



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

Di850 - ALL ACTIVE SOLUTIONS

June 2009

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Solution ID TAUS0701528EN***Solution Usage****Description**

Abnormal noise, toner spill or F23 code.

Solution

CAUSE: The conveyance idler shaft for recycle toner conveyance falls off. When the e-clip which fixes the shaft cannot rotate with the shaft, the e-clip gradually scrapes the surrounding shaft surface. The e-clip is detached and the shaft falls off.

If this occurs, toner cannot be output from cleaner and abnormal noise is generated.

Since waste toner cannot be collected, excessive load on the drum drive system may occur causing the F23 indication.

SOLUTION: Nip spacer/B (p/n 56AA1770) was installed between the bearing and the spacer to decrease sliding resistance of the e-clip. By doing so, the e-clip rotates with the shaft.

Notes :

1. Replace the e-clip with a new one.
2. If the e-clip groove in the conveyance idler shaft is badly worn, replace the shaft as well (p/n 55VA5703).
3. Refer to attached file for the procedure. Replacement time: approx. 10 to 15 minutes.
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>
5. The countermeasure has not been applied to the following bizhub PRO 920 machines.

SERIAL NUMBERS

57GA00001 - 57GA00069
57GB00001 - 57GB00049
57GE00001 - 57GE00738
57GF00001 - 57GF00449
57GL00001 - 57GL00013
57GN00001 - 57GN00012
57HE00001 - 57HE00141

Solution ID TAUS0703272EN***Solution Usage****Description**

Unable to print with the three-hole punch option selected. All print jobs punch with two holes.

Solution

CAUSE: Three-hole punch is not selected in memory switches.

SOLUTION: Perform the following procedure to enable three-hole punching:

1. Press the HELP key.
2. Press Key Operator Mode.
3. Press the down arrow and select #13 Memory Switches.
4. Scroll to memory switch #46.
5. Press Change to select 2 or 4 hole punch.

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

Solution ID TAUS0620130EN***Solution Usage** 24**Description**

Gray bands or blur lines from front-to-rear on the trail edge of 11x17 prints/copies.

Solution**PROBABLE CAUSES:**

1. Worn fixing unit lower roller bearings or flat spots on the lower roller is allowing the lower roller to bounce which causes bands during image transfer. Replace the lower fixing roller and bearings (p/n 55VA-5281).

2. Burrs on fixing drive gear/E (p/n 55VA-1670) causing inconsistent fixing unit rotation. Replace fixing drive gear/E.

3. Worn developing unit. Replace developer, and developing unit (p/n 55VA-3000).

4. The cleaner shaft holders (bearings) for the toner guide brush are seized resulting in improper brush rotation and a loss of ground to the brush. Replace the shaft holders front and rear (p/n 55VA75020) and ensure there is a clean path to ground.

5. Binding bushings in the resist (registration) unit or flat spots on the resist unit rollers causing transfer blur due to improper paper speed. Remove and clean all resist unit bushings and replace worn parts as needed.

6. Worn components or a build up of foreign material in the main drive or drum drive units. Clean or replace affected parts.

7. The 36 mode timing adjustments incorrect. Refer to 7075/FORCE 75/7085 Technical Bulletin #15 for the troubleshooting procedures to determine the cause of the blur lines.

Notes :

a. If after all of the above recommendations have been done, and the problem remains unresolved, please contact the hotline for further assistance. Sample prints and Management lists may be requested.

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

Solution ID TAUS0618404EN***Solution Usage** 7**Description**

Dark band from front-to-rear, normally on the first print of a run.

Solution

CAUSE: The cleaner shaft holders (bearings) for the toner guide brush are seized resulting in improper brush rotation and a loss of ground to the brush.

SOLUTION: Replace the shaft holders front and rear (p/n 55VA 7502 0) and ensure there is a clean path to ground.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Description

Recurring copy quality issues, such as poor image density, overall light image quality, and blurred image. In addition, developer and toner intermittently dump at the magnet roller.

Solution**PROBABLE CAUSES:**

1. When developer and OPC drum was replaced, the counts were not reset.

Reset the Developer and Drum counters back to "0" counts. This is done in the 25Service mode:

a. Select (5 - Parts counter) =&select (1 - Count of special parts).

b. Use the "up" and "down" keys to select the appropriate part name to reset.

c. Use the "counter reset" key to clear the count. If a problem is encountered when resetting the count, please refer to the Service manual for more details.

d. If determined that the drum count had not been reset, then reset the counter back to "0" counts, especially if the drum is less than half of its recommended yield or if it is new. For example, if the drum yield is rated at 750K copies, the drum counter can be reset up to 375K copies for that particular model. If a drum count is set to "0" after or near 375K copies, image stabilization control may be unable to maintain a good copy quality. Replace any drum if it is determined that the counter was never reset and the amount of prints exceeds half of the drum recommended yield.

e. If determined that the developer count was not reset, the developer should be replaced and the developer count returned to "0". The developer counter cannot be reset to "0" without replacing the developer.

f. After resetting the counters, follow the procedures outlined in the Service manual for adjusting the high voltage and drum peculiarity adjustments of the MFP. A table outlining a list of adjustment items and order to perform adjustments is provided at the beginning pages of the Adjustment section of the Service manual.

2. Improperly set developer cover. An improperly set developer cover allows too much air to circulate around the developer chamber. This excess air will affect the tribo-electrification process (agitation of developer to build a charge). Also, the extra air flow in the developer chamber increases the possibility of contaminants and humidity to enter the developer chamber degrading the developer's ability to hold a charge.

Make sure the developer cover is properly positioned. The developer covers have a cylindrical shaped post on the front and rear sides of the cover. These posts slide into a groove in the developer assembly. Make sure that both the front and rear posts of the developer covers are properly positioned in the corresponding slot in the developer unit before locking the cover in place. Check to see that the developer locking tabs are securely fastened. If the developer cover does not stay firmly in place the cover may need to be replaced.

3. Improper position of the charge and T/S coronas. It is possible that due to wear of the corona cleaners or due to the improper installation of the corona wires, the height of the corona wire may be incorrect. Also, incorrect corona springs and corona wires can cause the wires to be too taut, too slack, have a different thickness or even be composed of a different material. This causes the charge applied to the drum to be incorrect. Varied image stabilization will result.

Always make sure the proper corona wires are being used along with the proper tensioning springs. Verify that the corona cleaners are intact and free from wear. Replace if necessary. Also make sure that the corona wires are positioned properly. Use the Service manual as a reference for replacing the wires.

4. Improperly set drum flange. An improperly set drum flange can cause image stabilization issues. This is due to the lack of proper drum grounding maintained by the drum flange.

Make sure that the drum flange is properly set. Refer to the diagram .

5. Error messages received during Auto maximum density adjustment or Auto dot diameter adjustments. Error messages 1, 2 and 3 can be given when performing the automatic adjustments after replacement of developer or drum. Usually if the codes are ignored the MFP will function without indicating a service code when the MFP is returned to a normal copy mode. If the codes are generated during the performing of the automatic adjustments, image stabilization will not be performed properly unless the code is cleared and the adjustment mode repeated.

Usually the indication of error code 1, 2 and 3 indicates a problem with the drum potential sensor or the TCB (Toner Control Board). If properly connected and code fails to clear, replace the sensor. Refer to the adjustment section of the Service manual for the details of each of these error codes. Reference to these codes is located at the end of the adjustment procedure.

6. Developing unit was disassembled during developer change. Magnet roller angle has been altered and also the developer gap is no longer accurate.

The developing unit should never be disassembled, only tilted at an angle and emptied by turning the developer drive gears.

CAUTION : Do not adjust the gap unless it is absolutely necessary. Remember, once the gap has been altered, the developing unit will need to be replaced. The developer gap information should only be used to determine if the doctor blade had been altered. Adjust only as a temporary and last resort to repair copy quality and dumping issue due to incorrect adjustment. Replace the developing unit on your next service visit.

Note : Please see Service & Support Bulletin 4267 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> .

Solution ID TAUS0702527EN*

Solution Usage

Description

The trail edge of the copies is faded, poor density.

Solution

CAUSE: The drum potential sensor has failed.

SOLUTION: Replace the drum potential sensor (p/n 4014-3195-01)to correct the problem.

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

Solution ID TAUS0643221EN***Solution Usage** 2**Description**

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

Solution

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

SOLUTION: To remedy this issue make the following selections in the Scan to FTP mode:

1. Under "Function" select the "Application" key.
2. Under "Application" select All-Image Area.
3. Press the [Start] button.

The entire image should be reproduced with these settings.

Note : These settings must be selected each time a job is scanned. The All-Image Area setting can not be made as a default setting. This setting works in all three scan modes: scan to HDD, FTP, and E-Mail.

Solution ID TAUS0900658EN***Solution Usage****Description**

Random light copies.

Solution

Cause: Transfer and separation corona assembly failed.

Solution: Please replace the separation and transfer assembly (p/n 4027-1315-01).

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

Solution ID TAUS0700453EN*

Solution Usage 739

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems 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 the MFP 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 form and 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 50

Description

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

Solution

Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.

For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:

"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."

Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.

Notes :

1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The Windows Vista™ Compatibility Legend can be viewed at: <http://kmbs.konicaminolta.us/content/support/vistasupport.html>
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID TAUS0701604EN*

Solution Usage 39

Description

NVRAM/BRU replacement form.

Solution

The online NVRAM/BRU Replacement RA/Claim form is referenced in attached Bulletin Number 5783.

Notes :

1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACE A 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 TAUS0801706EN*

Solution Usage 7

Description

Paper Test requirements.

Solution

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

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified by ESS before the test to communicate the charges.

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

Solution ID TAUS0606924EN*

Solution Usage 5

Description

How to copy/print onto envelopes.

Solution

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

Transparency film

Labels

Hole punch

Rag content

Note : These special papers must only be fed from the multi-sheet bypass tray.

Solution ID TAUS0703268EN*

Solution Usage 4

Description

ISW error codes list.

Solution

ISW ERROR CODES

Error Code

Description

Action

01

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

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

1F

A program error is detected.

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

41

Input data format error

Check the ISW transfer data file.

42

Invalid machine name input data

Check the ISW transfer data file.

43

Invalid board name input data

Check the ISW transfer data file.

81

Input device error such as input timeout.

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

C1

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

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

C2

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

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

Error Code

Description

Action

C3

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

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

C4

Output device error such as output timeout

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

E1

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

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

E2

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

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

E3

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

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

Error Code

Description

Action

F80-11

Printer Control ISW not written

Perform ISW data install

F80-21

VIF Control ISW not written

Perform ISW data install

F80-30

ISW time-out

Perform ISW data install

F80-31

ISW data error

Perform ISW data install

F80-32

ISW write error

Perform ISW data install

F80-40

FNS ISW not written

Perform ISW data install

F80-41

ZU ISW not written

Perform ISW data install

Note : Please refer to attached Error Codes list. To 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 Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801272EN*

Solution Usage 4

Description

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

Solution

Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.

The availability of these options for Unix/Linux environments is being considered for future development.

Please attach ticket 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 TAUS0615546EN*

Solution Usage 3

Description

How to disable auto T/S corona electrode cleaning.

Solution

To disable auto transfer/separation electrode cleaning, perform the following:

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

Solution ID TAUS0615561EN*

Solution Usage 3

Description

How to disable auto charge electrode cleaning.

Solution

To disable auto charge electrode cleaning, perform the following:

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

and Di5510/Di7210.

6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0619462EN*

Solution Usage 3

Description

What is the recommended tab paper?

Solution

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

Solution ID TAUS0616012EN*

Solution Usage 1

Description

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

Solution

To change or delete a previously programmed user in conjunction with the Scan to E-mail, HDD or FTP features, perform the following:

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

Solution ID TAUS0634392EN*

Solution Usage 1

Description

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

Solution

Using the 25 mode, softswitch 3, bit 1 must be changed back to 0 (off). To do this, perform the following steps:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the Utility button down until the message "Enter 4-digit Password To Change" is displayed. (CF-5001 uses the P key instead of a Utility key).

Note : The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start (Print) button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, twice. The number displayed above the up-arrow will change to 03.
5. Select the bit number of switch 1, using the right up-arrow. 03-1 will be displayed.
6. Press the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Note : Please see the Service Manual for details.

Solution ID TAUS0645619EN*

Solution Usage 0

Description

How to put the document feeder (EDH. RADF) into test mode.

Solution

The 47 mode can be used to check the sensors and motors. Code 060 has several tests for the document feeders:

DF-313

DF-316

DF-317

DF-322

EDH-2

EDH-4

EDH-5

EDH-7

Note : Please see the attached Field Service Manual pagesfor details. To view the separate manual pages 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> .

Toaccess thefile(s), WinZip® must be installed. WinZip® can be downloaded from the WinZip® website at <http://www.winzip.com/ddchomea.htm> .

Solution ID TAUS0701136GE*
Solution Usage**Description**

Are Citrix® certified drivers available?

Solution

Citrix® certified drivers are not available.

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

Solution ID TAUS0702534EN*
Solution Usage**Description**

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

Solution

Please perform the procedures mentioned in the attached document.

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

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

Solution ID TAUS0702889EN*
Solution Usage**Description**

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

Solution

Please perform 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 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 TAUS0800731EN*
Solution Usage**Description**

Parts have changed for the drum separating claw and toner guide brush assembly.

Solution

To be able to use the parts in common between all the listed MFPs, the drum separating claw (p/n 57GA2919) amount of coating has changed and the length of the bristles on the toner guide brush assembly (p/n 57GA-574) has changed. See attached Parts Modification document 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> .

Solution ID TAUS0901466EN*

Solution Usage

Description

What is the recommended MD5 checker?

Solution

The recommended 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 compute checksums, rather than the CRC-32 method 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 TAUS0703403EN***Solution Usage****Description**

DF-313/DF-317, original jamming.

Solution

CAUSE: Warped document feeder Low Flapper(s).

SOLUTION: Replace the Low Flapper(s) with the modified part (p/n 13GA45131 - Low Flapper F and p/n 13GA45121 - Low Flapper R). Please refer to the attached Parts Modification Notices. 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 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 (Brilliance®, Pledge®, dryer sheet, etc.).

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0900007EN*

Solution Usage

Description

J-1701 when 8.5x11 fed from main trays. Sheets can be fed from bypass without causing a jam. Landscape size sheets can be fed from all trays.

Solution

CAUSE: The loop roller motor (M6) has failed.

SOLUTION: Replace M6 (p/n 56AA 8011 0).

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

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.

SPECIAL NOTE : Solution contribution by Ed Bellone and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0636097EN***Solution Usage** 1**Description**

When setting up scan to FTP in the MFP web utilities, scans do not go through if the anonymous user box is checked.

Solution

CAUSE: These machines require a password to be input at all times. When using the anonymous check box a password is automatically created in the background for you. In a typical FTP environment (such as Microsoft® Windows 2000/XP) this does not matter because the password is ignored when using "anonymous" and the scans will work properly.

The problem is specific to the PageScope Cabinet FTP service. PageScope Cabinet handles anonymous just like any other user. When a user password is used with anonymous, the same password must be registered in PageScope Cabinet. If not, it will not accept the connection. Because there is no way of knowing what password is automatically generated when the anonymous check box is used, the corresponding password cannot be entered in PageScope Cabinet.

SOLUTION: When using PageScope Cabinet as your FTP server do not use the "anonymous" check box. Instead, enter the user name and password manually. For additional information on scanning to FTP with PageScope Cabinet, please see section 9.2 of the attached PageScope Cabinet User Manual. 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> .

Solution ID TAUS0800601EN***Solution Usage** 1**Description**

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

Solution

CAUSE: Improper selection in the printer driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.

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

Solution ID TAUS0801980EN***Solution Usage****Description**

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

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minolta drivers. The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802412EN***Solution Usage****Description**

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

Solution

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

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

SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

Solution ID TAUS0613434EN***Solution Usage** 40**Description**

SC90-01 at power up.

Solution

PROBABLE CAUSES:

1.Failure of the ADU drive board due to a short. An ICP on the ADU board may be OPEN.

Note : Service code may have occurred after a jam in the ADU.

Please:

Check ICPs on the ADUDB. It is possible that one is OPEN.

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

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

Replace the ADU DB if necessary.

Note : ICPs are not a replaceable part. It is not a fuse; it is a semiconductor device (like a transistor or diode).

WARNING : DO NOT ATTEMPT TO SHORT ACROSS AN ICP .

MODEL ADU DB PART NUMBER

7075/FORCE 75 55VA-9071

7085 56GA-9070

7155 56EA-9040

7165 56AA-9040

7255/7272 56QA-9040

Di5510/Di7210 4396-1282-01

Di551 4026-1006-01

Di650 4024-2892-01

Di750 4014-4065-01

Di850 4027-1412-01

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

Solution ID TAUS0622313EN***Solution Usage** 14**Description**

ISW DATA ERROR 41 when attempting to flash the firmware.

Solution

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

SOLUTION: Remove the printer (or other device) that is attached to LPT1.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0620395EN***Solution Usage** 6**Description**

J32-11 or F53-12 at power up.

Solution

PROBABLE CAUSES:

1.The wiring of the vertical conveyance unit (right side) is pinched by the lower right side cover (p/n 55VA12061 for 7075/FORCE 75 ; p/n 56GA12060 for 7085/FORCE 85 ; p/n 4014-1846-01 for Di750 ; p/n 4027-1449-01 for Di850) resulting in a damaged printer control board.

Inspect the conveyance wiring and repair any damaged wiring using a suitable insulating material. Ensure that the wiring is secured in all clamps and position the wiring so there is no contact with the lower right side cover. Also inspect that if, an LCT is installed, the LCT is not pinching the wiring. If, after the wiring is repaired, the code still exists, replace the printer control board (p/n 55VA-9021 for 7075/FORCE 75 ; p/n 56GA-9020 for 7085/FORCE 85 ; p/n 4014-3033-01 - PWB assembly for Di750 ; p/n 4027-1391-01 - PWB assembly for Di850).

Note : A modified conveyance wiring harness (p/n 55VA90252 for 7075/FORCE 75 or p/n 56GA90251 for 7085/FORCE 85) is available which makes

routing of the harness easier.

2. The F1 fuse on the DCDB failed.

Replace F1 fuse (p/n 963003000 for 7075/FORCE 75 and p/n 4014-2358-01 for Di750) on DCDB (p/n 55VA-9060 for 7075/FORCE 75 and p/n 4014-3250-01 for Di750).

Solution ID TAUS0624953EN*

Solution Usage 4

Description

No power, except that the timer light is blinking.

Solution

CAUSE: A problem with the firmware.

SOLUTION: Shut down the MFP. When power is reapplied, the LCD will be blank and the "Timer" light will be blinking. Even though the LCD is blank, start the "Image" program download.

Note : As soon as the program starts downloading the "Energy Saver" light will start blinking. This indicates the download has started. It may take up to 1 minute for the progress bar to start moving. Once the download is complete the MFP will immediately and automatically show a normal LCD. Do not abort the process.

Solution ID TAUS0645241EN*

Solution Usage 3

Description

SC60-03 service code at power up. Condition can be cleared for a few seconds but returns immediately.

Solution

CAUSE: There is no initial communications between the logic of the MFP main body and the document feeder (DF-313/DF-317/EDH-2/EDH-5).

SOLUTION: Check the connections between the document feeder and MFP by unplugging and reseating all of the electrical connections.

Make sure the document feeder is not isolated by checking DIP sw 18-4 in the [25] Service Mode => Soft Switch Setting Mode. The Soft Switch should be set to "OFF" indicating the document feeder is not isolated.

If all other checks fail to resolve the service code issue, replace the document feeder CB (p/n 4014-3140-01 for the Di750/7075 and p/n 4027-2084-01 for the Di850/7085).

Solution ID TAUS0648867EN*

Solution Usage 2

Description

SC46-99 at power up.

Solution

CAUSE: A connector is loose on the IPB.

SOLUTION: Reseat all connectors on the IPB. Replace the IPB if needed (7085 - p/n 56GA-9010 and Di850 - p/n 4027-1384-01).

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0637065EN*

Solution Usage 0

Description

"Please load 5.5x8.5" message when small originals are placed on the glass.

Solution

CAUSE: This is the default mode. Paper size and magnification ratios must be manually selected.

SOLUTION: To make it easier for users who often copy small originals from the platen, it is recommended to select the desired paper tray and magnification ratio and then store the selections under a job in job memory. Whenever small originals are to be copied, this job should be selected from job memory.

Note : The small original setting can be changed from 5.5x8.5 to 8.5x11 using the Key Operator Mode/Memory Switch Settings/Platen original-size detect (SMALL).

Solution ID TAUS0637750EN*

Solution Usage 0

Description

Four paper drawers indicated on the LCD when there are actually only three.

Solution

CAUSE: Incorrect soft switch setting.

SOLUTION: Please set soft switch 28, bit 2 to OFF (in the 25 mode) to return to a normal display.

Solution ID TAUS0645762EN*

Solution Usage 0

Description

SC90-xx (including SC90-01 and SC90-02) and/or SC93-xx service codes are generated, sometimes with jamming in the paper reverse section of the MFP.

Solution

CAUSE: There are two wire harnesses in the ADU section that may be short-circuited.

SOLUTION: Visually inspect the ADU section for wire harnesses that have been shorted. If the wire harness for SD2 (paper reverse gate solenoid) has been pinched, repair the wire harness by wrapping it with electrical tape. Apply a high temperature locking agent to the threads of the shoulder screw and retighten the screw. Please see bulletin 4404 for details.

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

Solution ID TAUS0652003EN*

Solution Usage 0

Description

J21-2.

Solution

CAUSE: The Dmax sensor is detecting paper during idling.

SOLUTION: Check for paper blocking the Dmax sensor located by the Cleaning Section, around the Drum.

Solution ID TAUS0655775EN*

Solution Usage 0

Description

F67-08 or SC67-08 when using the RADF/EDH.

Solution

CAUSE: The RADF/EDH paper feed assembly is jammed preventing movement to allow the PS315 (tray upper limit) to be actuated by the upward movement of the lift tray.

SOLUTION: Correct the source of the bind and ensure that when the feed assembly is raised by the lift plate, the upper limit sensor is flagged.

Solution ID TAUS0703288EN*

Solution Usage

Description

SC52-07 error code (Fan MT-3).

Solution

CAUSE: The front door interlock switch has failed.

SOLUTION: Replace the front door interlock switch (p/n 4014-1741-01).

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0800632EN*

Solution Usage

Description

J10-01 when feeding from the bypass tray.

Solution

CAUSE: Loss of drive to the bypass unit due to a contaminated or failed bypassdriving gear.

SOLUTION: The bypass driving gear is a one-way gear that allows drive to the bypass feed when the loop motor (M6) drives in reverse. If the one-way gear fails, there will be no drive to the bypass feed. Clean the gear and shaft with alcohol. If the problem remains, replace the gear (p/n 4014-2190-01).

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0801483EN***Solution Usage****Description**

When feeding from Tray 4 (LCT) the machine will stop feeding and continue to cycle.

Solution

CAUSE: The feed sensors of the LCT are contaminated with paper dust.

SOLUTION: Access the LCT feed and pre-registration sensors and clean the sensors and surrounding area of paper dust.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0801718EN***Solution Usage****Description**

F23-07 at start up.

Solution

CAUSE: No fans turning. Fans do not operate in 47 mode. Good AC voltage in FT3 (HOT) FT4 (neutral) at DCPS2. No 24V DC out.

SOLUTION: Replace DCPS2 (p/n 4027-1432-01).

SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0802408EN***Solution Usage****Description**

SC36-04 and SC36-06 codes at power up.

Solution

CAUSE: The fuser connector in the rear or the main frame connection for the fuser has a bent or backed out pin.

SOLUTION: Inspect and repair the fuser connector on the fuser and on the main frame in the rear of the machine. If necessary, clear the service code using the 25 mode, softswitch 3, bit 1 which must be changed back to 0 (off). To do this, perform the following steps:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the Utility button down until the message "Enter 4-digit Password To Change" is displayed. (CF-5001 uses the P key instead of a Utility key).

Note : The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start (Print) button.

3. Press [1: Software SW setting] on the touchscreen.

4. Press the left up-arrow, which is displayed on the touchscreen, twice. The number displayed above the up-arrow will change to 03.

5. Select the bit number of switch 1, using the right up-arrow. 03-1 will be displayed.

6. Press the [OFF (0)] key, which is displayed on the touchscreen.

7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Note : Please see the Service Manual for details.

Solution ID TAUS0808513EN***Solution Usage****Description**

SC23-06 during initialization.

Solution

CAUSE: Initialization failure of the cleaning unit due to damaged connectors at the rear of the drum unit or, at the machine rear.

SOLUTION: Inspect the connectors at both locations and repair any damage found.

SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0620249EN***Solution Usage** 238**Description**

Why toner/developer is spewing and falling onto the T/S corona resulting in light areas and marks/blotches on copies.

Solution

These symptoms can normally be corrected by following the recommendations as listed in the 7075/7085 Correction Checklist for Background and Spewing and the Toner Spill Troubleshooting document.

IMPORTANT : The magnet angle area should be checked. If the part is cracked and developer is spilling out from the developing unit refer to attached Bulletin Number 4832 for corrective measures. 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 Jim Behrends, Production Print/SSD

Solution ID TAUS0641986EN***Solution Usage** 3**Description**

The page counter on the operation panel does not reset properly when scanning more than 50 pages into the machine at once.

Solution

CAUSE: There is a small anomaly dealing with the operation program EPROMs version 41 that causes the operation panel counter to not reset properly when scanning more than 50 pages into the machine at a time.

SOLUTION: A special EPROM that corrects this relatively minor issue is available on request. If you have a customer that is experiencing this problem, please contact the NSSG and the special EPROM will be made available to you.

Solution ID TAUS0642827EN***Solution Usage** 3**Description****PROBLEM:**

The print controller intermittently indicates on its display that the copier is in "Low Power" mode and print jobs fail to be output. Printing can be resumed if the controller and copier are re-started.

Solution**CAUSE:**

Incorrectly seated or failed VIF board.

SOLUTION:

Remove the interface board and clean the spade contact with alcohol and clean cloth. If contacts are oxidized use a pencil eraser to buff the contacts to improve their conductivity. Re-install the interface board. Make sure the interface board is perfectly perpendicular to the ICB relay board before securing the interface board with its securing screw. Do not over tighten this screw.

If the problem persists, replace the Interface board with a new one. The item number is 4387-611.

Solution ID TAUS0648272EN***Solution Usage** 3**Description**

FN7, not recognized.

Solution

CAUSE: ICP6 on the finisher CB is open. ICP6 is the 5V DC ICP.

SOLUTION: Check the 5V DC loads supplied by ICP6 for a short to ground. If no shorts are detected, replace the finisher CB (p/n 13TR-9010).

Solution ID TAUS0652485EN***Solution Usage** 3**Description**

EDH-5, not recognized by main body.

Solution

CAUSE: The EDH is not selected in the 25 mode.

SOLUTION: To select the RADF in the 25 mode, perform the following:

1. Access the 25 mode (power the machine OFF while holding down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 18 using the up/down button at the left.
4. Select bit 4 using the up/down on the right.
5. Select OFF
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0621493EN***Solution Usage** 2**Description**

SC32-06 at power up

Solution

CAUSE: FM1 (Paper exit fan) failed.

SOLUTION: To check FH1, perform the following:

1. Access the 47 multimode (hold down the 4 and 7 keys, while powering the machine ON), output code 42, press P-12-P.
 2. See if FM1 (located on the left side of the ADU) is ON.
 3. If FM1 is not ON, check to see if it is connected. If so, replace the fan motor (p/n 25AA80581).
 4. Power the machine OFF/ON to exit the 47 multimode.
-

Solution ID TAUS0625365EN***Solution Usage** 2**Description**

Developer "dusting" on copies and in the image transfer area.

Solution

CAUSE:

The pre-charge erase lamp is turning on. There is no failure code for this lamp. The PRCB may not be turning on the lamp.

SOLUTION:

Check the lamp and associated wiring may be faulty.

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 and Marketing 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 TAUS0643545EN***Solution Usage** 2**Description**

The warm up time of the copier seems extended, taking between 10 and 15 minutes for the copier to warm up. When making copies of duplexed pages, some of the pages are missing from the output sets. The copier also intermittently keeps running during a copy cycle and no pages seem to be output. No service codes or jams are being generated and the only way to reset the copier is to power OFF/ON.

Solution

CAUSE: The ICB (Image Control Board) and ICB Memory Board have failed.

SOLUTION: Replace the ICB (p/n 4027-1384-01) and the ICB Memory Board (p/n 4024-2060-01) as a set.

Note: The new ICB, when installed, requires the Image Control Flash ROM to be installed. Failure to do so will result in a copier that will not power up. The timer LED on the control panel will also be flashing. Flash the ROMs to the latest revisions found on the [[Konica Minolta FTP site| URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]]. If unable to access the 25 mode due to firmware failure, access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on. If the LCD is blank and the timer LED is flashing the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

Solution ID TAUS0648209EN***Solution Usage** 2**Description**

PK7, intermittent J72-xx or J73-xx during copy process or at power up.

Solution

CAUSE: Photosensor sensitivity out of adjustment.

SOLUTION: To adjust photosensor sensitivity, perform the following:

1. Power the copier OFF.
 2. Open the front door of the PK7 and clean the size detect board assembly.
 3. Remove the access panel on the rear cover of the PK7 to view the finisher CB.
 4. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
-

5. Rotate VR1 clockwise until the corresponding LED goes OFF, and then rotate counterclockwise until the LED goes ON, then 1 graduation past that point.
6. Repeat step 4 for VR2, VR3, VR4, and VR5.
7. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0656577EN*

Solution Usage 2

Description

Unable to install 32-bit drivers 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) driver on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0701964EN*

Solution Usage 2

Description

When searching solutions by models, referenced links for the documents are not accessible.

Solution

CAUSE: This is a search of the printed database. The links are located within 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@kmb.konicaminolta.us with the solution ID number and please identify the link.

Solution ID TAUS0625023EN*

Solution Usage 1

Description

How to set up scanning without using PageScope Light.

Solution

This can be done using the copier based Web Utilities. Perform the following steps:

1. Set up a TCP/IP address in the copier:
 - a. Set soft switch 22-0 to ON.
 - b. Enter KEY OPERATOR MODE.
 - c. Select SYSTEM INITIAL SETTING.
 - d. Select IP ADDRESS SETTING.

Note : The network drop for the print controller can be temporarily used to connect or a second drop can be used for a permanent connection. This drop is connected directly to the RJ45 connector on the copier.

2. Launch a web browser from any PC on the network and enter the copier TCP/IP address to run the Web Utilities:
 - a. From the main screen select ENVIRONMENT SETUP.
 - b. When asked for a password, enter the Key Operator password set up in the 25 Mode (the default is 0000).
 - c. Select SCAN TRANSMISSION SETTING. FTP, E-mail and HDD scan one touches can be registered here.
 - d. Use the ENTRY LIST key to view all one touches and to change or delete entries.

Solution ID TAUS0625426EN*

Solution Usage 1

Description

Intermittent J32-02 during copy mode.

Solution

PROBABLE CAUSES:

1. One or more of the exit guide plates has a notch or burr, causing the corner of the paper to fold (dog ear) or jam. Repair the guide plates by using a piece of Scotch-Brite* to remove any burrs. Replace the guide plates as necessary.
- Note: There are three different guide plates.
- a. Guide plate (p/n 55VA47570).
 - b. Guide plate/front (p/n 55VA47300).
 - c. Guide plate/rear (p/n 55VA47310).

There is no scheduled service maintenance for these guide plates. Konica Minolta recommends replacing these plates as a set.

2. PS2 (fixing exit photosensor) failed.

To check PS2, perform the following:

- a. Access the 47 multimode (hold down the 4 and 7 keys while powering the machine ON), input code 24, press P-2-P.
- b. Actuate PS2 and watch for a change of state at the control panel.
- c. If no change takes place, clean or replace PS2 (p/n 55VA85520).

Note: Clean PS2 actuator and photosensor because the actuator may be sticking or some debris may be on the sensor.

* Trademark ownership information

Solution ID TAUS0625438EN*

Solution Usage 1

Description

How to change or delete destination names for scan jobs.

Solution

To add or delete one touch keys, perform the following:

1. Enter the Key Operator Mode
2. Go to # 19 [Scanner transmission settings]
3. Select e-mail, HDD, or FTP.
4. Select the key for the name to be changed or deleted.
 - a. To change the name, touch the appropriate key, and then touch [Change]. Continue with step 5.
 - b. To delete the name, touch the appropriate key, and then touch [Delete]. Skip to step 6.
5. Type in the recipient information into each input screen. Touch the key on the left to select the information, and then touch the character keys on the right to type in the information.
6. Touch [OK]. The Scan transmission setting screen appears again.
7. Touch [RETURN] on the Scan transmission setting screen to return to the Key Operator mode menu screen.

Notes:

- a. Please refer to page 18 the Pi6500e Scanner Mode User Manual for the step-by-step procedure.
- b. 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 TAUS0625453EN*

Solution Usage 1

Description

'Now uploading data' message and the system appears to have locked up.

Solution

CAUSE: Software conflict between scan jobs and print jobs.

SOLUTION: This can be corrected with patch files for the controller. These files must be loaded in the following order:

1. 1-2I0RP.ps
2. 1-9L4TG.ps
3. 1-9W4VP.ps
4. 1-D9I5K.ps
5. 1-EK8V9.ps

Notes:

- a. Before loading the patches, please upgrade the system software of the controller to version 1.01w or higher.
- b. Patches can be downloaded using Fiery* Downloader or Command WorkStation. The can also be found on the [\[\[Konica Minolta FTP site\] URL ftp://kbtidigital:kx15@ftp.konicabt.com\]\]](http://www.konicaminolta.com).
- c. The controller must be re-booted twice between the install of each patch. Print a configuration page to verify successful patch install and order.
- d. The item number of the system software is 7660-4027-42.
- e. Please refer to bulletins 4385 and 4393 as well as the Patch File Install Guide for details.
- f. 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 TAUS0630961EN*

Solution Usage 1

Description

Part number for an individual roller in the Di850 cleaning unit. The roller is illustrated in the Parts Manual, but does not have an assigned part number.

Solution

This part is not available individually. Order the Cleaning Unit (p/n 4027-1357-01) which includes the part.

Solution ID TAUS0635066EN***Solution Usage** 1**Description**

How to change the default scanning resolution from 400 DPI to another setting.

Solution

The default resolution can be changed by soft switch 19, as follows:

400 DPI --- switch 19 bit 7 OFF, switch 19 bit 6 OFF
 600 DPI --- switch 19 bit 7 OFF, switch 19 bit 6 ON
 200 DPI --- switch 19 bit 7 ON, switch 19 bit 6 OFF
 300 DPI --- switch 19 bit 7 ON, switch 19 bit 6 ON

Solution ID TAUS0635408EN***Solution Usage** 1**Description**

SC56-04 when trying to connect to MicroPress* v6.

Solution

CAUSE: Communication problem between the PrintLink and the copier/printer.

SOLUTION: Please check the firmware in the PrintLink and the connections between the PrintLink and the copier/printer. Please refer to bulletin 3784a and the MicroPress Installation Guide for additional information.

Notes:

1. 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>]]

2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL <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.

* Trademark ownership information

Solution ID TAUS0637387EN***Solution Usage** 1**Description**

SC35-01 is displayed on the copier but the components in the fuser have all checked good.

Solution

Inspect the blue connector on the rear of the fuser and confirm that none of the pins have broken off. If one or more of the pins have been damaged, please refer to bulletin 3759 to replace the connector.

Note: To re-set this code, please change soft switch 3-1 to "OFF."

Solution ID TAUS0638931EN***Solution Usage** 1**Description**

Uneven density at the rear area of the image.

Solution

CAUSE: Inadequate agitation of developer.

SOLUTION: The number of teeth on the left and right auxiliary agitator screw gears have been changed. Please see Bulletin 4972 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 TAUS0641053EN***Solution Usage** 1**Description**

DF313, Countermeasure of Double feed prevention and Design change of the LABEL.

Solution

See KOM050204 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 TAUS0643261EN***Solution Usage** 1**Description**

"Please close EDH cover" message although the EDH is already lowered.

Solution

CAUSE: Incorrect soft switch setting.

SOLUTION: Software switch 31-1 must be set to 0 (OFF).

SPECIAL NOTE : Solution provided by Bob Spencer, KMBS San Jose.

Solution ID TAUS0643806EN***Solution Usage** 1**Description**

SC70-01 on power up after new installation of the FN115 finisher.

Solution

CAUSE: This issue is caused by a communication problem between the finisher and copier. In most cases this is due to having the incorrect finisher installed. There are two variants of FN115. The first variant is the FN115/FS111M (Item #4376-622) which can be connected with the Di5510/7255 and Di7210/7272. The second variant is the FN115/FS111 (Item #4376-612) which can be connected with the Di850/7085. The problem is generated when the FN115/FS111M for the Di5510/7255 is used with the Di850. The FN115/FS111M finisher can easily be identified by the addition of a 4" to 6" wire harness included with the installation hardware that comes with finisher.

SOLUTION: If an incompatible finisher (FN115/FS111M) being connected to a Di850 the finisher, it can be made to work by first omitting the installation of the additional wire harness and then downgrading the firmware in the finisher to a version that is compatible with the Di850. Please reference service bulletin 4498A which indicates the latest compatible version of EPROM (p/n 7664-4377-01) for the Di850/7085 and the FN115/FS111.

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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0644088EN***Solution Usage** 1**Description**

The FN7 does not crimp staples properly in the diagonal staple position.

Solution

CAUSE: Failure of stapler to lock into home position. When the rear stapler swings out and back it should lock in at its home position. Failure to lock in home position when it swings out to staple is usually caused by a worn holder, pressure spring, and locking pin (metal ball) that hold the bottom of the stapler while it swings.

SOLUTION: To repair this, replace the following stapler parts:

P/N	ITEM	QTY
4014-1090-01	Holder	2
4014-1091-01	Pressure spring	2
4014-1092-01	Locking pin/ball	2

Note: When finished replacing parts, perform the stapler clinch adjustment. If adjustment still fails to provide properly clinched staples replace the stapler and clinch assembly (p/n 4377-1034-01).

Solution ID TAUS0645802EN***Solution Usage** 1**Description**

FN115, after installing the ZK2 z-fold option, the finisher and ZK2 do not function. When checking the service mode under ROM versions, the finisher is grayed out.

Solution

CAUSE: By default, the ZK2 comes out of the box to be used on a Di650.

SOLUTION: For the Di650, the DIPswitches on the ZK2 Control Board are set with bits 1, 3, and 4 set to OFF. To use the ZK2 with the Di850 the DIPswitches 2, 3, and 4 must be set to OFF. These settings are outlined in the installation guide that comes with the ZK2. Once the DIPswitch settings are properly set, the ZK2 and finisher should function properly. If not, consider replacing the ZK2 control board.

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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

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 drivers can be downloaded from 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'.

These drivers will be shown as a WHQL (Windows Hardware Quality Labs) Download. Access the Download Selector and type WHQL in [Find downloads:], then click on Search->.

Solution ID TAUS0651786EN*

Solution Usage 1

Description

J32-05 exit jam.

Solution

CAUSE: The Pusher Plate and Holder Plate in the trimmer stacker area of the TMG1/TMG2/TU1 can suddenly stop in the middle of a stacking operation. The MS3 and MS4 (microswitches) in the TMG1/TMG2/TU1 have failed due to oxidation of their contacts. The switches are in series with the power supplied to M106 (holder motor) and M107 (pusher motor). When the microswitches become oxidized, insufficient current is supplied to the motors causing them to stop. The failure of the trimmer motors causes all of the finisher options to shut down.

SOLUTION: Replace MS3/MS4 (p/n 4014-1301-01) as a set.

Note: Replace both of the microswitches, even if they seem to function under continuity test or 47 Service Modes, I/O Check Mode.

Solution ID TAUS0655723EN*

Solution Usage 1

Description

SC28-04 displayed at power up.

Solution

CAUSE: Loss of 24VDC to ICP5 on the ADU DB.

SOLUTION: To check ICP5, perform the following:

1. Locate ICP5, just to the left of CN528 on the ADU DB.
2. Place the machine in the 47 mode.
3. Set your meter for 200VDC.
4. Place your black meter lead to frame GRD.
5. Take your red meter lead and check one side of ICP5 for 24VDC, then check the other side.
6. If either side is missing 24VDC replace the ADU DB (p/n 56GA-9070).

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 TAUS0702275EN*

Solution Usage 1

Description

When the finisher is installed and it reaches its limit of stapled sets, the customer must remove all stapled sets to continue printing. Can the copier be set to continuously print when the finisher is installed?

Solution

Set dipswitch 15 bits 3 and 4 to 1. This causes the copier to disregard the finisher error request.

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 perform 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 TAUS0601836EN* **Solution Usage** 0

Description

Site requirements, Di850.

Solution

Site Requirements 20 and 30 Ampere Machines . See also Konica Minolta Site Requirements Forms (FO-9 and FO-10) which provide the site requirements to which customers must conform before having any Konica Minolta 20 or 30 ampere models installed.

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

* Trademark ownership information

Solution ID TAUS0614897EN* **Solution Usage** 0

Description

How to set mixed original detecting as the default setting.

Solution

To set the machine's default to mixed originals, perform the following steps:

1. Program Job 30 to include mixed original detecting.
2. Press the [help] button on the control panel.
3. Enter Key Operator mode.
4. On the second screen in the Key Operator Mode: Press [Memory switch.]
5. Set switch 2 (Panel Reset Function) to [Initial Setting.]
6. Set switch 4 (Program memory auto recall (30)) to [On.]

Solution ID TAUS0625075EN* **Solution Usage** 0

Description

Are the memory modules for the Di551, Di650, Di750, and Di850 compatible with each other?

Solution

The memory is interchangeable among the Di551/650/750/850, with the exception of the 256MB memory module (which is not compatible with the Di750/850).

ITEM NUMBER	MEMORY MODULE	CAPACITY
7640-0001-10	M64-1	64MB
7640-0001-11	M128-1	128MB
7640-0001-06	M256-1	256MB

Solution ID TAUS0625077EN* **Solution Usage** 0

Description

FN7, after installing the ZK2 z-fold option, the finisher and ZK2 do not function. When checking the service mode under ROM versions, the finisher is grayed out.

Solution

CAUSE: By default, the ZK2 comes out of the box to be used on a Di650.

SOLUTION: For the Di650, the DIPswitches on the ZK2 Control Board are set with bits 1, 3, and 4 set to OFF. To use the ZK2 with the Di850 the DIPswitches 2, 3, and 4 must be set to OFF. These settings are outlined in the installation guide that comes with the ZK2. Once the DIPswitch settings are properly set, the ZK2 and finisher should function properly. If not, consider replacing the ZK2 control board.

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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0625079EN* **Solution Usage** 0

Description

Part number for the Di850 PM kit.

Solution

Di850 Preventive Maintenance Kit (p/n 4027-3001-01). It is a 500K kit which supplies parts for this major maintenance cycle.

Notes:

1. Please see bulletin 3975 for details.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0625083EN*

Solution Usage 0

Description

How to re-set the RAM pack to restore factory defaults.

Solution

Perform the following:

1. Set DIP SW 31-0 to "OFF" (in the "25" mode) to enable this adjustment.
2. Re-set the RAM pack using the 47 mode output check 92. This should restore factory defaults.
3. Set DIP SW 31-0 back to "ON" to prevent this adjustment from being executed accidentally.

Note: If this procedure fails to correct the problem, replace the RAM pack.

Solution ID TAUS0625411EN*

Solution Usage 0

Description

There is no selection for the Di850 in ISW.

Solution

CAUSE: Incorrect ISW version.

SOLUTION: Verify that minimum ISW version is 3.39E . Refer to bulletin 3529A .

Notes:

1. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)
2. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [\[\[WinZip website| URL http://www.winzip.com/ddchomea.htm\]\]](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.

* Trademark ownership information

Solution ID TAUS0625418EN*

Solution Usage 0

Description

How to program the flashROM using ISW, Di850.

Solution

Please see bulletin 3104 which provides step-by-step instructions on the ISW (In-System Writer) Flash ROM upgrading procedure. For additional details, refer to the ISW Service Manual . The current version of ISW is described in bulletin 4488A .

Please see bulletin 3104 which provides step-by-step instructions on the ISW (In-System Writer) Flash ROM upgrading procedure. For additional details, refer to the ISW Service Manual . The current version of ISW is described in bulletin 4488A .

Notes:

1. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)
2. Click on the blue-highlighted links within the PDF(s) to view additional details.
3. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [\[\[WinZip website| URL http://www.winzip.com/ddchomea.htm\]\]](http://www.winzip.com/ddchomea.htm).
4. The WinZip file(s) should have the extension changed from ZIP to EXE. When renamed, the files are self-extracting.
5. The most recent ISW Trms tool can also be downloaded from the [\[\[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com\]\]](ftp://kbtdigital:kx15@ftp.konicabt.com).

* Trademark ownership information

Solution ID TAUS0625419EN*

Solution Usage 0

Description

Service code SC 46-01 is indicated.

Solution

PROBABLE CAUSES: This code is triggered by the lack of 12VDC being supplied to the print head.

Please check the following:

1. Check for 12VDC at the Image Control Board. If voltage is missing, the main power supply may need to be replaced.
2. Also check the voltage being supplied to the copier; poor wall voltage may also cause this issue.
3. A less likely possibility is a faulty print head (write unit).

Solution ID TAUS0625420EN***Solution Usage** 0**Description**

Problems installing the firmware using the ISW utility. Error messages are displayed or the LCD is blank.

Solution**PROBABLE CAUSES:**

1. Incorrect parallel port setting.

Check the port setting on the computer. Enter the BIOS section and make sure the printer port is not set for ECP. Using ECP mode may prevent the flash ROMs from loading (for additional details, please see the ISW Service Manual).

2. No Image Control Board firmware has been loaded.

If a problem occurs while downloading the "Image" file the copier will display an error message. Regardless of the error message, the copier must be shut down. When power is reapplied the copier's LCD screen will be blank and the "Timer" light will be blinking. Even though the LCD is blank, start the "Image" program download. As soon as the program starts downloading the "Energy Saver" light will start blinking. This indicates the download has started. It may take up to a minute for the progress bar to start moving. Once the download is complete the copier will immediately and automatically show the normal LCD display. Do not abort the process.

3. Other errors.

If a problem occurs while downloading other files the copier will display an error message. Regardless of the error message, the copier must be shut down. Allow the PC to time out and display an error message. Click OK. Restart the copier in the "25" mode. Attempt to download the file again. For step-by-step instructions on using ISW please see bulletin 3104 .

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 TAUS0625421EN***Solution Usage** 0**Description**

What is service mode 18?

Solution

Service mode 18 is a mode used only during the manufacture of the copier and not used for normal service. Please make sure soft switch 30-0 is set to "OFF" to disable the "18" mode.

Solution ID TAUS0625424EN***Solution Usage** 0**Description**

What kind of interface harness is required for a Hecon controller?

Solution

Third-party counters are not supported.

Solution ID TAUS0625427EN***Solution Usage** 0**Description**

Part number for ordering the ISW (In-System Writer) utility.

Solution

Please see bulletin 3529A . ISW also is supplied when ordering the flashROM CD (p/n 7660-4024-03). For additional details, see the ISW Service Manual .

Notes:

1. The latest ISW tool software can be downloaded from the [[[Konica Minolta FTP site](ftp://kbtldigital:kx15@ftp.konicabt.com)]| URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]].

2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0625429EN***Solution Usage** 0**Description**

Paper is jamming at the copier paper exit section, the PK-1, PK-3, and ZK-2 paper entrance section when making copies.

Solution

CAUSE:

Dirty or mis-adjusted paper edge sensors in the PK-1, PK-3, and ZK-2.

SOLUTION:

Clean and adjust the paper edge sensors in the PK-1, PK-3 and ZK-2. Please follow the procedure in bulletin 4014 to correct this.

Solution ID TAUS0625435EN*

Solution Usage 0

Description

Current firmware for the Di850.

Solution

The firmware is available on the NSSG [[downloads page] URL <http://techweb.konicabt.com/DownloadSelector/SearchResults.aspx?CNAME=di850>]].

Solution ID TAUS0625444EN*

Solution Usage 0

Description

J32-11 which cannot be reset.

Solution

CAUSE: The wiring harness of the vertical transport section (right side) is pinched by the lower right side cover.

SOLUTION: Repair potential damage to the wiring harness; route the harness so there is no contact with the lower right side cover when installed. If an LCT is mounted, ensure the LCT is not pinching the wiring. If the J32-11 code cannot be reset after the wiring harness is repaired, replace the Print Controller Board (PRCB - p/n 4014-3033-01).

Solution ID TAUS0625445EN*

Solution Usage 0

Description

Where can documentation be found for the scanning functions of the Pi8500?

Solution

SOLUTION: Please refer to the Pi8500Pro Scanner Mode Operator Manual for details on scanning functionality.

Solution ID TAUS0625451EN*

Solution Usage 0

Description

Part/Item number for the circuit board in I/F Kit N.

Solution

Interface Kit N (Item #4387-611).

Note: The interface board is not available by itself. The entire kit must be ordered if the board needs to be replaced.

Solution ID TAUS0625457EN*

Solution Usage 0

Description

Recurring copy quality issues, such as poor image density, overall light image quality, and blurred image. In addition, developer and toner intermittently dump at the magnet roller.

Solution

Please see bulletin 4267 for additional details.

Solution ID TAUS0628847EN*

Solution Usage 0

Description

Can meter readings be captured electronically? If so, which machines are supported and how does it work?

Solution

PageScope* Net Care records information for each device on the network, including total print count, error history, and paper jams. Records are kept for a one-year period. The data can be displayed as a graph, providing a clear picture of the past performance and use pattern for each device. This log history is automatically recorded when PageScope Net Care is installed.

Notes:

1. Please refer to the following web page for information on the record keeping function of PageScope Net Care:

[[<http://www.pagescope.minolta.com/us/products/products/psnc/function5.html>] URL

<http://www.pagescope.minolta.com/us/products/products/psnc/function5.html>]]

2. Compatibility with PageScope NetCare is listed in the compatibility chart linked below:

http://techweb.konicabt.com/tpm/mfiles/compatibility_chart_PageScopev2.pdf

* Trademark ownership information

Solution ID TAUS0628876EN*

Solution Usage 0

Description

Where to get the PageScope Address Book utility.

Solution

The PageScope Address Book utility can be downloaded from the [[Konica Minolta PageScope web site| URL <https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS>]].

Solution ID TAUS0628895EN*

Solution Usage 0

Description

PageScope Address Book utility User Manual.

Solution

PageScope Address Book utility User Manual .

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

* Trademark ownership information

Solution ID TAUS0628918EN*

Solution Usage 0

Description

PageScope Address Book utility information.

Solution

Konica Minolta Bulletin Number 4658

[[Managing the Address Book| URL <http://konicaminolta.jp/pagescope/us/products/products/psabu/index.html>]] or the [[Konica FTP site| URL <ftp://kbtdigital:kx15@ftp.konicabt.com>]]

[[Importing and Exporting Address Book Information| URL <http://konicaminolta.jp/pagescope/us/products/products/psabu/function.html>]]

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

* Trademark ownership information

Solution ID TAUS0630882EN*

Solution Usage 0

Description

Is the Di850 engine compatible with the IP602?

Solution

X-Minolta products have different main body firmware and are not compatible with X-Konica controllers. This configuration is not supported.

Solution ID TAUS0630983EN*

Solution Usage 0

Description

How to set TIFF* as the default when scanning to E-Mail, FTP, or HDD.

Solution

There is no way to set the default to TIFF when scanning to E-Mail or FTP. However, when scanning to HDD, it is possible to limit scanning to TIFF only by setting soft switch 25-0 to OFF. When 25-0 is set to ON, both TIFF and PDF formats are available, with PDF as the default.

* Trademark ownership information

Solution ID TAUS0631865EN*

Solution Usage 0

Description

One of the paper drawers, the EDH, folding, stapling, page insertion, HDD, or hole punching is not functioning. The component or function is grayed out on the machine's LCD.

Solution

Check soft switch 18, bits 0 through 7, and soft switch 19, bits 4 and 5 (in the "25" mode). These bits are used by the copier for faulty parts isolation. If a service code or jam is generated repeatedly the copier will automatically toggle one of these bits to a "1" and disable that section, isolating it from the rest of the machine's functions.

The following components can be disabled this way through the switches shown below:

tray 1 --- switch 18 bit 0
 tray 2 --- switch 18 bit 1
 tray 3 --- switch 18 bit 2
 LCT --- switch 18 bit 3
 RADF (EDH) --- switch 18 bit 4
 folding, stapling, tri-folding --- switch 18 bit 5
 page inserter --- switch 18 bit 6
 HDD --- switch 18 bit 7
 z-fold unit --- switch 19 bit 4
 punch kit --- switch 19 bit 5

Change the appropriate bit back to 0 (off).

Solution ID TAUS0633842EN*

Solution Usage 0

Description

Current ISW (In-System Writer) utility, Di850.

Solution

The ISW utility is discussed in Service Bulletin 4488A . Please see Service Bulletin 4488 for further instructions. For additional details, refer to the ISW Service Manual .

Please see bulletin 3104 which provides step-by-step instructions on the ISW (In-System Writer) Flash ROM upgrading procedure. For additional details, refer to the ISW Service Manual . The current version of ISW is described in bulletin 4488A .

Notes:

1. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)
2. Click on the blue-highlighted links within the PDF(s) to view additional details.
3. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [\[\[WinZip website| URL http://www.winzip.com/ddchomea.htm\]\]](http://www.winzip.com/ddchomea.htm).
4. The WinZip file(s) should have the extension changed from ZIP to EXE. When renamed, the files are self-extracting.
5. The most recent ISW Trns tool can also be downloaded from the [\[\[Konica Minolta FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com\]\]](ftp://kbtldigital:kx15@ftp.konicabt.com).

* Trademark ownership information

Solution ID TAUS0634915EN*

Solution Usage 0

Description

After upgrading to Microsoft* Windows 2000 Pro, the ISW utility completes the loading very quickly and then the machine errors out or the computer times out. Error 41 is sometimes indicated.

Solution

CAUSE: Older versions of the ISW utility did not support Windows 2000 and Windows XP.

SOLUTION: Please use the latest version of ISW . Also make sure that the computer parallel port is not in ECP mode. Set it to "normal" or "bi-directional" according to the PC instructions. Refer to the ISW Instructions for additional detail.

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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0635621EN*

Solution Usage 0

Description

Item numbers for Parts or Service Manuals.

Solution

Please refer to this publications list .

Note:

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

* Trademark ownership information

Solution ID TAUS0636034EN***Solution Usage** 0**Description**

SC93-06 at power up.

Solution

CAUSE: This code indicates a problem with the ADU and is usually related to a short in one of the solenoids, clutches, or motors. As a result, one or more of the fuses on the ADU Board will open. These fuses (called ICP, "Integrated Circuit Protectors") are not replaceable.

SOLUTION: Check the ICP circuit protectors for continuity. If one is found to be open, inspect the wiring harness, solenoids, fans, and motors in the ADU section for short circuits. Replace the ADUDB (p/n 4014-3251-01) if no shorted components are found.

Solution ID TAUS0636068EN***Solution Usage** 0**Description**

How to access the machine's features by using web-based utilities while connected through the copier's RJ45 port.

Solution

First an IP address must be entered in the copier. This is done from the copier control panel by going to Key Operator Mode / System Initial Settings / IP Address Setting. (If this setting is grayed out, turn on soft switch setting 22-0.)

After making the settings cycle the copier off then back on. By entering the IP address into the web browser of any PC on the connected network the copier based management utilities can be accessed.

Please refer to Web Utilities documentation 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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0636159EN***Solution Usage** 0**Description**

How to disable the touch panel calibration adjustment for end users.

Solution

SOLUTION: This can be done by requiring a password to enter the key operator mode. This can be done in the 25 service mode. Go to the menu selection for Password Setting and enter a four-digit password to restrict access to the key operator mode.

Solution ID TAUS0636441EN***Solution Usage** 0**Description**

The punch kit (PK) is not recognized by the copier.

Solution**CAUSE:**

The fault isolation switch has been activated.

SOLUTION:

Please check soft switch 19, bit 5. This should be off (0). Also check to make sure the correct firmware has been installed in the machine.

Solution ID TAUS0636734EN***Solution Usage** 0**Description**

PK3, J72-45 with a paper jam at the position between the Di850 and PK3. The machine does not always stop immediately.

Solution

CAUSE: Outdated firmware for the punch unit.

SOLUTION: Upgrade the punch unit firmware by installing an updated EPROM (p/n 7664-6712-01) and the ROM on the Option CB.

Notes:

1. Ensure that the copier and options have the most current Flash and ROM versions installed prior to installing this upgrade. This is very important to maintain compatibility.
2. For additional information, refer to bulletin [\[\[3598B|URL http://techweb.konicabt.com/tpm/media/3589B.pdf\]\]](http://techweb.konicabt.com/tpm/media/3589B.pdf).
3. Serial number cutoffs are detailed in bulletin [\[\[4751|URL http://techweb.konicabt.com/tpm/media/4751.pdf\]\]](http://techweb.konicabt.com/tpm/media/4751.pdf).
4. If the firmware update does not resolve the issue, look for mechanical problems with guides and rollers.
5. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

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

* Trademark ownership information

Solution ID TAUS0636850EN*

Solution Usage 0

Description

When attempting to perform adjustments during the installation of the PK-7 punch kit, J72-48 is displayed.

Solution

Cause: The J72-48 can be caused by an incorrect soft switch setting.

Solution: Please make sure that soft switch 25, bit 5 has been turned on as shown in the Unpacking Instructions

Solution ID TAUS0636902EN*

Solution Usage 0

Description

Part number for the nv ram for Di850.

Solution

Please see Bulletin 4265 .

Solution ID TAUS0637303EN*

Solution Usage 0

Description

The FN-4/FN-104/FN-7 does not crimp staples properly. Following the adjustment procedure in the manual (using the correct jig) does not correct the problem.

Solution

If two point position and single point position stapling work properly and only diagonal staple works incorrectly, make sure that the mechanism that locks the stapler in place is functioning properly. (When the rear stapler swings out and back it should lock in at its home position.) Failure to lock in home position when it swings out to staple is usually caused by a worn holder, pressure spring, and locking pin (metal ball) that hold the bottom of the stapler while it swings. To repair this, replace the following stapler parts (2 of each are required):

4014-1090-01 holder
 4014-1091-01 pressure spring
 4014-1092-01 locking pin/ball

Note: When finished replacing parts, perform the stapler clinch adjustment.

If adjustment still fails to provide properly clinched staples replace the stapler and clinch assembly (part number 4377-1034-01).

part number:
 part:
 quantity required:

4014-1090-01
 holder
 2

4014-1091-01
 pressure spring
 2

4014-1092-01
 locking pin/ball
 2

Note: When finished replacing parts, perform the stapler clinch adjustment.

If adjustment still fails to provide properly clinched staples replace the stapler and clinch assembly (part number 4377-1034-01).

Solution ID TAUS0637355EN*

Solution Usage 0

Description

How to get a list of soft switches that have been changed from their original values.

Solution

This can be done by printing the management list of current values and comparing them against the default settings shown in the Service Manual. However, there is an easier way to compare current settings with the defaults:

1. Enter the 47 mode.
2. Enter 0 9 4 and press the start key. The current soft switch settings will be displayed along with the factory defaults for all soft switches.

Solution ID TAUS0637464EN*

Solution Usage 0

Description

How to recall the last job scanned to make extra copies without having to scan originals again and re-program the job.

Solution

To save and then recall a job follow the steps below:

1. Press the [Output Application] key and then the [HDD Store] key.
2. Create a password and user name for your job and then press [OK] to exit the output application mode.
3. Place your originals, select any finishing options press [Start] to make a copy.
4. To recall and print the job again select the [Mode] key until the "Scan" LED is lit.
5. Select the [Image Recall] key and enter the password and user name and the job will be recalled.
6. Enter the quantity you want and select the [Start] key to make the copies.

Notes:

- a. For additional details, see section 10 of the Di850 Operator's Manual
- b. 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 TAUS0637582EN*

Solution Usage 0

Description

SC50-05.

Solution

CAUSE: SC50-05 indicates communication problems between the PRCB (Printer Control Board) and the drive boards (SCDB, ACDB, ADUSDB, and PMDB).

SOLUTION: Check and re-seat the connections on PRCB and the drive boards first. If the issue can not resolved by re-seating the connectors, replace the PRCB. If the issue continues, observe the copier and note when the SC50-05 code is generated. Each of the drive boards performs a specific function.

Noting the timing of the failure, will help to isolate the drive board(s) that may need replacing. The most common cause of this issue is poor connection(s) (loose or improperly connected wire harnesses) especially if the code is intermittent.

Solution ID TAUS0637620EN*

Solution Usage 0

Description

Jam code 72-25 is displayed.

Solution

PROBABLE CAUSES:

1. Worn folding rollers. Replace the folding rollers.
2. Failure of the folding exit sensor. Replace the folding exit sensor .
3. Improper operation of the folding knife. Check the folding knife.

Solution ID TAUS0637762EN***Solution Usage** 0**Description**

FN7, J72-18 when stapling sets of letter (or smaller) paper.

Solution

CAUSE: The paper, which passes under guide shaft/A, tends to be caught by the leading edge of the guide shaft.

SOLUTION: A modified replacement part has been provided as a countermeasure. Replace the existing guide shaft/A (p/n 4014-1254-01) with the countermeasure part guide shaft/A kit (p/n 9981-0002-41). Please refer to bulletin 4704 for details.

Notes:

1. Only finishers with serial numbers listed in the bulletin were affected.
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0637763EN***Solution Usage** 0**Description**

FN115, J72-18 when stapling sets of letter (or smaller) paper.

Solution

CAUSE: The paper, which passes under guide shaft/A, tends to be caught by the leading edge of the guide shaft.

SOLUTION: A modified replacement part has been provided as a countermeasure. Replace the existing guide shaft/A (p/n 4014-1254-01) with the countermeasure part guide shaft/A kit (p/n 9981-0002-41). Please refer to bulletin 4704 for details.

Notes:

1. Only finishers with serial numbers listed in the bulletin were affected.
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0638589EN***Solution Usage** 0**Description**

How to set the default to TIFF* when scanning. TIFF should be the only selection available.

Solution

There is only one way to change the TIFF and PDF settings for scan, and that is with a software DIPSW setting in the service mode. The DIPSW available that effects TIFF and PDF settings is 25-0. When set to 0, TIFF is the only available selection for scanning to HDD. When set to 1, both TIFF and PDF selections are available. It is not possible to set TIFF as the only default for all other scanning modes (Scan to FTP & Scan to E-mail). Only the scan to HDD mode has this function.

* Trademark ownership information

Solution ID TAUS0638928EN***Solution Usage** 0**Description**

Uneven density on the rear edge of copies/prints.

Solution

CAUSE: Insufficient agitation of developer causing the developer to be unevenly distributed.

SOLUTION: Replace the left and right agitator screw gears (Left - p/n 56GA77360 and Right - p/n 56GA77370) with the modified gears.

Note: When replacing the current-style screw gear/Left or the screw gear/Right with the new style, replace both as a set. For easy identification, the color of the new gears are black as opposed to the current white gears.

Solution ID TAUS0639876EN***Solution Usage** 0**Description**

FN7, Spare parts setting of new stapler jig.

Solution

See TNBT0400002US00 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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0639888EN* **Solution Usage** 0

Description

When copying from the platen glass, the start button does not go green. Normal operation when scanning from the document feeder.

Solution

CAUSE: Binding EDH (RADF) sensor.

SOLUTION: Check for a 'sticky' actuator under the front left corner of the document feeder. If necessary, check the sensor in the 47 mode.

Solution ID TAUS0639928EN* **Solution Usage** 0

Description

How to view current software switch settings and compare to default settings.

Solution

To view current software switch settings and compare to default settings, perform the following:

1. Access the 47 mode.
2. Enter 094 and press the start key. The current software switch settings will be displayed along with the factory defaults for all soft switches.

Note: The current values can also be obtained by printing the management list of current values. They can be compared against the default settings shown in the Service Manual.

Solution ID TAUS0639969EN* **Solution Usage** 0

Description

FN7, staple cartridge redesign prevents the stapler vertical positioning adjustment procedure from being performed using the original stapler position jig (p/n 129XJG011).

Solution

CAUSE: The staple position jig is not compatible with the redesign specifications for the staple cartridge .

SOLUTION: Perform the stapler vertical positioning adjustment procedure using the original-style staple cartridge from the FN121/FN10 finisher or use the modified stapler position jig (p/n 13QEJG010).

Notes:

1. [\[\[Finisher stapler vertical positioning adjustment|URL http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf\]\]](http://techweb.konicabt.com/tpm/media/FS_Cartridge.pdf) procedure.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0640299EN* **Solution Usage** 0

Description

PK7, J72-45 with a paper jam at the position between the Di850 and PK7. The machine does not always stop immediately.

Solution

CAUSE: Outdated firmware for the punch unit.

SOLUTION: Upgrade the punch unit firmware by installing an updated EPROM (p/n 7664-6712-01) and the ROM on the Option CB.

Notes:

1. Ensure that the copier and options have the most current Flash and ROM versions installed prior to installing this upgrade. This is very important to maintain compatibility. The PK7 may not two-hole punch without the latest copier firmware and options firmware.
2. For additional information, refer to bulletin [\[\[3598B|URL http://techweb.konicabt.com/tpm/media/3589B.pdf\]\]](http://techweb.konicabt.com/tpm/media/3589B.pdf).
3. Serial number cutoffs are detailed in bulletin [\[\[4751|URL http://techweb.konicabt.com/tpm/media/4751.pdf\]\]](http://techweb.konicabt.com/tpm/media/4751.pdf).
4. If the firmware update does not resolve the issue, look for mechanical problems with guides and rollers.
5. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0640300EN* **Solution Usage** 0

Description

PK7, SC77-58. This code may only occur during the initial operation in the configuration of Di850 equipped with PK7.

Solution

CAUSE: Outdated firmware for the punch unit.

SOLUTION: Upgrade the punch unit firmware in the by installing an updated EPROM (p/n 7664-6712-01).

Notes:

1. Ensure that the copier and options have the most current Flash and ROM versions installed prior to installing this upgrade. This is very important to maintain compatibility. The PK7 may not two-hole punch without the latest copier firmware and options firmware.
2. For additional information, refer to bulletin [[3598B|URL <http://techweb.konicabt.com/tpm/media/3598B.pdf>]].
3. Serial number cutoffs are detailed in bulletin [[4751|URL <http://techweb.konicabt.com/tpm/media/4751.pdf>]].
4. If the firmware update does not resolve the issue, look for mechanical problems with guides and rollers.
5. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0640301EN*

Solution Usage 0

Description

PK1, J72-45 with a paper jam located between the Di850 and PK1.

Solution

CAUSE: Outdated firmware for the punch unit.

SOLUTION: Update the punch unit firmware by upgrading the ROM on the PK1 Option CB.

Notes:

1. For additional information, refer to bulletins [[3598B|URL <http://techweb.konicabt.com/tpm/media/3598B.pdf>]] and [[4751|URL <http://techweb.konicabt.com/tpm/media/4751.pdf>]].
2. If the firmware update does not resolve the issue, look for mechanical problems with guides and rollers.
3. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0640302EN*

Solution Usage 0

Description

ZK3, J72-45 with a paper jam located between the Di850 and ZK3.

Solution

CAUSE: Outdated firmware for the Z-Fold unit.

SOLUTION: Update the Z-Fold unit firmware by upgrading the ROM on the ZK3 Option CB.

Notes:

1. For additional information, refer to bulletins [[4526A|URL <http://techweb.konicabt.com/tpm/media/4526A.pdf>]] and [[4751|URL <http://techweb.konicabt.com/tpm/media/4751.pdf>]].
2. If the firmware update does not resolve the issue, look for mechanical problems with guides and rollers.
3. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0640303EN*

Solution Usage 0

Description

ZK2, J72-45 with a paper jam located between the Di850 and ZK2.

Solution

CAUSE: Outdated firmware for the Z-Fold unit.

SOLUTION: Update the Z-Fold unit firmware by upgrading the ROM on the ZK2 Option CB.

Notes:

1. For additional information, refer to bulletins [[4526A|URL <http://techweb.konicabt.com/tpm/media/4526A.pdf>]] and [[4751|URL <http://techweb.konicabt.com/tpm/media/4751.pdf>]].
2. If the firmware update does not resolve the issue, look for mechanical problems with guides and rollers.
3. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0640673EN* **Solution Usage** 0

Description

Copier appears dead. There is no display or any LED's lit on the control panel.

Solution

CAUSE:
Bad connection or failure of Image Control Board.

SOLUTION:

Try re-seating the connections to the ICB. If the problem is not resolved, replace the ICB.

Note: Please be sure to move the memory board from the original ICB to the new ICB. The memory board usually does not fail.

Solution ID TAUS0641054EN* **Solution Usage** 0

Description

DF317, Countermeasure of Double feed prevention and Design change of the LABEL.

Solution

See KOM050204 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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0641055EN* **Solution Usage** 0

Description

DF603, Countermeasure of Double feed prevention and Design change of the LABEL.

Solution

See KOM050204 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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0641068EN* **Solution Usage** 0

Description

Slide gear change (shift drive section).

Solution

See KOM050209 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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0641130EN* **Solution Usage** 0

Description

Shape change of pressure lever by part sharing with new model.

Solution

See KOM050240 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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0641314EN* **Solution Usage** 0

Description

Thermostat replacement precautions for all models using Faston Terminals.

Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.

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

* Trademark ownership information

Solution ID TAUS0641635EN*

Solution Usage 0

Description

Correction of Parts Guide Manual - Knob.

Solution

See KOM050287 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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0641685EN*

Solution Usage 0

Description

The machine does not automatically switch to the next tray when a paper drawer is emptied. In the Key Operator Mode, "Tray auto select setting" has been set up to switch trays with a paper-empty condition.

Solution

CAUSE:
Memory switch #9 (Automatic Tray Switching) is turned off.

SOLUTION:
Please turn on memory switch # 9 for Automatic Tray Switching.

Solution ID TAUS0641699EN*

Solution Usage 0

Description

SC 46-08.

Solution

PROBABLE CAUSES:

1. Incorrect firmware.
Re-flash the copier and verify that all of the firmware components are properly indicated.
2. Poor connection between the Image Control Board and Printer Control Board.
Reseat the connection between the ICB and the PRCB.
3. Print head (write unit) failure.
Replace the print head.
4. Image Control Board failure.
Replace the ICB.

Solution ID TAUS0643154EN*

Solution Usage 0

Description

SC34-01 is displayed at power up. The code can be cleared but returns after a few seconds.

Solution

PROBABLE CAUSES:

1. Failed TH1 sensor. Replace the sensor.
2. Failure of PRCB (Printer Control Board). Replace the board.
3. Failure of ACDB (AC Driver Board). Replace the board (part number 4027-1440-01).

Note:
Check the TH1 thermistor, making sure that it is adjusted to the proper height and is connected properly.

Solution ID TAUS0643283EN*
Solution Usage 0**Description**

What is the maximum number of one-touch buttons that can be created for scanning?

Solution

For scan to E-mail, up to 96 one-touch buttons can be set up. For scan to FTP, up to 12 one-touch buttons can be set up. For scan to HDD, up to 48 one-touch buttons can be set up.

Solution ID TAUS0643472EN***Solution Usage** 0**Description**

Machines are usually shipped in a condition that the cleaning blade does not contact the photoconductive drum. However, it has been found that 96 machines have been shipped with the blade slightly pressed against the drum.

Solution

CAUSE: As the result of verification, it is presumed the possibility of failure such as drum damage or cleaning failure would be low.

SOLUTION: If a drum and/or cleaning blade damage caused by the pressure is found at installation of these 96 machines, please contact Felix Burgen (800-456-6422 x2478) in Engineering.

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

* Trademark ownership information

Solution ID TAUS0643509EN***Solution Usage** 0**Description**

Starter and other supplies.

Solution

The Di850 takes 1 bag of starter. [Click here](#) for a list of Di850 supplies.

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

* Trademark ownership information

Solution ID TAUS0643580EN***Solution Usage** 0**Description**

The paper lift mechanism in the large capacity paper cassette is overdriving.

Solution

CAUSE: There are two interlock switches used to interrupt power to the lift tray motor M101. The two interlock switches are the lift tray interlock MS101 that opens when the large capacity cassette top cover is opened and the lift tray interlock switch MS102 that is opened when the paper in the tray pushes against the paper feed roller. A spring attached to the top cover and the paper feed roller unit is used to move the paper feed rollers out of the way of the lift tray; to aid in the insertion of new paper when the paper supply runs out. This spring, by moving the paper take up rollers out of the way of the paper path, prevents the paper stack from engaging the paper feed roller if it should be lifted by the activation of the lift tray motor M101. This prevents the lift tray interlock switch MS102 from opening up and cutting power to the lift tray motor M101. If the lift tray interlock switch MS101 is 'cheated', the result is the lift tray motor M101 not stopping and the paper lift continues until catastrophic damage is generated in the tray lift mechanism.

SOLUTION: If it is required to override the lift tray interlock switch MS101, it will be necessary to remove the spring connecting the top cover and the paper feed unit. Open the top cover and remove the spring from the paper feed unit. Once the spring has been removed the paper feed rollers will lower into a position so that when the lift tray interlock switch MS101 is 'cheated' and the paper begins to be lifted by the lift tray motor MS101, the power supplied to the motor will be interrupted as soon as the paper stack engages the paper feed roller and the lift tray interlock switch MS102.

Solution ID TAUS0643614EN***Solution Usage** 0**Description**

How to enable jam codes.

Solution

To enable jam codes, please change soft switch 11, bit 7 to ON (using the 25 mode).

Solution ID TAUS0643645EN***Solution Usage** 0**Description**

Are the memory modules for the Di551, Di650, Di750, and Di850 compatible with each other?

Solution

The memory is interchangeable among the Di551/650/750/850, with the exception of the 256MB memory module (which is not compatible with the Di750/850).

Solution ID TAUS0643697EN***Solution Usage** 0**Description**

How to reset ECM after making copies before the next user operates the machine.

Solution

After making copies, hold down the Utility key and press the Clear key to revert to ECM. The next user will then need to enter a code to use the machine.

Solution ID TAUS0643793EN***Solution Usage** 0**Description**

The machine calls for a PM and then shuts down after 5,000 additional copies.

Solution

CAUSE: The PM counter has reached its life setting and the machine is set to shut down after 5000 additional copies. When the PM count is reached, a message should be displayed to alert the user, but the machine does not stop automatically unless a soft switch has been set to enable that function.

SOLUTION: To prevent further copying when the count is reached, change soft switch 1, bit 4 to ON. The settings of soft switch 1, bits 5, 6, and 7 determine how many pages can be printed after reaching the PM count.

Solution ID TAUS0643796EN***Solution Usage** 0**Description**

SC46-03.

Solution

CAUSE: Failed expansion memory, ICB or ICB connections.

SOLUTION: Remove any installed expansion memory; check connections to ICB. If problem persists, replace the ICB.

Solution ID TAUS0643914EN***Solution Usage** 0**Description**

The hard disk drive has been installed in the copier, but it is not recognized. When checking in the 47 mode (code 099, multi-mode 1) the HDD capacity should be shown, but dashes are displayed.

Solution

CAUSE: Incorrect software dipswitch setting.

SOLUTION: Please check soft switch 2, bit 0. It should be ON (1) to enable the hard disk. Also check soft switch 18, bit 7, which should be OFF (0).

Note: This applies to the copier's hard disk, not the hard disk in the print controller (if any).

Solution ID TAUS0643936EN***Solution Usage** 0**Description**

When using ECM without the switch turned on, it counts the copies in account number 1001 on the ECM list printout. How can this count be cleared?

Solution

This can be done through the copier's web-based utilities. After launching Web Utilities, go to Environment Setup. Then click "EKC Function Setting" and use "ekc" as the user name and the copier's ECM password. Click on EKC data list and scroll to the bottom of the list. Check the box to the right of "Another user account" and select the button labeled "Reset the count of selected item(s)". Click "Apply" twice.

Solution ID TAUS0643991EN***Solution Usage** 0**Description**

"Now warming up" message. No malfunction codes are displayed.

Solution

CAUSE: The fuser lamps illuminate, however proper/full temperature is not reached due to failing lamp filament.

SOLUTION: Check the fuser lamp and replace if necessary. If the lamp is OK, please replace the ADU board.

Solution ID TAUS0644058EN*

Solution Usage 0

Description

Function of ECM account number 1001.

Solution

Account 1001 can be used to count copies from a print controller. When software switch 23, bit 1 is ON (1) jobs from the controller are not printed unless a valid account number is sent with the print job. This is done in Printer Properties at the PC. If software switch 23, bit 1 is OFF (0) all print jobs will be printed (even without an account number) and these jobs will be counted in account 1001.

Solution ID TAUS0644081EN*

Solution Usage 0

Description

The FN4 does not crimp staples properly in the diagonal staple position.

Solution

CAUSE: Failure of stapler to lock into home position. When the rear stapler swings out and back it should lock in at its home position. Failure to lock in home position when it swings out to staple is usually caused by a worn holder, pressure spring, and locking pin (metal ball) that hold the bottom of the stapler while it swings.

SOLUTION: To repair this, replace the following stapler parts:

P/N	ITEM	QTY
4014-1090-01	Holder	2
4014-1091-01	Pressure spring	2
4014-1092-01	Locking pin/ball	2

Note: When finished replacing parts, perform the stapler clinch adjustment. If adjustment still fails to provide properly clinched staples replace the stapler and clinch assembly (p/n 4377-1034-01).

Solution ID TAUS0644089EN*

Solution Usage 0

Description

The FN104 does not crimp staples properly in the diagonal staple position.

Solution

CAUSE: Failure of stapler to lock into home position. When the rear stapler swings out and back it should lock in at its home position. Failure to lock in home position when it swings out to staple is usually caused by a worn holder, pressure spring, and locking pin (metal ball) that hold the bottom of the stapler while it swings.

SOLUTION: To repair this, replace the following stapler parts:

P/N	ITEM	QTY
4014-1090-01	Holder	2
4014-1091-01	Pressure spring	2
4014-1092-01	Locking pin/ball	2

Note: When finished replacing parts, perform the stapler clinch adjustment. If adjustment still fails to provide properly clinched staples replace the stapler and clinch assembly (p/n 4377-1034-01).

Solution ID TAUS0644132EN*

Solution Usage 0

Description

A mistake was made while adjusting the control panel LCD. Now LCD touch screen does not respond to touch.

Solution

CAUSE: Adjustment out of range.

SOLUTION: Since the LCD touch panel does not respond, the following alternate method must be used to enter the key operator's mode:

1. Hold the Help key while turning the machine on.
2. Enter 10 on the key pad to get into the LCD Touch Panel Adjustment mode.

Note: If this procedure does not work it might be necessary to replace the memory board.

Solution ID TAUS0644232EN*

Solution Usage 0

Description

PROBLEM: An "ERROR 2" message is displayed while performing the Auto Maximum Density Adjustment.

Solution

CAUSE: Problem with TCSB (toner control sensor board).

SOLUTION: Perform the following checks:

1. Clean the sensor on the TCSB.
2. Re-seat the TCSB connections all the way to the PRCB (printer control board).
3. Check to make sure that the write unit (print head) is seated correctly.
4. If the problem is still not resolved, replace the TCSB.

Solution ID TAUS0644354EN*

Solution Usage 0

Description

How to determine the amount of total machine memory.

Solution

SOLUTION: Enter the 47 mode, then enter 097. The total machine memory will be displayed as follows: 64 MB base memory plus any installed upgrade (to a maximum of 320 MB).

Solution ID TAUS0644385EN*

Solution Usage 0

Description

Print jobs go through without a valid ECM password. The copier is using the ECM mode (job accounting). Copies cannot be made unless a valid password is entered, however print jobs print even when a client sends a job without having entered a password.

Solution

CAUSE: Soft switch setting.

SOLUTION: Please change soft switch 23, bit 1 to ON (1).

Notes:

1. If soft switch 23, bit 1 is off (0) all print jobs will be printed (even without an account number) and these jobs will be counted in account 1001.
2. See the Adjustment/25 Mode section of the Field Service Manual for details on soft switch settings.

Solution ID TAUS0644403EN*

Solution Usage 0

Description

Machine shipped with the cleaning blade slightly pressed.

Solution

See TNBT0400025EN00 and TNBT0400025EN00_TNDm_delivered_SN.xls 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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0644490EN*

Solution Usage 0

Description

Explanation of ISW program error codes.

Solution

Please see the ISW section of the Field Service Manual for explanations.

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

* Trademark ownership information

Solution ID TAUS0644616EN*

Solution Usage 0

Description

Toner is not adhering to the paper properly.

Solution

CAUSE: Incorrect fusing temperature.

SOLUTION: Please try adjusting soft switch 19, bits 1, 2, and 3. The fusing temperature can be increased to improve fusing. Please see Field Service Manual page 2-20 for adjustment procedures.

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

* Trademark ownership information

Solution ID TAUS0644733EN*

Solution Usage 0

Description

The EDH on a Di551/Di650 will not feed paper after entering ECM mode. When an original is inserted in the EDH, the ECM password is entered, and the print key is pressed, the print key stays orange and the EDH will not feed the original.

Solution

CAUSE: This is most often caused by a defective or corrupted memory board.

SOLUTION: Try to initialize the memory board by following the procedure below:

1. Set soft switch 31, bit 0 to "OFF" to allow the memory board to be reset.
2. In the "47" service mode, enter code 92 and press the "START" key.
3. Then enter code 96 and hit the "START" key. This sets the card back to its default settings.

Notes:

- a. Remember to return soft switch 31, bit 0 to "ON" to prevent the RAM pack from inadvertent change.
- b. If this procedure fails to fix the issue, the memory board should be replaced.

Solution ID TAUS0644761EN*

Solution Usage 0

Description

The ISW was interrupted and now the display is unreadable.

Solution

SOLUTION: Enter the "Help-Check" mode to restart the ISW process (Hold down Help and Check keys while turning on power). The ISW utility and instructions are located in Bulletin 3529a .

Solution ID TAUS0644853EN*

Solution Usage 0

Description

Paper is curling excessively.

Solution

CAUSE: Incorrect fusing temperature.

SOLUTION: Adjust soft switch 19, bits 1, 2, and 3. The fusing temperature can be increased to improve fusing or reduced to decrease curling. Settings are attached (and on page 2-20 of the Field Service Manual).

Note:

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

* Trademark ownership information

Solution ID TAUS0644927EN*

Solution Usage 0

Description

SC 56-04 is displayed when connected to *MicroPress version 6.x.

Solution

CAUSE: This indicates a communication problem between the PrintLink and the copier.

SOLUTION: Check the firmware in the PrintLink and check the connections between the PrintLink and the copier. The PrintLink 075m (for the Di850) must have version 305-000829-60.bin or higher.

* Trademark ownership information

Solution ID TAUS0644967EN***Solution Usage** 0**Description**

The service manual refers to a P function to enter the service modes. Where is the P button located?

Solution

The service manual refers to the Utility key as the P button. To enter the service modes (25, 36, 47, and Key Op modes) hold the Utility key until the display changes. When "Enter 4-digit password to change mode" appears at the top of the screen, enter 9272 on the numeric key pad and then press the start key.

Solution ID TAUS0644986EN***Solution Usage** 0**Description**

J32-03 jam codes are frequently displayed. The paper is sometimes found right after the paper exits the fuser or leading into the ADU section of the copier.

Solution

CAUSE: The pin groove of the ADU paper exit/reverse motor (M5) is worn due to repeated rotation/reverse operation.

SOLUTION: To resolve this issue, replace the ADU drive motor. Note: The pin and gear are included with the new motor.

Solution ID TAUS0645027EN***Solution Usage** 0**Description**

Part number availability for the mixing/auger rollers in the developer unit. The bushings have been replaced, but the shaft is worn and developer is leaking.

Solution

SOLUTION: There is not a part number available for the auger rollers. Please replace the developer assembly as a complete unit (4014-3025-01). To prevent the developer unit from having to be replaced, please make sure to replace the bushings as soon as leaking is detected. If not replaced, the abrasive characteristics of the developer will eventually damage the shafts. The bushings are not maintenance items and are replaced as needed. Please inspect them during every service call as part of your minimum call procedure.

Solution ID TAUS0645031EN***Solution Usage** 0**Description**

SC35-01 is displayed on the machine. The components in the fuser have all been checked and are good.

Solution

CAUSE: Damaged fuser connector.

SOLUTION: Inspect the blue connector on the rear of the fuser and confirm that none of the pins have been damaged. If one or more of the pins have been damaged, please refer to Bulletin 3759 to replace the connector.

Solution ID TAUS0645076EN***Solution Usage** 0**Description**

The copier shows four paper drawers on the LCD display; there are actually only three.

Solution

CAUSE: Incorrect soft switch setting.

SOLUTION: Please set soft switch 28, bit 2, to OFF (in the 25 mode) to return to a normal display.

Solution ID TAUS0645223EN***Solution Usage** 0**Description**

Does tandem copy work with a file retrieved from the HDD? What kind of jobs are not compatible with tandem operation?

Solution

SOLUTION: If the primary copier is installed with an HDD, the image data stored in the HDD can be output in tandem mode copy. The only incompatible modes indicated are Rotation Sort, Rotation Group, Group, Rotation, Transparency Interleaving, Set Numbering and Watermark Numbering in Stamp. Please see the Operator Manual for details. (For the Di850, tandem operation begins on page 7-26.)

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

* Trademark ownership information

Solution ID TAUS0645248EN***Solution Usage** 0**Description**

Is it possible to change the soft keys to a standard "QWERTY" keyboard?

Solution

SOLUTION: Enabling this feature involves changing a software switch setting. Switch 20, bit 3 must be turned on. Listed below is the procedure:

- 1) Press and hold the UTILITY button on the control panel until the following message appears on the status line: "Enter 4-digit password to change mode"
- 2) Press 9 - 2 - 7 - 2
- 3) Press START
- 4) Select #3 (2-5 Mode)
- 5) Select #1 (Software SW Setting)
- 6) While the box on the left is highlighted, press 2 - 0
- 7) Press the box on the right so that it is highlighted
- 8) Press 3
- 9) Select ON (1)
- 10) Select RETURN, then MODE CHANGE, then EXIT

Note: This soft switch changes the key display for scanning to the HDD of the MFP (Scan to Server). This does not change the keypad for entering network scanning data (Scan-to-Email, FTP or controller HDD).

Solution ID TAUS0645253EN***Solution Usage** 0**Description**

Service code SC23-02 is displayed at power up.

Solution

CAUSE: Defective or mis-adjusted front door interlock switches.

SOLUTION: Please check the front door interlock switches. The part number is 4014-1741-01 and the quantity is 2.

Solution ID TAUS0645335EN***Solution Usage** 0**Description**

An F80-10 error message displays after performing the ISW upgrade on the copier.

Solution

Cause: This error message means that the C1 program was not loaded properly.

Solution: The data should be verified for proper version, and the installation should be done again. See Service Bulletin 3104 for additional information on set-up. The ISW utility and instructions are available on bulletin 3529a .

Solution ID TAUS0645384EN***Solution Usage** 0**Description**

Does tandem copy work with a file retrieved from the HDD? What kind of jobs are not compatible with tandem operation?

Solution

If the primary copier is installed with HDD, the image data stored in HDD can be output in tandem mode copy.

The only incompatible modes indicated are:

- Rotation Sort
- Rotation Group
- Group, Rotation
- Transparency Interleaving
- Set Numbering
- Watermark Numbering in Stamp.

Please see the Operator's Manual for details. (For the Di850, tandem operation begins on page 7-26.)

Link

Solution ID TAUS0645396EN***Solution Usage** 0**Description**

The copier is set up with fewer than 1000 users in ECM mode. Data for all accounts can be used and viewed but the print out stops before all are printed. What can be done to complete the print out of ECM data?

Solution

CAUSE: There are un-used or deleted slots in the list. When the report gets to an open slot the logic determines that that is the end of the list and stops printing.

SOLUTION: Fill in the empty slots so that there are no un-used accounts before the end of the list.

It is also possible that this is caused by a problem with the RAM pack. Try resetting the RAM pack using the 47 mode output check 93. Remember DIP SW 31-0 must be set to "OFF" (in the "25" mode) to carry out this adjustment. This should restore factory defaults. If this procedure fails to correct the problem, replace the RAM pack.

Solution ID TAUS0645402EN*

Solution Usage 0

Description

SC50-01 or SC80-02 on start up.

Solution

CAUSE: A communications issue exists between the ICB (Image Control Board) and the PRCB (Printer Control Board).

SOLUTION: Unplug then reseal the ICB and the ICIFB. Unplug and reseal all of the connections to the PRCB to insure the two boards have a solid electrical connection to each other. If the problem persists, replace the ICIFB (p/n 4014-3248-01 for the 7075/7085 and p/n 4027-1396-01 for the Di750/Di850).

Solution ID TAUS0645527EN*

Solution Usage 0

Description

PM kit availability.

Solution

SOLUTION: The part number for the PM kit is: 4027-3001-01 and is recommended for replacement at 500K intervals.

Solution ID TAUS0645549EN*

Solution Usage 0

Description

Is it possible to set the copier so that walk-up users can interrupt a long job without having to wait for the set in progress to finish?

Solution

The machine can be set to allow walk-up users to interrupt a long job, although the default is for the interruption to occur between sets, this can be changed via a switch setting in Key Operator Mode. Follow the steps listed to make the change to the machine:

- 1) Press HELP.
- 2) Select KEY OPERATOR MODE.
- 3) Select #13 - SOFTWARE SWITCH SETTING.
- 4) Press the down arrow four times and highlight #31 - AN INTERRUPTION SUSPENDED WAY.
- 5) Press CHANGE SETTING until it reads "DURING A NUMBER OF COPIES."
- 6) Press RETURN twice.

This will enable the user to press INTERRUPT and suspend a large job in the middle of a set.

NOTE :

When this switch is enabled, the originals can ONLY be copied from the glass, and the output can ONLY go to the Sub-Tray (with a choice of face-up or face-down, so as not to confuse the output of the 2 different jobs). The only other manipulation available is to select either 1:1 or 1:2. On the other hand, "between-set interruption" (default) allows all available finishing and even multiple sets. In either case, once the interruption is done, the INTERRUPT key is pressed again and the suspended job continues where it left off.

Additional information:

The user also has the ability to program copy jobs ahead while another job is running. There are 5 "Soft Tabs" on the GUI labelled "RESERVE JOB" (10 on the Di850), therefore, while one job is printing, up to 4 additional jobs (9 on the Di850) can be programmed ahead. Simply press the tab to begin programming your job, then press START to scan it into memory. Since these jobs are not interrupting the job in progress, all finishing and job manipulation options are available. Once one print/copy job ends, the next starts automatically.

Solution ID TAUS0645702EN*

Solution Usage 0

Description

The LCD has vertical lines across the display and the display is also slightly distorted. All of the functions work properly.

Solution

PROBABLE CAUSES:

1. Poor connection. Please check connections (especially CN136-3) and look for pinched wires.
2. Display malfunction. Replace the display.
3. OB1 (Operation Board/1) malfunction. Replace OB1.
4. DCPS (power supply) malfunction. Check the DCPS and replace if necessary.
5. ICB (Image Control Board) malfunction. Re-flash or replace the ICB.

Solution ID TAUS0645728EN***Solution Usage** 0**Description**

The Di750/Di850 display shows "scanning" and the exposure lamp is on. No input to the machine is possible. The machine has to be shut off and restarted to clear the condition. No error codes are displayed.

Solution

CAUSE: Incorrect firmware version, poor connection or defective SCDB (Scanner Drive Board).

SOLUTION: Make sure the firmware has been upgraded in the copier and all of the connections have been checked. Check the SCDB (Scanner Drive Board) for cold solder joints or loose connections. Replace the SCDB if the problem persists.

Solution ID TAUS0645750EN***Solution Usage** 0**Description**

ECM (EKC) password length.

Solution

The number of digits required can be changed in the Key Operator mode. Go to #13, Memory Switch Setting, then ECM Password. The default is 8 digits, but it can be changed to "under 8 digits" (which sets it to 4 digits). Please see the Operator's Manual for details.

Solution ID TAUS0645800EN***Solution Usage** 0**Description**

Parallel cable specifications for upgrading the flashROMs of the copier using the ISW utility.

Solution

The parallel cable needed is an Amphenol 36-pin-D-sub 25-pin Centronics*; with a length of less than 2 meters. For additional details, refer to the ISW Service Manual . The current version of ISW is described in bulletin 4488A .

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

* Trademark ownership information

Solution ID TAUS0645883EN***Solution Usage** 0**Description**

Jam code J73-15 service code is displayed.

Solution

CAUSE: The J73-15 code indicates a paper jam& in the punch unit. One of the paper edge sensors on the edge sensor board, PS1 (passage sensor) or PS8 (exit sensor) is blocked when the copier is in an idle state.

SOLUTION: Use the 47 service mode to verify the operation of these sensors. Also make sure the paper edge sensor is clean and check the adjustment of the edge sensor board.

Note: There are five variable resistors and five LED's on the PK-1 control board used to adjust the edge sensor board. To adjust them turn the variable resistors located on the PK-1 control board counter clockwise until the LED on the same board goes out and then turn the variable resistor clockwise until the LED just lights. Then continue to turn the LED clockwise 1/2 of a tick mark further. (Tick marks are indicated on the face of the variable resistor.) Be sure to adjust all five sensors. Replace the paper edge sensor board if any of the edge sensors can not be adjusted.

Link

Link

Solution ID TAUS0645896EN***Solution Usage** 0**Description**

The jam counters are not displayed in the "25" mode.

Solution

CAUSE: By default, this view is suppressed to prevent the counters from being reset.

SOLUTION: To view (and reset) the jam counters, turn soft switch 30, bit 1 on (change it to 1).

Solution ID TAUS0645906EN*

Solution Usage 0

Description

SC 00-00 is displayed on the machine.

Solution

CAUSE: This usually indicates a problem with the EDH (RADF), sometimes that the paper feed assembly is bound.

SOLUTION: Please make sure the document feeder's paper feed assembly moves up and down freely. It is possible that the code is generated by a faulty PRCB or ICB.

To trouble-shoot this issue, begin by re-flashing the firmware in the copier. If re-flashing the copier fails to clear the SC00-00 service code, disconnect the EDH to isolate the issue. If the issue is cleared by removing the EDH the problem is within the EDH. If nothing in the EDH is binding, the DFCB (Document Feeder Control Board) could be faulty.

If the code does not clear when the EDH is disconnected the ICB (Image Control Board) could be faulty. Please check all connectors to the ICB and PRCB(Printer Control Board).

If the ICB fails to resolve the issue the PRCB should be replaced.

Solution ID TAUS0645946EN*

Solution Usage 0

Description

SC 80-30 is displayed when updating the flash ROM.

Solution

CAUSE: A problem has been encountered with the printer cable.

SOLUTION: Replace the cable with a new one.

Solution ID TAUS0645953EN*

Solution Usage 0

Description

How to disable auto shut off.

Solution

To change the Auto Low Power/Auto Shutoff settings, perform the following steps:

1. Power down the machine.
2. Enter the Key Operator Mode by holding down the Help key and powering the machine ON.
3. Touch the down arrow located in the lower left corner of the screen.
4. Touch Auto Low Power/Auto Shutoff.
5. Select the desired setting.
6. Turn the copier OFF, then ON to exit the 25 mode.

Note: "-----" indicates no auto shut off. Once selected, the choice of auto shut off will be grayed out. Auto Low Power can not be disabled; it can be set to a maximum of 240 minutes.

Solution ID TAUS0645976EN*

Solution Usage 0

Description

How to copy onto tab stock.

Solution

To run tabs on these machines the latest firmware must be installed. Once that is confirmed, follow these steps:

1. Load tab stock face down with tabs away from feed rollers.

2. Let the machine know that it has got tabs by pressing the HELP key then select Key Operator.
3. Select #6 "Paper Type - Special Size" then choose the appropriate tray, scroll through paper sizes, and choose Tab.
4. Place tab originals face down on glass platen with tab toward center of glass.
5. Select "Special Originals" then choose Tab - 8.5" x 11" and then choose to pull paper from tray with tabs loaded.
6. Press PRINT.

Solution ID TAUS0646028EN*

Solution Usage 0

Description

Part numbers for the staples and cartridges.

Solution

The following finishers use the same staple cartridge (MS-5C), item number 4448-121: FN-6, FN-112, FN-4, FN-104, and FN-7.

Solution ID TAUS0646145EN*

Solution Usage 0

Description

The customer has lost the password they set for the timer mode. Can the password be re-set?

Solution

SOLUTION: Yes. Hold the Utility key until you are prompted to "enter password for mode selection." Enter 9272 and press the start key. Select Key Operator Mode and then go to Weekly Timer. From that menu, select Timer interrupt password set. You can now change the password for the timer mode.

Solution ID TAUS0646215EN*

Solution Usage 0

Description

Is either the TMG-1 or TMG-2 trimmer compatible with the Di551 or Di650 copier?

Solution

The TMG-1 and TMG-2 trimmers are not compatible with the Di551 and Di650 copiers. They work with the di750 and Di850 models.

Solution ID TAUS0646294EN*

Solution Usage 0

Description

The Scan to Network button is grayed out on the control panel with the Pi8500Pro connected.

Solution

CAUSE: Incorrect settings.

SOLUTION: Confirm that soft switch 28, bit 1 (in the 25 mode) is set to OFF (0).

Solution ID TAUS0646587EN*

Solution Usage 0

Description

Is there an option that will give the Di750 or Di850 the capability of 2-hole punching ?

Solution

There is no 2-hole punch option available for the Di750/ 850.

Solution ID TAUS0646812EN*

Solution Usage 0

Description

Does Konica Minolta provide support for Equitrac* products?

Solution

For Equitrac technical support information please visit <http://www.metrics.com/Support/> or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

Note: Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

*[[Trademark ownership information| FILE V:\TEXT\TRADEMRK.TXT NEW]]

Solution ID TAUS0646986EN*

Solution Usage 0

Description

Following a Novell* NDPS or iPrint installation, the Windows* print driver is configured with default settings ONLY on the client workstation.

Solution

CAUSE: Novell NDPS or iPrint drivers are migrated from the Novell server to clients in a non-configured format. This is because the driver is not actually installed on the Novell server. In the Novell environment, the server simply holds, and then pushes the non-configured driver files to the client. In a Windows server environment, the Windows driver is installed on the server and can be configured prior to roll out to the clients.

SOLUTION: It is possible to roll-out configured drivers from in a Novell environment. Novell's ZenWorks* allows the Novell administrator to create a snapshot of a client workstation before and after the driver is installed and configured. This snapshot can then be migrated to the user's workstations resulting in a configured driver installation.

Using ZenWorks to migrate a configured driver will vary based on Netware version, ZenWorks version, NDPS version and Windows client version. Therefore step by step instructions to perform this operation are not available. The Novell administrator at the location would be responsible for implementing this procedure.

[[Third party print driver configuration applications| URL <http://www.printerpropertiespro.com>]] for Novell are also available. Please consult the vendor(s) for implementing these solutions.

* Trademark ownership information

Solution ID TAUS0647253EN*

Solution Usage 0

Description

DF317, Countermeasures for the belt coming off prevention

Solution

See KOM051187.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 TAUS0647254EN*

Solution Usage 0

Description

DF317, Countermeasures for the belt coming off prevention

Solution

See KOM051188.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 TAUS0647257EN*

Solution Usage 0

Description

Countermeasures for interference prevention (Cover assy).

Solution

See KOM051196.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 TAUS0647560EN*

Solution Usage 0

Description

Does WinFax Pro10 Software work with AHT OneRip 2?

Solution

A WinFax Pro10 Software Option is available for the OneRip 2 solution. Fax from a KonicaMinolta legacy MFP that previously did not offer fax capabilities. When connecting multiple printers to the OneRIP 2 server, all connected printers are enabled with faxing. The MFPs do not require a fax board. Working as the Scan to E-mail function, simply insert the fax number in place of an E-mail address, and proceed. The WinFax Pro Option supports the following devices:

Di450/Di550
Di551/Di650, 7155/7165
Di750, 7075
bizhub Di470
bizhub Di5510/Di7210, bizhub Di7255/7272
bizhub Di850, bizhub 7085
bizhub CF2002/CF3102

Solution ID TAUS0647794EN*

Solution Usage 0

Description

To achieve parts standardization with the other model, the Electrode vibrating rubber has been modified.

Solution

See KOM051320.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 TAUS0647800EN*

Solution Usage 0

Description

To achieve parts standardization with the other model, the Ribs have been added Charge block front.

Solution

See KOM051323.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 TAUS0648111EN*

Solution Usage 0

Description

Code SC21-03.

Solution

See KOM051427.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 TAUS0648430EN*

Solution Usage 0

Description

Part/Item number for I/F Kit N for the Di850.

Solution

Interface Kit N (Item #4387-611).

Note: The interface board is not available by itself. The entire kit must be ordered if the board needs to be replaced.

Solution ID TAUS0648787EN*

Solution Usage 0

Description

Message indicating tab mode is unavailable when printing duplex. When inserting simplex (single-sided) tab, pages in a duplex job (mixplex) printing to the Di850, Di750, or Di650.

Solution

CAUSE: Incorrect software switch setting.

SOLUTION: To enable mixplex with the MicroPress, change the printer software switch 28, bit 0 to ON using the 25 service mode.

Note: A job with some duplex pages and some simplex pages is known as a mixplex job.

Solution ID TAUS0648849EN***Solution Usage** 0**Description**

Toner spilling in the copier. After a developer change machine works properly for 30,000 to 40,000 copies then dumps again.

Solution

CAUSE: The developer is becoming damaged from continuing to run the copier after an out of toner condition. The copier can run 3,000 copies after each time the door is opened and closed. The developer is damaged if toner is not replaced after the first out of toner indication.

SOLUTION: Replace the developer.

Note: Setting DIPSW1 bits 0 - 7 to "OFF" in the 25 service mode limits the copier to 1,500 copies (instead of 3,000 by default) when an out of toner condition is detected.

Solution ID TAUS0649077EN***Solution Usage** 0**Description**

Intermittent black copies with paper wrapping around drum.

Solution

CAUSE: Poor drum ground.

SOLUTION: Clean and service the front and rear drum bearings. Clean only the inner circumference of the bearing and the drum shaft. Use Scotch-Brite* or emory cloth to clean build-up. Do not lubricate or flush bearing with alcohol. The bearing is packed with conductive grease which is needed for proper operation. Replace the bearing if does not turn properly or if the bearing appears worn. Make sure the drum shaft coupler is flush against the drum flange and the notch is flush with the front bearing when reinstalling.

* Trademark ownership information

Solution ID TAUS0649877EN***Solution Usage** 0**Description**

The VIF (Video Interface Board) keeps failing. The Pi8500 controller enters a perpetual boot condition until the firewire is disconnected. In addition, the VIF is grayed out in the [25] service mode -- ROM Versions. Each time a new VIF was installed into the copier it would function for a short time and then fail.

Solution

CAUSE: Faulty PMB (power management board), and/or a failed DC power supply #2. A short circuit in these boards can cause the VIF (Video Interface) to fail.

SOLUTION: Replace the faulty PMB (Power Managment Board) and the failed DC Power Supply #2. In addition the failed VIF (Video Interface) also needs to be replaced.

Solution ID TAUS0651005EN***Solution Usage** 0**Description**

How to clear account number 1001 on the ECM list printout.

Solution

To clear account number 1001 on the ECM list printout, perform the following:

1. Launch Web Utilities.
2. Go to Environment Setup.
3. Then click "EKC Function Setting" and use "ekc" as the user name and the copier's ECM password.
4. Click on EKC data list and scroll to the bottom of the list.
5. Check the box to the right of "Another user account" and select the button labeled "Reset the count of selected item(s)." 6. Click "Apply" twice.

Note: When using ECM without the switch turned on, it counts the copies in account number 1001 on the ECM list printout.

Solution ID TAUS0653102EN***Solution Usage** 0**Description**

Changes made to copier initial settings (in key op mode) are lost after the panel reset button is pressed. The settings revert to the factory defaults.

Solution

CAUSE: Incorrect memory switch setting.

SOLUTION: To retain copier initial settings, perform the following:

1. Enter key op mode.
2. Go to memory switch setting.

3. Change memory switch 2 to "initial setting."
4. Return to key op mode.
5. Go to copier initial setting and make desired changes.
6. Exit key op mode.

Solution ID TAUS0653230EN*

Solution Usage 0

Description

PK7, when two-hole punch is selected, 3 holes are punched instead.

Solution

CAUSE: The punch (black) cover that moves the cams has become dislodged preventing the cams from moving to the correct position.

SOLUTION: Remove the punch assembly from the machine and reinstall the cover in the correct position.

Solution ID TAUS0653539EN*

Solution Usage 0

Description

Part number for the Interface Kit.

Solution

The Interface KIT N (Item #4387-611).

Note: The interface board is not available by itself. The entire kit must be ordered if the board needs to be replaced.

Solution ID TAUS0654208EN*

Solution Usage 0

Description

How to check the machine memory (RAM).

Solution

To check the amount of memory installed in the machine, perform the following:

1. Enter the 47 service mode.
2. Enter code 97.
3. Press the Start key. The total memory is displayed.

To check whether the memory is good, perform the following:

1. Enter the 47 service mode.
 2. Enter code 98.
 3. Press the Start key. If there is no problem, OK is displayed.
-

Solution ID TAUS0654242EN*

Solution Usage 0

Description

Countermeasure against abnormal noise.

Solution

Refer to Bulletin #5416 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 TAUS0654444EN*

Solution Usage 0

Description

What Engines/Firmware is supported with MicroPress* 7.0.0.8 EFGS?

Solution

1. PrintStation 092km with the following firmware version:

IP Control: 70-0000.
 Image Control: 20-ABSO
 Print Control: 12-0000

2. PrintStation 0105km with the following firmware version:

IP Control: 71-CNJO
 Image Control: 30-MCMO

Print Control: 30-0000

3. PrintStation 5050km with the following version:

Server version: 1.1

CAUTION: The controller must have server version 1.1 installed BEFORE the MicroPress is physically connected to the engine. Failure to do so may render the controller inoperable.

Patch version:

Base Patch: 1-GFDOT

Additional Patches: 1-JBPY1

Note: MicroPress connectivity requires specific Fiery* patches. General Fiery patches are not supported for MicroPress connectivity and therefore should not be installed. Loading a patch file other than that which is listed in this Service Bulletin may render the controller inoperable.

4. PrintStation 075m with the following firmware version:

PrintLink firmware for Di750/Di850: 305-000829-68.bin

PrintLink firmware for Di750pe: 305-000829-69.bin

Di750 Engine Flash Rom version: 1=56-68, 0=52, P=52, VIF=22

Di850 Engine Flash Rom version: 1=41, 0=41, P=18, VIF=14

5. PrintStation 065m with the following firmware version:

Firmware version: 305-001106-13.bin

Engine Flash Rom version: 1=52, P=38, VIF=7

6. PrintStation 2020m with the following firmware versions:

Boot Code: 305-000905-012.bin

PrintLink firmware: 305-000906-49-002-033-012.bin

Engine Flash Rom version: 52

7. PrintStation 832m with the following firmware version:

PrintLink firmware: 305-000804-01.bin

8. PrintStation 062 with the following firmware version:

PrintLink firmware: 305-000348-16.bin

9. PrintStation Cii with the following firmware version:

PrintLink firmware: 305-000406-08.bin

* Trademark ownership information

Solution ID TAUS0702208EN*

Solution Usage 0

Description

How to make copies exit face down when they are exiting face up. Also, how to make copies exit face up when they are exiting face down.

Solution

To make copies exit face down/face up, perform the following:

1. Enter the Key Op mode.
2. Select Memory switch settings.
3. Select Exit direction.
4. Set to Face Up or Face Down, as desired.

Solution ID TAUS0624960EN*

Solution Usage

Description

SC46-24 after cleaning the copier.

Solution

CAUSE: The white strip under the slit glass bracket is missing. It is used at start up to perform shading correction.

SOLUTION: Check that the copier has been properly re-assembled. Install/position any missing parts (white strip) and open and shut the front door to clear the code. If the code does not clear, check the connectors to the ICB (Image Control Board) and re-flash or replace the board (p/n 4396-1278-01) if necessary.

Note : The latest version firmware and 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 TAUS0642028EN*

Solution Usage

Description

No power.

Solution

CAUSE: A failed image processing board.

SOLUTION: To diagnose, perform the following:

1. With the machine powered ON, measure the AC input to DC power supply.
2. At the bottom of DC power supply 2, insert the meter leads into the black and white connectors labeled FT3 and FT4.
3. When the machine is powered ON, 208/230V AC should be measured. The voltage must be measured with one meter lead in the black wire and the other lead in the white wire. Do not measure each individually to frame ground.
4. If the correct voltage is measured, DC power supply 2 is defective and must be replaced (p/n 55VB84520 - 7085; p/n 4027-1432-01 - Di850).
5. If 0V AC is measured in step 1, check the voltage at CN900-1 and CN900-5 on the power supply management board. Each pin should have 5V DC.
6. Check CN903, pins 1-4 on the power supply management board. If no voltage is present, on any of the pins, the power supply management board has failed and must be replaced (p/n 55VA-9130 - 7085; p/n 4014-3254-01 - Di850).
7. If 5V DC is measured on all the pins, the image processing board has failed and must be replaced (p/n 56GA-9010 - 7085; p/n 4027-1384-01 - Di850).

Solution ID TAUS0646053EN*

Solution Usage

Description

SC56-04 on the printer.

Solution

PROBABLE CAUSES:

1. The SC56-04 service code is generated when a new memory board is installed and the copier serial number information is not entered. Re-enter the serial number after the memory board has been properly installed and reset. The new memory board must be initialized and the serial number information must be re-entered into the copier. Please refer to attached bulletin 3613 for details.
2. If an optional print controller has been installed, SC56-04 may indicate a communication problem between the print controller and the IFB (Controller Interface Board) or between the IFB and ICB (Image Control Board). Re-seat the connectors on the ICB.
3. The code sometimes indicates a communication problem between the operation panel and the ICB. If the copier/printer functions normally, except when printing from the controller, the problem is most likely related to the Interface Board. Re-seat the connectors on the ICB and the operation panel. Verify that the copier/printer has current firmware. If a controller is attached, make sure that the controller power cord is plugged into the power receptacle inside the copier/printer. Please see attached bulletin 3097 for details. If the code persists, reload the PRCB firmware and the ICB firmware. It is also possible that the ICB (p/n 56QA-9010) or IFB (p/n 65AA-9120) may need to be replaced.
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 TAUS0648063EN*

Solution Usage

Description

SC21-01 at power up.

Solution

CAUSE: Binding or failed M23 (Charge cleaning motor).

SOLUTION: Remove the Charge corona unit and inspect the gears for binding. Replace M23 (p/n 25AA80090), Charge cleaning gear/1 (p/n 55VA77230), Charge cleaning gear/2 (p/n 55VA77240) or the Charge corona unit (p/n 56GA-2500) as necessary.

Solution ID TAUS0652603EN*

Solution Usage

Description

Which scanners are supported for Microlmager™?

Solution

The Scanlink feature which supports the Di650, Di750 and Di850 allows the use of scanning from the copier document feeder onto the hard drive for processing in the PrintStation™ Manager and Microlmager™.

Notes :

1. Canon Image Runner™ 8500 and Fujitsu™ (F50) scanner are directly supported by Microlmager™.
2. Microlmager™ requires additional software to be installed.

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 TAUS0656300EN*

Solution Usage

Description

SAP device types availability.

Solution

Refer to attached Marketing Bulletin #06-GB-039 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 TAUS0657974EN*

Solution Usage

Description

Duplex can be selected in the driver, but the printer does not duplex the job.

Solution

CAUSE: The 25 mode dipswitch 28-8 is set to 1.

SOLUTION: Set 25 mode dipswitch 28 to 0.

Solution ID TAUS0701425EN*

Solution Usage

Description

FRONT DOOR IS OPEN PLEASE CLOSE message at power up. Door is closed.

Solution

CAUSE: Loss of 24V DC on FT1 and FT2 of the DCPS2.

SOLUTION: To verify the operation of MS1 (interlock 1) and MS2 (interlock 2), perform the following:

1. Access the 47 multimode (power the copier ON while pressing the 4 and 7 keys), input code 025, press P-4-P.
2. Open and close the front door of the copier. A change of state should be indicated on the LCD.
3. If there is no change in state, replace DCPS2 (p/n 55VB84520).
4. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0701744EN*

Solution Usage

Description

SC46-25 at power up.

Solution

PROBABLE CAUSES:

1. Pinched wiring in the registration/ADU area.

Inspect the wiring in the registration area for any pinched/shorted wires and repair as needed, especially if work was recently performed in this area. In this case, the error code appears as soon as L1 lights during initialization. L1 will flash for one second rather than remaining illuminated for the normal 6 -7 seconds that occurs during a normal initialization.

2. L1 failed.

L1 may come ON in 47 mode, however, the exposure lamp intensity is low. Replace L1 (p/n 4024-2084-01).

Solution ID TAUS0701960EN*

Solution Usage

Description

Intermittent 19-1 jam error code.

Solution

CAUSE: The main charge corona grid is loose.

SOLUTION: Remove the main charge corona and reseal the grid.

Solution ID TAUS0702136EN*

Solution Usage

Description

Paper size 8.5x11R is recognized as A4R when feeding from the document feeder.

Solution

CAUSE: Incorrect dipswitch setting.

SOLUTION: To adjust the machine to recognize 8.5x11R correctly, perform the following:

1. Enter 25 mode.
2. Select Software DIP SW Setting.
3. Set DIPSW 13-1 to 1 and exit the mode.

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 attached document 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 TAUS0702376EN***Solution Usage****Description**

Unable to print all ECM accounts.

Solution

CAUSE: ECM accounts were deleted and now there are spaces/blanks between the ECM accounts.

SOLUTION: Re-program the ECM accounts consecutively and ensure there are no spaces between ECM accounts.

Solution ID TAUS0702890EN***Solution Usage****Description**

Printing to a Windows Samba shared printer from a Macintosh®.

Solution

Please perform 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>