



**KONICA MINOLTA**

## **SSD SUPPORT SOLUTIONS**

**FAX 9660 - ALL ACTIVE SOLUTIONS**

**October 2006**

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**Solution ID** TAUS0610825EN00**Solution Usage** 12**Description**

How to initialize the machine.

**Solution**

To initialize the machine, perform the following:

1. Power the machine OFF.
2. Hold the COPY key down while powering the machine ON.
3. Press 3.
4. ALL DATA CLR is displayed. To clear all data press YES or press NO to select LOCATION DATA CLR or CONFIG DATA CLR and press YES.
5. ARE YOU SURE? is displayed.
6. Press YES.
7. Press STOP three times to return to the standby display.

**Solution ID** TAUS0610824EN00**Solution Usage** 5**Description**

How to enable the TCR/MCF.

**Solution**

To enable the TCR/MCF (transmit confirmation report/message confirmation report), perform the following:

1. Power ON the machine while pressing the SELECT FUNCTION key.
2. Press YES.
3. Press 0 and then 1.
4. Press NO to cycle between ON or OFF.
5. Press YES to save setting.
6. Press STOP four times to return to normal operation.

**Solution ID** TAUS0610983EN00**Solution Usage** 5**Description**

How to program the fax for direct or memory transmission.

**Solution**

To program the FAX 9660 to transmit directly or from memory, perform the following:

1. Press the SELECT FUNCTION key.
2. Press the one-touch 09 key.
3. Press the YES key.
4. Enter 1 and 8 from the keypad.
5. Press NO to toggle between MEM and FEED and press YES.
6. Press STOP four times.

**Solution ID** TAUS0613663EN00**Solution Usage** 5**Description**

How to program and send to a group.

**Solution**

The FAX 9660 can be programmed for up to 20 groups, with each location having up to 129 locations. All locations to be called in a group must be programmed as one-touch or auto-dial numbers. To program the group, perform the following:

1. Press the [Select Function] key.
2. Press one-touch key [8/Location Program]. The display shows LOCATION PROGRAMMING.
3. On the numeric keypad, press the [#] key. The display shows GROUP SETTING.
4. Using the numeric keypad enter the 2 digit group number you want to program. The range is 01 to 20.
5. The display shows the number of your current group and SELECT LOC.(SAO).
6. You can now add a location to your group:
  - a. To add a one-touch location, press the one-touch key. Press [YES] to add to the group.
  - b. To add an auto-dial, enter the 2 digit auto-dial number. Press [YES] to add to the group.
7. After you have completed the selection by pressing [YES], the display shows SELECT LOC. again. Continue to add or delete locations from your group. Each group can contain up to all the one-touch and auto-dial locations of the FAX 9820.
8. When finished programming the group press [NO], the display will show LOCATION PROGRAMMING.
9. To program another group go back to step 3, to end press [SELECT FUNCTION].

To Broadcast using a group, perform the following:

1. Load documents.
2. Press [SELECT FUNCTION].
3. Press one-touch key [2/ Broadcast Feeder] Display shows BROADCAST/MEMORY TX.
4. Using the numeric keypad press [#] followed by the 2 digit group number.
5. Press [YES] to confirm.
6. Press [NO] at SELECT LOCATION(S) to finish selection.
7. IF multiple locations have been selected the machine will display a confirmation screen. Follow the prompts. When all selections are correct press the [START] key. The documents will be scanned and transmission will begin.

**Solution ID** TAUS0613468EN00

**Solution Usage** 4

#### Description

The image of the first page is not printed on the TCR.

#### Solution

To have the image of the first transmitted page printed on the TCR, perform the following:

1. Turn OFF machine.
2. Press and hold the Select Function button while turning the machine ON.
3. Press Yes.
4. Press 0 and then 4.
5. Press the No button until ON is shown in the display.
6. Press Yes.
7. Turn the machine OFF/ON to exit the service mode.

Note: The image will print on the TCR report as long as a memory transmission is performed. See to page 2-60 (Image in MCF) in the FAX 9660 Service Manual for details.

**Solution ID** TAUS0614032EN00

**Solution Usage** 4

#### Description

How to program the paper size for the paper trays.

#### Solution

To program the paper trays, perform the following:

1. Press the SELECT FUNCTION button.
2. Press one-touch key 9.
3. Press YES.
4. On the key pad, press 1 and then 3.
5. Press NO until the proper paper size is displayed, then press YES.
6. The second paper tray selection will be displayed. Press NO until the correct paper size is displayed.
7. Press STOP until the standby screen is displayed.

**Solution ID** TAUS0614424EN00

**Solution Usage** 4

#### Description

Unable to receive faxes.

#### Solution

CAUSE: Memory is corrupted.

SOLUTION: Initialize the machine by performing the following:

1. Power machine OFF.
2. Hold the Copy key down while powering the machine ON.
3. Press 3.
4. Press the LEFT ARROW key three times.
5. Press STOP to return to the standby display.

**Solution ID** TAUS0624521EN00

**Solution Usage** 4

#### Description

Add Toner Message does not clear after replacing the toner cartridge.

**Solution**

CAUSE: Toner packed in reservoir caused lever to move out of position

SOLUTION: Reposition magnet lever in drum unit. Before replacing the toner cartridge in the future, perform the following:

1. Remove the drum/toner assembly and gently shake the assembly to the left and right.
2. Tap lightly on the left side of the drum/toner assembly to dislodge toner caked in the drum unit toner reservoir.
3. This will help the magnet lever from being forced out position within the toner reservoir prior to adding the new toner cartridge.

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**Solution ID** TAUS0610822EN00

**Solution Usage** 3

**Description**

How to adjust the buzzer volume.

**Solution**

To adjust the buzzer volume, perform the following:

1. Power the machine OFF.
2. Press and hold the Select Function button down while powering the machine ON.
3. Press YES.
4. Enter 0 then 7.

Note: Do not use the one-touch button 7.

5. Press NO to select LOW, MID or HIGH.
6. Press YES after making selection.
7. Press STOP until the normal standby screen is displayed.

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**Solution ID** TAUS0614180EN00

**Solution Usage** 3

**Description**

The Activity Journal is not automatically printing.

**Solution**

CAUSE: The activity journal does not print automatically. The Activity Journal must be manually printed.

SOLUTION: To print an Activity Journal, perform the following:

1. Press the Select Function button.
2. Press the Report Print one-touch 6 button.
3. Press the Yes button.

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**Solution ID** TAUS0614654EN00

**Solution Usage** 3

**Description**

Light prints. Image on the drum is solid.

**Solution**

CAUSE: Poor contact for the transfer roller.

SOLUTION: Clean and reform the copper contacts to the left side of the drum unit. Verify operation.

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**Solution ID** TAUS0610713EN00

**Solution Usage** 2

**Description**

Does the FAX 9660 support the Printer (multifunctional) Kit?

**Solution**

The FAX 9660 does not support the multifunctional kit.

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**Solution ID** TAUS0611011EN00

**Solution Usage** 2

**Description**

CHANGE DRUM SOON message.

**Solution**

CAUSE: CHANGE DRUM SOON message is a warning that the image drum cartridge in the fax may be approaching the end of its usable life.

CAUTION: Do not reset the drum counter at this time, as this will accelerate drum life deterioration.

The drum has used approximately 90% of its life based on an internal calculation. The drum yield count is based on the following print criteria: Using the ITU-T 4% Test Chart #1:

- 1 page jobs yields approximately 9000 sheets.
- 3 page jobs yields approximately 14,000 sheets.
- Continuous job yields approximately 20,000 sheets.

SOLUTION: This message does not mean that the drum must be replaced immediately, nor does it cause the fax to stop working. The drum can be used as long as print quality is acceptable, however, a replacement image drum and toner cartridge should be on hand. Replace the drum when print quality deteriorates below an acceptable level.

Note: Reset the drum counter only when finished installing a new image drum. Only reset the counter when the CHANGE DRUM SOON message is on the display. After replacing the drum, clear the message by performing the following:

1. Wait until the time, date and the answering mode appear on the display.
2. Press the SELECT FUNCTION key.
3. Press the one-touch 7 key. The display shows DRUM COUNT.
4. Press the Yes key to clear the image drum unit counter.
5. Press the STOP key to finish and return to normal operation.

---

**Solution ID** TAUS0611213EN00

**Solution Usage** 2

**Description**

How to enable time and date stamp on received faxes.

**Solution**

To enable time and date stamp, perform the following:

1. Press Select Function button.
2. Press Copy twice to display TECH PROGRAMMING.
3. Press 2 from the keypad.
4. Press Left Arrow (YES) button.
5. Press 0 and then 4 from keypad. The display should read TIME AND DATE PRINT.
6. Press NO until desired setting is displayed. The options are OFF, ONCE or ALL.
7. Press YES to enable the change.
8. Press Stop button repeatedly until back to the standby mode.

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**Solution ID** TAUS0611470EN00

**Solution Usage** 2

**Description**

Black vertical lines on transmitted facsimiles and copies.

**Solution**

CAUSE: The CIS (Contact Image Sensor) is dirty or has failed.

SOLUTION: Clean CIS (Document Scanner Glass) with glass cleaner and soft cotton pad. Replace CIS (p/n 40141401) if the problem persists after cleaning.

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**Solution ID** TAUS0611707EN00

**Solution Usage** 2

**Description**

How to print a Phone Directory.

**Solution**

To print a Phone Directory, perform the following:

1. Press the SELECT FUNCTION key.
2. Press the one-touch key 6.
3. Press NO until Phone Directory is in the display.
4. Press the YES button.
5. The Phone Directory will print out.

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**Solution ID** TAUS0613064EN00

**Solution Usage** 2

**Description**

How to display the print (total), scan or drum counters.

**Solution**

To display the counters, perform the following:

1. Press Select Function button.
2. Press One-touch key 7 (Counter Display).
3. Press No (right arrow) button repeatedly for one of the desired selections:  
 DRUM COUNT: Do not clear the drum counter until replacement drum has been installed.  
 PRINT COUNT: This is the total counter of receive faxes, internal test pages and copies.  
 SCAN COUNT: This is the total number of copies and transmitted faxes.
4. Press Stop to return to standby mode.

Note: The drum counter will only shown when the Technical Function Service Bit (01) to set to ON.

**Solution ID** TAUS0614622EN00

**Solution Usage** 2

**Description**

How to program the first tray for legal paper.

**Solution**

To program the upper tray for legal paper, perform the following:

1. Power the fax OFF.
2. Press Select Function while powering the machine ON.
3. Function Program will display. Press Yes.
4. Press 1 and then 3 on the ten key pad.
5. Press No until LGL 14 displays.
6. Press Yes to save setting.
7. Press Stop until fax is in standby.

**Solution ID** TAUS0614931EN00

**Solution Usage** 2

**Description**

User's Manual, FAX 9660.

**Solution**

FAX 9660 User's Manual

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

\* Trademark ownership information

**Solution ID** TAUS0618546EN00

**Solution Usage** 2

**Description**

Paper jams in the fuser unit.

**Solution**

CAUSE: Soiled or worn lower fuser roller.

SOLUTION: Clean and/or replace the roller (p/n 53343701).

SPECIAL NOTE: Solution provided by Steven Deutsch, KBT Minneapolis.

**Solution ID** TAUS0600602EN00

**Solution Usage** 1

**Description**

How to print out a phonebook in alphabetical order.

**Solution**

The FAX 9660 does not have the capability to print the phonebook in alphabetical order.

**Solution ID** TAUS0608042EN00**Solution Usage** 1**Description**

Product Configurator, FAX 9660.

**Solution**

FAX 9660 Product Configurator.

**Solution ID** TAUS0610787EN00**Solution Usage** 1**Description**

PRINTER ALARM 2 error message.

**Solution**

CAUSE: PRINTER ALARM 2 indicates an engine control error (optional second tray).

SOLUTION: Power the unit OFF/ON. If a lower tray option is installed make sure the manual feed tray is open. If this does not clear the message, replace the main CB (p/n 550825501).

**Solution ID** TAUS0610815EN00**Solution Usage** 1**Description**

Will faxes received into memory be lost if power is turned off to clear a printer alarm error?

**Solution**

The FAX 9660 will lose all documents in memory when power is turned off since it does not have a battery backup for the memory.

Note: Similar fax units that do have memory battery backup are FAX 9820, FAX 9825, FAX 9830, and FAX 9925.

**Solution ID** TAUS0610820EN00**Solution Usage** 1**Description**

How to print out an activity report.

**Solution**

To print an Activity Journal, perform the following:

1. Press the Select Function button.
2. Press the Report Print (one-touch 6) button.
3. Press the Yes button.

**Solution ID** TAUS0610840EN00**Solution Usage** 1**Description**

How to reset the drum counter.

**Solution**

Reset the drum counter only when you have finished installing a new image drum. You can only reset the counter when the CHANGE DRUM SOON message is on the display. After replacing the drum, clear the message by performing the following:

1. Wait until the time, date and the answering mode appear on the display.
2. Press the SELECT FUNCTION key.
3. Press the one-touch 7 key. The display shows DRUM COUNT.
4. Press the Yes key to clear the image drum unit counter.
5. Press the STOP key to finish and return to normal operation.

Note: The CHANGE DRUM SOON message is a warning that the image drum cartridge in the fax may be approaching the end of its usable life.

CAUTION: Do not reset the drum counter at this time, as this will accelerate drum life deterioration.

The drum has used approximately 90% of its life based on an internal calculation. The drum yield count is based on the following print criterion: Using the ITU-T 4% Test Chart #1:

- 1 page jobs yields approximately 9000 sheets.
- 3 page jobs yields approximately 14,000 sheets.

Continuous job yields approximately 20,000 sheets.

The CHANGE DRUM SOON message does not mean that the drum must be replaced immediately, nor does it cause the fax to stop working. The drum can be used as long as print quality is acceptable, however, a replacement image drum and toner cartridge should be on hand. Replace the drum when print quality deteriorates below an acceptable level.

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**Solution ID** TAUS0610841EN00

**Solution Usage** 1

**Description**

How to print an activity journal.

**Solution**

To print an Activity Journal, perform the following:

1. Press the Select Function button.
2. Press the Report Print one-touch 6 button.
3. Press the Yes button.

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**Solution ID** TAUS0611486EN00

**Solution Usage** 1

**Description**

Can quick dial be disabled?

**Solution**

Quick dial cannot be disabled.

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**Solution ID** TAUS0612817EN00

**Solution Usage** 1

**Description**

How to adjust the line monitor speaker volume.

**Solution**

To adjust the line monitor speaker volume, perform the following:

1. Power the machine OFF.
2. Press and hold the Select Function button down while powering the machine ON.
3. Press YES.
4. Enter 0 then 6.

Note: Do not use the one-touch button 6.

5. Press NO to select OFF, LOW or high.
6. Press yes after making selection.
7. Press stop until the normal standby screen is displayed.

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**Solution ID** TAUS0613023EN00

**Solution Usage** 1

**Description**

Does the FAX 9660 have dual access?

**Solution**

Yes, the FAX 9660 has dual access. This feature allows you to load and prepare multiple documents for transmission while the FAX 9660 is sending or receiving another fax.

Note: This feature will not work when the fax unit is dialing a number to transmit. Once a connection is made, the originals can be loaded and scanned for transmission.

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**Solution ID** TAUS0614119EN00

**Solution Usage** 1

**Description**

How many activity journal transmissions can be stored on the activity journal log?

**Solution**

The activity journal stores a maximum of 30 transmissions (the last 30 transmissions) which can also be printed.



**Solution ID** TAUS0614859EN00**Solution Usage** 1**Description**

Can the fax be connected to a T1 digital line.

**Solution**

The fax unit must be connected to an analog phone line to communicate.

**Solution ID** TAUS0614875EN00**Solution Usage** 1**Description**

Black band from lead-to-trail on copies and transmitted faxes. Received faxes and internal reported are fine.

**Solution**

CAUSE: The Contact Image Sensor (CIS) is soiled or defective.

SOLUTION: Clean the CIS and white reference roller. If the problem persists, replace CIS (p/n 40141401).

**Solution ID** TAUS0615110EN00**Solution Usage** 1**Description**

How to program a one-touch key.

**Solution**

To program a one-touch number, perform the following:

1. Press the Select Function key.
2. Press the one-touch 8 program key. The display shows LOCATION PROGRAMMING ENTER (SRCH, OT, A/D, #).
3. Press a one-touch key 1-15 to program. The display briefly shows NO= , ID= .  
Note: To program one touch keys 16-30, lift the one-touch keyboard up and swing to the right.
4. After the display clears, enter the main fax number and press the Start key. The display shows NO= for about three seconds.
5. Enter the optional alternate fax number if desired.
6. Press the Start key to finish programming. The display shows LOCATION PROGRAMMING.
7. To continue programming go back to step 3.
8. When completed, press the Select Function key.

**Solution ID** TAUS0618246EN00**Solution Usage** 1**Description**

Unable to select features after the select function key has been pressed with the one-touch keys.

**Solution**

CAUSE: The one-touch keypad cover is not actuating the switch on the operator panel board so that one-touch keys 16 through 30 are the only available keys.

SOLUTION: Fully close the one touch keypad cover or adjust so that the switch is actuated.

**Solution ID** TAUS0607980EN00**Solution Usage** 0**Description**

Availability of the FAX 9660.

**Solution**

The FAX 9660 was introduced in Info Source Branch Bulletin #42-00 .

**Solution ID** TAUS0610583EN00**Solution Usage** 0

**Description**

How to enable the TCR.

**Solution**

To enable the TCR, perform the following:

1. Power ON the machine while pressing the SELECT FUNCTION button.
2. Press YES.
3. Press 0 and then 1.
4. Press NO to cycle between ON or OFF.
5. Press YES to save setting.
6. Press STOP three times.

**Solution ID** TAUS0610642EN00

**Solution Usage** 0

**Description**

Video training available for the FAX 9660.

**Solution**

Video training is available for the FAX 9660 and the FAX 9760 using the FAX 9820 Technical Training Video (p/n FVT-9820). See Media Bulletin #64 for more details.

**Solution ID** TAUS0616099EN00

**Solution Usage** 0

**Description**

FAX 9660 will print same fax multiple times

**Solution**

CAUSE: Memory is corrupted.

SOLUTION: Initialize the machine by performing the following:

1. Power machine OFF.
2. Hold the copy key down while powering the machine ON.
3. Press 3.
4. Press the LEFT ARROW key three times.
5. Press STOP to return to the standby display.

**Solution ID** TAUS0619613EN00

**Solution Usage** 0

**Description**

Jamming and/or paper skew from the Second Paper Feed Tray accompanied by a squeaking noise and evidence of wear on the paper tray feed roller.

**Solution**

CAUSE: Improperly installed paper weight bar (reversed). The placement angle of the weight bar is not correct.

SOLUTION: Reverse the paper weight bar by removing the retaining clamps on the two ends of the weight bar and reinstall the bar in the correct position. Replace the paper tray feed roller (p/n 50409501) and/or the paper separator pad (p/n 53345801) if there is evidence of excessive wear.

**Solution ID** TAUS0630560EN00

**Solution Usage** 0

**Description**

How to enable the Transmit/Message Confirmation Report (MCF,TCR).

**Solution**

To enable the TCR, perform the following:

1. Press the SELECT FUNCTION key.
2. Press one-touch key 9.
3. Press YES.
4. Press 0 and then 1.
5. Press NO to cycle between ON or OFF.
6. Press YES to save setting.
7. Press STOP three times to return to normal operation.

**Solution ID** TAUS0630609EN00**Solution Usage** 0**Description**

How to enable the Service Bit.

**Solution**

To enable the Service Bit:

1. Power off the Fax.
2. Hold the COPY key down and Power ON. TECHNICAL PROGRAMMING will be displayed.
3. Selection by YES/NO keys or digit (1 to 8).
4. Select 2 and press YES key.
5. TECHNICAL FUNCTION will display; push 0 then 1 in the [ 01] press YES key.
6. Service Bit will be displayed and \*OFF will be displayed; select NO and the OFF will change to ON, then press YES.
7. Press Auto Reset to return to Technical Programming and then power OFF fax and power back ON.