOLUTION: Replace the CCD unit (7155/7165 CCD: p/n 56AA-6300; 7255/7272 CCD: p/n 56QA -630 1; Di551/Di650 CCD: p/n 4024-3120-01; Di5510/Di7210 CCD: p/n 4396-1238-01).
 SPECIAL NOTE : Solution provided by Mark McFarlane, Hughes-Calihan Corporation

---

Solution ID TAUS0630552EN* **Solution Usage** 0

Description

 Horizontal black lines separated by approximately 56mm in halftones in the last half of the image and/or abnormal noise generation during warm-up under the following conditions:

 Immediately after having been idle for an extended period of time.
 When the paper in use is larger than 8.5x11.
 If the image is high density (containing many dots).

Solution

 CAUSE:A change of material in the Paper exit Conveyance Roller/Upper (p/n 56AA53071) allows development of flat spotswhich can cause both noise and transfer jitter lines to occur.

 SOLUTION: To correct:
 1. Ensure that the engine firmware is at the following levels:
 a. 7155/7165 Print Control version 14 or later
 b. 7255/7272 Print Control version 14 or later
  Note : This is the lowestfirmware version that provides therequired dipswitch setting.
 2. Set 25 Mode Dipswitch 26-7 to [1] to provide slight fixing roller rotation to prevent constant contact at the roller nip and avoid flat spot generation.
 3. If the problem persists, apply Molytherm grease #2 to the surface of Paper Exit Drive Gear/2 (p/n 56AA77230).The grease can be sourced locally or online.

 4. If the problem still occurs, replace the Paper Exit Conveyance Roller/Upper with theprevious type using the newly assigned part number (p/n 56AAK0090).
 IMPORTANT : DO NOTorder theoriginal productionroller as p/n 56AA53070. To prevent a parts order for thepreviously utilizedroller from "subbing up" to p/n56AA53071 (the current roller exhibiting the symptoms), adifferent part number has been assigned to thatoriginal production roller (p/n 56AAK0090).
 5. In some situations, it may also require installation of a Ferrite Core on the network communication cable.

Solution ID TAUS0802265EN* **Solution Usage**

Description

Toner is scattered around images when printing on thick paper. This is particularly noticeable with text.

Solution

 CAUSE: Incorrect transfer/separation setting.

 SOLUTION: Change soft switch 6, bit 3 to ON (switch 6, bit 4 should remain OFF).
  Note : This setting affects copy quality only when the Thick mode is selected.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0617966EN*   **Solution Usage**   29

Description

SC46-08 at power up (may be intermittent). Possible overtoning, background andlight copies.

Solution

PROBABLE CAUSES:

1.A poor connection exists on the image CB and/or the main CB, or the write unit has failed.
Reseat all connectors on the image CB and main CB. Replace the write unit if needed (p/n 56AE-6500).

2. LD1 or LD2 has failed and the image generated by the laser is not being output on the test pages. This results in only half of the test pattern being printed in test mode. Generate a test page in the 36 mode, Test Pattern Output mode. Enter a data of 5 which will print out a pattern for LD1 and LD2.
Replace the write unit (p/n 56AE-6500) if necessary.

Solution ID   TAUS0643548EN*   **Solution Usage**   3

Description

SC29-03 (patches are not output during D-Max correction),SC46-08 (image write, index sensor failure) and blank or black copies. The service codes and copy quality issue seems to alternate, but failures are constant.

Solution

CAUSE: The Write Unit has become disconnected,slid out of position or has failed.
  Note : The ICBand PRCBwere recently replaced.

SOLUTION: Reseat all of the connections to the Write unit. Reinstall Write unit.Reseat all of the connections to the Write unit. If issue continues, replace the Write Unit (p/n 4396-1239-01 for 7255/7272/Di5510/Di7210,p/n 4024-2050-01 for 7155/Di551, p/n 4024-2052-01 for 7165/Di650).
  SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0802706EN*   **Solution Usage**

Description

DF-316, evenly spaced lines on the copies when using the document feeder.

Solution

CAUSE:The Image Processing board has failed.

SOLUTION:Replace the IPB (p/n 56AA-9012).
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0619922EN*   **Solution Usage**   5

Description

DF-316/DF-322/EDH-4/EDH-7, lines on copies when using the RADF/EDH.

Solution

 CAUSE: The SCDB has failed.

SOLUTION: Reseat all connectors on the scanner drive board or PWB assembly. Replace the SCDB (p/n 56AA-9090 for the 7155/7165)or the PWB assembly(p/n 4024-2893-01 for the Di551/Di650/Di7210/Di5510/7272/7255) if needed.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0646042EN*   **Solution Usage**   3

Description

Copies are very light towards the rear. Text has a halo effect if examined closely under magnification or a loupe.

Solution

   Note : The drum, developer, and coronas have been replaced. However the issue returns after 5,000 to 10,000 copies. The drum ground and bias connections seem to be properly connected when checked with a meter (less then 10 ohms of resistance).
 CAUSE: Failed developing unit. In some cases, developermay seep into the side seals of the magnet roller. This affectsthe bias voltage applied to the outside of the magnet roller (bias voltage is lost), causing background and halo effecton some text. In addition the developer that collects in the core of the magnet roller causes light image usually at the rear of the copies. A flattening of the developer brush can be seen if you examineitclosely. Tilt the developing unit slightly as you rotate the magnet roller. The brush that forms will be flattened where the light image is being produced.

SOLUTION: Replace the developing unitassembly (Di650/Di551/7155/7165 -p/n 4024-1024-01 and Di5510/Di7210/7255/7272- p/n 4396-1010-01)and the developer.

Solution ID   TAUS0643221EN*   **Solution Usage**   2

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

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

SOLUTION: To remedy this issue make the following selections in the Scan to FTP mode:
1. Under "Function" select the "Application" key.
2. Under "Application" select All-Image Area.
3. Press the [Start] button.
The entire image should be reproduced with these settings.
  Note : These settings must be selected each time a job is scanned. The All-Image Area setting can not be made as a default setting. This setting works in all three scan modes: scan to HDD, FTP, and E-Mail.

Solution ID   TAUS0700453EN*

Description

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

Solution

bizhub C250/C252/C300/C350/C351/C450

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

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

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

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

Known unrecoverable NVRAM symptoms:

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

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

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 firmware (H5 or H6 depending on model).

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

CAUTION : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear. If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

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

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

8050/CF5001/bizhub PRO C500

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

Known defective NVRAM symptoms:

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

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

bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a .
5. Abort code 0x00f00b00 .
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in Konica Minolta logo.
9. Keep losing machine settings when power OFF.

bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

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

1. Screen freeze in Konica Minolta logo.
2. Fax unit locking up theMFP or not recognized.
3. C-E084 error code.
4. Cannot PING the MFP.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to E-mail or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C-284x error code.

bizhub 600/750
Common symptoms when NVRAM replacement may be necessary:
1. Screen freeze in Konica Minolta logo.
2. Cannot recognize document feeder.
3. Error code SC2203 .

7145/7255
Common symptoms when NVRAM replacement may be necessary:
1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01 .

Ordering Procedures
 Call the SSD Hotline at 800-825-5664, to open a Problem Ticket.
  IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated.If a request is received without an established problem ticket number the request will be denied.
 The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:
1. Login to MKM.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.

Updates/Status
 Call Logistics at 201-934-5339.
  Notes :
 a. Refer to the attached RA formand Bulletin Number 5783 for more detail.The bulletin may be a bit out-of-date concerning actual ordering procedures and applicable models.
 b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenez and Ed Bellone, Production Print/SSD

Solution ID   TAUS0656768EN*   **Solution Usage**   49

Description

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

Solution

 Please refer to the   Windows Vista™ Hardware Compatibility List for Printers & Scanners.
 For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:
 "The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."
  Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.
  Notes :
 1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
 2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site
(http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 3. The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
 4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID   TAUS0701604EN*   **Solution Usage**   39

Description
NVRAM/BRU replacement form.

Solution

The online NVRAM/BRU Replacement RA/Claim 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 .
  SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID   TAUS0801227EN*   **Solution Usage**   19

Description

NVRAM replacement.

Solution

 For NVRAM replacement, please follow these instructions:
  CAUTION : Once a NVRAM is installed in an MFP and the MFP is powered up, the NVRAM is no longer useful for any other MFP. As a general rule, swapping a NVRAM between different MFPs is not allowed. NEVER replace a NVRAM from a different model or from any model with a different firmware version.

 bizhub C650/C550/C451/C353/C253/C203
 To replace a NVRAM;
 1. Install new NVRAM in the MFP.
 2. Power ON the MFP.
   Note : When installing new NVRAM and turning on MFP first time, NVRAM is initialized according to the model/firmware version of the MFP in which the NVRAM is installed. While initializing, a hourglass screen is displayed for about 90 seconds. Do not power OFF the MFP while the hourglass screen is indicated.
 3.Make following setting correctly in Service Mode.

 System1 => Marketing Area
 System2 => HDD
 System2 => Option Board Status
 System2 => Image Controller Setting
 System2 => Software Switch Setting (required for bizhub product only)
 * Switch Numbe 10
 * Hex Assignment: 02
 4.Power OFF/ON the MFP.
 5.Do the setup procedure instructed in the Installation Manual.
 Please refer to attached documentation for details.

 7145/Di451
 Please refer to attached documentation fordetails.

 bizhub 500/420/360
 Please refer to attached documentation fordetails.

 7165/7155/Di650/Di551
 Please refer to attached documentation fordetails.

 7272/7255/Di7210/Di5510
 Please refer to attached documentation fordetails.

 bizhub 750/600
 Please refer to attached documentation fordetails.
   Note : To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800962EN*   **Solution Usage**   18

Description

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

Solution

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

SOLUTION: Have theserver Administrator add an exception for the printer to the Exchange exceptions list.
1. Open the Control panel and select Windows Firewall.
2. Select Exceptions and Add Port.
3. Add a name and Port number.
4. Click on Change Scope.
5. Select Custom List and add the IP address for the exception.

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

Solution ID　　TAUS0801706EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　7

Description
Paper Test requirements.

Solution

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

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified byESS before the test to communicate the charges.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID　　TAUS0603927EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　5

Description
How to print onto 8.5x11 inch tab paper.

Solution
Requirements :
1. Konica Minolta Visual PostScript driver 7.01 or higher.
2. 11x8.5 plus 1/5 cut tabs paper.

PROCEDURE
On the main body:
1. Load tab paper in the "R" orientation into the bypass tray with the tabs facing the front of the machine.
2. On the main body operation panel press the button which represents the bypass tray.
3. Select paper type/size.
4. Select non STD size.
5. Input a height of 229 mm.
6. Input a width of 279 mm.
7. Select OK.

Within the document to be printed:
1. Select file from the menu bar then select page setup.
2. Select Properties.
3. Select the set up tab.
4. Select landscape.
5. Select custom as the original paper size.
6. Using millimeters as the unit of measure, input a value of 2790 for the length and 2290 for the width.
7. Select the bypass tray as the paper source.
8. Select OK (twice).
9. The print driver and main body are now configured for printing onto tab paper.

Solution ID　　TAUS0606924EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　5

Description

How to copy/print onto envelopes.

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

Transparency film
Labels
Hole punch
Rag content
  Note : These special papers must only be fed from the multi-sheet bypass tray.

Solution ID   TAUS0703268EN*   **Solution Usage**   4

Description
ISW error codes list.

Solution
ISWERROR CODES

Error Code

Description

Action

01

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

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

1F

A program error is detected.

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

41

Input data format error

Check the ISW transfer data file.

42

Invalid machine name input data

Check the ISW transfer data file.

43

Invalid board name input data

Check the ISW transfer data file.

81

Input device error such as input timeout.

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

C1

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

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

C2

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

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

Error Code

Description

Action

C3

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

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

C4

Output device error such as output timeout

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

E1

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

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

E2

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

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

E3

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

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

Error Code	Description	Action
F80-11	Printer Control ISW not written	Perform ISW data install
F80-21	VIF Control ISW not written	Perform ISW data install
F80-30	ISW time-out	Perform ISW data install
F80-31	ISW data error	Perform ISW data install
F80-32	ISW write error	Perform ISW data install
F80-40	FNS ISW not written	Perform ISW data install
F80-41	ZU ISW not written	Perform ISW data install

Note : Please refer to attached Error Codes list. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0801272EN*   **Solution Usage**   4

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

Solution
Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.
The availability of these options for Unix/Linux environments is being considered for future development.

Please attachticket to this solution and provide the following information;
1. Product model number(s).
2. Now many products placed or being considered for placement.
3.What "flavor" and version of Unix/Linux operating system.
 SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID   TAUS0900739EN*   **Solution Usage**   4

Description

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

Solution

 Please follow this step-by-step procedure and refer to the attached video.
 1. Load the 64-bit driver on the client.
 2. Load the 32-bit driver on the server and share it out.
   Note : If you receive a pop-up indicating "COPY ERROR", setup cannot copy this file. Example: KOZJA_.PP_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.
 3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.
 4. Double-click on the shared out printer.
 5. Select printer and then properties.
 6. Select the Sharing tab and click on the additional drivers box.
 7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
 8. Select OK and the 64-bit driver should be pushed up to the server.
 9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.
  Notes :
  a.This was tested on like versions of 32-bit and 64-bit drivers.
  b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
  SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0603169EN*   **Solution Usage**   3

Description
 Can NCR PAPER® be used as copy paper?

Solution

 NCRPAPER® has only been approved for use in the bizhub PRO C500/920/1050.
 Konica Minoltarecommends an NCR PAPER® named   Xero/Form® II   fromAppleton Papers in Wisconsin. Xero/Form® II is a vegetable-based product that works extremely well.
   Note : For the bizhub PRO C500 and 920, refer to   Bulletin #5349 . For the bizhub PRO 1050 series see   Marketing Bulletin #05-GB-014 .
  To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0615546EN*   **Solution Usage**   3

Description
How to disable auto T/S corona electrode cleaning.

Solution
 To disable auto transfer/separation electrode cleaning, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software switch setting] on the touchscreen.
4. Scroll to software switch 2-4 or 3-4using the arrow keys.
5. Set 2-4 to 1 (OFF) for the 7055/7065. Set 3-4 to 1 (OFF) for the 7075/7085/Force75/Force85, 7155/7165/7255/7272/Force65, Di551/Di650, Di750/Di850 and Di5510/Di7210.
6. Power the copier OFF/ON to exit the 25 mode.
 SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0615561EN*

Solution Usage 3

Description

How to disable auto charge electrode cleaning.

Solution

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

Solution ID TAUS0619462EN*

Solution Usage 3

Description

What is the recommended tab paper?

Solution

The recommended tab paper is made by Avery® and the product number is 7103. Series 7100 is 90lb white index and is 9x11.

Solution ID TAUS0626073EN*

Solution Usage 3

Description

How to set up the main body NIC TCP/IP address.

Solution

To program the main body NIC TCP/IP address, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.
  Note : The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. Select [1] (Software SW setting).
4. Using the left arrow, scroll until 22 is displayed.
5. Ensure 22-00 is displayed and then press ON.
  Note : SW22-00 must be on to enable the TCP/IP address setting for theinternal NIC.
6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.
8. Select [3] TCP/IP address Setting.
9. Enter the TCP/IP address, Subnet Mask, Gateway and press OK.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0627763EN*

Solution Usage 3

Description

Vellum paper specifications.

Solution

Vellum paper is outside of the special paper specifications of the machine therefore specific paper specification can not be provided. The paper may run 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 TAUS0622167EN*

Solution Usage 2

Description

Tab printing availability.

Solution

The most recent system software allows for tab printing functionality. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
  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　TAUS0623470EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　2

Description

Hecon® key counter availability.

Solution

A kit (p/n SE95-4020) is available which includes all necessary mounting hardware and wiring. It does not include the key counter (PCUA 950816). If individual parts are ordered referring to Technical Operations Bulletin A4 D5 dated 6/25/03, the adapter wiring harness (p/n 1206K0010) is not needed since it is included with the kit. Use the long adapter wiring harness. The short one is not needed. Directions are included with the kit.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID　TAUS0701618EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　2

Description

PostScript printer driver for Microsoft® Windows Vista™.

Solution

 The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab, or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
 The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
  Note : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To viewthe 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　TAUS0616012EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

How to change or delete a programmed user in conjunction with the Scan to E-mail, HDD or FTP features.

Solution

To change or delete a previously programmed user in conjunction with the Scan to E-mail, HDD or FTP features, perform the following:
1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select E-Mail, HDD or FTP on the touchscreen.
6. Select CHANGE to change the address or select DELETE to delete the address.
7. Press OK and then RETURN to return to normal operating mode.

Solution ID　TAUS0634392EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

How to clear a fuser service code (SC 34-xx, SC 35-xx, SC 36-xx).

Solution

 Using the 25 mode, softswitch 3, bit 1 must be changed back to 0 (off). To do this, perform the following steps:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the Utility button down until the message "Enter 4-digit Password To Change" is displayed. (CF-5001 uses the P key instead of a Utility key).
  Note : The button must be held down for about 5 seconds before the message is displayed.
 2. Enter the password 9272 and press the Start (Print) button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, twice. The number displayed above the up-arrow will change to 03.
5. Select the bit number of switch 1, using the right up-arrow. 03-1 will be displayed.
6. Press the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Note : Please see the Service Manual for details.

Solution ID   TAUS0641756EN*   **Solution Usage**   1

Description
Is a finisher required to print to the MFP?

Solution
Afinisher is not required to be installed on the printer.

Solution ID   TAUS0657982EN*   **Solution Usage**   1

Description
What is the part number for the complete developing unit?

Solution
 Developing unit(p/n 4024-1024-01 for 7155/7165/Di551/Di650 andp/n 4396-1010-01for 7255/7272/Di5510/Di7210).
 SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0702779EN*   **Solution Usage**   1

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

Solution
 CAUSE: Incorrect procedure.

 SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID   TAUS0629188EN*   **Solution Usage**   0

Description
Can tab paper be 3/2 hole punched?

Solution
Tab paper cannot be punched. This is a machine limitation. Please refer to Paper information pg 4-12 of the User Manual for more detail.

Solution ID   TAUS0657842EN*   **Solution Usage**

Description
 F80-10 failure code.

Solution
 CAUSE: A replacement FSCB (Finisher Control Board) was just installed and the firmware was not updated.

 SOLUTION: Please update the firmware to the latest version for the FN-10/FS-110/FS-210. Click on the following link(s) when logged into My Konica Minolta to locate the latest firmware.
 FN-10 -
 http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=332&filetypeid=1
 FS-110 -
 http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=389&filetypeid=1
 FS-210 -
 http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=388&filetypeid=1

Solution ID   TAUS0700401EN*   **Solution Usage**

Description

E46-25 service code.

Solution

 CAUSE: An AOC/AGC error. An internal failure of the A/D Converter board which is part of the CCD Assembly.

 SOLUTION: Check that the:
 1. Light blocking cover and lens cover are notremoved from the scanner section. The CCD lens needs to be unblocked. Also check the position of the scanner mirrors.
 2. A/D converter board connector is not disconnected. Check all of the connections on the CCD Assembly.
 3. Power cable of A/D converter board is not disconnected on the CCD assembly.
 4. IC protector on the A/D converter board is not OPEN. ICPs are labeled on the board and should check the same as any fuse. Lack of continuity indicates a failure.
 5.Exposure lamp intensity is not excessive. May be the sign of a failing inverter board and exposure lamp.
 6. Exposure lamp does not light. Failed lamp or inverter board. If the lamp and lens are unblocked and the exposure lamp illuminates properly, replace the CCD assembly (p/n 4396-1238-01).
   Note : The A/D Board is part of the CCD Assembly.

Solution ID   TAUS0701136GE*   **Solution Usage**

Description

Are Citrix© certified drivers available?

Solution

 Citrix© certified drivers are not available.
   SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702337EN*   **Solution Usage**

Description

 SC29-01 on start up.

Solution

 CAUSE:A dirty or failed TCSB (Toner Control Sensor Board).

 SOLUTION: Please check to see if the sensor is dirty. Clean with compressed air or blower brush. Wipe with a clean cotton cloth. If issue is unresolved, replace the TCSB (p/n 4021017-01).

Solution ID   TAUS0702534EN*   **Solution Usage**

Description

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

Solution

 Please perform the procedures mentioned in the attached document.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
   SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702661EN*   **Solution Usage**

Description

Unable to transfer address book information to the MFP.

Solution

 CAUSE: TheUser ID and password to accessthe Address Book Utilityare required so that E-mail accounts can be added to the MFP.

 SOLUTION: The User ID is"EKC" and the passwordis "00000000" (do not include quotation marks, please).
 If not working, make sure network connection is properly made.It must be attached to the MFPand not to the controller.
 See attached PageScope Address Book Utility User Manual, page 4-12,for details regarding the setup and configuration of the ABU utility.
   Note : To viewthe 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   TAUS0702889EN*   **Solution Usage**

Description

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

Solution

Please perfrom the step-by-step procedures mentioned in the attached PDF.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0703276EN*   **Solution Usage**

Description

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

Solution

 The format to save image dataon a main body HDD has been changed forintegrated machines (bizhub PRO 1050/1050P and bizhub PRO 920). Image datafor conventional models cannot be migrated over to integrated machines and vice versa. Due to this problem, there is a tool to covert image data on a HDD to data which can be handled on the PC.
 By connecting the built-in HDD in the main body to a PC and performing the batch process with this tool (attached), compressed image data on the HDDis converted to TIF files which can be handled on a PC.
  Note : This toolis also available via the Konica Minolta Download Selector (search for 'jv100'). Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800433EN*   **Solution Usage**

Description

 IsMagneCote® paper or magnetic backed paper supported?

Solution

 MagneCote® paperor magnetic backed paper is not supported.
  SPECIAL NOTE : Solution contribution by Marge McLea, ProductionCustomer Support/SSD

Solution ID   TAUS0800671EN*   **Solution Usage**

Description

 Part number for the finisher wiring harness leading up to the exit sensor (PS706).

Solution

 Modified FNS Wiring/1 (p/n 13QE90013F) and Wiring (p/n 15JKN12500)are designed to prevent breakage.
  Note : Wiring harness change affects all finishers of the listed models. Please refer to attached Bulletin Number 5700 for the affected finishers.

 FN-6
 FN-9
 FN-10
 FN-112
 FN-120
 FN-121
 FS-110F
 FS-115
 FS-210
 FS-215
 FS-513
 FS-606

PK-2
Cover Inserter B
To viewthe 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 TAUS0800772EN* **Solution Usage**

Description
Part number for Tray 3 driving motor.

Solution
Driving motor for Tray 3 (p/n 56AA80030).
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801556EN* **Solution Usage**

Description
Is eCopy supported?

Solution
eCopy is not supported for these models.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0808365EN* **Solution Usage**

Description
Does the PCL driver support tab printing?

Solution
The PCL driver does not support tab printing. The PostScript Visual driver must be used for tab printing.

Solution ID TAUS0900083EN* **Solution Usage**

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

Solution
To default the opening scan size of a scanned document via Adobe® Acrobat® 9 perform the following:
 1.Open a PDF.
 2.Select Edit and then Preferences.
 3.Click on Zoom to scroll and select the desired opening size.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ian Lynch, Production Print/SSD

Solution ID TAUS0900745EN* **Solution Usage**

Description
How to view the meter reading on the operation panel.

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

KONICA

7020

PRESS 123 ON THE LEFT SIDE

7022

7030

7130

7035

7145

 PRESS   * KEY

7033

PRESS   P 1 START

7040

7045

7060

7065

7155

PRESS   P

7165

7255

7272

7075

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

Solution ID   TAUS0901466EN*   **Solution Usage**

Description
What is the recommended MD5 checker?

Solution
 Therecommended MD5 checker is HkSFV (download attached file).
 HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum.
HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.
 What is an SFV?
 An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.
 What is an MD5?
 MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to computechecksums, rather than the CRC-32method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.
 Some key features of HkSFV:

                   June 2009

Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)
One-click creation and checking of SFVs and MD5s
Flawless & smooth upgrading to new versions (simply install the new version)
Automatic association with SFV files, and an option to fix file association when other programs steal it
Handles SFV and MD5 files from any other program invisibly (including files created on *NIX)
Database/cache of previously checked files
Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)
Automatically find renamed files while checking SFV or MD5 files
Enqueue SFVs or MD5s during file verification
Recursive directory support during creation and verification
Supports creation of .bad and .missing files, or deleting failed files
Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5
 SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID   TAUS0654164EN*   **Solution Usage**   1

Description

DF-316/DF-322/EDH-4/EDH-7, J 62-04 original jamwhen making double-sided copies through the document feeder.

Solution

CAUSE: Burr on guide plate or Conveyance Guide Spring 'B' is missing.

SOLUTION:Check all guide plates for burrs and file them untilsmooth.If necessary, replace Conveyance Guide Spring 'B' (p/n 13QA40490 for 7155/7165/7155/7272 andp/n 4024-2247-01 for Di551/Di650/Di5510/Di7210).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Charles Kris, KMBS/Tampa

Solution ID TAUS0801765EN* **Solution Usage** 8

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

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

SOLUTION:Wipe affected are with anti-static compound (Brillianize®, Pledge®, dryer sheet, etc.).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0622424EN* **Solution Usage** 5

Description
J73-01 at power up or intermittently during operation.

Solution
CAUSE: Broken wire leading to PS706 (main paper tray exit).

SOLUTION: To check the state of PS706, perform the following:
1. Access the 47 multimode (power the copier OFF/ON, while simultaneously holding the 4 and the 7 keys), input code 76, press P-05-P.
2. The display panel should read (L).
3. If the display panel reads (H), remove the connector from PS706 and CN11 from the FNCB and ohm the wiring from CN11-1, CN11-4 and CN11-7 to PS706.
4.If necessary, replace the wiring harness with the modified FNS Wiring/1 (p/n 13QE90013F) and Wiring (p/n 15JKN12500) whichare designed to prevent breakage.
  Note : Wiring harness change affects all finishers of the listed models. Please refer to attached Bulletin Number 5700 for the affected finishers.

 FN-6
 FN-9
 FN-10
 FN-112
 FN-120
 FN-121
 FS-110F
 FS-115
 FS-210
 FS-215
 FS-513
 FS-606
 PK-2
 Cover Inserter B
 To viewthe 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 TAUS0619908EN* **Solution Usage** 3

Description
FN-9/FN-120/FS-110/FS-115/FS-215, intermittent J72-29 during operation or shortly after the last page of a non-staple job exits the finisher.

Solution
CAUSE: When SD704 (paper exit opening) engages the exit guide plate lower, the plate is contacting the actuator for PS706 (main tray paper exit) causing the jam code to be displayed.

SOLUTION: Inspect the clearance between the exit guide plate lower (p/n 13QE48220) and the actuator for PS706 (p/n 13QE48280). If the plate contacts the

---

actuator when it is engaged by SD704, file the actuator until the exit plate movement does not contact the actuator.

Solution ID   TAUS0622340EN*   **Solution Usage**   3

Description
COPYING IN PROGRESS, PRESS START TO RESTART messages, and the LCD blinks at process start.

Solution
CAUSE:Paper is remaining in the ADU conveyance section.

SOLUTION: Open the front doors, withdraw the ADU/conveyance unit, lower the ADU bottom plate, and remove any paper that is found.
 Notes :
1. Refer to the 7155/7165 cross section . and the shaded area is the ADU.
2. To view the above 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   TAUS0703355EN*   **Solution Usage**

Description
FS-110/FS-210, F77-04 at power up.

Solution
CAUSE: The finisher exit motor has failed.

SOLUTION: Replace the finisher exit motor (p/n56AA80080).
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0802427EN*   **Solution Usage**

Description
J72-29 intermittently.

Solution
CAUSE: Finisher wiring harness failure to PS706.

SOLUTION: Replace the wiring harness with the modified FNS Wiring/1 (p/n 13QE90013F) and Wiring (p/n 15JKN12500) whichare designed to prevent breakage.
 Note : Wiring harness change affects all finishers of the listed models. Please refer to attached Bulletin Number 5700 for the affected finishers.

 FN-6
 FN-9
 FN-10
 FN-112
 FN-120
 FN-121
 FS-110F
 FS-115
 FS-210
 FS-215
 FS-513
 FS-606
 PK-2
 Cover Inserter B
 To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0802714EN*   **Solution Usage**

Description
J11-02 when copying from Tray 1.

Solution

CAUSE: The printer Regist Loop adjustmentsetting.

SOLUTION:Vary the printer Regist Loop adjustmentbetween1and5:
1. Enter the 36 mode.
2. Select #5 for Printer Regist Loop Adj. and vary the number between 1 to 5 for the best result.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID　TAUS0800366EN*　　　　　　　　　　　　　　　　　　**Solution Usage**　3

Description
When printing from Microsoft® Publisher andperforming a mail merge, thecopiesare all stapled together.

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

SOLUTION: Please read the attached Microsoft® articleregarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　TAUS0701267EN*　　　　　　　　　　　　　　　　　　**Solution Usage**　2

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

Solution
CAUSE: Earlier ISWTrns version is being used.

SOLUTION: The USB feature is available in ISWTrns utility version 3.74E and newer.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID　TAUS0800601EN*　　　　　　　　　　　　　　　　　　**Solution Usage**　1

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

Solution
CAUSE: Improper selection in the printer driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　TAUS0801980EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

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

Solution
CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minoltadrivers.The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID　TAUS0802412EN*　　　　　　　　　　　　　　　　　　**Solution Usage**

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

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

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

remove and re-create the daemon configuration file.
  SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

Solution ID   TAUS0613434EN*

Solution Usage   40

Description
SC90-01 at power up.

Solution
PROBABLE CAUSES:
1.Failure of the ADU drive board due to a short. An ICP on the ADU boardmay beOPEN.
 Note : Service code may have occurred after a jam in the ADU.
Please:

 Check ICPs on the ADUDB. It is possible thatone is OPEN.

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

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

 Replace the ADU DB if necessary.
  Note : ICPsare not a replaceable part. It is not a fuse; it is a semiconductor device (like a transistor or diode).
  WARNING : DO NOT ATTEMPT TO SHORTACROSS ANICP .

 MODELADU DB PART NUMBER
7075/FORCE 75 55VA-9071
7085 56GA-9070
7155 56EA-9040
7165 56AA-9040
7255/7272 56QA-9040
Di5510/Di7210 4396-1282-01
Di551 4026-1006-01
Di650 4024-2892-01
Di750 4014-4065-01
Di850 4027-1412-01

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

Solution ID   TAUS0622313EN*

Solution Usage   14

Description
ISW DATA ERROR 41 when attempting to flash the firmware.

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

SOLUTION: Remove the printer (or other device) that is attached to LPT1.
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0626909EN*

Solution Usage   5

Description
Intermittent SC49-01 and/or SC49-03.

Solution
CAUSE: A failed printer control board in the main body.

SOLUTION: Replace the printer CB (p/n 56AA-9021).
 Note : Normally these codes indicate failed memory installed in the IP-511, a failed IP-511 printer board, or the IP-511 startup code is below 6.2.0. Only replace the printer control board in the main body as a last resort.

Solution ID TAUS0624953EN* **Solution Usage** 4

Description

No power, except that the timer light is blinking.

Solution

CAUSE: A problem with thefirmware.

SOLUTION: Shut down the MFP. When power is reapplied, theLCDwill be blank and the "Timer" light will be blinking. Even though the LCD is blank, start the "Image" program download.
  Note : As soon as the program starts downloading the "Energy Saver" light will start blinking. This indicates the download has started. It may take up to 1 minute for the progress bar to start moving. Once the download is complete theMFP will immediately and automatically showa normal LCD. Do not abort the process.

Solution ID TAUS0700709EN* **Solution Usage** 4

Description

 J93-01 when duplexing.

Solution

 PROBABLE CAUSES:
 1. The conveyance driving gear has become worn/damaged resulting in loss or partial loss of drive to the ADU conveyance section.
 Replace the conveyance driving gear (p/n 56AA77400 for 7155/7165; p/n 56QA77400 for 7255/7272) located behind the conveyance motor (M5) on the ADU.

 2.The conveyance drive pulley gearis worn to the point where it causes slipping in the duplexing unit.A slight noise was audible when the slippage was occurring.
 Replace the conveyance drive pulley gear (p/n 56AA76540 for 7155/7165; p/n 56QA76540 for 7255/7272).
 SPECIAL NOTE : Solution contribution by Bob Moeller/Greg Lantowski, Production Print/SSD and Tom Kelly, Workgroup/SSD

Solution ID TAUS0702457EN* **Solution Usage** 4

Description

IntermittentSC52-01 andpossibly a squealing noise.

Solution

 CAUSE: The DCPS/1 has failed. The noise that is being heard, in combination with the service code, is caused by a failed cooling fan in the DC Power Supply (DCPS). The fan is located on the right side of the power supply housing.

 SOLUTION: Replace DCPS/1 (p/n 56AA84512).
  Note :The cooling fan is not available as a separate part. It is a standard box-type fan found in many computers. A replacement can probably be found online or ata local computer store.
 SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0629488EN* **Solution Usage** 3

Description

SC46-01 and/or SC46-08 at power up.

Solution

 PROBABLE CAUSES:
 1.A poor connection exists on the image CB and/or the main CB, or the write unit has failed.
Reseat all connectors on the image CB and main CB. Replace the write unit(p/n4396-1239-01 for Di5510/Di7210/7255/7272, p/n 4024-2052-01 for Di650/7165 and p/n 4024-2050-01 for Di551/7155) if necessary.

 2. LD1 or LD2 has failed and the image generated by the laser is not being output on the test pages. This results in only half of the test pattern being printed in test mode. Generate a test page in the 36 mode, Test Pattern Output mode. Enter a data of 5 which will print out a pattern for LD1 and LD2. The write unit may have failed.
Replace the write unit(p/n4396-1239-01 for Di5510/Di7210/7255/7272, p/n 4024-2052-01 for Di650/7165 and p/n 4024-2050-01 for Di551/7155) if necessary.

 3.DF/E-RDH memory has failed.
 Confirm by removing and/or replacing the defective memory.
  Note : The standard memory of the main body E-RDH is 64MB. There is one additional slot for memory which can be expanded to a maximum of 576MB. Additional memory is installed on the image CB located at the rear of the unit.
 Available Konica memory:
 ITEM # ITEM DIMM
950631 MU-401 64MB
950632 MU-402 128MB

950588 MU-303 256MB
960334 MU-304 512MB
  SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0638596EN*   **Solution Usage**   3

Description
DF-316, RELOAD ORIGINALS IN TRAY AND PRESS START TO RESTART message when using the RADF.

Solution
CAUSE: PS301 (last original detection) failed in the RADF.

SOLUTION: To check PS301 perform the following:
1. Access the 47 multimode (power the machine while holding down on the 4 and 7 keys), input code 60, press P-7-P.
2. Actuate the sensor and watch for a change of state at the control panel.
3. If no change takes place clean or replace PS301 (p/n 08AA85510).

Solution ID   TAUS0703785EN*   **Solution Usage**   3

Description
Completes initialization, then powers down and trips the internalcircuit breaker.

Solution
 CAUSE: Failed circuit breaker.

 SOLUTION: Inspect the machine for shorts and if noneis found replace the circuit breaker (p/n 56AA88421for 7155/7165/7255/7272 and p/n 4024-2003-01 for Di551/Di650/Di5510/Di7210).
  SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0618225EN*   **Solution Usage**   2

Description
SC41-01 at power up and the optics does not initialize.

Solution
 CAUSE: A failed SCDB (Scanner Drive Board) and/or one of the ICPs is OPEN.

 SOLUTION: Reseat all connectors, verify that the ICPs are good. Replace the SCDB (p/n 56AA-9090). Other possible components to check: M11 (scanner), PS61 (scanner HP) and the PRCB (Printer Control Board).

Solution ID   TAUS0627255EN*   **Solution Usage**   2

Description
SC22-02 at power up.

Solution
CAUSE: Dirty or failed cleaner cooling fan (FM5).

SOLUTION: To check the operation of the cleaner cooling fan, perform the following:
1. Access the 47 mode, output code 42, P-08-P.
2. Press the START key; the cleaner cooling fanshould rotate. If the cleaner cooling fan fails to rotate remove, clean and reseat the connector to FM5. Replace fan(p/n 56AA80540) as necessary.

Solution ID   TAUS0630724EN*   **Solution Usage**   2

Description
SC46-25 after power up.

Solution
PROBABLE CAUSES:
1. Failed SCDB or A/D conversion board.
First, verify proper operation of the SCDB and L1:

June 2009

a. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), output code 000.
b. If the lamp does not come ON, measure the voltage on L1 INVB at CN630-1 and CN630-2 for 24V DC.
c. With the meter still at CN630-2, run the 47 mode, output code 000 and ensure that the signal drops to 0V DC.
d. If the signal stays at 0V DC, replace the SCDB (p/n 56AA-9091 for 7155/7165/Di551/Di650 or p/n 4024-2893-01 for 7255/7272/Di5510/Di7210).
 Note : If the SCDB and L1 are operating properly, replace the CCD unit (p/n 56AA-6300 for 7155/7165/Di551/Di650 or p/n 4396-1238-01 for 7255/7272/Di5510/Di7210). This includes the A/D converter board which is not available as a separate part.

2. The exposure lamp is not lighting.
 Note : The error may have been preceded by black images.
Observe the exposure lamp during initialization. If the lamp does not light, check for an open F1 fuse on the L1 inverter board located on the scanner frame. If the fuse is open, replace it with a fuse of the same rating. If the fuse is not open, carefully inspect the exposure lamp for any damage or discoloration which would indicate a defective lamp. If the lamp is suspected it should be replaced (p/n 56AA83010 for 7155/7165/Di551/Di650 or p/n 4024-2084-01 for 7255/7272/Di5510/Di7210).

3. A poor connection exists between the A/D converter board wiring harness connectors.
 Note : Intermittently, half of the page from front-to-rear may have background.
Reseat the connector which plugs directly into the A/D converter board and the IMCB.

Solution ID   TAUS0649481EN*   **Solution Usage**   2

Description
SC53-01 at start up.

Solution
CAUSE: SL2 (web solenoid) was not advancing the web properly, causing a build-up on the cleaning web. This build-up can prevent M4 (Fixing Motor) from turning properly.

SOLUTION: Check the position and operation of SL2. Test the solenoid in the 47 service mode, code 045, multi-mode 4. If the solenoid does not function every time the test is run, replace SL2.

Solution ID   TAUS0624977EN*   **Solution Usage**   1

Description
DF-312/DF-322/EDH-4/EDH-7, SC46-12 error code. Code may be intermittent.

Solution
 PROBABLE CAUSES:
 1. Scanning is attempted with no original on the platen glass. This might be corrected by upgrading the firmware.
 Place an original on the glass. Upgrade firmware to the latest level. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

 2. Problem with the ICB (Image Control Board).
 Please try re-flashing the machine and replace the ICB if necessary.
   Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

 Model

 Image Control Board Part Number

 Di551/Di650

 4024-2057-01

 Di5510/Di7210

 4396-1135-01

 7155/7165

 56AA-9012

7255/7272

56QA-9010

Solution ID   TAUS0627440EN*   **Solution Usage**   1

Description

Cannot release the ADU carriage handle.

Solution

CAUSE: One or more of the front door switches or photosensorsdetects that a front door is not open. Both front doors must be open for the handle to be released.

SOLUTION: Perform diagnostics to check the state of the door switches and sensors. Use 47 mode, code 25-P04 (input) to check MS1 and MS2. With the doors open, the indication on the display should be H . If L is indicated, one or both of the switcheshas failed or is disconnected. Use diagnostic code 25, P-02 and P-03 (input) to check PS39 (Left Door Photosensor and PS38 (Right Door Photosensor). With the front doors open, the indication on the display should be H . If either is L , the respective sensor is not functioning correctly.
 SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0641748EN*   **Solution Usage**   1

Description

J32-04 during operation; jamming at the paper exit.

Solution

CAUSE: When the end user has a jam, and opens the ADU, the paper tears on the exit side creating damage to the mylars.

SOLUTION: Replace or trim the mylars (p/n 56AA48200 for 7155/7165/7255/7272and p/n 4024-3079-01 for Di551/Di650/Di5510/Di7210).
 SPECIAL NOTE : Solution contribution by Jason 'Harold' McCoy, Komax Business Systems

---

Solution ID   TAUS0651905EN*   **Solution Usage**   1

Description

SC32-04 while copying, even after replacing all of the recommended parts in the Service Manual.

Solution

CAUSE: The SC32-04 service code represents a failure ofFM6to turn (Paper Exit/F fanmotor for the Di5510/Di7210/7255/7272 models only) or FM8 to turn(Main Body Cooling Fan/2 motor for the Di551/Di650/7155/7165 models).

SOLUTION: Replace the FM6or FM8 (p/n 26NA80511 for 7155/7165/7255/7272 and p/n 4014-2605-01 for the Di551/Di650/Di5510/Di7210).

Solution ID   TAUS0801210EN*   **Solution Usage**   1

Description

The machine sometimes shuts itself off.

Solution

CAUSE: Failed ICB.

SOLUTION: Replace the Image Control Board (for Di551/Di650 - p/n 4024-2057-01; for 7155/7165- p/n 56AA 901 7).Re-flash the machine.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0625207EN*   **Solution Usage**   0

Description

SC46-99. When the front door is opened/closed the code goes awaybutwill reoccur.

Solution

CAUSE: This code is generated if the EDH memory module is not functioning or not connected properly.

SOLUTION: Try removing the optional memory and reseating it. This usually resolves the problem. If this fails to correct the issue, try removing the optional memory completely. If the code still will not clear, the ICB has failed and should be replaced (Image Control Board - p/n 4396-1278-01 for 7255/7272/Di5510/Di7210 ;p/n 56AA-9012 for 7155/7165 ; p/n 4024-2057-01 for Di551/Di650).

Solution ID   TAUS0629420EN*   **Solution Usage**   0

Description

Scanner unit is slamming against the left side of the machine frame when copying from the platen.

Solution

CAUSE: Failed SCB (scanner control board).

SOLUTION: Replace the SCB (p/n 56AA-9091).

Solution ID   TAUS0641737EN*   **Solution Usage**   0

Description

'This device does not support scanning function' error message when retrieving address book from MFP/Controller.

Solution

CAUSE: The engine address book was trying to download via thecontroller network port.

SOLUTION: To download or upload address book informationconnect to the engine network port. To configure TCP/IP address on the engine, perform the following:
1. Press HELP (?) to access Key Operator mode.
2. Press (1. System Initial)
3. Set engine's TCP/IP address, subnet mask and gateway.
4. Exit key operator mode.
5. Download the address book from the engine.

Solution ID   TAUS0645408EN*   **Solution Usage**   0

Description

SC90-01 at power up.

Solution

CAUSE: CN207 and CN217 are connected in the incorrect sockets on the PRCB (Printer Control Board).

SOLUTION: Verify CN207 and CN217 are connected in the correct sockets (both are 12-pin connectors and can be interchanged). All wires of CN217 are violet.
 Please, also:

 Check ICP1 on the ADUDB. It is possible that this is OPEN.

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

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

 Replace the ADUDB if necessary (p/n 4026-1006-01 for the Di551; p/n 4024-2892-01 for the Di650; p/n 56EA-9040 for the 7155; p/n 56AA-9040 for the 7165).
  Note : ICP1 is not a replaceable part. It is not a fuse; it is a semiconductor device (like a transistor or diode).
  WARNING : DO NOT ATTEMPT TO SHORT across ICP1.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0800363EN*   **Solution Usage**   0

Description

The operation panel locks up upon exiting power saver mode.

Solution

 CAUSE: The NVRAM has failed.

 SOLUTION: Please contact the SSD Hotline for instructions on how to acquire areplacement NVRAM.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0703354EN*   **Solution Usage**

Description

No power.

Solution

CAUSE: CN138 on the Image Board has poor solder joints or has broken off at the surface mount contact points of the Image Board.

SOLUTION: Replace the Image control board (p/n 56AA-9012).
SPECIAL NOTE : Solution contribution by Gerald Koehl,   Braden Business Systems

---

Solution ID   TAUS0703563EN*   **Solution Usage**

Description

FS-210 finisher jam and the finisher side guides are not operating correctly.

Solution

CAUSE: Failed Finisher Relay Board.

SOLUTION: Replace the Finisher Relay Board (p/n 13QJ-9326).
SPECIAL NOTE : Solution provided by Don Radder -Eastern Copy Products.

Solution ID   TAUS0703599EN*   **Solution Usage**

Description

DF-316, intermittent J62-03 codes. Approximately every 2-20 copies the machine will jam.

Solution

CAUSE: The Transport Resist Driving Gear has failed.

SOLUTION: Replace the Transport Resist Driving Gear (p/n 13QA77010).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0703709EN*   **Solution Usage**

Description

Incorrect document feeder registration. The image is shifted on copies about 1 to 1.5 inches.

Solution

CAUSE: The design of the document feeder Guide assembly has been enhanced and the original style should be replaced.

SOLUTION: Replace the EDH Guide assembly (p/n 4024-3125-01). Please see the attached Bulletin Number 4416 for additional details.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0801216EN*   **Solution Usage**

Description

Auto reset does not function.

Solution

CAUSE: The machine firmware is corrupt.

SOLUTION: Re-flash the machine with the latest firmware. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801497EN*   **Solution Usage**

Description

Occasional light copies are output.

Solution

CAUSE: Failed Image Control Board.

SOLUTION: Re-flash the machine and replace the ICB if necessary.
  Note : ICB part numbers are:
Di5510, Di7210, 7255, 7272 (p/n 4396-1278-01)
7155, 7165 (p/n 56AA-9017)
Di551, Di650 (p/n 4024-2057-01)
SPECIAL NOTE : Solution contribution by Chris Logston, Lincoln Office Equipment

---

Solution ID   TAUS0801617EN*   **Solution Usage**

Description

J32-03 when making single-sided and two-sided copies.

Solution

 CAUSE: A screw is missing from the frame piece that supports the stopper plate in the ADU. If positioned improperly it can also affect the proper function of the PS42 reverse sensor.

 SOLUTION: Replace the missing screw (p/n 9737-0304-13). Please see the attached documentation for the location of the missing screw. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0900323EN*   **Solution Usage**

Description

F18-40 error when loading more than 3 reams of paper in the LT-402.

Solution

 CAUSE: Worn lift tray components.

 SOLUTION: Check all of the cables, pulleys and capstans for wear.Thesecomponents could cause the drive system to bind.If the motor operates normally with less paper loaded in the tray, the lift tray components may be the cause. Please refer to attached Parts Manual pagesas areference ofparts location (yellow highlighted). To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0900615EN*   **Solution Usage**

Description

"Undefined" is displayed at power on.

Solution

 CAUSE: Image Control Board and NVRAM failure.

 SOLUTION: Replace the ICB (see p/n below) and the NVRAM.

Model	Image Control Board Part Number
Di551/Di650	4024-2057-01
Di5510/Di7210	4396-1135-01
7155/7165	56AA-9012
7255/7272	56QA-9010

 Note: Replacement of the NVRAM requires prior approval from SSD. Contact tech support for assistance.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.   June 2009

Special note: Solution contributed by William Dawkin, KMBS/Pittsburgh, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

June 2009

Solution ID   TAUS0620244EN*   **Solution Usage**   124

Description

Toner leakage (or scattering) and/or developer leakage, causing soiled copies, developer carryover on copies, white spots in solid image areas, T/S corona contamination and other copy quality defects.

Solution

CAUSE: The above symptoms can be caused by the following conditions:
1. Write unit failure - the toner density control system attempts to compensate for decreased image density by increasing the amount of toner added, eventually resulting in toner leakage.
2. Large amounts of paper dust or recycled toner mixes with the developer causing the toner charge value to decrease which effects its adherence to the developer and causes toner to leak.
3. A gap between the toner supply opening and developing unit through which toner can leak and scatter onto copies.
As a result of the above, developer/toner spillage occurs contaminating the charging grid which results in abnormal potential control. The covered (blocked) charge corona grid causes the drum potential to increase and developer to adhere to the photoconductive drum surface. This developer is then deposited onto the transfer guide plate, T/S corona, and copies.

SOLUTION: Please refer to 7155/7165 Technical Bulletin #8   for detailed information. Use the 7155/7165 Toner Misting Counter Measures Checklist to help resolve the problem.

To prevent the toner from spilling the REGIST CLEANER ASSY has been changed. See KOM060445.pdf for details.

NOTE: Disregard instruction 5b in Tech Bulletin #8 regarding setting change of dipsw. 23-2. (Can cause SC29-03 after developer change in high humidity areas.) The bulletin is being revised to remove this step and add more information.

CAUTION: If there is no problem with the write unit and the dipswitch settings are correct, replace the developing unit cover .
Note: To view a 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   TAUS0617397EN*   **Solution Usage**   78

Description

DF316, intermittent J62 codes, multi-feeding and or erratic feeding operation.

Solution

CAUSE: The unit has not been modified with the new style DFP roller modification (p/n 13QA-K010FOC) as outlined in DF316 Technical Bulletin #1 .
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]]

SOLUTION: Install the new style DFP roller modification for units with serial numbers below the cut in.
Note: The serial number cut-ins are as follows:
7155   56EE00462 and above do not require the modification
7165   56AE01665 and above do not require the modification

* Trademark ownership information

Solution ID   TAUS0616459EN*   **Solution Usage**   70

Description

How to program the machine to default to 8.5x11 when a small size original is placed on the platen glass.

Solution

To program the machine to default to 8.5x11 when a small size original is placed on the platen glass, perform the following:
1. Flash the machine to firmware versions Image control 52, and Printer control 36 or higher.
2. Hold the [P] key down until the message [Enter 4-digit password to change Mode] is displayed at the top of the touchscreen.
Note: The key must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the START key.
4. Touch [4. Key operator mode] on the touchscreen.
5. Touch the down-arrow which is located at the lower left corner of the touchscreen one (1) time.
6. Touch [13. Memory switch setting] on the touchscreen.
7. Touch the down-arrow on the lower left corner of the touchscreen two (2) times.
8. Using the down-arrow located on the right side of the touchscreen, scroll to [17. Platen org. size detect (SMALL)].
9. Repeatedly touch [Change Setting Contents] until 8.5x11 is displayed as the setting.
10. Touch [RETURN] on the lower right corner of the touchscreen.
11. Touch [MODE CHANGE] on the lower right corner of the touchscreen.
12. Touch [EXIT] on the lower right corner of the touchscreen to return to the normal mode.

June 2009

7165

Solution ID TAUS0619631EN*

Description

J32-02 during operation.

Solution

CAUSE: The paper exit drive gear has been excessively lubricated at the factory.

SOLUTION: Clean and or replace the paper exit drive gear (p/n 56AA77230).
Notes:
1. Refer to 7155/7165/FORCE 65 Technical Bulletin 5B for additional information.
2. 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 TAUS0616115EN*

Solution Usage 28

Description

Unable to install the key counter receptacle (p/n U021-0020) due to connector incompatibility with the main body interface harness (CN35).

Solution

CAUSE: Different style of key counter receptacle on the 7165.

SOLUTION: There is a new adapter that allows external key counters to be connected to the new-style connector on the 7165. The new key counter adapter (p/n 1206K0010) is available and can be ordered from Parts.
Note: Konica Minolta is changing the key counter receptacle to the style that is presently on the 7165. All applicable vendors have been notified of this change.

Solution ID TAUS0617175EN*

Solution Usage 27

Description

Printed ECM data will only print up to 86 passwords, Paper will stop at the 2nd feed rollers with the copy, scan and interrupt buttons all flashing with the machine still running with jam code indicated.

Solution

CAUSE: A bug in the previous firmware limited the printing of only 86 ECM passwords.

SOLUTION: Flash the 7165 to minimum version 30 to resolve the limited printing issue.
Notes:
1. Individual print control program versions are displayed as follows on the LCD after rewriting this program.
C1-30, C2-14, C3-15, C4-11, C5-12
2. Individual image control program versions are displayed as follows on the LCD after rewriting this program.
I1-30, I2-30, I3-30, I4-30, I5-30

Solution ID TAUS0619156EN*

Solution Usage 27

Description

DF316, intermittent J62-01, J62-03 and J62-06.

Solution

CAUSE: The paper feed coupling/A spring has not been removed.

SOLUTION: The paper feed coupling/A spring, (p/n 13GL40320) must be removed to resolve the intermittent jam codes.
Note: The paper feed coupling/A spring is installed at the factory but should be removed to eliminate intermittent jam codes.   Please only remove the spring from the coupling and return the coupling to its original position.

Solution ID TAUS0615472EN*

Solution Usage 26

Description

Memory specifications, 7165.

Solution

The standard memory of the main body E-RDH is 64MB.   There is one additional slot for memory which can be expanded to a maximum of 320MB.
Additional memory is installed on the image CB located at the rear of the unit.
Notes:
1. Available Konica memory:

ITEM #	ITEM	DIMM
950631	MU-401	64MB

950632   MU-402   128MB
950588   MU-303   256MB
2. Other 256MB memory DIMM that can be used are as follows:
 The recommended 256MB DIMM is as follows:
    a. Century Microelectronics, Inc.* (PC133/256MB/NON ECC), DTV6E8-CL3 (Hitachi)* [[http://www.century-micro.com| URL http://www.century-micro.com]]
    b. Melco Inc.* PC133/256MB/NON ECC, VS133-256M (Toshiba)* [[http://www.melcoinc.com/english/index.html| URL
http://www.melcoinc.com/english/index.html]]

SPECIFICATIONS
1. 256MB (64bitx32M composition)/[16Mword x 8bit) synchronous DRAM x 16 + serial EPROM]/Clock frequency : (CL=2) 80 MHz and more/168-pin DIMM
(a gold terminal).
2. Banks on each SDRAM Device (BA1, BA0) : 4 Banks
3. Row Addresses   :RA0-RA11
4. Column Addresses   :CA0-CA9

* Trademark ownership information

Solution ID   TAUS0616038EN*   **Solution Usage**   25

Description

How to configure Scan to E-mail.

Solution

In order to utilize Scan to E-mail, the printer must be connected to a network and have a dedicated E-mail server attached. Scan to E-mail can be configured
by using the operation panel or simply browsing to the NIC. To configure Scan to E-mail perform either of the following procedures:
METHOD 1.
1. Access the Web utilities using the MAP utility or browse to the address of the IP511 NIC.
2. Select Advanced Features and the (locate Default SMTP Message Parameters) section.
3. Input the IP address or DNS name of the E-mail server where (SMTP Server IP Address or DNS Name is indicated).
4. Enter 25 where (SMTP Server Port Number) is indicated.
5. No action is required for (SMTP Access Timeout seconds setting).
6. No action required for (Maximum Message Size * 100 kilobytes).
7. In the SCAN TO E-MAIL section, enter an internal E-mail account or E-mail address of the person to be notified when the E-mail is rejected or denied or
the name of the machine (Example7165/IP511@konicabt.com) where FROM is indicated.
8. Enter the desired information in the SUBJECT, SENDER, and MESSAGE BODY fields.
9. Enter sysadm for the password and select ACCEPT SETTINGS.

METHOD 2
1. Press the MODE key to select PRINTER.
2. Press Network Setup on the touchscreen.
3. Press the DOWN arrow until E-mail Setup is indicated. Select E-mail Setup and press OK.
4. Select (SMTP Server Name) and press OK. Input the IP address or DNS name of the E-mail server and press OK.
5. Select (SMTP Port Number) and press OK. Enter 25 for the port number and press OK.
6. No action is required for (SMTP Access Timeout seconds setting).
7. No action required for (Max Message Size 100 kilobytes).
8. In the SCAN TO E-MAIL section, enter an internal E-mail account or E-mail address of the person to be notified if the E-mail is rejected or denied or the
name of the machine (Example7165/IP511@konicabt.com) where FROM is indicated.
9. Enter the desired information in the SUBJECT, SENDER, and MESSAGE BODY fields and press OK.
10. Press CANCEL to back out of the configuration mode. At this point a message will be indicated, (NIC Parameters is changed), Press yes, and then enter
sysadm for the password and press OK to accept the change.
11. Press the Mode key to return to copy mode.

Solution ID   TAUS0617262EN*   **Solution Usage**   24

Description

Tandem copier information regarding set up/installation.

Solution

 Tandem setup/installation procedure

Note1: To view the above document, Microsoft* Word must be installed.
Note2: The line speed setting of both units must be set the same.
Note3: Tandem will operate correctly with (2) IP units installed.

* Trademark ownership information

Solution ID   TAUS0618257EN*   **Solution Usage**   23

Description

The timer LED is flashing and the LCD is blank while attempting to flash the unit to ROM version 30-02.

Solution

CAUSE: The main body was flashed to version 30-02 without upgrading to ROM version 30-00 first.

SOLUTION: The main body must be flashed with ROM version 30-00 prior to upgrading to ROM version 30-02. To recover a unit that was flashed with 30-02 prior to 30-02, simply power ON the unit and send the Image file (COLLECTIVE) version 30-00. This will bring back the LCD display and allow you to continue flashing the machine.

Solution ID   TAUS0619520EN*   **Solution Usage**   22

Description

Improper paper size displayed from all trays.

Solution

CAUSE: Tray size adjustment was not performed.

SOLUTION: Note: Before starting this procedure, cut a piece of heavy paper or card stock to a width of exactly 210mm.
To adjust the tray size, perform the following:
1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select the tray to be adjusted by touching NEXT or Back.
5. Place the 210mm wide sheet of paper in the tray to be adjusted, move the side guides so they touch the paper, then insert the tray.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select another tray to be adjusted, if required, and repeat steps 5 and 6.
8. When adjustments are complete, remove the 210mm sheet of paper, touch PREVIOUS SCREEN, and power the machine OFF/ON.

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

Solution ID   TAUS0624079EN*   **Solution Usage**   21

Description

Photoconductive coating is peeling off the front side of the drum approximately two (2) inches from the edge of the drum flange.

Solution

CAUSE: The Mylar sheets attached to the ends of the T/S corona guide plate, which are depicted on page 38 of the 7155/7165 Parts Catalog (1st Edition, January, 2002) are missing or damaged.

SOLUTION: Since both the Mylar sheets and corona guide plate are depicted in a grayed out fashion on page 38 of the Parts Catalog (1st Edition, January, 2002), the parts are not available individually. Therefore, the T/S unit (p/n 56AA-2601) should be replaced.

Solution ID   TAUS0618886EN*   **Solution Usage**   18

Description

FS110, the staples are buckling, poorly aligned, or crimping incorrectly.

Solution

CAUSE: Moving either of the stapler units or clincher units manually has aligned the driving (timing) belt beyond the resetting capabilities of the stapler positioning jig and prevents these units from being adjusted correctly.

SOLUTION: Perform the procedure outlined in the FS110/210 Technical Bulletin #2 for improper stapling of the staples.
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   TAUS0617685EN*   **Solution Usage**   17

Description

SC23-03 at power up.

Solution

PROBABLE CAUSES:
1. The drum drive motor M2 has failed. SC23-03 indicates an drum drive rotation (EM signal) abnormaility. The motor does rotate in the 47 diagnostics multimode, output code 041, press P-00-P.
Replace M2 drum drive motor (p/n 56AA80080).

2. Developing unit drive gears are binding.
Clean or replace the developing unit drive gears also clean the toner recycling tube.
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]]
SPECIAL NOTE: Solution provided by Larry Wing, Jr, KMBS Atlanta

* Trademark ownership information

Solution ID TAUS0619635EN*   **Solution Usage** 17

Description

Unable to disable platen APS. After setting memory switch [10. Platen APS] and memory switch [12. Platen AMS] to OFF, the APS function remains active when an original is place on the platen glass.

Solution

CAUSE: Firmware bug.

SOLUTION: Flash firmware to printer control version 36 and image control version 51. The file names are 7165-M36p.exe and 7165-I51p.exe both are located on the Konica Web site in the EPROMs for high volume copiers section.

Solution ID TAUS0618663EN*   **Solution Usage** 16

Description

Paper skew from all paper trays.

Solution

CAUSE: The front or rear registration enter sheet is misaligned or damaged, causing the paper to skew as it enters the registration roller.

SOLUTION: Thoroughly, inspect the front and rear registration enter sheets for any signs of misalignment or damage. Align or replace the front registration enter sheet (p/n 56AA46120), or rear registration enter sheet (p/n 56AA46130) as necessary.

Solution ID TAUS0618978EN*   **Solution Usage** 16

Description

A specific paper tray can not be selected (grayed out), or PLEASE WAIT TRAY X RAISING may be displayed.

Solution

CAUSE: A specific paper tray has been deactivated in the 25 mode.
Notes:
1. The machine is designed to automatically deactivate a specific tray, in the 25 mode, if an 18-x failure code occurred and the customer selected the option to bypass that tray.
2. The 18-x code may occur if a customer attempts to overfill any specific paper tray.
3. If a specific tray has been identified as the default paper source, and it has been deactivated in the 25 mode, the machine will display PLEASE WAIT TRAY (x) RAISING.

SOLUTION: To activate specific paper trays in the 25 mode, perform the following:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 18.
4. Use the arrows on the right to scroll to 0 for Tray 1, 1 for Tray 2, 2 for Tray 3, or 3 for Tray 4.
5. Press OFF for any tray that may be set to ON. This will allow each tray to function normally.
6. Power the copier OFF/ON to exit the 25 mode.
Note: Review the management list for 18-x codes to determine if a particular tray may have a problem with the lift up mechanism.
SPECIAL NOTE: This solution provided by Phillipe d'Ayral, KMBS, MIAMI

Solution ID TAUS0620322EN*   **Solution Usage** 16

Description

FS210, important information regarding poor stapling (staples are buckling) and the alignment of the staples.

Solution

Performing the stapler alignment adjustment - procedure outlined in the Technical Notice .

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   TAUS0620262EN*   **Solution Usage**   15

Description

J32-04 during operation.

Solution

CAUSE: The paper exit drive gear has been excessively lubricated at the factory.

SOLUTION: Clean and or replace the paper exit drive gear (p/n 56AA77230).

Notes:

1. Refer to 7155/7165/FORCE 65 Technical Bulletin 5B for additional information.

2. 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   TAUS0616909EN*   **Solution Usage**   14

Description

E49-01 at power up.

Solution

CAUSE: If the main power switch of the 7165 main body is powered OFF/ON too soon, this may cause the IP511 not to shut down properly or reboot; causing a communication error between the main body and controller.

SOLUTION: After powering OFF the 7165 main power switch, wait for approximately 10 seconds before switching it ON. This is described in the User's Manual.

Solution ID   TAUS0618510EN*   **Solution Usage**   14

Description

Intermittent SC46-06 when printing or scanning to the hard drive (HD105) via the store on HD option in the driver. The problem only occurs when additional Konica Minolta memory is installed.

Solution

CAUSE: The added memory is either defective or has failed.

SOLUTION: Remove the added memory from the image CB and install a new memory chip.

Notes:

1. Available Konica Minolta memory:

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

2. To upgrade to the maximum amount of memory allowed a 256MB DIMM is needed. The recommended 256MB DIMM is as follows:

   a. Century Microelectronics, Inc.* (PC133/256MB/NON ECC), DTV6E8-CL3 (Hitachi)* [[http://www.century-micro.com| URL http://www.century-micro.com]]

   b. Melco Inc.* PC133/256MB/NON ECC, VS133-256M (Toshiba)* [[http://www.melcoinc.com/english/index.html| URL http://www.melcoinc.com/english/index.html]]

SPECIFICATIONS

1. 256MB (64bitx32M composition)/[16Mword x 8bit) synchronous DRAM x 16 + serial EPROM]/Clock frequency : (CL=2) 80 MHz and more/168-pin DIMM (a gold terminal).

2. Banks on each SDRAM Device (BA1, BA0) : 4 Banks

3. Row Addresses   :RA0-RA11

4. Column Addresses   :CA0-CA9

* Trademark ownership information

Solution ID   TAUS0615559EN*   **Solution Usage**   13

Description

How to print ECM information.

Solution

To print ECM information, perform the following;
1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch #14 (machine management list print).
3. Press #3 ECM Management list.
4. Press the START key to print the list.
5. All active ECM accounts will be printed.
6. To return to normal operation, press the P and C keys together then touch RETURN on the touchscreen two times.

Solution ID   TAUS0618278EN*   **Solution Usage**   13

Description

SC56-04 and the LCD is blank. This occurs after the machine comes to the warm-up screen and then shuts down and goes into power saver mode.

Solution

CAUSE: The PRCB (Printer Control Board) firmware is corrupt or the PRCB has failed.

SOLUTION: Reseat all connectors on the printer CB and the IMCB and re-flash the main body. Replace the PRCB (p/n 56AA-9021) and or the IMCB (p/n 56AA-9013).

Solution ID   TAUS0620210EN*   **Solution Usage**   13

Description

SC56-04 at power up.

Solution

CAUSE: The NVRAM is corrupted or has failed.

SOLUTION: Remove and reseat the NVRAM/memory board located on the IMCB. Perform a factory reset (47 mode, output code 93 first and then 92 if needed), and replace the NVRAM/memory board if all else fails (p/n 56AA-9121).

Solution ID   TAUS0622229EN*   **Solution Usage**   13

Description

DF316, 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 (PS309) and (PS310).

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   TAUS0615581EN*   **Solution Usage**   12

Description

SC46-40 approximately 30 seconds after power up and after installing the hard drive (HD105).

Solution

CAUSE: A poor connection exists between the image CB, image CB interface, and or the HD105.

SOLUTION: Remove and reinstall the HD105 and the image CB interface. Prior to installation slightly loosen the mounting screws that secure the image CB and the image CB interface to the respective mounting plates. Install the image CB interface and the HD105 and tighten the mounting screws on both boards.
Note: Ensure software dipswitch 2-0 (HDD connection Disconnect/Connect) is turned ON.
To set the software dipswitches, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message. Hold the P button down until the message Enter 4-digit Password To Change is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. From the memory setting mode menu, select [1] Software SW setting.
4. Use the left set of arrows to scroll to dipswitch 2.
5. Verify that 2-0 is displayed. If not, use the left and right up/down arrows until 2-0 is displayed.
6. Select ON (1).
7. Power the machine OFF/ON to exit the 25 (memory setting) mode or Press RETURN, MODE CHANGE and EXIT or BASIC SCREEN to return to normal operation.

Solution ID   TAUS0618615EN*   **Solution Usage**   12

Description

COPIER WARMING UP, PLEASE WAIT AWHILE message and the machine never goes to a ready condition. The fuser lamps are ON and cycling properly.

Solution

CAUSE: The ADU board has failed.

SOLUTION: Replace the ADU board (p/n 55AA-9040).

Solution ID   TAUS0619526EN*   **Solution Usage**   12

Description

SC46-40 approximately 30 seconds after power up.

Solution

PROBABLE CAUSES:
1. A poor connection exists between the image CB, image CB interface, and or the HD105.
Remove and reinstall the HD105 and the image CB interface. Prior to installation slightly loosen the mounting screws that secure the image CB and the image CB interface to the respective mounting plates. Install the image CB interface and the HD105 and tighten the mounting screws on both boards.
Note: Ensure software dipswitch 2-0 (HDD connection Disconnect/Connect) is turned ON.
To set the software dipswitches, perform the following:
   a. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message. Hold the P button down until the message Enter 4-digit Password To Change is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
   b. Enter the password 9272 and press the Start Print button.
   c. From the memory setting mode menu, select [1] Software SW setting.
   d. Use the left set of arrows to scroll to dipswitch 2.
   e. Verify that 2-0 is displayed. If not, use the left and right up/down arrows until 2-0 is displayed.
   f. Select ON (1).
   g. Power the machine OFF/ON to exit the 25 (memory setting) mode or Press RETURN, MODE CHANGE and EXIT or BASIC SCREEN to return to normal operation.

2. The HDD present dipswitch is programmed to [(1) connect]. However, no hard disk drive (HD105) is installed. This results in a communication failure and display of the HDD error code.
To program the machine for no hard disk drive (HD105) installed, perform the following:
   a. Power the copier OFF.
   b. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
   c. Touch [1: Software SW setting] on the touchscreen.
   d. Touch the left up-arrow one (1) time.
   e. Verify that 2-0 is displayed. If not, use the right up/down arrows until 2-0 is displayed.
   f. Touch [OFF (0)], which will program the HDD connection to [(0) disconnect].
   g. Power the copier OFF/ON to exit the 25 mode.

3. The HD105 has failed.
Replace the HD105 (Item #950556).

Solution ID   TAUS0627451EN*   **Solution Usage**   12

Description

J17-01 only when duplexing.

Solution

PROBABLE CAUSES:
1. A dirty or defective ADU deceleration clutch (MC2) causing the paper not to reach the ADU pre-registration rollers.
To verify clutch operation, switch the clutch with the ADU conveyance clutch (MC13).   If the jam symptoms change or cease, MC2 is defective or contaminated. If cleaning does not resolve, replace MC2 (p/n 56AA82010).

2. The bypass feed drive gear which has a one way bearing, is slipping causing loss of drive to the ADU registration rollers. This gear brings drive from the loop roller motor (M6) to the coupling for the ADU registration roller.
Clean or replace the bypass feed drive gear (p/n 56AA77120).

3. Failed PS36 (Loop detection signal).
To verify the operation of PS36, perform the following:
   a. Power the copier OFF.
   b. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys), input code 023, press P-2-P.
   c. Actuate PS36 located in the sheet bypass. If there is no change of state at the control panel, clean or replace PS36 (p/n 08AA85510).

Solution ID   TAUS0618646EN*   **Solution Usage**   11

Description
SC32-02 when making single sided copies.

Solution
CAUSE: The ADU board has failed.
Note: SC32-02 indicates an ADU problem. The error code only happens when in the single side copy mode.

SOLUTION: Replace the ADU board (p/n 55AA-9040).

Note: KC is requesting the below information regarding failed ADU boards. Please forward all info to Mark D'Attilio as you receive it when dealing with a caller for a failed ADU board.

1. Serial number of the failed machines

2. Failed board lot number

3. ICP1 on the failed board: lot number: It is printed on the surface of the chip. On the surface, the rating [2.3A] and 3-digit lot numbers are printed. Please report the 3-digit number though it may be difficult to read.

4. IC5 on the board: Please investigate the part number of reverse paper exit motor. On the front side, part type "STK672-120" and 4-digit number are printed. On the rear side, 7-digit and 3-digit numbers are printed. Please investigate 4- digit number in front side and 7-digit and 3-digit numbers on the rear side.

5. Number of MIF

Solution ID   TAUS0621119EN*   **Solution Usage**   11

Description
How to input E-mail addresses from a PC to the 7165.

Solution
To input E-mail addresses from a PC to the 7165, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. Select [1] (Software SW setting).
4. Using the left arrow, scroll until 22 is displayed.
5. Ensure 22-00 is displayed and then press ON.
Note: SW22-00 must be on to enable the TCP/IP* address setting for the 7165 internal NIC.
6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.
8. Select [3] TCP/IP address Setting.
9. Enter the IP address, Subnet Mask and Gateway and press OK. Power the machine OFF/ON to store the new settings.
10. Attach the main body NIC to the network and browse to the NIC using the TCP/IP address.
11. Select Copier Setup.
12. Enter the Key Operator password and select APPLY. If a Key Operator password is not assigned, enter 0000 and select APPLY.
13. Select Scan Transmission Setting.
14. Enter the name and E-mail address to be registered and select Registration.
15. The E-Mail address is now set on the main body.
Note: As an alternative, register the HDD and FTP information from the same screen.

* Trademark ownership information

Solution ID   TAUS0623836EN*   **Solution Usage**   11

Description
DF316, intermittent J62-3 when feeding originals through the RADF.

Solution
CAUSE: The RADF open/shut cover is warped, resulting in improper alignment when closed.

SOLUTION: Replace the open/shut cover assembly (p/n 13QA-4110).
Note: The cover assembly consists of the cover itself and all the interior rollers, shafts, gears, and guide plate. The original cover (p/n 13QA41010) is no longer available.

SPECIAL NOTE: Solution provided by David Salazar, DAHILL INDUSTRIES

June 2009

Solution ID TAUS0617849EN*

Description

ECM printing is not incrementing the ECM password account when used in conjunction with password printing.

Solution

CAUSE: Early version firmware (ROMS) are installed.

SOLUTION: Flash the main body to version 30-00 or higher. The latest firmware version is available on the Konica FTP site. Refer to the FTP site index and click on the appropriate link to access the file.
In addition, when SSW 23-01 is enabled, any password print job that is sent with an invalid password or user ID will be deleted.

Note: When sending an ECM password print job a password is not required but can be used for additional security. Enter your ECM passcode in the USER ID field. The PASSWORD field (optional) is the 8 digit master key code.

Solution ID TAUS0618312EN*

Solution Usage 10

Description

How to set the default network scanning resolution.

Solution

To set the default network scanning resolution, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds.
2. Enter the password 9272 and press the Start Print button.
3. Select [1 Software DIP SW].
4. Set the following software dipswitches to the value indicated:

RESOLUTION	DIPSWITCHES 19-6	19-7
400	0	0
600	1	0
200	0	1
300	1	1

5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0619082EN*

Solution Usage 10

Description

DF316, skewed copies intermittently.

Solution

CAUSE: Dirty or failed original skew detection control sensor PS307 (front) and/or PS308 (rear).

SOLUTION: Clean or replace PS307 (p/n 13QA85510) and PS308 (p/n 13QA85510) as needed.

Solution ID TAUS0619556EN*

Solution Usage 10

Description

PLEASE WAIT AWHILE message. Unit does not come to a ready state.

Solution

CAUSE: Failed hard disk drive image interface board.

SOLUTION: Remove the image interface board from the image control board. Check the interface board for bent pins or cold solder joints. Replace as necessary.

Note: The image interface board is not available as a separate part.

Solution ID TAUS0621182EN*

Solution Usage 10

Description

SC56-04 at power up when the IP511 is installed..

Solution

CAUSE: The machine serial numbers are incorrect or not entered.

SOLUTION: Properly enter the serial numbers using the 25 mode.

Solution ID TAUS0621853EN* **Solution Usage** 10

Description

The PDF option is grayed out when trying to scan to the hard drive.

Solution

CAUSE: Scanning to the hard drive in PDF format requires 25 mode dipswitch 25-0 be set to 1. Also the main body ROMS must be at least versions I40-1/P34 and the IP511 must have system code/startup of at least 570b.

SOLUTION: Upgrade the printer and controller to the necessary levels and change the 25 mode dipswitch 25-0 to 1.

Solution ID TAUS0616892EN* **Solution Usage** 9

Description

When using non-image area erase, the non-image area is black.

Solution

CAUSE: Firmware bug in the main body EPROMS. As a temporary fix, select either rectangular or oblique in Key Operator Mode #20 Non-Image area Erase. When this setting is set to AUTO black copies will be generated.

SOLUTION: Upgrade the 7165 to the latest EPROM levels as indicated below:
1. Printer Control V 18 7165-M18P.exe
2. Image Control V 20 7165=I20P.exe
3. Finisher Control V13 FS110-13P.exe
NOTE: Printer and Image Control firmware serial number cut in: SN 56AE01665
EPROM Version 25 Display Function
C1 14 14-0000 Control of Printer / Copier operation
C2 14 14-0000 Control of Printer / Copier operation
C3 13 13-0000 Control of Printer / Copier operation
C4 11 11-0000 Control of Scanner operation
C5 11 11-0000 Control of DF operation
I1 20 20-0000 Control of Multi functional, Image
Processing and Operation Panel
I2 20 20-0000 1st Language data
I3 20 20-0000 1st Language data
I4 20 20-0000 2nd Language data
I5 20 20-0000 2nd Language data
F 13 13-0000 Control of Finisher operation

Solution ID TAUS0618713EN* **Solution Usage** 9

Description

PLEASE CLOSE FRONT DOOR message cannot be cleared.

Solution

CAUSE: The ADU drive board has failed.

SOLUTION: Reseat all connectors on the ADU drive board (p/n 55AA-9040) and replace if needed.

Solution ID TAUS0623154EN* **Solution Usage** 9

Description

HARD DISK INSTALLATION FAILURE or HARD DISK ACCESS FAILURE message.

Solution

CAUSE: The phosphorous-based fire retardant material, which is included in the LSI package on the HD105 control board, may induce a chemical reaction with the copper lead frame inside the LSI. This will cause electrical leakage to occur between pins resulting in signal abnormality.
Note: The frequency of occurrence depends on machine use, environment, and conditions.

SOLUTION: Replace the hard drive (Item #950556).
WARNING: Always perform periodic backups of the hard drive data. To backup the data, perform one of the following:
    a. Use the Job Editor
Use the Job Editor to back up jobs one by one into the end user's PC. The Job Editor can store the image data in the PC, but cannot restore the data to the hard drive. So, once the data is backed up, the user manages and outputs the jobs on the PC.
    b. Use the PC
Using a PC, copy data stored in the hard drive. After the HD105 is replaced, connect the PC's IDE connector, and copy the files from the PC OS.
    d. Other method
Print out all the jobs. After the hard drive is replaced, register all the jobs again using the hard copies.

Notes:

1. These are Fujitsu-made hard drives. Remove the main body rear cover. A portion of the hard drive manufacturer label is visible. If the letter "F" is seen, it is the subject HD105.

2. Affected HD105 serial numbers

3. It is recommended to destroy the failed HD105 physically on site if there is any confidential customer data that may be irretrievable. Check with the customer to verify if any data is proprietary and sensitive. The account may want the hard drive, and in that case, they will have to purchase a replacement from Konica. If the decision is to destroy the hard drive physically, remove the board and make cuts in around the metal cover that is hidden under the Warning label. Remove the metal cover and scratch the surface of the disk using jeweler's screwdriver or similar device.

3. HD105 Installation Procedure .

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

* Trademark ownership information

Solution ID   TAUS0617985EN*   **Solution Usage**   8

Description

How to program the Mixed Original mode as a default at power up.

Solution

To program the Mixed Original mode as default, perform the following:
1. Access the Key Operator Mode by powering ON the machine while pressing the HELP key.
2. Press [13. Memory Switch].
3. Press the down-arrow and select [4. Job Memory Auto recall (30)].
4. Press [Change Setting Contents] to turn ON this feature.
5. Exit the Key Operator Mode and press [Special Original].
6. Press [Mixed Original] and then press OK.
7. Press the Job Memory key.
8. Access job number 30 by pressing the down arrow and then pressing [30].
9. Press [Store] .
10. The Check Mode screen will appear.
11. Press OK and a screen will appear to name the job.
12. Enter up to 16 characters (optional) and press OK.
13. Power the 7165 OFF/ON to exit the Key Operator Mode.

Solution ID   TAUS0618560EN*   **Solution Usage**   8

Description

Image control board compatibility between the 7165 and 7155.

Solution

Image control board p/n 56AA-9010 is the original number and is only valid for the 7165. The original part number for the 7155 is 56AA-9012 and is only good for the 7155. The latest part number, 56AA-9013, is used with both models and is interchangeable between the two models.
Refer to 7155/7165/FORCE 65 Technical Bulletin #3A for more details and specific cautionary measures to be applied prior to ordering the part and installing the board.
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   TAUS0618894EN*   **Solution Usage**   8

Description

Intermittent J32-02 when copying or duplexing.

Solution

CAUSE: Failed PS42 (paper reverse photosensor).

SOLUTION: To verify the operation of PS42, 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 024, press P-3-P.
3. Place a sheet of paper in the reversal section, if no change of state occurs replace PS42 (p/n 08AA85510).

Solution ID   TAUS0619440EN*   **Solution Usage**   8

Description

J32-02 or jam position 11 when copying.

Solution

CAUSE: The lead edge of the paper is jamming at the paper exit conveying roller/upper (de-curling roller) due to a worn or dirty paper exit driving gear.

SOLUTION: Remove the paper exit driving gear and clean or replace as necessary (p/n 56AA77230).
Note: The paper exit driving gear is a one-way gear located on the de-curling roller.

Solution ID   TAUS0620284EN*   **Solution Usage**   8

Description
FS110, important information regarding poor stapling (staples are buckling) and the alignment of the staples.

Solution
Performing the stapler alignment adjustment - procedure outlined in the Technical Notice .
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   TAUS0621196EN*   **Solution Usage**   8

Description
As the copies exit during face down copying, there are two indentations on the paper.

Solution
CAUSE: The paper exit conveying roller/upper is worn or has failed.

SOLUTION: Replace the paper exit conveying roller/upper (p/n 56AA53070).

Solution ID   TAUS0621607EN*   **Solution Usage**   8

Description
SC46-06 when installing the 256MB memory module (Item #950588 MU-303) in the E-RDH.

Solution
CAUSE: Some memory in stock was identified as being defective and has been removed from stock.

SOLUTION: Please contact the department that you orderd the memory from for return procedures.

Solution ID   TAUS0623079EN*   **Solution Usage**   8

Description
FS210, J72-28 while sorting.

Solution
CAUSE: A loss of 24V DC to the FNRLB (finisher relay board).
Note: M713 (stacker entrance) does not turn ON in the 47 mode.

SOLUTION: Replace the FNRLB (p/n 13QJ-9326), and M713 (p/n 12WM80030).

Solution ID   TAUS0627638EN*   **Solution Usage**   8

Description
LT412, J17-01 or J17-08 with paper feeding into the registration area in the main body and timing out.

Solution
CAUSE: The LCT paper conveyance roller bushings and/or the LCT conveyance driven roller bushings are dirty.
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: Clean and/or replace the two Paper Feed Shaft Holders/B (p/n 55VA75540) and/or the two Slide Shaft Holders (p/n 25AA75530). If the roller shafts are worn, replace the Paper Conveyance Roller (p/n 13GG40050) and/or the Conveyance Driven Roller (p/n 55VA40170).
SPECIAL NOTE: Solution provided by Brandon Griesinger, PERRY CORPORATION

* Trademark ownership information

Solution ID   TAUS0615555EN*   **Solution Usage**   7

Description

How to perform the LCD sensitivity adjustment.

Solution

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

Solution ID   TAUS0615574EN*   **Solution Usage**   7

Description

Site requirements, 7165.

Solution

 Site Requirements 20 and 30 Ampere Machines . See also Konica Minolta Site Requirements Forms (FO-9 and FO-10) which provide the site requirements to which customers must conform before having any Konica Minolta 20 or 30 ampere models installed.
Notes:
1. 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).
2. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0615610EN*   **Solution Usage**   7

Description

How to check the amount of DIMM memory installed in the E-RDH.

Solution

To check the amount of DIMM memory installed, perform the following:
1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), press 97 and then press the START key.
2. The amount of installed memory will be displayed as follows: 64MB, 128MB, 192MB and 320MB.
3. Power the copier OFF/ON to exit the 47 mode, or press the MODE CHANGE and BASIC SCREEN or EXIT to return to normal mode.

Solution ID   TAUS0616406EN*   **Solution Usage**   7

Description

What 7165 scan modes are supported by the IP511?

Solution

Scan to Hard Drive, Scan to FTP, and Scan to E-mail. All three support TIFF and PDF formats.
Note: Scanning to the hard drive in PDF format requires 25 mode dipswitch 25-0 be set to 1.

Solution ID   TAUS0616911EN*   **Solution Usage**   7

Description

DF316, the RADF is indicating 11x17 paper when an 8.5 x11original is placed in the feed tray.

Solution

CAUSE: The RADF original size detection needs to be adjusted.

SOLUTION: To adjust the RADF original size detection, perform the following:
1. Access the 36 mode (press and hold down the 3 and 6 keys at power up) or hold the P button down until the message Enter 4-digit Password is displayed. Enter the password 9272 and press the Start Print button.
Note: The button must be held down for about 5 seconds before the message is displayed.
2. Select Image Adjustment.
3. Select RADF Adjustment.

---

4. Select RADF Original Size Adjustment.
5. Place a 8.5x11 original in the feed tray and press START, wait until COMPLETED is displayed.
6. Press NEXT on the touchscreen and place a 5.5x8.5R original in the feed tray and press START. Wait until COMPLETED is displayed.
7. Press RETURN three times, MODE CHANGE and EXIT to return to normal mode.

Solution ID   TAUS0617856EN*   **Solution Usage**   7

Description

FS210, can the three-fold option be adjusted so that all the folds are equal?

Solution

The FS210 three-fold position can be adjusted so that the overlapping edges of the finshed fold are aligned. However, the first fold area will always be less than the other two. The three folds cannot be calibrated to the same length.

Solution ID   TAUS0617862EN*   **Solution Usage**   7

Description

Tray 3 indicates SPECIAL.

Solution

CAUSE: Paper tray requires adjustment.

SOLUTION: To adjust tray size(s), perform the following:
1. Access the 36 mode (press and hold down the 3 and 6 keys at power up or hold the P button down until the message 'Enter 4-digit Password' is displayed).
2. Enter the password 9272 and press the Start Print button.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Select Image Adjustment.
4. Press 1, Tray Adjustment.
5. Select Next or Back key to select the tray to be adjusted.
6   Press Start key. The selected tray is automatically adjusted, and after adjustment completes, a message is displayed.
7. Press the Return key.
Note: Using a metric ruler, perform each adjustment individually. Set the distance between the inner surfaces of the paper side guide plates of each tray to 210mm. Set the distance between the inner surfaces of the paper side guide plates of the bypass Tray 1 to 210mm; and bypass Tray 2 to 280mm. This will restore the standard values.

Solution ID   TAUS0618178EN*   **Solution Usage**   7

Description

SC46-81 or SC46-06 after installing additional memory in the E-RDH. Random SC46 codes may also be indicated.

Solution

CAUSE: SSW 10-2 is not enabled. This allows the unit to recognize additional memory.

SOLUTION: To enable the unit to recognize additional memory, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 10 is displayed.
6. Press the right up-arrow until 2 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 10-2:0.
7. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 10-2:1.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID   TAUS0618900EN*   **Solution Usage**   7

Description

Can not store jobs on the hard drive (HD105). All HDD icons on the touchscreen are grayed out.

Solution

CAUSE: The HD105 is not enabled.

SOLUTION: Enable the store to HD105 feature by performing the following procedure:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).

---

5. Press the left up-arrow until 08 is displayed.
6. Press the right up-arrow until 7 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 08-7:1. Change the 1 to a 0 or select OFF.
7. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID   TAUS0618918EN*
Solution Usage   7

Description
FS210, the staples are buckling, poorly aligned, or crimping incorrectly.

Solution
CAUSE: Moving either of the stapler units or clincher units manually has aligned the driving (timing) belt beyond the resetting capabilities of the stapler positioning jig and prevents these units from being adjusted correctly.

SOLUTION: Perform the procedure outlined in the FS110/210 Technical Bulletin #2 for improper stapling of the staples.
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   TAUS0619903EN*
Solution Usage   7

Description
False J17-10 during copy mode.

Solution
CAUSE: The ADU DB or PS44 (registration) failed.

SOLUTION: To check PS44, perform the following:
1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 23, press P-3-P.
2. Actuate PS44 and watch for a change of state at the control panel.
3. If there is no change of state, replace PS44 (p/n 08AA85510). If there is a change of state, replace the ADU DB (p/n 56AA-9040).

Solution ID   TAUS0620609EN*
Solution Usage   7

Description
PK120, the punch unit is grayed out.

Solution
CAUSE: The PK120 punch unit was disabled in the 25 mode.

SOLUTION: To enable the PK120 punch unit, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 19 is displayed.
6. Press the right up-arrow until 5 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 19 - 5: 1
7. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE19-5:0
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID   TAUS0621008EN*
Solution Usage   7

Description
PLEASE CLOSE FRONT DOOR message can not be cleared.

Solution
CAUSE: The DC power supply has failed.

SOLUTION: Check for 24V DC at CN21-1 and CN21-2. If voltage is less than 24V DC, reseat the connector and replace the DC power supply (p/n 56AA84510) if needed.

Solution ID   TAUS0624827EN*
Solution Usage   7

Description
PLEASE WAIT OPERATING message is continually displayed. Machine does not come to ready and the RADF will not initialize.

Solution

CAUSE: Failed Scanner driver board.

SOLUTION: Replace the Scanner driver board (p/n 56AA-9090).
SPECIAL NOTE: Solution provided by Michael Weatherford, KMBS Boston.

Solution ID   TAUS0626235EN*   **Solution Usage**   7

Description

Intermittent SC29-03 or F29-03 after implementing the 7155/7165 Toner Misting Counter Measures software dipswitch setting changes at dipswitch 5-0, 5-1, 23-2, and 23-3.

Solution

CAUSE: Resetting of the toner density selection of developer and toner concentration threshold to maximum lighter settings has resulted in weak patch development during automatic copy quality process adjustment cycles. The effect resetting these dipswitches will have is different for each machine based on the copy count of the drum, developer, and corona wires at the time of the adjustment.

SOLUTION: If SC29-03 or F29-03 codes are experienced after setting the toner density selection of developer and toner concentration threshold to Maximum Lighter Settings, reset the toner density selection of developer dipswitch settings (dipswitch 23-2 and 23-3) to the Minimum Lighter Setting rather than the Maximum Lighter Setting. If, the problem continues to be experienced after setting the toner density selection of developer to the Minimum Lighter Setting, leave the toner density selection of developer settings at the Minimum Lighter Setting and reset the toner concentration threshold dipswitch settings (dipswitch 5-0 and 5-1) to the Minimum Lighter Setting, rather than the Maximum Lighter Setting. If, both these corrective actions fail to resolve the problem reset both the toner density selection of developer and toner concentration threshold settings to their Factory Default values.

Factory Default Minimum Lighter Setting Maximum Lighter Setting

Factory Default	Minimum Lighter Setting	Maximum Lighter Setting
5-0 = 0	5-0 = 0	5-0 = 1
5-1 = 0	5-1 = 1	5-1 = 1
23-2 = 0	23-2 = 0	23-2 = 1
23-3 = 0	23-3 = 1	23-3 = 1

Note: After implementing changes to the dipswitch settings above run 150 blank white copies, which will allow the machine to automatically add toner to the developer mixture and reach the newly programmed toner/developer mixture level. If F29-03 codes are still experienced after resetting the dipswitches it may be necessary to install fresh developer.

Solution ID   TAUS0628122EN*   **Solution Usage**   7

Description

How to reset memory parameter board.

Solution

CAUTION: The following steps must be followed exactly in order to confirm a factory reset has been completed.
To reset the Memory Parameter Board, perform the following:
1. Access the 25 mode.
2. Select option #8, Serial Number.
3. Enter correct serial number of the machine.
4. Select option 1 and change dipswitch 31, bit 0 to 0 (OFF).
5. Exit the 25 mode.
6. Access the 47 mode.
7. Perform factory reset:
    a. Enter 92 and press Start, wait for display to read FIN
    b. Enter 96 and press Start, wait for display to read FIN
    c. Enter 93 and press Start, wait for display to read FIN
Notes:
*** If display does not read FIN after any step, the reset will not be completed. If FIN is not displayed, proceed to steps 7 through 10.
*** If FIN is displayed enter 94 and press Start.
*** Compare all default dipswitch settings to service manual to ensure the reset has completed successfully.   If all settings are correct skip to step 11, otherwise proceed to step 7.
8. Exit the 47 mode.
9. Access the 25 mode and select option 1 Software SW.
10. At this point, check the manual to compare the machine default and current setting dipswitches to the manual. In this case, there were thirteen undefined dipswitches and one defined dipswitch where default and settings were different from the manual. Before proceeding, change the current settings to the manual default settings. Be sure to have available the EPROM PDF to compare any dipswitch settings that may be referenced for the current ROM version.
11. After comparing Dipswitch Settings to the manual, re-do the factory reset by performing the following:
    a. Access the 47 Mode.
    b. Enter 92 and press start, wait for display to read FIN.
    c. Enter 96 and press start, wait for display to read FIN.
    d. Enter 93 and press start, wait for display to read FIN.
12. Go back into the 25 mode and recheck Dipswitch Settings and all adjustment settings (Dipswitch settings, high voltage, timing, etc.) to ensure they are the defaults for the particular model being serviced.
13. Perform all copy quality, timing, high voltage adjustments just as if setting up the machine as new.
14. Change appropriate Dipswitch Settings for the location (i.e., Dipswitch 1, bit 1 to ON, counts 2 for 11x17, etc).
15. Test machine for proper operation.

Solution ID TAUS0601506EN* **Solution Usage** 6

Description

FS110, J72-18.

Solution

CAUSE: The finisher bypass gate is out of adjustment.

SOLUTION: Perform the finisher bypass gate solenoid (SD705) adjustment as outlined in the Service Manual.

Solution ID TAUS0605771EN* **Solution Usage** 6

Description

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

Solution

 Konica Minolta printer/controllers are designed for Microsoft® Window-based applications. DOS applications cannot take advantage of the advanced features of the Konica Minolta printer.
 Some DOS applications do not have the ability to select a relatively compatible HP® printer. The DNA response clearly states that DOS applications are not supported by the printer in question.
 Likewise, support via application testing is not available for DOS-based applications. For non-core platform applications, DOS, Vertical, HOST, etc., enhanced application support will be made available for an hourly fee. An estimate would be provided as to the time involved for testing and feedback on the results.
DOS applications are not technically supported since each DOS application carries its own set of printer drivers instead of a single driver that the Microsoft® Windows operating systems use.
 Therefore, printing in DOS is a case-by-case basis. However, some printing functionality can be obtained using the following recommendations:
1. The application has a driver for a nearly compatible printer such as the HP® 5SiMX.
2. The user does not select any special function for the HP® printer.
3. The user does not expect to use special modes such as staple, booklet, letterhead, etc.

Solution ID TAUS0615577EN* **Solution Usage** 6

Description

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

Solution

To reset a fuser abnormality code, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the P button down until the message Enter 4-digit Password To Change is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, 2 times. The number displayed above the up-arrow will change to 03.
5. Select the bit number of switch 1, using the right up-arrow, 03-1 will be displayed.
6. Press the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0617337EN* **Solution Usage** 6

Description

ONLY B5, A4, B4, A3, 8.5x11, 11x17 CAN BE USED BY TAB PAPER MODE message when copying tabbed originals from the platen glass.

Solution

CAUSE: Early version firmware is installed.

SOLUTION: Install the latest ROM versions (version 30-00 or higher) to resolve the problem.

Solution ID TAUS0617433EN* **Solution Usage** 6

Description

Copier never warms up or gives an error code. Fuser lamps never come ON.

Solution

CAUSE: The ADU handle detection photosensor (PS47) is disconnected or failed, causing the power to be turned OFF to the fuser.

SOLUTION: To test the function of PS47, perform the following:
1. Access the 47 multimode (while powering the machine ON, simultaneously press the 4 and 7 keys), input code 80, press P-5-P.

---

2. Activate the photosensor by opening the door and turning the ADU level back and forth.
3. If there is no change in state, PS47 is either failed or disconnected. Reconnect or replace (p/n 08AA85510) as necessary.

Solution ID TAUS0618412EN*

Solution Usage 6

Description

PK110, is punching available with sheet and cover insertion selected?

Solution

The punch unit will function properly providing the latest ROM versions are installed (version 30-00 or higher).
Note: Software switch 28-03 must be enabled in the 25 mode.

Solution ID TAUS0618868EN*

Solution Usage 6

Description

The lead edge of copies is wrinkled slightly when copying face down.

Solution

CAUSE: The paper exit conveyance roller/upper (de-curling) is worn.

SOLUTION: Replace the de-curling roller (p/n 56AA53070).

Solution ID TAUS0622392EN*

Solution Usage 6

Description

When browsing to the main body NIC and selecting the environment setup to EKC function settings, a 'login' window requires a user name and password. What is the user name and password?

Solution

The user name is 'ekc'. The password is the 8-digit ECM master key code.

Solution ID TAUS0628059EN*

Solution Usage 6

Description

KONICA is displayed on the operation panel touchscreen and the machine is locked up.

Solution

CAUSE: The memory board is locked up or has failed.

SOLUTION: Replace the memory board (p/n 56AA-9121).

Solution ID TAUS0628068EN*

Solution Usage 6

Description

J32-03 when simplex copying/printing and exiting face down.

Solution

CAUSE: The Exit Open/Shut gate (p/n 56AA51090) is binding or is damaged.

SOLUTION: Inspect the gate for any binding or damage. Closely inspect the rear side of the gate to insure that the return spring is not missing since the gate is also the actuator for PS42 (paper reverse sensor).

Solution ID TAUS0610378EN*

Solution Usage 5

Description

DF316, skewed copies when copying through the RADF only.

Solution

CAUSE: Paper dust build up on the platen guide part/left, which is a black plastic guide plate positioned slightly to the left of the slit glass when the RADF is closed. The original skew/F sensor (PS307) or original skew/R (PS308) falsely detects the presence of paper dust as a skewed paper feed and implements corrective action, which results in a skewed copy.

SOLUTION: To clean the platen guide part/left, perform the following:
1. Power the copier OFF.
2. Raise the RADF.
3. Remove the three gold colored screws (p/n 00Z193061) which secure the platen guide part/left (p/n 13QA41030) to the RADF. Thoroughly, clean and

---

remove all paper dust from the platen guide part/left.
4. Reinstall the platen guide part/left and power the machine ON.

Solution ID   TAUS0615554EN*   **Solution Usage**   5

Description

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

Solution

To program ECM to recognize individual passwords of less than 8 digits, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down arrow, which is located at the bottom left corner of the touchscreen once.
4. Touch [13: Memory switch setting] on the touchscreen.
5. Touch the down arrow, which is located at the bottom left corner of the touchscreen four (3) times.
6. Touch the down arrow, which is located on the right side of the touchscreen 6 times. [28: E.C.M. password 8 digits] will be highlighted.
7. Touch the [Change Setting Contents], which is located at the bottom of the touchscreen. [28: E.C.M. password under 8 digits] will be highlighted.
8. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID   TAUS0616775EN*   **Solution Usage**   5

Description

FS210, the tri-fold option folds the paper inside-out.

Solution

CAUSE: When letters are sent through the postal system with the letter folded inward, the letter sorters are causing the toner to be smudged on the areas of the letter facing each other.

SOLUTION: In conjunction with the United States Post Office and the manufacturing industry, it has been determined that it is best to fold the letter facing outward which minimizes the smudging of the image. A second purpose for the outside fold is for address placement when the letter is placed in a windowed envelope.

Solution ID   TAUS0617502EN*   **Solution Usage**   5

Description

Unable to use the job build feature to store a programmed job on the hard drive (HD105), "Combination of this mode is unavailable" message is displayed on the LCD.

Solution

AUSE: Firmware bug in the main body EPROMS. Install version 30-00 and then install version 30-02 to correct the problem.

SOLUTION: Upgrade the 7165 to version 30-00 and then install version 30-02 to correct the problem.

Solution ID   TAUS0618218EN*   **Solution Usage**   5

Description

FS210, three-fold specifications for copying and printing.

Solution

The three-fold option is only available from Tray 2 of the PI110. The system will feed a maximum of 3 sheets from this tray and 3-fold them. If requiring (1) sheet folded at a time, they must be loaded individually. As far as 3-folding a print job, it must be less than (3) pages. If individual pages require folding, each page must be sent as an individual print job.

Solution ID   TAUS0618651EN*   **Solution Usage**   5

Description

A dark black band, going lead-to-trail, is on the copies in the center of the page. The band is exhibited on all copies, prints, and internal test prints.

Solution

CAUSE: The charge corona cleaning motor has failed to return the cleaner arm to the proper position.

SOLUTION: To return the charging corona cleaning arm to its normal position, perform the following:
1. Access the 47 multimode (power the copier ON while pressing the 4 and 7 keys), output code 046, press P-00-P. The charge cleaning motor will cycle the cleaning arm to the rear and then back to the front.
2. Press MODE CHANGE and EXIT to return to normal operation.
Notes:
   a. If the problem still exists, inspect the charge corona cleaning motor drive gears and replace as necessary.

---

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

* Trademark ownership information

Solution ID   TAUS0619426EN*   **Solution Usage**   5

Description
DF316, skewed copies and lines on copies only when originals are fed through the document feeder.

Solution
CAUSE: The read roller (p/n 13QA45020) has become dislodged due to a warped pulley shaft assembly (p/n 13QA45180).

SOLUTION: To inspect the pulley shaft assembly, perform the following:
1. Remove the RADF front cover and remove the 3 gears on the pulley shaft assembly.
2. Remove the screws holding the pulley shaft assembly and remove the assembly.
3. Inspect the bushings for the read roller and if they are dislodged, reinstall (or replace with P/N13GL76060 a longer type bushing so as not to dislodge.) and inspect the pulley shaft assembly. If warped, it will allow the bushings to become dislodged. The pulley shaft assembly is used to keep the bushings in place. If warped, it must be replaced.

Solution ID   TAUS0619774EN*   **Solution Usage**   5

Description
SC46-08 and black lines from front-to-rear.

Solution
CAUSE: A failed write unit.

SOLUTION: Replace the write unit (p/n 56AE-6500).

Solution ID   TAUS0620676EN*   **Solution Usage**   5

Description
Can the hard drive (HD105) be recovered or reformatted if it fails?

Solution
There is no way to recover or reformat the HD105 (Item #950556). Replacement of the hard drive is necessary.
Note: On the HD105, not only the standard format (Microsoft* Windows, FAT32) but data such as watermark and fixed form stamp, etc. must be formatted. However, only the manufacturer can format the data and formatting of HD105 in field is impossible.

* Trademark ownership information

Solution ID   TAUS0626487EN*   **Solution Usage**   5

Description
EKC count data shows an account of 1001. This account does not increment when a print job is sent.

Solution
The ECM user 1001 is used to capture invalid ECM print jobs from users that do not have a valid ECM password to print. If software dipswitch 23-1 is set to 0 (OFF), the invalid job will print and this is recorded in 1001. If software dipswitch 23-1 is set to 1 (ON), the print jobs sent with an invalid number will vanish and not be printed.

Solution ID   TAUS0627068EN*   **Solution Usage**   5

Description
DF316, image is shifted approximately 1.5 inches in the lead-to-trail direction, and performing the RADF restart timing has no effect.

Solution
CAUSE: The three Light Shield Sheets attached to the Platen Guide Part/Left (p/n 13QE41030) are worn or damaged.

SOLUTION: Replace the platen guide part/left assembly (p/n 13QA-6181).

Solution ID   TAUS0628429EN*   **Solution Usage**   5

Description
Blank display with timer LED flashing.

Solution

CAUSE: A new image processing board has been installed.
Note: New image processing boards are not normally pre-flashed with firmware.

SOLUTION: To flash the image processing board, perform the following:
1. With the 7165 powered OFF, connect laptop PC to the ISW connector.
2. Power ON the 7165 (timer LED flashing).
3. Send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

Solution ID   TAUS0628473EN*   **Solution Usage**   5

Description
FS110M, can the finisher be used on the 7165?

Solution

The FS110M (PCUA 960327) finisher, which was originally launched for use with the models 7255/7272, is compatible with the 7165.

Solution ID   TAUS0639769EN*   **Solution Usage**   5

Description
SC56-04 after replacing the NVRAM.

Solution
 PROBABLE CAUSES:
 1. The SC56-04 service code is generated when a new memory board is installed and the copier serial number information is not entered.
Re-enter the copier serial number after the memory board has been properly installed and reset. The new memory board must be initialized and the serial number information must be re-entered into the copier. Refer to attached bulletin 3613 for details.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

 2. If an optional print controller has been installed, SC56-04 may indicate a communication problem between the print controller and the IFB (Controller Interface Board) or between the IFB and ICB (Image Control Board).
Re-seat the connectors on the ICB.

 3. The code sometimes indicates a communication problem between the operation panel and the ICB. If the copier functions normally, except when printing from the controller, the problem is most likely related to the Interface Board.
Re-seat the connectors on the ICB and the operation panel. Verify that the copier has current firmware. If the code persists, reload the PRCB firmware and the ICB firmware. It is also possible that the ICB (p/n 56QA-9010) or IFB (p/n 65AA-9120) may need to be replaced.

Solution ID   TAUS0701340EN*   **Solution Usage**   5

Description
 Intermittent RADF jamming, J61-1 or J62-3.

Solution
 Cause: Intermittent failure of the interlock switch.

 Solution: Replace the interlock microswitch (p/n 4014-1301-01).

Solution ID   TAUS0608949EN*   **Solution Usage**   4

Description
F21-03 briefly, and then F34-01at power up.

Solution
CAUSE: The toner control sensor board has shorted causing IP11 on the Printer CB to open.

SOLUTION: Replace the toner control sensor board, (p/n 56AA-9100) and the Printer CB, (p/n 56AA-9021).

Solution ID   TAUS0615501EN*   **Solution Usage**   4

Description
How to print the system configuration page.

Solution
To print the system configuration page, perform the following:

---

1. Press the MODE key to select PRINTER.
2. Press Test Print Menu on the LCD.
3. Press Config. Data and press OK.
4. The system configuration page will be printed.

Solution ID   TAUS0615558EN*   **Solution Usage**   4

Description

How to enable J-code jam display.

Solution

To enable J-code jam display, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 11 is displayed.
6. Press the right up-arrow until 7 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 11-7:0.
7. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 11-7:1.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.
Note: Making this change to the software switches will allow both a position code and a J-code reference to be displayed any time a jam occurs.

Solution ID   TAUS0615580EN*   **Solution Usage**   4

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   TAUS0616128EN*   **Solution Usage**   4

Description

FS110, can the punch kit PK110 be used on this finisher?

Solution

The PK110 (PCUA 950554) can be installed on both the FS110 and FS210.

Solution ID   TAUS0616403EN*   **Solution Usage**   4

Description

How to install the modified optics cables.

Solution

 Modified optics cables installation procedure .
Notes:
1. The serial number cut in for units that have had the modified optics cables installed is S/N 56AE00326.
2. The complete Scanner Section of the 7165 Service Manual is included as a reference.
3. Prior to unpacking, look for a green label on the shipping carton. This indicates that the modified cables have been installed.
4. A quantity of two (2) 7050 optics positioning jigs (p/n 7050K0020) are required for cable installation/replacement.
5. The front optics cable part number is 56AA61130 and the rear optics cable part number is 56AA61140. In the event that a part number is not shipped with the cables, the shorter L-Shaped bracket is used on the front of the unit. The longer/taller L-Shaped bracket is used on the rear of the unit.
6. 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   TAUS0617046EN*   **Solution Usage**   4

Description

Intermittent SC46-91 usually during large print jobs.

Solution

CAUSE: The standard 64MB of memory is not enough for this environment.

SOLUTION: Increase the memory. The standard memory of the main body E-RDH is 64MB. There is one additional slot for memory which can be expanded to a maximum of 320MB. Additional memory is installed on the image CB located at the rear of the unit.
Notes:
1. Available Konica memory:

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

Solution ID TAUS0617269EN*   **Solution Usage** 4

Description

Lines or banding appears on copies when using the non-image area erase function.

Solution

CAUSE: An external light source is shining light on the glass.

SOLUTION: Move the copier or the light source.

Solution ID TAUS0617516EN*   **Solution Usage** 4

Description

When using the store mode to scan images and compile a job, when an original is placed on the platen, the image is printed upside down.

Solution

CAUSE: Firmware bug in the main body EPROMS.

SOLUTION: Upgrade the 7165 to the latest EPROM levels as indicated below:
Latest EPROM level information.
1. Printer Control V 30CGWO 7165-M30-2P.exe.
2. Image Control V 30CGWO 7165-I30-2P.exe
3. Finisher Control V13 FS110-13P.exe

C1 14 30-CGWO Control of Printer / Copier operation
C2 14 14-0000 Control of Printer / Copier operation
C3 13 15-0000 Control of Printer / Copier operation
C4 11 11-0000 Control of Scanner operation
C5 11 12-0000 Control of DF operation
I1 30-CGWO Control of muli-function
I2 30-0000 1st Language data
I3 30-0000 1st Language data
I4 300000 2nd Language data
I5 30-0000 2nd Language data
F 14 14-0000 Control of Finisher operation

Solution ID TAUS0617717EN*   **Solution Usage** 4

Description

PLEASE CLOSE FRONT DOOR message is indicated at power up. Powering the unit OFF/ON may temporarily resolve the problem.

Solution

CAUSE: Power requirements not to specification. There is excessive line noise, spikes, surges, and or high or low power that is occurring.

SOLUTION: Have the electrical power outlet repaired or call the hotline and request a power line monitor.

Solution ID TAUS0617837EN*   **Solution Usage** 4

Description

When PROOF COPY mode is used and the print quantity is set for 2 or more, rather than resuming the job and including the proof set, the entire job quantity is output without deducting the proof set. Therefore, the total output quantity is always one set more than the requested quantity.

Solution

CAUSE: Functionality limitation in earlier levels of firmware. New firmware version allows choice of including the proof set, or excluding the proof set from the total job.

SOLUTION: To allow selection of PROOF COPY functionality, perform the following:
1. Upgrade to the current firmware versions of 34 printer control and 40 image control, or higher if available.
2. Power the copier OFF.
3. Access the 25 mode (power the copier on, while pressing the 2 and 5 keys).

---

4. Scroll to dipswitch 29 and select bit 3 and set [0] to not include the proof set in the total job, or select [1] to have the proof set included in the total job.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0618010EN*

Solution Usage   4

Description
Recommended transparency, 7165.

Solution
The standard transparency is PCUA 946427 (equivalent to the 3M* type PP2500 688/503).
The following are alternate high temperature transparencies that are also recommended:
3M* type PP2950
3M* type CG5000
Note: Konica recommends feeding transparencies through the bypass tray to reduce the occurrence of misfeeding.

* Trademark ownership information

Solution ID   TAUS0618314EN*

Solution Usage   4

Description
When selecting the stamp/overlay application, the stamp, watermark and overlay memory features are not available (grayed out).

Solution
CAUSE: The availability of the stamp, watermark and overlay memory features require that the optional hard drive (HD105) be installed.

SOLUTION: Install the optional hard disk drive HD105 (PCUA 950556).

Solution ID   TAUS0618491EN*

Solution Usage   4

Description
J32-01 when running face up mode. Paper stops in the inversion unit.

Solution
CAUSE: The gate switching mechanism on the reverse gate solenoid (SD7) has disconnected which puts the reverse gate in face down mode at all times.

SOLUTION: Remove SD7 and reinstall the switching mechanism to allow proper operation.

Solution ID   TAUS0618636EN*

Solution Usage   4

Description
Tandem copier, a tandem connection timeout is occurring which disables tandem operation.

Solution
CAUSE: ROM version 30-00 and 32-02 contains a firmware bug which disables the tandem connection. The correction will be contained in the next firmware release for these engines. This effects all tandem combinations: 7155 to 7155; 7165 to 7165; and 7155 to 7165

SOLUTION: Upgrade the main body ROMS to the latest versions 37 Control and 52 Image.

Solution ID   TAUS0619013EN*

Solution Usage   4

Description
PLEASE INSERT TRAY message and the paper trays indicate SPECIAL.

Solution
CAUSE: Paper has fallen behind one of the paper trays.

SOLUTION: Carefully inspect for torn paper behind the paper trays and also in both (male and female) connectors on each tray. It is very difficult to see the torn paper inside the connector.
SPECIAL NOTE: Solution provided by Ish Prieto, TML ENTERPRISES, INC.

Solution ID   TAUS0619644EN*

Solution Usage   4

Description
FS210, is the finisher control board interchangeable with the FS110 control board?

Solution

The finisher control boards are not interchangeable. The part numbers are as follows: FS110 (p/n 13QE-9010) and the FS210 (p/n 13QJ-9010).

Solution ID   TAUS0619804EN*   **Solution Usage**   4

Description
LT412, code 15-01 and intermittent paper feed from the LCT.

Solution
CAUSE: The LT412 drive board is failing.

SOLUTION: Replace the LT412 DB (p/n 13RE-9010).

Solution ID   TAUS0622093EN*   **Solution Usage**   4

Description
Operation panel is locked up

Solution
CAUSE: The red stop button is pushed and turned, then remains stuck in the down position.

SOLUTION: Reposition operation button/I (p/n 55TA70131).
Note: As a workaround, remove the tip on the red stop button so that the button will spin around freely. This will prevent the button from ever 'sticking' in the down position.
SPECIAL NOTE: Solution provided by Bryan Foley, KBT SEATTLE and John Farrell, KBT DALLAS

Solution ID   TAUS0622341EN*   **Solution Usage**   4

Description
PLEASE LOAD 8.5x11R PAPER message when feeding 8.5x11R and 8.5x14 originals through the RADF with mixed original mode selected, rotation enabled, and only 8.5x11 and 8.5x14 paper loaded in the machine.

Solution
This is normal operation. In mixed-original mode, output with the same direction as original setting is mostly requested and the machine has therefore been designed so rotation is prohibited.

Solution ID   TAUS0622360EN*   **Solution Usage**   4

Description
SC49-05 when powered ON or after a period of time with an IP511 installed.

Solution
CAUSE: The cooling fan motor in the IP511 has failed.

SOLUTION: Replace the cooling fan (p/n 13RN80520).
Notes:
1. Using standard parts ordering procedure, fill out a separate B-439 for each IP511 affected. Make sure that the IP serial number is on the form.
2.   IP511 S/N information
3.   Fan installation/modification procedure
4. 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   TAUS0622759EN*   **Solution Usage**   4

Description
When using the main body web utility to enter multiple E-mail addresses, the monitor display language changes to Japanese when trying to enter more than one E-mail address.

Solution
CAUSE: Firmware bug.

SOLUTION: Upgrade the firmware to Print control version 38 and Image processing version 53 or higher.
Note: This firmware can be downloaded from Konica's Web site. Log onto Konica NSSG Web Support and select the Download EPROMs link, 7165 EPROM files are located under EPROMs for high volume copiers.
The Print control file name is 7165-m38p.exe (PC file) and the Image processing file name is 7165-I53p.exe (PC file).

Solution ID   TAUS0623084EN*   **Solution Usage**   4

Description

PI110, MAKE COVER SHEET SIZE LOWER TRAY SAME AS PAPER SIZE message when using folding/stapling applications.

Solution

CAUSE: The paper size adjustment has not been performed.

SOLUTION: To adjust the paper size for the PI110, perform the following:
1. Access the 36 mode (power the copier OFF/ON, while simultaneously holding the 3 and the 6 keys).
2. Select [6. Finisher adjustment].
3. Select [3. Cover sheet tray size adj.].
4. Cover sheet tray size adj. (upper tray) will be displayed.
5. Place an 8.5x11R paper in the upper tray, and press [START].
6. Complete will be displayed.
7. Press [NEXT].
8. Place an 8.5x11R paper in the lower tray, and press [START].
9. Complete will be displayed.
10. Press [RETURN].
11. Power the copier OFF/ON.

Solution ID   TAUS0623151EN*   **Solution Usage**   4

Description

PK120, intermittent J72-43 during operation.

Solution

CAUSE: Firmware update required.

SOLUTION: Install the latest PK120 firmware.
Notes:
1. The PK120 can be only installed on the FS110 and FS210 that support the punch kit.
2. The following firmware versions support the PK120:

MODEL	PROGRAM NAME	VERSION
7165, 7155	Print control	30 or later
7165, 7155	Image control	30 or later
FS110, FS210	Finisher	20 or later

Solution ID   TAUS0623284EN*   **Solution Usage**   4

Description

Unable to flash the upgrade firmware using a laptop running Microsoft* Windows XP operating system.

Solution

CAUSE: The laptop has printers installed that point to LPT1 or has virus protection software running.

SOLUTION: Before attempting to flash the machine with an XP laptop, either delete all printers that are directed to LPT1 or direct the printers to another port. Any virus protection software should be closed prior to beginning the flash process.

* Trademark ownership information

Solution ID   TAUS0624018EN*   **Solution Usage**   4

Description

Developing unit drive coupling part has changed.

Solution

If the developing unit drive coupling (p/n 56AA15410) requires replacement, the developing unit drive shaft must be replaced at the same time. The original style is being replaced by parts that are not interchangeable.

PART NUMBER	ITEM
56AA15411	Developing Unit Coupling (modified)
56AA15281	Developing Unit Shaft (modified)

Solution ID   TAUS0626029EN*   **Solution Usage**   4

Description

DF316, image is shifted approximately 1.5 inches in the lead-to-trail direction, and performing the RADF restart timing has no effect.

Solution

CAUSE: The cleaning pad used to remove paper dust from the resist driven roller/B is dirty resulting in improper rotation of the resist driven roller /B.

SOLUTION: To remove paper dust build up from the cleaning pad assembly, perform the following:
1. Power the copier OFF.
2. Raise the open/shut cover (p/n 13QA41010).
3. Remove the cleaning pad assembly retaining screw (p/n 00Z194061) and extract the cleaning pad assembly from the open/shut cover.
4. Thoroughly, remove any build up of paper dust from the cleaning pad. Also, ensure that resist driven roller/B rotates freely on its shaft. Remove and clean the resist driven roller/B and shaft as necessary.
5. Reinstall the cleaning pad assembly and install the retaining screw.
SPECIAL NOTE: Solution provided by Mark Mingo, KMBS, Houston.

Solution ID   TAUS0626739EN*

Solution Usage   4

Description

SC21-06 at power up.

Solution

CAUSE: The transfer cleaning motor (M10) failed.

SOLUTION: To disable M10, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow three (2) times.
5. Verify that 3-0 is displayed. Use the right up/down arrows until 3-4 is displayed.
6. Touch the right up/down arrow one (1) time (3-4 will be displayed).
7. Touch [ON] (1).
8. Power the copier OFF/ON to exit the 25 mode.
9. Power the machine ON to see if SC21-06 occurs.
10. If SC21-06 does not occur, replace M10 (p/n56AA-3831).

Solution ID   TAUS0628693EN*

Solution Usage   4

Description

Part number for the upper and lower main body fuser interface wiring harness, which includes main body fuser interface connector CN50 and CN51. Also, included are CN207 which attaches to the printer CB and CN1, CN2, CN3, and CN4 which attach to the DCPS.

Solution

Upper and lower main body fuser interface wiring harness (p/n 56AE90030).

Solution ID   TAUS0629178EN*

Solution Usage   4

Description

SC53-1 during copy mode.

Solution

CAUSE: M4 (fixing drive motor) failed.

SOLUTION: Replace M4 (p/n 56AA80080).

Solution ID   TAUS0629355EN*

Solution Usage   4

Description

Is there a part number for the Fan attached to the DCPS/1?

Solution

There is not a separate part number for the Fan attached to the DCPS/1.

Solution ID   TAUS0638594EN*

Solution Usage   4

Description

FS210, SC77-02 at power up.

Solution

CAUSE: M703 (up/down) failed.

SOLUTION: To check M703, perform the following:
1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys, input code 075, pres P-7-P).
2. See if M703 comes ON.
3. If M703 does not come ON, replace the motor (p/n 129U80040).

Solution ID   TAUS0601996EN*

Solution Usage   3

Description

PK110, punch unit not recognized after installation.

Solution

CAUSE: The punch unit isolation software dipswitch is ON.

SOLUTION: Turn OFF the punch unit isolation software dipswitch. To turn OFF the punch unit isolation software dipswitch, perform the following:
1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Select software SW setting.
3. Using the up/down arrows scroll to address 19-5.
4. Select OFF.
5. Power the machine OFF/ON.

Solution ID   TAUS0615466EN*

Solution Usage   3

Description

System test results for the IP511 and 7165. Printer and Network testing.

Solution

FIRMWARE/SOFTWARE
IP System software version 5.5.1
IP511 NIC version 6.22D. Version G is final code
7165 Image 06, Control 03
PCL driver version 1.6.22
PS driver version 1.0.14
IP P2P version 2.70
IPX P2P version 1.61
MAP version 3.72
All print driver features were tested on Microsoft* Windows 98SE and Windows 2000.
No abnormalities were found regarding driver features during the testing. Additional features tested were Scan to FTP and E-mail. These are new features of the IP511 and give the abiltiy to scan a TIF or PDF to an email address or FTP server directory for retrieval. PDF is not supported on Scan to HD.
IP511 NIC was verified on Novell* Netware* 5, Windows NT4, Windows 2000 and MAC* OS 9. IP P2P, IPX P2P was tested from Windows 95 as well as MAP.
It was found that the FTP Dowload utility version 1.40B and C, for updating firmware on the IP511 NIC does not function on Windows 95B. It does work fine on Windows 98 and higher.

* Trademark ownership information

Solution ID   TAUS0615553EN*

Solution Usage   3

Description

How many passcodes can be programmed in the ECM mode?

Solution

ECM mode on the 7165 has the capability to program and store 1000 passcodes.

Solution ID   TAUS0615556EN*

Solution Usage   3

Description

How to program auto reset.

Solution

To program auto reset, perform the following:
1. Press the HELP key and then press Key Operator Mode displayed on the touchscreen.
2. Press the down arrow, which is located at the bottom left corner of the touchscreen one time.
3. Select [13: Memory switch setting].
4. Auto reset timer will be the first selection.   Select [Change Setting Contents].
5. Use the arrows to change the contents (OFF, 30, 60, 90, 120, 150, 180, 210, 240, 270, 300 seconds).
6. Press the RETURN key a couple of times to return to normal mode.

Solution ID   TAUS0615576EN*   **Solution Usage**   3

Description

Consumables, supply order numbers, yields, replacement intervals and compatibility.

Solution

Toner, developer and the drum are all exclusive to the 7165 and are not compatible or interchangeable with other machines.
The Item numbers for the supplies are as follows:

ITEM ORDER NUMBER	ITEM NAME	YIELD/REPLACEMENT INTERVAL
TN601K	Toner	43.000 copies per bottle based on 6% fill
DV601	Developer	250,000 copies
DR601	Drum	500.000 copies

Note: The order numbers listed above reflect a change from the previously used PCUA or Item numbers. This new change has been implemented for the 7165 and will also be reflected in future models as well.

Solution ID   TAUS0615980EN*   **Solution Usage**   3

Description

How to send an E-mail from the 7165/IP511 after setting up the E-mail services on the IP511 internal NIC and creating an account on the E-mail server.

Solution

To Scan to E-mail, perform the following:
1. Press the MODE key to select SCANNER/SERVER.
2. Press NETWORK.
3. Press the desired recipients E-mail address or create a new E-mail address. To create a new E-mail address, simply press [Address manual input] on the display screen. Press Entry Name and input the name of the recipient. Press E-mail address and enter the E-mail address of the recipient. To make the new E-mail account permanent, press ENTRY and OK. If the E-mail address is not to be programmed simply press OK.
4. Insert originals into the document feeder.
5. Select either TIFF or PDF on the touchscreen as the file format to send.
6. Press the START key to send the E-mail.

Solution ID   TAUS0616935EN*   **Solution Usage**   3

Description

FS210, how to program the finisher to exit the copies face up or face down.

Solution

To program the finisher to exit the copy face up or face down, perform the following:
1. Press the Help button.
2. Select [Key Operator Mode].
3. Select [13. Memory Switch Setting].
4. Select [45. Exit Direction].
5. Select [Change Setting Contents] to select Face Up or Face Down.
6. Press [Return] twice.

Solution ID   TAUS0617303EN*   **Solution Usage**   3

Description

FS110, does this finisher have the capability to 3-fold or booklet fold?

Solution

The FS110 does not have the capabilty to 3-fold or booklet fold (booklet mode). The FS210 has the capability to 3-fold and booklet fold (booklet mode).

Solution ID   TAUS0617487EN*   **Solution Usage**   3

Description

How to program Tray 3 as the default paper tray.

Solution

To program Tray 3 as the default paper tray, perform the following:
1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. Select [2] Copier initial setting.
3. Press paper Tray 3 and insure it is highlighted and press OK.
4. Press RETURN to return to normal mode.

Solution ID   TAUS0617508EN*   **Solution Usage**   3

Description

On a key counter or any external control device (Equitrac*) equipped machine, when any key is pressed while the machine is in an INSERT KEY COUNTER condition, the operation panel locks up.

Solution

CAUSE: Machine is requiring an original to be placed in the RADF or on the platen glass.

SOLUTION: Either lift the RADF or insert an original into the RADF to unlock the operation panel or place an original on the platen glass.
Note: Upgrading the ROM versions to M30 and I30 will prevent the lockups and not require the above action.
* Trademark ownership information

Solution ID TAUS0617556EN*

Solution Usage 3

Description

What is the part number of the total counter?

Solution

Total counter (p/n 56AA88310).
Note: The part number for the total counter is not in the parts book

---

Solution ID TAUS0618086EN*

Solution Usage 3

Description

How to scan documents to the HD105.

Solution

To scan documents to the HD105, perform the following:
1. Place documents in the RADF.
2. Select the 1-2 or 2-2 mode.
3. Touch STORE and press START. Documents should scan in.
4. Touch OUTPUT APPLI.
5. Key in the password and touch OK.
6. Key in the name and touch OK.
7. Touch STORE.
8. Press START.
9. Press AUTORESET.

Solution ID TAUS0618147EN*

Solution Usage 3

Description

The LCD is out of adjustment. Unable to access the control panel adjustment in Key Operator mode.

Solution

CAUSE: The ROMS are corrupted or the memory board has failed.

SOLUTION: Re-flash the machine. Replace the memory board (p/n 56AA-9120) if necessary.

Solution ID TAUS0618199EN*

Solution Usage 3

Description

Can scanned originals be tracked and counted on the 7165?

Solution

Scanned originals can not be tracked or counted on the 7165. There is no specific counter to count and store the number of scans.

Solution ID TAUS0618310EN*

Solution Usage 3

Description

PI110, can not manually tri-fold or fold and stitch. The ready indication LED on the finisher changes to red when selected.

Solution

CAUSE: The sheets to be manually folded or stapled are loaded in the top tray, or the cover sheet tray size detection adjustment needs to be performed.

SOLUTION: Load the sheets to be manually folded or stapled in the second tray of the PI110. If necessary, perform the cover sheet tray size detection adjustment as listed below:
1. Access the 36 mode (hold down the 3 and 6 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message. Hold the P button down until the message 'Enter 4-digit Password To Change' is indicated.

Note: The button must be held down for about 5 seconds.
2. Enter the password 9272 and press the Start Print button.
3. Select the 36 mode.
4. Select [6] Finisher Adjustments.
5. Select [3] Cover Sheet Tray Adjustment.
6. Perform the adjustment as indicated on the touchscreen.
7. Press RETURN, RETURN, MODE CHANGE and EXIT to return to normal mode.

Solution ID   TAUS0618388EN*

Solution Usage   3

Description
J17-04 when feeding 8.5x14 paper from Tray 2.

Solution
CAUSE: The paper feed detect actuator.

SOLUTION: The shape of the paper feed detect actuator has been changed to eliminate J17-04 codes. Install the new-style paper feed detect actuator (p/n 56AA40171).

Solution ID   TAUS0618439EN*

Solution Usage   3

Description
PI110, unable to staple or fold.

Solution
CAUSE: The paper trays are not adjusted.

SOLUTION: To adjust the paper trays, perform the following:
1. Access the 36 mode (power the machine ON while holding down on the 3 and 6 keys).
2. Touch the "[6] Finisher Adjustment " key on the screen.
3. Touch the "[3] Cover Sheet Tray Size adjustment" on the screen.
4. Set the cover sheet tray (upper/lower) to 8.5x11R paper size.
5. Touch the "Start" key on the screen.
6. When adjustment is completed, the following message is indicated: "Cover sheet tray size adj." "COMPLETE"
7. Power the machine OFF/ON to exit the 36 mode.

Solution ID   TAUS0618610EN*

Solution Usage   3

Description
Random black spots on copy.

Solution
CAUSE: Paper dust particles collect in the dead space of the developer path and spew onto copies due to vibration caused by removing/installing the drum carriage.

SOLUTION: After removing/installing the drum carriage, or when the copies have random black spots, 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 [1. Process adjustment] on the touchscreen.
4. Touch [2. Drum peculiarity adjustment] on the touchscreen.
5. Touch [10. Cartridge set mode] on the touchscreen.
6. Touch [START] on the touchscreen. The cartridge set mode procedure will take approximately two (2) minutes to complete its cycle.
7. Touch [COPY SCREEN] on the touchscreen. The copy screen will be displayed with a pre selected print quantity of ten (10). Select a tray containing wide paper (11x17 or 8.5x11) in the direction of the drum shaft.
8. Press the START key, ten (10) blank prints will be output from the selected tray.
9. Inspect the sample prints for random black spots. If, the random black spots still appear, press the [C] button while pressing the [P] button to return to the cartridge set mode, and repeat step (6) through (9).
10. Power the copier OFF/ON to exit the 36 mode.

Solution ID   TAUS0619199EN*

Solution Usage   3

Description
DF316, how to zone the RADF.

Solution
To zone the RADF, perform the following:
1. Lift the original paper feed tray.
2. Remove the clear paper feed tray bottom plate.
3. Remove the center gear (pinion/1).

---

4. Put the paper feed tray back down.
5. Place an 8.5x11 paper in the paper feed tray.
6. Move the side guides (regulating plate/front, and regulating plate/rear) to the desired position, and make a copy.
7. Perform steps 5-6 until desired adjustment.
8. Carefully lift the original paper feed tray back up.
9. Install the center gear, and the clear paper feed tray bottom plate.

Solution ID   TAUS0619776EN*   **Solution Usage**   3

Description
What is the part number for the paper exit tray?

Solution
The paper exit tray comes in two pieces, paper exit tray/1 (p/n 40AA12121) and paper exit tray/2 (p/n 40AA12130).

Solution ID   TAUS0619809EN*   **Solution Usage**   3

Description
SC49-03 and the IP511 is constantly rebooting.

Solution
CAUSE: The NIC firmware is corrupted and/or outdated.

SOLUTION: Reset the NIC to factory settings and upgrade to the latest level firmware version. To reset the IP511 NIC to factory settings, perform the following:
1. Power down the IP unit and remove the small rear IP511 cover.
2. Set jumper OP2 to the lower 2 pins (bottom and middle) for factory initialization.
3. Power the IP unit ON and leave it on for five minutes.
4. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
5. Install the rear cover.
6. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.
Notes:
   a. The NIC firmware can be downloaded from the Konica FTP site .
   b. 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   TAUS0619843EN*   **Solution Usage**   3

Description
DF316, when loading an 8.5x11 original, the display indicates the original size is 11x17.

Solution
CAUSE: Overhead lighting is interfering with the original length detection performed by original length sensors (PS309) and (PS310).

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   TAUS0619984EN*   **Solution Usage**   3

Description
DF316, when copying 11x17 or 8.5x14 originals from the RADF, a misfeed occurs and 2 sheets exit (1 copy and 1 blank copy).

Solution
CAUSE: Overhead lighting is interfering with the original length detection performed by original length sensors (PS309) and (PS310).

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   TAUS0620008EN*   **Solution Usage**   3

Description

FS210, J72-18.

Solution

CAUSE: The finisher bypass gate is out of adjustment.

SOLUTION: Perform the finisher bypass gate solenoid (SD705) adjustment as outlined in the Service Manual.

Solution ID   TAUS0620035EN*   **Solution Usage**   3

Description

When copying 8.5x11 originals onto 8.5x11R in booklet mode, the image is not centered in the front-to-rear direction.

Solution

CAUSE: The reduction process of the machine always references the image to the rear of the machine. When booklet mode is selected, AMS reduces the copy to a standard 65% image, which results in a one-inch void area on the bottom of the page.

SOLUTION: To produce a booklet mode copy, which fills the entire page in the front-to-rear direction, perform the following:
1. Load the 8.5x11 originals face up on the RADF unit.
2. Press the [APPLICATION] key.
3. Touch [BOOKLET] on the touchscreen.
4. Touch [NO COVER SHEET], [COVER WITH COPY SHEET], or [COVER WITH BLANK SHEET] as required.
5. Touch [OK] on the touchscreen two times.
6. Select the tray which has 8.5x11R paper loaded by touching its icon on the touchscreen.
7. Select the copy mode [1:2] or [2:2] by touching its icon on the touchscreen.
8. Touch [ZOOM] on the touchscreen.
9. Touch [VERTICAL] on the touchscreen. Using the numeric keypad on the touchscreen, enter a vertical magnification of 78%.
10. Touch [HORIZONTAL] on the touchscreen. Using the numeric keypad on the touchscreen, enter a horizontal magnification of 64%.
11. Touch [OK] on the touchscreen.
12. Press the START/PRINT key.
Note: The vertical and horizontal magnification ratios, which were programmed in steps 9 and 10 can be varied depending upon the application and originals being used.

Solution ID   TAUS0620207EN*   **Solution Usage**   3

Description

FS110, static buildup in the finisher is causing the copies to mis-staple.

Solution

CAUSE: The old-style neutralizing brush is installed.

SOLUTION: Install the new-style neutralizing brush (p/n 13NK50220).

Solution ID   TAUS0620214EN*   **Solution Usage**   3

Description

Scan to hard drive fails if the key counter connector is opened during a scan (i.e., Equitrac* or external key counter device times out opening the circuit). All jobs scanned to the hard drive are lost.

Solution

CAUSE: The key counter recovery dipswitch 4-4 (25 mode) is disabled.

SOLUTION: Set software dipswitch 4-4 to 1 enabling key counter recovery.

Solution ID   TAUS0620239EN*   **Solution Usage**   3

Description

FS210, SC77-01 at power up.

Solution

CAUSE: The bin shift motor has failed.

SOLUTION: Check the bin shift motor (p/n 12QR-3610) for binding and/or replace it.

Solution ID   TAUS0620242EN*   **Solution Usage**   3

Description

PI110, J72-50 during copy mode.

Solution

CAUSE: Incorrect firmware was installed in the machine.

SOLUTION: Install the latest 7165 firmware using the ISW Microsoft* Windows utility. To obtain the ISW utility, perform the following:
1. Access the [[KMBS Home Page| URL http://www.konicabt.com]].
2. In the right-hand menu, click on NSSG.
3. A disclaimer is offered. Read it and click on [I Accept] to access the NSSG Web Support login page.
4. Enter a User ID and Password and click [Login].
5. In the left-hand margin under GET FILES, click on [Download EPROMs].
6. In the pull-down menu, click on [EPROMs for Accessories].
7. Click on [List] button.
8. Select ISWTRNS340E.EXE link and follow download instructions.
Note: The latest 7165 firmware files can be found in the pull-down menu under [Eproms For High Volume Copiers].

* Trademark ownership information

Solution ID   TAUS0620260EN*   **Solution Usage**   3

Description

PK110, SC77-54 at power up after removal of the punch unit.

Solution

CAUSE: The PKCB (punch unit control board) is still wired to the FNCB (finisher control board).

SOLUTION: Remove PKCB wiring from CN62, and CN61 on the FNCB. Also remove the PKCB from the FS210.
Note: If the PK110 is removed from the FS210, there will be a 3-inch gap between the conveyance rollers. Reinstall the conveyance guide plate/A (p/n 13QE45400) and conveyance guide plate/B (p/n 13QE45410).

Solution ID   TAUS0620653EN*   **Solution Usage**   3

Description

How to print the jam count list.

Solution

To print the jam count list, perform the following:
1. Access the 36 mode (Power the copier ON while pressing the 3 and 6 keys).
2. Select [7. List output mode].
3. From the List Output Mode Menu Screen, select Management List 2, load 8.5x11 paper in Tray 1, and press the START button.
Note: 25 mode 30-1 must be set to a 1 to print the Management List 2.

To change the setting in the 25 mode, perform the following:
1. Access 25 mode (Power the copier ON while pressing 2 and 5).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 30-1 using the arrows.
4. Set it to a 1 by selecting ON or to a 0 by selecting OFF.
5. Power the machine OFF/ON

Solution ID   TAUS0620804EN*   **Solution Usage**   3

Description

With platen APS set to OFF, the machine defaults to Tray 1 when the RADF is raised, regardless of what tray has been programmed in the Key Operator Mode at (Memory switch #14) as the default tray when APS is canceled.

Solution

CAUSE: Firmware bug.

SOLUTION: Correction of this issue will be implemented in the next firmware release.

Solution ID   TAUS0621878EN*   **Solution Usage**   3

Description

J31-01 during multiple copying.

Solution

CAUSE: The registration clutch (MC1) is slipping.

SOLUTION: Clean or replace MC1 (p/n 56AA82010).

Solution ID   TAUS0623269EN*   **Solution Usage**   3

Description
How to perform the touchscreen sensitivity adjustment.

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. Control panel adjustment] on the touchscreen to display the control panel adjustment screen. Note: If the touchscreen is so far out of adjustment that there is no response when touching [10. Control panel adjustment], the control panel adjustment can be accessed (at this point) by touching any numeric key on the 10-key pad.
4. Touch the + at the upper right corner of the touchscreen lightly with a touch pen (something with a round tip which is made of resin is recommended as a touch pen). Check the coordinates displayed in the top line at the top of the touchscreen.
5. 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.
6. If the values are not within the acceptable parameters, repeat Step 4 until the values are acceptable.
7. Touch the + at the lower left corner of the touchscreen lightly with a touch pen (something with a round tip which is made of resin is recommended as a touch pen). Repeat the process used for the upper right coordinate until acceptable values are achieved.
8. As verification of a correct adjustment, touch the [CHECK] icon at the upper left and lower right corners. You should hear a beep tone for each one. If a beep tone is not heard, repeat the adjustment.
9. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID   TAUS0623635EN*   **Solution Usage**   3

Description
The display is blank.

Solution
CAUSE: CN136-14 at the IMCB (p/n 56AA-9012) failed.

SOLUTION: Check for a loose wire at CN136-14 at the IMCB. This is the 5V DC supply line for the control panel.

Solution ID   TAUS0623877EN*   **Solution Usage**   3

Description
Loss of density in the front-to-rear direction approximately 43mm from the trail edge of halftone and photo images. Also, text may be thickened and blurred when compared to the same text at the lead edge of the copy.

Solution
CAUSE: The T/S corona unit is not seated properly at the rear and allows too much of a gap between the drum and copy paper during the transfer process. The trail edge slaps against the drum surface when released from the registration rollers and disrupts the image during transfer.

SOLUTION: Check and adjust the rear of the T/S corona as follows:
1. Open the front door, lower the ADU locking lever, and pull the conveyance unit out of the engine.
2. Turn the main power switch OFF.
3. Loosen the 2 mounting screws and remove the T/S corona.
4. Hold down Item A in the illustration and raise the ADU locking lever to raise the conveyance unit.
5. Place a scale as indicated in the illustrations and measure the height of the T/S power contact mounting plate (Item B).
6. As indicated in the illustration, form the power contact mounting plate so that it is 1.0mm to 2.0mm higher than the measurement taken in step #5.
Notes:
   a. Do not over compensate - the bearing (p/n 26NA17280) can disengage.
   b. Never modify the plate more than the 2.0mm maximum.
7. Confirm the measurement again.
8. Hold down Item A and rotate the ADU locking lever to raise the conveyance unit.
9. Install the T/S corona unit, slide the conveyance unit into the engine, and raise the ADU locking lever to the normal position.
10. Close the front door.
11. Turn the main power switch ON.

UNEVEN DENSITY CORRECTION
If the results do not satisfy the customer's requirements, perform the following procedure:
1. Raise the contact springs by 1.6mm by placing 2 flat washers (p/n 00Z610401) under them.
2. After first cleaning the TSL, install a green protective filter (p/n 56AAK0050) over it.
Notes:
   a. Refer to 7155/7165/FORCE 65 Technical Bulletin #11 .
   b. To view all 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   TAUS0624282EN*

Description

J31-1 when feeding from all trays.

Solution

CAUSE: Damaged registration enter sheets, which are obstructing the papers entry into the registration rollers.

SOLUTION: Thoroughly, inspect the front and rear registration enter sheets. Repair or replace the registration enter sheet/front (p/n 56AA46120) or registration enter sheet/rear (p/n 56AA46130) as necessary.

Solution ID   TAUS0624353EN*

Description

DF316, intermittent J65-10.

Solution

CAUSE: Failed original skew PS/F (PS307), causing false jam detection.

SOLUTION: To check the original skew PS/F, 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, P-11-P. IN:L should be displayed on the top of the touchscreen with no paper placed beneath the original skew PS/F. When paper is placed beneath the original skew PS/F, IN:H should be displayed on the touchscreen. Once the paper is removed from beneath the original skew PS/F, the touchscreen display should return to IN:L. If, the touchscreen display remains IN:H, after the paper has been removed from beneath the original skew PS/F, the sensor is not working properly.
3. Clean, or replace the original skew PS/F (p/n 13QA85510) as necessary.

Solution ID   TAUS0624620EN*

Description

J32-4 during copy mode.

Solution

CAUSE: PS37 (paper exit) failed.

SOLUTION: To check PS37, perform the following:
1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys) input code 24, press P-2-P.
2. Actuate PS37 and watch for a change of state at the control panel.
3. If no change of state occurs, clean or replace PS37 (p/n 55VA85520).

Solution ID   TAUS0625994EN*

Description

System Configurator, 7165.

Solution

 7155/7165 Copier/Printer System Configurator .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0626176EN*

Description

Intermittent J21-01, J21-02 or J31-02.

Solution

CAUSE: PS43 (leading edge) has a film buildup on it.

SOLUTION: Clean PS43.

SPECIAL NOTE: Solution provided by John Fleming, PERRY CORPORATION.

Solution ID   TAUS0627913EN*

Description

DF316, unable to install the pick up and feed tires from the original open/close cover into the new open/close cover.

Solution

CAUSE: After ordering the new open/close cover (p/n 13QA41010), due to design changes which have been incorporated into the positioning of the guide fins and mounting of the pickup and feed tires, the parts are incompatible. The parts needed to install a new style open/close cover onto a DF316 are not available as individual pieces.

SOLUTION: When replacing the open/close cover, order the entire open/close cover assembly (p/n 13QA-4110), which consists of the cover itself and all the interior rollers, shafts, gears, and guide plate.

Solution ID   TAUS0629358EN*

Solution Usage   3

Description

J32-09 at power up.

Solution

CAUSE: Failed PRCB.

SOLUTION: Check PS30 (Fixing exit PS) in the 47 mode for proper operation.   Slide out the ADU carriage, and enter the 47 multimode, output code 24. press (1). The display panel will indicate (H). Slide the ADU back into normal position, and the display panel should indicate (L). If PS30 does not change state, replace the PRCB (p/n 56AA-9021).

Solution ID   TAUS0640292EN*

Solution Usage   3

Description

FS-110M, F77-02 at power up.

Solution

 CAUSE: Failed finisher CB has resulted in no 24V DC to the tray up/down motor (M703).

SOLUTION: Check the 24V DC supply to the tray up/down motor and check the operation of the tray up/down motor.
 To check the 24V DC supply to the tray up/down motor, perform the following:
1. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
2. Using a voltmeter set to the 200V DC range, take voltage reading on each side of ICP4, which is located near CN2 of the finisher CB. A reading of 24V DC should be measured on each side of ICP4.

 To check the operation of the tray up/down motor, perform the following:
1. Access the 25 mode, output code 075, P-06-P.
2. Press the START key. The main tray should drive to the lower position.
3. If, the main tray fails to lower replace the finisher CB (p/n 14JS-9010). Also, as an added precaution it is advisable to replace the tray up/down motor (p/n 56AA80011) since the motor may be the cause for the board failure.

Solution ID   TAUS0648538EN*

Solution Usage   3

Description

J32-04 when making copies; especially with legal and letter-R originals.

Solution

CAUSE: Problem with ADU.

SOLUTION: Replace the ADU Open/Shut (p/n 56AA- 51102).

Solution ID   TAUS0702659EN*

Solution Usage   3

Description

In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution

 The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in   emergency   situations or for troubleshooting purposes :

   7145/7222/7228/7235

   bizhub 200/250/350

   bizhub 360/420/500

   bizhub 600/750

7155/7165/7085

7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

C250/C252/C300/C351/C352/C450

C451/C550/C650

IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.
 Notes :
 1. The bizhub C350 NVRAM may only be used between other bizhub C350s.
 2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.
 SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0601518EN* **Solution Usage** 2

Description

PI110, how to adjust the cover sheet tray size.

Solution

SOLUTION: To adjust the Cover sheet tray size, perform the following:
1. Access the 36 mode (power the machine ON while holding down ON the 3 and 6 keys).
2. Press "[6] Finisher adjustment".
3. Press "[3] Cover sheet tray size adjustment".
4. Press [NEXT] or [BACK] key to select the tray to be adjusted.
5. Set a 8.5x11R size paper on the cover sheet tray (upper/lower), press the [Start] key on the LCD. A complete message appears on the screen.
6. Press the [RETURN] key to return to the Finisher adjustment mode menu screen.

Solution ID TAUS0610418EN* **Solution Usage** 2

Description

J32-10 at power up.

Solution

CAUSE: A piece of paper is actuating PS46 (reverse/exit) in the ADU section.

SOLUTION: Open the front doors and withdraw the ADU carriage. Lower the ADU reverse section and locate PS46 in the reversing area. Remove the torn or jammed piece of paper.

Solution ID TAUS0615557EN* **Solution Usage** 2

Description

How to select mixed original mode.

Solution

To select mixed original mode, perform the following:
1. Press the SPECIAL ORIGINAL key, which is located on the touchscreen.
2. [Set condition to scan originals] will be displayed in the dark blue band at the top of the touchscreen. Touch [MIXED ORIGINAL], which is located in the third column from the left, under the heading [SPECIAL ORG.] on the touchscreen.
3. Select additional copying features, as desired.
4. Touch the OK key on the touchscreen to complete the setting and return to the Basic Screen.

Solution ID TAUS0616008EN* **Solution Usage** 2

Description

How to change or delete/remove a programmed E-mail address.

Solution

To change or delete/remove a previously programmed E-mail address, perform the following:
1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select E-Mail on the touchscreen.
6. Select CHANGE to change the E-mail address or select DELETE to delete the E-mail address.
7. Press OK and then RETURN to return to normal operating mode.

Solution ID   TAUS0616171EN*

<div align="right">

Solution Usage   2
</div>

Description

Installation instructions for peripherals.

Solution

Installation Instructions for the following:
 FS110/FS210
 PI110
 PK110
Note: To view the above links, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
   [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0616181EN*

<div align="right">

Solution Usage   2
</div>

Description

LT412, how to change the paper size setting.

Solution

To program the paper size setting for the LT412, perform the following:
1. Power the unit OFF.
2. Access the 25 mode (press and hold the 2 and 5 number keys and power the unit ON).
3. Select [2] paper size setting.
4. Use the arrow keys to select the installed paper size and press OK.
5. Power the unit OFF/ON to store the setting and return to normal copy mode.

Solution ID   TAUS0616360EN*

<div align="right">

Solution Usage   2
</div>

Description

E36-01 during warm-up.

Solution

CAUSE: One of the leads on TH1 (p/n 56AA88030) and/or TH2 (p/n 56AA88040) in the fixing unit have become detached.

SOLUTION: Visually inspect the leads of TH1 and TH2 for an improper or no connection. Replace as needed.

[[Hyperlink for internal use only.| URL bitmaps\7165-e36-01.pdf]]

Solution ID   TAUS0616469EN*

<div align="right">

Solution Usage   2
</div>

Description

User's Manual, 7165.

Solution

 7165 User's Manual
Note: To view the above links, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
   [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0616623EN*

<div align="right">

Solution Usage   2
</div>

Description

How to 'Scan to E-mail' over a DSL or cable connection to an external mail server on an ISP.

Solution

Refer to the Konica document "Scanning to E-mail and FTP" .
Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]].

* Trademark ownership information

Solution ID   TAUS0617014EN*

<div align="right">

Solution Usage   2
</div>

Description

How many E-mail addresses can be programmed into memory?

Solution

A total of 96 E-mail addresses can be programmed into memory.

Solution ID   TAUS0617851EN*

Solution Usage   2

Description

Is Z-folding available as an option or feature?

Solution

Z-folding option/feature is not yet available. The PZ110 has not been released yet. The PZ-108 will also be retrofitted for use with the 7165.

Solution ID   TAUS0618400EN*

Solution Usage   2

Description

Where is additional E-RDH memory installed?

Solution

Additional memory is installed on the image control board (IMCB) located at the rear of the machine, upper left corner. There is one available slot for additional memory.

Solution ID   TAUS0618866EN*

Solution Usage   2

Description

PK110, punch unit options are grayed out after installation.

Solution

CAUSE: CN63 on the punch driver board is not seated properly.

SOLUTION: Reseat CN63 on the punch unit DB.

Solution ID   TAUS0619190EN*

Solution Usage   2

Description

FS110, what is the paper weight specification for stapling?

Solution

The paper weight specification for stapling is 16lbs to 24lbs.

Solution ID   TAUS0619338EN*

Solution Usage   2

Description

FS-110/FS-110M, F77-04 after the copy exits.

Solution

 PROBABLE CAUSES:
 1.The stacker coupling gear is damaged.
 Clean and inspect the coupling gear [Z=18]. Replace the stacker coupling gear (p/n 129U77041) as necessary.

 2.The exit rollers would not turn off because the Exit sensor (PS709) isdirty or misaligned.
 Check the stacker gear for missing teeth andclean PS709 in the stacker unit.
   Notes :
  a. Todifferentiate betweenthe FS-110 andthe FS-110M, the serial number starts with 14JS for the FS-110M.
  b.Multiple sets would run until after the last sheet exited.Single copy runs to the upper output tray would not trip the code, butsingle copy runs to the main output tray would.

Solution ID   TAUS0619371EN*

Solution Usage   2

Description

How to program the machine to default to the settings made in the copier initial mode (in Key-Op mode) when the auto-reset button is pressed.

Solution

To program the machine to default to all copier initial settings when the auto-reset key is pressed, perform the following:
1. Press the HELP key.

---

2. Press Key Operator Mode which is displayed on the touchscreen.
3. Press the down arrow which is located at the bottom left corner of the touchscreen one time.
4. Press [13] Memory switch settings.
5. Using the arrows on the right lower corner of the touchscreen, press the down arrow and scroll to [2] AUTO RESET key function.
7. Press Change Setting Contents until INITIAL is displayed.
8. Press RETURN twice to return to normal mode.

Solution ID TAUS0619586EN* **Solution Usage** 2

Description

Printed ECM count data fails to display the entire ECM contents.

Solution

CAUSE: Missing sequential ID account numbers within the ECM data list, which results in the account data list being partially printed.

SOLUTION: To check the integrity of the sequential ID account numbers, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the HELP key).
3. Touch [4. ECM function setting] on the touchscreen.
4. Enter the ECM master code.
5. Touch [OK] on the touchscreen.
6. Touch [1. ECM data edit] on the touchscreen.
7. Touch [Add] on the touchscreen. The next available account number will be displayed on the touchscreen. If, the available account number displayed is lower than the highest account number, the account numbers are not sequential and an account number and name should be entered into this location.
8. Repeat step 7 until the next available account number displayed is greater than the current highest account number; the account numbers are now sequential.
9. Touch [Cancel] on the touchscreen.
10. Touch [RETURN] two (2) times to return to the Key Operator screen.
11. At the Key Operator screen, touch the down-arrow then touch [14. Machine management list print] on the touchscreen.
12. Touch [3. ECM management list] on the touchscreen.
13. Press the START key. All active accounts will be printed.
14. To return to normal operation, press the P and C keys together and then touch [RETURN] two (2) times.

Solution ID TAUS0619719EN* **Solution Usage** 2

Description

The time and date indicated on a PC via the Scan to E-Mail feature is incorrect.

Solution

CAUSE: The time and date are not set correctly on the E-Mail.

SOLUTION: The time and date information is not contained or generated by the 7165/IP511Scan to E-mail feature and, therefore, can not be the cause of the incorrect time and date problem. Set the proper time and date on the server used for the Scan to E-Mail function.

Solution ID TAUS0619757EN* **Solution Usage** 2

Description

SC53-12 at the start of the copy process.

Solution

CAUSE: SC53-12 is not a listed failure code in the service manual. In this case, there was a shorted wire on the on the vertical conveyance feed unit, which opened a 24V DC ICP on the PRCB.

SOLUTION: Inspect the vertical feed unit wiring for a short to ground. Replace the PRCB (p/n 56AA-9021).

Solution ID TAUS0619963EN* **Solution Usage** 2

Description

When using front or back blank covers or blank copy insert modes, the software counter is not incrementing the count for the insert, however the hard counter is incrementing the count for the insert.

Solution

CAUSE: Firmware bug.

SOLUTION: Upgrade the printer control ROM to version 37 to resolve the problem.

Solution ID TAUS0619964EN* **Solution Usage** 2

Description

When ECM printing, is there a way to have the job print automatically?

Solution

The print job will automatically print providing the ECM user ID and/or password is entered in the driver.

Solution ID   TAUS0620192EN*

Solution Usage   2

Description

When copying a book in Book Copy mode, auto-layout and non-image area erase are not selected automatically.

Solution

CAUSE: The User's Guide is in error. The User's Guide indicates to select book copy prior to placing the book on the platen glass. In this case auto-layout and non-image area erase will not automatically be enabled.

SOLUTION: Place the book to be copied on the platen glass and select book copy. This will allow auto-layout and non-image area erase to automatically be enabled.

Solution ID   TAUS0620232EN*

Solution Usage   2

Description

Intermittent exit jams and poor fusing.

Solution

CAUSE: The fixing pressure release lever was not adjusted according to the installation instructions. The fuser lever can be left in the unlocked position and the front door closed.

SOLUTION: With the fixing lever to the right, loosen the screw on the green handle and position the lever farthest to the right, retighten the handle screw.

Solution ID   TAUS0620315EN*

Solution Usage   2

Description

FS110, the ISW utility is not recognizing the finisher, resulting in the inability to upgrade the firmware.

Solution

CAUSE: The dipswitches on the finisher CB are set incorrectly.

SOLUTION: Ensure the dipswitches on the FSCB SW1 are set to ON, OFF, ON, OFF (left to right).

Solution ID   TAUS0620339EN*

Solution Usage   2

Description

What is required for scanning with an IP511 and a 7165?

Solution

The IP511 controller and the built-in NIC is required to use the scanning feature of the 7165. A TWAIN driver is supplied on the IP511 User CD which will allow scanning from any TWAIN-compliant application.

Solution ID   TAUS0620404EN*

Solution Usage   2

Description

What is the part number for the ADU DB (ADU driver board)?

Solution

ADU DB (p/n 56AA-9040).
Note: The 7155 and the 7165 ADU DB are not the same.

Solution ID   TAUS0620515EN*

Solution Usage   2

Description

How to adjust the density shift in AUTO (Text/Photo) mode.

Solution

To adjust the density shift in AUTO (Text/Photo) mode, perform the following:
1. Power the copier ON.

---

2. Touch [SPECIAL ORIGINAL] on the touchscreen.
3. Touch [AUTO] on the touchscreen.
4. Touch the [P] key.
5. Using the numeric keypad, enter the desired density shift (0-5). The default value is 3.
6. Touch [OK] on the touchscreen two (2) times to return to the normal mode.

Solution ID TAUS0620554EN*   **Solution Usage** 2

Description
Part number for the CCD unit, which is depicted as not available (dotted representation with no assigned part number) on page 16 of the 7155/7165 Parts Catalog (1/2002).

Solution
CCD unit (p/n 56AA-6300).

Solution ID TAUS0620604EN*   **Solution Usage** 2

Description
J92-xx when duplexing.

Solution
CAUSE: The actuator for PS46 (reverse/exit) in the ADU is binding which is causing timing problems.

SOLUTION: Inspect the operation of the sensor actuator and repair any binding. The screws that mount the sensor may be too tight causing the binding.

Solution ID TAUS0620835EN*   **Solution Usage** 2

Description
The developer agitating shaft is not listed in the parts manual.

Solution
The developer agitator shaft is not available as a separate item. A new-style developing unit (p/n 56AA-3002) should be ordered. This new-style developing unit has a reinforced agitating shaft.

Solution ID TAUS0620877EN*   **Solution Usage** 2

Description
When scanning to the hard drive and selecting PDF as the format, the image can not be viewed or retrieved when using the Konica TWAIN driver with an applicable software application.

Solution
CAUSE: The Konica TWAIN driver does not support PDF.

SOLUTION: The Konica Scantrip utility will function properly when selecting PDF and scan to hard drive. Konica has developed an FTP download utility called Scantrip. This utility allows downloading of files from the hard drive to the workstation.
Notes:
1. Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [[Konica SEC website| URL http://www.sec.konicabt.com/main.html]].
2. Retrieving PDF documents from the hard drive can also be accomplished using Microsoft* Internet Explorer version 5.5 or above. Below is an example of the syntax typed in the address bar of the browser to access the box on the hard drive where the document is stored:
    ftp://scan:0001@192.168.2.115
scan = ftp user ID, 0001 = ftp password (box number where documents were scanned), 192.168.2.115 = the TCP/IP* address of the NIC card on the machine.

* Trademark ownership information

Solution ID TAUS0620943EN*   **Solution Usage** 2

Description
PZ108, J72-63.

Solution
CAUSE: The jam release spring tension is not strong enough.

SOLUTION: Increase the spring tension on the jam release springs (p/n 13NQ45330 and p/n 13NQ45340).

7165

Solution ID   TAUS0621610EN*

Solution Usage   2

Description
PZ108, not recognized.

Solution
CAUSE: The dipswitches on the PZ108 control board are set for the wrong model.   Beginning with serial number 13NR00101, the PZ108 is compatible with the models 7155 and 7165. The extra connector on the PZ108 is for the models 7075 and 7085 and is not used if it is installed on a model 7165.

SOLUTION: Turn ON dipswitch 2 on the PZ108 control board.

Solution ID   TAUS0621684EN*

Solution Usage   2

Description
How to print an E-mail list of all registered users from the operation panel.

Solution
An E-mail user list can not be printed from the operation panel, however it can be printed from a PC by browsing to the 7165 internal NIC. To browse to the internal NIC, ensure a TCP/IP* address is set (see instructions below) and the NIC is connected to the network.
To set up the internal NIC, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys and power the unit ON) or hold the P key down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. Select [1] (Software SW setting).
4. Using the left arrow scroll until 22 is displayed.
5. Ensure 22-00 is displayed, and then press ON. SW22-00 must be ON to enable the TCP/IP address setting for the 7165 internal NIC.
6. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
7. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch [1] System Initial Setting.
8. Select [3] IP Address Setting.
9. Enter theTCP/IP address, Subnet Mask and Gateway and press OK. Power the unit OFF and then ON to store the TCP/IP settings.
10. Browse to the NIC and select Copier Setup.
11. Enter the Key-Op password or 0000 and select Apply.
12. Select Scan Transmission Setting.
13. Select Entry List. All registered users will be displayed. Simply print the list.

* Trademark ownership information

Solution ID   TAUS0621970EN*

Solution Usage   2

Description
Intermittently, the machine powers OFF during copy mode.

Solution
CAUSE: The DCPS failed.

SOLUTION: Replace the DCPS (p/n 56AA84510).
Note: Because the problem is intermittent, it is difficult to check the DCPS.

Solution ID   TAUS0621973EN*

Solution Usage   2

Description
With platen APS set to OFF, the machine defaults to Tray 1 when the RADF is raised, regardless of what tray has been programmed in the Key Operator Mode at (Memory switch #14) as the default tray when APS is canceled.

Solution
CAUSE: Firmware bug.

SOLUTION: Flash firmware to printer control version 36 and image processing version 52. The file names are 7165-M36p.exe and 7165-I52p.exe both are located on the Konica Web site in the Eproms For High Volume Copiers section.

Solution ID   TAUS0622089EN*

Solution Usage   2

Description
J17-xx from any tray with paper only feeding to the double feed prevention roller. The last sheet is fed from the machine.

Solution
CAUSE: Dirt or grease in the pre-feed regulation block and on the shaft.

SOLUTION: Clean or replace the regulating block (powering block - p/n 56AA45080) and clean the shaft (powering shaft - p/n 56AA45170).
SPECIAL NOTE: Solution provided by Kevin Espenshade, EXECUTIVE IMAGE SOLUTIONS INC.

Solution ID TAUS0622105EN* **Solution Usage** 2

Description
PK120A, 2-hole punch availability.

Solution
The PK120A (PCUA 950583) provides 2-hole punch capability for the 7165.
Notes:
1. Refer to the InfoSource Bulletin for more 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 TAUS0622262EN* **Solution Usage** 2

Description
Lines on the operation panel touchscreen.

Solution
CAUSE: The touch key board has failed.

SOLUTION: Reseat all connections on the operation panel, indication board and the touch key board. If needed, replace the touch key board (p/n 56AA87550).

Solution ID TAUS0623831EN* **Solution Usage** 2

Description
Unable to clear SELECT ACTION MEMORY FULL message without losing stored memory.

Solution
CAUSE: In the 25 mode, page memory allocation was not set to 32MB or 64MB; it is set to 0.

SOLUTION: To set page memory allocation, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 10 is displayed.
6. Press the right up-arrow until 0 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 10-0:1.
7. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 10-0:1.
8. Press the right up-arrow until 1 is displayed. The top of display should indicate SOFTWARE SWITCH MODE 10-1:1
9. Press the ON button once. The top of display should indicate SOFTWARE SWITCH MODE 10-1:0.
10. To set Page memory to 64MB, perform the following.
11. Set 10-0: 0 and 10-1:1, using the above procedure.

Solution ID TAUS0623875EN* **Solution Usage** 2

Description
E56-03 after replacing Printer Control Board.

Solution
CAUSE: There is no firmware installed on a new Printer Control Board.

SOLUTION: Flash the machine with the latest [[mainbody firmware| URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/]].

Solution ID TAUS0624073EN* **Solution Usage** 2

Description
FS110, finisher is not recognized by the copier.

Solution
CAUSE: Poorly seated finisher interface harness (CN255 on the main body), which results in loss of communication between the finisher CB and PRCB.

SOLUTION: To check the finisher interface harness connection, perform the following:
1. Power the copier OFF.
2. Remove the finisher from the main body.
3. Unplug CN255 from the main body.
4. Ensure that all pins for CN255 on the main body are straight and properly aligned especially the upper most pin.
5. Inspect CN255 on the wiring harness; ensure that all the wires are properly attached to the connector.
6. Reseat CN255 to the main body.

Solution ID   TAUS0624152EN*   **Solution Usage**   2

Description
Unable to make changes on the display panel.

Solution
CAUSE: Failed PRMB (parameter memory board).

SOLUTION: Replace the PRMB (p/n 56AA-9120).

Solution ID   TAUS0624300EN*   **Solution Usage**   2

Description
FS110, J72-18.

Solution
CAUSE: PS705 (stacker entrance) has failed or the actuator is damaged.

SOLUTION: To verify the operation of PS705, 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 076, press P-4-P. L (LOW) should be displayed .
3. Actuate PS705 with a piece of paper. The L should change to a H (HIGH).
If no change of state takes place, inspect the actuator for PS705. If the actuator is broken or missing, replace it (p/n 13QE48070). If the actuator is intact, the sensor must be replaced (p/n 08AA85510).

Solution ID   TAUS0624351EN*   **Solution Usage**   2

Description
DF316, intermittent J65-20.

Solution
CAUSE: Failed original skew PS/R (PS308), causing false jam detection.

SOLUTION: To check the original skew PS/R, 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, P-12-P. IN:L should be displayed on the top of the touchscreen with no paper placed beneath the original skew PS/R. When paper is placed beneath the original skew PS/R, IN:H should be displayed on the touchscreen. Once the paper is removed from beneath the original skew PS/R, the touchscreen display should return to IN:L. If, the touchscreen display remains IN:H, after the paper has been removed from beneath the original skew PS/R, the sensor is not working properly.
3. Clean or replace the original skew PS/R (p/n 13QA85510) as necessary.

Solution ID   TAUS0624474EN*   **Solution Usage**   2

Description
DF316, how to disable the automatic skew adjustment.

Solution
SOLUTION: To disable the automatic skew adjustment, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up).
2. Select [1] (Software SW setting).
3. Use the arrows to scroll to dipswitch 4-0
4. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 4-0-1
5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID   TAUS0624751EN*   **Solution Usage**   2

Description
When password printing, the job that is selected and printed from the touchscreen is not the same as the job that was sent. The jobs do not always show up

---

on the operation panel.

Solution

CAUSE: Corrupted system code or the controller hard drive is corrupt.

SOLUTION: Recover the system code via HyperTerminal using the recovery.bat file. The IP-511/IP-511A contains an image of the system code on a separate partition of the hard drive. To recover the system, perform the following:
1. Connect a null modem cable (RS232C serial cable terminated in a female 9-pin D-Sub connector on both ends) to the service port of the IP511 and a serial port of a laptop or PC running Windows.
2. Run Hyper Terminal with a setting of 9600, 1 stop bit, no parity, and no flow control.
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]]
3. Once HyperTerminal is started, power ON the printer.
4. Once the memory test screen starts, press "k" and then "a".
5. The system should start to boot to DOS. Press Enter when asked for Date and Time.
6. At the DOS prompt, type "d: Recovery". The controller will initiate a batch file that reloads system code. This process will take approximately 3 - 4 minutes.
7. Once writing is complete, a message "Recovery Done" will display in the Terminal Session. Power OFF the machine and remove the serial cable. The system can now be initialized.
8. If the system image is older than current system code, updated system code can now be installed once the printer has initialized completely.
   Note :The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID   TAUS0625978EN*

Solution Usage   2

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   TAUS0626625EN*

Solution Usage   2

Description

How to set the paper tray priority.

Solution

To set the paper tray priority, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode by pressing the HELP key then touching [KEY OPERATOR MODE] on the touchscreen.
3. Touch [11. Tray auto select setting] on the touchscreen.
4. On the left hand side of the touchscreen, touch to highlight desired tray key, for each tray which is to be automatically detected when ATS/APS functions.
If, the tray key is not highlighted it will not be an ATS/APS available tray, nor will it be displayed on the right half of the touchscreen.
5. Tray keys specified as ATS/APS ON will appear on the right half of the touchscreen. Touch to highlight the desired tray key, and then change its priority by using the up-down arrow keys.
6. Touch [OK] on the touchscreen to complete the setting and restore the Key Operator Mode screen.
7. If, no further changes are required, touch [PREVIOUS SCREEN] on the touchscreen to return to the normal mode.

Solution ID   TAUS0627877EN*

Solution Usage   2

Description

MAIN BODY PLEASE INPUT NUMBER RIGHTLY message when attempting to enter the main body serial number using the 25 mode, [8. M/C serial number setting] on the touchscreen.

Solution

CAUSE: The KE designation within the serial number identifies the machine as a unit specifically manufactured for placement as a government service account (GSA) machine. Since this special serial number designation is out of the normal range of serial numbers used on standard production machines, the main CB does not recognize the KE designation.

SOLUTION: Input the standard 7165 designation of AE.

Solution ID TAUS0627965EN*

Solution Usage 2

Description
Error 1001 when scanning to E-mail.

Solution
CAUSE: Incorrect configuration in the Scan to E-mail set up when configuring the NIC.

SOLUTION: When setting up scan to E-mail, in the From box, a valid E-mail address must be set. A name, location, etc. is not acceptable. For example, xxx@yyyyyy.com would be acceptable.

Solution ID TAUS0628155EN*

Solution Usage 2

Description
PZ109, can 8.5x11R paper be Z-folded?

Solution
The PZ109 will Z-fold 11x17 or 8.5x14 inch paper. The PZ109 will not Z-fold 8.5x11R paper.
Note: This highly requested accessory is used to twice-fold 11x17 paper (ledger) and 8.5x14 paper (legal) paper inward in order to make the width of the paper the same width as an 8.5x11 (letter) piece of paper or to provide the ability to fit that same larger paper inside of three-ring binders.

Solution ID TAUS0628157EN*

Solution Usage 2

Description
PLEASE WAIT NOW HDD DATA CLEAR message and unable to access the HDD menu in the Key Op mode.

Solution
CAUSE: Failed HD105 (main body Hard Drive).

SOLUTION: Replace the HD105 (Item #950556).

Solution ID TAUS0628474EN*

Solution Usage 2

Description
FS210M, can the finisher be used on the 7165?

Solution
The FS210M (PCUA 960328) finisher, which was recently launched for use with the models 7255/7272, is compatible with the 7165.

Solution ID TAUS0628762EN*

Solution Usage 2

Description
PK120, J72-43 when punching.

Solution
CAUSE: The PK sensors require a sensitivity adjustment.

SOLUTION: To adjust the PK sensors, perform the following:
1. Open the front door of the finisher and turn the power ON.
2. Remove the PK control board cover (1 screw).
3. On the board there are 5 VRs and 5 corresponding LEDs.
4. For each sensor, turn the VR clockwise until the corresponding LED goes out. Then turn the VR counterclockwise slowly until the LED lights and continue counterclockwise one more graduation after the LED lights. Perform this procedure for all 5 sensors.

Solution ID TAUS0634060EN*

Solution Usage 2

Description
List of equipment that is no longer being supported.

Solution
 Please see attached Product & Technical Support Bulletins 1792 and 2443 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 TAUS0638700EN*

Solution Usage 2

June 2009

Description

DF316, unable to copy from the platen glass.

Solution

CAUSE: The actuator for the open/close sensor failed.

SOLUTION: Repair or replace the open/close actuator (p/n 13QA10060).

Solution ID   TAUS0638805EN*

Solution Usage   2

Description

How to reset the jam counter.

Solution

The jam count can be cleared using 47 mode, output 015, mutimode 1. This clears the following data from the main body and KRDS: copy count by size, ADF passage count, jam count, optional parts count, fixed parts count, count by mode, SC count, and jam data of time series.

Solution ID   TAUS0638918EN*

Solution Usage   2

Description

FS210M, part number for the finisher CB.

Solution

Finisher CB (p/n 14JT-9011).

Solution ID   TAUS0639596EN*

Solution Usage   2

Description

Is the complete drum carriage assembly available as a part?

Solution

Complete drum carriage assembly (p/n 56AA-9900).

Solution ID   TAUS0640112EN*

Solution Usage   2

Description

F80-40 at power up after replacing the finisher CB.

Solution

CAUSE: The FSCB has not been flashed.

SOLUTION: Flash the new FSCB.

Solution ID   TAUS0642759EN*

Solution Usage   2

Description

J61-01, intermittent PLEASE RELOAD ORIGINALS message.

Solution

PROBABLE CAUSES:
1. Failed RADF cover open detect microswitch.
Check the operation of the switch in the 47 mode and replace MS301 (p/n 12QR86010) as necessary.

2. The open/close cover was opened while the RADF was in motion. The vibration of the copier in combination with worn actuator, torsion spring and open/close sensor (PS311) generated the code even though no one actually opened the RADF during a document feed operation.
Replace PS311 (p/n 4014-1023-01) in the EDH, the actuator (p/n 4396-1395-01), and torsion spring (p/n 4024-2212-01).
  Note : The sensor may look and test properly, but the problem is intermittent. In addition, the actuator and torsion spring may not function correctly. Over time these parts become loose and worn.

Solution ID   TAUS0647640EN*

Solution Usage   2

Description

Unable to install the modified registration cleaner assembly (p/n 56AA-3661) recommended in Technical Bulletin 5083, due to the original registration cleaner assembly being 125mm in length, while the modified pads are 65mm in length.

Solution

CAUSE: Technical Bulletin 5083 mistakenly lists the model 7155/7165 as being compatible with the modified registration cleaner assembly used on the model 7255/7272.

SOLUTION: Install the modified registration cleaner assembly on model 7255/7272 copiers as necessary. An updated technical bulletin will be released. Further information regarding a modified registration cleaner assembly for the model 7155/7165 will be released at a future date.
Notes:
1. Technical Bulletin 5083 PDF has been temporarily revised to remove the 7155/7165 reference. This is NOT the official re-release.
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   TAUS0652437EN*   **Solution Usage**   2

Description
How to store PCL fonts onto the print system hard drive or compact flash card.

Solution

To store a PCL font onto the IP controller hard drive (or compact flash card) on legacy Konica models the following prerequisites are necessary:
1. The actual font or bar code must be purchased by the user.
2. The font must be a PCL font or can be a PCL Soft font. If it is a Soft font, the font must first be edited to make it a PCL font then it can be modified for storage on the IP unit.
3. The workstation used to edit the file must be equipped with DOS/Dos editor.
 Notes :
 a. Follow this step-by-step procedure for the complete installation procedures and for the proper parts ordering procedures.
 b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0656577EN*   **Solution Usage**   2

Description
 Unable to install 32-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   TAUS0700737EN*   **Solution Usage**   2

Description
Scan to FTP using a host name versus a TCP/IP address is not working in a workgroup environment.

Solution
 CAUSE: A DNS server is required when using a host name versus the TCP/IP address.

 SOLUTION:If no DNS server is available, then a TCP/IP address must be used instead of the PC host name.

Solution ID   TAUS0702209EN*   **Solution Usage**   2

Description
Intermittent J32-04 jams from all trays.

Solution
 CAUSE: Failure of ADU board.

 SOLUTION: Replace the ADU board.
  PART NUMBER   MODEL

56AA-904 2 7165
56EA-904 2 7155
56QA-904 0 7255/7272
Special Note :Solution provided by Jose Luna, KMBS, Woodland Hills.

Solution ID   TAUS0601734EN*   **Solution Usage**   1

Description

What is the capacity of the hard drive (HD105) in the model 7165?

Solution

The HD105 has a 20GB capacity.

Solution ID   TAUS0615548EN*   **Solution Usage**   1

Description

How to access the Mode Changing Menu Select mode.

Solution

The 7165 includes an adjustment screen called the Mode Changing Menu Select mode which allows the following modes to be selected without the need to repeatedly turn the machine OFF/ON:
   Basic Screen
   36 mode
   25 mode
   Key Operator Mode
   47 mode
To access the Mode Changing Menu Select mode, perform the following:
1. Power the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
Note: This is a fixed password and cannot be changed.
4. Press the desired number key of the item to be set:
   [1] Basic Screen
   [2] 36 mode
   [3] 25 mode
   [4] Key Operator Mode
   [5] 47 mode
   [6] Exit
5. To return to the Mode Changing Menu Screen, hold down the P button until Mode Changing Menu Screen reappears.
6. When adjustment has been completed, press the [1] Basic Screen button to return to the Basic Copy Screen.
7. Power the machine OFF/ON.

Solution ID   TAUS0615550EN*   **Solution Usage**   1

Description

How to enable/disable job offset.

Solution

To enable/disable job offset, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen three (3) times.
6. Touch the down-arrow on the right side of the touchscreen (5) times. The highlighted indication will shift to [20 JOB offset operating] and the current setting will be displayed on the touchscreen.
7. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed. The setting choices available are [OFF], which is the default setting or ON.
8. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID   TAUS0615575EN*   **Solution Usage**   1

Description

How to print the NIC/status page.

Solution

To print the NIC/status page, perform the following:

---

1. Press the MODE key to select PRINTER.
2. Press Test Print Menu on the LCD.
3. Press NIC Config and press OK.
4. The NIC/status page will be printed.

Solution ID   TAUS0615579EN*   **Solution Usage**   1

Description

ISW tool compatibility.

Solution

The ISW tool can not be used to upgrade the Model 7165. The ISW Windows* utility (ISWTrns Ver3.34E) must be used.

* Trademark ownership information

Solution ID   TAUS0615599EN*   **Solution Usage**   1

Description

How to enable the key click sound on the operation panel.

Solution

To enable the operation panel click sound, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen three (3) times. [22 Key click sound] will be displayed.
6. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed.
7. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID   TAUS0615600EN*   **Solution Usage**   1

Description

How to increase or decrease the key click sound of the operation panel.

Solution

To increase or decrease the operation panel click sound, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch [7 Panel contrast/Key sound adj] on the touchscreen.
4. Locate Buzzer volume regulation on the LCD and press Small or Big to increase or decrease the volume.
5. Press RETURN on the touchscreen a couple of times to return to normal mode.

Solution ID   TAUS0615624EN*   **Solution Usage**   1

Description

How to scan to large document jobs or multiple documents into one TIF file.

Solution

To scan many originals or multiple documents into one TIF file, perform the following:
1. Press the MODE key to select SCANNER/SERVER mode.
2. Press NETWORK on the touchscreen.
3. PRESS HDD on the touchscreen.
4. Select the entry name or input the entry name and box number using the Address Manual Input option on the touchscreen and press OK.
5. Press the STORE option on the touchscreen.
6. Place originals in the RADF and press START. Continue scanning originals in the RADF until completed.
7. When all the originals have been scanned, deselect the STORE option and press the START key.
8. One TIF will be created for all the originals scanned.

Solution ID   TAUS0616024EN*   **Solution Usage**   1

Description

FS210, how to tri-fold 8.5x14 paper.

Solution

CAUSE: The FS210 will not fold 8.5x14 paper.

SOLUTION: The FS210 is designed to support the folding of 8.5x11R paper only.

Solution ID   TAUS0616251EN*
Solution Usage   1

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   TAUS0616410EN*
Solution Usage   1

Description

Is the 7165 compatible with Unify*?

Solution

Unify is not compatible with the 7165.

* Trademark ownership information

Solution ID   TAUS0616455EN*
Solution Usage   1

Description

How to program/adjust auto shut-off and auto low power modes.

Solution

To program auto shut-off and auto low power modes, perform the following:
1. Press the Help key and then Press Key Operator Mode on the touchscreen.
2. Press the down arrow one time and select [12] Power save setting.
3. Using the up/down arrows select the desired settings for auto low power (5 min to 240 min) and auto shut-off (OFF, or 30 min to 240 min) and press OK.
4. Press Return on the touchscreen a couple of times to return to normal mode.

Solution ID   TAUS0616471EN*
Solution Usage   1

Description

Service Manual, 7165.

Solution

 7165 Service Manual
Note: To view the above links, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
   [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0616552EN*
Solution Usage   1

Description

Can the internal NIC and the hard drive (HD105) be used in conjunction with Scan to Hard Drive, Scan to FTP, and Scan to E-mail without an IP511 installed?

Solution

An IP511 is required to support Scan to Hard Drive, Scan to FTP, and Scan to E-mail. The internal 7165 NIC is used to notify the end user of problems with the copier/printer.

Solution ID   TAUS0617007EN*
Solution Usage   1

Description

How many jobs residing on the hard drive (HD105) can be selected and printed at one time from the touchscreen?

Solution

The HD105/7165 will allow up to 5 jobs to selected and printed in succession.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.
June 2009

Solution ID TAUS0617056EN*

Solution Usage 1

Description

FS210, Cover Insertion is greyed out; unable to select the post inserter (PI).

Solution

CAUSE: The faulty part isolation has been enabled, due to a reoccurring jam or bind.

SOLUTION: Repair the bind in the insertion tray(s). To enable the PI (post inserter), perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting] on the touch screen.
4. Scroll to software switch 18-6 using the arrow keys.
5. Set 18-6 to [OFF] (0) normal.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0617057EN*

Solution Usage 1

Description

FS110, Cover Insertion is greyed out; unable to select the post inserter (PI).

Solution

CAUSE: The faulty part isolation has been enabled, due to a reoccurring jam(s) or bind.

SOLUTION: Repair bind in the insertion tray(s). To enable the PI (post inserter), perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting] on the touchscreen.
4. Scroll to software switch 18-6 using the arrow keys.
5. Set 18-6 to [OFF] (0) normal.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0617058EN*

Solution Usage 1

Description

SC49-66 at power up.

Solution

CAUSE: The additional E-RDH memory added to the image CB expansion slot is not seated correctly or faulty.

SOLUTION: Remove the memory module and verify proper machine operation. Install the memory module and power ON the machine. If the code persists replace the memory module.

Solution ID TAUS0617162EN*

Solution Usage 1

Description

Can the Scan Error List errors be deleted from the LCD touchscreen?

Solution

The Scan Error List (errors) can not be deleted. The list will document and store the last 16 Scan Errors. As additional Scan Errors occur, the oldest Scan Error will be deleted.

Solution ID TAUS0617254EN*

Solution Usage 1

Description

How many E-mails can the machine send at the same time?

Solution

Although 96 E-mails can be selected at the same time, the machine can send only one E-mail at a time.

Solution ID TAUS0617263EN*

Solution Usage 1

Description

Tandem copier, how to select the tandem copy mode.

Solution

To select the tandem copy mode, perform the following:
1. Press OUTPUT APPLI on the LCD.
2. Press TANDEM.
3. Press OK.
The machines are now in tandem copy mode.
Notes: This procedure must be performed for every tandem copy job. Copy count must be set before the paper is loaded in the RADF. Tandem copying only works with copy counts greater then four.

Solution ID TAUS0617552EN*   **Solution Usage** 1

Description

DF316, PLEASE LOAD 8.5x11R PAPER is indicated and Tray 1 has paper.

Solution

CAUSE: Tray 1 ATS/APS is turned OFF.

SOLUTION: Enable ATS/APS for Tray 1 by performing the following procedure:
1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. Pres the down arrow once and select [11] Tray Auto Select Setting.
3. Turn ON ATS/APS for tray 1 by pressing TRAY 1 and insure it is highlighted.
4. Press OK and then press RETURN to go to normal operation.

Solution ID TAUS0617603EN*   **Solution Usage** 1

Description

Can non-standard paper sizes be used in the paper trays?

Solution

European non-standard paper sizes (A5, A4R, etc.) can be used. Using special non-standard paper sizes (not equivalent to US or European length or width paper sizes) will cause the rear paper tray paper guide stop to line up incorrectly and may result in a paper jam. When using special size non-standard originals, the bypass tray should be used. The paper size dimensions can also be entered for the bypass tray upon inserting the non-standard size paper into the bypass tray. Simply press the bypass tray Icon and then press Paper Size/Type to enter the dimensions of the paper.

Solution ID TAUS0617792EN*   **Solution Usage** 1

Description

The 7165/IP511 printing system with a PU108 installed will not hole punch a print job, even when punch is selected, and with SHEET INSERTION chosen within the IP511 driver.

Solution

CAUSE: This behavior is a part of a planned constraint that exists within 7165 series. Due to the difficulties in adjusting all input trays equally, it was found that the hole punch did not always line up properly when multiple input sources were called.. Thus, the punching function is disabled whenever a print job is going to pull from multiple input trays including the PI unit if available. The request from the driver will be ignored.

SOLUTION: It is possible to disable this constraint by setting software switch 28-3 to a value of 1. Please be advised though, when disabling this constraint, that the alignment of the holes when punching a job that pulls from more than one input tray will be subject to the relative alignment of the trays being used.

Solution ID TAUS0617842EN*   **Solution Usage** 1

Description

Optics cable maintenance.

Solution

To ensure proper operation and prevent possible breakage of the optics cable, a one-time usage grease application is available for units that fall between serial numbers 56AE00001 to 56AE01664. The grease pad is free and can be ordered using (p/n 56AA-K010FOC).
Notes:
1. Please refer to 7155/7165 Technical Bulletin #1.
2. 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 TAUS0618158EN*   **Solution Usage** 1

Description
FS110, SC70-02 at power up.

Solution

CAUSE: The FS110 control board has failed.

SOLUTION: Reseat all connections on the finisher control board. Replace the FS110 control board as needed (p/n 13QE-9010).

Solution ID   TAUS0618276EN*   **Solution Usage**   1

Description
SCS data stream will not job offset.

Solution
CAUSE: Firmware update required.

SOLUTION; This issue has been corrected with version 30.0 image processing EPROMS.
Note: In the Key Operator mode, job offset and continuation print need to be ON for proper operation.

Solution ID   TAUS0618356EN*   **Solution Usage**   1

Description
Intermittent F35-03 resettable by powering OFF/ON.

Solution
CAUSE: A failed printer control board.

SOLUTION: Replace the printer control board (p/n 56AA-9021).

Solution ID   TAUS0618618EN*   **Solution Usage**   1

Description
PLEASE CHANGE STAPLE POSITION OR PAPER SIZE message when using Book Copy mode.

Solution
CAUSE: The Rotation feature is enabled when programming Book Copy.

SOLUTION: To properly program the Book Copy feature, perform the following:
1. Select Rotation Off.
2. Select Application.
3. Select Book Copy and deselect Non-Image Area Erase and Auto Layout.
4. Press OK twice.
5. Select Staple Sort.
6. Select Output Application, 2 staples on 8.5x11.
7. Place the original book Front cover on the platen and press Start.
8. Display indicates 'Place original book on platen and --Back Cover --'. Press Start.
9. Display indicates 'Scan Originals'. Press Start.
10. When finished with the pages of the book, deselect STORE and press Start. Book pages should begin to print and staple.

Solution ID   TAUS0618642EN*   **Solution Usage**   1

Description
When duplexing 8.5x11 paper, the second side is upside down.

Solution
CAUSE: The binding mode in OUTPUT APPLI is set to UP BINDING instead of RIGHT/LEFT BINDING.

SOLUTION: To set the binding mode to RIGHT/LEFT BINDING, perform the following:
1. Press OUTPUT APPLI on the touchscreen.
2. Select RIGHT/LEFT BINDING and press OK.

Solution ID   TAUS0618648EN*   **Solution Usage**   1

Description
When scanning from the platen, the optics slams to the exit side.

Solution
CAUSE: Home position sensor (PS61) information is not being interpreted by the SCDB.

SOLUTION: Reseat SCDB connections or replace the SCDB (p/n 56AA-9090).

June 2009

Note: The scanner driver board is interchangeable between the 7155 and 7165.

Solution ID TAUS0618683EN* **Solution Usage** 1

Description
ENTER KEY OPERATOR PASSWORD: message when attempting to access the diagnostic modes directly (after powering the copier OFF/ON while pressing the 25, 36, or 47 keys).

Solution
CAUSE: The password protection for the diagnostic modes has been enabled.

SOLUTION: Enter the password 9272 to access the 25, 36, or 47 modes.
Note: To disable this feature set software dipswitch 3-2 to 0 in the 25 mode.

Solution ID TAUS0618690EN* **Solution Usage** 1

Description
Can mixed originals be programmed as the default when using scan to E-mail?

Solution
Mixed original mode can not be programmed as the default when utilizing the scan to E-mail option.

Solution ID TAUS0619066EN* **Solution Usage** 1

Description
PI110, not recognized.

Solution
CAUSE: The PI110 has been isolated via software dipswitch 18-6.

SOLUTION: To enable the PI110, perform the following:
1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] 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 PI110.
6. Turn the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0619077EN* **Solution Usage** 1

Description
How to program Job Memory for initial settings.

Solution
To program Job Memory for initial settings when the Auto Reset is pressed or copier is power ON, perform the following:
1. Select the special settings desired for Auto Reset from the LCD selections.
2. Press the Job Memory button.
3. Touch STORE; the Check Mode is displayed. Look over the selections, then press OK. The Name Job Screen will be displayed.
4. Type in the desired name and touch OK. The display will return to the copy ready screen.
5. Press the Help Key and touch the Key Operator Mode.
6. Touch the down arrow and touch # 13 Memory Switch Settings.
7. Touch the down arrow to # 4 Job Memory Auto Recall (30).
8. Touch the Change Settings Contents to toggle to ON/OFF and select ON.
9. Touch Return twice.
Note: To test, press Stop and Auto reset. Press Check to see the desired settings.

Solution ID TAUS0619141EN* **Solution Usage** 1

Description
PZ108, 2-hole punch availability.

Solution
A 2-hole punch rocking assembly (p/n 13BW-5000) will be available 3rd Quarter of 2003 for the PU108 and the PZ108.

Solution ID TAUS0619192EN* **Solution Usage** 1

Description

FS110, is three-hole punch and staple (together) available?

Solution

The finisher will punch and staple in unison.

Solution ID   TAUS0619215EN*

Description

SC46-01 during operation.

Solution

CAUSE: The flash has become corrupt due to a power surge and/or an electrical storm.

SOLUTION: Re-flash the unit to ROM version 30-0.

Solution ID   TAUS0619271EN*

Description

FS210, what is the paper weight specification for stapling?

Solution

The paper weight specification for stapling is 16lbs to 24lbs.

Solution ID   TAUS0619298EN*

Description

The LCD touchscreen is dim and can not be adjusted in the Key Operator Mode using the contrast panel adjustment.

Solution

CAUSE: The LCD indication board has failed.

SOLUTION: Reseat all LCD connectors and replace the indication board if needed (p/n 55VA87540).

Solution ID   TAUS0619391EN*

Description

F18-60 when trying to use the bypass or intermittently during a copy run.

Solution

CAUSE: M20 (bypass up/down motor/BP) does not operate due to a loss of 24V DC on the PRDB (printer driver board) at CN214-A3.

SOLUTION: To check CN214-A3 for 24V DC on the PRDB, perform the following:
1. Power SW2 (sub power switch) and SW1 (main power switch) OFF.
2. Remove CN214 from the PRDB.
3. Access the 47 mode (power the copier OFF/ON while simultaneously holding the 4 and the 7 keys).
4. Set a multimeter to 200V DC range.
5. Place the black lead to frame ground and the red lead to CN214-A3.
6. The 24V DC should be present. If there is no voltage present, replace the PRDB (p/n 55AA-9021).

Solution ID   TAUS0619626EN*

Description

How to enable/program group stapling.

Solution

To enable/program group stapling, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 20 is displayed.
6. The top of display should indicate SOFTWARE SWITCH SET MODE 20-0:0.
7. Press the ON button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 20-0:1.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID   TAUS0619628EN*   **Solution Usage**   1

Description

How to program group mode as the default.

Solution

To program group mode as the default, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Press [2} Copier Initial.
4. Press OUTPUT APPLI on the touch screen and then select GROUP and OK twice.
5. Press the down arrow on the left lower corner of the touchscreen one time and then select [13] Memory Switches.
6. Press the down arrow on the right side of the touchscreen one time to select [2] AUTO RESET key function.
7. Press Change Setting Contents until INITIAL is displayed.
8. Press RETURN twice to return to normal mode.

Solution ID   TAUS0619652EN*   **Solution Usage**   1

Description

Is the ISW Trns utility compatible with Microsoft* Windows ME, NT, 2000 or XP?

Solution

The ISW Trns utility version 3.40e or later is compatible with Windows ME, NT, 2000 or XP. The latest version ISW program is located on the Konica FTP site .

* Trademark ownership information

Solution ID   TAUS0619778EN*   **Solution Usage**   1

Description

Will the 7165 function without a finisher installed?

Solution

The 7165 will function properly without a finisher installed, but requires a paper exit tray. The paper exit tray comes in two pieces, paper exit tray/1 (p/n 40AA12121) and paper exit tray/2 (p/n 40AA12130).

Solution ID   TAUS0619807EN*   **Solution Usage**   1

Description

Intermittent SC49-03 when scanning to E-mail.

Solution
PROBABLE CAUSES:
1. The NIC firmware is corrupted and/or outdated.
Note: The NIC firmware can be downloaded from the [[Konica FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].
Reset the NIC to factory settings and upgrade to the latest level firmware version. To reset the IP511 NIC to factory settings, perform the following:
   a. Power down the IP unit and remove the small rear IP511 cover.
   b. Set jumper OP2 to the lower 2 pins (bottom and middle) for factory initialization.
   c. Power the IP unit ON and leave it on for five minutes.
   d. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
   e. Install the rear cover.
   f. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.
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]]

2. Insufficient memory installed in the E-RDH.
Additional memory is required to handle the large volume of scanned images. The standard memory of the main body E-RDH is 64MB. There is one additional slot for memory which can be expanded to a maximum of 320MB. Additional memory is installed on the image CB located at the rear of the unit.
Notes:
   a. Available Konica memory:

ITEM #	ITEM	DIMM
950631	MU-401	64MB
950632	MU-402	128MB
950588	MU-303	256MB

   b. Other 256MB memory DIMM that can be used are as follows:
     Century Microelectronics, Inc.* (PC133/256MB/NON ECC), DTV6E8-CL3 (Hitachi)* [[http://www.century-micro.com| URL http://www.century-micro.com]]
     Melco Inc.* PC133/256MB/NON ECC, VS133-256M (Toshiba)* [[http://www.melcoinc.com/english/index.html| URL http://www.melcoinc.com/english/index.html]]

SPECIFICATIONS
1. 256MB (64bitx32M composition)/[16Mword x 8bit) synchronous DRAM x 16 + serial EPROM]/Clock frequency : (CL=2) 80 MHz and more/168-pin DIMM (a gold terminal).
2. Banks on each SDRAM Device (BA1, BA0) : 4 Banks
3. Row Addresses   :RA0-RA11
4. Column Addresses   :CA0-CA9

* Trademark ownership information

Solution ID   TAUS0619824EN*   **Solution Usage**   1

Description

Printer control board compatibility between the 7155 and 7165.

Solution

The printer control board (p/n 56AA-9021) is used on both the 7155 and 7165.

Solution ID   TAUS0619862EN*   **Solution Usage**   1

Description

DF316, J65-02 at power up.

Solution

CAUSE: Paper dust build up on the platen guide part/left, which is a black plastic guide plate positioned slightly to the left of the slit glass when the RADF is closed. The original conveyance sensor (PS306) falsely detects the presence of paper dust as a paper jam.

SOLUTION: To clean the platen guide part/left, perform the following:
1. Power the copier OFF.
2. Raise the RADF.
3. Remove the three gold colored screws (p/n 00Z193061) which secure the platen guide part/left (p/n 13QA41030) to the RADF. Thoroughly, clean and remove all paper dust from the platen guide part/left.
4. Reinstall the platen guide part/left and power the machine ON.

Solution ID   TAUS0619981EN*   **Solution Usage**   1

Description

SC46-19 at power up.

Solution

CAUSE: SC46-19 indicates a problem with the Image CB or the ISW flash program.

SOLUTION: Reseat connectors on the Image CB. Reflash the Image CB and, if needed, replace the IMCB (p/n 56AA-9013).

Solution ID   TAUS0620109EN*   **Solution Usage**   1

Description

How to adjust lead edge erasure.

Solution

To adjust lead edge erasure, 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 [2: Image adjustment] on the touchscreen.
4. Touch [3: Timing adjustment] on the touchscreen.
5. Touch [4: Printer lead edge timing adj.] on the touchscreen.
6. Touch the [Copy Screen] key on the touchscreen, then make a copy and confirm the output.
7. Press the C key while pressing the P key.
8. Enter a value from the numerical keypad or the touchscreen, and then touch the [SET] key, located on the touchscreen. The adjustment range is -20 (small) to +40 (large).
9. Repeat steps 6 through 8 until the lead edge erasure conforms to the standard range (within 3mm).
10. Power the copier OFF/ON to exit the 36 mode.

Solution ID   TAUS0620253EN*   **Solution Usage**   1

Description

FS-110, J72-19 when stapling.

Solution

PROBABLE CAUSES:

1.The paper is being stopped before entering the staple section, due to a bent mylar on Conveyance Guide Plate/9.
Repair the mylar, or replace the Conveyance Guide Plate/9 (p/n 13QE45090).
 Note : The mylar is attached to the Conveyance Guide Plate/9, and can not be ordered as a separate part.

 2. Dirty, misaligned or failed bypass gate solenoid SD705.
 Clean and adjust the bypass gate solenoid SD705. If necessary, replace bypass gate solenoid SD705 (p/n 12QR-2630).

Solution ID   TAUS0620300EN*

Solution Usage   1

Description

How to immediately exit the current ECM session and have PLEASE ENTER PASSWORD message indicated on the touchscreen.

Solution

Hold down the [P] key while simultaneously pressing the [CLEAR QTY] key.

Solution ID   TAUS0620388EN*

Solution Usage   1

Description

Where is the developer suction filter?

Solution

The developer suction filter is on the right side of the unit. Simply remove one screw from the small rectangular cover to access the filter.

Solution ID   TAUS0620422EN*

Solution Usage   1

Description

Machine management list 2, Parameter list, Memory dump list, and Font pattern are not displayed on the touchscreen when selecting [7. List output mode] in the 36 adjustment mode menu.

Solution

CAUSE: Display of the additional print list options has not been enabled within the 25 mode.

SOLUTION: To enable display of the additional print list options, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting].
4. Select software switch 30-1 using the arrow keys.
5. Set the switch to ON (1).
6. Power the copier OFF/ON to exit the 25 mode.
SPECIAL NOTE: Solution provided by Lee Jurls, BURTRONICS BUSINESS SYSTEMS/SAN BERNADINO.

Solution ID   TAUS0620434EN*

Solution Usage   1

Description

What is the maximum number of FTP scan locations/destinations that can be programmed?

Solution

A maximum of 12 FTP addresses can be programmed and used.

Solution ID   TAUS0620470EN*

Solution Usage   1

Description

What is the part number for the connector that the drum plugs into in the main body?

Solution

Connector (p/n 56AA90891).

Solution ID   TAUS0620541EN*

Solution Usage   1

Description

F23-2 at power up.

Solution

CAUSE: A loose connector at M3 (developer drive).

SOLUTION: To check M3, perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys), output code 50.
2. Check that M3 is ON.
3. If M3 does not come ON, reseat the connector at M3.
4. Power the machine OFF/ON to exit the 47 mode.

Solution ID   TAUS0620612EN*

Solution Usage   1

Description

What are the part numbers for the mylars in the registration unit?

Solution

There are two different mylars in the registration unit. They are Registration Enter Sheet/Front (p/n 56AA46120) and Registration Enter Sheet/Rear (p/n 56AA46130).

Solution ID   TAUS0620713EN*

Solution Usage   1

Description

FS110, part number for stacker entrance motor (M713) which is not listed in the FS110/210 Parts Manual.

Solution

Stacker entrance motor (p/n 12WM80030).

Solution ID   TAUS0620784EN*

Solution Usage   1

Description

LT402 is not recognized.

Solution

CAUSE: The LT402 has been isolated via software dipswitch 18-3.

SOLUTION: To enable the LT402, perform the following:
1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #18 using the left up/down arrow(s).
4. Select the bit number of the switch using the middle up arrow to a 3.
5. Select OFF (0) to enable the LT402.
6. Turn the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0621373EN*

Solution Usage   1

Description

Peripheral compatibility, 7165.

Solution

Refer to 7155/7165 Technical Bulletin #6a .
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   TAUS0621442EN*

Solution Usage   1

Description

DF316, intermittent misfeeding of originals.

Solution

CAUSE: An old-style double-feed prevention sheet is installed.

SOLUTION: Install the new-style double-feed prevention sheet (p/n 13QA40621).

Solution ID   TAUS0621707EN*

Solution Usage   1

Description

FS110, paper misalignment in staple mode.

Solution

CAUSE: Copies conveyed into the stapler unit stacker are misaligned when the stapler unit pushes the stacked copies upward into stapling position against the clincher portion of the unit.

SOLUTION: Two mylar strips have been added to the middle guide plate to position the copies to be stapled higher into the
stacker. As they are received, the copies are now better aligned with the clincher, which, by reducing the upward movement of the copies during the stapling operation, minimizes the chance for misalignment.
In addition, the diameter of the pin that secures the rocking pulley has been reduced to prevent copies from shifting should they come in contact with belt/J. This modification has been installed in production machines beginning with serial number 13QE15997. For machines below this serial number, install the modification if stapled copies appear to be misaligned.
Refer to FS110/210 Technical Bulletin #3 for more detals.
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 TAUS0622044EN*   **Solution Usage** 1

Description
DF316, J63-01 when feeding.

Solution

CAUSE: Paper dust on PS306 (original conveyance) is causing originals to stop before completely exiting the RADF.

SOLUTION: To inspect PS306, perform the following;
1. Lift the RADF off of the platen glass.
2. Remove the 3 screws that are securing platen guide part/left (p/n 13QA41030), and remove.
3. There are three photosensors located behind the platen guide part/left: PS306, PS307 (original skew/F), and PS308 (original skew/R).
4. Power the copier OFF and clean all three photosensors.
5. Reinstall the platen guide part/left and power the copier ON.

Solution ID TAUS0622125EN*   **Solution Usage** 1

Description
Tandem printing information.

Solution

Tandem printing requires only (1) IP511. Tandem printing will effectively allow for up to 130ppm output with 2 connected 7165s. In addition because the FORCE 65 utilizes the exact same controller, now two FORCE print-only products can also be connected for tandem print. Backoffice and datacenter environments can now take advantage of higher speeds for printing of invoices, statements and reports. The tandem print feature has never been easier to use. Once both engines are connected, it is as simple as turning on tandem print mode within the standard Visual PCL* or PostScript driver. Tandem will split any job of 4 sets or more, and in the unlikely event that the engine jams, automatic redundancy is available to send the remaining pages to the other engine. Refer to the InfoSource Bulletin for more details.
Notes:
1. Ensure IP system software and main body firmware are up-to-date. The latest software/firmware can be downloaded from the [[Konica FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].
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 TAUS0622147EN*   **Solution Usage** 1

Description
Intermittent J32-01.

Solution

CAUSE: The paper exit driving gear (p/n 56AA77220) is installed backwards. This gear has a one-way bearing.

SOLUTION: Install the paper exit driving gear so the the shaft is driven when the gear is turned counterclockwise.

Solution ID TAUS0622279EN*   **Solution Usage** 1

Description
J94-04 during the copy process.

Solution

CAUSE: PS50 in the ADU has failed.

SOLUTION: Verify the operation of PS50 in diagnostics. Replace PS50 (p/n 08AA85510) as needed.

Solution ID   TAUS0622366EN*   **Solution Usage**   1

Description

Light copies/prints; undertoned.

Solution

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

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

Solution ID   TAUS0622376EN*   **Solution Usage**   1

Description

DF316, incorrect original size detection.

Solution

CAUSE: Overhead lighting interferes with the sensors.

SOLUTION: A filter is available for machines exhibiting problems with incorrect size detection. The filter effectively blocks the frequencies of light that cause the sensor to react incorrectly. Refer to DF316 Technical Bulletin #3 for additional information.
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   TAUS0622397EN*   **Solution Usage**   1

Description

Paper lead edge is folded or torn at 70mm to 85mm from the center towards both edges in reverse exit in 1:2, or 2:2 modes. The problem is not noticeable on a single sheet, but becomes visible when many sheets are stacked.

Solution

CAUSE: Damaged or improperly positioned ADU guide sheet/1.

SOLUTION: Inspect both the front and rear ADU guide sheet/1 for any signs of damage or improper positioning. Refer to the illustration for proper positioning of the ADU guide sheet/1. Replace the ADU guide sheet/1 (p/n 56AA51580) as necessary.
Note: The following serial numbers are the units affected:
   56AA01274 to 01537
   56AF02127 to 02423
   56AN00751 to 00790
   56AV00031 to 00050
   56AZ00076 to 00105

Solution ID   TAUS0622413EN*   **Solution Usage**   1

Description

Skewed copies.

Solution

CAUSE: The 2nd paper feed unit is out of adjustment.

SOLUTION: Loosen the five set screws that that secure the 2nd paper feed unit. Locate the adjustment notches in the back right hand corner on the 2nd paper feed unit. Slide the 2nd paper feed unit to left or right until proper adjustment is achieved. Ensure to tighten all five set screws tightened after proper adjustment.

Solution ID   TAUS0622456EN*   **Solution Usage**   1

Description

PU108, J72-60 during copy mode.

Solution

CAUSE: The PU108 control board failed.

SOLUTION: Replace the PU108 control board (p/n 13NK-9010).

Solution ID   TAUS0622538EN*   **Solution Usage**   1

Description
PI110, the copies are stapled on the edge.

Solution
CAUSE: The paper trays have not been adjusted.

SOLUTION: To adjust the paper trays, perform the following:
1. Access the 36 mode (power the machine ON while holding down on the 3 and 6 keys).
2. Touch the "[6] Finisher Adjustment " key on the screen.
3. Touch the "[3] Cover Sheet Tray Size adjustment" on the screen.
4. Set the cover sheet tray (upper/lower) to 8.5x11R paper size.
5. Touch the "Start" key on the screen.
6. When adjustment is completed, the following message is indicated: "Cover sheet tray size adj." "COMPLETE"
7. Power the machine OFF/ON to exit the 36 mode.

Solution ID   TAUS0622669EN*   **Solution Usage**   1

Description
Why does the toner bottle have a yellow discolored look?

Solution
This is the normal appearance of the new style toner bottle, which is now made from 30% recycled material. A yellow bottle does not mean that the bottle or toner is old.

Solution ID   TAUS0622899EN*   **Solution Usage**   1

Description
HD105 installation instructions.

Solution
 HD105 Installation Procedure .
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   TAUS0622993EN*   **Solution Usage**   1

Description
The default staple position stored for recall in Job memory as the default changes after the first scanned job. Subsequent jobs are incorrectly oriented when stapled unless the operation panel has been reset.

Solution
CAUSE: Original detection/binding mode memory switch is not set to IT IS NOT CANCEL.

SOLUTION: To set the Original detection/binding mode to IT IS NOT CANCEL, perform the following:
1. Hold the [P] key down until the message [Enter 4-digit password to change Mode] is displayed at the top of the touchscreen.
Note: The key must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the START key.
3. Touch [4. Key operator mode] on the touchscreen.
4. Touch the down-arrow which is located at the lower left corner of the touchscreen one (1) time.
5. Touch [13. Memory switch setting] on the touchscreen.
6. Touch the down-arrow on the lower left corner of the touchscreen two (2) times.
7. Using the down-arrow located on the right side of the touchscreen, scroll to [5. Orig. detection/binding mode].
8. Repeatedly touch [Change Setting Contents] until IT IS NOT CANCEL is displayed as the setting.
9. Touch [RETURN] on the lower right corner of the touchscreen.
10. Touch [MODE CHANGE] on the lower right corner of the touchscreen.
11. Touch [EXIT] on the lower right corner of the touchscreen to return to the normal mode.

Solution ID   TAUS0623025EN*   **Solution Usage**   1

Description

A square gray patch on the trail edge of copies/prints.

Solution

CAUSE: The cleaning blade is incorrectly installed or has flipped.

SOLUTION: Ensure that the blade is installed correctly. If the blade has flipped, it may be necessary to replace the blade (p/n 56AA20100).

Solution ID   TAUS0623072EN*   **Solution Usage**   1

Description

DF316, PLEASE LOAD PAPER IN THE RADF message after the first original exits the document feeder.

Solution

CAUSE: PS303 (original exit) actuator is stuck in the up position.

SOLUTION: Inspect the PS303 actuator (p/n 13QA46080) and replace as necessary .

Solution ID   TAUS0623081EN*   **Solution Usage**   1

Description

How to program automatic job deletion for jobs residing on the hard drive (HD105).

Solution

To program a specified time to delete jobs stored on the HD105, perform the following:
1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. At the Key Operator screen, touch the down arrow which is located at the bottom left corner of the touchscreen then touch #18 HDD [Management setting].

3. Select Job Auto Delete.
4. Select either ON or OFF and then input a selection for deletion of the jobs if required (1 to 52 weeks) and press OK.

Solution ID   TAUS0623091EN*   **Solution Usage**   1

Description

FS210, M701 (finisher conveyance) turns in the reverse direction.

Solution

CAUSE: Failed finisher CB.

SOLUTION: Replace the FNCB (p/n 13QJ-9010).

Solution ID   TAUS0623092EN*   **Solution Usage**   1

Description

FS110, M701 (finisher conveyance) turns in the reverse direction.

Solution

CAUSE: Failed finisher CB.

SOLUTION: Replace the FNCB (p/n 13QE-9010).

Solution ID   TAUS0623335EN*   **Solution Usage**   1

Description

How to set the LCD touchscreen to default to the network/scanning mode.

Solution

At the present time, the network/scanning mode can not be set as a default.

Solution ID   TAUS0623352EN*   **Solution Usage**   1

Description

When scanning PDF documents in the 8.5x11 direction, the image is offset.

Solution

CAUSE: Earlier version mainbody firmware is installed.

SOLUTION: Update the [[mainbody firmware| URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/]] version to minimum 37 Control and 52 Image. Also, update the IP511 system code to version 6.2.0 (minimum).

Solution ID   TAUS0623394EN*   **Solution Usage**   1

Description
In the 25 mode, the paper size adjustment is grayed out.

Solution
CAUSE: A LCT is not installed.

SOLUTION: This will not be grayed out when a LT402 or LT412 is installed.
Notes:
1. This adjustment does not apply to the regular paper trays.
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   TAUS0623496EN*   **Solution Usage**   1

Description
After the completion of warm-up, the machine immediately enters the power save mode.

Solution
CAUSE: The PRDB failed.

SOLUTION: Replace the PRDB (p/n 56AA-9021).

Solution ID   TAUS0623632EN*   **Solution Usage**   1

Description
PZ108, is Z-folding available with 8.5x11R paper?

Solution
The PZ108 specification for Z-folding is 8.5x14 and 11x17 paper only.

Solution ID   TAUS0623678EN*   **Solution Usage**   1

Description
PZ109, hole punch availability.

Solution
A 2-hole and 3-hole punch system is selectable.

Solution ID   TAUS0623683EN*   **Solution Usage**   1

Description
PZ109, finisher compatibility.

Solution
The PZ109, when installed, is placed between the main body engine and finisher unit and is used in conjunction with the FS110 finisher or FS210 booklet finisher for the 7165.
Note:. The presence of either finisher is required for installation of a PZ109.

Solution ID   TAUS0623959EN*   **Solution Usage**   1

Description
PZ109, part number for the A-Kit referenced on page one (1) of the installation procedure.

Solution
PZ108 A-Kit (PCUA 950568).

Solution ID TAUS0624067EN*

Solution Usage 1

Description

FS110, copies are being ejected onto the floor as they exit the finisher rather than stacking in the paper exit tray.

Solution

CAUSE: The finisher paper exit motor (M707) has failed, which is inhibiting the motor from entering the low speed mode while exiting the copies to the paper exit tray.

SOLUTION: Replace the finisher exit motor (p/n 56AA80081).

Solution ID TAUS0624069EN*

Solution Usage 1

Description

FS210, copies are being ejected onto the floor as they exit the finisher rather than stacking in the paper exit tray.

Solution

CAUSE: The finisher paper exit motor (M707) has failed, which is inhibiting the motor from entering the low speed mode while exiting the copies to the paper exit tray.

SOLUTION: Replace the finisher exit motor (p/n 56AA80081).

Solution ID TAUS0624076EN*

Solution Usage 1

Description

FS210, finisher is not recognized by the copier.

Solution

CAUSE: Poorly seated finisher interface harness (CN255 on the main body), which results in loss of communication between the finisher CB and PRCB.

SOLUTION: To check the finisher interface harness connection, perform the following:
1. Power the copier OFF.
2. Remove the finisher from the main body.
3. Unplug CN255 from the main body.
4. Ensure that all pins for CN255 on the main body are straight and properly aligned especially the upper most pin.
5. Inspect CN255 on the wiring harness; ensure that all the wires are properly attached to the connector.
6. Reseat CN255 to the main body.

Solution ID TAUS0624136EN*

Solution Usage 1

Description

Intermittently, the START button becomes dislodged.

Solution

CAUSE: The operator is applying a twisting motion to the START button (p/n 55TA70121) while depressing it.

SOLUTION: Install the new-style operation button/H (p/n 55TA70122), which has a lengthened rib (whirl-stop) molded at the 6 o'clock position preventing rotation of the button.
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 TAUS0624153EN*

Solution Usage 1

Description

How to set TIFF* as the default option when scanning to E-Mail or FTP.

Solution

At the present time there is no way to default TIFF as the file format when scanning to E-Mail or FTP. At [Scan to HDD], the file format is fixed at [TIFF], but, when scanning to E-Mail or FTP, a scanned data file format, either [TIFF] or [PDF], must be selected. PDF is the default.

* Trademark ownership information

Solution ID TAUS0624242EN*

Solution Usage 1

Description

PZ109, unable to select three-hole punching after installing the PZ109.

Solution

CAUSE: The number of punch holes is set for the Japanese market.

SOLUTION: To change the number of punch holes corresponding to the USA, perform the following:
1. Access the 25 mode (power the copier OFF/ON, while simultaneously pressing the 2 and the 5 keys).
2. Select [1. Software SW setting].
3. Using the up/down arrow on the left of the touchscreen scroll to DIPSW 22.
4. Using the up/down arrow in the middle of the touchscreen scroll to BIT 1.
5. Press [ON], to set to 1.
6. Using the up/down arrow in the middle of the touchscreen scroll to BIT 2.
7. Press [OFF], to set to 0.
8. Power the copier OFF/ON.

Solution ID TAUS0624264EN*

Solution Usage 1

Description

Is there a trimmer unit for the 7165?

Solution

There is no trimmer unit available for the 7165.

Solution ID TAUS0624394EN*

Solution Usage 1

Description

COPYING IN PROGRESS message with no output, but the machine continues to run.

Solution

CAUSE: Jam detection has been disabled by an incorrect software dipswitch setting (12-2).

SOLUTION: Perform the following to enable jam detection:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 12.
4. Use the arrows on the right to scroll to 2. The display should read 12-2.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0624486EN*

Solution Usage 1

Description

DF316, skewed copies when copying through the RADF only. Paper is always skewed in the same direction.

Solution

CAUSE: Worn read guide plate, resulting in paper skew as the original is transported over the slit glass.

SOLUTION: Replace the read guide plate (p/n 13QA45010).
Note: The following mylar sheets have to be ordered and attached to the new read guide plate:

PART NUMBER   QTY   DESCRIPTION
  13QA45240   3 Conveyance guide sheet/A
  13QA45250   2 Conveyance guide sheet/B
  13QA45260   1 Conveyance guide sheet/C
  13QA45310   2 Conveyance guide sheet/D
Notes:
1. Refer to the illustration for proper mylar sheet installation positioning .
2. 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 TAUS0624649EN*

Solution Usage 1

Description

How many boxes can be programmed into memory when using scan to HD?

Solution

A total of 48 boxes can be programmed into memory.

Solution ID   TAUS0624792EN*   **Solution Usage**   1

Description
FS110, J72-23 when exiting copies to the sub tray only.

Solution
CAUSE: The intermediate idling gear/1 [Z=37/25] which provides drive from the sub tray paper exit motor (M721) to the sub tray exit rollers is damaged or misaligned.

SOLUTION: To check the intermediate idling gear/1 [Z=37/25], perform the following:
1. Power the copier OFF.
2. Remove the FS110 top plate/1 (p/n 13QE12010).
3. Thoroughly, inspect the idling gear/1 [Z=37/25]. Align or replace the idling gear/1 [Z=37/25] (p/n 13QE77200) as necessary.

Solution ID   TAUS0624794EN*   **Solution Usage**   1

Description
FS210, J72-23 when exiting copies to the sub tray only.

Solution
CAUSE: The intermediate idling gear/1 [Z=37/25] which provides drive from the sub tray paper exit motor (M721) to the sub tray exit rollers is damaged or misaligned.

SOLUTION: To check the intermediate idling gear/1 [Z=37/25], perform the following:
1. Power the copier OFF.
2. Remove the FS210 top plate/1 (p/n 13QE12010).
3. Thoroughly, inspect the idling gear/1 [Z=37/25]. Align or replace the idling gear/1 [Z=37/25] (p/n 13QE77200) as necessary.

Solution ID   TAUS0624816EN*   **Solution Usage**   1

Description
Latest firmware update, 7165.

Solution
To access information concerning the latest firmware, access the Konica FTP site or the EPROM download page. To access the firmware download section on the Konica Minolta website, perform the following:
1. Sign into the [[Secured site| URL http://www.konicabt.com/konicode/Logon]].
2. In the left frame, click on [NSSG Web Support].
3. Again, in the left frame, click on [Download EPROMs].
4. In the [Show all files for:] pull-down menu, select 'Eproms For High Volume Copiers' and click on the List Files button.
5. In the list of firmware, click on the required link to download. The firmware description will be in PDF format.
Note: To view a PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0624829EN*   **Solution Usage**   1

Description
SC46-25 at power up. The error may have been preceded by black images.

Solution
CAUSE: The exposure lamp is not lighting.

SOLUTION: Observe the exposure lamp during initialization. If the lamp does not light, check for an open F1 fuse on the L1 inverter board located on the scanner frame. If the fuse is open, replace it with a fuse of the same rating. If the fuse is not open, carefully inspect the exposure lamp for any damage or discoloration which would indicate a defective lamp. If the lamp is suspected it should be replaced (p/n 56AA83010).

Solution ID   TAUS0625839EN*   **Solution Usage**   1

Description
PZ109 is not recognized.

Solution
CAUSE: The PZ109 front door switch failed.

SOLUTION: Check for AC voltage across the front door switch. If there is no voltage evident, replace the switch (p/n 25SA86010).

Solution ID TAUS0625990EN*   **Solution Usage** 1

Description

LT412, not recognized by the main body.

Solution

CAUSE: The LT412 has been isolated via software dipswitch 18-3.

SOLUTION: To enable the LT412, perform the following:
1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #18 using the left up/down arrow(s).
4. Select the bit number of the switch using the middle up arrow to a 3.
5. Select OFF (0) to enable the LT412.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0626384EN*   **Solution Usage** 1

Description

In the scan mode for E-Mail/HDD/FTP, the 'Address manual input' button on the LCD is grayed out. This prevents information from being manually entered .

Solution

CAUSE: The memory switch for 'I/P Scan Address manual input' is set for 'Prohibit.'

SOLUTION: To change this setting, perform the following:
1. From the Key Operator mode select #13 for Memory Switch Setting.
2. Arrow down until #46 I/P Scan Address manual input is displayed.
3. Highlight this setting with the small down arrow on the right side of the LCD.
4. Press the Change Setting Contents button on the LCD. Ensure that the setting now indicates Permission. Press the Return button to exit the Key Operator mode.

Solution ID TAUS0626400EN*   **Solution Usage** 1

Description

PLEASE OPEN RADF UNIT message when the non-image erase mode is selected and the RADF unit is open.

Solution

CAUSE: The ADF detecting actuator for the APS timing sensor (PS51) is stuck in a lowered state which prevents the machine from sensing the RADF unit is open.

SOLUTION: To check the operation of the APS timing sensor (PS51), perform the following:
1. Raise the RADF unit and inspect the position of the ADF detecting actuator; the ADF detecting actuator should be in a raised state.
2. Hold the [P] key down until the message [Enter 4-digit password to change Mode] is displayed at the top of the touchscreen.
3. Enter the password 9272 and press the START key.
4. Touch [4-7 mode] on the touchscreen, input code 31, P-8-P. When the ADF detecting actuator is raised [IN: L] should be displayed in the dark blue band at the top of the touchscreen. When the ADF detecting actuator is depressed [IN: H] should be displayed in the dark blue band at the top of the touchscreen.
5. Remove and correct any binds to the ADF detecting actuator or mount assembly. Replace the ADF detecting actuator (p/n 56AA61420) as necessary.

Solution ID TAUS0626469EN*   **Solution Usage** 1

Description

PK120A, PLEASE CANCEL PUNCH MODE OR CHANGE PAPER SIZE message when selecting 2-hole punch for 8.5x11R or 8.5x14 paper.

Solution

CAUSE: Improperly programmed software dipswitch settings.

SOLUTION: To input the proper software dipswitch settings, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting) on the touchscreen.
4. Use the up/down arrows and scroll to software dipswitches 22-1.
5. Touch [OFF (0)] on the touchscreen.
6. Use the up/down arrows and scroll to software dipswitches 22-2.
7. Touch [OFF (0)] on the touchscreen.
8. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0626483EN*   **Solution Usage**   1

Description

Can a named file be stored on the hard disk drive?

Solution

That function is not available on the 7165/IP511. A named file can be sent as an E-mail or FTP'd, but not sent to the hard disk drive.

Solution ID   TAUS0626615EN*   **Solution Usage**   1

Description

How to isolate Tray 1.

Solution

To isolate Tray 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. Touch [1. Software SW setting] on the touchscreen.
4. Scroll to software switch 18-0 using the arrow keys.
5. Set 18-0 to [ON (1)], which will enable Tray 1 isolation.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0626629EN*   **Solution Usage**   1

Description

F46-99 at power up.

Solution

CAUSE: A failed image control board.

SOLUTION: Replace the image control board (p/n 56AA-9012).
Note: Ensure that there is no problem with the memory on the E-RDH before replacing the image control board.

Solution ID   TAUS0626651EN*   **Solution Usage**   1

Description

How to turn E-mail OFF.

Solution

To turn E-mail OFF, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the P button down until the message Enter 4-digit Password To Change is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start Print button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, until 28 is displayed above the up-arrow.
5. Select the bit number of switch 1, using the right up-arrow, 28-1 will be displayed.
6. Press the [ON (1)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID   TAUS0626737EN*   **Solution Usage**   1

Description

DF316, image is shifted approximately 1.5 inches in the lead-to-trail direction.

Solution

CAUSE: The RADF position is incorrect.

SOLUTION: To correct the RADF position, perform the following:
1. Open the RADF and remove the original stopper plate.
2. Loosen the 3 front and 3 rear RADF mounting screws.
3. Install the two RADF positioning jigs (p/n12OA1052).
4. Close the RADF to mate the reference holes and RADF positioning jigs.
5. Open the RADF slowly, then tighten the 3 front and 3 rear RADF mounting screws.

Solution ID   TAUS0626767EN*   **Solution Usage**   1

Description

Can the scan to hard drive filename be changed?

Solution

CAUSE: Early main body ROM did not allow this function.

SOLUTION: Install the latest main body image ROM that is posted on the FTP site. Download the latest firmware, from the Konica Minolta FTP site or the EPROM download page. To access the firmware download section on the Konica Minolta website, perform the following:
1. Sign into the [[Secured site| URL http://www.konicabt.com/konicode/Logon]].
2. In the left frame, click on [NSSG Web Support].
3. Again, in the left frame, click on [Download EPROMs].
4. In the [Show all files for:] pull-down menu, select 'Eproms For High Volume Copiers' and click on the List Files button.
5. In the list of firmware, click on the required link to download. The firmware description will be in PDF format.
Notes:
   a. The following characters cannot be selected during selecting file name on Scan to HDD   / @ . _ , -
   b. Space is inserted to the file name for Scan to HDD.
   c. To view a PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0626785EN*   **Solution Usage**   1

Description

How to configure and perform the Scan-to-FTP option.

Solution

Preliminary Note: To utilize Scan-to-FTP, the IP511 must be connected to a network and have a dedicated (local) FTP server attached.
To configure and perform Scan-to-FTP perform the following:
1. From the main body operation panel, access the PRINTER mode using the MODE key located above the CHECK and HELP keys.
2. On the LCD touch screen, using the arrows on the right, scroll to and select NETWORK SETUP.
3. From NETWORK SETUP, scroll to and select FTP SETUP.
4. Select FTP PORT NUMBER.
5. Set the PORT number to match that of the FTP server, default is 21.
6. Select FTP TIMEOUT.
7. Set the TIMEOUT as desired between 1 and 60 seconds, the default is 15.
8. Press CANCEL once.
9. Scroll to and select UPDATE NIC.
Note: The UPDATE NIC selection will be unavailable (grayed out) if no changes were made to the FTP PORT NUMBER or TIMEOUT.
10. Select YES.
11. Enter the necessary NIC password. The default is [sysadm] all lower case.
Note: The LCD will display PRINTER INITIALIZING.
12. After the printer initializes, and READY TO PRINT is displayed again, power OFF/ON the main power switch (SW1) located on the left rear corner of main body for at least 10 seconds.
13. After the printer has come back to READY, from the main body operation panel, access the SCANNER/SERVER mode using the MODE key located above the CHECK and HELP keys.
14. On the LCD touch screen, select SCAN TO NETWORK.
15. Select FTP.
16. Select ADDRESS MANUAL INPUT.
17. Enter a PROFILE NAME; this name can be any alphanumeric name up to 10 characters long. This name will display in the TRANSMISSION OBJECT window.
18. Enter the HOST ADDRESS; this is the TCP/IP* address of the FTP host server.
19. Enter the FILE PASS (path) by entering a backslant. As the FTP software knows where to send the document, a backslant \ is all that is needed.
20. Enter the LOGIN (username) of the FTP server, up to 47 characters long that may be case sensitive, depending on the setup.
Example: ftp://USERNAME:password@ftp.konicabt.com/
21. Enter the PASSWORD of the FTP server.
Example: ftp://username:PASSWORD@ftp.konicabt.com/
22. This is an optional step - Press the PORT NO. Key, the ENTER PORT NO. screen appears. Enter the port number for the FTP server. This step is only needed if the PORT NO. differs from the default that was set in step 5.
23. Press the [ENTRY] key to register (save) the information that was entered.
24. The PROFILE NAME will now be displayed in the [SELECT TRANSMISSION OBJECT] screen, select it and press OK.
25. Insert the document(s) in the RADF or on the PLATEN GLASS to be scanned and select the desired scanning options on the LCD screen and press START.
26. Download the document(s) using an FTP utility such as [[SmartFTP*| URL http://www.smartftp.com/download/]] or [[FTP Surfer*| URL http://www.whispertech.com/surfer/download.htm]].
27. Select a file from the FTP server (remember where you put it) and then download it to the PC. It should now be able to be retrieved and opened.

* Trademark ownership information

Solution ID   TAUS0626836EN*

Description
How to isolate Tray 3.

Solution
To isolate Tray 3, perform the following:
1. Access the 25 mode.
2. Touch [Software SW setting] on the touchscreen.
3. Scroll to dipswitch 18-2.
4. Touch [ON (1)] on the touchscreen.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0626888EN*

Description
How to access the currently programmed ECM master key code (8-digit).

Solution
To access the currently programmed ECM master key code (8-digit), perform the following:
1. Access the 25 mode.
2. Touch [6. Password setting] on the touchscreen.
3. The currently programmed ECM master key code will be displayed on the touchscreen.

Solution ID   TAUS0626942EN*

Description
How many boxes can be created with the scan to HDD feature?

Solution
A total of 9998 boxes from 0001 to 9998 can be created. As a reference, number 9999 box is used by KRDS.

Solution ID   TAUS0627675EN*

Description
Part number for the Tray 3 cassette cover external supports which are depicted as unavailable in the 7155/7165 Parts Catalog (First Edition, 1/2002) on page 90 and are attached using screw [b] (p/n 00Z193061).

Solution
The Tray 3 cassette cover external supports have been made available as separate parts since the Parts Catalog (First Edition, 1/2002) was published. The Tray 3 cassette cover external supports can be obtained by ordering (p/n 56AE43520).

Solution ID   TAUS0627725EN*

Description
How to program the serial number for the machine or optional units.

Solution
To program the serial number for the machine or optional units, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [8. M/C serial number setting] on the touchscreen. The serial number setting mode screen will be displayed.
4. Touch the item name of the component requiring programming of a serial number on the touchscreen.
5. Enter the 9-digit serial number by touching the appropriate alphabet and numeric keys displayed on the touchscreen.
6. Touch [OK] on the touchscreen to enter the serial number into memory.
7. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0627968EN*

Description
FS110, F77-11 or F77-14 when trying to staple. The first set will be stapled and two or three staples will be put into the paper.

Solution
CAUSE: The home position sensor in the stapler unit has failed

SOLUTION: Swap the stapler with the one in either the front or back to isolate the problem. Replace the failed staple unit (p/n 13QE42411).
SPECIAL NOTE: Solution provided by Brandon Griesinger, PERRY CORPORATION

Solution ID   TAUS0628118EN*

Solution Usage   1

Description

How to disable automatic centering correction.

Solution

To disable automatic centering, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Use the arrow keys to scroll to dipswitch 12-3.
5. Touch [ON (1)], which will disable the automatic centering feature.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0628127EN*

Solution Usage   1

Description

When copying large sets of documents, a blank page is included in the set. The blank page is at the same place during every attempt to copy through the RADF.

Solution

CAUSE: The on-board memory located on the image processing board (IMPB) has failed. Memory checks OK in diagnostics.

SOLUTION: Replace the image processing board (p/n 56AA-9012) as needed.

Solution ID   TAUS0628130EN*

Solution Usage   1

Description

DF316, originals skewing and jamming. It appears that something is interfering with the original as it is being fed.

Solution

CAUSE: Worn or damaged rib on the RADF open/close cover catching the original as it is being fed. Due to the location of the rearmost rib on the RADF top cover, the rib is being worn by contact with originals being fed, resulting in skew or possible jamming.

SOLUTION: Inspect the rib for any damage. As a temporary measure, lightly sand the damaged area smooth. Order the redesigned cover assembly (p/n 13QA-4110) which includes all shafts, rollers, gears, and guides.
Note: Presently, feed parts listed in the Parts Catalog cannot be installed in the new-style cover, therefore the complete cover assembly must be ordered.

Solution ID   TAUS0628222EN*

Solution Usage   1

Description

Lead edge is off by 1.5 inches.

Solution

CAUSE: The light shields are soiled and/or damaged.

SOLUTION: Replace the light shields (p/n 13QA45290).
Note: Cleaning or repairing will not help; replacement is necessary.

Solution ID   TAUS0628356EN*

Solution Usage   1

Description

DF316, unable to copy from the RADF after making a copy from the platen glass.

Solution

CAUSE: The paper feed detecting actuator, which is located in the RADF open/close cover is stuck in a raised position, due to the collecting spring becoming dislodged.

SOLUTION: Inspect the paper feed detecting actuator (p/n 13QA41050). Ensure that the paper feed detecting actuator moves freely and properly flags the last original sensor (PS301) when paper is not present on the RADF paper feed tray (p/n 13QA42010). Confirm that the collecting spring (p/n 13QA41320) is properly attached to the collecting arm (p/n 13QA41310).
SPECIAL NOTE: Solution provided by Brad Marchand, U.S. Imaging Solutions.

Solution ID   TAUS0628434EN*

Solution Usage   1

Description

Error 46-43 when selecting image overlay.

Solution

CAUSE: A failed hard drive (HD105).

SOLUTION: After verifying all connections related to the HD105, and if the problem remains, replace the hard drive (item #950556).
Note: Even if this problem is occurring, it still may be possible to scan to and retrieve documents from the hard drive.

Solution ID TAUS0628478EN*

Solution Usage 1

Description

Part number for the paper tray tabbed dividers backstop extension.

Solution

The paper tray tabbed dividers backstop extension (p/n U193-0010). Please see 7155/7165 Technical Bulletin #7 for details regarding the use of the tabbed dividers backstop extension.
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 TAUS0628576EN*

Solution Usage 1

Description

F32-02 at power up.

Solution

CAUSE: Failed printer CB.

SOLUTION: Replace printer control board (p/n 56AA-9021).

Solution ID TAUS0628642EN*

Solution Usage 1

Description

Does the 7165/IP511 use LDAP (Lightweight Directory Access Protocol)?

Solution

LDAP is supported with the 7155/IP511 when using Pagescope* address book..

* Trademark ownership information

Solution ID TAUS0628669EN*

Solution Usage 1

Description

How to set the bypass tray as the priority tray when paper is installed in it.

Solution

To set the paper tray priority, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode by pressing the HELP key then touching [KEY OPERATOR MODE] on the touchscreen.
3. Touch [11. Tray auto select setting] on the touchscreen.
4. On the left hand side of the touchscreen, touch to highlight desired tray key, for each tray which is to be automatically detected when ATS/APS functions.
If, the tray key is not highlighted it will not be an ATS/APS available tray, nor will it be displayed on the right half of the touchscreen.
5. Tray keys specified as ATS/APS ON will appear on the right half of the touchscreen. Touch to highlight the desired tray key, and then change its priority by using the up-down arrow keys.
6. Touch [OK] on the touchscreen to complete the setting and restore the Key Operator Mode screen.
7. If, no further changes are required, touch [PREVIOUS SCREEN] on the touchscreen to return to the normal mode.

Solution ID TAUS0628826EN*

Solution Usage 1

Description

DF316, open/shut cover part number change.

Solution

Open/shut cover (p/n 13QA-4110).
Due to design changes, the open/shut cover part number has been changed. The cover is now an assembly consisting of the cover itself and all the interior rollers, shafts, gears, and guide plate. The original part number for the open/shut cover (p/n 13QA41010) is no longer available.

Solution ID   TAUS0629307EN*

Description

How to verify or input passwords.

Solution

To verify or input passwords, perform the following:
1. Access the 25 mode.
2. Touch [6. Password setting] on the touchscreen. The current programmed passwords will be displayed next to the associated item. Proceed to step 3, if you wish to input a new password.
3. Touch the item displayed on the touchscreen you want to program.
4. Input the desired password using the numeric keypad and touch [OK] on the touchscreen to update the password.
5. Repeat steps 3 and 4 to set passwords for other items.

Solution ID   TAUS0629313EN*

Description

FS110, not recognized by the copier.

Solution

CAUSE: Poorly seated finisher interface harness (CN218 on the PRCB), which results in loss of communication between the finisher CB and PRCB.

SOLUTION: To check the finisher interface harness connection, perform the following:
1. Power the copier OFF.
2. Remove the rear cover from the main body.
3. Remove CN218 from the PRCB.
4. Ensure that all pins for CN218 on the PRCB are straight and properly aligned.
5. Inspect CN218 on the wiring harness; ensure that all the wires are properly attached to the connector.
6. Reseat CN218 to the PRCB.

Solution ID   TAUS0629317EN*

Description

FS210, not recognized by the copier.

Solution

CAUSE: Poorly seated finisher interface harness (CN218 on the PRCB), which results in loss of communication between the finisher CB and PRCB.

SOLUTION: To check the finisher interface harness connection, perform the following:
1. Power the copier OFF.
2. Remove the rear cover from the main body.
3. Remove CN218 from the PRCB.
4. Ensure that all pins for CN218 on the PRCB are straight and properly aligned.
5. Inspect CN218 on the wiring harness; ensure that all the wires are properly attached to the connector.
6. Reseat CN218 to the PRCB.

Solution ID   TAUS0629401EN*

Description

FS210, J72-48 code.

Solution

CAUSE: PS726 actuator not returning to home position fast enough.

SOLUTION: Remove actuator assembly for the PS726 and wrap spring by one turn, to enable quick return of actuator.

Solution ID   TAUS0630233EN*

Description

PK120, how to punch clear transparencies.

Solution

The User's Manual states on page 4-12 under Paper Information that special paper (OHP film, labels, and tabbed sheets) cannot be punched. The PK120 utilizes reflective photosensors (sensor emits light which is bounced back from a relective surface - white paper) to determine the paper lead, trail, and front-to-rear position within the punch unit prior to performing the punch process. With transparencies, the reflective surface (if any) is limited.

June 2009

Solution ID TAUS0630292EN*

Solution Usage 1

Description

00-0 error code during copying mode.

Solution

CAUSE: The T/S corona unit failed.

SOLUTION: Replace the T/S corona unit (p/n 56AA-2605).

Solution ID TAUS0630499EN*

Solution Usage 1

Description

Machine stops outputting copies one short of the entered quantity. Usually a J32-01 or J32-09 code is indicated, but occasionally no jam code is displayed.

Solution

CAUSE: Worn or damaged paper exit actuator resulting in improper detection of exiting copies.

SOLUTION: Inspect the paper exit actuator (p/n 56AA53280) and replace as necessary.

Solution ID TAUS0630568EN*

Solution Usage 1

Description

Part number for the PZ108/PZ109 level 40 EPROM.

Solution

The PZ108/109 level 40 EPROM (p/n PZ108109-40.0).

Solution ID TAUS0630692EN*

Solution Usage 1

Description

FS110, J72-29 after last copy of a set is exited to the main tray, or constant J73-01 at power up.

Solution

CAUSE: Damaged or fatigued main tray paper exit sensor (PS706) wiring harness connector.

SOLUTION: Remove the main tray paper exit sensor (PS706) and thoroughly inspect all three wires of CN125 for any signs of damage or fatigue. Repair or replace the FNS Wiring/1 harness (p/n 13QE90010) as necessary.
SPECIAL NOTE: Solution Provided by Allan Lyons, Business Equipment Unlimited.

Solution ID TAUS0630941EN*

Solution Usage 1

Description

Toner soiling along the front and rear edges of the copy.

Solution

CAUSE: Toner leaks from both ends of the developing sleeve which drops on the entrance guide plate of the transfer/separation coronas. High humidity, paper quality, and/or daily high copy volume can reduce the toner transfer efficiency to the copy resulting in toner pileup in the developing unit.

SOLUTION: To prevent toner accumulation within the developing unit and subsequent soiling, three modifications have been made:
1. The developing unit suction fan has been changed to one that provides greater suction power.
2. The toner filter material has been changed to increase its filtering ability to reduce the amount of dust that is allowed to pass through.
3. A seal has been added to cover the ducting located on the machine's back panel behind the developing fan assembly to further increase developer suction.
Notes:
   a. Refer to Konica Minolta Bulletin Number 4949 for additional details.
   b. 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]]
   c. Through April 30, 2005, these parts can be obtained 10% free of charge for machines below the serial numbers listed in the bulletin. FOC (free of charge) programs are based on statistical percentages of machines that are likely to be affected by certain modification programs. For percentage programs, the quantity of parts shipped usually is sufficient to modify all of the machines that need the change. However, if more than the statistical percentage of machines serviced by any one branch or dealer require a modification, then a FTR (Field Technical Report, Form TP-2) has been established for that purpose. Use the FTR program only if additional parts are needed.

* Trademark ownership information

Solution ID   TAUS0638617EN*

Description

FS210, SC77-58.

Solution

CAUSE: Incorrect software dipswitch setting for the type of punch unit installed on the machine.

SOLUTION: If the machine is equipped with a PU108 or a PZ108, set software dipswitch 22-5 to 0. If a PU109 or a PZ109 is installed, set software dipswitch 22-5 to 1. To change the settings, perform the following:
1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
2. Select [1. Software SW Setting].
3. Select the desired software dipswitch number (in this case, '22') by pressing either the up or down arrow indication at the left.
4. Select the bit number of the software dipswitch by pressing either the up or down arrow indication at the right.
5. Select ON (=1) or OFF (=0) for the dipswitch. Choose the desired setting:
    22-5=0   PU108 or PZ108
    22-5=1   PU109 or PZ109
6. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.

Solution ID   TAUS0638685EN*

Solution Usage   1

Description

Uneven exposure on copies made from the platen glass only. Internal test prints have uniform exposure.

Solution

CAUSE: A haze has developed on one of the optical mirrors.

SOLUTION: Thoroughly, clean all optical mirror surfaces along with the underside of the exposure glass and the white reference plate, using a streak free glass cleaner.

Solution ID   TAUS0638757EN*

Solution Usage   1

Description

What is the N Scanner count listed on the management list 2?

Solution

Every time the start key is pressed this is logged by the N Scanner counter in the management list 2.

Solution ID   TAUS0638915EN*

Solution Usage   1

Description

FS110M, part number for the finisher CB.

Solution

Finisher CB (p/n 14JS-9011).

Solution ID   TAUS0639035EN*

Solution Usage   1

Description

DF316, SC62-04 when using the RADF.

Solution

CAUSE: Conveyance Guide Spring "B" is missing.

SOLUTION: Replace Conveyance Guide Spring "B" (p/n 13QA70790).

Solution ID   TAUS0639416EN*

Solution Usage   1

Description

The hard drive (HD105) is not recognized by the main body.

Solution

CAUSE: Improper programming of the HD105 isolation dipswitch.

SOLUTION: To disable isolation of the HD105, perform the following:
1. Access the 25 mode.
2. Scroll to dipswitch 18-7. Touch [0] OFF on the touchscreen to disable isolation of the HD105.

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

Solution ID   TAUS0639506EN*

Solution Usage   1

Description
Machine fails to enter the power save mode when the power save button is pressed.

Solution
CAUSE: The power save button has been disabled in the 25 mode.

SOLUTION: To enable the power save button, perform the following:
1. Access the 25 mode.
2. Touch [Software SW] on the touchscreen.
3. Scroll to dipswitch 22-4.
4. Touch [OFF] on the touchscreen to cancel the disable mode.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0641552EN*

Solution Usage   1

Description
DF316, J62-09 with no visible obstruction or failed sensors in the document feeder.

Solution
CAUSE: Read/conveying roller bushing is seized.

SOLUTION: Replace Read/Conveying roller (p/n 13QA45020) and developing shaft holder/rear (p/n 26NA30650). Lubricate the new bushings before installation.
SPECIAL NOTE: Solution provided by Greg Samuel, MDM BUSINESS TECHNOLOGIES GROUP, INC.

Solution ID   TAUS0641590EN*

Solution Usage   1

Description
J31-01 during multiple copying.

Solution
CAUSE: The ADU drive rollers are binding.

SOLUTION: Clean and lube ADU drive roller bearings and shafts.
SPECIAL NOTE: Solution provided by Fred Karr, KMBS LONG ISLAND

Solution ID   TAUS0641724EN*

Solution Usage   1

Description
Can the model 7255/7272 toner be used in the model 7165?

Solution
The toner used in the model 7255/7272 (Item #950564) is the same toner as used in the model 7165.

Solution ID   TAUS0641939EN*

Solution Usage   1

Description
FS210M, J72-48 when using the folding mode.

Solution
CAUSE: The folding rollers are glazed over, which results in paper slippage.

SOLUTION: To clean the folding rollers perform the following:
1. Open the front door and cheat the front door interlock switch.
2. Access the 47 mode, output code 75, P-24-P and press the START key, which will rotate the folding rollers.
3. Carefully clean the folding roller surface to remove any contamination which is preventing proper gripping of paper during the folding process.
SPECIAL NOTE: Solution provided by Phillip D'Ayral, KMBS, Miami.

Solution ID   TAUS0642097EN*

Solution Usage   1

Description
ISW DATA ERROR 42 when flashing after replacing the image control board.

Solution

CAUSE: The image control board was previously flashed with 7155 firmware.

SOLUTION: If a replacement image control board is replaced with a board taken from another machine, it must be the same model machine. Once a board is flashed with a specific model firmware, it cannot be used in another model.

Solution ID   TAUS0642144EN*

Solution Usage   1

Description

PK120, 77-47 at power up.

Solution

CAUSE: One of the connectors on the punch unit CB is not firmly seated.

SOLUTION: Power the copier OFF and separate the finisher from the main body. Either remove the punch unit CB from the machine or provide support to the area under each connector before applying additional pressure when reseating the connectors. During multiple installations CN63 on the punch unit CB has been found to require additional pressure in order to fully seat it when being attached to the punch unit CB.

Solution ID   TAUS0642796EN*

Solution Usage   1

Description

J31-2, J92-1.

Solution

CAUSE: Possible defective fuser drive motor.

SOLUTION: Check the operation of the Fixing Motor (M4) operation in diagnostics (47 mode, output code 040-0, 1 and 2). Check for 24V. Replace M4 (P/N 56AA80080) as necessary.
As a test, swap fuser drive motor with finisher exit drive motor.
SPECIAL NOTE: Solution provided by DOUG MCDANIEL, IMAGE-TEC/VIRGINIA WESTERN COPY

Solution ID   TAUS0643872EN*

Solution Usage   1

Description

J72-43 when using the finisher and PI110.

Solution

CAUSE: The paper size adjustment had not been performed.

SOLUTION: To adjust the paper sizes for the IP110, perform the following:
1. Access the 36 mode (power the copier OFF/ON, while simultaneously holding the 3 and the 6 keys).
2. Select [6. Finisher adjustment].
3. Select [3. Cover sheet tray size adj.].
4. Cover sheet tray size adj. (upper tray) will be displayed.
5. Place an 8.5x11R paper in the upper tray, and press [START].
6. Complete will be displayed.
7. Press [NEXT].
8. Place an 8.5x11R paper in the lower tray, and press [START].
9. Complete will be displayed.
10. Press [RETURN].
11. Power the copier OFF/ON.

Solution ID   TAUS0649978EN*

Solution Usage   1

Description

SC77-81 service code very intermittent with an FS-110/ FS-110m,/FN-121/FN-112 finisher attached.

Solution

CAUSE:
The gate sensor (PS716) has failed. Checks of the sensor in the [47] service mode may indicate that the sensor was functioning properly. However, when the finisher is in use SC77-81 is indicated.

SOLUTION:
Replace PS716 (gate sensor).

Solution ID   TAUS0650839EN*

Solution Usage   1

June 2009

Description

SC56-1.

Solution

CAUSE: Intermitted power loss when copier is powered ON.

SOLUTION: Replace the power supply board (p/n 56AA84510).

Solution ID   TAUS0650860EN*   **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. Access the 25 mode.
2. Touch [1. Software SW setting] on the touchscreen.
3. Press the leftmost UP key eight times, until 09 is displayed on the far left of the LCD.
4. Use the matrix below to determine which value inputs at DIPSW9 (bits 0, 1, 2, and 3 should be entered to select the copy quantity limit desired by the customer):
5. Use the matrix below to determine which value inputs at DIPSW 9 (bits 4, 5, 6, and 7 should be entered to select the copy quantity limit desired by the customer):
9-4 to 0   9-5 to 0   9-6 to 0   9-7 to 0: No limit
9-4 to 1   9-5 to 0   9-6 to 0   9-7 to 0: Copy limit = 1
9-4 to 0   9-5 to 1   9-6 to 0   9-7 to 0: Copy limit = 3
9-4 to 1   9-5 to 1   9-6 to 0   9-7 to 0: Copy limit = 5
9-4 to 0   9-5 to 0   9-6 to 1   9-7 to 0: Copy limit = 9
9-4 to 1   9-5 to 0   9-6 to 1   9-7 to 0: Copy limit = 10
9-4 to 0   9-5 to 1   9-6 to 1   9-7 to 0: Copy limit = 20
9-4 to 1   9-5 to 1   9-6 to 1   9-7 to 0: Copy limit = 30
9-4 to 0   9-5 to 0   9-6 to 0   9-7 to 1: Copy limit = 50
9-4 to 1   9-5 to 0   9-6 to 0   9-7 to 1: Copy limit = 99
6. Touch the ON/OFF key to input the desired setting of 0 (OFF), or 1 (ON) for bit location 4.
7. Scroll to bit 5.
8. Repeat the procedure in steps 6 and 7 for dipswitches 9-5, 9-6, 9-7.
9. Touch [RETURN] on the touchscreen.
10. Touch [MODE CHANGE] on the touchscreen.
11. Touch [EXIT] on the touchscreen to return to the normal 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 theKMBS 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   TAUS0652427EN*   **Solution Usage**   1

Description

Intermittent J31-01.

Solution

CAUSE: Paper stops at the 2nd resist roller.

SOLUTION: Check the conveyance motor (M5) operation in diagnostics (47 mode, output code 083). If the motor does not start, spin the fly wheel with your finger. Replace M5 (p/n 56AA80070) as necessary.

Solution ID   TAUS0655169EN*   **Solution Usage**   1

Description

June 2009

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

Solution

CAUSE: Original direction was not selected in the [SPECIAL ORIGINAL] mode.

SOLUTION: To change the original direction perform the following:
1. On the touchscreen select [SPECIAL ORIGINAL].
2. Special original window will be displayed.
3. On the far left of the touchscreen highlight the ORIG. DIRECTION that is desired for the copy job.
4. Select [OK] on the bottom of the right on the touchscreen to return to the copy screen.

Solution ID   TAUS0700244EN*

Solution Usage   1

Description

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

Solution

To determine what version of Sun Java™ is installed, perform the following:
1. From a command prompt type:java -version
2. Press Enter.
3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID   TAUS0702888EN*

Solution Usage   1

Description

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution

Please perfrom the step-by-step procedure mentioned in the attached document.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0703071EN*

Solution Usage   1

Description

"Press start to restart" message when the print key is pressed. The jamcounter shows J00-00 and SC53-01 may also be indicated.

Solution

CAUSE: Obstruction, such as a melted transparency, is causing the lower fuser roller to bind.

SOLUTION: Clear the obstruction to free the fuser rollers.
 SPECIAL NOTE : Solution provided by Rich Tapia, Astro Business Technologies.

Solution ID   TAUS0612913EN*

Solution Usage   0

Description

DF316, not recognized.

Solution

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

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

Solution ID   TAUS0615743EN*

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.
4. If a file capture directly from the IP511 is required by the test lab, use the following procedure:
Prerequisite: Must have experience with DOS
Note: Brackets {} denote data to be input on laptop, brackets are not actually inputted.
   a. Scan something into the 7155/7165 mailbox on the copier. This will create a subdirectory called 7155/7165 in the C:\Scan subdirectory of the IP511.
   b. Power down the system with the main power switch in the left rear of the copier.
   c. Connect a workstation/laptop ComX port to the service port on the IP511 with a 9-pin Null Modem cable.
   d. Run Hyper Terminal, Baud {9600}, Data Bits {8}, Parity {None}, Stop bits {1}, Flow Control {none}.
   e. Power up the main power button on the 7155/7165. Hyper terminal will display boot up sequence of the IP511. A status page is generated after several minutes.
   f. On the Workstation, press the ENTER key to get a prompt in HyperTerminal.
   g. At the prompt type {IOCFile=1} and press ENTER. THIS IS CASE SENSITIVE. At this point all jobs which are printed will have a print file saved in the spool directory.
   h. When done printing all the jobs needed to capture, power down by way of the main power switch and power back up.   i. From the laptop cause the IP511 to boot into the DOS service mode by pressing "k" and "a" separately during the extended memory count up.
   j. From the DOS prompt move all of the captured files from the spool directory to the 7155/7165 directory which were created in step 1.
   k. Power cycle the 7155/7165 and allow the IP511 to boot normally and generate the status page.
   l. When system has come to ready, use Scantrip on any workstation on the network to grab the spooled print files from the 7155/7165 mailbox.

* Trademark ownership information

Solution ID   TAUS0616973EN*   **Solution Usage**   0

Description
When attempting to scan multiple pages into OmniPage Pro 11, one of the following issues may occur:
1. A dialog with the message, "Scanner Error" appears.
2. Inability to scan from the ADF scanner into OmniPage Pro 11.
3. When attempting to scan multipage document, only two pages scan, the rest of the pages feed through the ADF feeder without scanning.

Solution
CAUSE: An update must be installed. This update will include two separate patches and each patch will require a separate installation. These updates will enable the ability to scan multiple pages via the Automatic Document Feeder.

SOLUTION: To install the updates, perform the following:
1. Print out and review the entire instructions below prior to downloading the update.
2. The installation of these updates may require the OmniPage Pro 11 installation CD.
3. If it has not already been done, download the update by opening OmniPage Pro 11 and clicking Help   ScanSoft on the Web   Get Latest Update. Or go to the OmniPage Download page and select the appropriate operating system to access the patches.
4. Save the files to an easily accessed location on the computer, such as the desktop.
5. Exit out of OmniPage and any other applications running on your system.
6. Install each patch, one at a time, by clicking on the EXE file.
7. When the patch has completed installation, restart the computer.
8. Once the installation of the first patch is complete and the system has rebooted, then install the second patch, and restart the computer.
9. Once both of these patches are installed, follow the steps below to configure OmniPage Pro 11 to work the scanner.
Note: If scanner issues have been experienced and Technical Support has instructed to change the configuration settings for the scanner, these changes may be lost after downloading the update.   Please contact Technical Support should any questions arise.

SCANNER CONFIGURATION
1. Open OmniPage.
2. Go to Tools   Options   Scanner.
3. Click on the "Setup" button. This will launch the Scanner Setup Wizard.
4. Choose "Select scanning source".
5. Select the TWAIN or WIA on TWAIN driver from the list. If selecting a WIA driver, click on "Other Drivers". Select "WIA", and then click on "OK".
6. Select "Yes" to run the tests.
7. The wizard prompts to test that OmniPage Pro 11 can connect to your scanner.
8. When receiving a confirmation that OmniPage Pro 11 connected successfully to the scanner, click Next, to continue.
9. The wizard prompts to let you know that it is preparing to do a sample scan.
10. It is recommended to check the "Skip Test" check box. The new patch or patches, that have installed, will contain the configuration information for the scanner, so testing is not necessary.
11. Select the type of scanner. After installing the patches, the Flatbed with ADF checkbox options should be checked. This should be automatically detected, but if not, place a check in the box overriding the setting.
12. A confirmation appears that it has completed the first stage of the scanner setup.

13. The scanner will now proceed through three test scans: black and white, color, and grayscale. As stated previously, it is recommended to click on the "Skip Test" check box for each of the tests.

14. Click on "Finish". The scanner is set up by the Scanner Wizard. Make sure to click on the Finish button, otherwise the hint file will not be updated to reflect the changes configured by running the Scanner Wizard. Multiple pages can now be scanned into OmniPage Pro 11.

Note: If using the Windows* NT operating system, have the Text-To-Speech engine installed before the installation of the patches. In case the speech engine is not installed, install it manually following these steps:

    a. Shut down all Windows programs. This is accomplished in Task Manager under the Applications tab.

    b. Open Windows Explorer and browse to the following location on the OmniPage Pro 11 installation CD: OmniPage\TTS. Four files will be displayed that need to be run: lhttseng.exe; lhttseua.exe; msagent.exe; spchapi.exe.

    c. Double-click the EXE file and follow the instructions.

    d. Restart the system.

REFERENCE

 ScanSoft* OmniPage Pro 11 User's Guide

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

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

* Trademark ownership information

Solution ID   TAUS0617045EN*   **Solution Usage**   0

Description

Unable to send to a remote E-mail address. E-mail sent to local LAN users work fine. The E-mail server is on the local LAN.

Solution

CAUSE: SMTP routing has to be enabled on the local E-mail server to send E-mail to remote addresses. Some E-mail servers are set up to prevent direct SMTP requests from being routed. This requires the user to validate on the server before remote mail can be sent.

SOLUTION: The IP511 does not have the ability to log onto a SMTP server, and, therefore, cannot send remote E-mail if SMTP routing is not enabled. In some cases, an exception list can be created for addresses that can have their SMTP requests forwarded.

Solution ID   TAUS0617055EN*   **Solution Usage**   0

Description

Unable to update the system code backup file per the instructions in the IP511 Service Manual.

Solution

CAUSE: Section 3 of the IP511 Service Manual lists a procedure for updating the print controller system backup file. This procedure has not been implemented in current releases of system code and will not currently work. The backup recovery file is a compressed executable that gets extracted when the install batch file is run. There are no utilities on the IP511 to create this self-extracting file. The update batch file will only attempt to copy all files on the C: partition to the D: partition. This procedure would not create a recovery backup that could be used to restore the system partition.

SOLUTION: It is unknown whether this procedure will be supported in future releases of IP511 system code.

Solution ID   TAUS0617181EN*   **Solution Usage**   0

Description

How to connect the 7165 and an IP511 to a single Ethernet connection if it is desired to use the copier alerts feature and still be able to print through the IP511.

Solution

The copier alerts feature allows the 7165 to be connected to a network using an ethernet cable. If an IP511 is also installed on the 7165, 2 Ethernet connections would be required to use the copier alerts feature and printer features. If only 1 Ethernet connection is available, a small mini hub could be used to connect the 7165 and IP511 using 1 Ethernet network connection. Connect the 7165 and IP511 to the mini hub and then connect the mini hub to the customers 1 available Ethernet port.

Solution ID   TAUS0617231EN*   **Solution Usage**   0

Description

Introductory information, 7165.

Solution

 7155/7165 Introduction InfoSource .

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   TAUS0617315EN*

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   TAUS0618302EN*

Solution Usage   0

Description
FS210, SC70-02 at power up.

Solution
CAUSE: The FS210 control board has failed.

SOLUTION: Reseat all connections on the finisher control board. Replace the FS210 control board as needed (p/n 13QJ-9010).

Solution ID   TAUS0618976EN*

Solution Usage   0

Description
Cannot retrieve a document previously scanned to the hard drive (HD105).

Solution
CAUSE: The scanned document has become corrupt.

SOLUTION: Rescan the original document and verify it can be retrieved.

SPECIAL NOTE: Solution provided by Phillip d'Ayral, KBT Miami.

Solution ID   TAUS0619273EN*

Solution Usage   0

Description
FS210, is three-hole punch and staple (together) available?

Solution
The finisher will punch and staple in unison.

Note: Some staple positions may cause a conflict (corner staple) when seelcted.

Solution ID   TAUS0619339EN*

Solution Usage   0

Description
FS210, F77-04 after the copy exits.

Solution
CAUSE: The stacker coupling gear is damaged.

SOLUTION: Replace the coupling gear (p/n 129U77041).

Solution ID   TAUS0619491EN*

Solution Usage   0

Description
DF316, part number for the positioning jig.

Solution
DF316 positioning jig (p/n 12OA10521).

Solution ID   TAUS0619493EN*

Solution Usage   0

Description
Copies jam at exit when using Tray 1 (8.5x11).

Solution

CAUSE: Paper exit driving gear/2 is slipping.

SOLUTION: Clean paper exit driving gear/2 shaft and gear one-way bearings or replace exit drive gear/2 (p/n 56AA77230).

Solution ID   TAUS0619655EN*   **Solution Usage**   0

Description
LT402 compatibility.

Solution
There are two different LT402 products. The LT402 (Item #950958) is compatible with the 7155/7165/7085. LT402 (Item #950557) is compatible with the 7155/7165 products only.
Notes:
1. Serial Number cut-in:
    a. Current type - For use with 7155/7165 only is S/N 13RK00811 and below
    b. Later type - For use with 7155, 7165 and 7085 is S/N 13RK00812 and above
2. Outer Carton Marking:
A Blue Dot attached at the right top corner of the Data Label indicates the Later type LT. Cartons with no Blue Dot are to be considered as containing the Current type LT.

Solution ID   TAUS0619681EN*   **Solution Usage**   0

Description
FS110, is the finisher control board interchangeable with the FS210 control board?

Solution
The finisher control boards are not interchangeable. The part numbers are as follows: FS110 (p/n 13QE-9010) and the FS210 (p/n 13QJ-9010).

Solution ID   TAUS0620179EN*   **Solution Usage**   0

Description
ISW Trns utility compatibilty.

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   TAUS0620250EN*   **Solution Usage**   0

Description
When performing a Scan to E-mail, the time listed on the transmitted E-mail is not correct and is always a few hours off.

Solution
CAUSE: The Time Difference setting within Key-Ope mode is not set correctly.

SOLUTION: To set the System Time, perform the following:
1. Enter the Key Operator mode by pressing the Help key while in Copy Mode.
2. In the lower left corner of the LCD, select Key-Ope mode.
3. Press System Initial Setting.
4. Press Date & Time Setting.
5. Input local time under Setting Time.
6. Select Diff. Time Setting.
7. Input the difference in the local time from Greenwich Mean Time (GMT). For example, Eastern Time Zone is -0500 hours from GMT.
8. Save settings by pressing OK twice and then Return twice. Verify proper operation.

Solution ID   TAUS0620335EN*   **Solution Usage**   0

Description
FS210, the ISW utility is not recognizing the finisher, resulting in the inability to upgrade the firmware.

Solution
CAUSE: The dipswitches on the finisher CB are set incorrectly.

SOLUTION: Ensure the dipswitches on the FSCB SW1 are set to ON, OFF, ON, OFF (left to right).

Solution ID   TAUS0620386EN*   **Solution Usage**   0

Description

When copying in repeat mode, the image on the front side of the copies are cut off, and when using repeat auto mode the images are all black.

Solution

CAUSE: Firmware bug.

SOLUTION: Flash firmware to printer control version 36 and image control version 51. The file names are 7165-M36p.exe and 7165-I51p.exe both are located on the Konica Web site in the EPROMs for high volume copiers section.

Solution ID   TAUS0620575EN*   **Solution Usage**   0

Description

Fuser jams only when running 3-hole punch paper.

Solution

CAUSE: One-way gears located on the paper exit unit are slipping.

SOLUTION: Replace the one way gears (Paper Exit Driving Gear/1 - p/n 56AA77220 and Paper Exit Driving Gear/2 - p/n 56AA77230) and inspect exit roller shaft for scoring. Also replace the shaft (Fixing Paper Exit Roller - p/n 56AA53710) if necessary.
SPECIAL NOTE: Solution provided by Ish Prieto, TML Enterprises, Inc.

Solution ID   TAUS0620579EN*   **Solution Usage**   0

Description

DF316, RADF is stuck on platen glass and is hard to open.

Solution

CAUSE: There is a vacuum being created between the original holder plate and the platen glass.

SOLUTION: To keep airspace between the platen glass and original holder plate, attach the high-density polyethylene sheet (p/n 13PA1045) to the RADF as outlined in   Technical Notice T20020162A0 .
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   TAUS0620734EN*   **Solution Usage**   0

Description

DF316, display message continuously changing from PLEASE LOAD 8.5x11 and PLEASE LOAD 11x17 paper sizes. The operation panel also appears to be locked up when 8.5x11 paper is placed in the feed tray.

Solution

CAUSE: The lighting above the DF316 is adversely affecting the operation of PS306 (original detect photosensor) which is used to detect 11x17 originals.

SOLUTION: Relocate the machine to a place where the lighting is more subtle.

Solution ID   TAUS0621037EN*   **Solution Usage**   0

Description

LT402, correct paper sizes not available in 25 mode.

Solution

CAUSE: The destination software dipswitches are incorrectly set.

SOLUTION: To program the machine for inch size paper, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow three (3) times.
5. Verify that 4-0 is displayed. Use the right up/down arrows until 4-2 is displayed.
6. Touch [ON] (1)
7. Touch the right up/down arrow one (1) time (4-3 will be displayed).
8. Touch [OFF] (0).
Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0621327EN*   **Solution Usage** 0

Description

Bluetooth* wireless printing available.

Solution

Konica Minolta recommends ANYCOM Bluetooth Products. Bluetooth wireless printing users have the ability to print high quality images from laptops, tablets, PDAs or desktop PCs without the need for line-of-sight from up to 30-100 feet away.
A Bluetooth [[PC Card|URL http://techweb.konicabt.com/tpm/media/AnyCom_PC_Card.pdf]] or [[USB adapter|URL http://techweb.konicabt.com/tpm/media/AnyCom_USB_adapt.pdf]] is installed as the transmitting device on the laptop, tablet, PDA or desktop PC and a [[Printer Module|URL http://techweb.konicabt.com/tpm/media/AnyCom_Printer_adapt.pdf]] (receiver) is installed on the parallel port of the print device. Using standard printer drivers, print jobs may be sent directly to the printer from these devices.
Bluetooth is the ideal solution for mobile professionals or the business traveler, allowing them to print to virtually any printer with a parallel port. Bluetooth can also be a huge convenience for print-for-pay customers when time is of the essence. Vendors providing print-for-pay services can equip a printer with the printer module and either loan the
USB or PC Card adapter to the customer, or allow them to purchase the adapters. This eliminates the inconvenience of having to save to floppy disk or CD-R, the potential for
viruses and associated cost when using rental PCs, and the need to wait in line during peak periods to use these services. It also eliminates formatting problems that can be
encountered when using different versions of word processing and spreadsheet programs.
Notes:
1. Bluetooth print devices use a standard Centronics* interface. Certain external print controllers utilize a DB25 interface. A DB25-to-Centronics adapter is required for Bluetooth printing on these devices and must be purchased from a third- party supplier.
2. 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 TAUS0621348EN*   **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 TAUS0621584EN*   **Solution Usage** 0

Description

DF316, when aligning an original (paper, book, etc.) on the platen glass, if the operator lowers the RADF while withdrawing
his/her hand, the edge of the front cover may scrape a finger or the back of the hand .

Solution

CAUSE: The front cover edge is sharp enough to cause a minor injury.

SOLUTION: The front cover edge has been modified to correct this problem at the following main body serial number cut-ins:
Model   Serial Number
7155   56EE05007
7165   56AE03680
Note: To prevent it on units already installed in the field, install one or more pieces of masking tape longitudinally to cover the joint where the two cover sections meet.

Solution ID TAUS0621587EN*   **Solution Usage** 0

Description

Scantrip utility is only partially displayed after clicking the CHECK button.

Solution

CAUSE: Large Fonts are selected on the Microsoft* Windows 9x/NT desktop.

SOLUTION: Set the font size to Small Fonts.
1. Right click on the desktop.
2. Click Properties.
3. In the Display Properties window, click the Settings tab.

---

4. Click the [Advanced...] button.
5. Hit the down-arrow on the [Font Size:] pull down menu.
6. Select Small Fonts.
7. Click Apply, then OK (do not select restart).
8. Click OK.
Note: Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [[Konica SEC website| URL http://www.sec.konicabt.com/main.html]].

* Trademark ownership information

Solution ID   TAUS0621689EN*   **Solution Usage**   0

Description
DF316, RADF stops and displays the message 'OPEN RADF COVER AND RELOAD ORIGINALS'.

Solution
CAUSE: Improper drive to first feed rollers, due to the slipping of the paper feed driving gear.

SOLUTION: Clean or replace the paper feed driving gear (p/n 13QA77020) and/or the shaft assembly (p/n 13QA-4160).

SPECIAL NOTE: Solution provided by WAYNE FORTE, KBT NEW YORK

Solution ID   TAUS0621697EN*   **Solution Usage**   0

Description
How to print using the web utility.

Solution
To print using the web utility, perform the following:
1. Open the web browser on the PC and clear the command line.
2. Type the TCP/IP* address of the NIC/printer that you want to receive the print job.
3. 'Web Utilities Version 3' will be indicated on the monitor display.
4. Click on the 'Network Setup' button and then click on 'Network Print Options'.
5. Select the file to be printed.
Note: The files must be printer ready files such as TXT or PRN files (not TIF or PDF files). Browse to the file. The file can be a local file or from a remote server.
6. Type 'sysadm' in lowercase as the password.
Note: If sending a PRN file, it will select the various print options selected in the driver.

* Trademark ownership information

Solution ID   TAUS0621709EN*   **Solution Usage**   0

Description
FS210, paper misalignment in staple mode.

Solution
CAUSE: Copies conveyed into the stapler unit stacker are misaligned when the stapler unit pushes the stacked copies upward into stapling position against the clincher portion of the unit.

SOLUTION: Two mylar strips have been added to the middle guide plate to position the copies to be stapled higher into the
stacker. As they are received, the copies are now better aligned with the clincher, which, by reducing the upward movement of the copies during the stapling operation, minimizes the chance for misalignment.
In addition, the diameter of the pin that secures the rocking pulley has been reduced to prevent copies from shifting should they come in contact with belt/J.
This modification has been installed in production machines beginning with serial number 13QJ13146. For machines below this serial number, install the modification if stapled copies appear to be misaligned.
Refer to FS110/210 Technical Bulletin #3 for more detals.
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   TAUS0621723EN*   **Solution Usage**   0

Description
How to print a 12x18 inch Microsoft* Word document on 12x18 inch paper using the Visual PostScript* driver.

Solution
The following requirements must be met before trying to print using a 12x18 inch document:
1. The Visual PostScript driver version 8.0.0.0 must be installed.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.   June 2009

2. The LT412 (LCT) must be installed on the 7155/7165 printer.
Note: This is a requirement if running thick stock/postcard-type stock. Please remember to check the specification for the printer as it relates to the paper thickness the printer will allow.
3. The mainbody printer must be at level 35 for Control and 50 for Image. The IP511system code must be at 6.0.0d   These were the levels and version used for the test.
4. The LCT must be adjusted to hold 12x18 paper.
5. The paper tray setting on the printer must be configured for non-standard paper. Use the following method to make the changes:
    a. Press the "HELP" button on the operator panel.
    b. Select "Key Operator Mode" on the LCD display.
    c. Select "6" on the displayed choices.
    d. Select the "LCT".
    e. Select "Special Size" Setting.
    f. Select "Non Std. Size".
    g. Input the following numbers for the size of the paper:
       299 for the first setting (width)
       457 for the second setting (length)
    h. Press "OK'.
    i. Press "Return". The paper tray will now display "SPECIAL" as the paper size.
Note: The print job will exit only to the top output tray because non-standard paper is being used.

PostScript VISUAL DRIVER VERSION 8.0.0.0 SPECIAL SETTINGS
1. From within the Microsoft Word document, select "File", then Select "Print". The driver settings will be displayed.
2. Select "Properties", then "Setup". Tab will be the default tab.
3. Make the following changes, and only these changes:
    a. "Original Paper" selection must be changed to "Custom Size ".
    b. A Window will open. Input these values in millimeters.
       2990 for the width
       4572 for the length.
    c. The Output Tray Setting will Change to "Custom Size" as a result of the settings input above.
    d. Change the Source to Tray 4.
    e. The printer is now properly configured to print from a 12x18 original to 12x18 paper in the LCT.
Note: Run a few test pages to remove toner traces from the paper and from the fuser rollers.   This is due to the wider than normal paper size.

* Trademark ownership information

Solution ID   TAUS0621734EN*   **Solution Usage**   0

Description
How to FTP print via the internal NIC card.

Solution
Prerequisites: The NIC card must be at least ver.6.29c and only FTP via the DOS command prompt works.

To FTP print, perform the following:
1. From a workstation on the network, select the DOS command prompt screen and go to the DOS prompt.
2. Type "ftp" and [enter].
3. Type "open" followed by a [space], then the TCP/IP* address of the NIC where the file is to be sent, then press [enter].
4. The system will respond with "User TCP/IP address of the device: (none)".
5. Type PORT1 and [enter]. The response will be "230 User name Okay, logged in."
ftp
6. Type lcd and [enter]. The system will respond with "Local directory now C:\".
ftp
7. Type "put" (space) (The file name and extension of the file you want to print) [enter].
8. The file will print immediately. The display should indicate "200 Port command OK."
150 About to open connection.
226 file transferred.
Note: The file must be located on the workstation drive and must be one of the following types: TXT, PRN, PCL* or PS. Only these file types are printer-ready files and will print correctly.

* Trademark ownership information

Solution ID   TAUS0621843EN*   **Solution Usage**   0

Description
Unable to access the print screen from the operation panel.

Solution
CAUSE: Incorrect setting of software dipswitch 30-6.

SOLUTION: To resolve, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up).
2. Select [1] (Software SW setting).

---

3. Use the arrows to scroll to dipswitch 30-6.
4. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 30-6:0.
5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID TAUS0621845EN*   **Solution Usage** 0

Description
Uneven density, poor solids.

Solution
CAUSE: Contamination of the TSL (transfer separation lamp) located below the transfer separation corona.

SOLUTION: To clean the TSL, perform the following:
1. Withdraw the ADU/conveyance unit.
2. Remove the T/S corona by loosening the locking screws, at the front and rear of the corona and remove the corona unit.
3. Clean the TSL assembly using a soft cloth.
4. Reinstall the corona unit and ADU/conveyance unit.
Note: Contamination of the TSL can also cause toner contamination of the corona units.

Solution ID TAUS0622041EN*   **Solution Usage** 0

Description
SC29-04 during warm up.

Solution
CAUSE: Paper is stuck between the cleaning unit and the drum causing an incorrect Y-adjustment.

SOLUTION: Remove the paper.
Note: Due to the location of the paper, the drum may have been damaged. Replace as necessary.

Solution ID TAUS0622047EN*   **Solution Usage** 0

Description
SC32-02 while copying.

Solution
CAUSE: A failed FM8 (main cooling fan/2).

SOLUTION: To test the operation of FM8, perform the following;
1. Access the 47 multimode (power the copier OFF/ON, while simultaneously holding the 4 and the 7 keys), output code 42, press P-10-P.
2. FM8 will turn ON.
3. If FM8 does not turn, replace FM8 (p/n 26NA80510).

Solution ID TAUS0622172EN*   **Solution Usage** 0

Description
Job spooler and IP Connexion Web Utility expanded functionality.

Solution
With the most current system software installed, the Job Spooler and IP Connexion Web Utility have expanded functionality. The latest software/firmware/printer drivers can be downloaded from the [[Konica FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].
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 TAUS0622177EN*   **Solution Usage** 0

Description
What is the Direct Network Print option?

Solution
The Network print option allows print jobs to be submitted directly to the IP511 print controller from the IP Connexion web utility. The job to be submitted must be in a print-ready format in order to be printed. This can be a .TXT file, or a print job that has been saved in a .PRN format. These jobs can reside locally or can be browsed to on a network.

7165

Solution ID   TAUS0622373EN*

Solution Usage   0

Description
The fuser jam release lever breaks.

Solution
CAUSE: When large volume jobs are continuously printed or if the temperature setting provided by 25 mode, dipswitches 19-1, 19-2, 19-3, is too high, the material used to manufacture the jam release lever can deteriorate and break during operating conditions.

SOLUTION: The lever material has been changed to a new type that will provide 30-degree higher heat resistance than the old type. The old type has PC+ABS PBT 7155/7165/FORCE 65 Technical Bulletin #9 for additional information.
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   TAUS0622440EN*

Solution Usage   0

Description
J72-62.

Solution
CAUSE: ROM version not updated on the finisher.

SOLUTION: Update the finisher version to 21 or higher (keeping in mind to be compatible with main body versions). Change the software dipswitches 22-1 to 0 and 22-2 to 1.

Solution ID   TAUS0622702EN*

Solution Usage   0

Description
Code 17-0 from the E-mail alert system.

Solution
CAUSE: Right side cover is open.

SOLUTION: Please close right side cover.

Solution ID   TAUS0622713EN*

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   TAUS0622742EN*

Solution Usage   0

Description
LT412 compatibility.

Solution
There are two different LT412 products. The current type can be installed on the 7155/7165, while the later version LT can be installed on the 7155, 7165 and 7085.
Notes:
1. Serial Number cut-in:
    a. Current type - For use with 7155/7165 only is S/N 13RF00251 and below
    b. Later type - For use with 7155, 7165 and 7085 is S/N 13RF00252 and above
2. Outer Carton Marking:
A Blue Dot attached at the right top corner of the Data Label indicates the Later type LT. Cartons with no Blue Dot are to be considered as containing the Current type LT.

Solution ID   TAUS0622784EN*

Solution Usage   0

Description
Code 17-0 from the E-mail alert system.

Solution
CAUSE: Right side cover is open.

SOLUTION: Please close right side cover.

Solution ID   TAUS0622786EN*

Solution Usage   0

Description
Code 19-0 from the E-mail alert system.

Solution
CAUSE: LCT door is open.

SOLUTION: Please close LCT front door.

Solution ID   TAUS0622788EN*

Solution Usage   0

Description
Code 51-0 from the E-mail alert system.

Solution
CAUSE: Front door is open.

SOLUTION: Please close front door.

Solution ID   TAUS0622790EN*

Solution Usage   0

Description
Code 61-0 from the E-mail alert system.

Solution
CAUSE: RADF cover is open.

SOLUTION: Please close RADF cover.

Solution ID   TAUS0622792EN*

Solution Usage   0

Description
Code 64-0 from the E-mail alert system.

Solution
CAUSE: Original is left in document feeder.

SOLUTION: Remove paper from ADF.

Solution ID   TAUS0622794EN*

Solution Usage   0

Description
Code 68-0 from the E-mail alert system.

Solution
CAUSE: Special error has occurred.

SOLUTION: Reload 1 original (s) and set again, then press start.

Solution ID   TAUS0622796EN*

Solution Usage   0

Description
Code 69-0 from the E-mail alert system.

June 2009

Solution

CAUSE: Original misfeed.

SOLUTION: Open RADF cover and reload originals.

Solution ID   TAUS0622798EN*

Solution Usage   0

Description

Code 71-0 from the E-mail alert system.

Solution

CAUSE: Finisher door is open.

SOLUTION: Please close finisher door.

Solution ID   TAUS0622800EN*

Solution Usage   0

Description

Code 71-7 from the E-mail alert system.

Solution

PROBABLE CAUSES:
1. PI unit top cover is open.
Please close finisher top cover.

2. Punch trash box is not installed.
Please set trash basket to trimmer.

Solution ID   TAUS0622802EN*

Solution Usage   0

Description

Code 74-0 from the E-mail alert system.

Solution

CAUSE: Paper remains at finisher main tray paper exit opening.

SOLUTION: Remove the paper from main tray exit position.

Solution ID   TAUS0622804EN*

Solution Usage   0

Description

Code 74-1 from the E-mail alert system.

Solution

CAUSE: Booklet tray is full.

SOLUTION: Remove the paper from bottom exit of the finisher.

Solution ID   TAUS0622805EN*

Solution Usage   0

Description

Code 74-4 from the E-mail alert system.

Solution

CAUSE: Paper remains inside finisher.

SOLUTION: Please remove copies from the finisher.

Solution ID   TAUS0622808EN*

Solution Usage   0

Description

Code 74-5 from the E-mail alert system.

Solution

CAUSE: Punch trash box is full.

SOLUTION: Trash basket of punching unit is full. Please empty trash basket.

Solution ID   TAUS0622812EN*

Solution Usage   0

Description
Code 74-6 from the E-mail alert system.

Solution
CAUSE: Sub-tray (first tray) is full.

SOLUTION: Sub tray is full. Please remove paper.

Solution ID   TAUS0622814EN*

Solution Usage   0

Description
Code 76-0 from the E-mail alert system.

Solution
CAUSE: Stapler is empty.

SOLUTION: Pull out finisher stacker and replace staples of front stapler.

Solution ID   TAUS0622817EN*

Solution Usage   0

Description
Code 76-1 from the E-mail alert system.

Solution
CAUSE: Stapler should be checked.

SOLUTION: Pull out finisher stacker and check stapler.

Solution ID   TAUS0622819EN*

Solution Usage   0

Description
Code 81-0 from the E-mail alert system.

Solution
CAUSE: Key counter is not installed.

SOLUTION: [Please insert key counter] or [Please insert coin].
Note: When Dipsw 9-1=0, alert code is not transferred.

Solution ID   TAUS0622821EN*

Solution Usage   0

Description
Code 82-1 from the E-mail alert system.

Solution
CAUSE: Engine stopped due to exceeded EKC limit.

SOLUTION: Copy limit reached.

Solution ID   TAUS0622823EN*

Solution Usage   0

Description
Code 91-0 from the E-mail alert system.

Solution
CAUSE: KRDS is prohibiting copying.

SOLUTION: Remote function stopped the machine. Please call for service.

7165

Solution ID   TAUS0622825EN*

Solution Usage   0

Description
Code 71-1 from the E-mail alert system.

Solution
CAUSE: PI unit top cover is open.

SOLUTION: Please close finisher top cover.

Solution ID   TAUS0622849EN*

Solution Usage   0

Description
Microsoft* Windows 2003 Server printer driver support, 7165.

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   TAUS0622897EN*

Solution Usage   0

Description
IP511 print controller installation instructions.

Solution
 IP511 Installation Procedure .
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   TAUS0622909EN*

Solution Usage   0

Description
How to add toner, 7165.

Solution
To add toner, refer to the 7165 User's Manual, page 14-7
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   TAUS0622956EN*

Solution Usage   0

Description
PZ109, product information.

Solution
 PZ109 information.
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   TAUS0622959EN*

Solution Usage   0

Description
PZ109, what print driver (PCL* only) and program versions support the PZ109?

Solution

To use the PZ109 with the PCL print driver, the following requirements must be met:
1. Print controller firmware version 6.2 or later.
2. PCL driver version 1.7.14 or later (Windows 95, Windows 98, Windows ME, and Windows NT 4.0) and version 2.0.10 or later (Windows 2000 and Windows XP).
3. Set 25 mode, dipswitch 22-5 to 1. To change the dipswitch setting, perform the following:
    a. Power the machine OFF.
    b. Enter the 25 mode (turn the machine ON, while pressing the 2 and 5 keys).
    c. Select 1: Software SW Setting.
    d. Use the arrows on the LCD to select dipswitch 22-5.
    e. Touch the ON key on the LCD to change the data to 1.
    f. Press RETURN.
    g. Power the machine OFF/ON to exit the 25 mode.
Note: The latest version system software and print drivers are available on the Konica FTP site .

* Trademark ownership information

Solution ID   TAUS0622964EN*   **Solution Usage**   0

Description

PZ109 Parts Catalog.

Solution

 PZ109 Parts Catalog.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0623252EN*   **Solution Usage**   0

Description

How to change or delete/remove a programmed FTP address.

Solution

To change, delete/remove a previously programmed FTP address, perform the following:
1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select FTP on the touchscreen.
6. Select CHANGE to change the FTP address or select DELETE to delete the FTP address.
7. Press OK and then RETURN to return to normal operating mode.

Solution ID   TAUS0623263EN*   **Solution Usage**   0

Description

When printing from an application via a web browser site, the documents are duplexed when sent to the printer.

Solution

CAUSE: The application running on the browser site outputs mixplexed PCL* from an HP-style driver. Mixplex is ON by default on the IP511/7165 running mainbody minimum firmware versions: Control version 14, Op Panel version 20, Image version 20, and IP511 system code version 5.7.0 (or later).

SOLUTION: Disable mixplex on the IP511/7165 by setting the 25 mode dipswitch 28-0 to 0.
Note: The listed firmware versions are minimum versions. Please visit the Konica FTP site for the most up-to-date version information.

* Trademark ownership information

Solution ID   TAUS0623279EN*   **Solution Usage**   0

Description

How to set the LCD keyboard to QWERTY for E-mail address entry.

Solution

Keyboard layout on the operation panel can be changed by setting the 25 mode dipswitch 20-3 to 0 for QWERTY; and 1 for standard ABCDE layout. These layouts are ONLY effective for the following screens:
Key Operator Mode:
    a. EKC data change screen

---

b. Administrator data registration screen
Note: Keyboard layout cannot be changed on the input screen for scan to E-mail.

Solution ID TAUS0623603EN*

Solution Usage 0

Description
Can the password feature in the TWAIN driver version 1.11 be used with the 7165/IP511?

Solution
At the present time the password feature in the TWAIN driver will only function with the 7145/IP432.
Note: Refer to the ReadMe file for more details.

Solution ID TAUS0623671EN*

Solution Usage 0

Description
PZ108, after upgrading the firmware, the PZ unit is not recognized.

Solution
CAUSE: The PZ control board is not compatible with the firmware.

SOLUTION: Either re-install the previous version of firmware or replace the control board.
Note: The earlier PZ108s (prior to S/N 13NQ00101) had the incompatible control boards installed.

Solution ID TAUS0623674EN*

Solution Usage 0

Description
PZ109 not recognized.

Solution
CAUSE: Incorrect installation.

SOLUTION: Ensure that the main body is at the latest version firmware and, in the 25 mode, software dipswitch 22-5 is set to 1 (PZ109 selection).
Note: The latest firmare for the main body and the PZ109 can be downloaded from the Konica FTP site.

Solution ID TAUS0623810EN*

Solution Usage 0

Description
PK120A, inventory depletion of the 2-hole Punch Kit.

Solution
The inventory for the 2-Hole Punch Kit, PK120A (Item #950583) for the 7165, is depleted. Use the new Item #960920 as the replacement 2-Hole Punch Kit (still called the PK120A).
Note: As with all Konica products, support will continue.

Solution ID TAUS0623815EN*

Solution Usage 0

Description
PZ108, inventory depletion of the Punch/Z-Fold Unit for the 7165.

Solution
Inventory of the Punch/Z-Fold Unit, PZ108 (Item #950617) for the 7165, is depleted.
Note: As with all Konica products, support will continue.

Solution ID TAUS0624016EN*

Solution Usage 0

Description
PI110, J72-51 during operation only when feeding smooth-finish paper.

Solution
CAUSE: The registration guide sheet is attached at two positions on the paper feed guide plates/A and B respectively. Depending on the condition of the registration guide sheet (if the sheet is protruding too much from the square hole in the steel plate) the tip of the sheet interferes with the nip of the roller. If smooth-finish paper is used in this condition, it is more likely to jam.
Figure 1-1: Registration guide sheet installation position

PART NUMBER	ITEM	ITEM NUMBER
13QN40230	Paper feed guide plate/A	5
13QN40240	Paper feed guide plate/B	15

13QN40840 Registration guide sheet (4) 23
A and B: Registration guide sheet attachment bases

SOLUTION: The shape and the double-sided adhesive tape area of the registration guide sheet, which is attached on the paper feed guide plate/B, has been changed so that the sheet protrudes less from the square hole in the paper feed guide plate/B. In accordance with the change of the shape, the part name and p/n have been changed.
(Current) Registration guide sheet (p/n 13QN4084) (Q'ty: 2)
(New) Registration guide sheet/2 (p/n 13QN4086) (Q'ty: 2)
Remove the damaged guide pieces and install the modified ones. To install, perform the following:
1. Refer to Figure 1-1-A - the edge of square hole in the paper feed guide plate/A is the base. Fit the edge of the double-sided adhesive tape of the registration guide sheet on the base and attach the sheet symmetrically.
Note: Protrusion of the registration guide sheet from the base: 5.0mm to 7.0mm. Difference between right and left: 1mm or less.
2. Refer to Figure 1-1-B - the edge of square hole in the paper feed guide plate/B is the base. Fit the edge of the double-sided adhesive tape of the registration guide sheet/2 on the base and attach the sheet symmetrically.
Note: Protrusion of the registration guide sheet/2 from the base: 5.0mm to 7.0mm. Difference between right and left: 1mm or less.

Solution ID TAUS0624165EN* **Solution Usage** 0

Description
How to set up scanning for the 7165.

Solution
Scan setup procedure .
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 TAUS0624228EN* **Solution Usage** 0

Description
Prints/copies are not properly centered front-to-rear.

Solution
CAUSE: Incorrect software dipswitch setting (12-3) which enables automatic centering.

SOLUTION: To enable automatic centering, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow twelve (12) times.
5. Touch the right up-arrow three (3) times.
6. Verify that 12-3 is displayed.
7. Touch [OFF (0)], which will enable the automatic centering feature.
8. Power the copier OFF/ON to exit the 25 mode.
Note: It is recommended to manually adjust the zoning for all paper trays with automatic centering disabled. Once all paper trays are manually adjusted for proper centering, enable automatic centering using the above procedure.

Solution ID TAUS0624295EN* **Solution Usage** 0

Description
PZ109, when two-hole punch is selected, 3 holes are punched instead.

Solution
CAUSE: The punch (black) cover that moves the cams, has become dislodged preventing the cams from moving to the correct position.

SOLUTION: Remove the punch assembly from the machine and reinstall the cover in the correct position.

Solution ID TAUS0624303EN* **Solution Usage** 0

Description
FS210, J72-18.

Solution
CAUSE: PS705 (stacker entrance) has failed or the actuator is damaged.

SOLUTION: To verify the operation of PS705, 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 076, press P-4-P. L (LOW) should be displayed .

3. Actuate PS705 with a piece of paper. The L should change to a H (HIGH).
If no change of state takes place, inspect the actuator for PS705. If the actuator is broken or missing, replace it (p/n 13QE48070). If the actuator is intact, the sensor must be replaced (p/n 08AA85510).

Solution ID   TAUS0624389EN*   **Solution Usage**   0

Description
The machine continues to run after a paper jam with no jam indication displayed.

Solution
CAUSE: Incorrect software dipswitch setting (12-2) which disabled jam detection.

SOLUTION: Perform the following to enable jam detection:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 12.
4. Use the arrows on the right to scroll to 2. The display should read 12-2.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0624396EN*   **Solution Usage**   0

Description
Cannot access multiple reserve jobs.

Solution
CAUSE: The setting of software dipswitch 16-1 determines if only one reserve job is available or if all reserve jobs are available.

SOLUTION: To enable the availability of all reserve jobs, perform the following:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 16.
4. Use the arrows on the right to scroll to 1.
5. Press OFF.
6. Power the machine OFF/ON to return to normal operation.
Note: If software dipswitch 16-1 is set to ON, only one reserve job will be available.

Solution ID   TAUS0624406EN*   **Solution Usage**   0

Description
Updated Error Code list, 7155/7165.

Solution
 Updated Error Code list .
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   TAUS0624491EN*   **Solution Usage**   0

Description
Scan to E-mail is being received by E-Fax*.

Solution
CAUSE: E-Fax will look for and receive all E-mail scanned as a TIFF*.

SOLUTION: Send scan to E-mail in PDF format.

* Trademark ownership information

Solution ID   TAUS0624542EN*   **Solution Usage**   0

Description
'USB Port Can Not Open' message when flashing the main body via the parallel port.

Solution

CAUSE: Flashing the main body using a USB setting is not supported with the 7165.

SOLUTION: Flash the 7165 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   TAUS0624637EN*

Solution Usage   0

Description
FS110, main exit tray caution label.

Solution
See Safety Bulletin #66 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0624642EN*

Solution Usage   0

Description
FS210, main exit tray caution label.

Solution
See Safety Bulletin #66 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0624702EN*

Solution Usage   0

Description
FS210, when stapling 11x17, the last set is mis-folded.

Solution
CAUSE: Excessive movement in stacker unit due to entrance feed roller (p/n 13QE42660) and pin (p/n 00Z743126).

SOLUTION: Replace the pin.
SPECIAL NOTE: Solution provided by George Funakoshi, KMPS.

Solution ID   TAUS0625920EN*

Solution Usage   0

Description
How to prevent platen slit glass breakage.

Solution
Two glass protection pads are being applied to the topside of the slit glass, one at each end, to provide a cushion
between the slit glass and the RADF unit to absorb any unusual force applied to it. These pads are factory-installed on units beginning with serial number
56AE06212. For units below these serial numbers, apply the pads to the slit glass during setup, or at the next PM or service call.
Notes:
1. This is a 100% free of charge, mandatory modification.
2. Refer to Safety Bulletin #67 for additional information.
3. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0626012EN*

Solution Usage   0

Description
Interchangeability with the 7155 hard drive.

Solution
Even though the HD105 is used in both the 7155 and 7165, it is not interchangeable between models.

Solution ID   TAUS0626243EN*   **Solution Usage**   0

Description

How many E-mail addresses can be programmed via the Email-Address-Export-Tool?

Solution

A maximum of 96 E-mail addresses can be programmed via the Email-Address-Export-Tool.

Solution ID   TAUS0626292EN*   **Solution Usage**   0

Description

Will the 7165 function as printer without a finisher installed?

Solution

The 7165 will function properly without a finisher installed, but requires a paper exit tray. The paper exit tray comes in two pieces, paper exit tray/1 (p/n 40AA12121) and the paper exit tray/2 (p/n 40AA12130).

Solution ID   TAUS0626507EN*   **Solution Usage**   0

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 ON while pressing the Help button).
2. Select [5. Lock/delete job memory].
3. Highlight the job to be deleted.
4. Touch DELETE on the touchscreen.
5. Touch OK on the touchscreen.
6. Power machine OFF/ON.

Solution ID   TAUS0626716EN*   **Solution Usage**   0

Description

E80-02 at power up or when attempting to flash the printer control.

Solution

CAUSE: There is a poor connection on the image CB or on the printer CB.

SOLUTION: Power OFF, unplug the machine, and remove/reinstall all connectors on the image and printer control boards. Note: Pay particular attention to CN202 on the printer CB and CN135 on the image CB.

Solution ID   TAUS0626794EN*   **Solution Usage**   0

Description

DF316, image is shifted approximately 1.5 inches in the lead-to-trail direction, and performing the RADF restart timing has no effect.

Solution

CAUSE: PS305 (original registration) which is located on guide plate/A is contaminated with paper dust.

SOLUTION: Clean PS305 (p/n 13QA85510) with a blower brush or canned air. To access the sensor, open the RADF top cover, swing the black paper feed guide plate up and to the right. The sensor is located on guide plate/A to the left of driven roller/A.

Solution ID   TAUS0626840EN*   **Solution Usage**   0

Description

On a machine equipped with an external key counter device, print jobs do not increment the counter, but copy jobs will increment the counter.

Solution

CAUSE: A software dipswitch needs to be changed.

SOLUTION: Access 25 mode then select software dipswitches. Scroll to software dipswitch 16-3 and set to ON (1). This will allow print jobs to increment the external device.

Solution ID   TAUS0627159EN*   **Solution Usage**   0

Description

PageScope Address Book utility released.

Solution

See the Modification Notice 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   TAUS0627204EN*   **Solution Usage**   0

Description

Where to get the PageScope Address Book utility.

Solution

The PageScope Address Book utility can be downloaded from the [[Konica Minolta PageScope web site| URL
https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS]].

Solution ID   TAUS0627211EN*   **Solution Usage**   0

Description

PageScope Address Book utility User Manual.

Solution

 PageScope Address Book utility User 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   TAUS0627479EN*   **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   TAUS0627498EN*   **Solution Usage**   0

Description

PageScope Address Book utility is missing the model drop-down list in the main window.

Solution

CAUSE: The monitor resolution was set below 1024x768, 16 bit color.

SOLUTION: Set the monitor resolution to 1024x768, 16 bit color or better.
SPECIAL NOTE: Solution provided by Charles Wallace, EASTERN COPY PRODUCTS.

Solution ID   TAUS0627528EN*   **Solution Usage**   0

Description

How to configure Secure IP Printing to allow only specific TCP/IP* addresses to print to the NIC.

Solution

The latest firmware for the IP511 internal NIC enables the Network Administrator to designate which TCP/IP addresses have access to the IP511 internal NIC. This feature is called Secure IP Printing and will allow up to ten TCP/IP addresses to be entered on the NIC. The TCP/IP addresses can be entered via a browser and can be accessed by entering:
   IPaddress/nic/Security
Notes:
1. Access to this menu is case sensitive (Security).
2. Once an address is added to the list, only those addresses on the list have access to print channel and HTML pages.

---

3. Press the reset button on the Security page to reset the TCP/IP address to 0.0.0.0, and factory defaults will all be disabled after a NIC reset.
4. All changes require a reset to take affect.
5. A password is required to make changes. The default password is 'sysadm'.
6. The latest firmware can be downloaded from the Konica Minolta FTP site.

* Trademark ownership information

Solution ID   TAUS0627557EN*

Solution Usage   0

Description

DF316, the registration is retarded by approximately 2.5 centimeters (1 inch).

Solution

CAUSE: The center Light Shield Sheet (p/n 13QA45290) mounted on the Platen Guide Part/Left (p/n 13QA41030) is worn or improperly positioned.
Note: The Platen Guide Part/Left is the black guide on the bottom, left side of the RADF. The Light Shields are the three black squares mounted to the guide.

SOLUTION: Move the center Light Shield Sheet a few millimeters to the right. It is recommended that it be replaced because the adhesive back my not stick once it has been removed.

Solution ID   TAUS0627740EN*

Solution Usage   0

Description

DF316, originals skewing approximately 1/8 inch when fed from the RADF.

Solution

CAUSE: The RADF was not set on the main body using the positioning jigs.

SOLUTION: Install the positioning jig (p/n 120A1052)
To align the RADF with the position jigs, perform the following:
1. Lift the RADF up and remove the original stopper plate.
2. Loosen the RADF mounting brackets.
3. Install the 2 positioning jigs in the mounting holes of the original stopper plate.
4. Close the RADF to mate the reference holes and RADF positioning jigs.
5. Open the RADF and tighten the RADF mounting screws.
6. Install the original stopper plate.

Solution ID   TAUS0627756EN*

Solution Usage   0

Description

Upon retrieving a scanned document from the IP511 hard drive via FTP command, is the retrieved document deleted form the hard drive and, if not, when is it deleted?

Solution

When using the FTP command to retrieve scanned images, the actual scanned image will remain on the IP511 hard drive until it is deleted via the ScanAutoDelete function setting. To program the machine to automatically delete scanned jobs from the hard drive, perform the following:
1. Press the MODE key to select PRINTER.
2. Press Controller Set on the touchscreen.
3. Press the DOWN arrow one time.
4. Press ScanDataAutoDel on the touchscreen and press OK.
5. Select one of the following options: OFF, 12hour, 24hour, 2days, 4days, 6days, 8days or 10days and press OK.
6. Press the MODE key and select COPY to return to normal mode.

Solution ID   TAUS0627945EN*

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   TAUS0628034EN*

Solution Usage   0

Description

FS210, F77-11 or F77-14 when trying to staple. The first set will be stapled and two or three staples will be put into the paper.

Solution

CAUSE: The home position sensor in the stapler unit has failed

SOLUTION: Swap the stapler with the one in either the front or back to isolate the problem. Replace the failed staple unit (p/n 13QE42411).

Solution ID   TAUS0628159EN*   **Solution Usage**   0

Description
DF316, constant PLEASE LOAD PAPER IN THE RADF message.

Solution
AUSE: The front locking part has broken and has fallen down into the RADF, blocking PS311 (ADF open/close).

SOLUTION: Open the DF316 open/shut cover (p/n 13QA41010) and inspect the front locking part. If this part is broken, remove the front cover (p/n 13QA12010) and inspect PS311 for any debris blocking the actuation of PS311. Replace the front locking part (p/n 13QA41090) as necessary.

Solution ID   TAUS0628318EN*   **Solution Usage**   0

Description
PZ109, can 8.5x11 paper be Z-folded?

Solution
The PZ109 will Z-fold 11x17 or 8.5x14 inch paper. The PZ109 will not Z-fold 8.5x11 paper.
Note: This highly requested accessory is used to twice-fold 11x17 paper (ledger) and 8.5x14 paper (legal) paper inward in order to make the width of the paper the same width as an 8.5x11(letter) piece of paper or to provide the ability to fit that same larger paper inside of three ring binders.

Solution ID   TAUS0628463EN*   **Solution Usage**   0

Description
Why the 7165 does not 'wake up' if a print job is sent when the Weekly Timer is in the "OFF" state.

Solution
This is normal operation according to the product specification.

Solution ID   TAUS0628767EN*   **Solution Usage**   0

Description
PK120A, J72-43 when punching.

Solution
CAUSE: The PK sensors require a sensitivity adjustment.

SOLUTION: To adjust the PK sensors, perform the following:
1. Open the front door of the finisher and turn the power ON.
2. Remove the PK control board cover (1 screw).
3. On the board there are 5 VRs and 5 corresponding LEDs.
4. For each sensor, turn the VR clockwise until the corresponding LED goes out. Then turn the VR counterclockwise slowly until the LED lights and continue counterclockwise one more graduation after the LED lights. Perform this procedure for all 5 sensors.

Solution ID   TAUS0628917EN*   **Solution Usage**   0

Description
PageScope Address Book utility information.

Solution
 Konica Minolta Bulletin Number 4658

[[Managing the Address Book| URL http://konicaminolta.jp/pagescope/us/products/products/psabu/index.html]] or the [[Konica FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]]

[[Importing and Exporting Address Book Information| URL http://konicaminolta.jp/pagescope/us/products/products/psabu/function.html]]
Note: To view 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 TAUS0629161EN*

Solution Usage 0

Description
Internally generated prints skew from Tray 3 only.

Solution
CAUSE: The front tray guide has moved toward the front of the tray. This increases the space between guides when paper
is at the top of the tray.

SOLUTION: Inspect the the front tray guide. Make sure the distance between guides from the bottom to the top of
tray is the same.
SPECIAL NOTE: Solution provided by John Christiansen, PERRY CORPORATION

Solution ID TAUS0629260EN*

Solution Usage 0

Description
For Scan to E-mail, can multiple E-mail addresses be entered and sent at the same time?

Solution
The Scan to E-mail feature will only allow one E-mail address to be sent at a time.
Note: The 7255/7272/IP511A have a Group Registration Scan to E-Mail feature that will allow up to 12 groups to be entered and E-mailed at the same time.

Solution ID TAUS0629417EN*

Solution Usage 0

Description
PK120A, 3-Hole punch is being displayed, instead of 2-Hole punch in the [OUTPUT APPLI] mode.

Solution
CAUSE: Incorrect DIP SW setting.

SOLUTION: For 2-Hole punch to be displayed, set both DIP SW 22-1 and 22-2 to 0.

Solution ID TAUS0629521EN*

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 TAUS0630197EN*

Solution Usage 0

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

Solution
To enable two counts on total counter for 11x17, perform the following:
1. Access the 25 mode (power the machine ON while down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 4 using the up/down arrows at the left.
4. Select bit 7 using the up/down arrows on the right.
5. Select ON.
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0630229EN*

Solution Usage 0

Description
How to scan to FTP anonymously.

Solution
Preliminary Note: To utilize Scan-to-FTP, the IP511 must be connected to a network and have a dedicated (local) FTP server attached.

To configure Scan-to-FTP perform the following:
1. From the main body operation panel, access the PRINTER mode using the MODE key located above the CHECK and HELP keys.
2. On the LCD touch screen, using the arrows on the right, scroll to and select NETWORK SETUP.
3. From NETWORK SETUP, scroll to and select FTP SETUP.
4. Select FTP PORT NUMBER.
5. Set the PORT number to match that of the FTP server, default is 21.
6. Select FTP TIMEOUT.
7. Set the TIMEOUT as desired between 1 and 60 seconds, the default is 15.
8. Press CANCEL once.
9. Scroll to and select UPDATE NIC.
Note: The UPDATE NIC selection will be unavailable (grayed out) if no changes were made to the FTP PORT NUMBER or TIMEOUT.
10. Select YES.
11. Enter the necessary NIC password. The default is [sysadm] all lower case.
Note: The LCD will display PRINTER INITIALIZING.
12. After the printer initializes, and READY TO PRINT is displayed again, power OFF/ON the main power switch (SW1) located on the left rear corner of main body for at least 10 seconds.
13. After the printer has come back to READY, from the main body operation panel, access the SCANNER/SERVER mode using the MODE key located above the CHECK and HELP keys.
14. On the LCD touch screen, select SCAN TO NETWORK.
15. Select FTP.
16. Select ADDRESS MANUAL INPUT.
17. Enter a PROFILE NAME; this name can be any alphanumeric name up to 10 characters long. This name will display in the TRANSMISSION OBJECT window.
18. Enter the HOST ADDRESS; this is the TCP/IP address of the FTP host server. For example, with the following ftp URL; ftp://username:password@FTP.KONICABT.COM/, communication with the host server; FTP.KONICABT.COM, is made via TCP/IP, therefore this TCP/IP address is entered in the HOST ADDRESS field.
19. Enter the FILE PASS (path) by entering a backslash as the path of the folder the documents will be scanned to. The FTP software knows where to send the document, so the path is not needed.
20. Press the ANONYMOUS key.
21. In the password field any combination of numbers or characters will work and it does not matter what is entered there. An entry is needed as you can not exit the screen without a password inserted.
23. Press the [ENTRY] key to register (save) the information that was entered.
Note: The FTP software must be set up for anonymous log in.

* Trademark ownership information

Solution ID   TAUS0630365EN*   **Solution Usage**   0

Description

What are the minimum and maximum message sizes that can be set for Scan to E-mail?

Solution

The minimum message size is 1MB and the maximum message size is 10MB.

Solution ID   TAUS0630467EN*   **Solution Usage**   0

Description

'This device does not support scanning function' error message when retrieving address book utilizing PageScope Address Book utility.

Solution

CAUSE: The engine address book was trying to download via the IP controller network port.

SOLUTION: To download or upload address book information, connect to the engine network port. To configure the TCP/IP* address on the engine, perform the following:
1. Press HELP (?) to access Key Operator mode.
2. Press (1. System Initial)
3. Set engine TCP/IP address, subnet mask and gateway.
4. Exit key operator mode.
5. Download the address book from the engine.

* Trademark ownership information

Solution ID   TAUS0630837EN*   **Solution Usage**   0

Description

Scan to E-mail, FTP or box. The 400/600 DPI settings are grayed out.

Solution

CAUSE: Incorrect settings.

Copyright 2009, Konica Minolta Business Solutions U.S.A., Inc.   June 2009

SOLUTION: Go into 25 mode. Switch number 21-7 must be set to 0 to enable 400/600 DPI scanning.

Solution ID   TAUS0630936EN*   **Solution Usage**   0

Description

White lines on halftone images.

Solution

CAUSE: Toner soiling of the charge corona grid due to toner mist escaping from the cleaning unit, caused by ambient machine air movement from the machine exhaust fan.

SOLUTION: To reduce the affect that ambient machine airflow has on the cleaning unit, a charge corona unit seal is now applied to the PCL as shown to cover the gap between the cleaning/toner recycle section and the charge corona unit. This seal revents toner mist from escaping the cleaning chamber and settling on the charge corona grid.
Notes:
1. Refer to Konica Minolta Bulletin Number 4949 for additional details.
2. 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]]
3. Through April 30, 2005, these parts can be obtained 10% free of charge for machines below the serial numbers listed in the bulletin. FOC (free of charge) programs are based on statistical percentages of machines that are likely to be affected by certain modification programs. For percentage programs, the quantity of parts shipped usually is sufficient to modify all of the machines that need the change. However, if more than the statistical percentage of machines serviced by any one branch or dealer require a modification, then a FTR (Field Technical Report, Form TP-2) has been established for that purpose. Use the FTR program only if additional parts are needed.

* Trademark ownership information

Solution ID   TAUS0638554EN*   **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 16-3 using the arrow keys on the touch pad.
4. Press OFF
5. Press the Return key on the touchpad.
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID   TAUS0638604EN*   **Solution Usage**   0

Description

FS110, change of FNS wiring/B.

Solution

See M20040346A0 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   TAUS0638609EN*   **Solution Usage**   0

Description

FS210, change of FNS wiring/B.

Solution

See M20040346A0 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   TAUS0638633EN*   **Solution Usage**   0

Description

How many characters can be used when entering an E-Mail address?

Solution

The E-Mail address can contain a maximum of 60 characters/numbers.

Solution ID   TAUS0638677EN*

Solution Usage   0

Description

How many boxes can be created and stored with the scan to HDD feature?

Solution

A total of 48 boxes can be programmed with a range of from 0001 to 9998.

Note: As a reference, number 9999 box is used by KRDS.S.

Solution ID   TAUS0638821EN*

Solution Usage   0

Description

How to adjust the time out for ECM.

Solution

The reset time out for ECM follows the Auto Reset Timer, No. 01 of Memory Switch Settings in the Key Operator Mode. To adjust the time out for ECM, perform the following:
1. Press the HELP key on the control panel.
2. Select the KEY OPERATOR MODE.
3. Scroll down once using the down arrow key.
4. Select #13 MEMORY SWITCH SETTINGS.
5. Select #01 AUTO RESET TIMER (This should all ready be highlighted).
6. Select CHANGE SETTING CONTENTS for the desired auto reset time for ECM.

Solution ID   TAUS0638904EN*

Solution Usage   0

Description

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

Solution

CAUSE: Photosensor sensitivity out of adjustment.

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

Solution ID   TAUS0638973EN*

Solution Usage   0

Description

Unable to access All Active Solutions on NSSG Web Support.

Solution

CAUSE: Certain end user permissions are in place to prevent unauthorized access. Unfortunately, some technicians are also 'locked out'.

SOLUTION: Here is the [[All Active Solutions for the 7165| URL http://techweb.konicabt.com/WebSolution/7165.pdf]] document.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0639413EN*

Solution Usage   0

Description

SC46-14 and intermittent J17-5 only from Tray 3 and 11x17 paper.

Solution

CAUSE: Image data decompression from the memory to the printer is not completed within the specified time.

SOLUTION: Reseat memory and all connectors on the Image CB.
SPECIAL NOTE: Solution provided by Edward Johnson - Copy Service & Supply, Statesville, NC.

Solution ID   TAUS0639442EN*

Solution Usage   0

Description
How to enable/disable the banner page generated by the main body.

Solution
To enable/disable the banner page, perform the following:
1. Press the mode key and select Printer mode.
2. Press Controller set.
3. Banner page is the top item and is already highlighted. Press OK.
4. Select either OFF or ON and press OK.
5. Press cancel to return to the normal printer screen.

Solution ID   TAUS0639446EN*

Solution Usage   0

Description
Banner pages are being generated even with all banner selections/options disabled.

Solution
CAUSE: The NIC firmware is corrupted.

SOLUTION: Reset the NIC to factory settings and upgrade to the latest level firmware version. To reset the IP511 NIC to factory settings, perform the following:
1. Power down the IP unit and remove the small rear IP511 cover.
2. Set jumper OP2 to the lower 2 pins (bottom and middle) for factory initialization.
3. Power the IP unit ON and leave it on for five minutes.
4. Power down the IP unit and reset jumper OP2 to the upper 2 pins (upper and middle).
5. Install the rear cover.
6. The card should now be initialized and should print a status page once both the IP unit and the printer have come to a ready state.

Solution ID   TAUS0639603EN*

Solution Usage   0

Description
A status page is not printed at power up and also can not be printed from the web utility when browsing to the NIC.

Solution
CAUSE: ECM mode is enabled.

SOLUTION: Temporarily disable ECM mode if a status page is needed. All of the information on the status page can be viewed when browsing to the NIC so disabling ECM mode is not required.
.

Solution ID   TAUS0639913EN*

Solution Usage   0

Description
FS110, Spare parts setting of new stapler jig.

Solution
See T20040115A1 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0639915EN*

Solution Usage   0

Description
FS210, Spare parts setting of new stapler jig.

Solution
See T20040115A1 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

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

* Trademark ownership information

Solution ID   TAUS0639955EN*   **Solution Usage**   0

Description
FS210M, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution
CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from a FS110/210 finisher or use the modified stapler position jig (p/n 13QEJG010).
Notes:
1. [[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf]] procedure.
2. 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   TAUS0639956EN*   **Solution Usage**   0

Description
FS110M, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution
CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from a FS110/210 finisher or use the modified stapler position jig (p/n 13QEJG010).
Notes:
1. [[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf]] procedure.
2. 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   TAUS0639980EN*   **Solution Usage**   0

Description
FS110, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution
CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from the FS110/FS210 finisher or use the modified stapler position jig (p/n 13QEJG010).
Notes:
1. [[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf]] procedure.
2. 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   TAUS0639981EN*   **Solution Usage**   0

Description
FS210, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution
CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge.

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from the FS110/FS210 finisher or use the modified stapler position jig (p/n 13QEJG010).

Notes:
1. [[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf]] procedure.
2. 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   TAUS0640333EN*   **Solution Usage**   0

Description
Code 46-17 when scanning through the RADF.

Solution
CAUSE: The image control board failed.

SOLUTION: Replace the image control board (p/n 56AA-9013).
Note: An additional symptom is blank copies with lines when scanning from the glass

---

Solution ID   TAUS0640634EN*   **Solution Usage**   0

Description
Horizontal black lines and abnormal noise.

Solution
See Bulletin Number 5006 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   TAUS0640778EN*   **Solution Usage**   0

Description
Intermittent J32-04 when copying.

Solution
CAUSE: The paper exit driving motor has failed.

SOLUTION: Replace the paper exit driving motor (p/n 56AA80110).

SPECIAL NOTE: Solution provided by BOB COCHRANE, NORTHEAST COPIER SYSTEMS, INC.

Solution ID   TAUS0640873EN*   **Solution Usage**   0

Description
Unable to print using finisher features after updating from Mac* version 9.x to Mac version 10.3.x.

Solution
CAUSE: The 10.2.x Mac driver was installed and will not operate correctly in a Mac 10.3.x environment.

SOLUTION: Download and install the Mac 10.3.x driver. This driver is located on KonicaMinolta's [[FTP site|URL ftp://kbtdigital:kx15@ftp.konicabt.com]].

* Trademark ownership information

Solution ID   TAUS0641222EN*   **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]]

June 2009

* Trademark ownership information

Solution ID   TAUS0641441EN*

Solution Usage   0

Description

Safety Issue - Release of bottom cover plate to prevent injury if a finger is inserted into the right rear caster mounting area when the engine is lifted.

Solution

See Bulletin Number 5008 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   TAUS0641570EN*

Solution Usage   0

Description

Is the TWAIN driver compatible with Macintosh*?

Solution

The TWAIN driver is not compatible with Macintosh.

* Trademark ownership information

Solution ID   TAUS0641622EN*

Solution Usage   0

Description

A constraint problem occurs if Tandem Print and Offset are Selected from the Microsoft* Windows 2000 PCL* driver.

Solution

CAUSE: Driver requires updating.

SOLUTION: A new Windows 2000 PCL5e driver version 2.1.11 is available to correct this problem. The file 13rpdr2k2111s1.exe is available on the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].

* Trademark ownership information

Solution ID   TAUS0641641EN*

Solution Usage   0

Description

Shape change of Rear Cover.

Solution

See KOM050288 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   TAUS0641823EN*

Solution Usage   0

Description

KONICA is displayed on the operation panel touchscreen and the machine is locked up.

Solution

CAUSE: Blown ICP fuse on the operation board #1
this ICP has an 1.2 amp rating.

SOLUTION: Replace the Operation board.
SPECIAL NOTE: Solution provided by HAROLD BROWN, IMAGE IV SYSTEMS, INC.

Solution ID   TAUS0641910EN*

Solution Usage   0

Description

Is Scan to E-mail supported in a Macintosh* environment running TCP/IP*?

June 2009

Solution

Scan to E-mail is supported in a Macintosh environment running TCP/IP.

* Trademark ownership information

Solution ID   TAUS0641950EN*   **Solution Usage**   0

Description

FS110, Up/down gear/A intersection change.

Solution

See KOM050109 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   TAUS0641951EN*   **Solution Usage**   0

Description

FS210, Up/down gear/A intersection change.

Solution

See KOM050109 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   TAUS0642005EN*   **Solution Usage**   0

Description

Trying to scan to BOX and the HDD is greyed out.

Solution

CAUSE: The IP scanner function is disabled.

SOLUTION: Softswitch 28-01 needs to be set to 0 to enable this function. To enable the IP scanner function, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and then wait for the Ready to Copy message.
2. Hold the P button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the Start Print button.
4. Select [1] (Software SW setting).
5. Press the left up-arrow until 28 is displayed.
6. Press the right up-arrow until 1 is displayed. The top of display should indicate SOFTWARE SWITCH SET MODE 28.-1:1.
7. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 28:-0:0.
8. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID   TAUS0642030EN*   **Solution Usage**   0

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   TAUS0642191EN*   **Solution Usage**   0

Description

DF316, commonization of parts (guide/roller).

Solution

See KOM050365 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   TAUS0642206EN*   **Solution Usage**   0

Description

DF316, commonization of parts (driving unit/guide).

Solution

See KOM050376 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   TAUS0642215EN*   **Solution Usage**   0

Description

DF316, correction for Parts Guide Manual (guide/roller).

Solution

See KOM050381 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   TAUS0642242EN*   **Solution Usage**   0

Description

FS110, countermeasure of compression buckling of needle (Cartridge case).

Solution

See KOM050397 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   TAUS0642247EN*   **Solution Usage**   0

Description

FS210, countermeasure of compression buckling of needle (Cartridge case).

Solution

See KOM050397 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   TAUS0642255EN*   **Solution Usage**   0

Description

J31-2 with paper stopping before the fixing unit.

Solution

CAUSE: Fixing unit bearings are bound.

SOLUTION: Observe the fixing unit after the cycle has started. If the fixing unit stops rotating before the paper reaches the fixing unit, the upper and/or lower roller bearings could be bound. Remove and inspect the bearings and replace parts as needed.

Solution ID   TAUS0642320EN*

Solution Usage   0

Description
J51-01.

Solution
CAUSE: Photosensor dislodged on the lower paper lift plate of the bypass tray.

SOLUTION: Reinstall photosensor to its original position.
SPECIAL NOTE: Solution provided by Edmond Howell, KMBS SAN ANTONIO

Solution ID   TAUS0642323EN*

Solution Usage   0

Description
J72-29 after the last copy of a set has exited the finisher into main tray. J73-01 that may be difficult to reset.

Solution
CAUSE: Broken harness wires at CN-125 which is the connector to the FS-110 exit sensor PS-706

SOLUTION: Replace the wiring harness (FNS Wiring/1 13QE90010) or hard wire a replacement connector (CN-125)
SPECIAL NOTE: Solution provided by ALLAN LYONS, BUSINESS EQUIPMENT UNLIMITED

Solution ID   TAUS0642371EN*

Solution Usage   0

Description
When browsing to the main body NIC, the pictures or boxes are corrupt and only text is displayed.

Solution
CAUSE: Show Pictures is not selected in Microsoft* Internet Explorer.

SOLUTION: To enable Show Pictures in Internet Explorer, perform the following:
1. Right click on IE and select Properties.
2. Select the Advanced tab.
3. Scroll until Show Pictures is displayed, select it and apply it.

* Trademark ownership information

Solution ID   TAUS0642632EN*

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   TAUS0642694EN*

Solution Usage   0

Description
Does the 7165 support PC (SMB) scanning?

Solution
The 7165 does not support PC (SMB) scanning.

Solution ID   TAUS0643365EN*

Solution Usage   0

June 2009

Description

How to configure the IP511 for scan to E-mail to function with a mail server using exclusively WEBMAIL and not POP3 or IMAP.

Solution

The IP511 supports only POP3 and IMAP server types exclusively. WEBMAIL is not supported. Please check with a Network Administrator in regards to having this functionality enabled on the mail server. If this is not possible an alternate server environment will need to be used to support scanning to E-mail.

Solution ID   TAUS0643587EN*   **Solution Usage**   0

Description

The paper lift mechanism in the large capacity paper cassette is overdriving.

Solution

CAUSE: There are two interlock switches used to interrupt power to the lift tray motor M101. The two interlock switches are the lift tray interlock MS101 that opens when the large capacity cassette top cover is opened and the lift tray interlock switch MS102 that is opened when the paper in the tray pushes against the paper feed roller. A spring attached to the top cover and the paper feed roller unit is used to move the paper feed rollers out of the way of the lift tray; to aid in the insertion of new paper when the paper supply runs out. This spring, by moving the paper take up rollers out of the way of the paper path, prevents the paper stack from engaging the paper feed roller if it should be lifted by the activation of the lift tray motor M101. This prevents the lift tray interlock switch MS102 from opening up and cutting power to the lift tray motor M101. If the lift tray interlock switch MS101 is 'cheated', the result is the lift tray motor M101 not stopping and the paper lift continues until catastrophic damage is generated in the tray lift mechanism.

SOLUTION: If it is required to override the lift tray interlock switch MS101, it will be necessary to remove the spring connecting the top cover and the paper feed unit. Open the top cover and remove the spring from the paper feed unit. Once the spring has been removed the paper feed rollers will lower into a position so that when the lift tray interlock switch MS101 is 'cheated' and the paper begins to be lifted by the lift tray motor MS101, the power supplied to the motor will be interrupted as soon as the paper stack engages the paper feed roller and the lift tray interlock switch MS102.

Solution ID   TAUS0643890EN*   **Solution Usage**   0

Description

How to change the default file format in Scan to E-Mail between PDF and TIFF.

Solution

Scan to E-mail format is fixed as PDF and cannot be changed.with dispswiitch settings. Switching between TIFF and PDF can only be accomplished manually on the Operation Panel. This is the specification for this engine.

Solution ID   TAUS0644289EN*   **Solution Usage**   0

Description

FS110, Staple Cartridge Sensor Actuator part number.

Solution

Staple Cartridge Sensor Actuator (p/n U193-2021)

Solution ID   TAUS0644292EN*   **Solution Usage**   0

Description

FS210, Staple Cartridge Sensor Actuator part number.

Solution

Staple Cartridge Sensor Actuator (p/n U193-2021)

Solution ID   TAUS0646798EN*   **Solution Usage**   0

Description

Part number for the Pressure Lever Shaft. The shaft is indicated in the Fuser Unit-G section of the parts manual with a dashed line to the left of cam #3.

Solution

The part number for the Fuser Pressure Lever Shaft is 55TA53600.

Solution ID   TAUS0646833EN*   **Solution Usage**   0

Description

Does Konica Minolta provide support for Equitrac* products?

Solution

7165

Solution ID   TAUS0647553EN*   **Solution Usage**   0

Description
Does WinFax Pro10 Software work with AHT OneRip 2?

Solution
A WinFax Pro10 Software Option is available for the OneRip 2 solution. Fax from a KonicaMinolta legacy MFP that previously did not offer fax capabilities. When connecting multiple printers to the OneRIP 2 server, all connected printers are enabled with faxing. The MFPs do not require a fax board. Working as the Scan to E-mail function, simply insert the fax number in place of an E-mail address, and proceed. The WinFax Pro Option supports the following devices:
Di450/Di550
Di551/Di650, 7155/7165
Di750, 7075
bizhub Di470
bizhub Di5501/Di7210, bizhub Di7255/7272
bizhub Di850, bizhub 7085
bizhub CF2002/CF3102

Solution ID   TAUS0647576EN*   **Solution Usage**   0

Description
What is the part number for the ADU DB (ADU driver board)?

Solution
ADU DB (p/n 56AA-9040).
Note: The 7155 and the 7165 ADU DB are the same part number, but when you install on 7165, you now can not move it to a 7155, once it is installed and powered up on that machine it is calibrated for that type machine, a 7165. The same thing for the 7155.

Solution ID   TAUS0648151EN*   **Solution Usage**   0

Description
The copier keeps running.

Solution
CAUSE: Memory or processing problem. The copier needs to be shut down and re-started.

SOLUTION: Please verify that the machine's firmware is up to date. The copier should be initialized. To do this, follow the steps below:
1. Enter the "25" mode and set soft switch 31-0 "OFF."
2. Enter the "47" service mode and enter code 93-00.
3. Press the "Start" key to activate the initialization process.
4. With the proper still on, remove the power cord from the wall outlet.
5. Wait 3 minutes and then turn off the copier's power switch.
6. Return the plug into the wall outlet and turn on the copier.
7. Enter the "25" mode and set soft switch 31-0 "ON."

Solution ID   TAUS0648225EN*   **Solution Usage**   0

Description
Toner misting/Toner spilling.

Solution
Refer to bulletin 5083 details.
Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0648237EN*   **Solution Usage**   0

Description
Safety Issue - Release of bottom cover plate to prevent injury if a finger is inserted into the right rear caster mounting area when the engine is lifted.

Solution

See Bulletin Number 5100 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   TAUS0648546EN* **Solution Usage**   0

Description

When scanning an 8.5x11 inch document using either PDF or TIF via E-Mail, HDD or FTP, the received document indicates a size of 8.48x10.96.

Solution

CAUSE: This is a known product limitation.

SOLUTION: Konica Minolta will not address this issue on current products, however a correction will be pending on future products.

Solution ID   TAUS0648844EN* **Solution Usage**   0

Description

Toner spilling in the copier. After a developer change machine works properly for 30,000 to 40,000 copies then dumps again.

Solution

CAUSE: The developer is becoming damaged from continuing to run the copier after an out of toner condition. The copier can run 3,000 copies after each time the door is opened and closed. The developer is damaged if toner is not replaced after the first out of toner indication.

SOLUTION: Replace the developer.

Note: Setting DIPSW1 bits 0 - 7 to "OFF" in the 25 service mode limits the copier to 1,500 copies (instead of 3,000 by default) when an out of toner condition is detected.

Solution ID   TAUS0649102EN* **Solution Usage**   0

Description
New parts (blade support spacer).

Solution

See KOM051624.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   TAUS0649620EN* **Solution Usage**   0

Description

SC77-54 when trying to output punched sets with the FN113 or FN122 finisher. The code appears only when attempting punch.

Solution
PROBABLE CAUSES:
1. The punch motor pulse sensor (PC15) has failed.
2. The Finisher Control Board (PWB-A) has failed.
3. The punch motor (M11) has failed.

SOLUTION:
To troubleshoot the SC 77-54 code, verify that the M11 (punch motor) is turning. To do this, initiate a punch operation and watch the motor. If the motor turns and then gives a code, replace PC15 (punch motor pulse sensor) . If the M11 (punch motor) is not turning replace the PWB-A (Finisher Control Board). If issue persists the M11 punch motor) should be replaced.

Note: Part Numbers:
PC14 = 4640-0902-01
M11 = 4643-0751-01
PWB-A = 4698-0101-01 PWB (the same for FN-113 and FN-122). Change EPROM from original board since ROM is different.

Solution ID   TAUS0650305EN* **Solution Usage**   0

June 2009

Description

Unable to scan to E-mail and a 1001 error message is indicated on the error log.

Solution

CAUSE: The SMTP name is being used instead of the TCP/IP* address.

SOLUTION: Change the SMTP name to a TCP/IP address.

* Trademark ownership information

Solution ID   TAUS0650548EN*   **Solution Usage**   0

Description

Can Di551/Di650 developer be used in the 7165?

Solution

Developer for the Di551/Di650 can not be used in the 7165.

Solution ID   TAUS0651115EN*   **Solution Usage**   0

Description

How to input the network path when setting up IPP for Microsoft* Windows 9x, ME, 2000, XP or 2003.

Solution

To input the network path for IPP, perform the following:
1. Click Start, choose Settings, and then choose Printers.
2. In the Printers window, double-click the icon for the print driver.
3. Choose Properties from the File menu.
4. Click the Details tab, and then click Add Port. The Add Port dialog box will appear.
5. Enter the network path for the printer as follows: http://IP address or DNS name:631/ipp.
6. Click OK.
Note: IPP printing across a router requires port numbers 631 and 80 to be unblocked.

* Trademark ownership information

Solution ID   TAUS0651949EN*   **Solution Usage**   0

Description

Can the PI110 single tri-fold a stack of single page originals?

Solution

The PI110 can not single tri-fold a stack of single originals. Orginals must be inserted one at a time to tri-fold from the PI110

Solution ID   TAUS0652453EN*   **Solution Usage**   0

Description

J31-01, M5 conveyance motor does not operate in diagnostics or during the copy process.

Solution

CAUSE: The conveyance motor has failed.

SOLUTION: Replace the failed M5 conveyance motor (p/n 56AA-3005).

Solution ID   TAUS0652569EN*   **Solution Usage**   0

Description

How to set the priority scanning method when entering the Scan Mode. The default method is Scan to E-mail.

Solution

To set the priority scanning method when entering the Scan Mode, perform the following:
1. Enter the [25] Service Mode by powering on the copier while continuously depressing the 2, and 5 keys on the ten key pad.
2. Select [1] Soft Switch Setting Mode.
3. Set DIPSW 29-6, and 29-5 to obtain the proper priority scanning method; E-mail (0,0), HDD (0,1), and FTP (1,0).
4. Restart the copier by powering OFF/ON the copier.

Solution ID TAUS0653093EN*

Description

Changes made to copier initial settings (in key op mode) are lost after the panel reset button is pressed. The settings revert to the factory defaults.

Solution

CAUSE: Incorrect memory switch setting.

SOLUTION: To retain copier initial settings, perform the following:
1. Enter key op mode.
2. Go to memory switch setting.
3. Change memory switch 2 to "initial setting."
4. Return to key op mode.
5. Go to copier initial setting and make desired changes.
6. Exit key op mode.

Solution ID TAUS0653692EN*

Description

Scan to E-Mail intermittently will lock the NIC after a scan to E-mail.

Solution

CAUSE: The DNS name is used/input in the SMTP server setting.

SOLUTION: Change the DNS name to the SMTP TCP/IP* address.

* Trademark ownership information

Solution ID TAUS0654174EN*

Description

The Z-Fold and Punch options are grayed out on the control panel.

Solution

CAUSE: The faulty part isolation switches have been set.

SOLUTION: Please confirm that DIP SW 19 bit 4 and DIP SW 19 bit 5 are set to 0.

Solution ID TAUS0654676EN*

Description

PI110, J72-35, new establishment of the multifeed preventing sheet/2.

Solution

Refer to Bulletin #5452.pdf for details.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0655340EN*

Description

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

Solution

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

SOLUTION: Microsoft Publisher can be enabled to individually collate, staple and duplex publications/records when using the mail merge feature of Publisher through a registry edit. This can be done either manually or by a script.
To manually edit the registry, open the Registry Editor by clicking Start, click Run, type regedit, and then click OK. Go to:
1. HKEY_CURRENT_USER\Software\Microsoft\Office\ \Publisher\Printing.
2. Right-click on the Printing folder, select New= String Value.
2. Create new "string value" called: NumberOfRecordsPerBatch.
3. Double-click and set the Value Data to 1. Instead of grouping records together into groups of 10 (Publisher default) to send to the printer, the records are

now sent in groups of 1 (i.e., each document is sent separately).
Note: A value for this size setting can be set between 0 and 99999.

To update the registry 'automatically' from a script:
1. Download the script from [[http://ed.mvps.org| URL http://ed.mvps.org/20031Rec.reg]].
2. Save the REG file to the Desktop.
3. Double-click on the icon, and then click on Yes to the question, 'Are you sure you want to add the information in C:DOCUME~1\administrator account \Desktop\20031Rec.reg to the registry?'
4. The new value will be added to the registry.
Notes:
   a. Refer to [[Windows registry tips and guidelines|URL http://techweb.konicabt.com/tpm/media/registry_guide.pdf]] for additional information.
   b. 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   TAUS0655897EN*   **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   TAUS0656204EN*   **Solution Usage**   0

Description

Mail Merge staples all pages together, but end user would like to separate mail merge into separate jobs based by name or address.

Solution

Download and import [[word_mail_merge_printing|URL http://techweb.konicabt.com/tpm/media/word_mail_merge_printing.pdf]] into normal.dot. Set up the driver you want to use as the default and then set the finishing features desired in Printing Preferences. Run normal.dot under macros, you should be presented with a question of how many sections are in the merge (i.e., how many pages before the next name or address in the merge).

Solution ID   TAUS0656298EN*   **Solution Usage**   0

Description

SAP Device Types Availability.

Solution

Refer to Bulletin #06-GB-039.pdf for details.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID   TAUS0656485EN*   **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

Solution ID   TAUS0618200EN*   **Solution Usage**

Description
DF316, CLOSE ADF COVER is displayed constantly and will not clear.

Solution
CAUSE: Dipswitch 31-01 in the 25 mode has been accidentally enabled. This dipswitch is not listed in the service manual. It is possible that it was changed when someone was attempting to enable data collection displays (30-1).

SOLUTION: To resolve the CLOSE ADF COVER message, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power up).
2. Select [1] (Software SW setting).
3. Use the arrows to scroll to dipswitch 31-1.
4. Press the OFF button once. The top of display should now indicate SOFTWARE SWITCH SET MODE 31-1:0.
5. Press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Solution ID   TAUS0621201EN*   **Solution Usage**

Description
Is there a printable report that displays all scan to E-mail errors?

Solution
The 7155 or 7165 does not have the capability to print out a report regarding scan to E-mail errors.

Solution ID   TAUS0623078EN*   **Solution Usage**

Description
FS110, J72-28 while sorting.

Solution
CAUSE: A loss of 24V DC to the FNRLB (finisher relay board).
  Note : M713 (stacker entrance) does not turn ON in the 47 mode.

SOLUTION: Replace the FNRLB (p/n 13QE-9326) and M713 (p/n 12WM80030).

Solution ID   TAUS0626720EN*   **Solution Usage**

Description
How to isolate Tray 2.

Solution
To isolate Tray 2, perform the following:
1. Access the 25 mode.
2. Touch [Software SW setting] on the touchscreen.
3. Scroll to dipswitch 18-1.
4. Touch [ON (1)] on the touchscreen.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID   TAUS0626956EN*   **Solution Usage**

Description
Is Bates Stamping supported?

Solution
Bates Stamping is not supported.

Solution ID   TAUS0642739EN*   **Solution Usage**

Description

J21-02 at power up.

Solution

CAUSE: Drum wrap jam; the Dmax sensor has detected a paper on the drum surface while in the idle state.

SOLUTION: Remove the drum unit from the machine and inspect the area in front of the Dmax sensor for a sheet of paper. Remove any paper found in the vicinity of the Dmax sensor. If, no paper is present in front of the Dmax sensor, the Dmax sensor should be cleaned.
Replace the toner control board sensor (p/n 56AA-9100 for 7155/7165/FORCE65) or (p/n 4024-1017-01 for Di551/Di650)if necessary.

Solution ID   TAUS0649327EN*   **Solution Usage**

Description

How to disable Platen APS.

Solution

To disable Platen APS, perform the following:
1. Press the HELP key.
2. Press Key Operator Mode which is displayed on the touchscreen.
3. Touch the down-arrow on the lower left corner of the touchscreen.
4. Touch [13 Memory switch setting] on the touchscreen.
5. Touch the down-arrow on the lower left of the touchscreen until number [10 Platen APS] is displayed.
6. Touch [Change Setting Contents] on the lower middle of the touchscreen until the desired setting is displayed.
7. Press RETURN on the touchscreen a couple of times to return to normal mode.

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   TAUS0700318EN*   **Solution Usage**

Description

J92-03and unable to find any jammed paper.

Solution

CAUSE:PS45 (reversal sensor) is reading paper due topaper duston thereflector pad or the sensor has failed.

SOLUTION:Access the 47 mode, input code80, P-01-P. IfPS45 readsLOW, the sensor is working.If the signal remainsHIGH, locate the sensor (lower section of the ADU, handle 13) and verify that thereis no jammed paper. Clean the reflector pad. Ifstill unable to change thesignal state of PS45, remove the ADUDB cover, powerOFF the machine (both switches), and reseat all the associated connectors and their wires on the ADUDB.Power the machine ON and, in the47 mode, code 80, P-01-P, see if the reading is now LOW. If not, replace PS45 (p/n 08AA85510).

Solution ID   TAUS0700502EN*   **Solution Usage**

Description

PK120, F77-54 shortly after power up.

Solution

CAUSE: Failed or dirty punch home position sensor.

SOLUTION: Clean the home position sensor (PS801). Reseat CN501 at the home position sensor and CN65 on the PKDB. Replace the home position sensor (p/n 08AA85510) as necessary.

Solution ID   TAUS0700975EN*   **Solution Usage**

Description

J92-1 when duplexing.

Solution

CAUSE: Worn de-curling roller.

SOLUTION: Replace de-curling roller(p/n 56AA53070).

Solution ID   TAUS0700990EN*

Solution Usage

Description
  Intermittent skewed copies when using the RADF.

Solution
  CAUSE:Dirty or failed original skew detection control sensor PS307 (front) and/or PS308 (rear).

  SOLUTION:Clean or replace PS307 (p/n 13QA85510) or PS308 (p/n 13QA85510) as needed.

Solution ID   TAUS0701285EN*

Solution Usage

Description
Unable to access printer mode using the Printer Key on the operation panel.

Solution
 CAUSE: The memory is scrambled.

 SOLUTION: Please call the Konica Minolta SSD Hotline for initialization procedure.
   Note : The main body serial number must be input after the initialization procedure. Failure to do so will result in an SC56-04 code.

Solution ID   TAUS0701845EN*

Solution Usage

Description
 SC46-14 intermittently.

Solution
 CAUSE: Poor connection on the Image CB or a failed Image CB.

 SOLUTION: Reseat all connectors on the Image CB. Replace the Image CB if needed (p/n 56AA-9013).

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   TAUS0702890EN*

Solution Usage

Description
Printing to a Windows Samba shared printer from a Macintosh®.

Solution
 Please perfrom the step-by-step procedure mentioned in the attached document.
   Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
 http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0702892EN*

Solution Usage

Description
Availability of 64-bit PCL printer drivers.

Solution
The latest 64-bit PCL printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (
http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers,
Firmware and more'.

Solution ID   TAUS0702893EN*   **Solution Usage**

Description
Availability of an Adobe® PostScript printer driver for Intel® Macintosh®.

Solution
The latest Adobe® PostScript printer drivers for Intel® Macintosh® are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID   TAUS0702943EN*   **Solution Usage**

Description
Availability of 64-bit Virtual PostScript printer drivers.

Solution
The latest 64-bit Virtual PostScript printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.