KONICA MINOLTA

# TROUBLESHOOTING GUIDE

# bizhub PRO950

2009.12
KONICA MINOLTA BUSINESS TECHNOLOGIES, INC. Ver.1

# bizhub PRO 950 Troubleshooting Guide

## Contents

| Caution of use: "Delete All Data" for HDD | TNBT0900126EN |
|---|---|
| Category: Main body(HDD) | Date of issue: Aug.31.2009 |

Object machines:1200/1200P/1051, 950

The function of "Delete All Data" for HDD has been newly added to the "Administrator Setting" of bizhub 1200/1200P,1051 and 950.
This TNI explans important information of this function.

bizhubPRO1200 Sirease

bizhubPRO950

1. Purpose of this function
This function is designed to use ONLY when discarding (scrap) the machine.
Purpose of this function is to delete personal data and secret data in the machine in one action.
It is enabled by changing the value of DIPSW40-1 to "1". (default is "0")

2. Functions
The personal data and secret data in the machine will be deleted if preformed this function.
Concretely, the followings are performed.
-HDD1 and HDD2 is overwritten by the selected overwrite mode.
-The personal data in the memory board (NVRAM) is deleted.
-It memorize that the function was preformed.

3. Notes (Important information)
Do NOT execute this function, unless when discarding the machine.
After performing this function, the machine will NOT work.

**Return to home**

| Correspondence procedure to MIF machines according to bizhub PRO950 new developing unit | TNBT0900113EN |
|---|---|
| Category: Main body(Process) | Date of issue: July.24.2009 |

Object machine : bizhub PRO950

Purpose : Countermeasure for Toner spill(Further improvement)

Object parts: 1. (New) developing unit

2. Engine firmware

*3. (New) Recycle unit [When RC-501 is installed, it is necessary.]

*3 - It is necessary to combine with RC mounting kit

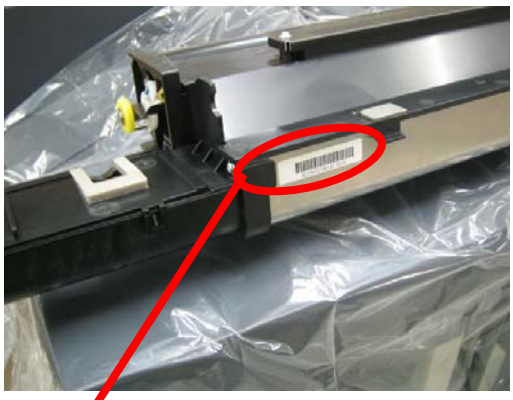
Parts Number / Firmware / ETD:

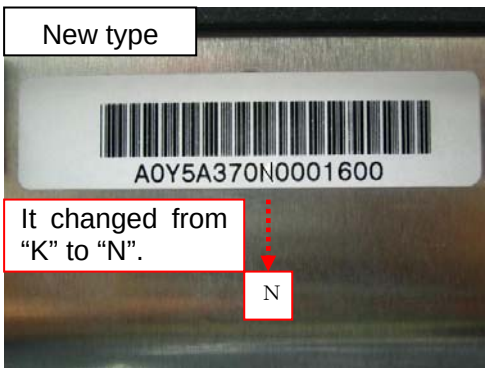
| Parts Name | Parts Number | ETD | Remarks |
|---|---|---|---|
| (New)Developing unit | A0Y5R70311 | August/2009 | Service parts |
| (New)Recycle unit | 57GA-2303 | September/2009 | Service parts |
| RC mounting kit | 57GA-K011 | August/2009 | Service parts |

| Firmware Name | Version | Release schedule with CSES | Remarks |
|---|---|---|---|
| Engine firmware | 20 | July/2009 | DLBT0902332EN* |

[Distinction method]

Developing unit



Recycle unit

The following parts number was established by service parts.

57GA-2303

[MIF machines : For the combination of bizhub PRO950 + RC-501]

| Name | Parts number & Firmware version |
|---|---|
| (New)Developing unit | A0Y5R70311 |
| (New)Recycle unit | 57GA-2303 |
| RC mounting kit | 57GA-K011 |
| Engine firmware | Ver.20 |

It is necessary to change DipSW. (For New developing unit) (DIPSW24-0 = bit0→1)

[MIF machines : bizhub PRO950 (RC-501 uninstallation)]

| Name | Parts number & Firmware version |
|---|---|
| Developing unit | A0Y5R70311 |
| Engine firmware | Ver.20 |

It is necessary to change DipSW. (For New developing unit) (DIPSW24-0 = bit0→1)

**<Important information>**

[When you mistake the combination by setting of the old /new type developing unit and DipSW.]

The timing of the toner supply is different by new type and old type of the developing unit. Therefore, it is necessary to match it to the DipSW setting suitable for the type of the developing unit.

| Switch DIP-SW for New developing unit | | | Developing unit | | Degree of incidence |
|---|---|---|---|---|---|
| | Address | Bit | New type | Old type | |
| DipSW | 24-0 | 1(New) | O | X | X: The image density decreases. |
| | 24-0 | 0(Old) | X | O | X: Toner spill increases. |

[Correspondence schedule for mass-production]

Applied to July/2009

[Serial cut in number]

| Point of destination | Serial cut in number |
|---|---|
| US | Since “A0Y5011000631” |
| AUST | Since “A0Y5042000026” |
| US GSA | Since “A0Y5012000026” |
| EU | Since “A0Y5021000327” |
| AP | Since “A0Y5041000144” |
| TW | Since “A0Y5071000001” |
| CN | Since “A0Y5081000001” |
| KOR | Since “A0Y5091000008” |
| Develop EU | Since “A0Y5121000001” |
| ONA US | Since “A0Y5211000124” |
| Develop AP | Since “A0Y5141000001” |

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| Density reduction due to IDC sensor contamination | TNBT0900010EN |
|---|---|
| Category: Main body(Process) | Date of issue: Jan.28.2009 |

SYMPTOM:
If the IDC sensor is cleaned with dry cloth during machine setup or periodical maintenance, IDC sensor may become unable to detect the density correctly, causing image density reduction or toner spill to occur.

REQUEST:
When cleaning the IDC sensor, be sure to clean with a cotton swab or the like moistened with alcohol.

IMPORTANT:
If the IDC sensor has been cleaned with dry cloth, replace the sensor.
Sensor once cleaned with dry cloth cannot restore the functionality even if it is cleaned with alcohol.
Be sure to replace it.

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| About the setting of Large size paper count method | TNBT0900094EN |
|---|---|
| Category: Main body(DIPSW) | Date of issue: June.8.2009 |

Object machines:7085/920/950/1050

The default configuration of Large size paper count gives a false impression.

- Large size paper(A3 or 11x17) count method(maintenance counter)
  Wrong:DIPSW:8-6=0(1count) <---- Default

Please change the DIPSW setting as follows.
DIPSW:8-6=1(2counts)

[Reason] The durability of parts is designed by the A4 1 count.
However, the parts durability cannot be confirmed correctly,
when Large size paper count is 1 count.

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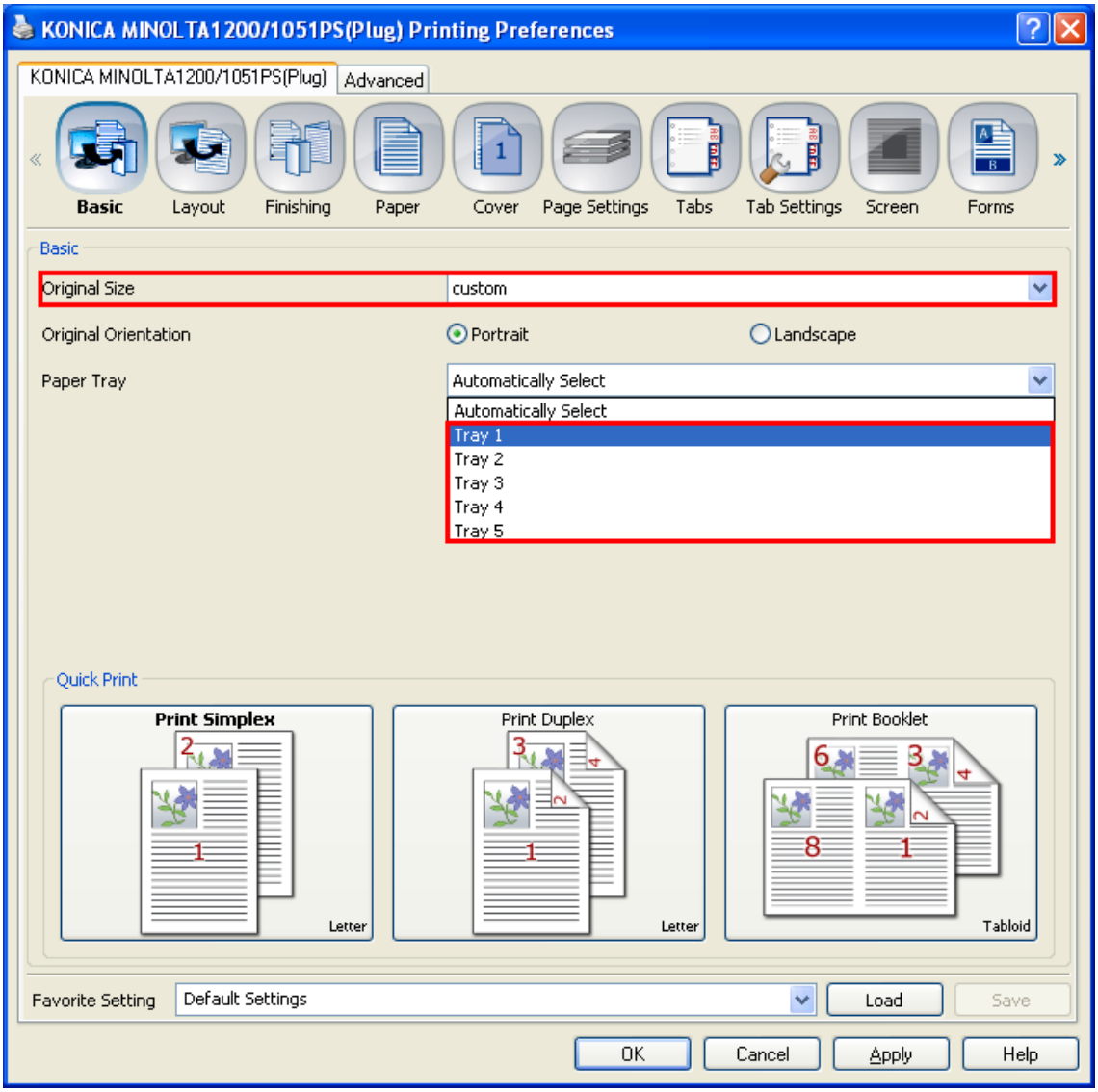
| Notes for PS Plug-in driver | TABT0900135EN |
|---|---|
| Category: PS Plug-in driver | Date of issue: July.17.2009 |

Object machines:1200/1200P/1051, 950

Subject: When selecting custom size as the original size on the PS(Plug-in) driver, it's impossible to output with auto tray setting on the driver.

Solutions: When selecting custom size as the original size on the driver, it's needed to select Paper Tray.

Please select the paper tray on the driver if you output custom size paper.

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| RC mounting kit for bizhub PRO920/950 | TNBT0900112EN |
|---|---|
| Category: RC-501 | Date of issue: July.22.2009 |

This information is the parts number of "RC mounting kit" for 920/950.

- RC mounting kit parts number:57GA-K011

The "Clamp", "Nylon clamp" and "TP screw M4x8" for bh.PRO950 are including in RC mounting kit(57GA-K011).

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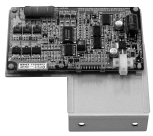
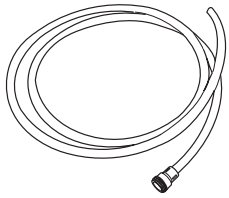
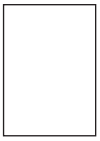
# RC-501
# INSTALLATION MANUAL

Applied Machine: 1050/1050e/1050P/1050eP/920/950
MFP: 105ppm/92ppm/95ppm
Product Code: 56U*-Z*/565*-7/57GA/A0Y5



## I. Accessory parts (RC-501)

| No. | Name | Shape | Q'ty |
|---|---|---|---|
| 1. | Recycle pump |  | 1 |
| 2. | Recycle pump drive control board unit |  | 1 |
| 3. | Accumulator |  | 1 |
| 4. | Hose joint |  | 2 |
| 5. | Spacer |  | 2 |
| 6. | Hose/No.5 (820mm) |  | 1 |
| 7. | Hose/No.6 (720mm) |  | 1 |
| 8. | Hose/No.6 (2m) |  | 1 |
| 9. | Hose fixing spring |  | 6 |
| 10. | Waste toner collection box |  | 1 |
| 11. | Clamp |  15MYIXJ006SA | 5 |
| 12. | Shoulder screw |  | 1 |
| 13. | TP screw M4x8 |  | 2 |
| 14. | TP screw M4x4 |  | 2 |
| 15. | TP screw M4x6 |  | 1 |
| 16. | TP screw M3x6 |  | 1 |

| No. | Name | Shape | Q'ty |
|---|---|---|---|
| 17. | Installation manual |  | 1 |

**Note:**
When install the RC-501 to 920/950, prepare the RC mounting kit for 920/950 separately.
Parts number: 57GA-K01*

## Accessory parts (RC mounting kit for 920/950)

| No. | Name | Shape | Q'ty |
|---|---|---|---|
| 1. | Drive control board mounting plate |  | 1 |
| 2. | Hose joint/P |  | 1 |
| 3. | Hose mounting plate |  | 1 |
| 4. | Board fixing screw |  | 1 |
| 5. | TP screw M4x6 |  | 2 |
| 6. | Clamp (Only for 950) |  14RUIXC001CA | 3 |
| 7. | Nylon clamp (Only for 950) |  14RUIXC002CA | 1 |
| 8. | TP screw M4x8 (Only for 950) |  | 1 |

**Note:**
Use the enclosed package contents of the RC-501 for the missing parts and the screws other than the RC mounting kit for 920/950.

| Paper feed roller setting of main body trays and LU407,408 | TNBT0900012EN |
|---|---|
| Category: Paper feed | Date of issue: Jan.28.2009 |

Purpose:
To prevent no feed/double feed when feeding paper from Trays1, 2, 3 and 4(LU) by setting appropriate paper pressure amount and separation level according to paper type and weight.

Request:
Paper pressure amount
For heavy paper more than 162g/m2, add four paper feed assist plates (56UA4070) to increase the pressure amount.

Separation pressure
If double feed frequently occurs, reduce the separation pressure.
If no feed frequently occurs, increase the separation pressure.
For the adjustment method, see Service Manual 11. Mechanical adjustment - Main body.

Note:
For the recommended setting by paper size and weight, see the attached document.

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# bizhub PRO 950 Main body trays and LU-407/408 paper feed roller setting



Paper feed roller setting

1) Paper pressure amount

For paper **more than 162g/2**, add four paper feed assist plates to increase the pressure amount.

* Paper feed assist plate: P/N 56UA4070

2) Separation pressure

If double feed frequently occurs, reduce the separation pressure. If no feed frequently occurs, increase the separation pressure.

## Recommended setting by paper size and weight

<table>
<tr><th colspan="2" rowspan="2">Size (mm)</th><th colspan="9">Paper weight: g/m2</th></tr>
<tr><th>40 - 49</th><th>50 - 61</th><th>62 - 71</th><th>72 - 91</th><th>92 - 130</th><th>131 - 161</th><th>162 - 209</th><th>210 - 244</th><th>245 - 300</th></tr>
<tr><td>12×18</td><td>305×457</td><td colspan="4" rowspan="8">Paper pressure amount: no paper feed assist plate<br>Separation pressure: Center [0]</td><td colspan="2" rowspan="8">Paper pressure amount: no paper feed assist plate<br>Separation pressure: Center [0]</td><td colspan="3" rowspan="8">Paper pressure amount: 4 paper feed assist plates<br>Separation pressure: Center [0]</td></tr>
<tr><td>11×17</td><td>279×432</td></tr>
<tr><td>A3</td><td>297×420</td></tr>
<tr><td>8K</td><td>267×390</td></tr>
<tr><td>B4</td><td>257×364</td></tr>
<tr><td>8.5×14</td><td>216×356</td></tr>
<tr><td>F4</td><td>203×330</td></tr>
<tr><td>A4</td><td>210×297</td></tr>
<tr><td>8.5×11</td><td>216×279</td><td colspan="4" rowspan="4">Paper pressure amount: no paper feed assist plate<br>Separation pressure: reduce one step [-1]</td><td colspan="2" rowspan="4">Paper pressure amount: no paper feed assist plate<br>Separation pressure: Center [0]</td><td colspan="3" rowspan="4">Paper pressure amount: 4 paper feed assist plates<br>Separation pressure: Center [0]</td></tr>
<tr><td>16K</td><td>195×267</td></tr>
<tr><td>B5</td><td>182×257</td></tr>
<tr><td>A5</td><td>148×210</td></tr>
<tr><td>5.5×8.5</td><td>140×216</td><td colspan="9"></td></tr>
<tr><td>Postcard</td><td>100×148</td><td colspan="9"></td></tr>
</table>

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| Soil at paper edge | TNBT0900009EN |
|---|---|
| Category: ADU reversing section | Date of issue: Aug.6.2009 |

This information is the permanent solution for bizhub PRO 950 Soil at paper edge.

Countermeasure:The design change for the guide plate of ADU reversing section
Old type:Rib type
New type:Removed the rib, Added the slit

New type parts number:A0Y5811100
Serial cut in number:Please refer to attachment file(Change point.pdf)
The details information for design change:Please refer to attachment file(Change point.pdf)
The replacement procedure for the guide plate of ADU reversing section: Please refer to attachment file(Replacement procedure.pdf)

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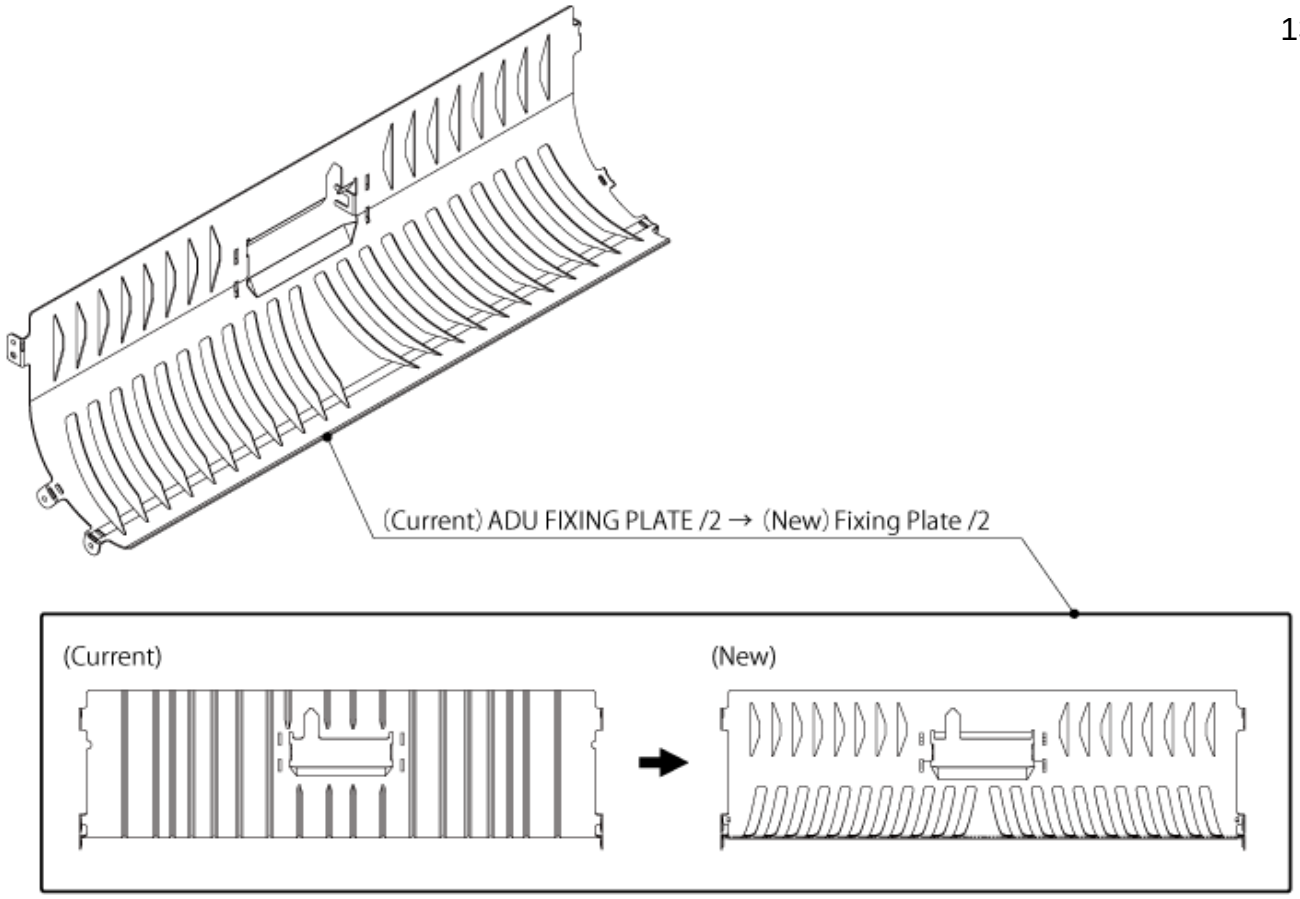
# Restriction of bizhub PRO 950: Soil at paper edge（TNI No.TNBT0900009EN*）



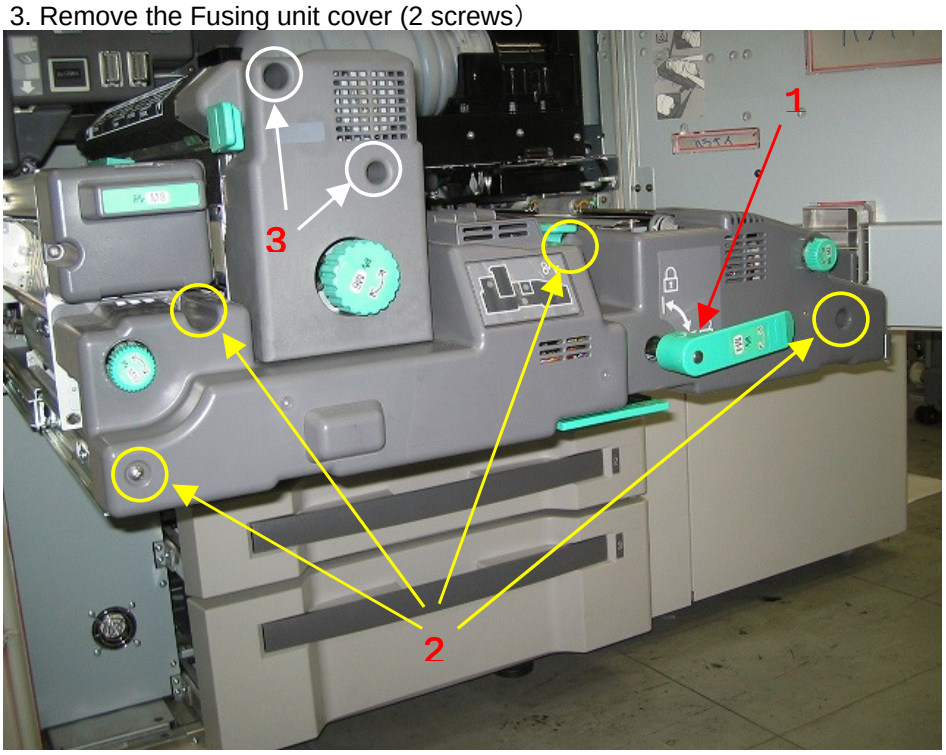



**Serial cut in number list**

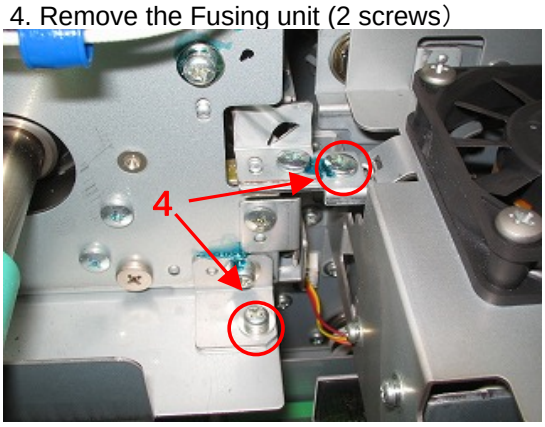
| Point of destination | Serial cut in number |
|---|---|
| JP | Since "A0Y5001000032" |
| US | Since "A0Y5011000430" |
| AUST | Since "A0Y5042000013" |
| US GSA | Since "A0Y5012000006" |
| EU | Since "A0Y5021000225" |
| AP | Since "A0Y5041000102" |
| TW | Since "A0Y5071000001" |
| CN | Since "A0Y5081000001" |
| KOR | Since "A0Y5091000001" |
| DevelopEU | Since "A0Y5121000001" |
| ONA US | Since "A0Y5211000001" |
| DevelopAP | Since "A0Y5141000001" |

# bizhubPRO950 Replacement Procedures for the Guide Plate in the ADU Reverse/Exit Unit

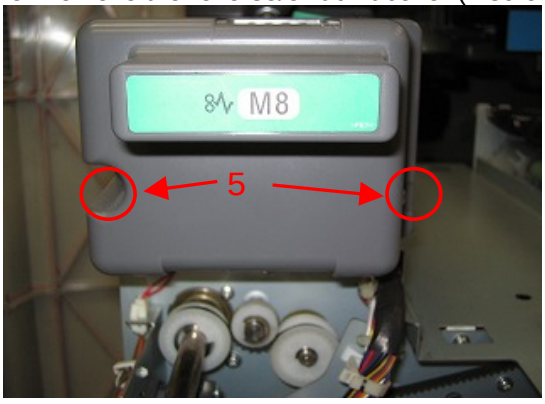
1. Remove the ADU lever M4 (1 screw)
2. Remove the ADU cover (4 screws)
3. Remove the Fusing unit cover (2 screws)



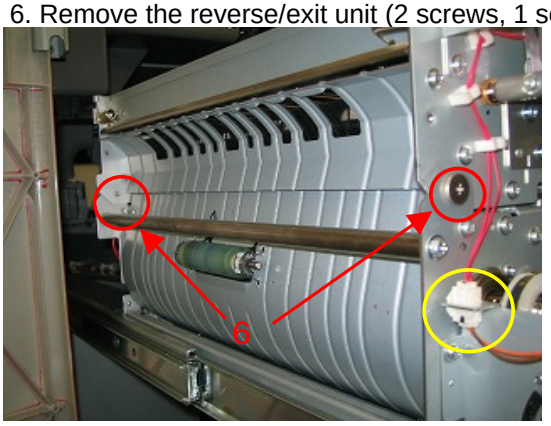

4. Remove the Fusing unit (2 screws)



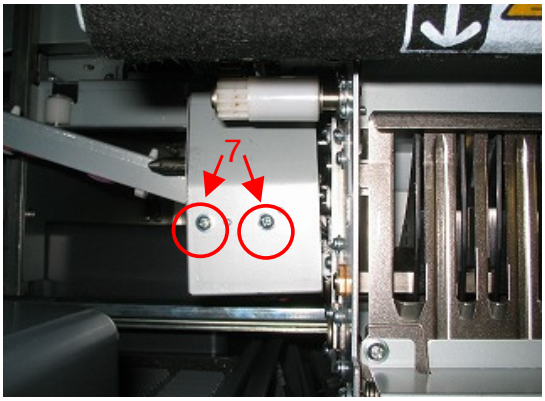

5. Remove the reverse/exit unit cover (2 screws)

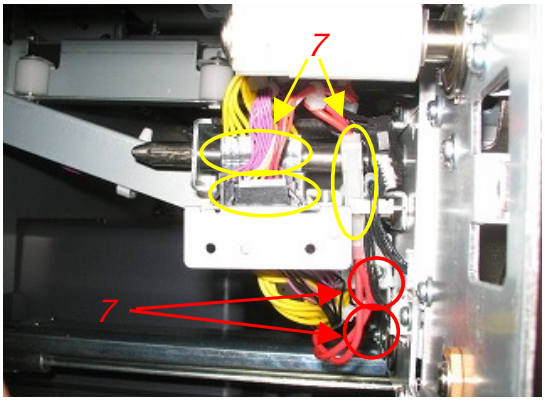


6. Remove the reverse/exit unit (2 screws, 1 solenoid connecter )

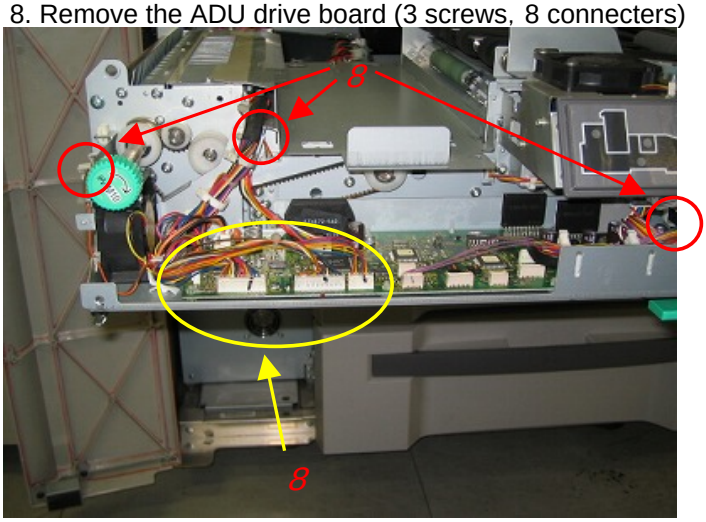



7. Remove the cover and ADU arm (4 screws and 6 connecters)



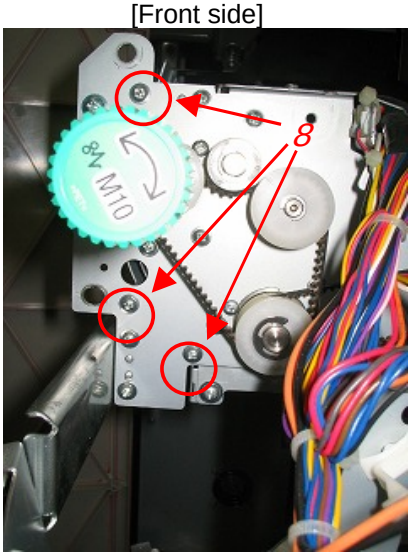




8. Remove the ADU drive board (3 screws, 8 connecters)

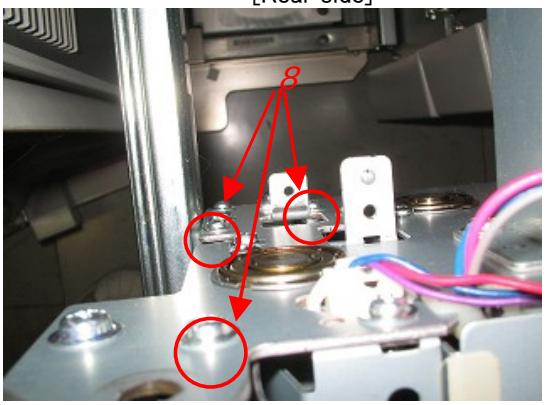


9. Remove the guide plate (6 screws in both front and rear side)

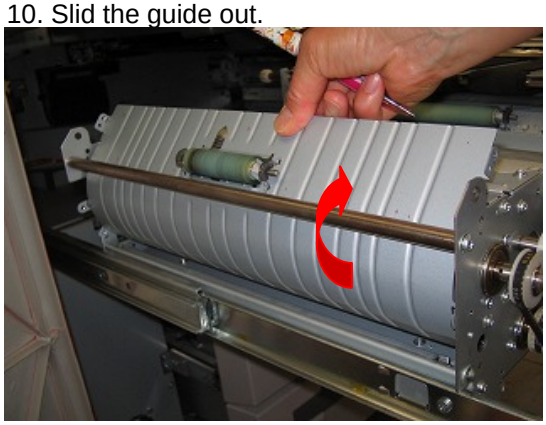
[Front side]



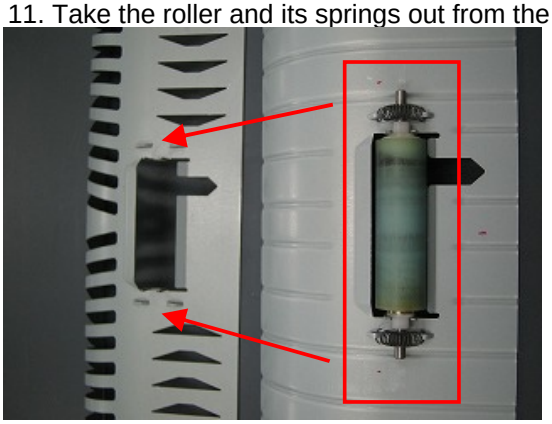

[Rear side]




10. Slid the guide out.



11. Take the roller and its springs out from the guide and fit them in to the new guide plate.



12. Re-assemble all the parts removed by following the above procedures in reveres order.

| Paper setting table Ver.2.0 (for soft roller) | TNBT0900022EN |
|---|---|
| Category: Fusing unit | Date of issue: Sep.30.2009 |

PAPER SETTING table for soft-roller has been revised.

Mis-description is corrected.
Line speed of Embossed 62-71g/m2: 290 (<-- 490)
Line speed of Embossed 72-80g/m2: 290 (<-- 490)
Line speed of Embossed 81-91g/m2: 290 (<-- 490)

Notes:
- Please use this document until the Service Manual is revised.
- The format of this document is the same as that of Service Manual.

[To use the soft roller]
To use the soft roller, replace the following two parts and change the fusing roller type by the software dipswitch setting.

Replacement parts:
Fusing roller/Upper (A0Y5730401) q'ty: 1
Pressure spring (56UA54710) q'ty: 2

Software dipswitch setting:
27-1=0: Soft roller

Notes:
- When setting the dipswitch 27-1=0 (soft roller), the paper feed ability priority/productivity priority switching control of the dipswitch 27-0 (paper weight, process speed switching table) is disabled.

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**23.2 Relationship between the optimum value and the control of each of setting items by paper brand (U.S.A. paper) (for fusing soft roller) Ver.2.0**

NOTE
This table lists the optimum setting values by paper brands checked for paper through by Konica Minolta. For other brands, it is scheduled that information is provided in due course upon completion of the paper through check.

| Paper type \ Weight | 40-49g/m$^2$ | 50-61g/m$^2$ | 62-71g/m$^2$ | 72-80g/m$^2$ | 81-91g/m$^2$ | 92-105g/m$^2$ | 106-130g/m$^2$ | 131-161g/m$^2$ | 162-216g/m$^2$ | 217-244g/m$^2$ | 245-300g/m$^2$ LU-407/408 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Fine (Smoothness: over 50sec) | | | | Hammermill Fore MP (20lb)<br>Hammermill Fore MP colors (20lb) | Domtar Microprint Laser (24lb) | Domtar Microprint Color Copy (28lb) | Hammermill Color Copy Cover Photo White (120g/m2) | | Hammermill Color Copy Cover Photo white (80lb, 216g/m2) | | |
| Line speed (mm/s) | 290 | 290 | 460 | 460 | 460 | 460 | 460 | 290 | 290 | 290 | 290 |
| Fusing temp index. (degrees C) | -15 | -15 | Standard temp. | +5 | +5 | +10 | +10 | +10 | +10 | +10 | +10 |
| Plain (Smoothness: 20 to 50sec) | | | Appleton NCR paper Xero/Form II NCR0395 | Hammermill Tidal MP (20lb)<br>Domtar Recycled Copy (20lb)<br>Hammermill Great White Copy (20lb)<br>Xerox Multipurpose Recycled (20lb) | | | 3MCG3700<br>Xerox one step image tansfer paper for laser printers 3R5811<br>imagedata 125micron clear color laser film<br>Avery 5160<br>Avery 5352 | | Dom. Microprint Color Copy Cover (60lb, 163g/m2)<br>Dom. Microprint Color Copy Cover (80lb, 216g/m2) | | |
| Line speed (mm/s) | 460 | 460 | 460 | 460 | 460 | 460 | 460 | 290 | 290 | 290 | 290 |
| Fusing temp index. (degrees C) | -15 | -5 | +5 | +10 | +10 | +10 | +10 | +10 | +10 | +10 | +10 |
| Embossed (Smoothness: 5 to 20sec) | Disable | | | | | | "Xerox cover(65lb)<br>Weyerhaeuser Cougar Opaque Cover(65lb)" | Springhill Digital Vellum Bristol Cover (150g/m2) | Disable<br>(A fusing performance is not securable.) | | |
| Line speed (mm/s) | | 460 | 290 | 290 | 290 | 290 | 290 | 290 | | | |
| Fusing temp index. (degrees C) | | +10 | +10 | +10 | +10 | +10 | +10 | +10 | | | |

1. Line speed and fusing temperature are decided by setting the paper type and paper weight.
2. Smoothness is a value measured by the Beck smoothness testing machine stipulated in the ISO 5627:1995, and the smaller the value, the coarser the paper grain. When the paper is not listed in this table and the setting condition of which can not be found, obtain the smoothness from the paper manufacturer and select the type of paper according to the value of smoothness.

Setting of the condition for feeding

<Separation pressure adjustment>

Halftone dot: Changing the paper feed separation pressure one rank weaker is recommended in case that the paper is one of the following sizes. B5, A5, 5 1/2x8 1/2

No halftone dot: Paper feed separation pressure is standard. (at the center position)

<Paper feed assist plate>

Frame in a thick line: 4 paper feed assist plates used

Frame in a thin line: No paper feed assist plate used

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**NOTES**

**- When using high quality printing paper, be sure to select a setting direction in which there occurs less amount of curling after printing.**

**- Marked with *: Paper the classification of which of smoothness or weight has been changed from the viewpoint of performance.**

**23.4 Relationship between the optimum value and the control of each of setting items by paper brand (European paper) (for fusing soft roller) Ver.2.0**

NOTE
This table lists the optimum setting values by paper brands checked for paper through by Konica Minolta. For other brands, it is scheduled that information is provided in due course upon completion of the paper through check.

| Paper type \ Weight | 40-49g/m² | 50-61g/m² | 62-71g/m² | 72-80g/m² | 81-91g/m² | 92-105g/m² | 106-130g/m² | 131-161g/m² | 162-216g/m² | 217-244g/m² | 245-300g/m² LU-407/408 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Fine (Smoothness: over 50sec) | | Clairmail (60g/m2) | | | Mondi Color copy (90g/m2)<br>Konca Minolta Color+ (90g/m2)<br>Clairefontaine DCP (90g/m2) | | Stora Enso 4CC (100g/m2) | | Mondi Color Copy (200g/m2) | Stora Enso 4CC 220g | Mondi IQ selection Smooth (280g/m2)<br>Stora Enso 4CC (280g/m2) |
| Line speed (mm/s) | 290 | 290 | 460 | 460 | 460 | 460 | 460 | 290 | 290 | 290 | 290 |
| Fusing temp index. (degrees C) | -15 | -15 | Standard temp. | +5 | +5 | +10 | +10 | +10 | +10 | +10 | +10 |
| Plain (Smoothness: 20 to 50sec) | | Mondi Maestro supreme (60g/m2) | | Profi (80g/m2)<br>Original (80g/m2)<br>NAUTILUS SuperWhite (80g/m2)<br>Mondi Maestro Triotec TCF (80g/m2)<br>Stora Enso MultiCopy Original Off-White (75g/m2)<br>Favini Flying Colors (Cream) (80g/m2)<br>Xerox Premium Digital Carbonless Paper 3R99086 | Stora Enso Berga Image (90g/m2) | | M-Real Data Laser (100g/m2)<br>Stora Enso Berga Superior (100g/m2)<br>Avery L7169<br>Avery L7160 | Howard Smith Replica (135g/m2)<br>konicaminolta divider Cards (160g/m2) | | | Stora Enso Berga Cream (250g/m2)<br>Xerox Digital Colortech+ (280g/m2)<br>Mondi Maestro supreme (280g/m2) |
| Line speed (mm/s) | 460 | 460 | 460 | 460 | 460 | 460 | 460 | 290 | 290 | 290 | 290 |
| Fusing temp index. (degrees C) | -15 | -5 | +5 | +10 | +10 | +10 | +10 | +10 | +10 | +10 | +10 |
| Embossed (Smoothness: 5 to 20sec) | Disable | | | | | BIO TOP 3 extra (80g/m2) | | | Disable<br>(A fusing performance is not securable.) | | |
| Line speed (mm/s) | | 460 | 290 | 290 | 290 | 290 | 290 | 290 | | | |
| Fusing temp index. (degrees C) | | +10 | +10 | +10 | +10 | +10 | +10 | +10 | | | |

1. Line speed and fusing temperature are decided by setting the paper type and paper weight.
2. Smoothness is a value measured by the Beck smoothness testing machine stipulated in the ISO 5627:1995, and the smaller the value, the coarser the paper grain. When the paper is not listed in this table and the setting condition of which can not be found, obtain the smoothness from the paper manufacturer and select the type of paper according to the value of smoothness.

Setting of the condition for feeding

<Separation pressure adjustment>

Halftone dot: Changing the paper feed separation pressure one rank weaker is recommended in case that the paper is one of the following sizes. B5, A5, 5 1/2x8 1/2

No halftone dot: Paper feed separation pressure is standard. (at the center position)

<Paper feed assist plate>

Frame in a thick line: 4 paper feed assist plates used

Frame in a thin line: No paper feed assist plate used

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**NOTES**

**- When using high quality printing paper, be sure to select a setting direction in which there occurs less amount of curling after printing.**

**- Marked with *: Paper the classification of which of smoothness or weight has been changed from the viewpoint of performance.**

**23.5 Conversion table of paper weight**

Reference:

* Paper weight (g/m$^2$) : Unit showing the mass of a 1m$^2$ sheet of paper in gram.
* Basis Weight (lb) : The basis weight of a paper is the designated fixed weight of 500 sheets, measured in pounds, in that paper's basic sheet size.
It is important to note that the "basic size" is not the same for all types of paper.

| Paper type Basic size (inch)(mm) / g/m2 | Bond 17x22 432x559 (lb) | Cover 20x26 508x660 (lb) | Index 25.5x30.5 648x775 (lb) | Bristol 22.5x28.5 572x724 (lb) | Tag 24x36 610x914 (lb) | Book 25x38 635x965 (lb) |
|---|---|---|---|---|---|---|
| 40.0 | 10.7 | 14.8 | 22.2 | 18.3 | 24.6 | 27.1 |
| 50.0 | 13.3 | 18.5 | 27.7 | 22.8 | 30.8 | 33.8 |
| 52.3 | 13.9 | 19.4 | 29.0 | 23.9 | 32.2 | 35.4 |
| 54.2 | 14.4 | 20.1 | 30.0 | 24.7 | 33.3 | 36.7 |
| 60.2 | 16.0 | 22.3 | 33.3 | 27.5 | 37.0 | 40.7 |
| 64.0 | 17.0 | 23.7 | 35.4 | 29.2 | 39.4 | 43.3 |
| 66.3 | 17.7 | 24.6 | 36.7 | 30.3 | 40.8 | 44.9 |
| 68.7 | 18.3 | 25.4 | 38.0 | 31.4 | 42.3 | 46.5 |
| 72.3 | 19.3 | 26.8 | 40.0 | 33.0 | 44.5 | 48.9 |
| 75.9 | 20.2 | 28.1 | 42.0 | 34.7 | 46.7 | 51.3 |
| 80.0 | 21.3 | 29.6 | 44.3 | 36.5 | 49.2 | 54.1 |
| 83.7 | 22.3 | 31.0 | 46.4 | 38.2 | 51.5 | 56.6 |
| 88.0 | 23.4 | 32.6 | 48.7 | 40.2 | 54.1 | 59.5 |
| 90.0 | 24.0 | 33.3 | 49.8 | 41.1 | 55.4 | 60.9 |
| 98.3 | 26.2 | 36.4 | 54.4 | 44.9 | 60.5 | 66.5 |
| 100.0 | 26.6 | 37.0 | 55.4 | 45.7 | 61.5 | 67.6 |
| 104.7 | 27.9 | 38.8 | 58.0 | 47.8 | 64.4 | 70.8 |
| 108.0 | 28.8 | 40.0 | 59.8 | 49.3 | 66.4 | 73.1 |
| 110.0 | 29.3 | 40.7 | 60.9 | 50.2 | 67.7 | 74.4 |
| 120.0 | 32.0 | 44.4 | 66.5 | 54.8 | 73.8 | 81.2 |
| 127.9 | 34.1 | 47.4 | 70.8 | 58.4 | 78.7 | 86.5 |
| 130.0 | 34.6 | 48.1 | 72.0 | 59.4 | 80.0 | 87.9 |
| 140.0 | 37.3 | 51.8 | 77.5 | 63.9 | 86.1 | 94.7 |
| 150.0 | 39.9 | 55.5 | 83.1 | 68.5 | 92.3 | 101.5 |
| 160.0 | 42.6 | 59.2 | 88.6 | 73.1 | 98.4 | 108.2 |
| 170.0 | 45.3 | 62.9 | 94.2 | 77.6 | 104.6 | 115.0 |
| 180.0 | 47.9 | 66.7 | 99.7 | 82.2 | 110.7 | 121.8 |
| 190.0 | 50.6 | 70.4 | 105.2 | 86.8 | 116.9 | 128.5 |
| 200.0 | 53.3 | 74.1 | 110.8 | 91.3 | 123.1 | 135.3 |
| 210.0 | 55.9 | 77.8 | 116.3 | 95.9 | 129.2 | 142.1 |
| 220.0 | 58.6 | 81.5 | 121.8 | 100.5 | 135.4 | 148.8 |
| 230.0 | 61.3 | 85.2 | 127.4 | 105.0 | 141.5 | 155.6 |
| 240.0 | 63.9 | 88.9 | 132.9 | 109.6 | 147.7 | 162.4 |
| 250.0 | 66.6 | 92.6 | 138.5 | 114.2 | 153.8 | 169.1 |
| 260.0 | 69.2 | 96.3 | 144.0 | 118.7 | 160.0 | 175.9 |
| 270.0 | 71.9 | 100.0 | 149.5 | 123.3 | 166.1 | 182.7 |
| 280.0 | 74.6 | 103.7 | 155.1 | 127.9 | 172.3 | 189.4 |
| 290.0 | 77.2 | 107.4 | 160.6 | 132.4 | 178.4 | 196.2 |
| 300.0 | 79.9 | 111.1 | 166.1 | 137.0 | 184.6 | 202.9 |
| Divisor | 3.7548 | 2.7006 | 1.8056 | 2.1899 | 1.6253 | 1.4782 |

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| Paper setting table Ver.2.0 (for hard roller) | TNBT0900011EN |
|---|---|
| Category: Fusing unit | Date of issue: Sep.30.2009 |

PAPER SETTING table for hard-roller has been revised.

Reason to change:
Service Manual is revised for supporting Picasso-m 2nd.
Version indication is changed. (Ver 2.0 <-- Ver 1.1)

Notes:
- Please use this document until the Service Manual is revised.
- The format of this document is the same as that of Service Manual.

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## 23. PAPER SETTING
### 23.1 Relationship between the optimum value and the control of each of setting items by paper brand (U.S.A. paper) (for fusing hard roller) Ver.2.0



NOTE
This table lists the optimum setting values by paper brands checked for paper through by Konica Minolta. For other brands, it is scheduled that information is provided in due course upon completion of the paper through check.

| Paper type \ Weight | 40-49g/m$^2$ | 50-61g/m$^2$ | 62-71g/m$^2$ | 72-80g/m$^2$ | 81-91g/m$^2$ | 92-105g/m$^2$ | 106-130g/m$^2$ | 131-161g/m$^2$ | 162-216g/m$^2$ | 217-244g/m$^2$ | 245-300g/m$^2$ LU-407/408 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Fine (Smoothness: over 50sec) | | | | Hammermill Fore MP (20lb)<br>Hammermill Fore MP colors (20lb) | Domtar Microprint Laser (24lb) | Domtar Microprint Color Copy (28lb) | Hammermill Color Copy Cover Photo White (120g/m2) | | Hammermill Color Copy Cover Photo white (80lb, 216g/m2) | | |
| Line speed (mm/s) | 290 | 290 | 460 | 460 | 460 | 460 | 460 | 460 | 460 | 290 | 290 |
| Fusing temp index. (degrees C) | -30 | -30 | -15 | -10 | -10 | +5 | +5 | +15 | +15 | +15 | +15 |
| Plain (Smoothness: 20 to 50sec) | | | Appleton NCR paper Xero/Form II NCR0395 | Hammermill Tidal MP (20lb)<br>Domtar Recycled Copy (20lb)<br>Hammermill Great White Copy (20lb)<br>Xerox Multipurpose Recycled (20lb) | | | 3MCG3700<br>Xerox one step image tansfer paper for laser printers 3R5811<br>imagedata 125micron clear color laser film<br>Avery 5160<br>Avery 5352 | | Dom. Microprint Color Copy Cover (60lb, 163g/m2)<br>Dom. Microprint Color Copy Cover (80lb, 216g/m2) | | |
| Line speed (mm/s) | 460 | 460 | 460 | 460 | 460 | 460 | 460 | 460 | 290 | 290 | 290 |
| Fusing temp index. (degrees C) | -20 | -15 | -5 | Standard temp. | Standard temp. | +10 | +10 | +15 | +15 | +15 | +15 |
| Embossed (Smoothness: 5 to 20sec) | Disable | | | | | | | Springhill Digital Vellum Bristol Cover (150g/m2) | Xerox cover (65lb)<br>Weyerhaeuser Cougar Cover (176g/m2)<br>Springhill Digital Index (Fromerlly Known as Index Pius) (90lb)<br>Premium Multipurpose 4024 Index stock (90lb)<br>Springhill Digital Index (Fromerlly Known as Index Pius) (110lb) | Disable<br>(A fusing performance is not securable.) | |
| Line speed (mm/s) | | 460 | 460 | 460 | 460 | 290 | 290 | 290 | 290 | | |
| Fusing temp index. (degrees C) | | Standard temp. | +5 | +5 | +5 | +10 | +10 | +20 | +20 | | |

1. Line speed and fusing temperature are decided by setting the paper type and paper weight.
2. Smoothness is a value measured by the Beck smoothness testing machine stipulated in the ISO 5627:1995, and the smaller the value, the coarser the paper grain. When the paper is not listed in this table and the setting condition of which can not be found, obtain the smoothness from the paper manufacturer and select the type of paper according to the value of smoothness.

Setting of the condition for feeding

<Separation pressure adjustment>

Halftone dot: Changing the paper feed separation pressure one rank weaker is recommended in case that the paper is one of the following sizes. B5, A5, 5 1/2x8 1/2

No halftone dot: Paper feed separation pressure is standard. (at the center position)

<Paper feed assist plate>

Frame in a thick line: 4 paper feed assist plates used

Frame in a thin line: No paper feed assist plate used

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**NOTES**
**- When using high quality printing paper, be sure to select a setting direction in which there occurs less amount of curling after printing.**
**- Marked with *: Paper the classification of which of smoothness or weight has been changed from the viewpoint of performance.**

**23.3 Relationship between the optimum value and the control of each of setting items by paper brand (European paper) (for fusing hard roller) Ver.2.0**



NOTE
This table lists the optimum setting values by paper brands checked for paper through by Konica Minolta. For other brands, it is scheduled that information is provided in due course upon completion of the paper through check.

| Paper type \ Weight | 40-49g/m$^2$ | 50-61g/m$^2$ | 62-71g/m$^2$ | 72-80g/m$^2$ | 81-91g/m$^2$ | 92-105g/m$^2$ | 106-130g/m$^2$ | 131-161g/m$^2$ | 162-216g/m$^2$ | 217-244g/m$^2$ | 245-300g/m$^2$ LU-407/408 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Fine (Smoothness: over 50sec) | | Clairmail (60g/m2) | | | Mondi Color copy (90g/m2)<br>Konca Minolta Color+ (90g/m2)<br>Clairefontaine DCP (90g/m2) | | Stora Enso 4CC (100g/m2) | | Mondi Color Copy (200g/m2) | Stora Enso 4CC 220g | Mondi IQ selection Smooth (280g/m2)<br>Stora Enso 4CC (280g/m2) |
| Line speed (mm/s) | 290 | 290 | 460 | 460 | 460 | 460 | 460 | 460 | 460 | 290 | 290 |
| Fusing temp index. (degrees C) | -30 | -30 | -15 | -10 | -10 | +5 | +5 | +15 | +15 | +15 | +15 |
| Plain (Smoothness: 20 to 50sec) | | Mondi Maestro supreme (60g/m2) | | Profi (80g/m2)<br>Original (80g/m2)<br>NAUTILUS SuperWhite (80g/m2)<br>Mondi Maestro Triotec TCF (80g/m2)<br>Stora Enso MultiCopy Original Off-White (75g/m2)<br>Favini Flying Colors (Cream) (80g/m2)<br>Xerox Premium Digital Carbonless Paper 3R99086 | Stora Enso Berga Image (90g/m2) | | M-Real Data Laser (100g/m2)<br>Stora Enso Berga Superior (100g/m2)<br>Avery L7169<br>Avery L7160 | Howard Smith Replica (135g/m2)<br>konicaminolta divider Cards (160g/m2) | | | Stora Enso Berga Cream (250g/m2)<br>Xerox Digital Colortech+ (280g/m2)<br>Mondi Maestro supreme (280g/m2) |
| Line speed (mm/s) | 460 | 460 | 460 | 460 | 460 | 460 | 460 | 460 | 290 | 290 | 290 |
| Fusing temp index. (degrees C) | -20 | -15 | -5 | Standard temp. | Standard temp. | +10 | +10 | +15 | +15 | +15 | +15 |
| Embossed (Smoothness: 5 to 20sec) | Disable | | | BIO TOP 3 extra (80g/m2) | | | | | | Disable<br>(A fusing performance is not securable.) | |
| Line speed (mm/s) | | 460 | 460 | 460 | 460 | 290 | 290 | 290 | 290 | | |
| Fusing temp index. (degrees C) | | Standard temp. | +5 | +5 | +5 | +10 | +10 | +20 | +20 | | |

1. Line speed and fusing temperature are decided by setting the paper type and paper weight.
2. Smoothness is a value measured by the Beck smoothness testing machine stipulated in the ISO 5627:1995, and the smaller the value, the coarser the paper grain. When the paper is not listed in this table and the setting condition of which can not be found, obtain the smoothness from the paper manufacturer and select the type of paper according to the value of smoothness.

Setting of the condition for feeding

<Separation pressure adjustment>

Halftone dot: Changing the paper feed separation pressure one rank weaker is recommended in case that the paper is one of the following sizes. B5, A5, 5 1/2x8 1/2

No halftone dot: Paper feed separation pressure is standard. (at the center position)

<Paper feed assist plate>

Frame in a thick line: 4 paper feed assist plates used

Frame in a thin line: No paper feed assist plate used

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**NOTES**

**- When using high quality printing paper, be sure to select a setting direction in which there occurs less amount of curling after printing.**

**- Marked with *: Paper the classification of which of smoothness or weight has been changed from the viewpoint of performance.**

**23.5 Conversion table of paper weight**

Reference:

* Paper weight (g/m$^2$) : Unit showing the mass of a 1m$^2$ sheet of paper in gram.
* Basis Weight (lb) : The basis weight of a paper is the designated fixed weight of 500 sheets, measured in pounds, in that paper's basic sheet size.
It is important to note that the "basic size" is not the same for all types of paper.

| Paper type Basic size (inch)(mm) / g/m2 | Bond 17x22 432x559 (lb) | Cover 20x26 508x660 (lb) | Index 25.5x30.5 648x775 (lb) | Bristol 22.5x28.5 572x724 (lb) | Tag 24x36 610x914 (lb) | Book 25x38 635x965 (lb) |
|---|---|---|---|---|---|---|
| 40.0 | 10.7 | 14.8 | 22.2 | 18.3 | 24.6 | 27.1 |
| 50.0 | 13.3 | 18.5 | 27.7 | 22.8 | 30.8 | 33.8 |
| 52.3 | 13.9 | 19.4 | 29.0 | 23.9 | 32.2 | 35.4 |
| 54.2 | 14.4 | 20.1 | 30.0 | 24.7 | 33.3 | 36.7 |
| 60.2 | 16.0 | 22.3 | 33.3 | 27.5 | 37.0 | 40.7 |
| 64.0 | 17.0 | 23.7 | 35.4 | 29.2 | 39.4 | 43.3 |
| 66.3 | 17.7 | 24.6 | 36.7 | 30.3 | 40.8 | 44.9 |
| 68.7 | 18.3 | 25.4 | 38.0 | 31.4 | 42.3 | 46.5 |
| 72.3 | 19.3 | 26.8 | 40.0 | 33.0 | 44.5 | 48.9 |
| 75.9 | 20.2 | 28.1 | 42.0 | 34.7 | 46.7 | 51.3 |
| 80.0 | 21.3 | 29.6 | 44.3 | 36.5 | 49.2 | 54.1 |
| 83.7 | 22.3 | 31.0 | 46.4 | 38.2 | 51.5 | 56.6 |
| 88.0 | 23.4 | 32.6 | 48.7 | 40.2 | 54.1 | 59.5 |
| 90.0 | 24.0 | 33.3 | 49.8 | 41.1 | 55.4 | 60.9 |
| 98.3 | 26.2 | 36.4 | 54.4 | 44.9 | 60.5 | 66.5 |
| 100.0 | 26.6 | 37.0 | 55.4 | 45.7 | 61.5 | 67.6 |
| 104.7 | 27.9 | 38.8 | 58.0 | 47.8 | 64.4 | 70.8 |
| 108.0 | 28.8 | 40.0 | 59.8 | 49.3 | 66.4 | 73.1 |
| 110.0 | 29.3 | 40.7 | 60.9 | 50.2 | 67.7 | 74.4 |
| 120.0 | 32.0 | 44.4 | 66.5 | 54.8 | 73.8 | 81.2 |
| 127.9 | 34.1 | 47.4 | 70.8 | 58.4 | 78.7 | 86.5 |
| 130.0 | 34.6 | 48.1 | 72.0 | 59.4 | 80.0 | 87.9 |
| 140.0 | 37.3 | 51.8 | 77.5 | 63.9 | 86.1 | 94.7 |
| 150.0 | 39.9 | 55.5 | 83.1 | 68.5 | 92.3 | 101.5 |
| 160.0 | 42.6 | 59.2 | 88.6 | 73.1 | 98.4 | 108.2 |
| 170.0 | 45.3 | 62.9 | 94.2 | 77.6 | 104.6 | 115.0 |
| 180.0 | 47.9 | 66.7 | 99.7 | 82.2 | 110.7 | 121.8 |
| 190.0 | 50.6 | 70.4 | 105.2 | 86.8 | 116.9 | 128.5 |
| 200.0 | 53.3 | 74.1 | 110.8 | 91.3 | 123.1 | 135.3 |
| 210.0 | 55.9 | 77.8 | 116.3 | 95.9 | 129.2 | 142.1 |
| 220.0 | 58.6 | 81.5 | 121.8 | 100.5 | 135.4 | 148.8 |
| 230.0 | 61.3 | 85.2 | 127.4 | 105.0 | 141.5 | 155.6 |
| 240.0 | 63.9 | 88.9 | 132.9 | 109.6 | 147.7 | 162.4 |
| 250.0 | 66.6 | 92.6 | 138.5 | 114.2 | 153.8 | 169.1 |
| 260.0 | 69.2 | 96.3 | 144.0 | 118.7 | 160.0 | 175.9 |
| 270.0 | 71.9 | 100.0 | 149.5 | 123.3 | 166.1 | 182.7 |
| 280.0 | 74.6 | 103.7 | 155.1 | 127.9 | 172.3 | 189.4 |
| 290.0 | 77.2 | 107.4 | 160.6 | 132.4 | 178.4 | 196.2 |
| 300.0 | 79.9 | 111.1 | 166.1 | 137.0 | 184.6 | 202.9 |
| Divisor | 3.7548 | 2.7006 | 1.8056 | 2.1899 | 1.6253 | 1.4782 |

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| Machine code and Destination code for PK-504/505 | TNBT0900085EN |
|---|---|
| Category: Options(PK) | Date of issue: April.27.2009 |

When PK(504 or 505) for bizhub PRO950 is connected FS-528 or FS-611,
CE needs to confirm the "machine code" and "destination code".
If it was connected PK for bh.920 etc. and when the customer used the punch mode,
Paper jam of 72-43 code occur.
Therefore, please connect correct PK.
PK(504 or 505) list for bizhub PRO950 is as follows.

| Machine name | Machine code | Destination code | Destination | Remarks |
|---|---|---|---|---|
| PK-504 | A14Y | WG1 | Europe(Sweden) | 4Holes |
| PK-505 | A150 | WY1 | Europe/Others | 2,4 Holes |
| PK-505 | A150 | WY2 | US | 2,3 Holes |

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| p/n | Name | Fuse No. | Load part | Voltage |
|---|---|---|---|---|
| A0Y5H020 | Printer control board (PRCB) | ICP1 | PZS: Toner remaining sensor (40AA8803) | 5V |
| | | ICP2 | IDCB: IDC sensor board (A0Y5K114) | 12V |
| | | ICP3 | All photo sensors in Tray1/2/3, all photo sensors in bypass tray, all photo sensors in vertical conveyance section, all photo sensors in fusing unit, main body paper exit PS, door | 5V |
| | | ICP4 | Paper size VR/1,2,3, Fusing temperature sensor/1,2,3,4, IDC sensor board, inside printer control board | 12V/A5V |
| | | ICP5 | inside printer control board | 5V |
| | | ICP6 | Coin vendor | 5V |
| | | ICP7 | inside printer control board (for 3.3V power supply) | 5V |
| | | ICP8 | M20: Paper lift motor /2 (A0Y5M101) | 24V |
| | | ICP9 | M21: Paper lift motor /3 (A0Y5M101) | 24V |
| | | ICP10 | M19: Paper lift motor /1 (A0Y5M101) | 24V |
| | | ICP11 | M22: Bypass tray lift motor (56AA8002) | 24V |
| | | ICP12 | M11: Toner supply motor(A0Y5J040) | 24V |
| | | ICP14 | SD5,6,7: Tray lock solenoid /1,2,3 (55VA8254)<br>SD8,9,10: Pick-up solenoid /1,2,3 (55VA8255)<br>CL3,5,7: Paper feed clutch /1,2,3 (57GA8201)<br>CL4,6,8: Pre-registration clutch /1,2,3 (57GA8201) | 24V |
| | | ICP15 | M14: Blade motor (55VA8013) | 24V |
| | | ICP16 | M10: Paper exit motor (56AA8011) | 24V |
| | | ICP17 | M16: Web motor (56GA8017) | 24V |
| | | ICP18 | M23: Charge cleaning motor (25AA8009)<br>inside printer control board | 12V |
| | | ICP19 | SD11: Pick-up solenoid /Bypass (55VA8255)<br>SD4: Drum claw solenoid (55VA8253)<br>EL1: Erase lamp (A0Y5M308)<br>CL9,10: Vertical conveyance clutch/1,2 (57GA8201) | 24V |
| | | ICP20 | M6: Loop motor (56AA8011) | 24V |
| | | ICP22 | FM18: Cooling fan/5 (A0Y5M151) | 24V |
| | | ICP24 | FM19: Developing cooling fan (A03UM158) | 24V |
| | | ICP28 | FM13,14: Paper exit cooling fan/Lw1,2 (564AM153)<br>FM15,17: Paper exit cooling fan/Up1,2 (9313-1000-75) | 24V |
| A03UH110 | Operation board/3 (OB3) | ICP1 | OB1：Operation board/1（A0U0H040)<br>inside operation board/3 (for 3.3V power supply) | 5V/3.3V |
| | | ICP2 | LCDB: Laser drive board (56UA8754) | 3.3V |
| | | ICP3 | OB INVB: OB inverter (56UA8352) (via OB1) | 12V |
| | | ICP4 | OB2: Operation board/2（56UA-905) (via OB1) | 5V |
| A0Y5H070 | ADU drive board (ADUDB) | ICP1 | PS1: Centering sensor (A0Y5M551)<br>EL2: Transfer exposure lamp (A0Y5M307) | 24V |
| | | ICP2 | M8: ADU conveyance motor/1 (A0Y5M104) | 24V |
| | | ICP3 | M26: ADU conveyance motor/2 (A0Y5M104) | 24V |
| | | ICP4 | M9: Transfer motor (A0Y5M104) | 24V |
| | | ICP5 | M12: Registration motor (A03UM111) | 24V |
| | | ICP6 | M7: ADU reverse motor (A03UM111) | 24V |
| | | ICP7 | M5: Reverse/exit motor (56AA8011) | 24V |
| | | ICP8 | M25: Transfer assist motor (13GQ8003) | 24V |
| | | ICP9 | M25: Transfer assist motor (13GQ8003) (inside ADUDB) | 12V |
| | | ICP10 | M18: Transfer/separation cleaning motor (56AA8002) | 24V |
| | | ICP11 | FM10,11,23: ADU cooling fan/1,2,4 (27LA8051)<br>FM1,4: Fusing fan/1,2 (9313-1100-33)<br>FM25: ADU cooling fan/5 (9313-1000-75) | 24V |
| | | ICP12 | SD1: ADU lock solenoid (55VA8251)<br>SD2: Reverse/exit solenoid (55VA8252)<br>SD3: Fusing solenoid (55VA8252) | 24V |
| | | ICP13 | Photo sensors inside ADU unit, inside ADU drive board | 5V |
| | | ICP14 | inside ADU drive board | 12V |
| | | ICP15 | PS1: Centering sensor (A0Y5M551), inside ADU drive board | -5V |
| | | ICP16 | PS1: Centering sensor (A0Y5M551), inside ADU drive board | 5V |
| | | ICP17 | HV2: High voltage unit/2 (56UA8402) | 24V |
| 56GA-908 | AC drive board (ACDB) | ICP1 | inside AC drive board | 5V |
| | | ICP2 | inside AC drive board | 12V |
| | | ICP3 | TCT: Total counter (9323-1200-13)<br>RL1: Main relay (25SA8846、25SF8846) | 24V |
| | | ICP4 | KCT: Key counter | 24V |
| | | ICP5 | Status indicator lamp | 24V |
| | | ICP6 | FM6: Cooling fan/3 (56AA8054) | 24V |

| | | | | |
|---|---|---|---|---|
| | | ICP7 | FM5: Write unit cooling fan/1 (13NT8051)<br>FM8: Write unit cooling fan/2 (56AA8054)<br>FM12: Cooling fan/4 (27LA8051) | 24V |
| | | ICP8 | FM26: Cooling fan/1 (55FA8052)<br>FM27: Cooling fan/2 (55FA8052) | 24V |
| | | ICP9 | FM2: Conveyance suction fan (56UA8053) | 24V |
| | | ICP10 | FM9: Polygon cooling fan (56AA8055) | 24V |
| 56GA-909 | Scanner drive board (SDB) | ICP1 | Photo sensors inside scannner unit, inside scanner drive | 5V |
| | | ICP2 | FM7: Scanner cooling fan (56AA8055) | 24V |
| | | F1 | M13: Scannner motor (55VA8012) | 24V |
| A0Y5H150 | JAM sensor board (JAMB) | ICP1 | inside JAM sensor board | 5V |
| 15SS-901 （LU-407）<br>A0Y7H010 （LU-408） | LU drive board (LUDB) | ICP1 | Photo sensors inside LU, inside LU drive board | 5V |
| | | ICP2 | SD100: Pick-up solenoid (55VA8255)<br>CL101: Feed clutch (57GA8201)<br>CL102: Pre-registration clutch (57GA8201) | 24V |
| | | ICP3 | SD100: Pick-up solenoid (55VA8255)<br>CL101: Feed clutch (57GA8201)<br>CL102: Pre-registration clutch (57GA8201) | 24V |
| | | F1 | M100: Paper lift motor<br>(13GG8002(LU407)、25AA8017(LU408)) | 24V |
| A10TH010 （DF-616） | DF control board (DFCB) | CP1 | Photo sensors inside DF, inside DF control board | 5V |
| | | CP3 | SD301: Exit gate solenoid<br>SD302: Pressure roller release solenoid<br>SD303: Gate solenoid<br>FM302: Cooling fan/Rt | 24V |
| | | CP4 | SD304: SDF switching solenoid<br>FM301: Cooling fan | 24V |
| | | F1 | M301: Original conveyance motor<br>M302: Original feed motor<br>SD304: SDF switching solenoid<br>FM301: Cooling fan | 24V |
| | | F2 | M303: Tray up/down motor<br>M304: Original exit motor/1<br>M305: Original exit motor/2<br>SD301: Exit gate solenoid<br>SD302: Pressure roller release solenoid<br>SD303: Gate solenoid<br>FM302: Cooling fan/Rt | 24V |

| Load | | | Protection device | |
|---|---|---|---|---|
| No. | Name | Note | No. | Board |
| M1 | FS conveyance motor | | ICP10 | FS control board(FSCB) |
| M2 | Shift roller motor | | ICP11 | |
| M8 | Paper exit motor | | | |
| M3 | Main tray lift motor | | ICP4 | |
| M7 | Paper exit roller motor | | ICP8 | |
| M12 | Gate motor | | ICP5 | |
| M21 | Sub tray paper exit motor | | | |
| M400 | Paper exit belt motor | | ICP100 | |
| SD4 | Paper exit opening solenoid | | ICP2 | |
| SD5 | Bypass gate solenoid | | | |
| SD7 | Side stitch stopper solenoid /Fr | FS-604 only | ICP7 | |
| SD8 | Side stitch stopper solenoid /Rr | FS-604 only | | |
| 5V | 5V series (sensor/control circuit, etc.) | | ICP6 | |
| M4 | Clincher rotation motor | FS-604 only | ICP3 | Relay board(RB) |
| M5 | Alignment motor /Up | | | |
| M6 | Stapler rotation motor | FS-604 only | | |
| M11 | Stapler movement motor | | | |
| M16 | Alignment motor /Lw | | | |
| M9 | Stapler motor /Rr | | ICP2 | |
| M10 | Clincher motor /Rr | FS-604 only | | |
| M14 | Stapler motor /Fr | | | |
| M15 | Clincher motor /Fr | FS-604 only | | |
| M13 | Stacker entrance motor | | ICP5 | |
| M18 | Saddle stitching stopper motor | FS-604 only | ICP7 | |
| M19 | Folding blade motor | FS-604 only | ICP4 | |
| M20 | Folding transfer motor | FS-604 only | ICP8 | |
| SD6 | Tri-folding gate solenoid | FS-604 only | ICP6 | |
| 5V | 5V series (sensor/control circuit, etc.) | | ICP1 | |

| Load | | | Protection device | |
|---|---|---|---|---|
| No. | Name | Note | No. | Board |
| M201 | Tray lift motor /Up | | ICP1 | PI drive board(PIDB) |
| M202 | Tray lift motor /Lw | | | |
| M203 | Conveyance motor | | ICP4 | |
| CL201 | Transfer clutch /Up | | ICP3 | |
| CL202 | Transfer clutch /Lw | | | |
| CL203 | Registration clutch | | ICP2 | |
| SD201 | Separation solenoid /Up | | | |
| SD202 | Separation solenoid /Lw | | | |
| 5V | 5V series (sensor/control circuit, etc.) | | ICP1 | |

| Load | | | Protection device | |
|---|---|---|---|---|
| No. | Name | Note | No. | Board |
| M1 | Registration motor | | ICP2 | ZU control board (ZUCB) |
| M2 | 1st stopper motor | | ICP8 | |
| M3 | 2nd stopper motor | | ICP10 | |
| M4 | Punch motor | | ICP3 | |
| M5 | Punch shift motor | | ICP5 | |
| M6 | Conveyance motor | | ICP9 | |
| M7 | Punch scraps conveyance motor | | ICP6 | |
| M8 | Punch switchover motor | | ICP7 | |
| M10 | Conveyance motor cooling fan | | ICP4 | |
| SD1 | Gate solenoid /Lw | | | |
| SD2 | Gate solenoid /Up | | | |
| CL1 | Punch clutch | | | |
| 24V | Door open detection circuit | | ICP11 | |
| 5V | 5V series (sensor/control circuit, etc.) | | ICP1 | |

| Load | | | Protection device | |
|---|---|---|---|---|
| No. | Name | Note | No. | Board |
| M101 | Conveyance motor | | ICP8 | TU drive board(TUDB) |
| M102 | Blade motor | | F1* | |
| M103 | Stopper motor | | ICP4 | |
| M104 | Stopper release motor | | ICP7 | |
| M105 | Press motor | | ICP6 | |
| M106 | Holder motor | | ICP5 | |
| M107 | Pusher motor | | ICP1 | |
| M108 | Scraps removal motor | | ICP9 | |
| 5V | 5V series (sensor/control circuit, etc.) | | ICP2 | |

*F1 covers all entrances of motor related loads.

PK503/504

| Load | | | Protection device | |
|---|---|---|---|---|
| No. | Name | Note | No. | Board |
| M801 | Punch motor | | ICP3 | Punch drive board (PDB) |
| M802 | Punch shift motor | | ICP2 | |
| 5V | 5V series (sensor/control circuit, etc.) | | ICP1 | |

PK505

| Load | | | Protection device | |
|---|---|---|---|---|
| No. | Name | Note | No. | Board |
| M301 | Punch motor | | ICP3 | Punch drive board (PDB) |
| M302 | Punch shift motor | | ICP2 | |
| 5V | 5V series (sensor/control circuit, etc.) | | ICP1 | |

## Special firmware list



**Return to home**

| bizhub PRO 950 Troubleshooting | No EF1 |
|---|---|
| Category : Engine firmware | Date of issue: Dec. 2009 |

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## Engine special firmware list(based on Ver.G00-20,21)

| | Special ROM Ver. | CSES DL No. | Item | DIPSW | Based version |
|---|---|---|---|---|---|
| 1 | GU0-20 | DLBT0902423JP | Changed the default setting of punch hole setting.<br>- DipSW 24-2_0: Current setting.<br>- DipSW 24-2_1: When the punch hole part is 2/3 or 2/4, and punch function is never used, the "Left of 3-Hole Punch" or "Left of 4-Hole Punch" is selected. | 24-2=1 | G00-20 |
| 2 | | | Following fault was corrected, when key counter is pulled out.<br>- DIPSW9-1=0(Ignore), The cue of Windows will become off-line, if SNMP of driver is turned ON.<br>- DIPSW9-1=1(Stop printing), The machine becomes unable to receive any print jobs and the data LED stays blinking. | – | |
| 3 | GM2-20 | DLBT0903116JP | The MFP that equips the modem for CSRC may fail to recognize its finisher when it is returned from the power save mode. | – | GU0-20 |
| 4 | | | Mixed paper size printing for the Program Job. | – | |
| 5 | | | Bundling jobs for stapling in the Program Job. | – | |
| 6 | | | Bundling “file combination” jobs in HDD for stapling. | – | |
| 7 | GM4-21 | DLBT0903476JP | When outputting a program job requires paper feeding from bypass tray, the machine may stop with the original check message displayed on the operation panel. | – | G00-21 |
| 8 | | | *1:Mixed paper size printing for the Program Job. | – | |
| 9 | | | *1:Bundling jobs for stapling in the Program Job. | – | |
| 10 | | | *1:Bundling “file combination” jobs in HDD for stapling. | – | |

*1: The content improved in No4/5/6 of Ver.GM2-20 is including them to Ver.GM4-21 too. because these can not include them to Ver.G00-21.

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| bizhub PRO 950 Troubleshooting | No EF2 |
|---|---|
| Category : Options firmware | Date of issue: Dec. 2009 |

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**Options special firmware list**

**FS-528 (based on Ver.G00-20)**

- None

**FS-611 (based on Ver.G00-20)**

- None

**ZU-607 (based on Ver.G00-20)**

- None

**MK-724 (based on Ver.G00-10)**

- None

**GP-501 (based on Ver.G00-10)**

- None

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# bizhub PRO 950 Troubleshooting

# (Printer Controller Firmware / Printer Driver)

## Controller special firmware list



## Printer special driver list



- PS(P) Special driver) For Windows: Based on Ver.2.0.0
- PS(P) Special driver) For MacOS9.x: Based on Ver.2.0.0

  For MacOS10.3x/10.4x/10.5x: Based on Ver.2.0.0



- Plug-in Special driver) For Windows: Based on Ver.2.0.220
- Plug-in Special driver) For MacOS9: Based on Ver.2.0.383
- Plug-in Special driver) For MacOS10.3.x/10.4x/10.5x: Based on Ver.2.0.220



**Return to home**

| bizhub PRO 950 Troubleshooting | No IPF1 |
|---|---|
| Category : Controller firmware | Date of issue: Dec.2009 |

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## Controller special firmware list

| | Special ROM Ver. | CSES DL No. | Item | Memory SW for controller | Based version |
|---|---|---|---|---|---|
| 1 | GC0-20 | DLBT0902918EN | It's impossible to get "Paper Names" information occasionally using PCL/PS(Plugin) driver. | - | G00-20 |
| 2 | | | Job with Overlay is not printed correctly. | - | |
| 3 | | | When sending the BOX Job from PrintGroove POD-Que, the character of the file name using Japanese get garbled on Operation Panel. | - | |
| 4 | GC1-20 | DLBT0903132EN | When printing scans from ipro to the bizhub 950, duplex jobs that are blank on the back side are printing incorrectly. The blank pages are being ignored and what should print as two front pages are actually printing back to back. | No.22:“1” | GC0-20 |
| 5 | | | When printing documents from SAP environment to the bizhub 950, duplex jobs can not print correctly. | | |

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| bizhub PRO 950 Troubleshooting | No PSP1 |
|---|---|
| Category:PS(P) Driver | Date of issue: Dec.2009 |

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**PS(P) Special driver list**

- None

| bizhub PRO 950 Troubleshooting | No PLG1 |
|---|---|
| Category : PS(Plug-in) Driver | Date of issue: Dec.2009 |

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## PS(Plug-in) Special driver list

- For Windows: Based on Ver.2.0.220
- For MacOS9: Based on Ver.2.0.383
- For MacOS10.3.x/10.4x/10.5x: Based on Ver.2.0.220

| | Special Driver Version | CSES DL No. | Item | Memory SW for controller | Based version |
|---|---|---|---|---|---|
| 1 | **MacOS-X** 2.0.237 | DLBT0903212EN | This program is released to correct the problems found in the Japanese applications of Mac OS 10.3 and 10.4. | – | **MacOS-X** 2.0.220 |

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| bizhub PRO 950 Troubleshooting | No PCL1 |
|---|---|
| Category : PCL Driver | Date of issue: Dec.2009 |

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**PCL Special driver list(Based on ver.2.0.0.0)**

- None

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# bizhub PRO 1200/1200P/1051/950 2nd
# Controller log and Captured files getting procedure

## 1. Preparation in advance

### 1.1 USB memory

- USB memory with a form (thin) that can be connected to the USB socket provided on the IC board (ICB), or USB memory provided with an extension cable when a direct connection is not available due to its form.
- USB memory that has been formatted on Windows OS.
- USB memory with a capacity larger than 16 Mbyte, when used for the acquisition of defective log.
- When used for capture acquisition, the larger the capacity of the USB memory, the greater the number of data that can be obtained. (The number of data that can be obtained depends on the print size of the original and the capacity of the USB memory.)

BT has confirmed operations of the following USB memories.

| USB memory BT has checked operations | | | |
|---|---|---|---|
| Manufacturer | Model number | Capacity | Result |
| BUFFALO | RUF-C128M/U2 | 128M | OK |
| BUFFALO | RUF-C256M/U2 | 256M | OK |
| BUFFALO | RUF-C512-BK/U2 | 512M | OK |
| BUFFALO | RUF-C/U2 | 4G | OK |
| GreenHouse | GH-UFD512S | 512M | OK |
| Princeten | PFU-2TW512 | 512M | OK |
| Transcend | TS512MFJV30 | 512M | OK |
| ELECOM | MF-AU2512SV | 512M | OK |
| Sony | USM512J | 512M | OK |

### 1.2 Key files for log acquisition

*The key files will be provided on CSES-TNI: TNBT0900038EN*

a. Key file for acquisition of the defective log of the controller: showalllog

b. key file for acquisition of the controller capture: getcapture

***Store either key file (a) or (b) in the USB memory.**

**If both key files are stored in the USB memory at the same time, the files may not be captured correctly.**

### 1.3 Setting of the controller

Make settings of [MACHINE]-[Controller]-[Spool setting] --> "ON" on the operation panel of the main body. When the spool setting is changed, the main power switch (SW1) is required to be turned OFF and ON.

1.4 Situation of needed controller log and captured files

The following list describes which case the controller log and captured files are required, generally.

| Example of the symptom | Controller defective log | Controller capture |
|---|---|---|
| Decreasing of productivity | O | O |
| garbage characters / Image shift / Image rotation | X | O |
| The paper doesn't output to designated output tray. | O | O |
| When outputting, controller locks up and doesn't output. | | |

## 2. Procedure for acquisition

2.1 Procedure of acquisition of the controller defective log

<<Timing of connecting USB memory to the USB port on the IC-board and capturing controller log>>

After the symptom occurred. (Best timing is immediate aftermath of the symptom occurrence.)

1. Store the key file for acquisition of the controller defective log (showalllog) in the USB memory with empty space.
2. Connect the USB memory to the USB port provided on the IC board (ICB).
3. Wait until the "Data" lamp on the operation panel of the main body stops flashing. Or, wait until the access lamp of the USB memory stops flashing.
   * The data acquisition is normally completed in about 15 seconds after the lamp stops flashing.
   * The "Data" lamp on the operation panel normally flashes while the defective log is being collected. However, the lamp will not flash when there occurs a communication error between the controller and the main body.
4. Check to see if the name of a log file obtained is shown in the upper left section of the screen when the following buttons are pressed down on the operation panel:
   [MACHINE]-[Controller]-[98 log file]. (IPLog_yyyymmdd_hhmmss.log)
   * You cannot check when there occurs a communication error between the controller and the main body.
5. Remove the USB memory from the USB port provided on the IC board (ICB).
6. Check to see if there is an IPLog_yyyymmddhhmmss.log file obtained on the day in the USB memory, and then copy all of the files stored to the PC.

<Files to be obtained>

- IPLog_yyyymmddhhmmss.log: Controller log
- XXXXX.spl: Print data (The latest 10 jobs are captured.)

* Several files other than the above are stored depending on the condition.
* A part of log file name “yyyymmdd_hhmmss” describes the following.

yyyy: year mm: month dd: day hh: hour mm: minute ss: second

Ex. 20090204_152230--> This file was captured at 15:22:30 on February 2, 2009.

7. Be sure to turn the main power switch (SW1) OFF and ON after removing the USB memory from the USB port. If it is not turned OFF and ON, there will be no guarantee for its proper operation after the log acquisition is completed.
8. Compress the files copied to the PC to be sent to KMBT.

2.1 Procedure of acquisition of the controller capture

<<Timing of connecting USB memory to the USB port on the IC-board and getting captured file>>

Before the symptom occurs.

1. Obtain a key file for acquisition of controller capture from CSES-TNI ID: TNBT0900038EN*. Or create a key file. (A key file can be created from a Notepad.)

| | |
|---|---|
| Key file format | :The underlined section is edited. |
| HDDorUSB, *type* | type=USB: Saved in the USB memory inserted. |
| MIO, *switch, count* | switch=ON: Obtained switch=OFF: Not obtained<br>count=1 to ∞: Number of files obtained<br>(Overwritten with a number specified and deleted in the order of the older files when out of memory.) |
| NET, *switch, count* | :The same as above |
| RIP, *switch, count* | :The same as above |
| PDL, *switch, count* | :The same as above |
| TIF, *switch, count* | :The same as above |

   - MIO: Data received from the network
   - NET: Data analyzed with PrintJobAnalyzer
   - RIP: Data stored in RIPBuffer
   - PDL: Data analyzed with PJLParser
   - TIF: TIFF image data output by interpreter
2. Copy a key file for acquisition of an edited controller capture (getcapture) in the USB memory with empty space.
3. Connect the USB memory to the USB port provided on the IC board (ICB).
4. About after waiting for 20 seconds, check to see if the access lamp of the USB memory stops flashing.

5. Continue printing until there occurs any problems you want to obtain.
   *Print speed gets slower than usual according to the contents of acquisition (or the contents of the key file).
6. Before removing the USB memory, open the front door/Rt of the main body to start writing to the USB memory.
7. Check to see if the access lamp of the USB memory stops flashing, and then remove the USB memory from the USB port provided on the IC board (ICB).
8. Check to see if there are files obtained on the day in the USB memory, and then copy all of the files stored to the PC.
   <Files to be obtained with switch=ON>
   - MIO_yyyymmdd_hhmmss.txt
   - NET_yyyymmdd_hhmmss.txt
   - RIP_yyyymmdd_hhmmss.txt
   - PDL_yyyymmdd_hhmmss.txt
   - TIF_yyyymmdd_hhmmss.txt
     * A part of log file name “yyyymmdd_hhmmss” describes the following.
       yyyy: year mm: month dd: day hh: hour mm: minute ss: second
       Ex. 20090204_152230--> This file captured at 15:22:30 on February 2, 2009.
9. Compress the files copied to the PC to be sent to KMBT.

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| J7245 (ZU605/607) | TABT0900123EN |
|---|---|
| Category: Option(ZU) | Date of issue: June.29.2009 |

Subject:Problem:Jam 72-45 in ZU-605 and ZU-607

Cause: Burr on the top of Guide Plate 3 in ZU-605 and ZU-607

Solution: After confirming the burr on Guide Plate 3, remove burr in accordance with attached files.

1. Put the curled A4 Paper into the entrants of guide plate.
   Rotate rotary knob and confirm whether burr is on the guide plate or not.

2. Remove the burr on Guide Plate 3 (Refer to attached file)

3. If you don't feel burr, work is completed.

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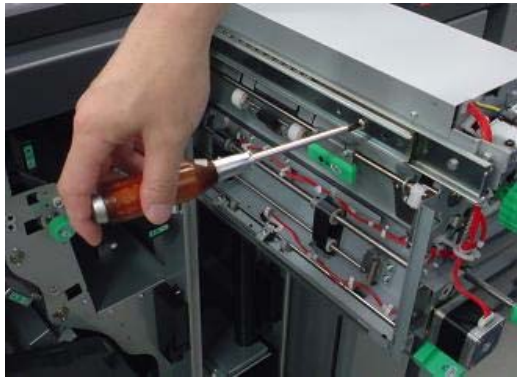
**Go to the next page**

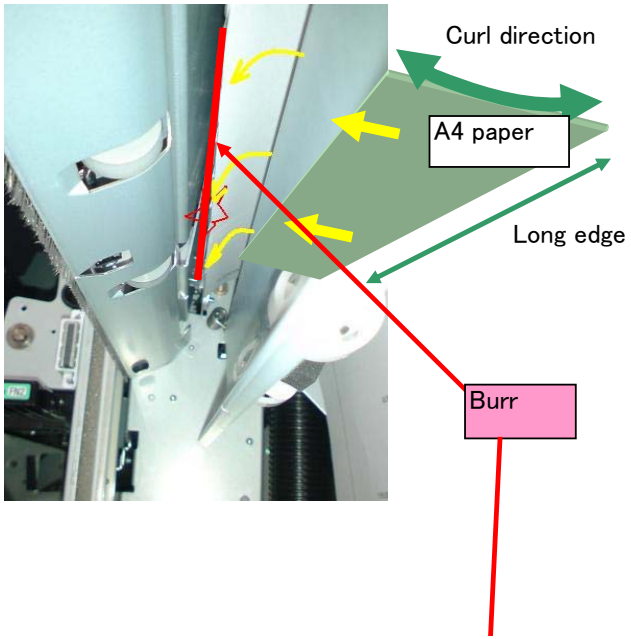
To remove burr on Guide Plate 3 in ZU-605 and ZU-607
(Jam 72-45 is caused by burr )

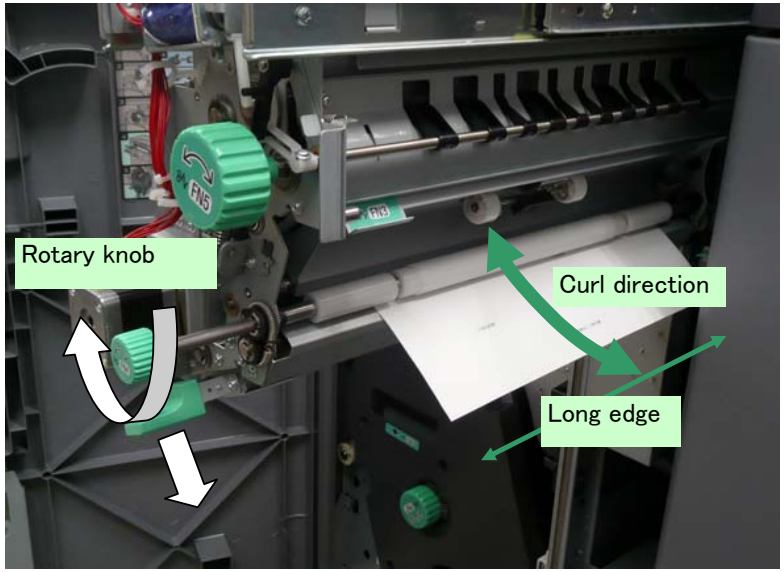
When you estimate Jam 72-45 may be caused by burr on Guide Plate 3, please remove burr as follows.

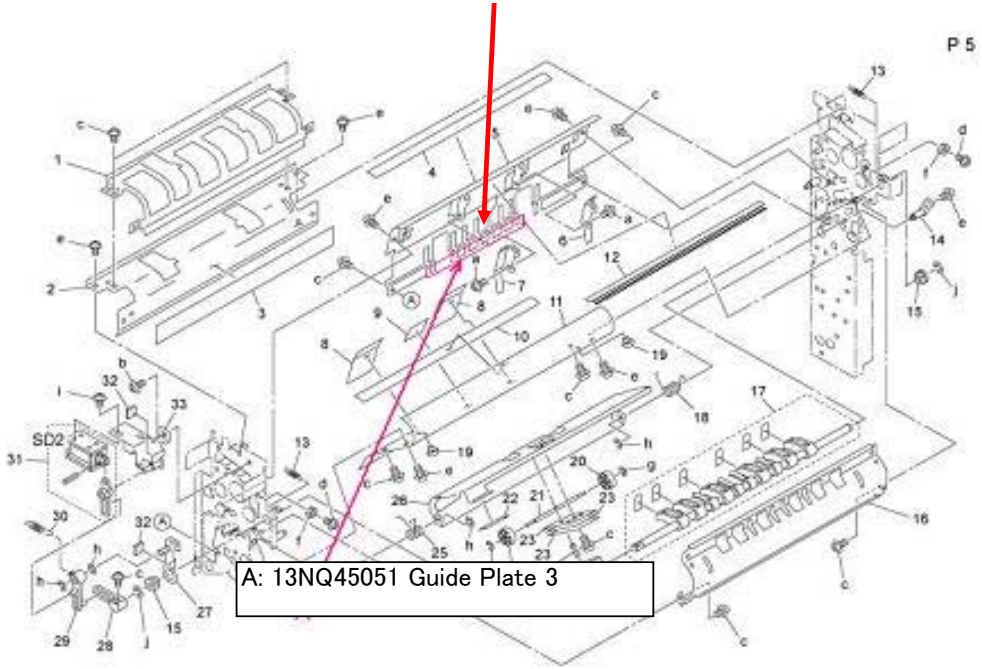
1.Remove Slide rail stopper (2 screws) and pull out Folding Unit.



2.Curl the A4 Paper as pictured in the figure.
Put the A4 Paper into the entrants of guide plate.
Rotate rotary knob and confirm whether burr is on the guide plate or not.





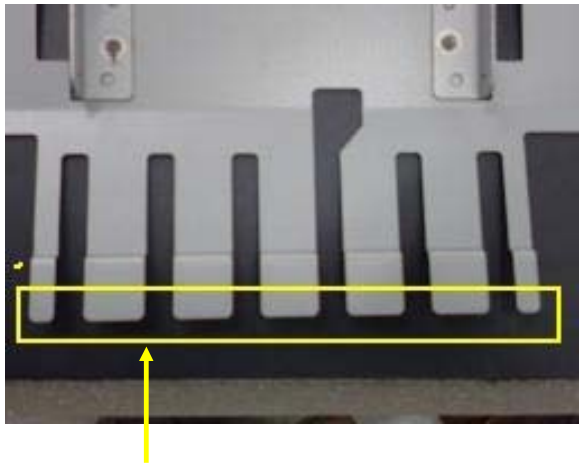

3. When you feel burr of Gide Plate 3, please perform as follows.

Remove the hook of spring on release lever (Front spring)
(It is easier to remove burr)

Remove the hook of spring on release lever (Rear spring)
(It is easier to remove burr)

4. To remove burr by the scale wrapped by sandpaper
Roughness of sandpaper is from #800 to #1000. (Don't use rough sandpaper)

Please touch the plate softly not to reveal coating.




5. Check the burr on the guide plate again (as Procedure 2)

6.Set the hook of spring on release lever (Front spring and Rear spring)
Put the screw of Slide Rail Plate.

**Return to home**