SSD SUPPORT SOLUTIONS

bizhub 250 - ALL ACTIVE SOLUTIONS

October 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.

Solution ID   TAUS0702956EN*   **Solution Usage**   2

Description
PC-102/PC-202/PC-402, abnormal noise when feeding paper from Tray 2.

Solution
 CAUSE: Vibration of the Separation Roller fulcrum shaft when stopping its revolution when two or more sheets of paper are fed between Feed Roller and Separation Roller.

 SOLUTION: Install Spacers (p/n 4040 5610 00 and p/n 4040 5612 00) to prevent the noise. Please refer to the attached documentation for the spacer location and install procedure. 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 KMBT (Japan)

Solution ID   TAUS0902550EN*   **Solution Usage**

Description
Grinding noise coming from the exit area.

Solution
 CAUSE: There areseveral gears/motor drive bracketshafts possiblyworn out or dirty in the Drive Unit assembly (p/n   4040 0777 00).

   SOLUTION: Check/clean/replacegears and bracket assembly shafts in this area.Please refer to attached bizhub 200/250/350Parts Manual, pages 24 and 25, for detailed exploded parts description and individual part numbers. 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 David Holt, SSD District Service Manager/Midwest Region

Solution ID   TAUS0801906EN* **Solution Usage**   8

Description
Code C1183(C-1183).

Solution
 CAUSE:Elevator position sensor failure.This failure may be due to a broken boss on the elevator unit due to a chemical reaction between plastic and oil in the area (see the attached picture). The broken boss is under the metal plate attached by the screw shown in the picture.

 SOLUTION: A free of charge elevator unit (p/n 4349070101) is availble to correct this problem. To claim the free elevator unit, please use the following procedure:
 1. Open an SSD ticket.
 2. It is mandatory to provide the machine and FS-508 or FS-510serial numbers for this claim to be processed.
 3. Take a picture of the broken boss and attach it to the ticket.
 4. Follow the online FOC Part(s) Ordering Procedure:

 FOC PART(s) ORDERING PROCEDURE
 A Free-of-Charge (FOC) elevator unit (p/n 4349070101) can be ordered via the Online Technical (FOC) & Special Program order form in MyKonicaMinolta.com.
 To place the FOC claim, please go to Service => Warranty Repair & Special Programs => Warranty Services & Technical/FOC Programs => KMBS Technical (FOC) & Special Programs. Access and complete the SSD Program claim form that is located in the Claim Type drop-down by selecting "SSD Solution Claim" (bottom of the list).
 After selecting "SSD Solution Claim", select the appropriate Solution ID from the "SSD Solutions" pop-up box in the Product RA/Claim Information at the bottom of the form. A description of the associated FOC part that will be shipped is then displayed.
 Under this SSD program, KMBS will ship all parts at no-charge.
 Upon receipt and verification of the online claim information, KMBS Service Operations will process a Free-of-Charge parts order.
 All parts will be shipped via UPS 2-day Air Service, and an automated E-mail will be sent to the submitting KMBS Customer confirming the shipment and the KMBS claim number, parts order status and the UPS tracking number for the delivery.
 Questions related to the FOC parts claims may be directed to KMBS Logistics Operations at (201) 934-5339.
 SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

Solution ID   TAUS0703359EN* **Solution Usage**   6

Description
Paper size(s) and/or paper tray(s) not recognized or recognized with the incorrect paper size indicated.

Solution
 CAUSE: Paper cassette (tray) is cracked. The affected options are:

 PC-101

 PC-102

 PC-103

 PC-201

 PC-202

 PC-203

 PF-124

 PF-210

 SOLUTION: Install the cassette repair countermeasure(s) as explained in the attached Parts Modification Notices and associated Applied Product Information. Also, please refer to attached Bulletin Number 5606.
   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   TAUS0701603EN* **Solution Usage**   1

Description
C-1190 (C1190)or C-1191 (C1191).

October 2009

Solution

CAUSE: Possible crack in the motor mounting bushing located in the finisher.

SOLUTION: Obtain and install the Motor Mounting Repair Kit (p/n U700-0010) using the detailed procedures in attached Bulletin Number 5917.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, Production Print/SSD

Solution ID TAUS0703135EN* **Solution Usage** 12

Description

Blank screen and no power. TheMFP cooling fan and options seem to initialize on start up.

Solution

CAUSE: The issue istwo-fold.First,the NVRAM has failed or become corrupt and, second, the latest HDD encryption added with the most current firmware releasecauses ablank panel.

SOLUTION: To correct:
1. Disconnect the HDD located on the right side of the copier above the MFPB. When theMFP is restarted, the Konica Minolta screen will be displayed.
2. Next, access the warm reset button on the left side of the CF update slot. After the warm reset button is pressed, the machine will reboot.
3.Wait until the black dot appears on the left side of the display andpressnumber 3 on the keypad.
4.Enter the Administrator Passcode (default 00000000) and press End.
5.Select Image Total Clear.
6.Press Yes, and then Enter.
7.Reboot the machine and verify the operation.
  Note: This procedure clears the following settings:
• Fax-related setting information
• Bulletin board setting information
• Transmission/reception log information
• Image data
• Network setting information
• Destination information
• Soft switch information
• Management-by-account setting information
• User authentication setting information
• Account/user counter
• Remote maintenance setting information
• FW download setting information
• Copy setting information (zoom ratio, paper size, erase width, paper source detailed information, copy job program, bypass free size registration, etc.)
• CSRC setting information
 SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0701139EN* **Solution Usage** 11

Description

Unable to send a fax using the network fax utility version 4.5.24 with additional fax memory installed (EM-305 – Expanded Memory Unit 128MB).

Solution

CAUSE: SU-501 (32MB SODIMM) (p/n 4551-1204-01)was removed for the EM-305 (item no.
4551661) . The SU-501allows the firmware to unlock the modules required for Network Fax and Internet Fax.

SOLUTION: To verify that theengine does not have the SU-501, perform the following:
1. Press the Extra Scan button on the engine. The following should read 'IP Address' and touchscreen will display six "push pins" if the SU-501 is installed.
2. This method can be used away from the engine:
 a. Click on 'Start' button from Microsoft® Windows 2000, XP Pro or Vista (Premium or Business).
 b. Click on 'Run' for Windows 2000 and XP Pro. Skip this step for Vista.
 c. Type 'cmd' and press Enter.
 d. Type 'telnet' and press Enter.
 e. Enter 'set localecho' for Windows XP Pro and Vista and 'set local_echo' for Windows 2000 workstation.
 f. Enter 'open engine's TCP/IP address 25' and press ENTER.
 g. The top line should read 220.
If the message is connection failure, then verify the SU-501 is installed. Refer to the attached SU501_location.pdf document for the location of the SU-501.
 Notes :
1. Microsoft® Windows Vista does not enable Telnet Client on default installation. To enable Telnet Client, perform the following:
 a. Click on Start.
 b. Click on 'Control Panel'.
 c. Click on 'Program and Features'.
 d. Check 'Telnet Client'.
 e. Install 'Telnet Client'.
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 Jim Behrends, Workgroup/SSD

Solution ID TAUS0702066EN* **Solution Usage** 4

Description

ED09C6 error code when trying to scan to SMB.

October 2009

Solution

PROBABLE CAUSES:
1. LAN cable is not connected or the destination address is incorrect.
Check that the LAN cable is correctly connected. Also check that the settings for the destination address and port number are correctly specified.

2. The SMB ports are closed for security reasons, usually due to a firewall or anti-virus utility.
Ports 137, 138, 138 and 445 need to be verified that they are open. If these ports are closed, a connection cannot be made to the workstation from the machine, thus creating the error. Checking the ports should only be done by the customer network administrator. DO NOT change these ports yourself.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID　TAUS0702845EN*　　　　　　　　　　　　　　**Solution Usage**　4

Description

The fax will transmit but not receive. The machine sounds like it answers, but then disconnects right away.

Solution

CAUSE: Failed Fax Kit (FK-503).

SOLUTION: Replace the FK-503 board (p/n 4551 2048 01).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　TAUS0702799EN*　　　　　　　　　　　　　　**Solution Usage**　3

Description

The faxes being sent from the Network Fax utility are printing out at the machine instead of being transmitted.

Solution

CAUSE: The machine has not been configured properly for the Network Fax Utility.

SOLUTION: To configure properly,please set the Gateway TX to Allow:
1. Press the Utility/Counter key.
2.Touch Admin Management. Enter the password (the default is "12345678") and touch enter.
3.Touch Admin 2.
4.Touch Network Settings.
5.Touch Network Settings 1.
6.Touch Scanner settings.
7.Touch Gateway TX.
8.Set Gateway TX to Allow, and if the second line kit is installed, please select the line to be used for the transmission -either G3-1 or G3-2.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　TAUS0900503EN*　　　　　　　　　　　　　　**Solution Usage**　3

Description

Unable to communicate over network. Unable toPING from MFP.

Solution

CAUSE: Failed MFBS.

SOLUTION: Replace MFBS board (p/n 4551-2038-01).
SPECIAL NOTE : Solution contribution by Scott Irwin, Workgroup/SSD

Solution ID　TAUS0808227EN*　　　　　　　　　　　　　　**Solution Usage**　2

Description

How to change the Coding Ability to MH

Solution

To change the Coding Ability to MH(Modified Huffman), perform the following:

1. Press Utility/Counter.

---

2. Select Details.

3. Press stop-0-0 stop-0-1 to enter the Service Mode.

4. Enter the passcode. (8 zeros)

5. Select Software Switch Settings.

6. Change Soft Switch Mode 040 bit 7 to 0. (MH) only.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0650604EN*   **Solution Usage**   1

Description
How to set available paper cassettes for receiving faxes.

Solution
CAUSE: Not pulling from the proper cassette.

SOLUTION: To select available paper cassettes when receiving faxes, select mode 37 and change bits 2 through 7. Setting the bit to a 1 enables the tray and setting it to a 0 disables it. Below are the default settings:
Bit 7=1 for 1st cassette
Bit 6=1 for 2nd cassette
Bit 5=1 for 3rd cassette
Bit 4=1 for 4th cassette
Bit 2=0 for Bypass
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0651130EN*   **Solution Usage**   1

Description
FK-503, will not transmit (TX)or receive (RX).

Solution

PROBABLE CAUSES:
1.A 4-conductor cable was used to conntect to the phone jack.
Connect the machine to the phone jack using a 2-conductor line.

After installing the ML-502, when faxing from the second line, no TX or RX functionality
2. Dual line fax not enabled.
To enable the dual line fax, perform the following:
a.In the Copy mode enter the Tech Rep mode by pressing Utility button, Check detail tab, Meter count, Stop, 0, 0, Stop 0, 1.
b.Press the Softswitch mode.
c. Enter 006 in the mode selection area.
d. Change bit switch 1 to 0.

Whentransmitting to a remote fax, the remote fax will answer the call, but during the "Handshake Mode" the FK-503 will drop the line and go into "Redial Mode".
If the FK-503 is receiving a fax, it will pick up the call, but during the "Handshake Mode" it will drop the line.
3. Attenuation level set too low.
Reset softswitch "Mode 086" bits 7 and 6 to 00. This will increase the attenuation level to 0 dB (-48 dBm) from 5 db (-43dbm).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD; KM Great Britain (BGB) and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0656630EN*   **Solution Usage**   1

Description
Exclamation point appears in the lower corner of the LCD.

Solution

CAUSE: The hard drive is not formatted or formatted properly.

SOLUTION: Format the hard drive for proper operation.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0802524EN*   **Solution Usage**   1

Description

FK-503/ML-502, Fax & VoIP.

Solution

To connect on a VoIP line, please use transmission method V.17/V.33 (14.4Mbps). Becauseevery network is different, this is just a starting point and may need additional tweaking of settings.
To set upper limit of transmission speed:

V.34 disabled
Mode 048 - Bit 2 = 0
TX - DIP Switch
Mode 049 - bits 0000 0101
RX - DIP Switch
Mode 050 - bits 0000 0101
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0807922EN*   **Solution Usage**   1

Description

Print jobs fail intermittently.An exclamation mark(!) is displayed on theMFP LCD.

Solution

CAUSE: TCP/IP address conflict. This can be verified by disconnecting the network cable from the MFP and using the PING command on a workstation tosearch forthe TCP/IP address that is assigned to the MFP. If there is areply, a conflict is indicated.

SOLUTION: Assign a unique TCP/IP address to this machine.
SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID   TAUS0808394EN*   **Solution Usage**   1

Description

Unable to fax out TX. Thereis a dial tone.

Solution

CAUSE:

Machine freezes up, have to power off and on to clear.

SOLUTION:

A 4 wire Phone line was being used from the NON Kmbs machine which was replaced with the BH350. Use the 2 wire telephone line provided with thekit.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

       October 2009

Solution ID TAUS0900401EN*   **Solution Usage** 1

Description

Intermittently, fax TX locks up the machine. The machine locks up during faxtransmission to specific numbers.

Solution

CAUSE: Incompatibility with the receiving machine.

SOLUTION: Try disabling ECM (error correction mode) by setting soft switch 41-6 to OFF by performing the following:

1. Enter the service mode.
2. Select Soft Switch Settings.
3. Enter Mode Selection 041.
4. Press the Bit Selection button.
5. Use the right or left arrow key to move the cursor until it is under bit 6.
6. Press the 0 key (on the 10-key pad).
7. Press Set.
8. Press Enter.
9. Exit the service mode.

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0802600EN*   **Solution Usage** 0

Description
Problem:
The machine can not be Pinged or printed to.

Solution

Cause:

NVRAM failure.

Solution:
Please replace the NVRAM

Note: 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.

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0658168EN*   **Solution Usage**

Description

The machine has no scanning functionality. All scanning tabs are missing in Pagescope Web Connection.

Solution

CAUSE: Machine is not equipped with a fax kit. The memory chip which is included with the fax kit also unlocks the scanner functions ofmachine.

SOLUTION: Install the FK-503 fax kit (p/n 4551613)and included memory.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700127EN*   **Solution Usage**

Description

When setting multiple documents in the document feeder, one is scanned, then the machine waits for a new document to be scanned as if there was only one document to scan originally.

Solution

CAUSE: Failed PWB-A in the main body.

SOLUTION: Replace PWB-A (p/n 4040-0101-08).

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0701612EN*   **Solution Usage**

Description

When setting up scan to E-mail, there is no field available to enter the SMTP host name.

Solution

CAUSE: DNS settings have not been entered as the DNS option is disabled. The machine will not allow host names without DNS server information for host name resolution.

SOLUTION: Enter the Admin 2 mode, select network settings, then DNS settings. Set the DNS server address and enter. Now enter the SMTP settings and the field for the host name will be available.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0801997EN*   **Solution Usage**

Description

Output for AS/400® loops continuouslyuntil job is held.

Solution

CAUSE: When using a remote output queue on an AS/400®, the XAIX destination option is normally used for printing multiple copies.
The remote writer opens the connection to the printer and sends down multiple copies of the print data and control file pair. Each control file contains one print command for the data file that preceded it. This method is required for printers that start printing the data right away. However, there are some print servers that will close the connection after the first copy is sent. This is an unexpected close, resulting in retrying to send from the beginning which will cause the remote writer to loop forever and will cause the spooled file to be printed indefinitely. In this case, XAIX should not be used.
When XAIX is not specified, the data file and control file will be sent once, but the control file will contain multiple print commands. This reduces network traffic, but can only be used with serversthat can buffer all the data before knowing how many copies to print.
Therefore, without XAIX specified, the print server may or may not print multiple copies of the OS/400® or i5/OS® spooled file.

SOLUTION: Install the following minimum firmware version:
  bizhub 350/250/200
Base firmware version 80 (filename: 4040-0100-G30-80-002)

  bizhub 360/420/500
Special model-specific firmware version 31-GD1 file name:

bizhub 360: 360us_m0g3100d1.exe
bizhub 420: 420us_m0g3100d1.exe
bizhub 500: 500us_m0g3100d1.exe

                     October 2009

bizhub 361/421/501
Special model-specific firmware version 13-GC5 file name:

bizhub 501: 501US_m1g1300c5.exe
bizhub 421: 421US_m1g1300c5.exe
bizhub 361: 361US_m1g1300c5.exe

 bizhub C203/C253/C353/C353P
Special model-specific firmware version, file name and checksum:

bizhub C353 GC2-R4 : A02E0Y0-F000-GC2-R4.EXE, Checksum8FE5
bizhub C253 GD2-R4 : A02E0Y0-F000-GD2-R4.EXE, Checksum9C53
bizhub C203 GE2-R4 : A02E0Y0-F000-GE2-R4.EXE, ChecksumBF30
bizhub C353P GW1-72 : A02E0Y0-F000-GW1-72.EXE, Checksum9217

 bizhub C451/C550/C650
Special model-specific firmware version GC2-R4, file name and checksum:

bizhub C451 GC2-R4: A00K0Y0 -F000-GC2-R4.EXE, Checksum 80AA

bizhub C550 GC2-R4: A00J0Y0 -F000-GC2-R4.EXE, Checksum 2266

bizhub C650 GC2-R4: A00H0Y0 -F000-GC2-R4.EXE, Checksum A684

 bizhub PRO 1050 Series/IC-611
Print controller system code (ISW Trns install) version 31_CPF0_ISW (filename: 1050_p131cpf0p.exe)
 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'.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID　　TAUS0807940EN*　　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
PROBLEM: The machine does not recognize the USB port. When the machine is connected to a local pc, the pc never recognizes the machine is connected.

Solution
 CAUSE: The machine is set for DHCP. When the machine is set for DHCP, it will bypass the USB port as it has to connect to a DHCP server on the network
for an ip address.

 SOLUTION: Set the machine for static ip in the network settings and assign the machine an ip address. To do this, enter the Admin 2 mode, select network
settings then, select ip input.

 SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID　　TAUS0808289EN*　　　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description
 Problem:
 The web interface is not working. The web browser indicates HTTP error 500.

Solution

  Cause:

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Defective MFBS board.

Solution:
Please try replacing the MFBS board (p/n 4551 2038 01).

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0900943EN*   **Solution Usage**

Description

No Address Found when performing LDAP search to Netware server

Solution

CAUSE:The attribute "statusMember"on the Novel LDAP server was missing or bad.

SOLUTION:Using iManager, under LDAP,find the attribute"statusMember"and map the attributeStatusMember to member:x-status. Click OK.The names should start to be pulled in the LDAP search.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0901613EN*   **Solution Usage**

Description

Select job cannot be deleted when deleting a job from the job list. Deletion rights not granted. User authentication is enabled on the machine.

Solution

CAUSE: This is normal for when User Authentication is enabled. User that is trying to delete the job is either not logged in or a different user then the sender.

Solution: Log into the machine if you are the sender before selecting the job to delete. Users only have rights to delete their own jobs.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID   TAUS0902105EN*   **Solution Usage**

Description

How to determine the print data stream of a spool file

Solution

To determine the print stream that a spool file has been created in, use the following command:

wrkoutq

1. On the resulting screen, locate the queue that contains the spool file. Useoption 5 to display the spool files.

2.On the resulting list, enter option 8 besides the desired spool file.

The attributes for the spool file will be displayed. Page down to the next screen and locate Printer device type. To the right, you will see the data stream type: *SCS, *IPDS *AFPDS,*USERASCII, or others.

This information is important to determine which print server to use in orderto print the spool file.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0702848EN*

Solution Usage 3

Description

PROBLEM: A line is scored into the rear side of a new drum after a copy is made.

Solution

CAUSE: Worn or bound drum collars. The drum collars are mounted on either side of the transfer roller. When the collars become worn, the distance between the drum and the roller frame becomes less and the drum may contact the frame, causing a line to be scored into it. If the collars are beginning to bind, this may also cause undo pressure on the drum and create a line.

SOLUTION: Replace the imaging unit(p/n 4040-0752-00) to correct the problem.

Solution ID TAUS0701059EN*

Solution Usage 2

Description

Dotted lines on copies and internal prints.

Solution

CAUSE: Failed Write Unit.

SOLUTION: Replace the Write Unit (p/n 4040 0751 00 - bizhub 350and p/n 4041 0751 00 - bizhub200/250).

Solution ID TAUS0802036EN*

Solution Usage

Description

Problem:

Half tones are blacked out if a RX fax is copied.

Solution

Cause:

When relaying a RX fax, the resolution was not adjusted for Text/Photo 400x400

Solution:

When sending out the received fax to another fax, change resolution to Text Photo 400x400.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID TAUS0902552EN*

Solution Usage

Description

DF-605, when feeding originals from the ADF, copies are blurred for the first 25mm on the lead edge.

Solution

CAUSE: The original glass assembly (slit plate glass) is interfering with original feed.

SOLUTION: Replace slit plate glass (p/n 4551 2031 01) and perform the DF height adjustment.
SPECIAL NOTE : Solution contribution by David Holt, SSD District Service Manager/Midwest Region

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Solution ID   TAUS0702492EN*   **Solution Usage**   13

Description

Low image density, black lines, black banding.

Solution

CAUSE: Developer is incorrectly put into the developing unit. If developer contaminates the Ds Collar, binding may occur.

SOLUTION: When the IU is set up and the developer is replaced, prevent developer from falling onto the Ds Collar.
Protect the Ds Collar with a piece of paper when removing/adding the developer (see the attached file).
If experiencing low image density, black lines, black banding, scraped surface of the PC drum, flattened edge of the Ds Collar, please exchange the PC drum unit (Item #4068612), Developing unit (p/n 4040 0752 00) and Transfer roller unit (p/n 4040 0760 00) at the same time.
    IMPORTANT : When Transfer roller unithas reachedits lifetime (150K), be sure to exchange it.
Although a technician is trained on the Di2010/Di2510/Di3510 series, utmost attention must be paid to the procedure for the bizhub 200/250/350 because of the difference in the developing system.
    Notes :
1.To view the attached Instruction document, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
2.Refer to attached JPG files to view cause/effect of this issue.
3.Japan will bundle the protection sheet with machine for setup, and also the PC drum unit for PMstarting withthe end of December 2007 production.Please follow the attached installation instructions to prevent the starter going into Ds collar.
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 KMBT (Japan).

         October 2009

Solution ID   TAUS0800534EN*   **Solution Usage**   1

Description

When copying or scanning from the ADF the scans or copies are blank. Copies from the glass are normal.

Solution

CAUSE: The scanner lock is engaged.

SOLUTION: Access the scanner locking mechanism on the upper left side of the main body. Ensure that the locking switch arrow is pointing to the unlocked setting.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0653525EN*   **Solution Usage**   0

Description

Black copies; the image can be seen in the background.

Solution

CAUSE: Ribbon cable on the PWB-A board is connected backwards.

SOLUTION: Ensure that ribbon cable is connecting the writing on cable facing to the left or down.

Solution ID   TAUS0658281EN*   **Solution Usage**

Description

PROBLEM: Black copies when originals are run through the document feeder. Originals from the glass are fine.

Solution

CAUSE: The scanner lock assembly is preventing the scanner from entering the home position. This will cause the unit to scan the frame of the reader glass, resulting in black copies.

SOLUTION: Position the scanner lock assembly in the fully unlocked position. This will allow proper positioning of the scanner when using the document feeder.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0702498EN*   **Solution Usage**

Description

PROBLEM: Black copies are produced when originals are scanned from the document feeder or the original glass.

Solution

CAUSE: The BCRS board has become defective.

SOLUTION: Replace the BCRS board to resolve the problem. The BCRS board part numberfor the Bizhub 350 is: 4551-2033-01. The part number for the Bizhub 200 and 250 BCRS board is: 4551-2034-01.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0801323EN*   **Solution Usage**

Description

The copies from originals scanned through the document feeder are blurry on the front and rear sides. Copies from originals scanned from the original glass are fine.

Solution

CAUSE: The hinge position of the document feeder is incorrect causing uneven pressure on the original as it is scanned.

SOLUTION: Adjust the right rear hinge in small increments, about 1/4 turn at a time in the upper or lower direction depending on which way the hinge is not adjusted correctly until the blur is gone.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

October 2009

Solution ID   TAUS0801341EN*   **Solution Usage**

Description
Image appears stretched when scanning to PC or eCopy ScanStation ver. 4.x.

Solution
CAUSE: Incorrect settings.

SOLUTION: To correct:
1. Login to PageScope Web Connection.
2. Select the System tab.
3. Choose User's Choice 4 and change Original Type to "Text+Photo".
4. Click apply and then OK andLog-out.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0802035EN*   **Solution Usage**

Description
Halftones are"black" if an RX fax is copied.

Solution
CAUSE: When relaying an RX fax, the resolution was not adjusted for Text/Photo (400x400dpi).

SOLUTION: When sendinga received fax, change resolution to Text Photo 400x400.
 SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0808530EN*   **Solution Usage**

Description
 Compressed images, shrunk in the front to rear direction. There is no shrinkage in the feed direction.

Solution
 CAUSE: Failed BCRS board.

 SOLUTION: Replace the BCRS board (p/n 4551 2034 01).

 SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0703843EN*   **Solution Usage**   5

Description

When making copies from the ADF the image shifts 1 to 2 inches towards the lead edge.

Solution

CAUSE: Improper ADF adjustment.

SOLUTION: Pleaseperform the ADF Document Size Detection Adjustment:
1. Display Tech. Rep. Mode.
2. Touch the [Function].
3. Touch the [Org. Width Detect Adjust].
4. Align the original edge plane of the Side Edge Stop [1] of the Original Feed Tray to the outside mark.
5. Touch the [Maximum Size].
6. Press the Start key.
7. Align the original edge plane of the Side Edge Stop [2] of the Original Feed Tray to the inside mark.
8. Touch the [Minimum Size].
9. Press the Start key.
10. Check whether size detection operates normally.
  Note : Please see the Document Size Detection Adjustment in the field service manual for more details.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0658071EN*   **Solution Usage**   1

Description

The image is rotating on the second side when copying off the glass (rotated image).

Solution

CAUSE: Incorrect settings.

SOLUTION: On theMFP control panel perform the following:
1. Select Simplex\Duplex.
2. Select Combine and set the original direction.
3. Select Margin and set it to 0.
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0800292EN*   **Solution Usage**   1

Description

Top of image is being cut off when printing from AS/400®.

Solution

CAUSE: The image is within the deletion area on the page.

SOLUTION: Change the width of the deletion area with the following procedure.
1. Call the Tech. Rep. Mode to the screen.
2. Touch the keys in this order: [Tech. Rep. Choice] ? [Printer] ? [Edge Erase].
3. Select the specific edge to be adjusted.
4. Press the Clear key and change the setting value using the 10-key pad.
5. Touch [END] to validate the new setting value.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0801314EN*   **Solution Usage**   1

Description

The machine has a 3mm skew from all trays and the bypass. The skew happens when copying, printing internal test pages, receiving faxes and when sending print jobs from a PC.

Solution

CAUSE: The print head spacers are not installed or are incorrectly installed.

SOLUTION: Inspect the print head for the spacers being in the proper place and of the correct size. The print head comes in three different versions and the spacers are placed differently for each. Please see the attached diagram for spacer placement and the part numbers.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0901753EN*   **Solution Usage**   1

Description
How to copy two small originals onto the same side of the copy.

Solution
To copy two small originals onto the same side of a copy, perform the following:

1. Place the original on the glass.
2. From the basic copy screen select combine originals.
3. Select 2 in 1 and press the print key.
4. After the machine scans the display will present you with next page or finish.
5. Select next page and turn over the otigial then, press the print key.
6. After the scan, select finish and press the print key.
7. The copy will exit the machine with both sides of the original on the one side of the copy.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0901498EN*   **Solution Usage**

Description
Image shifts lead-to-trail after first sheet.

Solution
CAUSE: Failure of the 2nd paper feed clutch (CL1).

SOLUTION:Replace CL1 (p/n 9322 1000 81).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0902332EN*   **Solution Usage**

Description
How to select the priority papertray when the default is tray 1.

Solution
To change the priority paper tray, perform the following.

1. Select utility key
2. User setting
3. User choice
4.Select priority tray
5.Select the default tray requested.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

October 2009

Solution ID   TAUS0801406EN*   **Solution Usage**   1

Description

Lines occurring in the lead-to-trail direction in a random manner (not in the same location). Issue may show up as thin lines or banding.

Solution

 CAUSE: If experiencing black lines orbanding, inspect the developing unit mylar strips particularly at the rear of the unit. If they are damaged or worn, the developing unit can contact the drum causing damage to the drum and/or high voltage arcing.

 SOLUTION: Please exchange the PC drum unit (Item #4068612) andDeveloping unit (p/n 4040 0752 00) at the same time.
 SPECIAL NOTE : Solution contribution by Ron Reed, ESS/SSD

Solution ID   TAUS0900781EN*   **Solution Usage**

Description

When scanning using SMB at resolutions below 400 X 400, the received image is blurred.

Solution

 CAUSE: The MFBS board has failed.

 SOLUTION: Replace the MFBS board(p/n 4551-2038-01) to resolve the problem.

 SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0703605EN*   **Solution Usage**   2

Description

Light images only while copying. Printing and internal test prints are fine.

Solution

CAUSE: The BCRS board has failed.

SOLUTION: Replace the BCRS (p/n 4551 2033 01 for bizhub 350 and p/n 4551 2034 01 for bizhub 200/250).
SPECIAL NOTE : Solution contribution by Tom Kelly and Jim DiSarro, Workgroup/SSD

Solution ID   TAUS0900225EN*   **Solution Usage**   1

Description

When feeding fromthe DF-605, copies are lighter (or darker) than when copying from the glass.

Solution

CAUSE:Incorrect setting.

SOLUTION:To adjust the DF image density only, perform the following:
1. Press the Utility/Counter button.
2. Select User Setting.
3. Select User's Choice.
4. Go to tab 6/6.
5. Select Image Quality (ADF).
6. Use the upand down arrows to adjust the document feeder image density.
7. Press Enter and exit the Utility mode.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801300EN*   **Solution Usage**

Description

How to change density levels on output.

Solution

To change density levels on output:
1. Utility Counter.
2. User Settings.
3. User Choice.
4. Select the 4/6 tab.
5. Default Copy Density Levels.
6. Change to Darker or Lighter settings.
7. Enter/Enter/Enter.
8. Exit.
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0802243EN*   **Solution Usage**

Description

Light image along the back edge in the lead-to-trail direction.

Solution

CAUSE: Improper mounting of drum/developing unit.

SOLUTION: Tighten the screws holding the drum onto the developing unit.
SPECIAL NOTE : Solution contribution byEd Chambliss, Mipco Impression Products.

Solution ID   TAUS0808032EN*   **Solution Usage**   1

Description
Blank copies and prints after a service call. There are no error messages. There is no image on the drum.

Solution
CAUSE: Problem with print head shutter.

SOLUTION: Check and re-align the print head (write unit) shutter door.

Special note: Solution contributed by Ed Chambliss, MIPCO.

October 2009

Solution ID   TAUS0700453EN*   **Solution Usage**   789

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**   51

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**   48

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   TAUS0800962EN*   **Solution Usage** 22

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 TCP/IP address for the exception.
 SPECIAL NOTE : Solution contribution byMalcolm Hibbert, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0648544EN*   **Solution Usage** 17

Description

How to scan to SMB.

Solution

When setting up scanning to SMB, user rights must be set appropriately for the environment that the workstation is in (i.e., Local Workgroup or Domain). Below is an example of both:
 1. User1@usa.konicaMinolta.us is an example of which user ID to add when sharing out a folder. This is when the machine is on a domain.
 2. A machine is on the local workgroup. Use the machine name PW-Workstation_Name and then the username User1 , (i.e.,
\PW-Workstation_Name\User1) then set the appropriate rights.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0701766EN*   **Solution Usage** 10

Description

Slow printing of PDF files.

Solution

Countermeasures as a workaround:
 1. The print performance has been increased with the following MSC firmware, so please upgrade MSC firmware.
  - MSC firmware (Phase 2.5): Ver. 44 or later
 - A special MSC firmware (Phase 2.0): Ver. 28
  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'.
 2. Please change the setting of the default device from "Copy " to " Printer" in bizhub 200/250/350.
 a.Press "Utility/Counter" key on Control Panel for bizhub 200/250/350.
b. Touch the button in Touch Panel with the following steps.
 c."User Setting", "User's Choice", "6/6" and "Default Device".
 d.The default device is configured with "Copy" in bizhub 200/250/350. Please change the setting from " Copy to "Printer".
3.Try changing the emulation from PostScript driver to PCL driver on the PC ifthe customer allows.
4. Please try to print the PDF file by using "Print as image" feature on Adobe® Acrobat.
 a.Open PDF fileto print.
b. Select "File", and then "Print".The print screen is open.
 c.Click "Advanced" tab at the print screen.
 d.Please select "Print as Image" in the advanced print setup.
5. Please try to change the default setting of "PostScript Pass Though" in the document properties.
 a. Open PDF fileto print.
b. Select "File", and then "Print". The print screen is open.

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c. Select "Properties" in the print screen.
 d.Select "Advanced" in the document properties.
 e.The default setting of "PostScript Pass Though" is configured with "Enable" in PostScript driver. Please change the setting from "Enable" to " Disable".
 Note :Whenwanting to keep this feature as "Disable", pleaseperform the following:
 A. Select "Start" and then "Printers and Faxes" on Microsoft® Windows OS.The folder of "Printers and Faxes" is opened.
 B. Select PostScript driver with right-click, and then select "Properties". PostScript driver properties is opened.
 C. Select "General" tab in PostScript driver properties.
 D. Click "Printing Preferences" in "General" tab.
 E. Select "Advanced" tab.
 F. The default setting of "PostScript Pass Though" is configured with "Enable" on PostScript driver.
 G. Please change the setting from "Enable" to " Disable" in PostScript driver properties. Due to this change, the setting of "Disable" is kept as default setting even if PC is powered OFF.
6. With regard toprinting from Adobe® Acrobat Professional, there is a possibility increasing printing speed with the color PDF file on B&W models by using "Same As Source (No Color Management)".
a. Open PDF file to print.
 b. Select "File", and then "Print". The print screen is open.
c. Click "Advanced" tab at the print screen.
 d. Please select "Same As Source (No Color Management)" at Color Profile in the advanced print setup.
 Note : Please be aware, the print performance will not be increased just byinstalling the Hard Disc and expanded memory to bizhub 200/2500/350 series.

 Results of the measured time and the feature in file .
 See page 1 of the attachment. 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

 1.Comparing with the non-modified bizhub 200 series systems.
 Though this modification improves the processing speed from theoriginal level, it does not improve remarkably on all types of print files.
 2. Comparing with Pi3505e.
Print performance is not basically inferiorto that the performance ofPi3505e except a certain specific files.
 3. Comparing with HP LJ8150.
 When comparing with HP LJ8150, the performance is similar, but for some cases,Konica Minoltaprint performance is lower than HP LJ8150 especially if the image files have the below characteristics:
 a. Color photo/Color gradation
 b. A line drawing
 Therefore, when printing the file with no above characteristics,Konica Minoltaprint speedshould beclose toHP LJ8150.
   Note : Though this modification improved the processing speed (both PostScript & PCL) from the current level, it did not improve remarkably on all types of print files. It is because there are many factors that affect the processing speed and the machine still uses the same CPU. Due to this modification, the print performance is increased on most print files as the attached data but it is true there are some types of print files that the print performance stayed unchanged.

Solution ID   TAUS0702641EN*   **Solution Usage**   8

Description

How to print envelopes from Microsoft® Office Word 2000/2003 from the manual bypass tray.

Solution

 To print envelopes from Microsoft® Office Word 2000/2003 from the manual bypass tray:
 1. On the MFP, insert the envelopes face down in the manual bypass tray.
 2. Under Custom Size setting enter the size of the envelope to be printed on Number 10 envelope (4 1/8" X 9 ½"). 3. In Word, go to:
 a. Tools.
 b. Letters and Mailing.
 c. Envelopes and Mailing.
 d. Click on Options.
 e. Select Envelope Options - Envelope Size 10.
 f. Select Printing Options.
 g. Choose feed from: Default Tray [Auto].
 h. Click OK.
 i. Select Print.
 In Microsoft® Windows XP using Word 2003 sometimes you may see the following:

 Envelope Options
 Printing Options
 Feed From: Automatically Select
  Notes :
 1. From the MFP, leave the Bypass Trayat Normal. Please see the attached document for detailed instructions. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
 2. To assure proper fusing of the envelopes, please set the fuser temperature in the Service mode to +3. Without this setting the toner can be wiped off easily depending on the type and quality of the envelope used.
 SPECIAL NOTE : Solution contribution by by Joseph Rogers, KMBS -Salem, New Hampshire.

October 2009

Solution ID   TAUS0703092EN*   **Solution Usage**   8

Description

eCopy™ compatible machine models, firmware and TWAIN drivers list.

Solution

Please refer to attached documentation. 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 .
   Notes :
 1. The latest version firmware 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. 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'.
   SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID   TAUS0703410EN*   **Solution Usage**   8

Description

ADF control board part numbers are different for the DF-605 and DF-607.

Solution

DF-605 control board (p/n 4344-5206-02) andDF-607 control board (p/n 16EA-9311).
   SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/SSD

Solution ID   TAUS0801706EN*   **Solution Usage**   8

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   TAUS0657076EN*   **Solution Usage**   7

Description

Parts required to connect a Hecon® conventional key counter, Hecon® Base 10or legacy Minolta key counter to the main body.

Solution

Please see attached Bulletin Number 5563 for details.
   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 .
   SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0702838EN*   **Solution Usage**   7

Description

How to create a device printer on an AS/400® system using SCS over LAN.

Solution

To Create a Device Description on AS/400® to print to KMBS printers perform the following:
1. From the Main Menu under Selection or Command, type: CRTDEVPRT <enter>.
2. Change the following to set up the printer (those settings not changed, keep at default):
  a. Device Description - (name the printer i.e., KMPrinter)
  b. Device Class - *LAN
  c. Device Type - 3812
  d. Device Model - 1
  e. LAN Attach - *IP
  f. Port number 9100
     g. Font Identifier - 011
  h. Form Feed - * Autocut
  i. Manufacturer - *HP5si
  j. Paper Source (both) - *letter
  k. Address - (TCP/IP address of the NIC)
     l. User Define Option - *IBMSHRCNN
m. System Driver (hit F4) - *IBMSNMPDRV or *HPPJLDRV if SNMP is disabled in the environment.
  Note :Vary ON the device to allow attachment.
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID　　TAUS0649063EN*　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　　6

Description

Can data scanned with Scan to SMB be stored ina shared folder on a Microsoft® Windows 2003 Server Domain Controller?

Solution

Data which is scanned with "Scan to SMB" cannot be stored ina shared folder made ona Microsoft® Windows 2003 ServerDomain Controller.

Solution ID　　TAUS0657371EN*　　　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　　6

Description

Citrix© compatibility.

Solution

 Please refer to the attached Citrix© compatibility list for additional information.Some products not listed below arelisted in the attached document.It covers other MFPs and Controllers like the bizhub C350/C353/C253/C203, the bizhub PRO 1050/920, the bizhub 600/601/750/751/360/361/362/420/421/500/501/162/180/210/222/282, IC-303 and IC-409.
 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 .

 IC-202
 Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1, the Adobe® PostScript driver version 1.0.0 or the PCL driver version 1.01 the print controller can be used without restrictions.

 IC-203
 Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Presentation™ Server 3.0 environments with the Microsoft® Word 2003/Excel 2003 and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 2.0.28, the Adobe® PostScript driver version 2.0.28 or the PCL driver version 2.0.0, the print controller can be used without restrictions.

 IC-205
 Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the GDI driver version 1.00 or the PCL driver version 1.00 the print controller can be used with the following restrictions:
1. Cancelled print jobs may stay in queue when using the GDI driver.
2. The printer icon may disappear when cancelling a print job when using the GDI driver.
3. Print jobs may hang when printing from two or more workstations simultaneously using the GDI driver.

 IC-302
 Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1.

Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

IC-401
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PostScript driver version 1.0.
The following restrictions:
1. The mixed media function may not be used.
2. Enabling the "Delete pending print jobs at logout" on the Metaframe™ server does not result in the print jobs being deleted.
3. Print job access codes should not be used.

IC-402
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The following are restrictions that were found:
1. Custom Size setting is not available.
2.Owner Information, Lock Job and Copier store print functions are not available.
3. The client default settings are not saved.

IC-405
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 2.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were thatMedia Mixed function is not available by network printer.

IC-611
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.0.7, the PostScript Adobe® driver version 1.0.0.7 or the PCL driver version 1.0.1 the print controller can be used with the following restrictions:
1. The watermark function will not function when using the PCL driver.
2. The PostScript Visual driver is not available with Microsoft® Windows 2003 Server.
3. Booklet mode may not function when called within Adobe® Acrobat®.

IP-901
Tested withCitrix© Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1 and 2.1.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

bizhub C350 Standard Controller
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PCL driver version 1.0 with the following restriction:
The watermark feature will not be available on a locally installed printer.

bizhub 200/250/350 Standard Controller
Tested in both the Citrix© Metaframe™ XP (FR3) and the Citrix© Metaframe Presentation Server™ 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1 or the PCL driver version 1.0.2 the print controller can be used with the following restrictions:
1. The custom paper size setting is not available.
2. The default selections made on client workstations will not be reflected on the printer properties screens.

bizhub C650/C550/C451/C450/C352/C351/C300/C252/C250
Tested withCitrix© Metaframe™.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6.No restrictions were found in testing.

Solution ID   TAUS0701544EN*   **Solution Usage**   6

Description
Is the MFBS board the same for the bizhub 200/250/350 and bizhub 222/282/362?

Solution
The current MFBS board (p/n 4551 2038 01) iscompatible but it is being replaced with a modified MFBS2 board (p/n 4551 R900 00).
 IMPORTANT : When installing theMFBS2 board into bizhub 200/250/350/222/282/362 machines, make sure to set the jumper located on themodified board to the 300MHz position (see jumper position as shown in the attached Parts Modification Notice).
 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 .
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert and John Miller, Workgroup/SSD

         October 2009

| **Solution ID** | TAUS0702076EN* | **Solution Usage** | 6 |

Description

After installing the HDD it is not recognized by machine.

Solution

CAUSE: The IDE ribbon cable was installed incorrectly.

SOLUTION:Followthe directionsin the attachedinstallation guide (page E-4) and verify proper connection to the HDD.
   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** | TAUS0801324EN* | **Solution Usage** | 6 |

Description

Supporting bizhub vCare.

Solution

Initial setup documents for vCare support are attached. The attacheddocuments were sent to all the BSCs. This information is for the BSCs only. It does not apply to dealers.
   Notes :
 1. Please be aware that the bizhub C203/C253/C353/C451/C550/C650 support one-way communication.
 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 Greg Lantowski, Production Print/SSD

| **Solution ID** | TAUS0701089EN* | **Solution Usage** | 5 |

Description

FK-503, how to disable ECM mode (error correction mode).

Solution

Todisable ECM mode, perform the following:
 1. Press Utility.
 2. Select Details.
 3. Press stop-0-0 stop-0-1 to enter the Service Mode.
 4. Enter the passcode.
 5. Select Software Switch Settings.
 6. Change Soft Switch Mode 41 bit 6 to 0.

| **Solution ID** | TAUS0800508EN* | **Solution Usage** | 5 |

Description

Where to find paper recommendations for specific models.

Solution

Please refer to the attachedMedia Guides for the products listed. It can also be found on the MyKonicaMinolta.com web site by following the procedure below:
 1. Log into the MyKonicaMinolta.com web site.
 2. Click on "Products."
 3. Click on "Supported Models Library."
 4. Select "Office Systems" in the pull down menu for Category and select the appropriate product.
 5. Click on the link for "Support Materials" and scroll to the link for the Media Guide Office Workgroup Products.
   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 .
   SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

| **Solution ID** | TAUS0801272EN* | **Solution Usage** | 5 |

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**   5

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   TAUS0627763EN*   **Solution Usage**   4

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   TAUS0656962EN*   **Solution Usage**   4

Description

 Connecting a Hecon® (key counter) device to the mainbody.

Solution

 Please seeattachedBulletin Number 5563inregards to Hecon® conventional key counter, Hecon® Base 10 and legacy Minolta key counter support. 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   TAUS0658356EN*   **Solution Usage**   4

Description

How to print out a Service Call Report or Management List.

Solution

 To print out a Service Call Report or Managemant List, perform the following:
 1. Press the Utility button.

2.Select Check Detail on LCD.
3. Press Stop, 0, 0, Stop, 0, 2.
4. Select Maintenance Mode.
5. Enter Passcode 00000000.
6. Select Service Call Report.

SPECIAL NOTE: Solution contribution by Ron Reed, ESS/SSD, SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID　TAUS0702294EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　4

Description

How to configure LDAP access on a Lotus® Notes R5 or R6 server.

Performing a LDAP Search using an Anonymous Connection via Lotus Notes.

(supportedLDAPVersion) not enabled.

Solution

LDAP Production R5/R6 server setup :
1. Edit Notes.ini and add LDAP task. ServerTasks = Router, Replica, Update, Amgr, AdminP, CalConn, Event, Sched, Stats, HTTP, POP3, maps, LDAP.
2. Create a new Configuration document for LDAP to control Anonymous Access.
3. Create a new Configuration doc, call it Allservers in the Group or Server name, then save and close the doc.
4. Now open the Allservers doc. Note that the Basics tab has changed.
5. Select Use these settings as the default for all servers. Note that Group or Server name is now *-Default-. Also there is now an LDAP tab.
6. Click on the fields that you want to be accessible button.
7. Set it to show First Name InternetAddress and LastName only. Do this so only limited info is available.
　Notes :
　a. If you upgrade a server from a previous release to Lotus® Domino 6, the LDAP service uses the LDAP anonymous access configuration from the previous release. If you create or edit the domain Configuration Settings documents after updating the directory with the Lotus® Domino 6 PUBNAMES.NTF design, the list of attributes allowed for anonymous access include the following attributes (attached - ldap1.pdf)not listed in the previous release:
　b.The Allservers configuration doc will only affect the servers running LDAP. It will also allow the MFPs to access LDAP without using an authentication account and password. This is the method that all users are using according to Lotus® Incident 1632724.
　c. Please refer to the attached document for more detail.
　d. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
　e. 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　TAUS0702692EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　4

Description

C-C153 error on start up.

Solution

CAUSE: The C-C153 code is an indication that the firmware is missing from the PWB-A board. The PWB-A was just replaced and does not come pre-loaded with firmware.Firmware installation is required for the copier to operate properly.

SOLUTION:Upgrade/install the firmware usingthe 128 MB Compact Flash card withPhase 3.0 firmware, version G3-70 or greater. Insert the card and powerON theMFP to upgrade.
　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　TAUS0703682EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　4

Description

eCopy™ ShareScan OP step-by-step installation instructions.

Solution

Please refer to attached install documentation for the step-by-step procedure and theeCopy™ compatible machine models, firmware and TWAIN drivers list.
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, Production Print/SSD

Solution ID　TAUS0901607EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　4

Description

Security features.

Solution

Please refer to attached matrix to view the various security features. Features included:

User Authentication
HDD Encryption
Automatic Job Erase (Temporary Data Overwrite)
HDD Sanitizing (Overwrite all data)
Hard Drive Lock
SSL (HTTPS)
IP Filtering
Port and Protocol Control
Protection from Virus/Worms
Secure Print
Scan Data Encryption
SMTP Authentication
POP3 Before SMTP
APOP Authentication
User (Network) Authentication
ISO 15408 Certification
Copy Protect
 Notes :
 a.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 .
 b. For more in-depth security information, please go to Konica Minolta's bizhub security page,
http://kmbs.konicaminolta.us/content/about/bizhubsecurity.html .

Solution ID   TAUS0651459EN*   **Solution Usage**   3

Description

Machine locks up when copying, scanning or printing. The memory % indication will change but will not clear until Data Clear is performed.

Solution

CAUSE: Communication issue between the MFBS and the PWB-A.

SOLUTION: Access the MFBS from the machines right side and rear. Disconnect the two harnesses from the rear and remove the MFBS. Reseat the memory chips and reinstall MFBS. Verify operation.

Solution ID   TAUS0651550EN*   **Solution Usage**   3

Description

Konica Minolta Security White Paper.

Solution

 See Security White Paper for details.
 Notes :
 a.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 .
 b. More in-depth security information is also availableon the Konica Minolta bizhub security page,
http://kmbs.konicaminolta.us/content/about/bizhubsecurity.html .
 SPECIAL NOTE : Solution contribution by Jim Behrends and Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0656793EN*   **Solution Usage**   3

Description
SMTP authentication tips.

Solution
 Refer to the attacheddocument whichprovides details on how to configure the MFP to allow SMTP Authentication for Scan to E-Mail.
  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 Rick Veale, ESS/BSE

Solution ID   TAUS0700061EN*   **Solution Usage**   3

Description
When the fax kit is installed,the instructions indicate that the standard 32MB memory (EM-303) must be removed and the 128MB memory (EM-305) installed in its place. Can this additional memory be added to help with large print jobs?

Solution
 No additional memory can be added when the fax option is installed. However, the HD-504 optional HDD (40GB Hard Disk Drive,Item #45994617)can be added.
 Please see attached Marketing Bulletin 06-GB-016 for details. 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 Bill Hall, Workgroup/SSD

Solution ID   TAUS0700476EN*   **Solution Usage**   3

Description
How to disable account tracking (ECM).

Solution
To disable account tracking (ECM), perform the following:
1. Press Utility.
2. Select Admin. management.
3. Enter code.
4. Select Admin. 1
5. Select Account/User Auth.
6. Select User Authentication ON/OFF.
7. Under Account Track select OFF.

Solution ID   TAUS0801702EN*   **Solution Usage**   3

Description
How to perform a Total Clear.

Solution
 To perform a Total Clear:
 1. Remove the Compact Flash Cover.
 2. Press the Warm Restart switch.
 3. When "??" appears at the center on the left-hand side of the screen, enter "3" from the
 10-key pad.
 4. Enter the 8-digit service code and touch [END] (default value: 00000000).

 IMPORTANT :When [END] is touched after a wrong service code has been entered, the Basic
 screen reappears.
 At the fourth access after entries of three wrong access codes, [END] is not available on the screen. It is therefore necessary to turn OFF/ON the Main Power Switch.
 If you forget the service code, it becomes necessary to replace the RAMS Board with a new one. Take necessary steps not to forget the service code.
 The RAMS Board is not available as a replacement part. If it requires replacement, contact Office Printing Support Division by way of CSES.

 5. Select a Total Clear. If enhance security mode is set ON, menu is not shown.
 6. Select [Yes] and touch [Enter] to start the clearing sequence.

7. When the message indicating completion of the clearing sequence appears, touch [OK].
   Note : When Total Clear is performed the following settings are cleared and must be reapplied:

Fax-related setting information
Bulletin board setting information
Transmission/reception log information
Image data
Network setting information
Destination information
Soft switch information
Management-by-account setting information
User authentication setting information
Account/user counter
Remote maintenance setting information
FW download setting information
Copy setting information (zoom ratio, paper size, erase width, paper source detailed information, copy job program, bypass free size registration, etc.)
CSRC setting information
Please review the attached document for more detail. 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 Chuck Tripp and Mike McCarthy, Production Print/SSD

Solution ID   TAUS0802799EN*   **Solution Usage**   3

Description

Enabling User Name and Password for SMTP Authentication.

Solution

 SMTP Authentication
  Note : Before starting, make sure NC-4 and SU-2 or SU-3 are installed. ROM versionmust becurrent.

 1. Login Admin mode onMFP panel.
 2. Select Admin2.
 3. Open "SoftSW setting" and set "SoftSW 380, Bit6=1 and Bit2=1".
 4. Save Settings.
 5. Open "Network Set" and "SMTP Setting".
 6. Set SMTP Server Address (TCP/IP address of Mail Server).
 7. Set "E-mail Address"
 8. Set "SMTP AUTH User Name"
 9. Set "SMTP AUTH Password"
 10. Save Settings.
  Note : If you get error code EA21C6, it means Authentication method error. If you get error code E72217, it means User ID or Password is incorrect.

 WithSU-3:

 If you want to share POP3 User name and password as SMTP Auth User name and Password, set "SoftSW 380, Bit6=1 and Bit2=0".
 Set the POP3 user name and password on "Network Set" and "POP3 Setting".
 This method will use CRAM-MD5, Login or Plain authentication.
  CAUTION : If you set SoftSW 380, Bit6=1, URL report function with Scan to Server (FTP), HDD will notwork.
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0807951EN*   **Solution Usage**   3

Description

How to get the number of the fax line when it is not published.

Solution

 CAUSE: No cover Sheet with number or the id on machine is the name of the customer without a number.

 SOLUTION: Technician can dial 1 800 444 4444, this number will provided a greeting and state the number you are calling from.

 SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0650458EN*   **Solution Usage**   2

Description

FK-503, why no dial tone on the ML-502 when pressing the monitor button.

Solution

There is no dial tone when selecting mode 006, bit 1 to 0after installing the ML-502 because there is no speaker for the additional line, but it will still TX and RX.

Solution ID   TAUS0653126EN*

Solution Usage   2

Description

When a Jamex® coin-op vendor unit is attached to the MFP through the key counter port, does duplexing work?

Solution

Duplexing with a Jamex® coin-op vendor box will not work.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0653378EN*

Solution Usage   2

Description

How to disable network ports.

Solution

The Network Port List outlines methods to close various network ports for the bizhub 200/250/350. For other models please refer to table below:

Port List - How to Open/Close

PORT

Function Name

How   to Close   (Utility/Counter > 3. Administrator setting >)

21

FTP Server

5. Network Setting > 5. FTP Setting > 3/3 FTP Server = OFF

80

Web Server (HTTP)

5. Network Setting > 0. Detail Setting > 5. PSWC Setting = Disable

139

SMB connection

5. Network Setting > 6. SMB Setting > Scan Setting = OFF, Print Setting = OFF

161

SNMP

5. Network Setting > 0. Detail Setting > 8.SNMP Setting = OFF

427

SLP

5. Network Setting > 0. Detail Setting > 6. SLP Setting = Disable

443

HTTPS

5. Network Setting > 0. Detail Setting > 5. PSWC Setting = Disable

515

LPD

5. Network Setting > 0. Detail Setting > 7. LPD Setting = Disable

631

IPP

5. Network Setting > 4. IPP Setting > IPP Setting = OFF

9100

RAW Port

5. Network Setting > 2. TCP/IP Setting > 2/3 RAW Port No. > Port1 (9100) = OFF

9112

RAW Port

5. Network Setting > 2. TCP/IP Setting > 2/3 RAW Port No. > Port1 (9112) = OFF

9113

RAW Port

5. Network Setting > 2. TCP/IP Setting > 2/3 RAW Port No. > Port1 (9113) = OFF

9114

RAW Port

5. Network Setting > 2. TCP/IP Setting > 2/3 RAW Port No. > Port1 (9114) = OFF

9115

RAW Port

5. Network Setting > 2. TCP/IP Setting > 2/3 RAW Port No. > Port1 (9115) = OFF

9116

RAW Port

5. Network Setting > 2. TCP/IP Setting > 2/3 RAW Port No. > Port1 (9116) = OFF

50001

Open API

8. System Connection > 1.IS Open API Setting > Access Setting = Restrict

59158

Twain/Box/Data Admin

9. Security Setting > 6. Management Function Setting > 3. Network Function Setting = Disable

Notes :

1.Port 59158 cannot be closed by above setting but if you set Network Function setting = Disable, Box operator cannot browse the data in boxes.

2.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0653844EN*   **Solution Usage**   2

Description

How to maximize performance of the MFP.

Solution

When the EM-303, 32MB memory upgrade (Item#4551641), is added to a bizhub 350/250/200 device equipped with the HD-504, Hard Disk Drive, the overall system performance is improved.

Please see Marketing Bulletin 06-GB-016 for details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0657927EN*   **Solution Usage**   2

Description

Konica Minolta SAP printing availability.

Solution

SAP printing device types are now available for many of the Konica Minolta products. The SAP device types are available for download from the Konica Minolta Download Selector.

Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Many of theKonica Minolta SAP device types support SAPR/3 version 4.6c andabove.

Please refer to thaattached Konica Minolta SAP device type listand to the printing and install guide. 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   TAUS0701098EN*   **Solution Usage**   2

Description

FS-508, intermittent finisher exit jams.

Solution

CAUSE: Bent Guide Mylar in the finsher Paper Enterance section.

SOLUTION: Re-form or replace Guide Mylar (p/n 4349 1310 03).

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   TAUS0703221EN*   **Solution Usage**   2

Description

Can TWAIN scanning be done thru the USB port?

Solution

Only network TWAIN scanning is supported.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0703450EN*   **Solution Usage**   2

Description

"Overwriting data"messagecontinually.

Solution

CAUSE: When the HD-504 is installed, the "Overwrite All Data" function of the admin mode overwrites all data on the HDD.This process takes 35 hours.

SOLUTION: Once this function is started the user should wait until it is completed.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801046EN*   **Solution Usage**   2

Description

By default the MFP displays a status message that the imaging unit is at "near life" status and shortly afterward theMFP stops functioning. It is possible to disable this status messageso thattheMFP will continue operating until the imaging unit is utterly depleted?

Solution

To disable the MFP "near life" indication when the imaging unit life is depleted:
1. Call the Tech Rep Mode to the screen.
2. Touch [Soft Switch Settings].
3. Enter the mode number (a 3-digit number) from the 10-Key Pad. The mode number is 418.
4. Touch [Bit Selection].
5. Align the cursor using [left arrow] or [right arrow] under bit 3.
6. Change bit 3 from the default "1" to "0" to disable indication of "near life."
7. Touch [Set].
8. Exit the Tech Rep Mode.
Note : The Imaging unit will becompletely depleted without any indication in this mode. The near empty warning is disabled.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801369EN*   **Solution Usage**   2

Description

DF-605, how to update firmware.

Solution

Firmware upgrade:
1.Prepare the firmware upgrade EP-ROM.
2.Turn OFF the Main Power Switch.
3.Remove the Rear Cover of DF.
4.Insert the Prepared EP-ROM to the IC socket Section 1 of the main Control Board (DF).
Note : Ensure that the EP-ROM is installed in the correct direction.
5.Power ON the Main Power Switch.
6.Check the firmware update status at the Print Lamp Display Section (3) of the Duplexing Document Feeder.

Updating: Green and red light up alternately.
Successful Completion: Blinks in green.
Failure: Blinks in red.If failure occurs, Redo the procedure from step 4.
7.After the firmware has been upgraded successfully, power OFF the Main Power Switch and remove the EP-ROMthat was attached at Step 4.
8.Power ON the Main Power Switch.
9.Display Tech. Rep. Mode.
10.Touch the (ROM Version) and check the ADF ROM version.
11.Correct the version indication on the ROM label on the Main Control Board using a pen or similar means.
12.Reinstall the Rear Cover.
Notes :
a. See the attachment for illustrations. 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 .
 b. To upgrade the firmware on the DF-605 an EPROM/JIG (p/n 4344790201) has to be ordered.
 SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0808178EN*   **Solution Usage**   2

Description

How to forward faxes to different destinations for each line with multi-line fax option.

Solution

 Due to design constraints, it is not possible to forward received faxes to different destination. Both lines will forward received fax to same forwarding
destination. However, on a limited basis, it is possible to set up fax forwarding to different destinations based on TSI routing. Please refer to the User manual
for the model in question.
 SPECIAL NOTE: Solution contribution by Mahen Shukla, ESS/BSE and Ian Lynch, Production Print/SSD

Solution ID   TAUS0900013EN*   **Solution Usage**   2

Description
How to use the Firmware Imaging Toolkit software.

Solution

 Please perform the step-by-step procedure mentioned in the attached documentation. 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 : Never format the CF card on color machines.
 Notes :
 1.Before installing the most current version always delete the previous version via
 Add and Remove Programs.

 2. Firmware Imaging Toolkit 2006 can be downloaded 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 Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0900736EN*   **Solution Usage**   2

Description

How to load a 32-bit driver on a 64-bit operating system.

Solution
 Please follow this step-by-step procedure and refer to the attached video.
 1. Load the 64-bit driver on the server and share it out.
 2. Load a 32-bit driver on a workstation locally.
 3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.
 4.Navigate to the previously shared out printer on the server.
 5. Right-click on the shared out printer and select properties.
 6. Select the sharing tab and then click on the Additional Drivers button.

---

7. Select or check-off the 32-bit driver to be added to the 64-bit system.

8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bit and 64-bit checked off.

9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server =>Properties =>Sharing Tab =>Additional Drivers).

  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   TAUS0603556EN*   **Solution Usage**   1

Description

Power consumption data.

Solution

 Please see attachedpower consumption data for warm-up, standby, and running modes.

 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 Clinton Marquardt, ESS and Chuck Tripp, Production Print/SSD

Solution ID   TAUS0648952EN*   **Solution Usage**   1

Description

Hard DiskDrive (HD-504) capabilities.

Solution

 The HD-504 Hard Disk Unit adds 40GB of system memory and increasessystem performance. When it is added, it serves the following function:

 Copy Overlay (Image Stamping)
 The system is able to store copy jobs while copy jobs are being printed
 Enables PostScript font downloads with PostScript
 Enables PDF font downloads with PostScript
 Enables PDL Spooling
 Provides Scan to HDD capabilities (up to 115 mailboxes)
 Reprint function

Solution ID   TAUS0650605EN*   **Solution Usage**   1

Description

When faxing, need to set a priority cassette.

Solution

 CAUSE: Not pulling from the proper cassette

SOLUTION: To select a priority paper drawer when faxing, select mode 37 and change bit 2-7 for the proper cassette.
 Bit 7=1 for 1st cassette
 Bit 6=1 for 2nd cassette
 Bit 5=1 for 3rd cassette
 Bit 4=1 for 4th cassette
 Bit 2=1 for Bypass

 SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID   TAUS0652676EN*   **Solution Usage**   1

Description
PC-402 large capacity cassette field update.

Solution
See Bulletin 06-GB-005 for details.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID   TAUS0652806EN*   **Solution Usage**   1

Description
Does the MFP support Divide Output (subset stapling)?

Solution
The current engine specification does not allow for this function. This function is required; please contact SSD hotline to forward this request to Product Planning. The following Product_change_request document lists information required for this type of request.
  Note : To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .

Solution ID   TAUS0653310EN*   **Solution Usage**   1

Description
How to scan to HDD.

Solution
The scan to hard drive is used in conjunction with scan to User Boxes. To store documents on the HD-504 do the following:
1. Browse to the printer, select Fax/Scan tab, locate the radio button, marked __TX HDD. Select Next, select the One Touch Name, and (name it by the document name), select Apply.
2. Walk to the machine and place documents to be stored to HDD box, select the Fax / Scan button and locate the one touch that was named with the document name and press Start.
3. Now go back to the browser and select the User Box tab and select the one touch that was programmed and press the Public box. View the document and select Download to your folder or the desktop.
4. Double click on the download TIFF or PDF. With the open TIFF or PDF, select Printer and right click select the properties and then the Output Method select Save in User Box. The Save In User Box Settings will be displayed. Type in the name of the document that was selected for the One Touch Name in step 1, select OK then OK for printer and OK for sending to the printer.
5. The document now will reside on the HDD until deleted. The TIFF or the PDF can now be deleted or saved for future use in a folder or on the desktop.

Solution ID   TAUS0653847EN*   **Solution Usage**   1

Description
Security enhancements.

Solution
Here's an "at-a-glance" look at the Security features enabled when these devices are upgraded:

ISO 15408 Certification
Hard Disk Drive (HDD)Password Lock Function
Authentication Failure Penalty
Access Limitation
Failed Access Penalty (Authentication Failure)
TCP/IP Address Filtering
Restricting Broadcasting
Restricting Input of Direct Input Numbers
Enhanced Secure Printing
Password Rules
Job Erase
HDD Sanitizing
User Authentication selectable for all functions or for Scan Functions only

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Multiple Domain Support for User Authentication in Active Directory Environments
SMTP Primary and Secondary Server Support
Other functions offered by this firmware level include:

Defining the use of the Backspace Key
Print Status Notifier Support via PostScript Visual Driver
Please see Bulletin Number 5334 for additional details.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 .
Also, go to Konica Minolta's bizhub security page, http://kmbs.konicaminolta.us/content/about/bizhubsecurity.html , formorein-depth security information.

Solution ID   TAUS0656804EN*   **Solution Usage**   1

Description
How to set up SMTP Authentication.

Solution
Refer toattached document which provides details on how to configure the MFP to allow SMTP Authentication for Scan to E-Mail. 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   TAUS0656894EN*   **Solution Usage**   1

Description
PROBLEM: How to enter the Initial mode.

Solution
SOLUTION: Remove the flash card cover on the right hand side of the scanner unit. With the machine powered on, press the black button to the left of the flash card socket. The machine will then reboot on its own. When the splash screen appears, watch for a dot on the left center of the LCD display. When the dot appears, press the number 3 key. On the LCD, type in eight zeroes and press end. You will now be in the Initial mode.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0657144EN*   **Solution Usage**   1

Description
How touse separate scan when scanning documents other than for copying.

Solution

The separate scan feature can only be used for scanning documents to be copied. All other scanning functions are not supported by the separate scan feature.
 SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0657954EN*   **Solution Usage** 1

Description
How to enable SMTP authentication.

Solution

To enable SMTP authentication:
 1.Enter the soft switch setting mode.
 2.Select mode 380. Change bits 2 and 6 to 1.
 3.Now enter the Administrator 2 mode, select SMTP settings and enter the user name and password.
 4.Restart the machine. The SMTP authentication name and password will now be active.
 SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0658074EN*   **Solution Usage** 1

Description
 CS Remote Care/vCare E-mail Setup Instructions.

Solution

 Attached are the zipped CSRC E-mail Setup Instructions:

 bizhub PRO 1050/1050P/1050e vCare/CS Remote Care E-mail Setup Instructions version 1.8.5

 bizhub 200/250/350/222/282/362 vCare/CS Remote Care E-mail Setup Instructions version 1.3.0

 bizhub 360/420/500/600/750 vCare/CS Remote Care E-mail Setup Instructions version 1.2.1

 bizhub PRO 920 vCare/CS Remote Care E-mail Setup Instructions version 1.8.2

 bizhub C451/C550/C650/C203/C253/C353/C552/C652/361/421/501 vCare/CS Remote Care E-mail (One-Way) Setup Instructions version 1.3.0

 bizhub PRO 950 vCare/CS Remote Care E-mail (One-Way) Setup Instructions version 1.3.2

 bizhub C200 vCare/CS Remote Care E-mail Setup Instructions version 1.2.0

 bizhub C450/C351/C250/C352/C300 CS Remote Care E-mail Setup Instructions version 1.3.8

 bizhub C451/C550/C650/C203/C253/C353 vCare/CS Remote Care E-mail (Two-Way) Setup Instructions version 1.0.0

 bizhub PRO C500/8050/IP-901/IP-921/IC-405/IC-302 vCare/CS Remote Care E-mail Setup Instructions version 1.8.3

 bizhub PRO C6500/C6500P/C5500/C5501/C6501/C65hc/Main body NIC vCare/CS Remote Care E-mail Setup Instructions version 1.4.0
  Notes :
 1. To open the file WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.
 2.This vCare documentation can also be found by using the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please see attached procedure. 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 TAUS0702080EN*   **Solution Usage** 1

Description
Can the TWAIN driver for scanning be utilized on a Microsoft® Windows 2003 Terminal Server?

Solution

TWAIN scanning cannot be performed in a Microsoft® Windows 2003 Terminal Server environment.

Solution ID　TAUS0702445EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

How to set up FTP Publishing Services on a Microsoft® Vista™ workstation.

Solution

Please follow the step-by-step procedures as shown in the attacheddocument.
　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, Production Print/SSD

Solution ID　TAUS0702534EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　1

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　TAUS0702589EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

PC-102, intermittent jamming from Tray 3.

Solution

CAUSE: The paper take up sensor (PC116)has failed.

SOLUTION: Replace the paper take up sensor (p/n 4037090201).

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　TAUS0702987EN*　　　　　　　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

What is the procedure for replacing CL-3 paper take up clutch?

Solution

To remove the take-up clutch CL-3 for service or replacement:
1. Remove cassettes one and two.
2.Next, remove the feed unit for Tray1 and the Manual bypass unit.
3.Remove the rear cover.

Note : The connector for CL-3 comes through the frame and connects at the rear of the machine. Remember to disconnect the connector before removing the drive unit, otherwise the connector will be damaged.

4.Looking into the cavity for Tray 1, you will see the drive gear assembly, which may be removed by removing the screws securing the metal frame around the unit.

5.Once the screws are removed, the unit will come out through the front of the machine.

6. Now the clutch may be replaced or serviced.

Note :Remember to remove all excess grease from the drive gears to prevent the grease from migrating back into the clutch.

7.Reassembly is the reverse of disassembly.

SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0703222EN*   **Solution Usage**   1

Description

How to set the RX speed to a 9600 baud rate.

Solution

The RX speed is set through soft switches. Set soft switch 050, bits 7, 6, 5, 4, 3, 2, 1, 0 as follows 0, 0, 0, 0, 0, 0, 1, 1 respectively.

Note : For more details see theattached page 83from the Field Service Manual.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0703775EN*   **Solution Usage**   1

Description

Can a Jamex© coin-op and Account track be used together?

Solution

Due to the specification of the unit, the function is not supported.

Note : When the Jamex© coin-op is enabled, the tab for Account/User Auth. is not shown.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0703803EN*   **Solution Usage**   1

Description

When scanning to SMB, FTP, and E-mail the image will appear on the PC in the landscape direction.

Solution

CAUSE: This is normal operation of the machine scanner system.

SOLUTION: The machine does not rotate scan to PC. Please load the originals in the ADF with the 8.5-inch edge firstand the top of the page on the left-hand side. The lead edge of the scan is the top of the page.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0800145EN*   **Solution Usage**   1

Description

How to disable sleep mode.

Solution

To disable sleep mode:

1. Press the Utility/Counter key.
2. Select Admin. Management and enter the 8 digit code(default 00000000), and press End.
3. Press Admin. 1.
4. Select Admin. Set.
5. Choose "Disable Sleep Mode" and set to Yes.
6. Press Enter four times and then press User Settting.
7. Select User's Choice and choose 3 of 6 and select Sleep Mode and set to OFF.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0800335EN*   **Solution Usage**   1

Description

When the engine runs out of paper and is not addressed it will cause the writer on the AS/400® to stop.

Solution

CAUSE: The writer on the AS/400® times outafter 170 seconds (by default)when MFP runs out of paper.

SOLUTION: The following changes to the device description will cause the writing to ignore the time out and just report the error.
1. Pick one of the devices and end the writer and vary the device off.
2. Select the option that will allow you to 'Change Device Desc'.
3. On the first screen look for the 'Printer error message' parameter and change it to '*INFO'.
4. Page down twice and look for the 'User-defined options' parameter it should read '*IBMSHRCNN'; under thisadd ERRMSGINFO.
5. Start the writer and vary the device on and test.These changes must be done for the other device on the AS/400®.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800403EN*   **Solution Usage** 1

Description

How to print SAP R/3barcodes.

Solution

In order to print SAP barcodes, you need to have the barcode fonts installed on the MFP. This means that you need to purchase SAP compatible barcode fonts and install them onto the HDD of the controller.
Currently the best andeasiestway to print SAP barcodes is to attached a device from Typehaus to the MFP.
This device has been tested and it complete compatible with SAP barcodes. This device is so sophisticated that you need not configure it with an TCP/IP address, it will assume the TCP/IP address of the MFP and intercept the font call for the barcode and replace the call with the actual barcode fonts. Nothing else will be required.
To Purchase this device contactTypehaus at: http://typehaus.com . Be sure to mention your affiliation with Konica Minolta.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800454EN*   **Solution Usage** 1

Description

What is the part number for the SU-501 fax/scan chip?

Solution

SU-501 fax/scan chip (p/n 4551-1204-01).
Note :It is necessary to provide extra memory for the fax kit as well as providing the TCP/IP scan functionality of the machine.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0800946EN*   **Solution Usage** 1

Description

How to find/display a MAC address.

Solution

To find the MAC address of a specific device in a Microsoft® Windows environment, such as a main body internal NIC, access the command prompt,PING the TCP/IP address of the device and then perform the command, arp –a .
The attached procedures are for Microsoft® Windows 98/NT/2000/2003/XP, DOS/Microsoft® Windows 3.11/Microsoft® Windows for Workgroups, Microsoft® Windows Vista™ and Macintosh® OS X. 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 .
Note : Also attached is the Technitium MAC Address Changer© freeware program. This software is not supported by Konica Minolta and is to be used at your own risk.
To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Freddie Burnham, Production Print/SSD

Solution ID TAUS0801436EN*   **Solution Usage** 1

Description

The machine is equipped with a fax kit and the TX reports are printing on lettersize from the LCC. The customer would like the reports to print out of Tray 1 usingLetter R paper.

Solution

This is normal operation of the machine.The machine can be forced to print the reports to different trays using soft switch 323. Please see the attached file for more details on the soft switch orrefer to thethe Field Service Manual.
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 David Silverstein, Workgroup/SSD

Solution ID TAUS0801564EN*   **Solution Usage** 1

Description

How to getthe TCP/IP address of printer.

Solution

To getthe TCP/IP address of printer:
1. Utility/Counter Key.
2. Administrator setting.
3. Password (12345678).
4. Admin Management.
5. Administrator Code (12345678).
6.Enter.
7.Admin 2.
8.Network Setting.
9.Network Settings 1.
10. Basic.
11.TCP/IP address is indicated in the right column.
 SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0801869EN*   **Solution Usage** 1

Description

In the Service Manual,for the Service call report, what does the jam type stand for?

Solution

 Please see the attachment for the location of the jam indication for the Service call report when printed out from the machine. 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 Craig Blyther, ASG/SSD

Solution ID TAUS0802121EN*   **Solution Usage** 1

Description

How to access more than 15 one-touch registrations.

Solution

To access more than 15 one-touch registrations:
1. Browse out to PageScope with TCP/IP address.
2.Fax/scan.
3.One-touch registration.
4.The first set of boxes is for the registration:

 1/3 in the first row is for the first 15 boxes.
 The second box in the first row is for16-30boxes.
 Click on new empty box with -- -- to enter new one-touch registration.
 SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0802264EN*   **Solution Usage** 1

Description

How to enable the fax option (FK-503).

Solution

 The fax option (FK-503) does notneed to be enabled. The fax kit is automatically recognized.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0802795EN*   **Solution Usage** 1

Description

How to enable duplexing when a coin vending device is installed.

Solution

 To enable duplexing when a coin vending device is installed, setDipSW 472-2 to 1. For more information please refer to the Field Service Manualversion 2.5 (July 2006) in the fax section, page 164. See attached page.

 Note: 222, 282, and 362 use the same switch.
 SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/BSE, SPECIAL NOTE : Solution contribution by James Behrends, Workgroup/SSD

Solution ID   TAUS0802801EN*   **Solution Usage**   1

Description

What option is require for parallel printing?

Solution

The EK-502 (Item #4599481) is required for parallel printing. Please refer to the attached Installation Manual. 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 Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0802887EN*   **Solution Usage**   1

Description

Can scan to FTP, E-mail or SMB be duplexed?

Solution

Scanning to FTP, E-mail or SMB can be duplexed:
1.Select the Fax/Scan button.
2.Touch Fax Menu on the display and then 2-Sided TX.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0900247EN*   **Solution Usage**   1

Description

How to change staple cartridge in saddle stitcher (SD-502).

Solution

To change staple cartridge in saddle stitcher:
1. Open front door.
2. Lift copy output tray and push down the cartridge holder and pull it out.
3. Press where it says push to unlock cartridgeholder.
4. Take out the empty staple cartridge from holder.
5. Load the new staple cartridge into the holder.
6. Carefully remove the stopper.
7. Insert the staple cartridge and push it up until it locks into place.
8. Return the copy output tray to its original position.
9. Pull the handle of the mis-feed clearing door to open it and then close it.
SPECIAL NOTE : Solution contribution by Raymond Downs, Production Customer Support/SSD

Solution ID   TAUS0901588EN*   **Solution Usage**   1

Description

Why SIP Fax is not working.

Solution

Attached is information designed to provide a better overview about the SIP Fax Function (FoIP - VoIP) implemented within most of the MFPs. In general, you should find this feature on machines from 20ppm onwards providing a large graphical LCD and sold after 2001 (no line-based LCDs).
Note : 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 KM Europe (BEU)

Solution ID   TAUS0901781EN*   **Solution Usage**   1

Description

How to configure Send to eCopy?

Solution

The Scan to SMB Send to eCopy attachment, must be configured prior to the setup of the Send to eCopy on the ScanStation. To configure properly, perform the following:

1. In the console tree, select Devices>device_name>Manage on the Status tab, andensure that the Enable TWAIN checkbox is not selected.
2. Select the Send to eCopy tab.
3. Under Configuration, specify the number of seconds. When the ScanStation softwarefinds files in the storage folder that are older than the specified number of seconds, it deletes them.
4. Under Location, specify the following:
5. Type: SMB
6. Folder: Shared folder name on Hard Drive.
7. Login: User name.
8. Password:
9. Click on Save.
10.Create the eCopy connector that you want to use and select Destination and browse tothe shared folder on the drive.
11. Click on Save.
12. Restart the ScanStation.

See attached PDF for further 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
SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0902479EN*   **Solution Usage**   1

Description

How to set up Scan to SMB on Microsoft® Windows 2008 Server.

Solution

Please see the attached video for the procedure. The video should be played on Microsoft® Windows Media Player version 9 or later. The latest Media Player can be downloaded at: http://www.microsoft.com/windows/windowsmedia/default.mspx .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0629386EN*   **Solution Usage**   0

Description

ISO 15408 certification information.

Solution

TheMFPsare certified ISO 15408 EAL Level 3. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper and Marketing Bulletin 09-GB-059.
1. ISO 15408 FAQ
2. Trusted Computing Base
3. ISO 15408-3
4. Common Criteria
  Notes :
  a. 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 .
  b. Also, go to Konica Minolta's bizhub security page, http://kmbs.konicaminolta.us/content/about/bizhubsecurity.html , for more in-depth security information.

Solution ID   TAUS0649462EN*   **Solution Usage**   0

Description

How to print a Test Page Configuration sheet.

Solution

To print a Configuration page, perform the following:
1. While in Copy mode, press the Utility button.
2. On the LCD press Printer Settings.
3. Press Check Job Settings. Configuration page will print at this time.

Solution ID   TAUS0652221EN*   **Solution Usage**   0

Description
Is printingonto envelopes supported?

Solution
 Only #10 envelopes can be fed via the bypass tray. Up to ten #10 envelopes can be loaded at one time.
   Note : PostScript driver is need for printing envelopes or labels.

Solution ID   TAUS0652626EN*   **Solution Usage**   0

Description
PC-402/LU-201 compatibility.

Solution
 PC-402 has two item codes.

 Item #4061-313 is compatiblewith bizhub C450/C351/200/250/350
 Item #4061-317 is compatible for all of the above plus the bizhub 420/500.
 There are no known compatibility issues with PC-402 (Item #4061-317).
 If PC-402 (Item #4061-313) is used with the LU-201 on the bizhub 420/500,paper may jam.
   Note : The item numberon the box, along with the serial number, can be used to identify each PC-402. Item #4061-313 will start with s/n 313 xxxxx and Item #4061-317 will start with s/n 317 xxxxx.

Solution ID   TAUS0653923EN*   **Solution Usage**   0

Description
"Possibly SNMP Read Community Name Changed" message when adding a device. A box to input the correct Read community name will appear.

Solution
CAUSE: IS Open API is set to 'RESTRICT' in Admin Mode=> System Connection.

SOLUTION: Set IS Open API Access setting to 'ALLOW'. The default port should be 50001.

Solution ID   TAUS0654368EN*   **Solution Usage**   0

Description
"Server Connect" error message when scanning to E-mail. Both locations can see users in LDAP look up. The first location there were no issues when sending E-mail. The second location would give Server Connect error.

Solution
CAUSE: Two locations are connected via 100MB metro ethernet WAN. The timeout was set to max. The customer has two E-mail servers; one at each site.

SOLUTION: Change the SMTP mail server address to the local mail server.

Solution ID   TAUS0700613EN*   **Solution Usage**   0

Description
Is the Hard Disk Drive (HDD)required for faxing?

Solution
 The Hard Disk (HD-504, Item #4599461 - 40GB Hard Disk Drive) is not required for faxing, unlike the bizhub C450.
   Note : The Hard Disk (HD-504)option and the 32MB Memory bundled with the fax kit (FK-503) will ensure maximum system performance. However, the

32MB memory will provide additional fax memory.
  SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0701802EN*   **Solution Usage**   0

Description
Forward TX error when scanning to E-mail.

Solution
CAUSE: SMTP authentication is turned ON.

SOLUTION:Disable SMTP authentication. To turn off SMTP authentication, perform the following:
1. Enter the service mode.
2. Select soft switches settings.
3. Enter the soft switch mode 380 andset bit 6 to0.
4. Cycle machine main power OFF/ON.

Solution ID   TAUS0703396EN*   **Solution Usage**   0

Description
How to change between printer and copier priority modes.

Solution
To change the machine to printer priority, perform the following:
1. Press the Utility key.
2. Select User's Choice.
3. Select Default Device.
4.Select COPYor PRINTER.
  Note : Setting the machine to PRINTER priority will causeprint jobs to begin printing beforethey arefinished spooling.
  SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800400EN*   **Solution Usage**   0

Description
Preventing the write from crashing on the AS/400®.

Solution
In order to prevent the write from crashing on the AS/400® read the following IBM bulletin.

Timeout Settings in the Operating System Printer Device Description

Settings in the printer device configuration in operating system that can cause writers to end are the Inactivity timer and Activation timer.
The recommended setting for Inactivity timer should be set at some value other than *NOMAX so that the connection will be closed during periods of no activity. Even if not sharing on the network, *NOMAX can cause problems with the writer connection.
The Activation timer should be set to a value large enough to prevent posting of intervention errors due to TCP/IP transmission delays and printer processing delays. The default setting of 170 seconds is usually large enough to accomplish this unless you send large files to a printer with a slow processor that has a lot of memory. Increasing the activation time will prevent unwanted intervention errors but that time will have to pass before you will get a desired intervention error.
Note that intervention errors do not stop the print process. If the Printer Error Message parameter in the Device Description for the writer was set to *INQ , then the intervention will require an operator input to retry or to cancel the writer.
(At R370, the Printer Error message is not recognized on ASCII printers. Change the User defined options parameter to ERRMSGINFO).
If the Printer Error Message parameter was set to *INFO , then the driver will continue to retry until the connection has been established or the TCP/IP has closed the socket or, in the case of a slow printer processor, the proper response is obtained which is either the printer is on-line or that the printer has received all the data. If the connection was eventually successful, the intervention message will be attempted to be removed from the message queue, and process will continue.
Please set the Printer Error Message to *INFO and the User Defined options to ERRMSGINFO.
  SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0800446EN*   **Solution Usage**   0

Description
How to set the ADF default to 2:1.

Solution
To set the default to 2-to-1, perform the following:
1. Press the Utility/Counter button.

---

2. Select User Setting.
3. Select User's Choice.
4. Go to tab 2/6.
5. Select Default Setting Simplex/Duplex and make the desired setting.
 SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0802049EN*   **Solution Usage**   0

Description

Can the transmission report be printed for each faxed or scanned job?

Solution

The transmission report can be printed for each scanned or faxed job:
1. Enter the admin mode.
2. Select Admin.1 and choose Report Settings.
3. Touch Activity Report and set to ON.
4. Touch TX Report and select ON for Single Dest. and Broadcasting.
5. Enter Tech Rep Mode and select Soft Switch Settings.
6. Change to mode 002 and set bit 6=1 and bit 5=0.
7. Press Enter and exit.
 Note : Scanned job refers to scan to E-mail, SMB and FTP.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0802347EN*   **Solution Usage**   0

Description

Can the Jam list be printed?

Solution

 No, but the jam list can be viewed through the following procedure:

 Access Tech rep mode
 Stop 00 stop 01, 8 Zeros ,end
 Look for Counter, select Jam counter, and to view all just FWD at top

 Note: If a HD504 (p/n 4599461) is installed printing a jam list is possible.

 SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0808132EN*   **Solution Usage**   0

Description

 Vendor connector CN1000 pinout information.

Solution

 There are two versions of PWB-A with a different CN1000 interfaces related to +5 volts. Refer to the attached file for details.
 SPECIAL NOTE: Solution contribution by Mahen Shukla, ESS/BSE

Solution ID   TAUS0808216EN*   **Solution Usage**   0

Description

When the HD-504 is installed is it necessary to install additional memory?

Solution

 When the HD-504 is installed in the machine it is necessary to install a minimum of 32MB of additional memory. The item number for the EM-303 32MB Expanded Memory Unitis 4551641. It will not be necessary to install the EM-303 if the FK-503 fax kit is installed in the machine sincethe 32MB of additional memory is included with the fax kit.

 SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0657309EN*   **Solution Usage**

Description

Part number for the finisher mainboard.

Solution

Finisher main control board(p/n 4394010505).
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0657956EN*   **Solution Usage**

Description

What is the part number for the finisher main board?

Solution

Finisher main board(p/n 4349 0105 05).
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700117EN*   **Solution Usage**

Description

Can the Account Track data be printed from the machine?

Solution

Verify that the ROM version for the MFP is at least at 49. If the firmware is lower than version 49, please upgrade it. Once version 49 or greateris installed, access the Account Track data by entering the Admin 1 mode, then select Account Track data. Once in the initial Account Track data screen, press the Print key. This will print all the account setup and show the totals.
  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'.
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700130EN*   **Solution Usage**

Description

Can the memory mode keys be named?

Solution

The memory mode keys cannot be named by the user. They are automatically numbered 1 through 10.
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700700EN*   **Solution Usage**

Description

Unable to auto-configure options with the PostScript driver.

Solution

CAUSE: SNMP protocol is disabled on the machine.

SOLUTION: Enable SNMP protocol on the machine.

Solution ID   TAUS0701093EN*   **Solution Usage**

Description

Is Dispatcher supported on the bizhub 200/250/350?

Solution

Dispatcher is not supported on the bizhub 200/250/350 models. Only Dispatcher Pro will work on these models.

Solution ID   TAUS0701136GE*

<div align="right">

Solution Usage

</div>

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   TAUS0701225EN*

<div align="right">

Solution Usage

</div>

Description

EA31F5 error message only when faxing out (transmitting).

Solution

CAUSE: The Communication mode for TXis set for PC E-Mail. This is the default setting and needs to be changed to Fax G3-1 or G3-2.

SOLUTION: To make the changes, perform the following:
1. Enter the Admin Management mode by selecting the Utility key and then Admin Management menu.
2.Enter 1,2,3,4,5,6,7,8 as the password.
3.Select Admin 1 => TX Settings => Quality/Mode => Connection Mode.
4.Set the Connection Mode from PC E-Mail to FAX G3-1 or G3-2.

Solution ID   TAUS0701656EN*

<div align="right">

Solution Usage

</div>

Description

What is the maximum size copy that can be made? Will the machine copy 12x18 size paper?

Solution

The maximum copy size is 11x17. These model machines will not copy 12x18 size paper.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0701895EN*

<div align="right">

Solution Usage

</div>

Description

Are host names supported, and if so, howisthe function enabled?

Solution

Host names are supported. To enable this function:
1.Enter the Administrator 2 mode by pressing the Utility/Counter key.
2.Press Admin management.
3.Enter the administrator password (default is 1, 2, 3, 4, 5, 6, 7, 8), then select Admin 2.
4. Now select Network settings, then DNS settings. In the new screen you will have selections for the DNS server address.
5.Enter the DNS server address and press enter five times.
6.Exit to return to the Normal mode. Once the DNS address has been entered, the machine will now accept host names.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0702242EN*

<div align="right">

Solution Usage

</div>

Description

What is the part number for the exit rollers that are cut off/removed on the main body according to the installation of the FS-508, page E-4?

Solution

There is no individual part number for the exit rollers that are cut off to convert from an exit tray to the finisher. This is part of the fusing unit assembly (p/n 4040R71000). If converting back to an exit tray from a finisherorder the whole fusing unit assembly .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID   TAUS0702380EN*

<div align="right">

Solution Usage

</div>

Description

Is Bates stamping available?

Solution

Bates stampingis not supported on the bizhub 200/250/350 series machines.

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   TAUS0703103EN*   **Solution Usage**

Description

Is the stamp only for fax TX?

Solution

The SP-501 only stamps originals scanned during fax transmissions.It does not stamp originals when scanning to file or E-mail.
  SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0703363EN*   **Solution Usage**

Description

Can PageScope Data Administrator export user boxes to another unit?

Solution

PageScope Data Administrator cannot export user boxes to another unit.
  Note : At this present time, there is no application or utility, except for the HDD Backup utility, which takes hours to complete the backup.
  SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Ian Lynch, Production Print/SSD

Solution ID   TAUS0703402EN*   **Solution Usage**

Description

Jig Memory Card (MSC) change.

Solution

Please refer to the attached Parts Modification Notice and associated Applied Product Information.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

Solution ID   TAUS0703433EN*   **Solution Usage**

Description

What does the "key" that is displayed on the control panel mean?

Solution

The key is displayed whenever the machine is setup for account tracking and an end user is logged in. Once the end user logs off the machine, the key is no longer displayed.
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0703746EN*   **Solution Usage**

Description

Why do some machines display the copy count down on the LCD and others do not?

Solution

Machines equipped with the hard disk drive do not show the copy count down on the LCD, whereas, the machines without the hard disk drive do show the copy count down on the LCD.
The machine can only display the copy count down on the LCD without the hard disk drive installed.
 SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0703774EN* **Solution Usage**

Description

Why is Account/User Auth. missing when the Jamex© device is enabled?

Solution

 This is the normal display for these models, as the specification does not allow this feature.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800136EN* **Solution Usage**

Description

 Listing of additional Soft Switches.

Solution

 List ofadditional Soft Switches which have not been listed in the Service Manual for Phase 2.5 and earlier.
 This list is only an add-on for the Field Service Manual based on Phase 2.5. Please add this list to the Service Manual.
   Note : To view the attached document, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
 SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0800163EN* **Solution Usage**

Description

Can the timing of the one-touch keys be changed so they will remain active after the scan is completed?

Solution

 There is no adjustment for the one-touch keys to allow changing the time they are active. Once the scan is complete, the one-touch key becomes deactivated and must be selected again for the next scan.
 SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0800239EN* **Solution Usage**

Description

What is the maximum number of addresses that can be entered in an address book in the Network Fax Utility?

Solution

 The maximum number of addresses that can be entered in an address book in the Network Fax Utility is 1000.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0800396EN* **Solution Usage**

Description

Is Internet ISW supported on the machine?

Solution

 Internet ISW is not supported on the bizhub 250or bizhub 350.
 SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

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   TAUS0800567EN*   **Solution Usage**

Description

How to enable Reserve Job feature andto determine if the option is available.

Solution

 User's Guide indicates that a copy job can be reserved only if the optional hard disk (40GB) is installed.To determine whether the machine has the optional HDD installed:
 1.Access the Tech Rep mode.
 2. Look in the System Input for Hard drive,press Hard drive and YES or NO will be highlighted.
 3. PressYes forHard Drive.
  SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0800656EN*   **Solution Usage**

Description

Does the FS-508 equipped machine support tray switching in the finisher?

Solution

 The FS-508 does not support tray switching. The copies/prints/faxes will only exit to the tray that is set to receive them. Once the tray is full, the machine will prompt the user to empty the tray to continue.
  SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0800657EN*   **Solution Usage**

Description

Installation instructions for the Microsoft® Windows NT 4 PostScript driver.

Solution

 InstallMicrosoft® Windows NT 4.0 Service Pack 6a CD-ROM when installing the PostScript driver for Microsoft® Windows NT 4.
 Why isthe SP 6a CD-ROM necessary for installing?
 1. PostScript driver for Microsoft® Windows NT 4 needs the related file of Microsoft® PScript4.
 2. The related file of PScript4 is includedon theCD-ROM of Service Pack 6a. However, the related file of PScript4 is not installed automatically when using Service Pack 6afor Microsoft® Windows NT 4.
 3. Konica Minolta had a redistribution contractfor the related file of PScript4 with Microsoft®, but the contract expired in December 2006.
 4. Due to the expiration of the redistribution contract,the related file of PScript4 cannot be includedon the CD-ROMfor the PostScript driver.
 For details, please refer to the attached files.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 KMBT (Japan).

Solution ID   TAUS0800827EN*   **Solution Usage**

Description

How canedge erase be adjusted to 0? The customer is faxing edge-to-edge and does not like the image being partially cut off.

Solution

 This is normal function of the machine. The machine has a 4mm edge erase all the way around the page. Reducing this erase width will cause some problems in the way of lines and possibly paper jams. Changing the erase width is not recommended. This is machine specifications.
  SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0800971EN*   **Solution Usage**

Description

HDD Backup Utility User's Guide.

Solution

 Main features covered:

Backing up (saving)
Restoring (recovering)
Wizard operations (program in dialog format)
Access limitations through auto protect
Encoding backup data
Please refer to the attached documentation. 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   TAUS0800982EN*   **Solution Usage**

Description

When using account tracking, can the machine be set to only require the password instead of the user name?

Solution

The machine cannot be set to only require a password without a user name. The machine will always require a user name, however, the password can be left blank on setup. Leaving the password blank will allow the machine to be accessed with only a user name.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0801119EN*   **Solution Usage**

Description

Why does the machine display a matching paper size error when printing to the bypass even though the correct paper size is shown on theMFP for the bypass?

Solution

The machine will display a matching paper size error when printing to the bypass even if the correct paper size is shown on the display when the FD adjustment has not been run. Please carry out the FD adjustment to allow the machine to print to the bypass without displaying the matching paper size errormessage.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0801122EN*   **Solution Usage**

Description

What are the maximum E-Mail one-touch destinations?

Solution

Maximum E-Mail one-touch destinations:

Model

Destinations (max)

Comments

7272

1008

bizhub 600/750

600

October 2009

bizhub 500/420/360

1000

2000 w/HDD

bizhub 200/250/350

549

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0801152EN*   **Solution Usage**

Description
Listing of additional soft switches.

Solution
The attached list shows additional Soft Switches whichare notshown in the Service Manual for Phase 2.5 and earlier.
This list is only an add-on for the Field Service Manual based on Phase 2.5. Please add this list to the Service Manual. To view the attached document, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0801250EN*   **Solution Usage**

Description
Can the scanning functions be disabled?

Solution
The scanning capabilities can be disabled individually using soft switch mode 475 for FTP and 476 for SMB, faxand E-mail.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0801260EN*   **Solution Usage**

Description
Serial number and meter reading location.

Solution
Serial Number : Located at the rear of the machine at bottom on the UL label.
Meter :Open right front door. Meter is on the right.
Note : Please see attachments.
SPECIAL NOTE: Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0801362EN*   **Solution Usage**

Description
ISIS scan support.

Solution
Driver support for ISIS scanning is not available. Thisappliesto all Konica Minolta devices, B/W MFPsand Color MFPs.
The TWAINscanner I/F standard is supported.Scannerapplications can support the TWAIN driver.
The latestproductssupport OpenAPI whichcan expand scanner functions and connectivity to applications.
Note : ISIS isa scanner interface standard defined by EMC Captiva. Please refer to http://en.wikipedia.org/wiki/ISIS for more details.
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0801567EN*   **Solution Usage**

Description
Office Workgroup and Production Print - Basic Functionality Chart (Marketing Bulletin 08_GB_024).

Solution

Konica Minolta is pleased to announce a new sales tool called the Office Workgroup and Production Print - Basic Functionality Chart (see attachment). This chart has been developed to give you a broad overview of the basic functionality on all current Office Workgroup MFPs and Production Print Systems.

This 'at-a-glance' chart will be helpful to determine product families, standard and optional features, print and scan PPM speeds, copy, print controller, local and network scanning destinations and lastly fax functionality.

Models associated with the chart are: bizhub 160, 161f, 181, 200, C203, 250, C253, 350, C353, C353P, 360, 421, C451, 501, C550, 600, C650, 750 and bizhub PRO C5500, C6500, 920, 1050e.

This chart will be associated under Support Materials or individual product pages for each model listed on MyKonicaMinolta.com.

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   TAUS0801614EN*   **Solution Usage**

Description

Isthe Crisscross Sort function available when faxing?

Solution

Crisscross Sort function is not available when faxing.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801703EN*   **Solution Usage**

Description

Is there a pop-up driver for user authentication?

Solution

The print drivers are not pop-up drivers.
Note : The print drivers (PCL6/PostScript) do have user authentication feature, but the user name is stored in the driver from the initial logon. The user name and password can be changed, although it has the user name from the previous logon.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801796EN*   **Solution Usage**

Description

How to set upfax one-touch for fax.

Solution

To set up a fax one-touch:

1. Press Utility.
2. Press User settings.
3. Press Fax.
4.One touch.
5.Press an empty box.
6. Enter name of destination.
7. Next.
8. Fax.
9. G3.
10. Next enter the number.
11. Next.
12.Press enter.
SPECIAL NOTE : Solution contribution by Raymond Downs, Production Customer Support/SSD

Solution ID   TAUS0801916EN*   **Solution Usage**

Description

Part number for the registration clutch.

Solution

Registration clutch, CL1(p/n 9322-1000-81).
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0802031EN*   **Solution Usage**

Description

Why user name and password do not display under the SMTP settings.

Solution

The SMTP username and SMTP password settings will appear after Mode 380 is accessed and bits 2 and 6 are set to "1".
1. Access admin mode, select admin 2.
2.Select mode selection. Enter 380 as the mode number and change bits 2 and 6 = 1.
3. Press Enter until you are back to the main screen.
4.Power the machine OFF, wait 10 seconds then power the machine ON. The selections will now be available.
 SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0802054EN*   **Solution Usage**

Description

SP-501 installation instructions.

Solution

Please refer to the attached SP-501 (Stamp Unit) Installation Manual. 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   TAUS0802095EN*   **Solution Usage**

Description

Is the ML-502 required when installing an FK-503 fax kit in a machine?

Solution

 Installation of the ML-502 (Item#4551621) is not necessary when installing an FK-503 (Item#4551613) fax kit into a machine. The ML-502 provides multi-line fax functionality. The machine will function properly with just the FK-503 installed, but will be limited to single line functionality.
 SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID   TAUS0802122EN*   **Solution Usage**

Description

 How todisable RX print report.

Solution

 To disable RX print report:
 1. Utility/counter.
 2. Admin Management.
 3.Password 12345678.
 4.Admin 1.
 5.Document management.
 6.RX Doc.
 7.All other Documents.
 8.RX doc Settings.
 9.Memory RX or Print.
 10.Memory RX not wanting it to print.
  SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0802166EN*   **Solution Usage**

Description

How to check the copy countdown whenprinting.

Solution

 To check the copy countdown when printing:

 Job list.
 Details.
 Menu will come up and showthe countdown of prints.
  SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0802174EN*   **Solution Usage**

Description

FS-508/FS-609, is it possible to do booklets with thick paper inserts?On someolder finishersplain paper with thick paper inserts totaling 16 sheets was

---

allowed.

Solution

According to the specification of the finisher FS-508/FS-609 the insertion of thick paper is not allowed. Ifthis combination of output is attempted, the warning message "Thick Paper Cover Insertion is not allowed in Booklet Mode" will be indicated.

  Note : FS-508 is installed on the bizhub 200/250/350 and FS-609 is installed on the bizhub C203/C253/C353.

  SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0802212EN*   **Solution Usage**

Description

How to reset the administrator password.

Solution

If the administrator password islost or forgotten enter the Service mode. Select Admin Initialize (the second button on the left side of the touchscreen). Select Yes andpress Enter. Exit the Service mode and power cycle the machine.

  Note : The default administrator's password is 12345678.

  SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0802300EN*   **Solution Usage**

Description

How can the machine be set to count Legal as two pages?

Solution

The machine can be set to count Legal as two pages by making the following settings:

1. Enter Service Mode.
2. Press Stop, 9.
3. Select Large Size Counter.
4. Choose A3/B4/11x17/Legal.
5. Press End.
6. Choose Total Counter.
7. Select Mode 2.
8. Press End.
9. Exit Service.

  SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0802301EN*   **Solution Usage**

Description

What does the M4 code indicate on the machine?

Solution

The M4 indicates the Copy Kit Counter has reached its limit. The Copy Kit Counter can be reset carrying out the following steps:

1. Enter Service Mode.
2. Press Stop, 9.
3. Select Copy Kit.
4. Choose Job Setting.
5. Enter the value for the Copy Kit.
6. Press End.
7. Exit Service Mode.

  SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0808027EN*   **Solution Usage**

Description

What is the paper capacity for the DF-605?

Solution

The paper capacity for the DF-605 is 80 sheets (80g/m2).

  SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0808205EN*   **Solution Usage**

Description

When doing a copy job with less then ten prints, there is a shortpause before executing a sent print job.

Solution

CAUSE: This is machine specification which allowsa person copyingat the machine time to start another short copy job without mixing small copy and print jobs.

SOLUTION: If the user does not want to have the short break between both, a HDD must be installed (HD-504, Item#4599461, 40GB Hard Disk Drive).
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0808226EN*   **Solution Usage**

Description

How to adjust the LCD touch panel

Solution

When the Touch Panel is slow to respond when touched proceed through the following steps:

1. Use the warm boot button on the MFBS board, next to right of the CF card slot, Press once and release.
2. The LCD will go blue then to the KM logo, seven seconds the screen will have a white square on left edge of LCD.
3. Press "3" then enter 8 zeros and press "END" on touch screen.
4. Call the Maintenance Mode to the screen.(Trouble Reset)
5. Touch the "Touch Panel Adjustment'.
6.. Following the arrow, sequentially press four points (+) on the screen using a pen or similar object.
7. Press "END" to go to complete, Power Off main power and ON.

NOTE • Press the very center of each point. • Use care not to allow the tip of the pen to damage the surface of the screen.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0808294EN*   **Solution Usage**

Description
How to turn offthe e-mail confirmation page without turning off the fax confirmation page.

Solution
To disable the e-mail confirmation page without disabling the fax confirmation page, perform the following:

1. Enter the service mode.
2. Select soft switch settings.
3.Press Mode Selection and enter 368.
4.Press Bit Selection and use the arrow key to move the cursor tobit1.
5. Press the 0 key(on the 10-key pad) and press set.
6. Exit the service mode.

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0900083EN*   **Solution Usage**

Description
How to default the opening scan size of a scanned document from Adobe® Acrobat® 7/8/9.

Solution
To default the opening scan size of a scanned document via Adobe® Acrobat® 7/8/9 perform the following:
1.Open a PDF.
2.Select Edit and then Preferences (see attached photo).
3.Click on Page Display => Magnification. Zoom to Scroll and select the desired opening size.
SPECIAL NOTE : Solution contribution by Mark D'Attilio/Ian Lynch/Cesar Jimenez, Production Print/SSD

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Solution ID   TAUS0900152EN*

Description

Vertical transport jam message that won't clear.

Solution

CAUSE:Faulty PC25 sensor.

SOLUTION: Replace the paper duplex path sensor-PC25 (p/n 4037090601).

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID   TAUS0900260EN*   **Solution Usage**

Description

Is it possible to disable or enable the fax confirmation reports seperately for transmission and reception?

Solution

The machine cannot be set to disable one report while enabling the other.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0900598EN*   **Solution Usage**

Description

How many abbreviated dials does the machine support?

Solution

The machine supports the following:

Abbreviated dials 540
Program Keys 30
Group keys 30

Note: a group or program key uses one abbreviated dial key.

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0900862EN*   **Solution Usage**

Description

How to default the scan mode to 2-Sided TX?

Solution

To default the scan mode to 2-sided TX perform the following:

1. Press the Utility/Counter key.
2. Select Admin. Management.
3. Select Admin.1.
3. Touch TX Setting.
4. Press Comm. Menu.
5. Select 2-Sided TX.
6. Select ON and press Enter and exit the mode.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0901079EN*   **Solution Usage**

Description

MSDS information for drum, developer and toner.

Solution

Attached are the Material Safety Data Sheets for the bizhub 200/222/250/282/350/362 drum, developer and toner.
  Notes :
 1. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
 2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 3. The MSDS documentation is also 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   TAUS0901080EN*   **Solution Usage**

Description

 End of Life notification -bizhub 250 and bizhub 200.

Solution

  The following item numbers are affected:

 Item #4042311 – bizhub 200 monochrome MFP – 20 ppm

 Item #4041311 – bizhub 250 monochrome MFP – 25 ppm
   The above-mentioned products have been replaced with the bizhub 222 and bizhub 282. Please see the attached Marketing Bulletin 08-GB-124 for details. To view the PDF,   Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
  SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD

Solution ID   TAUS0901331EN*   **Solution Usage**

Description

How to change the Tone Volume Parameters (Confirmation Beep, Alarm Volume, Line Monitor, or Job Complete Beep).

Solution

 The Tone Volume Parameters can be adjusted from a setting of 0 (no sound) to a maximum volume setting of 5 forConfirmation Beep (when key is pressed), Alarms, Line Monitor, and the Job Completion confirmation beep individually by the following steps.
 1. Press the Utility/Counter Key.
 2. Select User Management.
 3. Select the item you wish to change the volume setting for (Line Monitor will only be shown if optional fax unit FK-503 is installed).
 4. Usethe up/downarrows toenter desired volume setting.
 5. Select Enter.
 6. Select Enter.
 7. Select Exit.
  SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0901424EN*   **Solution Usage**

Description

Does the Hard Disk assist with buffering for scanning?

Solution

No, the Hard Disk Drive does not assist with buffering. When the device is equipped with a HD-504 Hard Disk Drive (p/n 7640 0018 21) the overall system performance is improved.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/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:

 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   TAUS0901684EN*   **Solution Usage**

Description
Konica Minolta universal PostScript/PCL printer drivers.

Solution
 The first versions of the universal PostScript/PCL printer drivers are available. Theseprinter drivers offer customers the benefit of a simplified management for IT administrators and a powerful print driver for user utilizing multiple printers.
 The concept is to offer a single universal PostScript/PCL printer driver that is available for Konica Minolta MFPs and printers and that is also compatible with other brands of PCL/PostScript printers. This creates a common user interface across all printers and automatically detects printers on the network for easy configuration.
 Please refer to attached Marketing Bulletin #09-GB-017 for more detail. 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   TAUS0902245EN*   **Solution Usage**

Description
Modified MFBS board.

Solution
 To achieve parts standardization with the othermachine models not manufactured for the U.S. market, the MFBS board has been changed.

 Previous board: MFBS (p/n 4551 2038 01), clock frequency is 300MHz fixed.

Modifiedboard: MFBS2 (p/n 4551 R900 00), clock frequency can be set to 300MHz or 400MHz.

IMPORTANT : When installing theMFBS2 board into bizhub 200/250/350/222/282/362 machines, make sure to set the jumper located on themodified board to the 300MHz position (see jumper position as shown in the attached Parts Modification Notice).

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 .

SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD

Solution ID　TAUS0902437EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

If the dual line fax kit is installed is it possible to receive two faxes at the same time?

Solution

The machine cannot receive faxes on both lines simultaneously.The purpose of the dual line kit is to enable transmitting and receiving simultaneously.

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID　TAUS0902450EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

Microsoft® Windows 7 printer drivers included with the OS.

Solution

Please refer to attached document for a list of drivers included with the Microsoft® Windows 7 operating system. 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 KMBT (Japan)

Solution ID　TAUS0902480EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

How to set up Scan to FTP on Microsoft® Windows 2008 Server.

Solution

Please see the attached video for the procedure. The video should be played on Microsoft® Windows Media Player version 9 or later. The latest Media Player can be downloaded at: http://www.microsoft.com/windows/windowsmedia/default.mspx .

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

Solution ID　TAUS0902518EN*　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

How to default the scan file type to PDF.

Solution

To default the scan file type to PDF, perform the following:
1. Press the Utility/Counter button.
2. Select Check Details.
3. Enter the Service Mode (Press Stop, 0, 0, Stop, 0, 1).
4. Enter the Service passcode (default 00000000) and press End.
5. Select Soft Switch Settings.
6.Select Mode Selection and enter mode 360.
7. Select Bit Selection and scroll to Bit 0 and change the value to1.
8. Press Set.
9. Cycle machine main power switch OFF/ON.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0902608EN*   **Solution Usage**

Description

  How to disable SNMP via PC web connection.

Solution

To disable SNMP via PC web connection, please perform the following:

  Solution:

1. Log into the MFP via PC web connection. Log in as Administrator.
2. Select Network tab.
3. Select SNMP tab under Common settings.
4. Enable or disable SNMP in this screen.
5. Select Apply setting.
6. Log out of machine via PC web connection.

  SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

 .
  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   TAUS0902637EN*   **Solution Usage**

Description

Paper Feed Cabinet motor and board change.

Solution

 Due to a change in suppliers, the motor used in the models listedhas been changed. In order to keep the performance the same as with the older motors, the related PWB was also changed.

PC-101
PC-102
PC-103
PC-104
PC-201
PC-202
PC-203
PC-204
PC-206
PC-402
PC-403
PC-405
PC-407
PF-122
PF-124
PF-210

  Note :Original and modifiedparts are not to be mixed. Boards and motors must be replaced as a set (both must be either original style or modified style). Please see attached Bulletin Niumber 6703 for additional information and part numbers. 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   TAUS0902640EN*   **Solution Usage**

Description

Compatibility table between "Phase 1" and "Phase 2" machines.

Solution

 Please seeattached Compatibility table. Differences/similarities addressed are:

PWB-A

Engine Firmware (PWB-A)
MFBS
Firmware (MSC Board)
NVRAM
Printer Driver
PC-FAX Function
  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 .

October 2009

Solution ID   TAUS0808590EN*   **Solution Usage**   5

Description

DF-605, jamming after feeding last sheet of paper.

Solution

CAUSE: The ADF Empty Sensor (PC5-ADF) is dirty or has failed.

SOLUTION: Clean the ADF Empty Sensor (PC5-ADF). Replace PC5-ADF (p/n 4344 5216 01), Actuator Arm (p/n 4344 5088 01), or Actuator Torsion Spring (p/n 4344 5098 01) if necessary.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID   TAUS0900732EN*   **Solution Usage**   2

Description

Jams in document feeder DF-605 when using fax or scan mode. When in copy mode there are no jams.

Solution

CAUSE: Broken torsion spring in DF-605. If this spring breaks, positive drive is not provided to the take up rollers. During higher rotation demands for scanning and faxing, misfeed errors will display after the last sheet is fed out. But when copying, paper take up rotational speed is reduced and jamming will not occur.

SOLUTION: Replace torsion spring (p/n 4344-5059-01) (Parts detail: DF-605 parts manual, page 7, item 10)

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID   TAUS0700749EN*   **Solution Usage**

Description

Originals will not feed from the document feeder unless the print key is pressed twice. False jams are also indicated.

Solution

CAUSE: Improperly adjusted width guides of the entrance tray.

SOLUTION: Enter service mode, choose function, original width adjust and set the maximum and minimum entrance guide settings.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

         October 2009

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   TAUS0703395EN* **Solution Usage** 6

Description
Intermittent jamming/misfeeding from paper cassette(s).

Solution

CAUSE: Paper cassettemoves forward due tomachine vibration. The cassette holder is worn/weak and t he "holding power" hasdecreasedover time.

SOLUTION: The shape of holder has been changed, strengthening the power of cassette hold and by installing a Stop Ring (p/n 4348620600).
Install thecassette holdercountermeasure to preventthe cassette from unlockingas explained inattached Bulletin Number 6217.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 .

Solution ID   TAUS0801771EN* **Solution Usage** 5

Description
Duplex jams and the motor in the turnover unit makes a chattering noise.

Solution
CAUSE: The PWB-A board has failed.

SOLUTION: Replace the PWB-A board (p/n 4040 0101 0E).
 Note : When replacing PWB-A make sure to swapthe EEPROM, IC3, on to the replacement board or a C-4721 will be generated.
SPECIAL NOTE : Solution contribution byGerald Koehl of Braden Business Solutions.

Solution ID   TAUS0901405EN* **Solution Usage** 2

Description
Jam from all trays. Jams at transfer roller area.

Solution
CAUSE: Damaged driven roller, located below the transfer roller.

SOLUTION: Replace driven roller (p/n 4011 3510 01).Also check the shaft holder on the end, it could be worn.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0808440EN*   **Solution Usage**   1

Description

PROBLEM: After scanning originals through the document feeder, the machine pauses and displays a jam.

Solution

CAUSE: The take up clutch in the document feeder is slipping.

SOLUTION: Remove and disassemble the take up clutch and clean with alcohol all parts to remove excess grease and debris. Lubricate the clutch spring lightly with machine oil to prevent corrosion. Reassemble and install the clutch.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0900262EN*   **Solution Usage**   1

Description

The machine intermittently displays a Tray 1 jam, although there is no paper in the paper path.

Solution

CAUSE: Failed clutch.

SOLUTION: Replace the clutch in feed section 1 (p/n 9322 1500 12).
SPECIAL NOTE : Solution contribution by Anthony Rose, Bay Copy.

Solution ID   TAUS0901467EN*   **Solution Usage**   1

Description

What can cause the machine to cycle for 30 seconds with paper at the registration roller prior to displaying a jam when feeding from all paper trays?

Solution

The machinemay cycle for 30 seconds with paper at the registration roller prior to displaying a jam when feeding from all paper trays if the write unit has failed. To confirm the write unit has failed enter the service mode and run the F-12 test pattern if the machine displays a C4002 please replace the write unit (p/n 4040 0751 00).
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0902043EN*   **Solution Usage**   0

Description

Ghost jams or no feed from trays 1 or 2.

Solution

Cause: Failed feed clutch.

Solution: Replace feed clutch, (p/n 9322150012). These clutches will also work in the duplex units.

SPECIAL NOTE: Solution contribution by Jeffrey Cunningham, Lincoln & Don St. Onge SSD Windsor

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Solution ID   TAUS0802325EN*   **Solution Usage**

Description

         October 2009

FS-508, copies that are stapled are misaligned.

Solution

CAUSE: Front stopper in alignment sectionis missing.

SOLUTION: Replace the Front stopper (p/n 4349 1519 13).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0802658EN*   **Solution Usage**

Description

Problem:

Mis-feed from tray 3 just above bypass.

Solution

CAUSE:

Worn worm gear on M2.

SOLUTION:

Replace M2 (p/n9314 2400 31), the worm gear is press on the motor shaft.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0807988EN*   **Solution Usage**

Description

When printing envelopesthe trail edge is wrinkled at the side with the flap.

Solution

CAUSE: Poor quality envelopes.

SOLUTION: Switch to envelopes using self-sealing flaps. Rectangular (straight) flaps may yield better results than triangular flaps.

Note: Solutioncontributed by Jeffrey Jacobsen, KMBS/Omaha.

Solution ID   TAUS0900593EN*   **Solution Usage**

Description

What can cause the ADF to jam when the last sheet exits, only when scanning to SMB or Email if the torque limiter spring has already been replaced?

Solution

The ADFmay jam when the last sheet exits only when scanning to SMB or Email even if the torque limiter springs have already been replaced because the M2 is failing. Please replace the M2 (p/n 4344 5160 01) to address the issue.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0901407EN*   **Solution Usage**

Description

PC-402 jams during duplexing.

Solution

CAUSE: Second drawer unit has a relay roller and a clutch with a one way bearing.

SOLUTION: Clean the one way gear (p/n 4030374302) and check relay roller. Clean the clutch (CL7 (p/n 9322150012) and a one way bearing may have packed grease in gear and on shaft.

SPECIAL NOTE: Solution contribution by Don St. Onge SSD Windsor

　　　　October 2009

Solution ID   TAUS0607358EN*   **Solution Usage**   22

Description

The entire print job is stapled instead of each set when printing multiple stapled sets from Microsoft® Word.

Solution

CAUSE:The Collate option in the Microsoft® Word dialog box is selected.

SOLUTION:When printing and stapling multiple sets, the Collate option in the Microsoft® Word dialog box must be deselected. Please refer to attached example. 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 byMark D'Attilio and Ed Bellone, Production Print/SSD

Solution ID   TAUS0701255EN*   **Solution Usage**   12

Description

Troubleshooting vCare/CS Remote Care E-mail communication failure.

Solution

In the attached vCare/CS Remote Care E-mail Communication Troubleshooting Guide are troubleshooting methods and procedures to resolve vCare E-mail Communication issues. Topics addressed are:
A. Essential vCare Technician troubleshooting tools
B. Email Communication Requirements
C. Additional Requirements
D. Troubleshooting when a email communication test fails
E. EMAIL Server Considerations
F. Determining the type of Authentication required on a Mail Server, through telnet
G. Ethereal network capture to diagnose email connectivity issues
H. Performing a Communication Test, Printing the Communication Log and verifying that the MFP is communicating with the vCare system
I. Verifying through the vCare web application that MFP setup is complete
J. Example Mail Server logs which record a CSRC Communication Test and reception of a "setup email"
K. Advanced Email Communication Troubleshooting

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

Solution ID   TAUS0701860EN*   **Solution Usage**   12

Description

HTTP 400 - Bad Request error. Unable to view the printer web browser (PageScope Web Connection).

Solution

CAUSE: The reason for the error:
1. A bad request.The browser sent a request that the server could not understand.
2. An attempt to communicatewith plain HTTP to an SSL-enabled server port. Instead, use the HTTPS scheme to access the URL.
3.The request could not be understood by the server due to malformed syntax. The client SHOULD NOT repeat the request without modifications.
Note : The first digit of the status code specifies one of five classes of response.

1xx Informational

2xx Success

3xx Redirection

4xx Client Error

5xx Server Error

SOLUTION: The error can be eliminated by:
1. Checking for any enabled Pop-up blockers and reconfiguring them.
2. Checking for Internet security software that may be blocking Web access and disabling the service. Example: Norton© Internet Security.
3. Installing Microsoft® .NET Framework 1.1 Service Pack 1. Microsoft® has confirmed that this is a problem inMicrosoft® products that are listed in the "Applies to" section. This problem was first corrected in.NET Framework 1.1 Service Pack 1. Please refer to Microsoft® Article ID: 826437 - FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1 .

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

Solution ID   TAUS0801511EN*   **Solution Usage**   11

Description

TCP socket error occurs when using PageScope Web Connection if latest Adobe® Flash Player (Version 9.0.124.0) is installed. This problem does not occur on Adobe® Flash Player(Version 9.0.115.0). "Socket connection error" message is displayed in the top center of the screen. Please see attached Web sample.

Solution

CAUSE: Firmware bug.

SOLUTION: Konica Minolta Japan will be releasingfirmware to correct this issue. Please read the Release Notes to determine ifexisting firmwaremeets your needs. It will be noted if the firmwarecorrects the issue.
  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'.
  SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE and Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0650910EN*   **Solution Usage**   7

Description

ED09C7 code when scanning to SMB.

Solution

CAUSE: The computer user name and password are incorrect.

SOLUTION: In the user name and password fields when creating a one-touch key, the user name and password must match exactly to the name and password registered in the PC.
  SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD and Jim Behrends, Workgroup/SSD

Solution ID   TAUS0657164EN*   **Solution Usage**   7

Description

Time to acquire scan is excessive; slow scanning.The "Connecting" message lasts a long time.

Solution

CAUSE: Scanning may seem slow because the TWAIN driver is searching for all available machines to scan from on the network.

SOLUTION : When the Select Devices dialog box is displayed, select 'from registered devices' and also select 'Use this device for future session' option.Please see attachment for the procedure. 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 .
  Note : These settings are only available when usingthe version 2.1.0.0 NoGUI TWAIN driver or earlier.
  SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0802710EN*   **Solution Usage**   3

Description

Error code 2039when performing CSRC (CS Remote Care). TX/RX test is not sent to Lotus ® Domino™ email server.

Solution

CAUSE: The engine will not complete the TX/RX test if the 'Short name' field is not populated, becausethe engine will not receive proper POP3 response from email server.

SOLUTION: Enter a name in the 'Short name' field. It is recommend to usethe hostname (the portion to the left of '@' in the engine's email address). The attached file is ascreenshot showing the Lotus® Domino™ 'Short name' field.

Note: 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 Rick Veale, ESS/BSE

Solution ID   TAUS0657138EN*   **Solution Usage**   2

Description

When scanning with eCopy™, the preview is not displayed, the optics did not work and the message at the bottom left of the scan indicates 'Scan complete'.

Solution

CAUSE: There issomewhat of an incompatiblity with most ofthe KMBSTWAIN drivers and the eCopy™ ScanStation.

SOLUTION:There is a driver that does work well and supports color scanning. This has been commonly referred to as the GUI-suppressed (Non GUI) driver.
   Notes :
1.Prior to installation, unload the presentTWAIN drivervia Control Panel=> Add or Remove Programs.
 IMPORTANT : Stop ALL eCopy™ services in order to remove the driver.
 2. The latest TWAIN driveris 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'.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0800367EN*   **Solution Usage**   2

Description

When duplexing from Microsoft® Publisher 2007 there is a manual duplexing wizard that is opening. This is forcing manual duplexing.

Solution

CAUSE: Duplexing is being selected in the wrong location.

SOLUTION: Select duplexing under the Properties and select Single-sided in the initial print dialog window.
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0900989EN*   **Solution Usage**   2

Description

How to obtain spool files from an AS/400 for analysis by the lab.

Solution

Because of the complexityand types of issues betweenMFPs and the AS/400, the Lab may occasionally require that a spool file be provided so that the exact issue can be re-created by the lab. There aretwo methods to follow, depending upon the OS version on the AS/400.

Follow these steps to obtain the spool file.

1. Obtain the version of the OS/400 that is installed the AS/400 by issuing the following command:
 GO LICPGM
 (The user will need appropriate rights in order to do this.)

2. When the Work with Licensed Programs menu is displayed, type option 10 to display installed licensed programs.
3. After the list is displayed (it may take awhile), press F11 to display the release version. This will appearunder the Installed Release column.
4. Use theattached instructions to obtain the spool file.
  If the OS version is V5R4M0 or higher, then use instructions called
   Backing up Spool files System i V5R4Mx.pdf

  If the OS version is lower then V5R4M0, then use instructions called:
   Instructions to copy spool files off AS400 V5 using FTP-final.pdf

5. After thefiles are obtained,attach them to the SSD ticket.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0902460EN*

Solution Usage   2

Description

How to perform a Mail Merge using Microsoft® Word 2007.

Solution

The attached documentation outlines procedures to:

divide Mail Merge into separate jobs based on name or address
separate a file that has already been merged into Microsoft® Word 2007. In other words, you only have a Word file with all the variable data incorporated. No need to add recipients from a spreadsheet.
  Notes :
1.The instructions are for both scenarios using Microsoft® Word 2007 and attached are the files used in the instructions.
2. To view the DOC file, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
3. To view the XLS file, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0649615EN*

Solution Usage   0

Description

When upgrading or downgrading a print driver with a different version, the version number does not change after installing the new print driver. Theprevious print driver was removed prior to installing thecurrent one.

Solution

CAUSE: Conflicting DLL files.

SOLUTION: Somedrivers haveDLL files that are loaded in memory. When a driver is deleted, theDLL file is still loaded and cannot be overwritten. When a different version of that driver is installed, theDLL is not replaced which is why the version is not changed. In this scenario, you will have a driver that is comprised of components from 2 different versions.
After deleting the driver files, the PC must be rebooted to releaseanyDLL from memory. Once this is done, the new driver can be reinstalled without issues.

Solution ID   TAUS0655341EN*

Solution Usage   0

Description

In Microsoft® Publisher 2002/2003, publications/records are not individually collated and stapled when duplexing and using the Mail Merge feature.

Solution

CAUSE: Registry edit required.
  WARNING : In Microsoft® Windows, system configuration information is centrally located in the registry. While this simplifies the administration of a computer or network, one incorrect edit to the registry can disable the operating system. The following list provides some best practices for using the registry and Registry Editor safely:

Before making changes to the registry, make a backup copy.
Back up the registry by using a program such as Backup. After making changes to the registry, create an Automated System Recovery (ASR) disk. For troubleshooting purposes, keep a list of the changes you make to the registry. For more information, see System State data.
Do not replace the Microsoft® Windows registry with the registry of another version of the Microsoft® Windows or Microsoft® Windows NT-type operating systems.
Use reliable tools and programs other than Registry Editor to edit the registry.
Incorrectly editing the registry may severely damage the system. Use tools and programs that provide safer methods for editing the registry.
Never leave Registry Editor running unattended.
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 10to send to the printer (Publisher default), 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 scriptfrom http://ed.mvps.org/20031Rec.reg and save the REG file to the Desktop (script is also attached in case the URL cannot be accessed).
2. 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?"
3. The new value will be added to the registry.
  Note :Refer to Windows registry information for advanced users (http://support.microsoft.com/kb/256986) for additional registry editinformation.

Solution ID   TAUS0701992EN*   **Solution Usage**   0

Description

 When usingscan to SMB using a Microsoft® Windows domain server,error messages are generated even after making sure that folder and destinations are correct.
  Example (EA2229).

Solution

 CAUSE:Incorrect server settings.

 SOLUTION: Perform the following procedure on the server:
 1. Open the default Domain Controller Security Setting.
 2. Local Policies.
 3. Under Security Setting for Microsoft® network server set: Digitally sign communications from "Always" to "Disable".
 SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID   TAUS0802060EN*   **Solution Usage**   0

Description

When printing AS/400® forms, the print does not line up with the form.

Solution

 CAUSE:The AS/400® is rasterizing the forms based on an HP® LaserJet 5si (this is by design).The margins are not set correctly and produces the offset.

 SOLUTION:Create or obtain a new WSCST (Workstation Customization Object)with the following keyword in it.
  DATASTREAM=HPPCL5
 Replace the line with the following:
  DATASTREAM=HPPCL5I
 Thiswill tell HPT to image the form instead of rasterize it.
 Recompile the WSCST, end the writer, vary the device description OFF/ON and start the writer.
 When the job is sent, the form should be inline with the text.
  SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0657140EN*   **Solution Usage**

Description

Using eCopy™, after pressing function key, the next screen does not display the preview scan.

Solution

 CAUSE: The wrong TWAIN driver is being used.

 SOLUTION: The latest TWAIN driveris available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (

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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'.

Remove the current driver before installing this driver.If an error occurs during removal, stop the eCopy™ services and press the Retry button. Once removed, restart the eCopy™ services and install the new driver.

  SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0703384EN*   **Solution Usage**

Description
Incorrect TX page count.

Solution
 CAUSE: A problem in the firmware could cause an incorrect count of pages being transmitted (faxed).

 SOLUTION: Install the latest driver for these models.
 bizhub 350/250/200 Di3510f/3010f/2510f/2010f - Network FAX Vista, version4.6.1 (network fax 4.6.1.exe)
 bizhub 350/250/200 Di3510f/3010f/2510f/2010f - Network FAX XP/2000, version4.5.36 (network fax 4.5.36.exe)
 Please refer to attached Release Notes for additional detail. 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
   Note : The latest version of Network FAX drivers 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'. The files are found under the Utilities section.
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0800379EN*   **Solution Usage**

Description
Web-based fonts do not print correctly.

Solution
 CAUSE: The driver is set to use printer fonts.

 SOLUTION: Deselect USE PRINTER FONTS locatedin the fonts tabof the print driver.
  SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0801364EN*   **Solution Usage**

Description
Driver problem for Macintosh® OS 10.5.

Solution
 A working application will be suddenly shut down when "Standard" is selected in the Presets in the Print dialog after any menu except "Standard" (e.g.: "Last Used Settings") is selected and "print" is executed. Please refer to the attached file for details. 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 .

  Workaround 1
1.Display the Print dialog.
2.Select "Auto select" in "All pages from" in "Paper feed".
3.If the Preset has already been saved, select "Save" in the presets, and then execute the printing. If "Last Used Settings" has been selected, execute the printing.
4.Display the Print dialog once again.
5.Select "Standard" in the Presets.

  Workaround 2
1.Select the Driver which has the problem, in "System Preferences", and then select other driver (e.g.: generic Postscript Printer) in "Print Using" in "Driver".
2.Display the Print dialog.
3.Change to the Driver which has been selected at Step 1, in "Printer" in the Print dialog. If the Print dialog of the Driver which had been selected at Step 1 has already been displayed, it is not necessary to be changed it.
4.Select "Standard" in the Presets.
5.Change back to the MFP Driver in "Print Using" in "Driver".
  SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0801431EN*   **Solution Usage**

Description
When too many users simultaneously attempt to perform PageScope Box Operator functions while accessing the same MFP, it is possible that the

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PageScope Box Operator (PSBO)application may lock up intermittently. The PSBO application and/or the MFP may need to be restarted in order to resume using the PSBO application.

Solution

CAUSE: It is possible for multiple users to connect to the same MFP simultaneously through PSBO. However, only one document can be downloaded at a time from the same device, either through PSBO or PageScope Web Connection (PSWC). As a result, if two or more users attempt to download a document in a box by PSWC or PSBO simultaneously from the same MFP, the second user will have to wait until the previous download is completed.

SOLUTION:If the lockup issue occurs, the number of simultaneous connections from PSBO to the same MFP will need to be reduced. It is possible that this specification may be changed for future models.
SPECIAL NOTE : Solution contribution by Mark Kemp, ESS/SSD

Solution ID   TAUS0801538EN*   **Solution Usage**

Description

Why the network fax printer icon is not created when loaded onto Microsoft® Windows 2003 Terminal Server.

Solution

The Network Fax Utility is not compatible with Microsoft® Windows 2003 Terminal Server.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD

Solution ID   TAUS0801719EN*   **Solution Usage**

Description

41FA error code performing CS Remote Care (bizhub vCare) TX/RX test.

Solution

CAUSE: The error is time out response when sendingE-mail to the E-mail server/mail transport.

SOLUTION: Verify the following settings on the MFP:
1.   Verify the proper SMTP/POP3 server TCP/IP address or FQDN (Fully Qualified Domain Name).
2.   Verify MFP E-mail address is entered.
3.   Verify POP3 Username and Password entered on the MFP.
4.   Verify the SMTP (default = 25) and POP3 (default = 110) are correct the for the E-mail server or mail transport agent being used.
5.   Verify the SMTP Authentication Username and Password are correct (this setting is used only if enabled on the mail server).
6.   The E-mail server is outside theintranet; use telnet to verify access to E-mail server via SMTP/POP3 TCP port numbers.
   Notes :
a.   Consultthe IT messaging administrator for the E-mail correct settings.
b.   The problem is not a configuration issue. Perform network capture to determine reason for the error code.
SPECIAL NOTE : Solution contribution by Rick Veale, ESS/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

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Solution ID TAUS0808439EN*   **Solution Usage**

Description

A job with 15 or up to 18 pagesis scanned with a resolution of 600x600 dpi and stored in memory.When sendingthese documents to the E-mail server, after a long transmission time, the error code EA5006 isindicated in the MFP display. The job is not transmitted. This happensrepeatedly until the redial sequencehas elapsed. An error report is then printedshowing the error code EA5006.

Solution

 CAUSE: The reception time of the E-mail server for one E-mail is too short for such kind of E-mails. The timeout of the E-mail server stops the transmission and the machine shows error code EA5006.

 SOLUTION: To correct:

 If the user is not often scanning such large jobs,recommend dividinga job into several smaller jobs.
 If it is not necessary to have such large jobs with a resolution of 600x600 dpi, ask the user to reduce the resolution.
 If nothing can bechanged forthe jobs, ask the administrator of the E-mail server to adjust the timeout for incoming mail aligned to thescanned jobs mostly used.
 How to change the timeout for incoming mail on a mail server depends on the server being used.
 SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0808509EN*   **Solution Usage**

Description

When printing from an AS/400, the job reprints and an asterisk is displayed by jobname on the user console.

Solution

 CAUSE:When an AS/400 is set up to perform remote printing, it uses the LPR protocol. When printing multiple copies in this configuration, the AS/400sends a control file that contains multiple entries for each job that is sent.When the MFP receives this file, it drops the connection immediately;the AS/400, confused,resends the same page each time.

 SOLUTION:Install the latest firmware for each model, whichshould correct thisissue. Ifit does not, then use the following firmware for specific models to correct the issue and report back tothe Hotline.

 bizhub 200/250/350/40P: 200_250_350_4040-0100-G3V-80-002.ZIP

 bizhub 360: 360us_m0g1300d1.exe
 bizhub 420: 420us_m0g1300d1.exe
 bizhub 500: 500us_m0g1300d1.exe

 bizhub 361: 361us_m1g1300c5.exe
 bizhub 421: 421us_m1g1300c5.exe
 bizhub 501: 501us_m1g1300c5.exe

 bizhub 600/750: 600_750_us_m1g3000da.exe

 bizhub PRO 1050: 1050_p131cpf0p.exe

 bizhub C451: C451_A00K0Y0-F000-GC2-R4.EXE
 bizhub C550: C550_A00J0Y0-F000-GC2-R4.EXE
 bizhub C650: C650_A00H0Y0-F000-GC2-R4.EXE

 bizhub C203: C203_A02E0Y0-F000-GE2-R4.EXE
 bizhub C253: C253_AO2E0Y0-F000-GD2-R4.EXE
 bizhub C353: C353_A02E0Y0-F000-GC2-R4.EXE
 bizhub C353P: C353P_A02EY0-F000-GW1-72.EXE

 Note:The firmware is available for download via the Konica Minolta Download Selector..
 1. Login in via www.mykonicaminolta.com
 2. Select the "Service" tab located at the top of the page.
 3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
 4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
 5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

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6. These files are located under "Specials".

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0900122EN*   **Solution Usage**

Description
How to put a pause when network faxing.

Solution
To insert a pause when network faxing, perform the following:

Select the star* button that resides above your number 8 key by holding the shift button and 8.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID   TAUS0900472EN*   **Solution Usage**

Description
The Disable Sleep Mode button is missing; sleep mode cannot be turned off.

Solution
CAUSE: The Disable Sleep Mode button is automatically disabled the User Authentication is turned ON to avoid potential security issues.

SOLUTION:Thisis the specification of machine.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0901089EN*   **Solution Usage**

Description
Microsoft® Word does not return to the default printer when closed and reopened.

Solution
CAUSE: Microsoft® Outlook is open and is using Microsoft® Word asthe default program for editing messages.

SOLUTION: To change the default mail message editing program perform the following:
1. Go into Microsoft® Outlook and select Tools from the tool bar.
2. Scroll down to Options.
3. Click on the Mail Format Tab.
4.Make sure the Use Microsoft Office Word 2003 to edit e-mail messages checkbox is selected.
 Note : In versions before Microsoft® Outlook 2003, the text reads Use Microsoft Word to edit e-mail messages . In Microsoft® Outlook 2007, there is no longer an Outlook editor. The default is Microsoft® Word and cannot be changed.
5. Close the dialog.
 SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0901406EN*   **Solution Usage**

Description
How to enable vender mode for Hecon disk type access card.

Solution
To enable vender mode for Hecon disk type access card, perform the following:

Note: Newer Firmware (67 and above) required.

1. On the basic screen, hit the "utility/counter" button.
2. Touch "Check Details" on the touch panel.

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3. Press "Stop", "0", "0", "Stop", "0", "1" to enter Tech Rep mode.
4. A password is required. Key in 00000000 or 12345678 and press "End".
5. Once in Tech Rep mode, Press "Stop", "9" to access Count mode.
6. Touch "Management Function Choice".
7. Choose "Vender 1". Verify if "type 2" is selected and touch "End".
8. Press "Reset" to get out from the current menu.
9. Exit completely from tech rep mode.
10. Once back on the basic screen "Insert Card" should be displayed if done correctly.

Note: After making the changes to the MFP settings, it is recommended to power off and open right side door, let sit for 3-5 minutes. When the machine cools down to a certain temperature, a full initialization will pick up the changes to the MFP's settings.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0902084EN*   **Solution Usage**

Description

How to push driver properties down to clients from a Netware server.

Solution

Bcause of the nature of how drivers are installed in the NDPS database, driver properties can not be saved.

Novellacknowledged this limitation; inNetware 6.5 and above there is a function called the Driver Profile.Use the following instructions to allow driver properties to be downloaded from the client when the printer driver is downloaded from the NDPS database.

Before creating the profile, the following items must be installed on the Netware 6.5 server:
1.SP5 or above, including all patches.
2.iPrint version 4.2.8 or higher.
3.TheiPrint LIB files must be updated.

These files can be found at http://www.novell.com

To install:
1.In Novell iManager, click iPrint > Print driver profile.
2.Browse to and select the print manager where you want the driver profile stored and made available to the printers on that manager
3.Select an operation and click OK (create, delete, modify)

After creating a printer driver profile associate it with a printer:
1.In Novell iManager, click iPrint > Manage printer.
2.Browse to and select the printer you want to modify.
3.Click drivers > printer_driver_operating_system.
4.Select the printer driver from the list of available printers.
5.Select the profile you want associated with this driver from the list of available driver profiles for the selected driver
6.Select OK to save the changes.

Note:If you experience winsock 11004 issues when creating the driver profile, update the local HOSTS file on the workstation with the IP address of the server and its DNS entry.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID   TAUS0902136EN*   **Solution Usage**

Description

While upgrading the firmware on a MPI LinkCom™ III print server using Microsoft® Windows Vista™, the update may fail.

Solution

CAUSE: Anomalywhen attempting firmware install using Microsoft® Windows Vista™.

SOLUTION:The only known solution is to use Microsoft® Windows XP and recycle the print serverbefore performing the upgrade again.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0902147EN*   **Solution Usage**

Description

Inability to access PageScope Web Connection after installing Microsoft® .NET Framework version 3.0 or 3.5 on a Microsoft® Windows XP SP2 or Microsoft® Windows Vista™ PC.

Solution

CAUSE: Incorrect configuration of Microsoft® .NET Framework.

SOLUTION:Please follow the steps outlined in the attached documentation. 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 Kemp, ASG/SSD

Solution ID   TAUS0655903EN*   **Solution Usage**   19

Description
Abort codes.

0x0000999A
0x00000999
0x00500000
0x00790B02
0x007D0100
0x00800000
0x01100551
0x0300A504
0X00D00000
0x00D80000
0x00D82130
0X00DC0652
0x00E00133
0x00E00317
0x00E004F0
0x00F00005
0x00F00201
0x00F00B00
0x01100300
  Note : Please refer to attached Abort Code list from the Service Manual for additional information.

Solution
  0x0000999A

  Failed MFBS and/or MEMS.
 Replace the MFBS (p/n 4551 R900 00) and/or MEMS (p/n 4551 2039 01).
  IMPORTANT : The current MFBS board (p/n 4551 2038 01) isis being replaced with a modified MFBS2 board (p/n 4551 R900 00). When installing
theMFBS2 board into the bizhub 200/250/350/222/282/362, make sure to set the jumper located on themodified board to the 300MHz position.Thejumper
position is shown in the attached Parts Modification Notice.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 .

  Main memory is not functioning properly.
 Clean the contacts for main memory.

  Early version of firmware.
  bizhub 200/250/350
 Flash the machine to version 62 or higher. The latest version of firmware, system software or print drivers 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'.

  DHCP is being used when the machine is set to a fixedTCP/IP address.
  Set the machine for DHCP so it may acquire a TCP/IP address. Once the machine has a TCP/IP address assigned, it verifies the problem is with the
setting. Reserve a TCP/IP address for the machine and then the machine can be set back to a fixed TCP/IP address.
   Note : This occurs when the Ethernet cable is plugged in. The machine works fine when the Ethernet cable is not plugged in.

  0x00000999

  Early version of firmware.
  bizhub 200/250/350
 Flash the machine to version 62 or higher. The latest version of firmware, system software or print drivers 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 : Codeis displayed randomly when the machine is idle.

  0x00500000

 The MFBS board has failed.
 Replace the MFBS board (p/n 4551 R900 00).

  0x00790B02

 Poor connection of memory module,module is missing from the first SIMM slot or memory has failed.

Reseat the memory module,install memory in the correct slot or replace a failed module (EM-303 Item #4551641 -32MB, EM-304 Item #4551651 -64MB, EM-305 Item #4551661 -128MB).

Failure of MFBS board.
Replaced the MFBS board (p/n 4551 R900 00).

0x007D0100

CN8 pin(s)bent (pin 3, 5, 7, 4, 6 or8) on the MFBS. When removing the MFBS, the connectors are notdisconnected completelyso they (connectors) stay between the frame and CN8. And the pins become bent.See the attached file for reference.
Carefully re-form the bent pin(s). Use caution when removing the MFBS.
  Note : No printor black spots on the print image may also occur.

0x00800000

AG3 protocol processing failure due to afaulty fax board (FK-503).
Replace the fax board(Item #4551613).

0x01100551

There is a poor connection on the MFBS board or the MFBS has failed.
Power down and unplug the machine. Remove the MFBS board which is located on the upper right side of the machine. Reseat all connectors, the parameter memory board, and any additional memory. Reinstall the board, plug in machine and power up. If this does not resolve the code, replace the MFBS (p/n 4551 R900 00).

0x0300A504

Improper connection of the MFBS board. MFBS board failure.
Check MFBS connection and replace the board if necessary (p/n 4551 R900 00).
  Note : This error is listed as a network processing system failure abort code 0x03000000 to 0x030FFFFF.

0X00D00000

Insufficient memory.
Add additional memory to the machine, EM-305 (Item #4551661 - 128MB).

0x00D80000

The original width adjustment for the document feeder (DF-605)is incorrect or not adjusted.
 bizhub 200/250/350
Adjust the paper width guides:
1. Enter the Service Mode.
2. Select Function.
3. Select Original width adjust.
4. Select Maximum and open the document feeder guides all the way to their maximum.
5. Press the Print key.
6. Select Minimum.
7. Close the guides to their minimum.
8. Press the Print key.
9. Exit the Service Mode and reboot the machine.
  Note : The abort code occurs when scanning originals through the document feeder. Other scan abort codes may also be indicated (0x00DC0000 to 0x00DFFFFF).

0x00D82130

Firmware update required for the document feeder (DF-605).
 bizhub 200/250/350
Download and install the firmware (4344G101.exe) described in the attached Release Notes. The latest version of firmware, system software or print drivers 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' (the file is also attached below for accessibility in case the Download Selector cannot be accessed).

0X00DC0652

Scanner is in the locked position.
Access the scanner locking mechanism on the upper left side of the main body. Ensure that the locking switch arrow is pointing to the unlocked

setting.Please refer to steps 8 and 9 on page 4 of theattached Installation Guide for an illustration.

Power Supply failure.
Check the Power Supply Unit (PU1) at connector PJ5PU1. The voltages should read as follows:
  PIN #   DC VOLTAGE
1 3.3
3 5
7 24
9 12
   Note : If these voltages do notmatch the above readings,replace the Power Supply unit (p/n 4040 6201 01).

 Open 24V DCfuse (F222) on the BCRS due to M12 (Scanner) harness pinched by the right cover.
  bizhub 200/250/350
 Change routing of the M12 harness (p/n 4040 1505 01) for theScanner motor (p/n 4551 2013 01) thenreplace the BCRS (p/n 4551 2033 01 for bizhub 350 and p/n 4551 2034 01 for bizhub 200/250).
   Note : Please see the attached file for harness rerouting procedure.

 Failed MFBS.
 Please reseat the connections to the MFBS. If the issue is not resolved, replace the MFBS (p/n 4551 R900 00).

   0x00E00133

 The interface cable for the HDD is not fully seated or NVRAM has failed.
 Please confirm the HDD cable is fully seated to the MFBS or the Encryption Kit. Replace the NVRAM.If the problem is not resolved, please replace the MEMS board (p/n 4551 2039 01). If necessary, replace the MFBS (p/n 4551 R900 00).
   Note :To obtain a new NVRAM, call the SSD Hotline at 800-825-5664and open a Problem Ticket. Go to www.mykonicaminolta.com and select Service tab => Warranty, Repair & Special Programs => RA Form.Fill out the RA Form.

 Optional HDD (HD-504) installed without any extra memory.
 Install the optional memory module (Item #4551641 - 32MB)

   0x00E00317

 The MFBS is not communicating properly with the machine.
 Please reseat the connections on the MFBS and if the problem continues, please replace the MFBS (p/n 4551 R900 00).

   0x00E004F0

 Failed PWB-A board.
 Replace the PWB-A board (p/n 4040 0101 0E for bizhub 200/250/350 and p/n A11U H001 02 for bizhub 222/282/362).
   Note : May occur with a C-7001 code.

   0x00F00005

 The Hard Disk Drive (HDD) has beenenabled when there is nodrive installed.
 Perform a total clear and then set the Hard Disk to "No" in the Service Mode.
 1. When the machine reboots look for the dot to appear on the left side of the splash screen.
 2. Enter the Initial mode by pressing the 3-key on the 10-key pad when you see the dot.
 3. Enter the service password when the screen appears. Touch END to enter the Initial mode.
 4. Touch Total clear and press "End".
 5. When the machine comes to ready, enter the Service Mode.
 6. Touch System input.
 7. Touch Hard disk.
 8. Set the Hard Disk to "No".
 9. Exit Service Mode.
 10. Power cycle the machine.

   0x00F00201

 Failure of drum unit and developing unit.
 Replace the DR-310 drum unit (Item #4068612) and developing unit (p/n 4040 0752 00).

 FailedPWB-A.

Replace the PWB-A (p/n 4040 0101 0E for bizhub 200/250/350 and p/n A11U H001 02 for bizhub 222/282/362).

0x00F00B00

Resetting a fuser error codewithout first replacing a failed fusing unitpart.
Replace the failed part prior to resetting the fuser error code.

0x01100300

Failed NVRAM.
Replace the NVRAM.
Note :To obtain a new NVRAM, call the SSD Hotline at 800-825-5664and open a Problem Ticket. Go to www.mykonicaminolta.com and select Service tab => Warranty, Repair & Special Programs => RA Form.Fill out the RA Form.

Solution ID   TAUS0655275EN*   **Solution Usage**   18

Description
C2557 (C-2557).

Solution
CAUSE: The drum was replaced without replacing the developer.

SOLUTION: Replace both the drum unit and developer at the same time. Once the code occurs, developer must be replaced to properly recover.
The correct procedure for replacing the drum is as follows:
1. Select Tech. Rep. Mode => Counter => Special Parts Counter => PC Life.
2. Press the Clear Key to clear the counter value.
3. Turn OFF the main power switch.
4. Open the Right Door.
5. Remove the IU.
6. Remove four screws (silver) and disassemble the Photo Conductor Unit and the Developing Unit.
7. Replace the Photo Conductor Unit.
8. Remove three screws and the Developer Scattering Prevention Plate.
9. Remove the Toner Supply Port.
10. Remove the Developer.
11. Set the developer while rotating the gear in the direction of the arrow.
12. Reinstall the Toner Supply Port.
13. Using three screws, secure the Developer Scattering Prevention Plate.
14. Install the four screws to secure the Photo Conductor Unit and Developing Unit.
15. Install the IU in the copier.
16. Turn ON the main power switch.
17. Select Tech. Rep. Mode => Function => F8 and press the Start Key.
Notes :
a. After replacing the developer, be sure to execute F8 under Function of Tech. Rep. Mode.
b. When the main power switch is turned ON, execute F8 quickly.

Solution ID   TAUS0701891EN*   **Solution Usage**   16

Description
C3451 (C-3451), C3452 (C-3452)or C3851 (C-3851), C3852 (C-3852).

Solution
PROBABLE CAUSES:
1. Failed fuser thermostat. C3851 and C3852(Low Fuser Temperature failure) are detected during copy process or C3451 and C3452 (Warm Up failure) are detected without completing warm-up after turningON the power.

Replace the thermostat (p/n 4040 M601 00) and reset the error code(s).To reset the codes, perform the following:
 a. Enter the Initial mode.
 b. Remove the Compact Flash Cover [1].
 c. Press the Warm Restart Switch [2].
 d. When a dot appears at the center on the left-hand side of the screen, enter "3" from the 10-key pad.
 e. Enter the 8-digit service code and touch [END]. Default value:00000000.
 f. Select "Trouble Reset" to complete the procedure.
   IMPORTANT :Abort (Abort code: 0x00F00B00) will occur frequently if trying to reset after detecting the error codes without first replacing the thermostator Fusing Unit (p/n 4040 R710 00).
   Note : Pleasesee attached Bulletin Number 5321 for details. 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 KMBT (Japan).

 2.Improper adjustmentadjustmentandpositioningofRight Side Door Interlock Switch 2 (S3).
 Properly adjust Right Side Door InterlockSwitch 2.To adjust:
 a. Remove the cover.
 b. Be sure to shut theright side door.
 c.Loosen thescrewsindicated by the'yellow arrow' below.
 d.Tighten thescrews after adjusting 0.5mmto 1.0mm as represented by 'A' inthe diagram.

 e.Reinstall thecover.
 SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0656543EN*   **Solution Usage**   13

Description
Error messages C-2557 and COFxx.

Solution
 CAUSE: After drum was replaced, a developer change was not performed.

 SOLUTION: Perform the following:
 1. Select Tech Rep mode => Counter => Special Parts =>PC Life.
 2. Press the Clear Key to clear the counter value.
 3. Turn OFF the main power switch.
 4. Open the righthand door.
 5. Remove the Imaging unit.
 6. Remove four screws (silver) and disassemble the Photo Conductor Unit and the Developing Unit.
 7. Replace the Photo Conductor.
 8. Remove three screws and the Developer Scattering Plate.
 9. Remove the Toner Supply Port.
 10. Remove the Developer.
 11 Set the developer while rotating the gear in the direction of the arrow.
 12. Reinstall the Toner Supply Port.
 13. Using three screws, secure the developer scattering prevention plate.
 14. Install the four screws to the secure the Photo Conductor Unit and Developing Unit.
 15. Install the Image Unit in the copier.
 16. Turn ON the main power switch.
 17. Select Tech Rep. Mode => Function => F8 and press the Start Key.

 After replacing the Developing unit, developer, drum and resetting the counters, perform the following:
 1. Press utility.
 2. Meter count or check details button.
 3. Enter the Tech Rep mode: stop, 0, 0, stop, 0, 1.
 4. Select Tech Rep Choice mode.
 5. Select printer tab.
 6. Select ATDC sensor gain.
 7. Set value to 165-170.
 8. Back all the way out to the Ready screen, power machine OFF/ON and replenish toner through the User Management screen.
 SPECIAL NOTE : Solution contribution by Craig Blyther, ASG/SSD

Solution ID   TAUS0700528EN*   **Solution Usage**   12

Description
C4721 (C-4721)error.

Solution
 PROBABLE CAUSES:
 1.After the PWB-A was replaced, the EEPROM (8-pin IC) was not transferred from the original PWB-A.
 Install the originalEEPROMonto thereplacement PWB-A.

 2.Poorly seated connector on PWB-A or failed PWB-A.
 Reseat all connectors on PWB-A.Ensure that all pins are straight and the connectors are firmly attached to the board.Replace PWB-A (p/n 4040 0101 0E for bizhub 200/250/350 and p/n A11U H001 02 for bizhub 222/282/362) as necessary.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert/Mike Galletta, Workgroup/SSD and Ted Young, Production Print/SSD

Solution ID   TAUS0657231EN*   **Solution Usage**   11

Description
 C4002 at power up or shortly thereafter.

Solution
 PROBABLE CAUSES:
 1. SOS (start of scan) failure due to possible failed Print Head and/or PWB-A.
Power OFF the Main Power switch, wait for 10 seconds or so then power ON the Main Power switch. If malfunction code returns, reseat connections to the print head (write unit) and PWB-A. Replace the Print Head (p/n 4040 0751 00) and/or PWB-A (p/n 4040 0101 0E for bizhub 200/250/350 and p/n A11U H001 02 for bizhub 222/282/362) as deemed necessary.

 2. The ribbon cable from the printhead to PWB-A at connector PJ3A is installed backwards.
Install the ribbon cable correctly with the green tab to the right.
 SPECIAL NOTE : Solution contribution by Don St. Onge and Mike Galletta, Workgroup/SSD

Solution ID   TAUS0648804EN*   **Solution Usage**   10

Description
E5df57 TX error.

Solution
 PROBABLE CAUSES:

 When using memory
 Direct send errors.
Perform a softswitch reset:
1. Press the warm reset button located by the Flash card slot.
2. Press 3 when the dot appears, enter 8 zeros, select Clear Fax .
3. Press the softswitch and then touch END, enter YES when prompted.
4. Exit out of initial mode.
5. When the machine comes to ready please shut off the power at the main power switch. wait 15 seconds and power up the machine as normal.

 When sending a fax and the machine will not send more than one page
 Incorrect configurationduring the installation of the fax kit.
 To configure properly:
 1. Since the Communication Mode is set to "E-Mail", it needs to be switched to "G3" as necessary.
 2. Set the Communication Mode:
 a.Press Utility/Counter.
 b. Enter Admin. Management.
 c. Enter the Administrator Code (the default password is "12345678").
 d. Touch Admin. 1.
 e. Select TX Setting.
 f. Select Quality/Mode.
 g. Select Communication Mode and set to FAX.
 h. Use enter or end to back out.
  Note : For more details on the installation of the FK-503 fax kit, please see the attachment. 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 .

 When Scanning to E-mail with Account Track enabled
 1. IfAccount Track andUser Authentication are enabled, a user [From:] address must be entered to preventSPAM detection on the E-mail server.
 Ensure that the user E-mail address is entered by checking the following:
 a. Admin. Management.
 b. Admin 1.

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c.Account/User Authentication.
d.Machine Account setting.
e.User Registration.
f.Select User Number (or registered User Name).
g.Network Info.
h.E-Mail Address (From).
i. Enter an E-mail address if the field is blank.

2. Machine E-mail address has not been entered.
To enter the machine E-mail address, perform the following:
a. Log into PageScope Web Connection as Administrator.
b. Select the Network tab.
c. Select SMTP.
d. Enter the machine's email address in the space provided.
e. Click Apply.

When setting up Network Faxing via the Network Fax Utility
Incorrect settings that pertain to the customer E-mail server under Network Fax Utility Setup.
Use the following procedure to enter settings:
1. Uncheck the "Do not use SMTP (N)" in the setup "Fax (F)" tab. These settings are under the Network Fax Utility Setup.
2.Enter the TCP/IP address in the celllabeled "Fax IP Address (I)"
3. Restart the application and send a network fax.The window to select the phone number to dial is available.
4. After entering that information and selecting "send", a preview of the document will appear in the next window.
5. Select "send" in the Preview window. The Preview window disappears and the Network fax window remains where theprogress of the document can be viewed by selecting from the various buttons available ("Out Box" or "Sent").The telephonenumber of the destination fax can be observed under "Destination" in the machine job list.
SPECIAL NOTE : Solution contribution by David Silverstein/Ken Walker/Tom Kelly, Workgroup/SSD and Ron Reed/Craig Blyther, ASG/SSD

Solution ID   TAUS0649656EN*   **Solution Usage**   8

Description

Unable to update the firmware with the CF card. Unit will not go past the Konica Minolta logo screen.

Solution

CAUSE: Incorrect formatting of the CF card.

SOLUTION: In order for the files to be read from the CF card by the main body, the CF card should be formatted with FAT16, not FAT32. Once formatting is complete, copy the firmware files to the CF card.

Solution ID   TAUS0701034EN*   **Solution Usage**   6

Description

C-5352 (C5352) at power up or shortly thereafter.Thefirst copymay feed, but jams.

Solution

PROBABLE CAUSES:
1.Failed PWB-A board.
Replace the PWB-A board (p/n 4040-0101-03).

2. Fan failure.M5 is not running or not turningat the correct speed.
Replace the M5 fan (p/n 9313 1100 33).

3. The imaging unit contacts are shorted.
Check the imaging unit contacts and correct as necessary. If the error code persists, replace the imaging unit(p/n 4040 0752 00).

4. Thepaper stops at or before the timing rollerin the vertical transport section due to poor drum unit to charge corona shell contact.
Re-form the small copper tab on drum unit that contacts the charge corona shell. The tab is located on the front of machine, andthe end of the drum unit.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS;Mike Galletta/Bill Hall, Workgroup/SSD and James Coston, KMBS/Portland

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Solution ID   TAUS0650983EN*   **Solution Usage**   5

Description

Pressing the warm reset buttondoes not clear the fuser error code (C3451, C3452 orC3751, C3752 orC3851, C3852).

Solution
 CAUSE: The fuser code is not being reset properly.

 SOLUTION: To reset the codes, perform the following:
1. Enter the initial mode.
 2. Remove the Compact Flash Cover [1].
3. Press the Warm Restart Switch [2].
4. When a dot appears at the center on the left-hand side of the screen, enter "3" from the 10-key pad.
5. Enter the 8-digit service code and touch [END]. Default value: 00000000.
6. Select "Trouble Reset" to complete the procedure.
   IMPORTANT : Abort (Abort code: 0x00F00B00) will occur frequently if trying to reset after detecting the error codes without first replacing the Thermostat (p/n 4040 M601 00)or Fusing Unit (p/n 4040 0767 00).
   Note : It is normal for the machine to produce an abort code during the reset.

Solution ID   TAUS0801978EN*   **Solution Usage**   5

Description
C-2557 (C2557) after replacing a defective ATDC sensor.

Solution
 CAUSE: The wrong ATDC sensor was used. The Di3510 series of machines ATDC sensor looks identical to the bizhub 350 series but they are different and operate in a different voltage range.

 SOLUTION: Please use the correct ATDC sensor (p/n 4040 6040 01).
  SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0700298EN*   **Solution Usage**   4

Description
C1183 (C-1183).

Solution
 CAUSE: On initial setup the Exit Trayswere notscrewed in before testing.

 SOLUTION: Ensure Exit Trays are securely fastened before testing.
  SPECIAL NOTE : Solution provided by Noel Fino, KMBS Hartford Branch.

Solution ID   TAUS0700690EN*   **Solution Usage**   4

Description
 FS-508, finisher is not recognized by main body.

Solution
 CAUSE:Possible loose connector or failed Finisher Control Board.

 SOLUTION:Reseat connection at PJ6A on PWB-A (Finisher Control Board) and check for 5V DC at Pins 1and 2, If properly seated and no voltage is evident, replace the Finisher Control Board (p/n 4349 0105 01).
  SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0701407EN*   **Solution Usage**   4

Description
C7001 (C-7001) code at start up.

Solution

CAUSE:Failed PWB-A board.

SOLUTION:Replace the PWB-A board (p/n 4040 0101 03).
 Note : Abort code 0x00E004F0 may also be indicated.
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0703415EN*   **Solution Usage**   4

Description
EA006 error code when scanning.

Solution
 CAUSE: CorruptMFP data.

 SOLUTION:Perform aTotal Clearand reset all Network Settings.
  Note : Please review the attacheddocument for instruction on performing the Total Clear and the settings which will need to be reapplied.
  SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0703419EN*   **Solution Usage**   4

Description
 Change in IC3 ordering procedure.

Solution
 IC3 is no longeravailable as a separate item. It isno longer necessary to fill out the online NVRAM claim form to request IC3.

 IC3 is part of thePWB-A. Therefore, ordera new PWB-A (p/n 404001010E), which includes IC3.

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

Solution ID   TAUS0703607EN*   **Solution Usage**   4

Description
The machine does not recognize the duplex unit.

Solution
 PROBABLE CAUSES:
 1. The switchback unit was not properly seated or has come loose.
 Reseat the switchback unit and ensure that it is seated firmly on the machine.

 2. PJ20 on PWB-A is not seated correctly.
 Reseat the connector.
  SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID   TAUS0651694EN*   **Solution Usage**   3

Description
CLOSE > SECTION PROPERLY message with an illustration of the document feeder raised when an original is placed in the document feeder.

Solution
 CAUSE: The magnet on the bottom, right, front of the document feeder is not properly aligned with the reed switch which is under the cover.

SOLUTION: Loosen the screws below the right hinge of the document feeder to align it. The document feeder manual lists this adjustment to correct document skew so ensure that the documents do not skew after changing this adjustment. The specification for maximum skew is 3mm.

 SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID   TAUS0703617EN*   **Solution Usage**   3

Description

C0000999A codeat power up.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: Please call the SSD Hotline to establish an open ticket and to receive further NVRAM ordering instructions.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID   TAUS0800523EN*   **Solution Usage** 3

Description

The machine"freezes" shortly after the last paper exits the DF-605.The start button flashes briefly, then a jam is indicated but no jam is registered."Copier reading"may beindicated in the job list. There are no problems making copies from the platen glass.

Solution

CAUSE: Failure of PWB-A.

SOLUTION: Replace PWB-A (p/n 4040 0101 08).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0800796EN*   **Solution Usage** 3

Description

At power up machine goes to a bright blue screen and then the machine is stuck and it does nothing further.

Solution

CAUSE: Failed control panel (UN1).

SOLUTION: Replace the control panel assembly (p/n 4040 6052 02).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801066EN*   **Solution Usage** 3

Description

"Insert plug-in key counter" message after key counter is installed and enabled in billing management.

Solution

CAUSE: The wrong connector has been used to connect counter to main body.

SOLUTION: HECON® device may arrive withtwo connector types. Switch connectors. If this does not resolve issue, contact HECON® for assitance in obtaining correct connector for specific device.
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Web Site: www.densi.com
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0801698EN* **Solution Usage** 3

Description

EAXXXX when scanning to E-mail.

Solution

CAUSE:The LAN cable is not connected, communication to the SMTP server failed, or transmission was attempted to an incorrect destination address.

SOLUTION:Confirm that the new TCP/IP address is the correct one to the E-mail server.The TCP/IP address on theMFP does not change by itself. Possiblythe server was changed or the TCP/IP address was changed.
There was noSMTP authentication on theMFP so IP Relay had to be set on the E-mail server.Confirm that the TCP/IP address of theMFP is being relayed on the E-mail server. If the customer is usingSMTP authentication, then have them create an account for the MFP.
Enable SoftSW 380, Bit6 = 1 and Bit2 = 1.
  Note : Please see attachment for Full Code Listing. 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 and Ian Lynch, Production Print/SSD

Solution ID TAUS0801852EN* **Solution Usage** 3

Description

DF-601/DF-605, after running Backup Data Initialization under the ADF Operation check, the document feeder stops working.

Solution

CAUSE: If there is no recovery data stored and the Backup Data Initialization is run, the ADF will be reset in such a way as to be nonfunctional.

SOLUTION: To restore the ADF back to a functional state, the special Recovery Jig Chip (p/n 4344-7902-01) must be used toprogram the ADF to default settings.
Install the chip into the socket on the ADF PWB-A, and powerON the MFP. This will reset the ADF. Power OFF theMFP and remove the chip.
 IMPORTANT :
1.Running the Backup Data Initialization under Service mode =>Operation Check =>Backup Data Initialization should be avoided.
2. Ensure that the chip isremoved fromthe ADF after completing the recovery.
 SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0802005EN* **Solution Usage** 3

Description

"Pull OutTray and Replenish Paper" message occurs when feeding from any tray including the bypass tray.

Solution

CAUSE: Failure of the Synchronizing (Registration) Roller Clutch (CL1).

SOLUTION: Replace CL1 (p/n 9322 1000 81) and perform the Registration (FD) adjustment.
 SPECIAL NOTE : Solution contribution by Ron Reed, ASG/SSD

Solution ID TAUS0802549EN* **Solution Usage** 3

Description
 Problem:
 The machine has a blank screen.
 The machine does not power up.
 After turning on the main and sub power buttons the machine starts to initialize as though it is going to turn on but nothing occurs.
 Some of the fans are running.

Solution

   Cause:

The MFBS board has failed.

Solution:
Please replace the MFBS board (p/n 4551 2038 01).

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

October 2009

Solution ID   TAUS0802895EN*   **Solution Usage** 3

Description

The MFP may stop communicating with vCare after an MFP RAM clear is performed.

Solution

CAUSE: A RAM clear on the MFP can cause the MFP to stop communicating with vCare.

SOLUTION: Reset the vCare settings on the MFP.

Workgroup Models
In Tech Rep mode, perform the following procedure:

CS Remote Care -> Server Settings: select Data Initialization; press Yes, then press End.
CS Remote Care -> Detail Settings: select RAM Clear; press Set, then press End.
Turn the MFP off and back on. (It is important tocycle the power.)
After the MFP powers up, re-enter all of the vCare settings and confirm successful communication with the vCare system.
For detailed information,refer to the "Ram Clear Settings" and "Data Initialization Settings" section of the bizhub vCare/CS Remote Care email Setup Instructions for each specific model.

PRO Models
The settings for PRO models vary depending upon how the bizhub PRO MFP is configured to communicate with vCare. For details, refer to the "CS Remote Care Initialization" section of the bizhub vCare/CS Remote Care Email Setup instructions for each specific model.
In addition, after performing "CS Remote Care Initialization" and cycling the power, reset the IP controller, main body or (for the C500 only) Fiery® controller email settings.

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID   TAUS0900415EN*   **Solution Usage** 3

Description

When the power switch is on, [ERROR!!] displays on the touch panel screen.

Solution

Possible Cause: The [ERROR!!] messageindicates a possible unit error, or failure in PKG connection

Solution: Reattach MEM(S) board make sure they are socket correctly and in the proper position.

Replace MEM(S) board if needed.

The MEM(S) board is included with the Fax option or as optional memory, so if needed for replacement re-order the option. The part number for the MEM(S) board is (p/n 4551-2039-01) if needed.

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0653388EN*   **Solution Usage** 2

Description

"No Matching Paper Size/Set Paper in Bypass Tray" message after first page is output for 8.5x13 document using the PostScript or PCL drivers.

Solution

CAUSE: Incorrect paper size setting in "Priority Foolscap" under Tech Rep Mode.

SOLUTION: To change this setting, perform the following:
1. Enter Tech Rep Mode by pressing Utility/Counter, Check Details, Stop, 00, Stop, 01 and enter password, as required.
2. Press System Set.
3. Press Priority Foolscap.
4. Set the paper size to F:330 mm/C: 216 mm.
5. Exit Tech Rep Mode.

Solution ID   TAUS0654224EN*   **Solution Usage** 2

Description

Jamming in the duplex unit. Lead edge of paper stops at transfer unit.

Solution

CAUSE: Duplex paper passage sensor 2 actuator is binding.

SOLUTION: Open the duplex conveyance door and verify that the sensor actuator at the lower conveyance roller is moving freely. Repair as necessary.
Sensor operation can be checked by entering the Service Mode (Utility/Stop, 0, 0, Stop, 0, 1). Select I/O Check Mode => Printer => ByPass => Duplex.
Duplex Paper Passage 2 should change state between 0 and 1 when actuator is manipulated.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0703182EN*   **Solution Usage**   2

Description

The machine will not print from a PC.

Solution

CAUSE: The machine settings have been confused.

SOLUTION: Go into the initial mode andperform a "Clear fax settings". To enter the initial mode:
1. Press the warm reset button and wait for a dot to appear on the left side of the screen.
2. Press 3 on the 10-key keypad.
3. Enter "00000000" for the password andpress end.
4. At the initial screen for the initial mode select Clear fax settings.
5. Select soft switches andpress end.
6. Select Yes and enter.
7. Exit from the initial mode. When the machine comes to Ready, turnOFF the main power for 10 seconds. Test the machine.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0703536EN*   **Solution Usage**   2

Description

PROBLEM: The machine indicates the incorrect user name or password ED9C7 when attempting to scan to SMB on a server or workstation with an account created for scanning.

Solution

CAUSE: An account is created on the server or workstation to provide a user name and password, either because the workstation does not use a password or the administrator does not want to use their password on the server. The created account does not have administrator rights. This will cause the scan to be rejected.

SOLUTION: Assign administrator rights to the account created for scanning purposes.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0800574EN*   **Solution Usage**   2

Description

Machine "locks up" at the Konica Minolta logo and cannot be cleared.

Solution

CAUSE: The machine HDD has failed.

SOLUTION: Replace the HDD (p/n 4599461).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0801927EN*   **Solution Usage**   2

Description

When feeding from any tray, at least 3 pages are output. After a minimum of 3 pages exit the machine, the display prompts the user to load paper in the tray. The tray still has paper loaded. Opening and closing the tray will start the job again.

Solution

CAUSE: Synchronizing Roller Clutch has failed.

SOLUTION: Replace Synchronizing Roller Clutch (p/n 9322100081).

SPECIAL NOTE : Solution contribution by Rick Johnson, Midwest Region DSM/SSD

Solution ID   TAUS0807966EN*   **Solution Usage**   2

Description
"Replenish paper" message after paper has been loaded into an empty paper tray.

Solution
CAUSE: Firmware problem. This symptom was observed with a very early version of firmware.

SOLUTION: Flash the machine with the current version of 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 contributed by Johnny Phillips, Stuarts, Inc.

Solution ID   TAUS0902342EN*   **Solution Usage**   2

Description
The touch panel is not working. There is no change in function when touched.

Solution
CAUSE: The touch panel adjustment data has been lost. It also may be corrupt.

SOLUTION:

To reset the touch panel:

1. Remove CF side cover on right side of machine.
2. Depress the small black button to go into special mode.
3. Enter eight zero's and then press end to enter the initialize mode.
4. Select "touch panel adjusment".

NOTE: This issue may be associated with the copiers NVRAM. If this failure occurs again, please consider contacting SSD for possible NVRAM replacement. All requests for NVRAMs must be approved by the SSD hotline and a problem ticket generated.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID   TAUS0651809EN*   **Solution Usage**   1

Description
C0204 (C-0204) at power up.

Solution
bizhub 200/250/300
CAUSE: Tray 2 elevator failure. Bent mounting bracket for the paper tray lift motor (M8).

SOLUTION: Remove Tray 2 paper cassette. Inspect the M8 mounting bracket toward the right/rear of the tray cavity to ensure that the metal tab is parallel to the bottom of the tray cavity. Reform the tab as necessary and secure in place.

bizhub 203/253/353
CAUSE: Poorly seated connectors or failed PRCB.

SOLUTION: Thoroughly inspect the paper feed tray 2 lift-up motor (M9) connectors. Also check the connector for the paper feed tray 2 upper lift sensor (PS15). The I/O mode can be used to confirm the functionality of PS15. Reseat all connectors on the PRCB. Ensure that all pins for CN7 and CN9 of the PRCB are properly aligned and securely attached. Replace the PRCB (p/n A02E H001 06) as necessary.

bizhub C351/C450
CAUSE: Tray 2 elevator failure.

SOLUTION: Check connector andoperation of Tray 2 Lift-Up motor, M101(p/n 9312 1200 31).Alsocheck and replace (if necessary)Tray 2 Lift-Up sensor, PC105(p/n 4037 0906 01).If problem persists, replacethe Tray 2 board, PWB-Z(p/n 4036 0132 02).

bizhub C252/C252P/C300/C351/C352/C352P/C450/C450P
CAUSE: A piece of paper has gotten stuck behind the tray.

SOLUTION: Remove the tray and look for paper in the connector for the tray.

Solution ID   TAUS0657775EN*   **Solution Usage**   1

Description
Machine will not auto rotate.

Solution
CAUSE: Mixed original detection is set to "ON."

SOLUTION: Set mixed original detection to "OFF."
 SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700175EN*   **Solution Usage**   1

Description
LDAP VERSION IS NOT SUPPORTED message on the engine operation panel only when attempting to perform an LDAP search on the domain.

Solution
CAUSE:Incorrect UserID entry.

SOLUTION:In the LDAP Server Setting menu from the operation panel => Admin Mode or from PageScope Web Connection => Admin Mode, inputthe Login name[domain user name] tothe [DOMAIN NAME\DOMAIN USER NAME] format.
  Notes :
 1.Domain Name\Domain User Name needs to be input in uppercase.
 2.Login Name entry is dependantto the domain environment and possibly due to how Active Directory handles migrated user account(s).
 SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID   TAUS0701713EN*   **Solution Usage**   1

Description
C-4101 (C4101) at power up.

Solution
CAUSE: Failed BCRS board.

SOLUTION: Replace the BCRS (p/n 4551 2033 01 for bizhub 350 and p/n 4551 2034 01 for bizhub 200/250).
 SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID   TAUS0703452EN*   **Solution Usage**   1

Description
LDAP is not successful when certain attributes are notprovided from Lotus® Domino® server.

Solution
CAUSE: Certain attributes are notprovided from Lotus® Domino® server whenthe MFP isperforming LDAP searches. This results in a failure to perform the LDAP search.This is by default after a Lotus® Domino® server has been upgraded.
 Note : Currently otherMFPs do not require these attributes.

SOLUTION: Install firmware versionG3B-71 to correct the issue. TheMFP will ignore the fact that the attributes will not be delivered and the LDAP searchwill continue.
 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'.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0703642EN*   **Solution Usage**   1

Description

Server connection error when PC-faxing. Other PCs are able to fax.

Solution

CAUSE: Anti-virus scanning of the PC-fax is causing the job to time out.

SOLUTION: Configure the Anti-virus program to not scan PC-fax jobs.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID   TAUS0703681EN*   **Solution Usage**   1

Description

Wavy lines from scanner only.

Solution

CAUSE: Loose connection and/orfailed PWB-A.

SOLUTION:Reseat all connections on the PWB-A and replace PWB-A (p/n 4040 0101 03) if necessary.Flash the copier to most current firmware available.
  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'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID   TAUS0800314EN*   **Solution Usage**   1

Description

C0209 (C-0209) and C0210 (C-0210) when running copies out of the PC-402.

Solution

CAUSE:PC-402 lift motor assembly has failed.

SOLUTION:Replace the lift motor assembly (p/n 4348 0752 01).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0801166EN*   **Solution Usage**   1

Description

FK-503, fax reports are randomly printing both RX and TX reports.Error codes E6522A, EA3229, EBF007 and others on the TCR.

Solution

CAUSE: Gateway is enabled forPC faxing.

SOLUTION: Do an image data clear and a soft switch reset.Check communication mode if it was changed to PC/E-mail, and change back to fax/G3. See sample attached. 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 Don St. Onge, Workgroup/SSD

Solution ID   TAUS0801199EN*   **Solution Usage**   1

Description

Exclamation point is displayed on the op panel and the touch screen/control panel will not respond (lock-up).

Solution

CAUSE: The HDD has failed.

SOLUTION: Replace the HDD (Item #4599225).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0801398EN*   **Solution Usage**   1

Description

No feed from Tray 2.The machine does not error.

Solution

CAUSE: Tray 2 will not lift. Possiblefailed Lift sensor.

          October 2009

SOLUTION: Please check the tray lift sensor (PHOTO INTERRUPTER); listed as the upper side detect sensor in the IO mode.

Enter service mode.
Select IO check.
Select Printer.
Select tray 2.
If the sensor goesLOW when the paper drawer is closed, it is good. If the sensor is stuck at aHIGH, then check the wiring and for any mechanical issues.
Please replaced the Lift sensor (p/n 4037 0906 01).
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0801432EN*   **Solution Usage**   1

Description

Unable to fax from memory, but On-hook dial works correctly.

Solution

 CAUSE: Incorrect settings.

 SOLUTION:To correct:
 1. Enter the Admin mode, and select Admin. 1.
 2. Touch Tx Settings, Quality/Mode.
 3. Select Communication Mode and set to Fax G3-1.
   Note : The unit will default to G3-2 if the 2nd line kit is installed.
 SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801457EN*   **Solution Usage**   1

Description

When printing from AS/400®, the writer fails when printer runs out of paper.

Solution

 CAUSE:The writer on the AS/400® will stop the print job when it receives a paper out signal, if the paper out signal is not cleared by adding more paper then the network connection to the printer is terminated by the MFP.

 SOLUTION:Increasing the Network timeout on the MFP corrects the issue.To set the Network timeout use the following procedure:
 Most MFPs:
 1. Press the utility button and go into Administrator settings => enter the password.
 2. Go to Printer settings and then Network timeout set it to 300 seconds.

 bizhub PRO 1050:
 1. Press Machine button on the LCD, then the Controller button => Interface setting and then Network Timeout.
 2.Set 300 seconds and press the SET button.

 bizhub PRO 920:
 1. Press the utility button and then the controller button on the LCD.
 2.Select the Interface setting => Network setting.
 3. Enter 300 seconds and press the SET button.
 SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID   TAUS0802065EN*   **Solution Usage**   1

Description

C-3751 (C3751)or C-3752 (C3752) on startup.

Solution

 CAUSE: PU1 has failed.

 SOLUTION: Replace PU1 (p/n 4040620101).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0802558EN*   **Solution Usage**   1

Description

The machine is indicating to please enter the HDD lock code. A lock code has not been programmed.

Solution

CAUSE: The HDD has failed.

SOLUTION: Please replace the HD-504 (Item # 4599461).
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0808481EN*   **Solution Usage**   1

Description

Enabling Jamex Coin op Vender for Bizhub 200/250/350
Enabling Duplex Function with Jamex coin op vender

Solution

Duplex function will not be available after the Jamex coin op vender is installed. However, there is a Software SW setting that can enable it. You could access SoftSwitch settings in two ways but only one will allow you to change this bit which is the one in tech rep mode. Here are the procedures:

Access Tech Rep mode
Touch Software Switch Settings
Key in SW# 472 and change bit 2 from a "0" to a "1" and touch "set" or "fix". The bit assignment should look like this:

```
7  6  5  4  3  2  1  0
0  0  0  0  0  1  0  0
```

4. Exit Tech Rep mode to the Basic screen and verify if the duplex option is back.

Older Firmware

On the basic screen, hit the "utility/counter" button.
Touch "Check Details" on the touch panel.
Press "Stop", "0", "0", "Stop", "0", "1" to enter Tech Rep mode.
A password is required. Key in 00000000 or 12345678 and press "End".
Once in Tech Rep mode, Press "Stop", "9".
Touch "Key counter" and change the setting to "Yes"/"Set"/"ON" (depending on firmware version) and press "End".
Touch "Vender mode" and choose "Coin" from the selections. Touch "End"
Press "Auto Reset" to get out of the current menu.
Press "End" to get out of Tech Rep mode.
Once back on the basic screen "Insert coin" should be displayed if done correctly.

Newer Firmware

On the basic screen, hit the "utility/counter" button.
Touch "Check Details" on the touch panel.
Press "Stop", "0", "0", "Stop", "0", "1" to enter Tech Rep mode.
A password is required. Key in 00000000 or 12345678 and press "End".
Once in Tech Rep mode, Press "Stop", "9" to access Count mode.
Touch "Management Function Choice".
Choose "Vender 1". Verify if "type 1" is selected and touch "End".
Press "Reset" to get out from the current menu.
Exit completely from tech rep mode.
Once back on the basic screen "Insert Coin" should be displayed if done correctly.

Note: After doing the above, y ou must power off the machine and allow it to cool for ten minutes. This is to allow the change to take affect at initialization.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

Solution ID   TAUS0900846EN*   **Solution Usage**   1

Description

What can cause the only the main power light to turn on?

Solution

The main power light may turn on with no other operation from the machine if M4 and M11 have failed. Please replace both M4 and M11 as a set the part number for both fans is the same (p/n 9313-1100-42).

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0901472EN*   **Solution Usage**   1

Description

When attempting to create an SSL certificate in Pagescope Web Connection, the process fails.

Solution

CAUSE: Incorrect firmware has been installed on the machine.

SOLUTION: Currently, only firmware version 25GGO will allow SSL to work correctly. Please install version 25GGO firmware to correct the issue.

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'.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0901560EN*   **Solution Usage**   1

Description

On a vCare-enabled MFP, the start button continually flashes amber.

Solution

CAUSE: Thisoccurs if a technician did not press the "Maintenance Completion" button when exiting the MFP's vCare/CS Remote Care settings in Tech Rep Mode. This isa normal function, which alerts the vCare system that vCare settings have been configured at the MFP, but may not have been fully completed.

SOLUTION: If the blinking start key is related to vCare/CS Remote Care settings, use this proceudre:

1.Enter the MFP's Tech Rep mode:
 Press theUtility/Counter button.
  Press the[Details] button
  Press Stop, 0. 0,, Stop, 0, 1.
2. Press [CS Remote Care].
3. Press the "Maintenance Completion" button.
4.Exit Tech Rep mode.

Note: For certain MFP models, this symptom also canoccur when it necessary to replace a board.Consult the Field Service Manual and this Knowledgebase if the symptom is not related to vCare/CSRC settings.

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID   TAUS0902059EN*   **Solution Usage**   1

Description

The bizhub 350 beeps after every copy.

Solution

CAUSE:
The mechanical control board failed.

SOLUTION:
Replace the control board(p/n 4040 0101 0E).

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

| **Solution ID** | TAUS0902433EN* | **Solution Usage** | 1 |

Description

 Machine keeps rebooting and abort code oxooo999a is displayed. A fax kit is connected to the machine and the NVRAM has been replaced.

Solution
 CAUSE: Failed fax board interfering with operation of MFBS.

SOLUTION: Replace fax board kit (p/n 4551613).

 SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

| **Solution ID** | TAUS0649784EN* | **Solution Usage** | 0 |

Description
DF-605, original paper jamming with abort code 0x00D82130.

Solution
 CAUSE: Firmware update required for the document feeder.

 SOLUTION: Download and install the firmware (4344G101.exe)described in the attached Release Notes. The latest version of firmware, system software or print drivers 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'(the file is alsoattachedbelow for accessibility in case the Download Selector cannot be accessed).
  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** | TAUS0702868EN* | **Solution Usage** | 0 |

Description
LCD panel does not light.

Solution
 CAUSE: The BCRS board has failed.

 SOLUTION: Replace the BCRS (p/n 4551 2033 01 for bizhub 350 and p/n 4551 2034 01 for bizhub 200/250).
 SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

| **Solution ID** | TAUS0703220EN* | **Solution Usage** | 0 |

Description
FK-503, no Memory TX; only can RX and use Off Hook TX.

Solution
 CAUSE: Malfunctioning Fax Kit.

 SOLUTION:Replace the FK-503 Kit(p/n 4551613).
 SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

| **Solution ID** | TAUS0800326EN* | **Solution Usage** | 0 |

Description
DF-605, intermittent jamming in the feeder.

Solution

CAUSE:Intermediate conveying roller and shaft is worn.

SOLUTION:Replace the intermediate conveying roller(p/n 4344 5130 01) and shaft (p/n 4344 5136 01).
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID   TAUS0801604EN*   **Solution Usage**   0

Description

Flashing amber print button and the machine will not make copies.

Solution

CAUSE: The PWB-A board, mechanical control board, has failed.

SOLUTION: Replace thePWB-A board (p/n4040 0101 03).
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID   TAUS0801950EN*   **Solution Usage**   0

Description

The machine is not flushing the memory of the machine when a print job completes. The print jobs were supposed to go to the job separator tray. They would print out and exit the fuser in the normal tray as the separator was waiting for the paper.

Solution

CAUSE: Possible loose connection for the switchback solenoid SL4.

SOLUTION: Please check the solenoid (SL4) that operates the switchback gate and make sure that it is not unplugged from the harness. Also, check PWB-A PJ19a. On PJ19a, Pin 5 should be 24V DC and Pin 6 is an activeLOW switch line. If you read 24V DC on pin 6, then the circuit is CLOSED.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0808236EN*   **Solution Usage**   0

Description

What can cause the machine to intermittently display a C-2557 code even after the Imaging Unit and PWB-A have been replaced?

Solution

The machinemay intermittently display a C-2557 code even after the Imaging Unit and PWB-A have been replaced if the cooling fan M5 is starting to fail. Please replace cooling fan M5 (p/n 9313-1100-33).

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0808245EN*   **Solution Usage**   0

Description

PROBLEM: The machine is missing the one touch key selection, thus not allowing the creation of the one touch keys.

Solution

CAUSE: The restrict one touch editing selection in the administrator mode is set on.

SOLUTION: Turn off the restrict one touch editing by entering the administrator mode 1, selecting admin set, then restrict one touch editing.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0808311EN*   **Solution Usage**   0

Description

PROBLEM: The machine continually displays "Ng" when attempting to format the HDD. 5 volts has been confirmed to the HDD.

Solution

CAUSE: The BCRS board has failed.

SOLUTION: Replace the BCRS board (p/n 4551-2033-01) for the Bizhub 350 and (p/n 4551-2034-01) for the Bizhub 200/250.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID　　TAUS0900626EN*　　　　　　　　　　　　　　**Solution Usage**　　0

Description

Intermittent NO MATCHING PAPER SIZE IS AVAILABLE message on the operation panel.

Solution

CAUSE: The machine is placed below a bright light.

SOLUTION: Move the machine away from the light.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID　　TAUS0901249EN*　　　　　　　　　　　　　　**Solution Usage**　　0

Description

The machine will not scan to SMB on the first attempt. Pressing redial from the job list will allow the scan to complete.

Solution

CAUSE: The gateway TX setting is set to restrict.

SOLUTION: The gateway TX setting needs to be set to allow. To do this, enter the administrator 2 mode by pressing the utility key, admin management, admin2. Select network settings, scanner settings, gateway TX and change the setting to allow.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID　　TAUS0901884EN*　　　　　　　　　　　　　　**Solution Usage**　　0

Description

Is there a way to get the machine to indicate Fax malfunction codes when there is a TX or RX error? Currently the copier indicates NG when there is an error and no other information is displayed.

Solution

Cause:
A service Soft Switch Setting must be change to enable FAX Error Reporting.

Solution:

To change the appropriate settings, perform the following:

1. Enter the service mode by selecting the Utility Key,
2. Check "Details" from the LCD panel, and then STOP, 0, 0, STOP, 0, 1.
3.There will be a promptfor a password. The passwordis "12345678".
4. Select Soft Switch Setting Mode from the LCD panel.
5. Set DIPSW 20, bit 3 to ON.
6. Exit the service mode and Power OFF and ON the copier.

Now when a fax error is generated an error code will also be indicated.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID　　TAUS0656592EN*　　　　　　　　　　　　　　**Solution Usage**

Description

Code C5353 (C-5353)at power up.

Solution

CAUSE: Failed IU Cooling Fan Motor (M6).

SOLUTION: ReplaceIU Cooling Fan Motor (p/n 9313 1400 61).

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SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0656876EN*   **Solution Usage**

Description

When selecting Booklet mode from letter to ledger, after originals are scanned, an abort code is indicated for a brief period, then MFP boots up in Initial mode. It does not matter which papertrayis selected as the feed tray.

Solution

CAUSE:Soft switch Mode 422, bit 7 is set to 1 (double counting).

SOLUTION: Only use the Billing mode method to set double counting. By doing so,Soft switch Mode 422, bit 7 is automatically set to 0 and is overwritten.
SPECIAL NOTE : Solution provided by Bill Becker, Bauerfiend Business Technologies

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Solution ID   TAUS0657953EN*   **Solution Usage**

Description

PROBLEM: Machine indicates "Finisher Has Reached Capacity" even though the bins are empty.

Solution

CAUSE: PC-15 is blocked or defective.

SOLUTION: Check the operation of PC-15. Clear the sensor or replace if defective (p/n 4037-0906-01).

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0657973EN*   **Solution Usage**

Description

With a Jamex unit installed, the copier still makes copies without activating the Jamex.

Solution

CAUSE: Key counter is not enabled in the security mode.

SOLUTION: Enter the tech rep mode by pressing the Utility key, then highlighting the Details tab on the LCD, then press stop, 0,0, stop, 0, 1. Enter eight zeroes as the password. Once on the Tech Rep screen, press stop, 9. This enters you into the security mode. Select key counter and set to "Yes." Turn the machine on/off and now the machine will prohibit copying until the Jamex is activated.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0658091EN*   **Solution Usage**

Description

Intermittent C-2702 (C2702) error code.

Solution

CAUSE: Moisture buildup oncorona unit(s).

SOLUTION: Clear moisture from the corona units. If possible, change location of the machine if it is located in ahumid area.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0700309EN*   **Solution Usage**

Description

Machine will not print or copy. An   exclamation   point is shown at the bottom of the LCD.

Solution

CAUSE: The master control firmware has been corrupted.

SOLUTION: Reflash the master control firmware to overwrite the corrupted files.

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'.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0702508EN*   **Solution Usage**

Description

The machine cannot be set to English after the NVRAM is replaced. Attempts to change the machine to English through the control panel change to Japanese after the machine is rebooted.

Solution

CAUSE: Incorrect soft switch settings causing the machine to remain in the Japanese language.

SOLUTION: Enter the soft switch setting mode by pressing Utility, Meter Count, Stop, 0, 0, Stop, 0, 2. Press Maintenance Mode, then select Soft Switch Settings. Enter the soft switch mode 433 and set bit 2 to 1, all others should be zero. Press End. Now enter mode 434 and set bit 2 to 1, all other bits should be zero, then press End and exit the Maintenance mode. Reboot the machine and test as necessary.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0703102EN*   **Solution Usage**

Description

Scan error pages print when there is no error. EF09D2 is printed on the error page.

Solution

CAUSE: EF09D2 indicates that the number of messages in a boxhas reached its limit (100). This can occur if a scan box has been set up and "extra scan" is pressed to save a copy of all out-going scan transmissions.

SOLUTION: Discontinue saving all out-going messages by performing the following:
1. Enter the Administrator mode.
2. Select Admin 1.
3. Select Document Management.
4. Select TX Document.
5. Select TX Forwarding.
6. Select One-Touch.
7. De-select the one-touch button to discontinue forwarding all scansto that box.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0703495EN*   **Solution Usage**

Description

The machine will not print. The print queue on the computer keeps going back and forth between printing, error, and restarting.

Solution

CAUSE: The machine may have been "confused" by a power surge or sag.

SOLUTION: Pleaseperform a Total Memory clear:
1.Press the warm reset key. When the dot appears on the screen hit the number 3 on the ten-key pad.
2.Enter the password 00000000 andpress END.
3.Select the Total Clear andpress Yes.

4.Press Exit.
5.Reprogram the machine and test it.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0703503EN*   **Solution Usage**

Description

The machine will not allow the selection of mixed originals and original direction as a combination.

Solution

 CAUSE: Machine limitation.

 SOLUTION: The mixed original detection function and the original direction function cannot be combined as this is a machine limitation and is normal for the machine.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0703609EN*   **Solution Usage**

Description

FK-503, timestamp information is overwriting header information.

Solution

 CAUSE: Soft switch mode 16 bit 0 is set to0.

 SOLUTION: Change soft switch mode 16 bit 0 to1.
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0703849EN*   **Solution Usage**

Description

FS-508, C-11B6 (C11B6) codeat power up.

Solution

 CAUSE: The finisher control board has failed.

 SOLUTION: Replace the finisher control board (p/n 4349 0105 01).
 SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0800117EN*   **Solution Usage**

Description

When a Hecon® counter is installed, the machine indicates "Please place photoconductor in position."

Solution

 CAUSE: Failure of mechanical control board.

 SOLUTION: Replace PWB-A (p/n 4040 0101 08).
 SPECIAL NOTE : Solution provided by Don McLester, Docusystems.

Solution ID   TAUS0800310EN*   **Solution Usage**

Description

DF-605, blank copies/faxes when using the ADF.

Solution

 CAUSE: The scanner is reading the shading strip. Thescanner lock will not let the scanner move to its scan position.

 SOLUTION: Please either set the scanner lock to its unlocked position or remove it from the machine.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0800311EN*   **Solution Usage**

Description

When receiving faxes the TTI header information is printed on the 11-inch edge.

Solution

CAUSE: The settings on the machine are confused.

SOLUTION: Please perform a Soft switch reset:
1. Press the warm reset button on the right side of the scanner next to the CF card. Watch the LCD for the DOT to appear on the left side of the screen.
2. Press the 3 on the 10-key pad when the dot appears.
3. Enter the service password (00000000 is the default) and press end.
4. Select Clear Fax Settings.
5. Select soft switches.
6. Select End.
7. Select Enter.
8. Exit the Initial mode and test the fax function.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID　　TAUS0800789EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

 Machine locks up when producing a large staple job with the FS-508 installed. Even if the paper is removed from the Exit tray, the job does not resume automatically when exceeding the capacity of the Exit tray. Therefore, it is necessary to cancel the job.

Solution

 CAUSE: Firmware update required.

 SOLUTION: Please update thefirmware to version 71 or greater. 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 Mahen Shukla, ESS/SSD

Solution ID　　TAUS0800954EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

The MFPat one timecounted down the number of sets being made and now does not. The machine still works properly, but there is no way to tell where a job is between sets. The entered set count stays the same as the copy job finishes.

Solution

 CAUSE: This is a minor bug in the firmware when the HDD option is installed. Ifentering a count of 25 with the HDD installed, the copy job finishes correctly. However, the set count of 25 stays on the LCD display andthere is no indication where theMFP is currently atin the job. Without the HDD installed, ifentering 25 sets, theMFP will count down as each set is output.

 SOLUTION: There is nopermanent solution as yet. The issue has been reported to Japan and Marketing. As a workaround, the HDD can be removed as an option and counting down of sets will be normal.
 SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID　　TAUS0801086EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

All of the account track information was lost after doing a service call.

Solution

 CAUSE: Account track setting was disabled to make it easier to service the MFP. When finished, account track was enabled and the "Enter user and password" message was indicated, but the customer user and account settings no longer would allow access to the MFP.

 SOLUTION: If the Account track setting is disabled on anMFP that has account track data previously set, all accountsincluding copy/print counts are lost. This is the specification of the MFP. There is no message warningagainst such a selection. All account track information must be reset. In the event such a setting is necessary, be sure to print out the latest account track information and make note of the users and their passwords so that the information can be re-entered.
 SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID　　TAUS0801146EN*　　　　　　　　　　　　　　　　　　　　　**Solution Usage**

Description

When TX forwarding is configured for faxing, all PC scans will be forwarded as well.

Solution

 CAUSE: TX forwarding is for all transmissions from the machine.

 SOLUTION: To make a distinction from TX forwarding for all transmissions to only fax, please set soft switch 198, bit 6 to 0 and bit 7 to 1.
 SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

　　　　　　　　　　　　　　　　　　　October 2009

Solution ID   TAUS0801337EN*   **Solution Usage**

Description

When scanning a two-sided original to SMB, E-mail,FTP or HDD (Hard Disk Drive), the second side of the scan is upside down.

Solution

CAUSE: Incorrect configuration.

SOLUTION:To make a 2-sided scan the fax kit has to be installed. To be able to select 2-sided:
1.Set BindingAuto.
2.Set Direction of scan to Auto.
SPECIAL NOTE : Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID   TAUS0801600EN*   **Solution Usage**

Description

C-11C0 is indicat ed, although there is noPunch Unitinstalled.A clicking noisemay beheard when the stapler is atthe home position.The machine operates properly without the finisher.

Solution

CAUSE: Failed finisher control board.

SOLUTION: Replace the FNSCB (p/n 4349 0105 05).
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0801639EN*   **Solution Usage**

Description

When retrieving a document using PageScope Box Operator, the machine is prompting for an authentication code. The machine does not have any security enabled.

Solution

CAUSE:Firmware update required.

SOLUTION: Please flash the machineto version 62 or later 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 David Silverstein, Workgroup/SSD

Solution ID   TAUS0801721EN*   **Solution Usage**

Description

CA052 (C-A052) at power ON.

Solution

CAUSE: The MIO device does not operate properly.

SOLUTION: Remove, inspect, and reseat all connectors on the BCRS board. Replace the BCRS (p/n 4551 2033 01 for bizhub 350 and p/n 4551 2034 01 for bizhub 200/250) as necessary.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD and Jim DiSarro, Workgroup/SSD

Solution ID   TAUS0801903EN*   **Solution Usage**

Description

The machine configured without a finisher will not criss-cross sort.

Solution

CAUSE: Incorrect sort/non-sort autochange setting within the user setting mode.

SOLUTION: Enter the user setting mode, select tab number five. Choose the sort/non-sort autochange key and change the setting to "Off" to allow the machine to criss-cross sort.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0802209EN* **Solution Usage**

Description
After doing a memory upgrade to the machine, PC fax is not working.

Solution
CAUSE: The Memory/Scan chip that comes with the FK-503 was removed in order to upgrade the memory. The Memory/Scan chip enables the advanced features for the fax kit and without it the machine will not PC fax.

SOLUTION: Please reinstall the Memory/Scan chip (p/n 4551 2041 01)that came with the fax kit.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0802448EN* **Solution Usage**

Description
Problem:

Machine will show the fax options available in the service mode but not show the option in the administrator mode.

Solution
Cause:

Improper auto prefix/suffice setting.

Solution:

Turn off auto prefix/suffix.

To turn off prefix/suffix auto mode:

1. Administrator mode
2. System connection
3. Prefix/Suffix auto setting
4. Select "off"

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0802469EN* **Solution Usage**

Description
C004E (C-004E)or abnormal noise.

Solution
CAUSE: Filter (p/n 4030210701) contacts the Cooling Fan Motor. Only when it impedes the motor rotation is the error code "C004E" generated. The filter becomes clogged with dust and gets sucked into the Cooling Fan Motor.

SOLUTION:Ensure that the filter is checkedevery visit. If it appears that it is clogging with dust, replace it.
Amodified partis available(p/n 4030-1400-00) to prevent the filter frombeing sucked into the Cooling Fan Motor even whenit is clogged with dust.
Note : Attached is a diagram and Parts Modification Notice showing the part (MEMBER) and its positioning in relation to the filter and motor. 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 TAUS0802664EN* **Solution Usage**

Description
PROBLEM:

Machine is counting down instead of up.

Solution
CAUSE:

The HDD has become corrupt.

SOLUTION:

Perform a HDD format and reboot the machine.

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0808094EN*   **Solution Usage**

Description

IMPORTANT : When doing backup of data with HDD-Backup Utility with Phase 3.1 firmware installed, the data cannot be restored.

The symptom occurs with only Phase 3.1 firmware (Ver.80) but not with Phase 3.0 firmware and earlier.
The symptom occurs even when updating from Phase 3.0 firmware and earlier to Phase 3.1.

Solution

CAUSE: Firmware bug.

SOLUTION: A special ROM will soon be released but the release timing has not been yet decided. Therefore,   please do not use the HDD-BackupUtilitywith Phase 3.1 firmware (Ver.80) until the release of thespecial ROM .
Note :Evenif you cannot restore the data backed up with HDDBackupUtility in Phase 3.1 firmware(Ver.80),installing this special ROM will enable thedata restoration.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID   TAUS0808265EN*   **Solution Usage**

Description
Problem:

When pressing the extra scan button the machine indicates IP scanner Option not installed.

Solution

Cause:

The IP Scan is an option that only comes with the fax kit.

Solution:

For the IP scan option the FK-503 needs to be installed with its memory chip, (p/n   4551613).

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0808295EN*   **Solution Usage**

Description
PROBLEM: When the machine begins to print originals that are run through the document feeder, the machine jams. Originals copied from the glass work fine.

Solution
CAUSE: There is a poor connection between the HDD and the MFBS board.

SOLUTION: Reseat the connection to the HDD to resolve the problem.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0808467EN*   **Solution Usage**

Description
Intermittently the fax stops and ejects the originals

Solution

October 2009

SOLUTION:

1. Go into initialize mode, select fax memory clear and enter. Then back to ready and reboot.
2. Flash latest firmware
3. Have customer contact TELCO if phone line is verified.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID   TAUS0808495EN*   **Solution Usage**

Description
What can cause the Combine Originals and the Applications Tab to be missing from the Copy Screen on the Control Panel?

Solution
The 'Combine Originals' and the 'Applications' tabmay be missing from the 'Copy' screen on the Control Panel if the 'Function Limit' has been set to 'on'. The function limit can be turned off using the following steps:

1) Enter the Service Mode
2) Select Tech Rep Choice
3) Select System Set
4) Select Function Limit
5) Choose Off.
6) Exit the Service Mode.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID   TAUS0900513EN*   **Solution Usage**

Description
C-0701 code while performing the Bypass FD adjustment.

Solution
PROBABLE CAUSES:
1. VR1 has failed.
Replace VR1 (p/n 4037 6899 01).

2. The PWB-A board has failed.
Replace the PWB-A board (p/n 4040 0101 03).

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID   TAUS0900695EN*   **Solution Usage**

Description
Machine recognizes all originals from glass as legal size.

Solution
CAUSE: The BCRS board that connects to the original size sensors has failed.

SOLUTION: Replace the BCRS board, (p/n 4551 2033 01 BCRS {bizhub350})(p/n 4551 2034 01 BCRS {bizhub250/200})

Solution ID   TAUS0900818EN*   **Solution Usage**

Description
The machine displays the E89 error code when attempting to send a fax.

Solution
CAUSE: The dual fax line kit is installed with only one active fax line.

SOLUTION: When the dual fax line kit is installed, there must be an active phone line connected to both fax boards. If there is only one active line, the machine will still attempt to select the second line and produce an error since there is no active line installed. If there is no active line available, temporarily uninstall the second fax kit from the machine.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0900853EN*   **Solution Usage**

Description

"Please wait" is displayed and the screen is dim.

Solution

CAUSE: Failed control panel.

SOLUTION: Please replace the control panel assembly (p/n 4040 6052 02).

Special note: Solution contributed by Mark Taylor, KMBS/Tarrytown, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0901025EN*   **Solution Usage**

Description

Themachine is making copies on its own. While the copier is sitting idle, a copy of the platen will be output.

Solution

CAUSE: This issue is most probable caused by the Start Button being stuck against the control panel housing of the control panel. On some new copiers the edge of the Start Button may be rough and cause it to get caught against the control panel housing.

SOLUTION: To repair this issue disassemble the control panel and remove the plastic Start Button. Use fine sand paper or file to smooth the inner edge of the control panel housing and the Start Button. Re-assemble and test for proper operation. If the panel can not be repaired then replace the control panel assembly with a new one (p/n is 4040 6053 02).

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0901240EN*   **Solution Usage**

Description

The machine will not print the account track data as long as the HDD is installed. When the HDD is uninstalled, the machine will print the account track data with no problem.

Solution

CAUSE: The machine has the HDD installed without any extra memory.

SOLUTION: In order for the machine to print the account track data with the HDD installed, extra memory must be installed. The following memory amounts with their item numbers are available:

EM-303 32mb expanded memory (item# 4551641)
EM-304 64mb expanded memory (item # 4551651)
EM-305 128mb expanded memory (item# 4551661)

NOTE: Only one extra memory kit may be used for the machine.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0901308EN*   **Solution Usage**

Description

Document feederLED remains lit green with MT-501 mailbin installed.

Solution

CAUSE: The paper detection sensor (PS1,PS2,PS3,PS4) detects any sheet of paper that is fed into the tray, causing the DF LED to light up green steadily to inform the user that a sheet of paper has been fed into the tray.

SOLUTION: Remove copies from the mailbin and light will go out.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID   TAUS0901313EN*   **Solution Usage**

Description

The machine will not print the account track data with the HDD enabled. If the HDD is disabled, the machine will print the data.

Solution

CAUSE: Insufficient RAM. A minimum of 32MB additional memory is required in order to print Account Track data with the HDD enabled.

SOLUTION: Install additional memory (32 MB: p/n4551641).

SPECIAL NOTE: Solution contribution by Craig Blyther, ASG/SSD

Solution ID   TAUS0901316EN*   **Solution Usage**

Description

Tray one displays FLS or ??? depending on the paper size loaded in the tray.

Solution

CAUSE: PC7 photo sensor failure

SOLUTION: Check the PC7 photo sensor tray 1. Reconnect the connector and if not resolved, replacethe PC7 photo sensor (p/n   4037 0906 01).

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID   TAUS0901481EN*   **Solution Usage**

Description

Error code C-2654 on display.

Solution

CAUSE: PWB-A board failure.

SOLUTION: Reseat the EEPROM on the PWB-A board and if problem remains, replace the PWB-A board (p/n 4040 0101 03) .

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID   TAUS0901570EN*   **Solution Usage**

Description

When attempting to write firmware to the machine it is stuck at the "Please wait" screen.

Solution

CAUSE: Bent pin in the CF card slot.

SOLUTION: Carefully check the CF card slot and straighten any bent pins.

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0901617EN*   **Solution Usage**

Description

The copier can not make Direct Faxes or send Programmed faxes without generating an error code, and Off Hook Dial will function without issue. The error message is a EA3226 but can be any combination of EAxxxx when faxing.

Solution

Cause:

This issue is usually a setup issue regarding the copier's communication mode setting. By default the communication mode is PC-email. In this mode off hook fax will function, however, direct and one touch faxing is not functional.

Resolution:

To repair this issue select the Utility Key, Admin Management Mode, and enter the correct password (Default is 12345678). Select Admin 1 from the management mode and then TX Mode. Choose the Quality Mode, and then Connection Setting Mode. Change the setting from PC-email to Fax G3-1 setting. Now you should be able to Direct Dial and Off Hook dial along with Program Fax.

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID   TAUS0901718EN*   **Solution Usage**

Description

The machine will not print, there is an icon of a sheet of paper with an X in the middle on the LCD.

Solution

CAUSE: The memory has been corrupted.

SOLUTION: Enter the initial mode by pressing the soft reset switch on the right side of the machine. Once in the initial mode, select Image Data Clear to reset the memory and correct the issue.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0901937EN*   **Solution Usage**

Description

The machine does not recognize the FK-503 option. The fax kit works on another machine.

Solution

CAUSE: Failed MFBS board.

SOLUTION: Replace the MFBS board (p/n 4551-2038-01).

Special note: Solution contributed by Allyn Shackleford, Novacopy, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID   TAUS0901999EN*   **Solution Usage**

Description

The selection to create a one touch key in Pagescope Web Connection is missing in the public logon.

Solution

CAUSE: The restrict one touch editing function in the administrator mode is set to on. This restricts all regular users from creating or editing the one touch keys.

SOLUTION: If this setting is not desired, enter the administrator mode 1, select admin set, then selectone touch editing. Set the selection to off. This will allow all users to create and edit existing one touch keys.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0902154EN*   **Solution Usage**

Description

The machine jams at the fuser when making three or more double sided copies. The third copy will start to exit the fuser, switchback as normal for the second side and switch again back to the exit causing the sheets to come together and jam.

Solution

CAUSE: The duplex clutches are malfunctioning.

SOLUTION: Replace the two duplex drive clutches (p/n 9322 1500 12).
SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID   TAUS0902395EN*   **Solution Usage**

Description

The machine indicates incorrect jumper settings after flashing the machine with Phase 2 firmware.

Solution

CAUSE:Incorrect firmware being used with Phase 1 machines.

SOLUTION: The Phase 1 machines cannot use Phase 2 firmware. Before any firmware is installed on a machine verify the phase of the machine and the MFBS board. The Phase 2 machines have a jumper to set clock speed.
For serial numbercut-in and to see the differences in the boards please seeattached Bulletin Number6922, Bulletin Number7004 and the compatibility table. 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 .
To recover the machine please flash with Phase 1 firmware. If the machine cannot be recovered the MFBS board (p/n 4551 R900 00) may need to be replaced.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID   TAUS0700040EN*   **Solution Usage**   22

Description

Jamming from Tray 1. The feed and separator rollers have been replaced.

Solution

CAUSE: The one-way bearing (p/n 4030-3034-01)is slipping on the shaft.

SOLUTION: Remove and clean the one-way bearing.

Solution ID   TAUS0701414EN*   **Solution Usage**   13

Description

Not feeding or misfeeding from paper trays.

Solution

CAUSE: Worn friction plate sheet in the paper tray.

SOLUTION: Replace thefrictionplate. Please seeattached Bulletin Number5881.

Solution ID   TAUS0650694EN*   **Solution Usage**   10

Description

How to set up PC faxing.

Solution

In order to PC fax, install the Network Fax Utility and ensure that Gateway TX is allowed. To allow Gateway TX, perform the following:
1. While in Copy mode, press the Utility button.
2. Press Admin Management on the LCD. Default password is 00000000.
3. Press Admin2.
4. Select Network Setting.
5. Select Scanner Setting.
6. Select Gateway TX and edit it to Allow.

Solution ID   TAUS0700751EN*   **Solution Usage**   9

Description

'ERROR .' is indicated after replacing the NVRAM.

Solution

CAUSE: MSC data may be missing from the NVRAM

SOLUTION: To correct, perform the following:
1. Turn OFF main power switch
2. Insert a CF card with the latest firmware into the sloton the nMFP board.
3. Turn ON the main power switch.
4. Firmware upgrading should now start.
5. Do not turn power OFF until FINISH is displayed on the screen.
6. Once FINISH is displayed, turn the main power OFF.
7. Remove the card and turn power ON.
8. The machine should now boot normally.

Solution ID   TAUS0656961EN*   **Solution Usage**   8

Description

How can Address Book and Authentication informationbe imported/exported with PageScope Data Administrator, version 2.21.4516?

Solution

A device can saveAddress or Authentication information by saving that information to a ".txt" or "tab text" file.
To save "Address Information":
1.Connect to a device and import the existing information from that device.
2.From the left-hand pane, expand Address Settings, and select the "Address Book" icon. 3. From the top menu select File => Export=> "Save the address book by Tab Text type". Alternatively, "Save all data to the file" could be selected, which would then save a Data Administrator *.bin file to the PC.
  Notes :
  a. The main difference between Data Administrator *.bin files and "Tab Text" files is that *.bin files for certain models contain password information while the"Tab Text" files often do not. The *.bin files can also contain all Authentication and Address settings. Data Administrator "*.bin" files can only be imported to another device from the same model family of the device that originally saved the *.bin file.

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b.The bizhub 250/300/350 series does not support exporting or saving a *.bin file from that device.

To save "Authentication" Information,expand "Authentication Settings" in the left hand pane.

To save "Account Track" settings:
1.Select the "Account track Settings" icon.
2.From the top menu, select "Export"=> "Save the account by the Tab Text type".

To save User Authentication settings:
1.Select the "User Authentication Settings" icon.
2.Select "Save the user list by the Tab Text form".
3.From either of these settings,"Save all data to the file" could also be selected which will save the settings in a Data Administrator *.bin file. Additionally, when importing a Data Administrator *.bin file, Address book, Authentication and Account Track settings could all be applied at once. This can often be performed by selecting the device icon on the left pane when connected to a device and then selecting to import a Data Administrator *.bin file.

To "Import" Address or Authentication information to a device:
1.The device first must be connected to and current information retrieved.
2.From the left-hand side, select the Device Icon.
3. From the top menu select, Import => "Import all data from the file" in order to import a Data Administrator *bin file (from a device in the same family) which will contain all settings.   Note : Data Administrator *.bin files can also be imported when any of following icons in the left side pane => Account Track Settings, User Authentication Settings or Address settings is selected and File => Import => "Import each data from the file" is selected from the Top menu.
Additionally, when selecting any of these icons and selecting to "Import from a file" a *.txt or *.CSV file can be imported, which will then launch an "Import Wizard". In the "Import Wizard" a "delimiter" must be specified and the fields being used for the data must be mapped.
The "Tab text" files which were saved from devices or any existing .CSV or .txt file (with the necessary information) could be used. If a "Tab text" file from a device does not contain necessary information such as password information, that .txt file should be edited before being imported through Data Administrator.

Authentication and Address data can be imported from LDAP:
1.Select one the following icons from the left pane- (Account Track Settings, User Authentication Settings or Address settings).
2. From the top menu, select, File-Import => Import(LDAP). The other choice is File => Import => Import from the Previous device".
   Note :Import from the previous Device will list a number of Legacy Konica and Minolta Devices from which information could be imported. It will then be necessary to supply the TCP/IP address of that Legacy device.

Solution ID   TAUS0651819EN*   **Solution Usage**   7

Description

Unit will not fully initialize. It will boot up to the Konica Minolta display but then go into a reboot condition.

Solution

CAUSE: Memory corruption.

SOLUTION: To perform a memory clear, perform the following:
1. Access the warm reset button on the right side of the main body to the front of the CF update slot.
2. After warm reset button is pressed, the machine will reboot.
3. Wait until the black dot appears on the left side of the Konica Minolta display. Press 3 on the keypad.
4. Enter the Admin passcode (default 00000000) and press End.
5. Select Total Clear.
6. Press Yes and then Enter.
7. Reboot the machine and verify operation.

Solution ID   TAUS0702620EN*   **Solution Usage**   7

Description

When PC faxing, the utility will indicate a server connection error.

Solution

CAUSE: When installing the fax kit (FK-503), the memory card that comes with the fax kit has a key on it to enable some of the advanced fax functions. This memory board may be defective or was not installed.

SOLUTION: To fix:
1. A memory upgrade board was installed in place of the fax memory.
Install the memory board that came with the FK-503.
2. The fax memory board is not properly seated or it is defective.
Please replace the fax memory board (p/n 4551 2041 01).
   Note : Somedo not install the fax memory because they want to install a memory upgrade in the machine. At this point, a decision has to be made between memory and the additional Fax functions.

Solution ID   TAUS0648543EN*   **Solution Usage**   6

Description

How to scan to SMB.

Solution

When setting up scanning to SMB, user rights must be set appropriately for the environment that the workstation is in (i.e., Local Workgroup or Domain). Below is an example of both:

1. User1@usa.konicaMinolta.us is an example of which user ID to add when sharing out a folder. This is when the machine is on a domain.
2. A machine is on the local workgroup. Use the machine name PW-Workstation_Name and then the username User1, ie \PW-Workstation_Name\User1. Then set the appropriate rights.

Solution ID   TAUS0653984EN*   **Solution Usage**   6

Description

How to upgrade printer (engine) firmware.

Solution

 To upgrade printer (engine) firmware, perform the following:
1. Load printer firmware onto a compact flash card using the latest Imaging Toolkit.
   Note : The latest versionof the Imaging Toolkitis available via the Konica Minolta Download Selector under Utilities. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. Turn OFF the main power.
3. Remove CF card cover.
4. Insert CF card into slot.
5. Open the right side door. Ensure that the door is open before powering up.
6. TurnON the main power switch.
7. Enter into the Tech. Rep. Mode. (stop, 0-0, stop, 0-1)
8. Select Function.
9. Select FW Download.
10. Select Engine and press Enter.
   Note : The firmware upgrade will last 5 to 6 minutes. DO NOT TURN OFF MACHINE POWER .
11. When complete, turn OFF the main power switch.
12. Remove the CF card and turn ON main power switch.
13. Enter the Tech. Rep. Mode. (stop, 0-0, stop, 0-1)
14. Select ROM version.
15. Ensure that the firmware has been updated.

Solution ID   TAUS0658334EN*   **Solution Usage**   6

Description

Light copies when using the ADF.

Solution

 CAUSE: Incorrect settings.

 SOLUTION: Please try going into users choice mode tab 6/6. Select Image Quality (ADF) and choose thewider range for exposure.

Solution ID   TAUS0701362EN*   **Solution Usage**   6

Description

 Cannot print.If the machine is powered OFF/ON, it will take about 5 to 10 minutes before thetouch panelcomes up.

Solution

 CAUSE: To verify, send a Test Page and check the Print Queue. The job will be switching from 'Printing' to 'Error' to 'Restarting' in a continuous cycle. Nothing ever prints. A total clear from the Initial mode is required.

 SOLUTION: Do a total clear from the Initial mode.
1. Press the warm reset button located on the right side of the IR next to the flash card slot.
2. Watch for the dot to appear on the left side of the touchscreen.
3. Hit the number 3 on the 10 key pad when the dot shows.
4. enter the service password "00000000" and hit "end"
5. Touch Total clear and hit end hit yes for any confirmations.
6. Exit the initial mode. It may be necessary to cycle the machine OFF/ONafter it comes to ready.
7. Re-program the TCP/IP address information and test the machine.

Solution ID   TAUS0653732EN*   **Solution Usage**   5

Description

FK503, when telephone line plugged in, the display drops the Off Hook and the ability to key in a phone number.

Solution

CAUSE: Ring and tip are reversed due to original fax equipment phone wire being used.

SOLUTION: Use the FK503 kits phone line provided.

Solution ID   TAUS0656571EN*

<div align="right">**Solution Usage**   5</div>

Description

C2557 code at process start and paper jams in fuser unit.

Solution

CAUSE: Failed PWB-A (Mechanical CB).

SOLUTION: Replace the PWB-A board (p/n 4040 0101 03).

Solution ID   TAUS0701762EN*

<div align="right">**Solution Usage**   5</div>

Description

Unable to network print.

Solution

 CAUSE: Corrupt memory.

 SOLUTION: Do a total memory clear from the initial mode. Re-program the TCP/IP address and try printing.

Solution ID   TAUS0701837EN*

<div align="right">**Solution Usage**   5</div>

Description

Installing and enabling a Jamex™ coin-op vendor.

Solution

 Please refer to the attached documents for the procedure.
   Note : To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
  SPECIAL NOTE: This solution was provided by Luigi Jimenez, KMBS Torrance.

Solution ID   TAUS0701931EN*

<div align="right">**Solution Usage**   5</div>

Description

Matching paper size is not available.

Solution

 CAUSE: Incorrect setting.

 SOLUTION: To correct the no matching paper size issue, perform the following:
 1. Enter the service mode.
 2.Select System Input.
 3. Choose Original Size Detecting Option.
 4. Select No.
 5. Exit the service mode.

Solution ID   TAUS0702731EN*

<div align="right">**Solution Usage**   5</div>

Description

 Matching paper size is not available when copying through the document feeder.

Solution

 CAUSE: Incorrect adjustment for the paper guides.

 SOLUTION: To adjust:
 1. Enter Tech Rep. Mode.
 2. Select Function and touch Orig. Width Detect.
 3. Open (maximum) the paper guides on the DF and press the start key. The start light
 flashes for a second.
 4. Closed the paper guide and select minimun and press the start key. The start light
 flashes for a second.

October 2009

5. Power the unit OFF with the main switch; wait 10 seconds and power the unit ON.

Solution ID TAUS0649286EN*   **Solution Usage** 4

Description
How to setup LDAP on MFP device.

Solution
The LDAP_SETUP_GUIDE.pdf provides details on how to configure the MFP to allow LDAP search for email addresses.

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 TAUS0647958EN*   **Solution Usage** 3

Description
Network FAX utility Ver 4.5.24-1.01 now available.

Solution
See DLBT0501576EN00.pdf for details.
Notes:
1. The latest version system software, firmware, and print drivers are available on the Konica Minolta FTP site .
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 TAUS0650686EN*   **Solution Usage** 3

Description
How to configure User Authentication for Active Directory.

Solution
 Setup Guide for the bizhub 200/250/350 User Authentication with External Server .
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 TAUS0652584EN*   **Solution Usage** 3

Description
How to turn OFF the TX report while using scanner.

Solution
To turn OFF the TX report while using scanner, perform the following:
1. In the service mode select the soft switch 368.
2. Set the Bit 1 to 0 for no TX print for every scan. To print TX for every scan, set the bit 1 to 1.
Note: For more detail refer to page 114 of the FK503 Service Manual.

Solution ID TAUS0652801EN*   **Solution Usage** 3

Description
How to upgrade the firmware for the printer/finisher.

Solution
To upgrade the firmware for the printer/finisher, perform the following:
1. Make sure the engine/finisher firmware has been copied to the compact flash card.
2. Turn OFF the main power switch.
3. Remove the Compact flash cover.
4. Insert the compact flash card in the slot, to which the engine/finisher files have been copied.
5. Open the Right Door.
6. Turn ON the main power switch.
7. Enter Tech. Rep. mode screen.
8. Touch [Function].

---

9. Touch [Firmware Download].
10. Select engine and/or finisher and touch Enter.
11. Select [Yes] and touch [Enter].
12. The firmware upgrading sequence will start. Note: Downloading firmware is on the display.
13. When the upgrading sequence is completed, turn OFF the main power switch, and remove the compact flash.

Solution ID   TAUS0656577EN*   **Solution Usage**   3

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   TAUS0700470EN*   **Solution Usage**   3

Description

Unable to clear aC-0202 code.

Solution

CAUSE: Tray 1 elevator failure; the lift up sensor is blocked.

SOLUTION: Check PC2 and PC3 for foreign objects in the way (usually a piece of torn paper).

Solution ID   TAUS0701490EN*   **Solution Usage**   3

Description

How to enable Authentication when installing aKey counter or vendor device.

Solution

To enable Authentication when installing aKey counter or vendor device, perform the following:
 1. Access the Tech Rep mode.
 2. Press stop and 9 on the key pad.
 3. Select Meter Count Screen.
 4. Touch Management Function Choice.
 5. Touch Counter setting. Auth Device to UNSET.
 6.Touch end and power OFF/ON.

Solution ID   TAUS0701496EN*   **Solution Usage**   3

Description

How to set incoming faxes to forward, but not print. Received(RX) faxes can also be set to be printed only, printed and forwarded, or received into memory.

Solution

To make this setting, perform the following:
 1. Enter Admin mode/Admin 1.
 2. Select Document Management.
 3. Select RX Document.
 4. Select All Other Documents.
 5. Select RX Document Settings.
 6. Select the desired setting (Print, Forward, Print & Forward, or Memory RX).

Solution ID   TAUS0701708EN*   **Solution Usage**   3

Description

'Printing is Now Suspended' message when trying to print any of the reports in the Utility Counter screen.

Solution

CAUSE:Memory RX ON/OFF is set to Lock On.

SOLUTION: The Memory RX ON/OFF can be changed using the following steps:
1. Touch the Utility Counter key.
2. Select User Management.
3. Select Memory RX ON/OFF.
4. Select Lock Off.
5. Touch Enter.
6. Exit User Management.

Solution ID TAUS0702483EN*   **Solution Usage** 3

Description

Setting SNMP v1/v2c "read/write community" names through PageScope Net Care.

Solution

Changing the read and/or write SNMP "community names" can be implemented as a security measure through PageScope Net Care. Please see attached document for instructions.
   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 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 TAUS0702941EN*   **Solution Usage** 3

Description

Setup utility for Citrix© MetaFrame, version 1.00 for use with Citrix© MetaFrame Presentation Server™ 3.0 andCitrix© MetaFrame Presentation Server™ XP FR3.

Solution

 Setup utility for Citrix© MetaFrame, version 1.00 (2.95MB)
  Notes :
 1. To open theSetup utility for Citrix© MetaFrame, version 1.00 using WinZip®, WinZip® must be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm .The file can either be saved to disk or opened.It is recommended to download the ZIP fileand open from the local computer to view or run.
 2. IMPORTANT : Please refer to the attached documentation for additional detail. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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October 2009

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   TAUS0647628EN*

Solution Usage   2

Description

System Configurator, 250.

Solution

 250 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   TAUS0647948EN*

Solution Usage   2

Description

Program failure C5Wexe generated on PC.

Solution

See DLBT0501576EN00.pdf for details.
Notes:
1. The latest version system software, firmware, and print drivers are available on the Konica Minolta FTP site .
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   TAUS0650126EN*

Solution Usage   2

Description

Setting the paper source for print job or turning auto tray switching OFF.

Solution

This is a workaround for setting a specific paper source for the print job.
1. Press "Utility/counter" button.
2. Select "User Setting".
3. Select "User's Choice".
4. Select "2/6" tab.
5. Select "special paper setting".
6. Select the paper source to remove from the auto tray swiching sequence. For example: bypass tray.
7. Select "Recycled".
8   Select "enter" three times.
9. Select " Exit".
Notes:
    a. Make sure that the paper source both in the application and the printer properties on the PC are set to the selected recycled paper source.
    b. The actual paper does not have to be recycled. By setting up this way, the paper source is removed from the auto tray switching sequence.

Solution ID   TAUS0650423EN*

Solution Usage   2

Description

Unable to print either from internal test pages or from the network. Copying and network scans have no issues.

Solution

CAUSE: The installed hard disk drive was not formatted.

SOLUTION: To format the HDD, perform the following:
1. Enter the Tech Rep Mode by selecting Utility/Details/Stop, 0, 0, Stop, 0, 1 (default password is 00000000).
2. Press Function.

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3. Press Hard Disk Format. Once format is complete cycle the power of the main body.

Solution ID   TAUS0650524EN*   **Solution Usage**   2

Description

FK503, E5AF4B when attempting to fax out. The machine will receive faxes without a problem.

Solution

CAUSE: Fax soft switch setting conflict.

SOLUTION: To initialize the fax soft switch settings, perform the following:
1. With the copier powered ON, press the reset switch on the RAM board which is located on the right side of the machine. The machine will indicate PLEASE WAIT, followed by the Konica Minolta initial screen with a dot located on the left side of the touchscreen.
2. Press the [3] key.
3. Enter the Administrator Password (default is 00000000).
4. Touch [END] on the touchscreen.
5. Touch [Clear FAX Settings] on the touchscreen.
6. Touch [Soft Switch] on the touchscreen.
7. Touch [END] on the touchscreen.
8. Touch [YES] on the touchscreen.
9. Touch [ENTER] on the touchscreen.
10. Touch [EXIT] on the touchscreen. The machine will emit an audible beep and power itself OFF.
11. Power the copier ON to complete the reset process.

Solution ID   TAUS0650764EN*   **Solution Usage**   2

Description

C4101 code at power up.

Solution

 PROBABLE CAUSES:
 1.Failed PWB-A (Mechanical CB).
Replace the PWB-A board (p/n 4040 0101 03).

 2.No 24V DC at PJ17A, pin 5.
Replace the 3.15A fuse located on the power supply.

 3. Polygon motor in thePrint Head Assembly fails to turn.
Begin by checking the connections to the Print Head Assembly. Unplug and reseat all connections. If issue continues, replace the Print Head Assembly (p/n4040-0751-00).

Solution ID   TAUS0651213EN*   **Solution Usage**   2

Description

DF605, unable to clear the Original Left On Glass message.

Solution

CAUSE: The metrics original size is enabled.

SOLUTION: To disable the metrics original size and calibrate inch size, perform the following:
1. Access the Tech Rep Mode and go to System Input.
2. Select the Original Size Detect Option, then select NO.
3. Go to Function and do a F7-1; the display will look like it is doing nothing, but it is doing a metric size sensor calibration. 4. After 20 - 30 seconds (do not press END) just power OFF the main switch. This should log the new calibration for Inch paper.

Solution ID   TAUS0651759EN*   **Solution Usage**   2

Description

When restoring saved driver settings using the PCL* driver, the paper size is not retained.

Solution

CAUSE: The Detailed Restore Setting for Paper Size, Orientation, Copies is not enabled.

SOLUTION: Open the driver properties. On the General Tab, click on Printing Preferences. Now click on the Setup Tab, then click on the Save/Restore Setting button at the right side. From the drop down menu, click on Detailed Restore Setting. The Restore Items are listed. To restore the original size, you must check the box for Original Size, Orientation, Copies. Default for this box is OFF.
Note: Other settings that are OFF by default include Paper Type Setting and Overlay.

* Trademark ownership information

Solution ID   TAUS0654227EN*   **Solution Usage**   2

Description
Jamming in the duplex unit. Lead edge of paper stops at transfer unit.

Solution
CAUSE: Duplex paper passage sensor 2 actuator is binding.

SOLUTION: Open the duplex conveyance door and verify that the sensor actuator at the lower conveyance roller is moving freely. Repair as necessary.
Sensor operation can be checked by entering the Service Mode (Utility/Stop, 0, 0, Stop, 0, 1). Select I/O Check Mode/ Printer/ ByPass/Duplex. Duplex Paper
Passage 2 should change state between 0 and 1 when actuator is manipulated.

Solution ID   TAUS0658337EN*   **Solution Usage**   2

Description
The web interface (PageScope Lite) does not work, but the machine can be PINGed and accepts print jobs.

Solution
 CAUSE: Possible NVRAM failure.

 SOLUTION: If all the resets have been done and the MFBS replaced, try replacing the NVRAM. Please try testing the NVRAM before requesting a
replacement.
   Note : To replace the NVRAM, please contact SSD Technical Support for further instructions.

Solution ID   TAUS0700005EN*   **Solution Usage**   2

Description
How toconfigure Memory RX.

Solution
 To configure Memory RX, perform the following:
 1. From the Basic screen press the Utility key.
 2. Press Admin Management, enter password 1-8, press Enter.
 3.Press Admin 1.
 4.Press Document Management.
 5.Press RX Document.
 6.Press All Other Documents.
 7.Press RX Document Settings.
 8.Select Memory RX, exit all the way out.
 9.After a Fax is received, an envelope icon will be displayed next to the Job List Button.
 10.To print received faxes, press the Job List Button, press the Doc. tab, press the Public Folder, scroll through the faxes and press Print.

Solution ID   TAUS0701471EN*   **Solution Usage**   2

Description
 Who to contact for parts and technical supportconcerning Jamex™ products.

Solution
 Support is provided by Jamex™ by calling 800-289-6550. Refer to attached Marketing Bulletin #04-GB-016 for more detail.
   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   TAUS0701559EN*   **Solution Usage**   2

Description
When the printer is turned off, forms that were loaded with PlanetPress® disappear.

Solution
 CAUSE: PlanetPress® serializes the form by using a Majic number series. This Majic number is based on the serial number being given from the PostScript
interpreter.
 The serial number given by the PostScript interpreter is too small, only two digits, for PlanetPress®to recognize, therefore, the form is not applied to the hard
drive.

 SOLUTION:Load Phase 3 system code, minimum version G30-70.
 Please confirm the serial number is input to the system Input-Serial Number in the Tech Rep mode.
   Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support

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(CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID   TAUS0701964EN*   **Solution Usage**   2

Description

When searching solutions by models,referenced links for the documentsare notaccessible.

Solution

 CAUSE: This is a search of the printed database. The links are locatedwithin the solution in the database.

 SOLUTION: Copy the solution ID number into the Knowledgebase look-up Keyword field and select Search to access the solution complete with active links to attached documents.
   Note : If there is an actual 'dead' link within the solution, please send an E-mail to cses@kmbs.konicaminolta.us with the solution ID number and please identify the link.

Solution ID   TAUS0702081EN*   **Solution Usage**   2

Description

Availability of a real-time TWAIN driver.

Solution

The TWAIN driver for the bizhub 200/250/350 is available in an HDD TWAIN driver version only. A real-time TWAIN driver is not available.

Solution ID   TAUS0702837EN*   **Solution Usage**   2

Description

Can the image on the TX report be reduced to fit on the TX report? The image on the TX report is getting cut off.

Solution

 This is normal for the machine and there is no setting to reduce the image to fit on the page.

Solution ID   TAUS0648062EN*   **Solution Usage**   1

Description

How to access the Tech. Rep Mode.

Solution

To access the Tech. Rep Mode perform the following;
1. Select Utility/Counter.
2. Select [Details].
3. Press stop-00-stop-01.
4. Enter the 8-digit service code and select [End]. The default value is 00000000.

Solution ID   TAUS0648170EN*   **Solution Usage**   1

Description

Key Counter Kit, Key Counter Mount Kit Installation Instructions

Solution

See Bulletin 5128 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   TAUS0648498EN*   **Solution Usage**   1

Description

How to permanently store PCL* fonts and macros on the bizhub 250 print system.

Solution

A download utility is available on the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]] for this print system. The utility can be run on Microsoft* Windows 2000, Windows XP, Windows 98 and Windows ME. Once the resources have been downloaded they can be utilized from any operating system.
Note: Please carefully read the documentation that accompanies the utility to become familiar with all of the limitations and requirements of the program.

October 2009

* Trademark ownership information

Solution ID   TAUS0649161EN*   **Solution Usage**   1

Description

How to set the machine to count 11 x 17 paper as two clicks instead of one on the counter.

Solution

SOLUTION: Perform the following:
1. Enter Tech Rep mode.
2. Press [Stop] [9].
3. Select [Total Counter].
4. Select [Mode 2].
5. Press [End].

Solution ID   TAUS0650463EN*   **Solution Usage**   1

Description

DF605, original size is not correctly detected. When any size original is placed on the glass, the paper size is shown as 11x17. A 'remove original from glass' message will be indicated if the document feeder is used (no original on glass).

Solution

CAUSE: Removing the back panel can sometimes push the original position sensor upwards.

SOLUTION: Please check for proper positioning of the original position sensor .

Solution ID   TAUS0650616EN*   **Solution Usage**   1

Description

How to disable the FTP port on the bizhub 250.

Solution

To disable the FTP port on the bizhub 250, the following actions need to be taken:
1. Login to PageScope Net Care as the administrator.
2. Select Device Management.
3. Select the bizhub 250 device.
4. Select Network.
5. Select FTP.
6. On the drop down menu that appears select FTP Server Disabled.
7. Select Apply. The FTP port for the bizhub 250 is now disabled.

Solution ID   TAUS0650697EN*   **Solution Usage**   1

Description

When attempting to PC-fax, the job will print instead of being faxed.

Solution

CAUSE: Gateway TX is set to Restrict instead of Allow.

SOLUTION: To allow Gateway TX, perform the following:
1. While in Copy mode, press the Utility button.
2. Press Admin Management on the LCD. Default password is 00000000.
3. Press Admin2.
4. Select Network Setting.
5. Select Scanner Setting.
6. Select Gateway TX and edit it to Allow.

Solution ID   TAUS0650881EN*   **Solution Usage**   1

Description

'Please Wait' message and machine never comes to a ready state.

Solution

CAUSE: MFBS board not properly seated.

SOLUTION: Reseat the MFBS board by sliding it out of the machine and back in.

October 2009

CAUTION: The connectors in the back of the machine must be disconnected first.

Solution ID   TAUS0651192EN*

Solution Usage   1

Description
Overlay printing capabilities.

Solution
The PCL* driver has the option to create and print overlays.

* Trademark ownership information

Solution ID   TAUS0651461EN*

Solution Usage   1

Description
Machine locks up when copying, scanning or printing. Memory % indication will change but will not clear until Data Clear is performed.

Solution
CAUSE: Communication issue between the MFS and the PWB-A.

SOLUTION: Access the MFBS from the machines right side and rear. Disconnect the two harnesses from the rear and remove the MFBS. Reseat the memory chips and reinstall MFBS. Verify operation.

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   TAUS0651563EN*

Solution Usage   1

Description
Are the bizhub 250 PCL* and PostScript* drivers Microsoft*-certified?

Solution
The Konica Minolta 250 PCL and PostScript drivers are Microsoft-certified. Microsoft-certified drives are listed on the [[Windows Marketplace Tested Products List| URL http://testedproducts.windowsmarketplace.com/results.aspx?&text=Konica%20Minolta&bCatID=0&cpID=0&ocID=0&OR=1&PG=1]]. Note: Scroll through the available pages to obtain a complete listing of Konica Minolta Microsoft-certified drivers.

* Trademark ownership information

Solution ID   TAUS0651742EN*

Solution Usage   1

Description
DF605, when copying an 11x17 original, the last two inches of the copy are deleted. All other original sizes copy correctly.

Solution
CAUSE: The trail edge of the original is curled which does not allow the paper size photosensor on the ADF paper tray to detect the correct size.

SOLUTION: Ensure that the trail edge of the original lies flat or set up themachine for Mixed Original Detection. To enable Mixed Original Detection, perform the following:
1. While in Copy mode, press the Utility key.
2. Select User Setting.
3. Select User's Choice.
4. Select Mixed Original Detection and turn ON.
5. Press Reset to exit mode.

Solution ID   TAUS0651789EN*

Solution Usage   1

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bizhub 250

Description

Scan to SMB error code ED09C8.

Solution

CAUSE: The specified folder is incorrect.

SOLUTION: Check the folder name setting. See page 3-20 User Manual Scanner Mode.
Note: The Shared file should be at the root of C:\, and the browser name should have (\) example; \sharefolder.

Solution ID   TAUS0651903EN*

Solution Usage   1

Description

EM-303 32 MB Expanded Memory Maximizes bizhub 350/250/200 HD-504 and System Performance.

Solution

See Bulletin 05-GB-128 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   TAUS0652023EN*

Solution Usage   1

Description

How to set up the copier without a finisher to default to Crisscross Sort.

Solution

To set up the copier without a finisher to default to Crisscross Sort, perform the following:
1. Go to Utility/ Counter.
2. User Setting.
3. User's Choice.
4. Click on Tab 4/6.
5. Default Finishing Mode.
6. Select GROUP.
7. Click on ENTER.

Solution ID   TAUS0652219EN*

Solution Usage   1

Description

Intermittent fuser temperature failure.

Solution

CAUSE: Fuser may shut down intermittently due to thermostat malfunction

SOLUTION: Please install the new style thermostat (p/n 4040M60100) and replace it according to the Thermostat Replacement Procedure .
CAUTION: Follow the instructions very carefully to avoid any fire or safety problems.
Note: To view the 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   TAUS0653445EN*

Solution Usage   1

Description

Is scan to SMB supported in a LINUX* environment?

Solution

Scan to SMB in a LINUX environment is not supported on the bizhub 250. This is the specification for the print system. There are presently no plans by either product planning or development to support this functionality.

* Trademark ownership information

Solution ID   TAUS0653491EN*

Solution Usage   1

Description

Can the soft counter (electronic counter) be re-programmed?

Solution

The soft counters cannot be programmed. Once they are cleared they cannot be changed.

Solution ID   TAUS0654484EN*

Description

Bad copy quality when transmitting scans.

Solution

CAUSE: Incorrect DPI resolution.

SOLUTION: To change DPI resolution, perform the following:
1. Press utility.
2. Press admin management.
3. Enter eight zero's or the admin pass code.
4. Press Admin 1.
5. Press TX setting.
6. Press default quality and select the desired DPI.

Solution ID   TAUS0654602EN*

Description

Can the separate scan function be used while scanning to SMB, FTP or E-mail?

Solution

The separate scan function only works for originals scanned to copy. It will not work with the scanner function of the machine.

Solution ID   TAUS0655265EN*

Description

How to set up the machine for SMTP authentication. There is no selection to enter the information in network setup on the machine.

Solution

CAUSE: Incorrect soft switch setting.

SOLUTION: Perform the following:
1. Enter the soft switch mode 380. Set bits 6 and 2 to 1.
2. Re-start the machine. The SMTP settings will now appear in the network setup of the Admin 2 mode to allow entry of the user name and password.

Solution ID   TAUS0657139EN*

Description

Error while removing TWAIN driver from eCopy™ ScanStation.

Solution

 CAUSE:The eCopy™ license has locked the TWAIN driver and has not released it.

 SOLUTION: The two eCopy™ services must be stopped in order to remove the TWAIN driver. Once the services have stopped, press the Retry button and the removal process should continue. Once the TWAIN driver has been removed, restart the two services that were previously stopped.

Solution ID   TAUS0658317EN*

Description

Is desktop faxing supported?

Solution

 Desktop/PC faxing is supported with the use of the Network FAX utility installed on the computer.
  Note: Desktop/PC faxing is notexecuted through the print driver, only with the Network FAX utility installed.

Solution ID   TAUS0658335EN*

Description

Can the image on the TX reportbe made to fit the page?

Solution

There are no adjustments to allow the image to be reduced or to fit the TX report. The image on the report is what it is and cannot be adjusted.

Solution ID   TAUS0658336EN*

Solution Usage   1

Description

When printing, can fold and center staple be combined with cover sheet mode?

Solution

On this model it is not possible to combine the fold and staple mode with the cover sheet mode.

Solution ID   TAUS0700228EN*

Solution Usage   1

Description

TX reports print after scanning when using one-touch.

Solution

CAUSE:The Soft switch to disable is OFF (Mode 368, bit 1=0), butScan One-Touch type set to Internet Fax (E-mail).

SOLUTION: Change the one touch button To PC (E-mail). This is done via PageScope Web Connection or from the panel.

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   TAUS0700299EN*

Solution Usage   1

Description

Unable to use Reserve Job feature.

Solution

CAUSE: Thehard driveis not enabled or there is noneinstalled. User's Guide states that a copy job can be reserved only if the optional hard disk (40GB) is installed.

SOLUTION: T o determine whether the machine has the optional HDD installed, perform the following:
1. Access the Tech Rep mode andlook in the System Input for the hard drive.
2.Press the hard drive selection and YES or NO will be highlighted.
3.YES means thata hard drive is present.

Solution ID   TAUS0700764EN*

Solution Usage   1

Description

Due to the recent changes to the date that Daylight Saving Time begins, it may be necessary to adjust the time to allow the proper time to display on scans and faxes.

Solution

Refer toattached Bulletin #5806 for the details.
  Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID   TAUS0701108EN*

Solution Usage   1

Description

What is MDBJ?

Solution

The MDBJ is M ean D ocument count B etween paper J ams for the ADF.

October 2009

Solution ID   TAUS0701665EN*

Solution Usage   1

Description
Can a listing of the machine jam counters be printed?

Solution
The jam counters cannot be printed, butcan be viewed in the Service Mode.

Solution ID   TAUS0701760EN*

Solution Usage   1

Description
Can this model forward to multiple places based on sub addressing?

Solution
This model does not support forwarding based on sub addressing.

Solution ID   TAUS0702316EN*

Solution Usage   1

Description
Canthe unit print out the time that a fax is received?

Solution
Enter the Tech Rep mode and select soft switches. Set mode016 to HEX 43.

Solution ID   TAUS0702538EN*

Solution Usage   1

Description
FS-508/FS-510, elevatordrives down (or crashes down) to the bottom of the finisher when using the MT-501 or SD-502.

Solution
CAUSE:Damagedworm gear and gearon thedrive section of the elevator lift. The worm gear (Pulley 29T - p/n   4611 4609 01)   cannot drive the gear (Gear 16/42T - p/n   4349 2053 01)   to lift up the elevator. The reasonfor the damageis little or no grease between the cog of the gears and between the shaft and the worm gear (see attached photo - Pulley Failure).

SOLUTION:Replace the damaged gear(s).   Please apply additional lubrication to these areaswhen installing theMT-501 or SD-502. Recommended g rease type is MOLYKOTE® EM-50L (p/n 4478 7801 01) . Attached is the MOLYKOTE® EM-50L MSDS and Product Information sheet.
  Notes :
1. The grease can probably be purchased locally or via the Internet if not in parts stock.
2. For reference, pleasesee the attached pages from the FS-508/FS-510 Parts Guide Manual.
3.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 byKMBT (Japan).

Solution ID   TAUS0702575EN*

Solution Usage   1

Description
How to set up fax forwarding to SMB.

Solution
To set up fax forwarding to SMB, perform the following:
1. Create the one-touch for scan to SMB and test it that it is working.
2.Log into Administrators mode 1.
3.Touch the [Document Management].
4.Touch the [RX Document].
5.Touch the [RX Forwarding]. Specify the destination to which the received fax is to be forwarded and touch [Enter].
a. [One-Touch]: To specify the destination by the one-touch dial.
b. [Search]: To search through one-touch dials and select the one-touch created for scan to SMB.

Solution ID   TAUS0702691EN*

Solution Usage   1

Description
How to change the 11x17 count from 2 clicks to 1 click.

Solution
To change the total count for size of copy:
1. Access the Tech Rep Mode.

October 2009

2. Select Soft Switch Settings.
3. Mode 422.
4. Bit selection 5-3 all zeros (default is 2 clicks for 11x17; bit 3 was1).
5. HEX selection should now be 40; was 48.

Solution ID   TAUS0702832EN*　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

Thedocument feederwill feed about 5 sheets of paper and then jam.

Solution

CAUSE: The registration sensor (PC9)actuator was not returning properly. It may have been knocked out of its mount.

SOLUTION: Please check and reposition the registration sensor actuator.

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   TAUS0703009EN*　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

"Now printing" message.Jam indicated in the conveyance path and Tray 1.

Solution

CAUSE : Charge corona arcing to non-image edge of the drum.

SOLUTION: Replace the drum unit (Item #4068612).

Solution ID   TAUS0703037EN*　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

How to test SMTP communication using Telnet.

Solution

Pleaserefer to the following links:
 http://www.messagingtalk.org/content/470.html

 http://support.microsoft.com/kb/153119

Search for the subject on the Internet for more information.
 SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID   TAUS0703075EN*　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

The machine detects A4 size paper when opening/closing the ADF.

Solution

CAUSE:An incorrect setting in the Service mode.

SOLUTION: To correct:
1. Enter Service mode.
2. Select System Input.
3. Select Original size detection option.
4. Setto NO.
  Note : This setting is for the optional metric size detection sensors not used in the U.S.

Solution ID   TAUS0703077EN*　　　　　　　　　　　　　　　　**Solution Usage**　1

Description

The machine is locking up at the "Please Wait" screen.

Solution

CAUSE: Possible failed Scan board.

SOLUTION: Remove the scan memory board. This board is mounted on the MFBS and is the closest board to the flash ROM socket. If the machine will come to ready when the Scan board is removed from the machine, then replace it (p/n 4551 2041 01 - PWB Assy).

Solution ID   TAUS0647844EN*

Solution Usage   0

Description

Key Counter installation information.

Solution

See TNBT0500187EN00.pdf and TNBT0500187EN00_Key_counter_of_notice_for_bizhub_200_250_350.doc 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   TAUS0647846EN*

Solution Usage   0

Description

Key Counter installation information.

Solution

See TNBT0500187EN00.pdf and TNBT0500187EN00_Key_counter_of_notice_for_bizhub_200_250_350.doc 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   TAUS0648060EN*

Solution Usage   0

Description

The passcode to enter Tech. Rep. Mode. does not function.

Solution

CAUSE: The passcode has been changed or is being improperly entered.

SOLUTION: After entering the 8-digit passcode, select [End]. Do not press the Start key. If [End] has been selected after a wrong service code has been entered, the basic screen reappears. At the fourth access attempt after entries of three wrong access codes, [End] no longer appears on the screen requiring that the machine be powered OFF/ON with the main power switch.
Note: If the passcode is unknown, the NVRAM will have to be replaced.

Solution ID   TAUS0648127EN*

Solution Usage   0

Description

FS508, the following changes have been made to improve consistency of paper (Size:B5) in exit paper.
1. The shape of the Pulley has been changed.
2. The Washer has been newly made.

Solution

See KOM051418.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   TAUS0648185EN*

Solution Usage   0

Description

FS508, Pulley Change/Washer Newly Made.

Solution

See Bulletin 5129 for details.

October 2009

bizhub 250

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 TAUS0648306EN*   **Solution Usage** 0

Description
Machine will not recover from sleep mode.

Solution
CAUSE: Incorrect setting.

SOLUTION: Verify that the network cable is connected if the machine is set for DHCP. If the controller is not being used, change the DHCP setting to static.

Solution ID TAUS0648891EN*   **Solution Usage** 0

Description
How to set the unit to fax one page at a time without going into memory (quick scan).

Solution
To set Quick Scan, perform the following:
1. While in Copy mode, press Utility.
2. Select Admin Management and input Admin Password.
3. Select Admin1.
4. Select TX Setting.
5. Select Comm Menu.
6. Press TX and change to Quick Scan TX.
7. Press Panel Reset to get back to the Copy mode.

Solution ID TAUS0649032EN*   **Solution Usage** 0

Description
Password for entering the Tech Rep mode.

Solution
The default password for the Tech Rep mode is eight zeroes. Upon entering the zeroes, press END on the touchscreen to enter the Tech Rep mode. Do not press the START key.

Solution ID TAUS0649748EN*   **Solution Usage** 0

Description
How to print the copy track data.

Solution
To print the copy track data, perform the following:

1. Enter PageScope Light (Enter IP address of printer in the Internet Explorer) Login with Administrator Password (8 0's default password).
2. Select System, Administrator management.
3. Select Account Counter 1, 2 or 3.
4. Select File, Print.

Note: To print the copy track data, the unit must be connected as a network printer.

Solution ID TAUS0650271EN*   **Solution Usage** 0

Description
Printer Busy message when printing from Macintosh* OS 10.4.x.

Solution
CAUSE: IPP printing is selected for the printer type.

SOLUTION: When building the printer, select IP printing from the top most menu and select LPD from the Printer type menu.
Note: IPP is Internet Printing Protocol used for web-based printing.

* Trademark ownership information

October 2009

Solution ID   TAUS0650319EN*

Solution Usage   0

Description

How to set up group dials for faxing.

Solution

All numbers to be included in the group dial must be registered in one-touch keys first. To set the group, perform the following:
1. Press the Utility key on the control panel.
2. Select User Setting on the LCD panel.
3. Select User Choice.
4. Select Fax.
5. Press the Fax Program key.
6. The next screen will allow selection of a blank one-touch key. Select the key, then name the key.
7. Select by highlighting the one-touch keys to be registered in the group. Now there is a one-touch key with a highlight around the edges named appropriately for the group dial that was created. By pressing the newly-created one-touch key, the fax will be sent to all the locations registered under that key.

Solution ID   TAUS0650594EN*

Solution Usage   0

Description

Is the bizhub 250 (Black and White) supported by the PageScope Net Care Counter Reader Function?

Solution

The bizhub 250 is not supported at this time (although the C250/C350/C351/C450 are supported).

Solution ID   TAUS0651467EN*

Solution Usage   0

Description

Why does the memory size indicated in Tech Rep mode appear to be incorrect?

Solution

The memory size reflects the amount of expanded (added) memory. Base memory is 192MB. The printer config system displays the correct total memory in the machine.

Solution ID   TAUS0651508EN*

Solution Usage   0

Description

MT501, unable to print to a mailbin. Job will output to the main finisher tray.

Solution

CAUSE: 8.5x11 paper is not loaded.

SOLUTION: Install at least one tray with 8.5x11 paper since the MT501 will not accept paper sizes of 8.5x11R, 8.5x14 or 11x17. The MT501 will also accept 5.5x8.5 paper.

Solution ID   TAUS0651656EN*

Solution Usage   0

Description

FK503, can the bizhub 250 receive and print 11x17 faxes?

Solution

Faxes can be received and printed from any tray capable of handling 11x17 paper.

Solution ID   TAUS0651716EN*

Solution Usage   0

Description

USB scanning availability.

Solution

Scanning via the USB port is not available at this time.

Solution ID   TAUS0651777EN*

Solution Usage   0

Description

October 2009

C0652 message at power up and will not clear.

Solution

CAUSE: Failed Exposure Lamp (XENON).

SOLUTION: Replace the Exposure lamp (p/n 4551 2004 01).

Solution ID   TAUS0651847EN*

Solution Usage   0

Description

How to set the machine to count 11x17 paper as two clicks instead of one on the counter.

Solution

To set the machine to count 11x17 paper as two clicks instead of one on the counter, perform the following:
1. Enter Tech Rep mode.
2. Press [Stop] [9].
3. Select [Total Counter].
4. Select [Mode 2].
5. Press [End].

Solution ID   TAUS0651985EN*

Solution Usage   0

Description

How many one-touch keys can be input for the fax option?

Solution

There are 540 one-touch keys. Information is located in the User's Guide on page 1-9.

Solution ID   TAUS0651990EN*

Solution Usage   0

Description

How to name a file when scanning.

Solution

To name a file when scanning, perform the following:
1. Press the Fax/Scan key.
2. Press the fax menu tab.
3. Press the Net tab.
4. Press the file name tab and enter the name you want to call it.

Solution ID   TAUS0652102EN*

Solution Usage   0

Description

FS508, unable to specify in the print driver the desired output tray.

Solution

CAUSE: This is specification for the bizhub 250 for both printing and copier functions. The desired output tray must be pre-set on the bizhub 250.

SOLUTION: To set the desired output tray, perform the following:
1. On the bizhub 250 operation panel, select Utility.
2. Select User Settings.
3. Select User's Choice.
4. Select Tab 5/6.
5. Select Output Tray settings.
Note: The bizhub 250 does have an optional 3rd bin (OT601) for the FS508. Furthermore, there is also an optional Mailbin Kit (MT501) attachment for the FS508 which does allow the mailbin selections from the print driver.

Solution ID   TAUS0652148EN*

Solution Usage   0

Description

When 8.5x11 paper is loaded in both the portrait and landscape orientation, 5.5x8.5 paper size is indicated .

Solution

CAUSE: The mounting bracket for the CD paper size photosensors is out of position. Proper paper width detection is not occurring.

SOLUTION: Remove the main body paper trays. At the rear of the machine, ensure that the mounting bracket for the photosensors are parallel to the base of the main body. Loosen the bracket's screws and align correctly. Verify correct paper detection.

Solution ID   TAUS0652199EN*   **Solution Usage**   0

Description

Where to install the extra memory that came with the fax kit (FK503). There is no extra slot to install the memory because the slots are filled.

Solution

Remove the 32MB memory (EM-303) and install the 128MB memory (EM-305).

Solution ID   TAUS0652312EN*   **Solution Usage**   0

Description

PC402 compatibility.

Solution

PC402 can be installed in the C450/C351/bizhub 200/bizhub 250/bizhub 350/bizhub 420/bizhub 500.
Note: PC402 has 2 Item codes:
1. 4061-313 is for the C450/C351/bizhub 200/bizhub 250/bizhub 350.
2. 4061-317 is for the C450/C351/bizhub 200/bizhub 250/bizhub 350/bizhub 420/bizhub 500.
The Item # is recognizable on the box or from the PC402 S/N (4061-313 will start the S/N, like as 313xxxxx or 4061-317 will start the S/N. like as 317xxxxx).

Solution ID   TAUS0652356EN*   **Solution Usage**   0

Description

PostScript* separator page does not print with Microsoft* Windows 2003 server and the standard controller.

Solution

CAUSE: Incorrect separator page file being used.

SOLUTION: Windows 2003 server by default has at least three separator files that can be used for printing.
1. Pcl.sep - This file will switch the printer controller to PCL* printing and also will print a separator page before each job. This file is compatible with PCL printers, but may not work unless the printer also supports PJL.
2. Pscript.sep - This file will switch the printer to PostScript printing, but does NOT print a separator page before each job. Pscript.sep is compatible with PostScript printers that also support PJL.
3. Sysprint.sep - This file will switch the printer to PostScript printing and also will print a separator page before each job. Sysprint.sep is compatible with PostScript printers.
Note: This information was provided by Microsoft from [[the Windows Server TechCenter| URL
http://technet2.microsoft.com/WindowsServer/en/Library/141b3f95-6831-42bf-a511-946a8e4da8e81033.mspx]].

* Trademark ownership information

Solution ID   TAUS0652491EN*   **Solution Usage**   0

Description

Unable to copy correct paper size. Will only select 11x17 from platen.

Solution

CAUSE: Incorrect settings.

SOLUTION: Disable the original size in the system input to OFF (this is for Europe only), cover platen with white paper, go into the tech rep mode and select function and select F-7-1. Press the flashing START button, then power main SW OFF/ON.

Solution ID   TAUS0652561EN*   **Solution Usage**   0

Description

In PageScope Net Care 5.5, when trying to access the bizhub 250, a message indicates that the needed plug-in for the model has not been installed and to check the web page.

Solution

CAUSE: Incorrect settings.

SOLUTION: First, go to Server Setting = Auto-Version Check and specify an Auto-Check interval. If using an HTTP Proxy Server, specify the Server Address:Port number as well as HTTP Proxy Account User name and Password (if necessary). Next, go out of PageScope Net Care and go back to the PageScope Net Care Web start page. Select to go into Console Tools. Select the Download Install selection on the left. Click on the Check Now button. Available plug-ins will then be shown. Check desired plug-ins, then select Install. Click on the Restart selection and select to Restart the Server. It may be necessary to reboot the PC for changes to take effect.

Solution ID   TAUS0652609EN*

Solution Usage   0

Description

Key counter kit (Item #4623-471) does not fit on the bizhub 250. The key counter bracket mounting holes do not line up with the frame.

Solution

CAUSE: Incorrect key counter kit.

SOLUTION: Please use the key counter kit with lot No. 471003 and follow the instructions as per Bulletin 5128 .
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   TAUS0652950EN*

Solution Usage   0

Description

How to disable a tray from performing auto tray switching for print job. REPLENISH PAPER should be indicated when the paper is emptied for this tray.

Solution

To disable ATS for individual tray for print jobs, perform the following:
1. Press 'Utility/Counter' button.
2. Press 'User Setting'.
3. Press 'User's Choice'.
4. Press '2/6' tab.
5. Press 'Special Paper Setting'.
6. Select paper tray to be removed from auto tray selection.
7. Select 'Recycled'.
8. Press 'Enter' three times.
9. Select 'Exit'.
Notes:
   a. The other trays should be set to normal paper type.
   b. The print driver's 'Paper Source' must be set from AUTO to desired tray under print properties in the application.

Solution ID   TAUS0653147EN*

Solution Usage   0

Description

Can the machine be set so that incoming faxes (RX) are criss cross sorted?

Solution

The machine cannot be set to allow incoming faxes to be criss cross sorted.

Solution ID   TAUS0653276EN*

Solution Usage   0

Description

In PageScope Data Administrator 2.x, is it possible to Import Authentication Data through a .csv or .txt file to a device?

Solution

It is possible to Import Authentication Data through a .csv or .txt file in Data Admin 2.x. First, after connecting to the device, if an Authentication Mode is not set, it must be set. Select Edit-Authentication-Change Authentication Mode. Then select desired Auth. mode. From the tree view of the device at the left, if you just highlight the Authentication settings icon, then select, File-Import, the only choice is to import from a MFP backup file (.bin).
However, if the Authentication Mode icon is expanded, there should be a Account Track icon, User Auth. Setting icon or both icons underneath.
If one of these icons is highlighted and you select File-Import, then "Import Each Data from a File" from the top menu, a dialog box will open. This dialog box will allow you to browse to the file and then select from the drop down box .csv or .txt file in order to Import. Once the file has been selected, the Import File Wizard will appear. You will then be required to select a delimiter and map the fileds of the file to Auth. settings. (It is necessary to hit the "Select" button when making selections.) After the data has been imported, Select the Account/Auth data you want to upload to the device and then select the "Write" button.

Solution ID   TAUS0653377EN*

Solution Usage   0

Description

Unable to enter network settings with out machine locking up.

Solution

CAUSE: Failed hard drive HD-504.

SOLUTION: Reformat hard drive, replace if necessary (p/n 4599461).

October 2009

bizhub 250

Solution ID   TAUS0653563EN*

Solution Usage   0

Description

What is the default password for the Administrator mode?

Solution

The new default password is 1,2,3,4,5,6,7,8. The default password for older firmware versions was eight zeros.
Note: With the new firmware version 25 with enhanced security, the password has changed.

Solution ID   TAUS0653606EN*

Solution Usage   0

Description

How to enable a fax TX report to print out every fax.

Solution

To enable a fax TX report print to print out every fax, perform the following:
1. Press the Utility key.
2. Select Admin. Management.
3. Enter passcode (12345678).
4. Select Admin. 1.
5. Select Report Settings.
6. Select TX report.
7. Set Single Dest. to ON.
8. Set Broadcasting to ON.

Solution ID   TAUS0653798EN*

Solution Usage   0

Description

When printing from AS/400*, jobs may repeat over or multiple copies do not print.

Solution

CAUSE: A new option implemented by IBM should be used.

SOLUTION: When using the *IBMSNMPDRV system driver, multiple sets are sent using the same communication session. Under 'User-defined options' enter the following setting: *IBMSHRCNN. This will cause the SNMP communication session to be forced opened and forced close for each job or copy.

* Trademark ownership information

Solution ID   TAUS0653854EN*

Solution Usage   0

Description

MSC Firmware Upgrade.

Solution

Refer to Bulletin #5359 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   TAUS0654094EN*

Solution Usage   0

Description

The bizhub serial number locations.

Solution

 The bizhub serial number locations .
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   TAUS0654109EN*

Solution Usage   0

Description

What are the PC202/PC402 applicable models?

Solution

PC202/PC402 are set up as options for bizhub 350/250/200, bizhub C450 and bizhub 500/420. The applicable products differ depending on the product codes.

1. PC202
  a. Product code 4061212 works with the following model(s):
bizhub 350/250/200
bizhub C351
bizhub C450
bizhub 500/420

2. PC402
  a. Product code 4061313 works with the following model(s):
bizhub 350/250/200
bizhub C351
bizhub C450
  b. Product code 4061317 works with the following model(s)
bizhub 500/420

Note: Heater is provided for all models.

Solution ID   TAUS0654253EN*

Solution Usage   0

Description
Firmware Imaging Toolkit 2006 Ver. 2.5.0.

Solution
See DLBT0601182EN00.pdf for details.
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   TAUS0654276EN*

Solution Usage   0

Description
FS508, there is a possibility that the exhausted paper falls from the tray.

Solution
See KOM061291.pdf for details.
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   TAUS0654279EN*

Solution Usage   0

Description
FS510, there is a possibility that the exhausted paper falls from the tray.

Solution
See KOM061291.pdf for details.
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   TAUS0654416EN*

Solution Usage   0

Description
Can print jobs be scanned to the machine while a job is currently being printed?

Solution
Print jobs can be scanned into the machine while a job is being printed, but only with the Hard Disk Drive installed.

Solution ID   TAUS0654490EN*

Solution Usage   0

October 2009

Description

Can the AS/400* print to the bizhub 250 using LinkCom* III?

Solution

The bizHub 250 produced acceptable output when receiving jobs from the AS/400 via the LinkCom III. Both IPDS and SCS print jobs produced output that was correct and acceptable.

* Trademark ownership information

Solution ID TAUS0654561EN*

Solution Usage 0

Description

"Selected mode cannot be changed" message when attempting to change a soft switch (DIPSW) in the Admin Mode.

Solution

CAUSE: The soft switches cannot be changed from the Administrator mode.

SOLUTION: Enter the service mode to change the soft switches.

Solution ID TAUS0654669EN*

Solution Usage 0

Description

UNIX* system and application requires the ASCII 223 characters to produce three thick dark bars, but get three 'squiggly' circles instead.

Solution

CAUSE: Incorrect symbol set being used.

SOLUTION: To set the symbol set, perform the following:
1. Select Utility.
2. Touch Printer Set.
3. Touch Default Set.
4. Touch Font.
5. Touch Symbol Set C; clear and enter 19 (default is 0).
6. Exit by pressing Enter 4 times then Exit.

* Trademark ownership information

Solution ID TAUS0654858EN*

Solution Usage 0

Description

How to upgrade the print controller firmware.

Solution

 Upgrading the MFBS (MCS) board:
 1. Turn main power switchOFF.
 2. Insert the CF card into the compact card slot.
   Note : Be sure that the card only contains the MSC firmware and not the engine or finisher firmware.
 3. TurnON the main power.
 4. The firmware sequence will start.
 5. When the upgrade has completed ("FINISH"), turn the main power OFF.
 6. Remove the CF card from the slot.

Solution ID TAUS0655273EN*

Solution Usage 0

Description

Is it necessary to enter the password each time a user logs on to the machine with account tracking?

Solution

The password is not required each time if the settings are made as follows:
When the accounts are set up under account tracking, leave the password field blank. Now when the user logs on, only the user name will need to be entered.

Solution ID TAUS0655515EN*

Solution Usage 0

Description

Is Hyper terminal supported on the 250 bizhub?

Solution

Hyper terminal is not supported on this product.

Solution ID   TAUS0657109EN*   **Solution Usage**   0

Description

How to determine the origin of scanning issues in eCopy™.

Solution

 To help determine the origin of scanning problems, eCopy™ ShareScan OP ships with a simple TWAIN scanning application called Twack32 (TwainToolKit).
It is used to determine whether or not a scanning problem is specific to the scanning device or a problem with the eCopy™ software.
 To use Twack32:
 1.Go to Target dir\ecopy\ScanStation Client\Bin\Twack_32.exe.
 2. Go to File/Select Source and select the TWAIN driverbeing used(eCopy™ ShareScan OP must be closed).
 3. Go to File/Acquire. The TWAIN interface should display.
 4. Click on the Scan button. The image will preview on the screen.

Solution ID   TAUS0657142EN*   **Solution Usage**   0

Description

Why does the Send to eCopy™ tab not appear in the Manage section?

Solution

 The Send to eCopy™ tab does not appear for two reasons:
 1. Using a simulator version of the eCopy™ software.
 2.Wrong NFR key was obtained.
 The Scanner NFR key takes control of the optics of the MFP and does realtime scanning.The Send to eCopy™ key allows the scanner function to work as
stated above but also provides the option of monitoring a hotfolder.The send to eCopy™ does not allow both options to function. TheTWAIN drivercan be
used to either scan or Send to eCopy™ to monitor a folder.

Solution ID   TAUS0657227EN*   **Solution Usage**   0

Description

 Part number for the PWB-01 board.

Solution

 PWB-01(p/n 4040781001).

Solution ID   TAUS0658338EN*   **Solution Usage**   0

Description

Can the copy track list be printed out from the machine?

Solution

 The machine needs to have version 49 or later firmware installed.
 To print out the Copy Track account list:
 1.Go into administrators mode select administrators mode 1.
 2. Select Account/User Authentication.
 3. Select Account Track Setting. The Start key should turn green.
 4.Press the Start key and the reportshould be printed.
   Note : Click on the following link(s) when logged into My Konica Minolta to locate therequired firmware.
 bizhub 200 - http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=865
 bizhub 250 - http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=866
 bizhub 350 - http://onyxweb.mykonicaminolta.com/Download/SearchResults.aspx?productid=867

Solution ID   TAUS0701397EN*   **Solution Usage**   0

Description

 Proper sequenceto reset the counter for the IU.

Solution

 Before replacing the drum and developer (which must be done at the same time), reset the counter's before removing the IU unit from the machine. Then
proceed with replacing the drum and changing the developer.
   Note :Run an F8 in the function mode for the bizhub 200/250/350.

Solution ID   TAUS0702648EN*

Solution Usage   0

Description
Part number for the Compact Flash card.

Solution
Compact Flash card (p/n 4030-0765-01).

Solution ID   TAUS0651601EN*

Solution Usage

Description
Prints only one page from multipage Adobe* InCopy CS2 document on Macintosh* 10.2.x, 10.3.x or 10.4.x workstation.

Solution
CAUSE: Older firmware installed on the 350.

SOLUTION: The bizhub 200/250/350's firmware must be update to Phase 2.5 version47 (MSC firmware 4040-0100-G20-47-002) or above.

The drivers and firmware code are available for download from the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].

* Trademark ownership information

Solution ID   TAUS0652901EN*

Solution Usage

Description
How to copy Authentication data and Address Book data from one supported model to another or to multiple engines.

Solution
To copy Authentication data and Address Book data from one supported model to another or to multiple engines, perform the following:
1. Detect the engine(s).
2. From the Device List, select from the top menu Processing => Copy. The Copy Collectively Box will come up.
3. Select the device that is the Origin of the Copy. Be sure to hit the Select button. Then choose whether to get the most recent data or to use the data which was imported the last time.
4. Select Next.
5. Choose to copy Authentication data, Address data or both (User Boxes will not be copied).
6. Select the Target Device(s); use the Select button. Administrator passwords for the target devices must be provided in order to transfer data.
7. Copy the data to the device(s).

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   TAUS0657114EN*

Solution Usage

Description
Code 1102 or 1202 after upgrading the machine firmware.

Solution
CAUSE: During a firmware upgrade, the printer resist loop adjustment may have changed, resulting in paper being overdriven into the registration roller.
  Note : Paper "crunching" noise may also be heard when the paper is feeding.

SOLUTION: Adjust the printer resist loop:
1. Access the service mode (utility/counter, details, stop, 0, 0, stop, 0, 1).
2.On the touchscreen, touch [Machine], then touch [Printer Resist Loop]. The normal default setting for the trays is 0. Change value to 0 if necessary.

Solution ID   TAUS0657585EN*

Solution Usage

Description
'Sorter Bin Has Reached Its Limit' message,yetthe finisher has no paper in any of the trays.

Solution

CAUSE: Failed PC-15.

SOLUTION: Confirm the operation of PC-15 (p/n 4037-0905-01)in the FS-508 and replace if necessary.

Solution ID   TAUS0658339EN*

Solution Usage

Description

Auto rotation does not seem to be working.

Solution

CAUSE: Incorrect settings.

SOLUTION: Please check that the Mixed Original Detection has not been defaulted ON.

Solution ID   TAUS0658344EN*

Solution Usage

Description

How to get into the adjust menu from the main screen of the service mode.

Solution

To get into the adjust menu of the service mode from the main screen of the service mode press STOP, START.

Solution ID   TAUS0700088EN*

Solution Usage

Description

Does Macintosh® OS 10.4 support user authentication?

Solution

Macintosh® OS 10.4 supports user authentication. To configure, perform the following:
1. Select File, Print from the application.
2. Select the drop down below Presets, and select Security. On the left side of the open windows, check User Authentication and enter the user name and password.

Solution ID   TAUS0700225EN*

Solution Usage

Description

Fax transmission report being sent to E-mail recipients when using one-touch buttons.

Solution

CAUSE: Scan to E-mail one-touch type set to Internet FAX (E-mail).

SOLUTION: Change one-touch button type to PC (E-mail).This canbe done at panel via Tech Rep mode orPageScope Web Connection.
SPECIAL NOTE :Solution provided by Josh Engwer Sr., Network Support Specialist, BCOS, Inc., Angelton, TX

Solution ID   TAUS0700227EN*

Solution Usage

Description

How to set up a page separator to pull from a specific tray (colored paper) with a PCL driver.

Solution

To setup a page separator to pull from a specific tray:
1.Go to Start/Search search for *.sep files.
2.Copy PCL.SEP to something PCL.BAK.
3Open the PCL.SEP file in Notepad and insert this line as the second line
\H1B\L%-12345X@PJL SET MEDIASOURCE = TRAY3
  Note : Tray can be changed accordingly (see attached file).

To access the files, perform the following:
1. Go to Printers and Faxes, right-click on the desired Printer icon and select Properties.
2. Click on the Advanced tab, select Separator Page, Browse, select the file (i.e., PCL.sep). 3. Click OK, and Apply, and OK.
4.Load Colored Paper in specified tray.
5.Print as normal. Separator Page with User ID will print after each job.

Solution ID   TAUS0700249EN*

Solution Usage

Description

Can the scan default be set to 600 dpi?

Solution

The scan default can not be set higher than 400dpi.

Solution ID   TAUS0700254EN*

Solution Usage

Description

FS508, not stopping at Tray 1; goes to Tray 2 only.

Solution

CAUSE: Home sensor is not being actuated by Tray 1.

SOLUTION: Verify that Tray 1 is seated and locked in with screws; examine for any cracks in the plastic exspecially the front bracket.OT601 (p/n 4625241).

Solution ID   TAUS0701312EN*

Solution Usage

Description

The Administrator password does not work. It was changed,there is no record of it, and it needs to be reset.

Solution

Toreset the Administrator password to the default:
1. Access the tech rep mode.
2. Touch Administrator > # > Initialize.
3. Touch YES and ENTER at upper right corner of the LCD.
4. Exit all the way out to READY.
5. Test the administratorpassword is12345678.

Solution ID   TAUS0701583EN*

Solution Usage

Description

When faxing using the Network Fax software, a different document is received at the destination fax.

Solution

CAUSE: It is possible under certain conditions where a different document will be sent using the Network Fax software.There is a bug in the current version of the Scanner Unit user software which includes the Networkfax software. This can only occur under the following conditions:
1. The sent file is sent from Undelivered Mailbox/Sent Mailbox/Trash Mailbox.
2. The sent file is listed onsecond line or later from the top.
3. Each Mailbox is updated while displaying Quick Send dialogue, with main screen being hidden in it by selecting the sent file.
   Note : Update Conditions:
-In case transferring a file between Mailboxes (Version 3.0.0 or 4.4x)
-In case taking 60 seconds or more, with opening Quick Send dialogue (Version 4.4x or later)

SOLUTION: An updated Scanner Unit user CD v3.0is availableto resolve this issue. This CD is for the bizhub 200/250/350 equipped with the FK-503 fax option.TheISO file(85.97MB) can be downloaded through the Konica Minolta Download Selector or can be requested through the SSD hotlineif downloading is not an option. After obtaining the ISO file, run the installer for NetworkFAX4.5.35.zip, which will install software version 4.5.35.
   Note :Access the Download Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID   TAUS0701711EN*

Solution Usage

Description

How to print Account Track information at the copier.

Solution

To print Account Track information at the copier, perform the following:
1. PressUtility.
2. Press Admin Management.
3.Press Admin 1.
4. Account/user auth - the top message box will display "Select user account and hit start to print".

Solution ID   TAUS0701741EN*

Solution Usage

Description

Sensor checking in the I/O check mode.

Solution

When checking sensor operation in the I/O check mode, it is normal operation for these machines to have a delay before showing change of state. When activating a sensor, there may be a 2-3 second delay before the screen shows a change of state, and after releasing the sensor, could take 5-7 seconds for the screen to change back.

Solution ID TAUS0701780EN*

Solution Usage

Description

DF-605,both sides of the originals scanned when carrying out a fax TX.

Solution

CAUSE:Soft SwitchMode 33, Bit 6 has been set to1.

SOLUTION; Soft SwitchMode 33, Bit 6 can be changed to prevent both sides of the originals being scanned using the following steps:
1. Enter Service Mode.
2. Select Soft Switch Settings.
3. Choose Mode Selection and enter 33.
4. Choose Bit Selection and scroll to Bit 6.
5. Change Bit 6 from1 to0.
6. Press Enter.
7. Press Exit.

Solution ID TAUS0701784EN*

Solution Usage

Description

Is there a way to disable the busy tone and still hear the dialing for faxing?

Solution

The line monitor is used to monitor both the busy tones and the dial tones. It would be impossible to silence the busy tones and not the dial tone. Both would have to be silenced.

Solution ID TAUS0701787EN*

Solution Usage

Description

How to disable the unit from printing a confirmation report when receiving a fax.

Solution

To disable the unit from printing a confirmation report when receiving fax, perform the following:
1. Press [Utility/Counter].
2. Select [Admin. Management] and enter passcode (00000000) default and press END.
3. Press [Admin1].
4. Press [Document Management].
5. Select [RX Document].
6. Touch [All other Documents].
7. Touch [RX. Doc. Settings].
8. Select [print].
   Note : If the received fax is forwarded to a one-touch, then the one-touch destination isnot working correctly and must be corrected to resolved the problem.

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 TAUS0702206EN*

Solution Usage

Description

Fax transmission does not work; fax reception (RX) is OK.

Solution

CAUSE: Invalid configuration. Thefax multi line kit (ML-502)is installed, but only one phone line is connected.

SOLUTION: Connect a second phone line or remove the dual line kit.

Solution ID   TAUS0702241EN*   **Solution Usage**

Description
Cantime be printed on the received faxes?

Solution
To have time printed on received faxes:
1. Enter the Tech Rep mode.
2. Select Soft Switch Settings.
3. Enter Mode 016 and set Hex to 40.

Solution ID   TAUS0702246EN*   **Solution Usage**

Description
Requirements for the dual line fax.

Solution
The original fax kit (FK-503 -p/n 4551613) is required along with the Fax Multi-Line (ML-502 -p/n 4551621) for a dual line fax.

Solution ID   TAUS0702302EN*   **Solution Usage**

Description
Can the copier display the number of copies remaining in the current job?

Solution
The functionality of displaying the number of copies remaining in a job is not available. The operation panel will only display the total number of copies selected.

Solution ID   TAUS0702356EN*   **Solution Usage**

Description
Why, when receiving multiple 5.5x 8.5 pages in a fax, are they printed with 2 pages on one 8.5x11 sheet?

Solution
The machine default setting is to printtwo 5.5x8.5 pagesonone 8.5x11 sheet of paper when receiving a multiple page fax.
The machine can be set to print each 5.5x8.5 sheet on a single 8.5x11 page using the followingsteps:
1. Enter the ServiceMode.
2. Choose Soft Switch Setting.
3. Enter Mode 030.
4. Change Bit 4 to0.
5. Exit the Service Mode.

Solution ID   TAUS0702423EN*   **Solution Usage**

Description
Where is the serial number located on this machine?

Solution
The serial number can be foundon a barcode sticker on the back of the machine, next to the power cord.The serial number is printed on the sticker with the barcode.

Solution ID   TAUS0702569EN*   **Solution Usage**

Description
Auto Rotation does not seem to be working.

Solution
CAUSE: Some normal functions like Mixed Original Detectionwill inhibit auto rotation ifselected.

SOLUTION: Check to see if Mixed Original Detection defaultedON in the User settings. If it is, then turn itOFF and checkmachine operation.

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bizhub 250

Solution ID TAUS0702612EN*

Description

Can the machine route using sub addressing?

Solution

This model does not support routing based on sub addressing.

Solution ID TAUS0702824EN*

Solution Usage

Description

Is scan to home/scan to me functionality supported on these machines?

Solution

Scan to home/scan to me with Active Directory is not supported.

Solution ID TAUS0702843EN*

Solution Usage

Description

Can the Web interface be password protected? The Web interface has the administrators mode but theend userwould like to restrict the main page with a passwordprior tothe administrators mode.

Solution

There is no way to impose a password on the initial page of the Web interface before it opens.

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 TAUS0703041EN*

Solution Usage

Description

Print without credit/authentication in Key counter or Vendor mode.

Solution

The bizhub 200/250/350now provides afeature within the special firmware
4040-0100-GL0-52-002 (Based Version: 2.5) or from Phase 3.0 onward within the standard firmware.

 Changes:
Soft SW 481, bit 0
0 =Print without credit/authenticationwith Key counter or valid vendor access (default).
1 =Print only with validcredit/authenticationwith Key Counter or valid vendor access.
  Notes :
 1.Key counter or Vendor mode has to be enabled.
 2. 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 KM Europe (BEU).

October 2009