



**KONICA MINOLTA**

## **SSD SUPPORT SOLUTIONS**

### **CF2002 - ALL ACTIVE SOLUTIONS**

**September 2007**

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

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**Solution ID** TAUS0614238EN\***Solution Usage** 1**Description**

P-21 or P-22 shortly after power up.

**Solution**

CAUSE: The registration sensors (UN20 and UN21) are dirty or they are unable to read the color shift patterns on the transfer belt.

SOLUTION: Clean UN20 and UN21 and ensure that the shutter is working properly. A damaged transfer belt can cause the color shift patterns to be poorly developed.

**Solution ID** TAUS0622233EN\***Solution Usage** 1**Description**

Code C12C0 at power up that will not clear.

**Solution**

CAUSE: Either a failed hard drive or the hard drive option has not been properly installed.

SOLUTION: To see if the Hard drive is set in the TECH REP mode, perform the following:

1. Enter the TECH REP mode by pressing UTILITY, METER COUNT, STOP, 0, 0, STOP, 0, 1.
2. Select SYSTEM INPUT
3. Select HARD DRIVE
4. Select UNSET, the END and FIN. TIME to return to the copy screen.
5. If the optional HD131 (Item #960830) does not function, replace as needed.

**Solution ID** TAUS0633997EN\***Solution Usage** 1**Description**

How to clear a C-10A5 error code.

**Solution**

Perform the following steps:

1. Open the front door.
2. Insert a paper clip into the reset switch.
3. Without closing the front door, power the copier off.
4. Disconnect power from the copier.
5. Insert the correct flash card into the slot.
6. Re-apply power to the copier.
7. Power the copier back on.
8. Close the front door.

At this point, the firmware can be updated normally.

**Note:**

If the code recurs during download, check to see if the copier print button is still flashing. If so, let the download continue until the print button stops flashing. Firmware download is now complete.

**Solution ID** TAUS0637539EN\***Solution Usage** 5**Description**

After installing a new RAM pack on a copier running firmware version 2E5 or higher, the copier exhibits a C3E02 code.

**Solution**

CAUSE: The current version of firmware does not recognize the RAM pack.

SOLUTION: Please load firmware version 2D1 to the copier and then install the new RAM pack. Power the copier ON and verify the code has reset. Please see bulletins 4651 and [\[\[3837D|URL http://techweb.konicabt.com/tpm/media/3837D.pdf\]\]](http://techweb.konicabt.com/tpm/media/3837D.pdf) for details.

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

\* Trademark ownership information

**Solution ID** TAUS0637583EN\***Solution Usage** 2**Description**

P5, P6, P7, P8, or P9 codes are displayed.

**Solution**

CAUSE: The tip of the lever (p/n 4025-3558-01) that moves the shutter (4025-3555-02) covering the AIDC sensors is broken and will not move the shutter as needed.

SOLUTION: Replace parts as necessary.

**Solution ID** TAUS0638876EN\*

**Solution Usage** 1

**Description**

C12C0 at power up that will not clear.

**Solution**

CAUSE: Either a failed hard drive or the hard drive option has not been properly installed.

SOLUTION: To see if the hard drive is set in the TECH REP mode, perform the following:

1. Enter the TECH REP mode by pressing UTILITY, METER COUNT, STOP, 0, 0, STOP, 0, 1.
2. Select SYSTEM INPUT
3. Select HARD DRIVE
4. Select UNSET, the END and FIN. TIME to return to the copy screen.
5. If the optional HD131 (Item #960830) does not function, replace as needed.

**Solution ID** TAUS0639942EN\*

**Solution Usage** 1

**Description**

C0016 after replacing the black imaging unit.

**Solution**

CAUSE: The developer in the imaging unit has shifted to one end during shipping or storage. Ensure that the imaging units are not tilted more than 45 degrees during servicing or storage.

SOLUTION: Remove the imaging unit and shake it from end to end to evenly distribute the developer. Reinstall the unit and clear the trouble code with the following procedure:

1. With power ON, open the front door and locate the small, rectangular hole below the imaging unit removal tool.
2. Insert a suitable object into the hole to actuate the reset switch .
3. The code should clear and a message to close the front door should appear.

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** TAUS0642568EN\*

**Solution Usage** 2

**Description**

How to clear a fuser error code (C0500, C0501, C0510, C0511, C0520, C0521).

**Solution**

To clear the fuser error code, perform the following after correcting the cause:

1. With power ON, open the front door and locate the small, rectangular hole below the imaging unit removal tool.

Note: It is not in the same location as the models 7915/7920.

2. Insert a suitable object into the hole to actuate the reset switch .
3. The code should clear and a message to close the front door should appear.

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** TAUS0649339EN\*

**Solution Usage** 22

**Description**

C3C50 at power up.

**Solution**

CAUSE: Failed PWB-C board.

SOLUTION: Replace PWB-C board.

**Solution ID** TAUS0656768EN\***Solution Usage** 22**Description**

What Konica Minolta print 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 and the attached PDFs.

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. 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** TAUS0657965EN\***Solution Usage** 1**Description**

C10A5 error code after replacing PWB-PIC.

**Solution**

CAUSE: PWB-PIC is different between the CF2002 and the CF3102. The incorrect PWB-PIC may have been installed.

SOLUTION: Verify part numbers to ensure that the correct board was installed.

4025-0102-02 - PWB-PIC for the CF2002

4025-0101-02 - PWB-PIC for the CF3102

Note : The copier will need to be flashed after the PWB is installed.

**Solution ID** TAUS0700152EN\***Solution Usage** 1**Description**

Unable to print to Tray 1 if Thick 3 is selected in the driver and at the tray.

**Solution**

CAUSE: The paper select switch for Tray 1 has failed.

SOLUTION: Replace the paper select switch, PW Board S (p/n 111T-9170).

**Solution ID** TAUS0700453EN\***Solution Usage** 78**Description**

NVRAM Troubleshooting Procedure used to identify NVRAM problems.

**Solution**

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 hour glass 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.

IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connect 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/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 KM 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 KM logo.
2. Fax unit locking up the copier or not recognized.
3. CE-084 error code.
4. CannotPING the copier.
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 email or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C284x error code.

Bizhub 600/750

Common symptoms when NVRAM replacement may be necessary:

1. Screen freeze in KM logo.
2. Cannot recognize DF.
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 .

**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.

Notes:

1. Refer to the attached Bulletin Number 5783 for more detail and the BRU form.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

**Solution ID** TAUS0700679EN\*

**Solution Usage** 1

**Description**

Light image density on all four colors.

**Solution**

CAUSE: A failed Charge Neutralizing Relay (RY1) is causing a loss of the second transfer voltage.

SOLUTION: Replace the Charge Neutralizing Relay (RY1).

MODEL PART NUMBER  
CF1501/CF2001/CF2002/CF3102 9341-2000-11  
7915/7920/8020/8031 111T 8871 0

Note : The Charge Neutralizing Relay (RY1) is referred to as the DC Power Relay in the Parts Manual.

**Solution ID** TAUS0701604EN\*

**Solution Usage** 2

**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>

**Solution ID** TAUS0701778EN\*

**Solution Usage** 1

**Description**

Scan one touches can be created, but they do not appear after they are entered.

**Solution**

CAUSE: Early version (original) or corrupt firmware.

SOLUTION: Flash the machine to the latest version firmware.

Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

**Solution ID** TAUS0621384EN\*

**Solution Usage** 9

**Description**

C-12CC at power up.

**Solution**

CAUSE: The Hard Disk Drive (HDD) was installed but not formatted, or is corrupt.

SOLUTION: To format the hard drive, perform the following:

1. Enter the Tech. Rep. Mode by pressing Utility Key, Meter Count, Stop, 0, 0, Stop, 0, and 1.
2. Select [Machine Adjust].
3. Select [Memory/HardDisk Adjust].
4. Select [Hard Disc Format].
5. Select [Physical Format].
6. Press the Start key. The Start key will turn orange. Formatting will take approximately 9 - 15 minutes (dependent on drive size) and the progress is displayed.
7. When '100 OK' is displayed, select OK.
8. Select [Fin. Time] and power OFF the machine.
9. Power ON the machine and repeat steps 1 through 4.
10. Select [Logical Format].
11. Press the Start key and wait for the display [100 OK].
12. Select OK.
13. Select [Fin. Time].
14. Power the machine OFF/ON.

**Solution ID** TAUS0644628EN\*

**Solution Usage** 2

**Description**

What does the C3C30 code indicate?

**Solution**

The C-3C30 code indicates that the correct date and time must be input into the copier. To access the date/time mode, press the following keys in order: Stop 1144 Clear.

**Solution ID** TAUS0648437EN\***Solution Usage** 2**Description**

How to enable two counts on the total counter for 11x17 paper.

**Solution**

To enable two counts on the total counter for 11x17 paper, perform the following:

1. Enter the Service mode by pressing Utility and then Meter Count
2. Press Stop, 0 twice, Stop , 0 and 1.
2. Enter the Security Mode by pressing Stop and then 9.
3. Press Counter Setting.
4. Select Mode 2.
5. Select A3/11x17.
8. Press End and Fin. Time to return to main screen.

**Solution ID** TAUS0625649EN\***Solution Usage** 1**Description**

The hard disk drive (HDD) just installed is not recognized.

**Solution**

CAUSE: Incompatible HDD has been substituted.

The only hard disk drive that will work in the copier is the Option HDD-5. This is due to proprietary coding which is needed for communication with the copier.

SOLUTION: Install the correct HDD (item # 7640000189).

**Solution ID** TAUS0629310EN\***Solution Usage** 1**Description**

The copier stops during a copy job and requests the user to load staples into the FN8.

**Solution**

CAUSE: Failed home position switch.

SOLUTION: Replace the home position switch (p/n 4583-4241-01) and the bracket (p/n 4583-4283-01).

**Solution ID** TAUS0638453EN\***Solution Usage** 1**Description**

Resetting the Second Image Transfer Roller life counter.

**Solution**

SOLUTION: When the Second Image Transfer Roller replacement is set for User in Tech Rep mode, the customer can reset the life counter value of the 2nd Image Transfer Roller by the following process:

- 1) Open the right side door.
- 2) Touch the Utility key and enter the Utility Mode. The Unit Change Key is displayed.
- 3) Touch the Unit Change Key.
- 4) Touch the Yes key and then touch the enter key.
- 5) Close the right side door.

**Solution ID** TAUS0638711EN\***Solution Usage** 1**Description**

Background on prints and copies.

Note: Please determine the type of backgrounding present and follow the procedures as outlined in the solution.

**Solution**

PROBABLE CAUSES:

1. Yellow dot pattern.

If the backgrounding consists of a yellow dot pattern please contact the NSSG. There is special firmware available for this problem.

2. Background on heavy stock paper.

To correct background on heavy stock paper, perform the following:

- a. Change the background voltage on all colors to a value of +5.

- b. Execute Stabilizer.
- c. Execute Gradation Adjustment.
- d. Adjust the Fuser Speed as detailed in the Service Manual.

Note: There is special firmware available if the above procedure does not work. This firmware will allow the background voltage to be adjusted +/- 5 in 20v steps (the previous firmware allowed +/- 5 in 10v steps. Be careful about using the settings towards the extreme ends of the adjusting range of this [special firmware] URL ftp://engquest:letme1n@ftp.konicabt.com/Special Firmware/80318020Background(Gray)]. Developer spew (Carrier Attachment) may occur.

**Solution ID** TAUS0638869EN\*

**Solution Usage** 1

**Description**

Fiery\* controller is not being recognized by the engine.

**Solution**

PROBABLE CAUSES:

1. The controller type is not set properly.

In the TECH REP mode, select System Input, and then Peripheral setting. Set the controller number to 2.

2. Incorrect memory was added to the Fiery X3e.

Remove any additional memory that may have been installed and try booting up with only the standard 128MB memory module.

\* Trademark ownership information

**Solution ID** TAUS0639938EN\*

**Solution Usage** 1

**Description**

How to reset the life counters for the fusing unit and/or the transfer belt unit.

**Solution**

CAUSE: The counter for the fusing unit and the transfer belt unit are automatically reset when a new unit is installed. This is accomplished when the fuse in the unit is detected by the main body. The fuse is caused to open and the counter is reset.

Note: This is a specialized type of fuse and attempts to reset the counter using standard fuses can cause circuit board failure.

SOLUTION: Unit replacement is required to reset the counters.

**Solution ID** TAUS0640131EN\*

**Solution Usage** 1

**Description**

WARMING UP message on the display.

**Solution**

CAUSE: One of the peripherals is not initializing due to a poor electrical connection.

SOLUTION: Remove the peripherals until the machine come to ready. Reseat the connectors on the affected peripheral control board.

**Solution ID** TAUS0642698EN\*

**Solution Usage** 1

**Description**

How to program platen APS to select 8.5x11 with small size originals.

**Solution**

To program platen APS to select 8.5x11 with small size originals, perform the following:

1. Press the [Utility] key.
2. Touch the [User's Choice: 2] key.
3. Touch the 2nd tab and [Auto-select paper for small originals] key.
4. Touch the [On] key and the tray that will have the correct paper always in it.
5. Touch the [Enter] key followed by the [Exit] key twice to save and return to normal screen.

**Solution ID** TAUS0643106EN\*

**Solution Usage** 1

**Description**

When using the FN8 for booklets, the position of the fold varies.

**Solution**

CAUSE: A missing pin and stop ring cause the upper exit roller to stay in the up position on the front side. This causes uneven drive to the paper when exiting into the exit tray and when feeding sets into the finisher to be folded. The exit unit binds when feeding sets out of the finisher, causing uneven stacking of the paper to be folded.



SOLUTION: Verify that the pin (p/n 00Z742106) and stop ring (p/n 13YM40310) are installed on the upper exit roller cam shaft.

**Solution ID** TAUS0643436EN\*

**Solution Usage** 1

**Description**

When sending multiple files to the CF2002P or the CF3102P running system software version 2.0, the printer locks up and does not print.

**Solution**

CAUSE: Software incompatibility.

SOLUTION: To correct the issue, downgrade the system software to version 1.2.

Note: This does not apply to the CN3102e or the CF2002/3102 copier version.

**Solution ID** TAUS0643861EN\*

**Solution Usage** 1

**Description**

Unable to perform gradation. After the test pattern prints, the start button stays amber.

**Solution**

CAUSE: The RADF feed tray has paper in it or the RADF empty sensor has failed.

SOLUTION: Either remove the paper from the feed tray or check the operation of the empty sensor (p/n 4688-6301-01) and the actuator (p/n 4582-3013-01).

**Solution ID** TAUS0643886EN\*

**Solution Usage** 1

**Description**

Feed direction lines 1/8" apart when copying off the glass or when printing. The lines also occur on engine test prints, but not on the Image Processing report.

**Solution**

CAUSE: Failed PWB-PIC.

SOLUTION: Replace the PWB-PIC.

**Solution ID** TAUS0646170EN\*

**Solution Usage** 1

**Description**

FN8, center fold is off center intermittently.

**Solution**

CAUSE: One way gears and pulleys that drive the folding unit and paper transport are slipping.

SOLUTION: Replace the one way gears and pulleys (p/n 2 - 4583-4449-01, 1 - 4583-4156-01, 1 - 4583-4277-01).

**Solution ID** TAUS0646392EN\*

**Solution Usage** 1

**Description**

The copier does not power up. The print button remains orange.

**Solution**

CAUSE: Failed PWB-F.

SOLUTION: Replace PWB-F

**Solution ID** TAUS0648906EN\*

**Solution Usage** 1

**Description**

Can both controllers (CN3101e and CN3102e) be installed simultaneously on the printer and operate normally?

**Solution**

Installing both controllers simultaneously will cause the printer to lock up.

**Solution ID** TAUS0651562EN\*

**Solution Usage** 1

**Description**

Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

**Solution**

The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from the the KMBS public site ( <http://www.kmbs.konicaminolta.us> ) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

These drivers will be shown as a WHQL ( W indows H ardware Q uality L abs)Download. Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

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**Solution ID** TAUS0652417EN\*

**Solution Usage** 1

**Description**

How to print the meter count list.

**Solution**

To print the meter count list, perform the following:

1. Press the UTILITY key.
2. Select COUNTER LIST on the LCD.
3. Select PRINT and follow the instruction on the LCD.

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**Solution ID** TAUS0652911EN\*

**Solution Usage** 1

**Description**

FN8, how to perform the skew adjustment for folding.

**Solution**

The skew specification is 2mm and must be measured at the center page. . The only skew adjustment is to loosen the 2 screws on the folding guide and move the plate up or down on one side. The easiest way to find the guide is to insert a page into the FN8 and manually roll it through to the point where it folds. Please mark the screw positions before any adjustments.

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

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**Solution ID** TAUS0652973EN\*

**Solution Usage** 1

**Description**

The OHP sensor is reading a jam. The OHP sensor and PWB-IO have been replaced.

**Solution**

CAUSE: The harness has failed.

SOLUTION: Replace the harness (p/n 4025-6822-02).

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**Solution ID** TAUS0654025EN\*

**Solution Usage** 1

**Description**

Programmed one touches (Scan to Email, FTP, SMB) do not hold, disappear when ever the power is turned off, or the power is recycled on the machine.

**Solution**

CAUSE: Possible defective PWB-F board.

SOLUTION: Remove and reseal all connectors on the PWB-F board, if this does not correct the problem, replace the PWB-F board (P/N 65FA-9030).

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**Solution ID** TAUS0654203EN\*

**Solution Usage** 1

**Description**

Spots on the lead edge of copies.

**Solution**

CAUSE: The resistor on the back side of guide plate (p/n 4025-3507-02) failed.

SOLUTION: Remove/replace the resistor from the guide plate.

**Solution ID** TAUS0601738EN\***Solution Usage** 0**Description**

Site requirements, CF2002.

**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>]]

\* Trademark ownership information

**Solution ID** TAUS0607701EN\***Solution Usage** 0**Description**

P6 or P23 stabilizer error.

**Solution**

CAUSE: Poor connection between the HV and Imaging Units.

SOLUTION: Please verify that the mylar on the Imaging Unit did not peel off and become lodged in the rear of the copier. This prohibits the HV connection to the Imaging Unit.

**Solution ID** TAUS0625646EN\***Solution Usage** 0**Description**

Unable to flash the copier (program the firmware). The control panel goes blank when the flash card is plugged in.

**Solution**

CAUSE: The flash card is in the wrong slot. The slot used to Flash the CF3102/2002 is in a different location then the previous model.

SOLUTION: Insert the flash card into a slot on the right hand side of the copier while facing the copier (the location of the X3e in the previous model). There is a small blanking plate located at the upper right of the metal panel with one screw in it. The blanking plate covers the flash card connector.

**Solution ID** TAUS0625647EN\***Solution Usage** 0**Description**

Unable to use the installed duplex option when printing from the CF3102e controller.

**Solution**

CAUSE: Insufficient memory.

SOLUTION: In order to use the duplex option while printing from the CF3102e controller the optional memory (M256-2) must be installed in the copier, bringing the total memory in the copier up to 512 MB.

**Solution ID** TAUS0625650EN\***Solution Usage** 0**Description**

AD14 compatibility with the CF2002.

**Solution**

Only if the AD14 serial number is 6112008 or above.

**Solution ID** TAUS0625652EN\***Solution Usage** 0**Description**

Is the CF2002 waste toner bottle compatible with the CF1501/CF2001?

**Solution**

The CF2002 waste toner bottle is backwards-compatible with the CF1501/CF2001. However, the CF1501/CF2001 waste toner bottle can not be used in the CF2002.

**Solution ID** TAUS0625653EN\***Solution Usage** 0

**Description**

How the Life Counter works determined for most TFUs.

**Solution**

The transfer belt uses the number of rotations and the length of paper being fed. Sheets over 216 mm will count as 2. Other TFUs will only use the number of sheets fed where paper over 216 mm in length will count as 2.

**Solution ID** TAUS0625654EN\*

**Solution Usage** 0

**Description**

The copier locks up at the initial screen after a firmware upgrade.

**Solution**

CAUSE: It is possible that there is a connector problem.

SOLUTION: Please verify that the scanner/copier interface cable pins are straight.

**Solution ID** TAUS0625655EN\*

**Solution Usage** 0

**Description**

C-0016 is displayed and it is not possible to complete the set up.

**Solution**

CAUSE: Improper distribution of toner/starter.

SOLUTION: Shake the IU's from side to side to ensure even distribution of the toner/starter before inserting them. Remove the black IU from the copier and shake it from side to side at least 15 times and reinstall the IU into the copier.

**Solution ID** TAUS0625657EN\*

**Solution Usage** 0

**Description**

The CF2002 control panel does not display the small white square for the controller?

**Solution**

CAUSE: Incorrect settings.

SOLUTION: Enter the Tech Rep mode and set the controller type to 2.

**Solution ID** TAUS0625658EN\*

**Solution Usage** 0

**Description**

C-1204 which cannot be cleared.

**Solution**

CAUSE: Memory problem.

SOLUTION: The copier standard memory is 512MB, but only 256MB is pre-installed. Install the additional 256MB memory supplied with the machine. If installing the memory does not correct the problem, perform the memory clear procedure described on page S-2 in the CF2002/CF3102 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** TAUS0625659EN\*

**Solution Usage** 0

**Description**

Part number for the 16 MB PCMCIA flash card used to upgrade the CF2002/CF3102.

**Solution**

SOLUTION: The part number for a blank card is 7660-4025-01. The card's specifications are shown in Bulletin 3834 .

**Solution ID** TAUS0625661EN\*

**Solution Usage** 0

**Description**

PROBLEM: The image density is low when printing/copying. It is more pronounced on the second side and with heavy stock.

**Solution**

CAUSE: Incorrect adjustment.

SOLUTION: To correct low image density please adjust the 2nd transfer adjust in Image Adjust under Tech Rep mode.

**Solution ID** TAUS0625663EN\*

**Solution Usage** 0

**Description**

How to upgrade PCMCIA flash cards to a higher flash ROM version.

**Solution**

To re-write a flash card with a new version of flash ROM data a PCMCIA card slot and the appropriate software are needed.

Note: One program commonly used for this purpose is Elan Memory Card Explorer.

**Solution ID** TAUS0625664EN\*

**Solution Usage** 0

**Description**

Changing the default settings on the copier (such as paper size, color mode, etc.).

**Solution**

SOLUTION: To change the settings from factory default please use the following procedure:

- 1) Set the copier control panel to the settings you wish for the new default settings.
- 2) Press the utility button on the control panel.
- 3) On the new screen that comes up press the input button.
- 4) Press the reset mode button.
- 5) Press the setup mode button.
- 6) press the input button.
- 7) Press the enter button.
- 8) After returning to the main display hit panel reset and check to see that the changes have taken effect.

**Solution ID** TAUS0625666EN\*

**Solution Usage** 0

**Description**

There is a cyan colored background on all copies and prints.

**Solution**

CAUSE:

The copier memory may be faulty.

SOLUTION:

Try installing memory from a known good copier.

**Solution ID** TAUS0625667EN\*

**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** TAUS0625670EN\*

**Solution Usage** 0

**Description**

Skewed image when printing on 11 x 17.

**Solution**

CAUSE: Improper adjustment.

SOLUTION: Please run the Leading Edge Skew adjustment on page D-53 in the Service Manual.

**Solution ID** TAUS0625671EN\***Solution Usage** 0**Description**

C-12xx codes keep appearing at installation.

**Solution**

CAUSE:  
These codes are usually caused by incorrectly installed or missing expanded memory for the copier. (RAM is sometimes installed in the wrong position on PWB-F.)

**SOLUTION:**

The 256 MB memory module must be installed in the slot directly behind the existing memory module already installed on PWB F.

**Solution ID** TAUS0625672EN\***Solution Usage** 0**Description**

Is it possible to make a 2-sided copy of two landscape originals with top-top orientation (short-edge binding)?

**Solution**

SOLUTION: The default for the CF3102/CF2002 is for landscape originals binding position to be at the top. So when copying two single originals in duplex mode, they will come out top - bottom. To output them as top - top, go into the Auxiliary Tab and select "File Margin" then select "Left Margin" for the copies to come out top - top.

**Solution ID** TAUS0625674EN\***Solution Usage** 0**Description**

The utility file will not work with the CF2002P or CF3102P.

**Solution**

CAUSE: The utility is being run directly from the CD.

SOLUTION: The utility file must run from the PC hard disk drive. When copying the utility from the CD, just copy the utility file, not the files with the .dat extension.

**Solution ID** TAUS0625675EN\***Solution Usage** 0**Description**

The printer version of the CF2002 and CF3102 asks for copy track data in the Spooler.

**Solution**

SOLUTION: If the printer originated as a copier with copy track enabled, this would occur if copy track was not turned off before the copier was converted into a printer. The printer must now be connected to the scanner and copy track must be turned off to correct the condition.

**Solution ID** TAUS0625676EN\***Solution Usage** 0**Description**

The CN3102e icon does not show up on the printer control panel.

**Solution**

CAUSE: Incorrect amount of memory installed.

SOLUTION: Remove PWB-F and verify that the memory sticks located in DIMM 0 and DIMM 1 are 256MB each.

**Solution ID** TAUS0625696EN\***Solution Usage** 0**Description**

The CN3102e keeps dropping off the network and/or the controller details button in the Utility mode of the LCD is not displayed.

**Solution****PROBABLE CAUSES:**

1. Fiery\* system software requires an update.

Update the Fiery system software to minimum version 1.2.

**Notes:**

a. For more detailed information, refer to bulletins 4293 and 4381 .

b. 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]]

2. If the controller details button is not displayed, check the following:

a. Make sure the controller is not pushed up against the wall behind the unit. The CN3102e is mounted on the back of the printer and is flush with the scanner stand. If the printer is pushed up against the wall, the cooling vents of the CN3102e will be blocked, causing overheating of the controller. This can result in loss of communication.

Move the printer away from the wall to ensure airflow, power down the controller, and allow it to cool down.

b. Incorrect settings.

Make sure that "Controller Type 2" has been selected (under "System Input") and if MSC/Panel version is above G0-57, "Peripheral Mode 1" must be set.

c. Poor connection(s).

Remove the cover of the CN3102e controller and remove the cable clamp from the harness of connector J872 on the Fiery PWB. Then reseal the connector and power up the controller and the printer.

3. The CN3102e was not properly shut down from the printer control panel.

Be sure the CN3102e is running minimum version 1.2 software and that it is being shut down properly from the printer control panel.

\* Trademark ownership information

**Solution ID** TAUS0628850EN\*

**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** TAUS0628869EN\*

**Solution Usage** 0

### Description

PageScope NetCare\* is configured correctly but the received E-mail does not indicate the error and/or warning; it just shows some generic switches used to query the device.

### Solution

**CAUSE:** A plug-in is required for the controllers that have been released since the current version of Net Care was completed. For NetCare version 4.01, this includes the Pi6500e, the CN3101e, and the CN3102e (refer to the attached compatibility chart below).

**SOLUTION:** A plug-in is available for each of these three controllers. Please see Bulletin 4024 for details. The files attached below correspond to the controllers as follows:

CONTROLLER	FILE
Pi6500e	psnc_plugin_pi6500e_100.jar
CN3101e	psnc_plugin_cf2002_cf3102_100.jar
CN3102e	psnc_plugin_ntsl_100.jar

Instructions for installing the plug-ins:

1. Stop PageScope Net Care server.
2. Start "Server Console Tools.
3. Login as Administrator.
4. Open "Supported models" tab.
5. Select "Browse" button.
6. Select plug-in file (for example, psnc\_plugin\_pi6500e\_100.jar).
7. Select "Install" button.
8. Confirm the new model name.
9. Logoff "Server Console Tools.

Notes:

a. For additional information refer to the PageScope Compatibility Matrix .

b. 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

<b>Solution ID</b>	TAUS0628878EN*	<b>Solution Usage</b>	0
<b>Description</b>			
Where to get the PageScope Address Book utility.			
<b>Solution</b>			
The PageScope Address Book utility can be downloaded from the [[Konica Minolta PageScope web site  URL https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS]].			
<b>Solution ID</b>	TAUS0628897EN*	<b>Solution Usage</b>	0
<b>Description</b>			
PageScope Address Book utility User Manual.			
<b>Solution</b>			
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			
<b>Solution ID</b>	TAUS0628921EN*	<b>Solution Usage</b>	0
<b>Description</b>			
PageScope Address Book utility information.			
<b>Solution</b>			
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://kbtddigital: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			
<b>Solution ID</b>	TAUS0629782EN*	<b>Solution Usage</b>	0
<b>Description</b>			
Gradation Adjustment button is missing in the Admin Mode.			
<b>Solution</b>			
CAUSE: The Bias Voltage Choice soft switch is ON (selected).			
SOLUTION: Switch OFF (OFF is default) deselect #16 soft switch in the STOP 5 of the Tech. Rep. Mode. Perform the following,			
1. Enter Tech. Rep. Mode			
2. Hit the STOP button followed by the number 5 button.			
3. Deselect the #16 soft switch on the control panel by touching it.			
4. Hit END followed by FIN.TIME.			
<b>Solution ID</b>	TAUS0630446EN*	<b>Solution Usage</b>	0
<b>Description</b>			
Machine powers up with miss feed detect at H, 2nd image transfer.			
<b>Solution</b>			
CAUSE: OHP Detect Sensor always on, showing a 1 in the I/O Check.			
SOLUTION: Check to see if the OHP Sensor changes state in the Tech. Rep. Mode, State Confirm, I/O Check. Make sure that the Paper Dust Remover plate (P/N65FA5106*) is seated properly. See pages E-7, E-8 of the service manual. With this plate removed the OHP sensor in the I/O mode should read a 1, seated properly it should read a 0.			
<b>Solution ID</b>	TAUS0630638EN*	<b>Solution Usage</b>	0



**Description**

ERROR message on the operation control panel when scanning to email.

**Solution**

CAUSE: Scan to email is set up to use an external email server.

SOLUTION: Scan to email is only supported using a local email server.

**Solution ID** TAUS0630853EN\*

**Solution Usage** 0

**Description**

PLEASE INSTALL THE CORRECT UNIT CORRECTLY after installing a new imaging unit.

**Solution**

CAUSE: A Konica imaging unit was installed. The imaging units can be identified by the label on the unit.

SOLUTION: Install a Minolta imaging unit.

**Solution ID** TAUS0630867EN\*

**Solution Usage** 0

**Description**

How to copy currency without poor copy quality.

**Solution**

It is prohibited under any circumstances to copy domestic or foreign currency, or works of art without permission of the copyright owner. The machine is equipped with a BRU (Banknote Recognition Unit) which in most cases, when recognizing currency, will overlay the copy with black toner and display BILL DETECTED.

**Solution ID** TAUS0630896EN\*

**Solution Usage** 0

**Description**

SCANNER CAN NOT BE USED NOW message displayed after pressing the SCAN button.

**Solution**

CAUSE: Incorrect setting of the controller or peripheral mode.

SOLUTION: Change the Peripheral mode of the controller to CONTROLER 2, MODE 1. To do this perform the following:

1. Access the Tech rep mode (press the [UTILITY] button and select [meter count], press Stop, 0, 0, Stop, 0, and 1).
2. Select System Input.
3. Select Peripheral Setting
4. Select Controller 2, Mode 1.
5. Press END.
6. Press FIN. TIME to return to the main copy screen.

**Solution ID** TAUS0634493EN\*

**Solution Usage** 0

**Description**

Is the CF2002 waste toner bottle compatible with the CF2001P?

**Solution**

The CF2002 waste toner bottle is backwards-compatible with the CF2001P. However, the CF2001P waste toner bottle can not be used in the CF2002.

**Solution ID** TAUS0634603EN\*

**Solution Usage** 0

**Description**

The machine comes up with C-1200 when turned on.

**Solution**

PROBABLE CAUSES:

1. The 128 MB memory is not installed or is installed in the wrong slot. It must be installed in the slot next to the CN3101
2. The 256 MB memory stick for the machine is installed in the slot for the controller memory. Install it in the correct slot.
3. The peripheral mode setting is incorrect.

With flash firmware version 93 or higher, the following controller and peripheral mode settings apply:

controller:  
 controller type setting:  
 peripheral mode:

- CN-3102e --- controller type 2 --- peripheral mode 1

- CN-3101 --- controller type 3 --- peripheral mode n/a

**Notes:**

1. With firmware prior to flash version 93 the peripheral mode in the CF-3102/CF-2002 should be set to 2.
2. If the copier has a hard drive installed, the copier memory must be at 512 MB.

Please see bulletin 4220 for details.

**Solution ID** TAUS0634900EN\*

**Solution Usage** 0

**Description**

Does the CN3102e print driver monitor the toner levels in the CF2002? The correct toner level is not reported and even if the toner is completely empty the printer will continue to operate.

**Solution**

The CN3102e print driver does not monitor the toner levels in the CF2002. The toner hopper detects 2 levels: full and near empty. The printer does not have any sensors to detect the exact amount of toner in the toner cartridge.

**Solution ID** TAUS0635838EN\*

**Solution Usage** 0

**Description**

What could cause the copier to stop copying/printing mid-way through a cycle? There is still paper inside it, but it does not record a paper jam.

**Solution**

CAUSE: Defective PWB-F

SOLUTION: Replace PWB-F

**Solution ID** TAUS0635960EN\*

**Solution Usage** 0

**Description**

There is a slight color shift or blur on 80-lb. cover stock at 250 mm from the lead edge.

**Solution**

CAUSE:  
 Incorrect fuser speed.

SOLUTION:  
 After confirming Color Shift Correction for proper alignment, adjust the fuser speed for 60 mm/s to +2%.

**Solution ID** TAUS0636692EN\*

**Solution Usage** 0

**Description**

Transparencies and paper stock tested in CF-2002/CF-3102.

**Solution**

Please refer to the CF-2002 & CF-3102 Authorized Media Guide .

**Solution ID** TAUS0636827EN\*

**Solution Usage** 0

**Description**

The control panel loses power after closing the front door.

**Solution**

CAUSE: The wire harness leading to the optional paper tray(s) is pinched under the copier.

SOLUTION: Remove the copier from the optional paper tray assembly and see if the control panel works correctly.

**Solution ID** TAUS0636872EN\*

**Solution Usage** 0

**Description**

Is there a separate part number for the transfer belt cleaning blade?

**Solution**

There is not a separate part number for the cleaning blade because if the cleaning blade is faulty, the transfer belt will most likely be damaged by the cleaning blade.

**Solution ID** TAUS0636950EN\*

**Solution Usage** 0

**Description**

How to attach a key counter.

**Solution**

Please see the key counter installation instructions 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** TAUS0637004EN\*

**Solution Usage** 0

**Description**

A C-0010, C-0012, C-0014, or C-0016 code is displayed. The steps in the troubleshooting guide in the Service Manual have been followed, the wiring has been checked, and the I/U gears can be turned by hand.

**Solution**

**CAUSE:** When the I/U lock lever is lowered, the LED assembly is also lowered to prevent damage when the I/U is removed. When the I/U is replaced, the LED is returned to its home position. If the LED does not move correctly, the I/U drive motor won't engage properly and a code will be produced.

**SOLUTION:** Please check the mechanical operation of the LED assembly.

**Solution ID** TAUS0637016EN\*

**Solution Usage** 0

**Description**

Is it possible to scan and store a job to the CF2002\3102 and have it available for job recall?

**Solution**

Any copy job scanned off the glass can be saved to the copier HDD, but will be lost once power is turned Off. If a new file is created at a workstation or scan in a job to the controller and save the file to a workstation, they can be sent to the copier's HDD and stored. At the workstation, select File\Print\Properties\Destination\Copier Stored Print\HDD. The job will be sent to the copier and can be accessed by selecting Job Control and then User Box.

The scanned job will not be saved unless "Enable the Job Recall" is selected in System Input (Tech Rep Mode) and then "Job Recall" is enabled in the User Choice 1 screen.

**Solution ID** TAUS0637100EN\*

**Solution Usage** 0

**Description**

Item number for the CN3102e Interface Kit P.

**Solution**

CN3102e Interface Kit P (Item #4342-612).

**Notes:**

1. The wire harness is also available by itself. Please see bulletin 4767 .
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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

\* Trademark ownership information

**Solution ID** TAUS0637115EN\*

**Solution Usage** 0

**Description**

What is the PageScope Light Administrator password?

**Solution**

The PageScope Light password is the same as the Administrator password on the copier. The default is "0000." Please see the PageScope Light Scanner

Mode for CN3102e User Manual page 1-6 or the CF3102/2002 Service Manual page S-39 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

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**Solution ID** TAUS0637152EN\*

**Solution Usage** 0

**Description**

What is the part number for the RAM Pack attached to PWB-F of the CF-2002?

**Solution**

The part number for the RAM Pack is 9367-4510-31.

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**Solution ID** TAUS0637379EN\*

**Solution Usage** 0

**Description**

There is a problem opening and saving scanned images.

**Solution**

CAUSE: System software problem.

SOLUTION: Load the latest system software. Please see bulletin 4631 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

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**Solution ID** TAUS0637388EN\*

**Solution Usage** 0

**Description**

The controller goes off line. It recovers if left powered OFF for a length of time.

**Solution**

CAUSE: The CN3102e is mounted on the back of the printer and is flush with the scanner stand. If the printer is pushed up against the wall, the cooling vents of the CN3102e will be blocked, causing overheating of the controller. This can result in loss of communication.

SOLUTION: Move the printer away from the wall to ensure airflow. Power down the controller and allow it to cool down then place something behind the printer (i.e., a small box) to keep it away from the wall.

---

**Solution ID** TAUS0637449EN\*

**Solution Usage** 0

**Description**

The image repeats on the page.

**Solution**

CAUSE: The RAM pack may be faulty. Please see the linked [sample image](#) for an example of this effect.

SOLUTION: Replace the RAM pack.

---

**Solution ID** TAUS0637544EN\*

**Solution Usage** 0

**Description**

Part number for the staple unit for the FN8.

**Solution**

Staple unit (p/n 4583-5027-01). Please see bulletin 4049 .

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** TAUS0637547EN\***Solution Usage** 0**Description**

Part number for CF2002 multi-purpose cassette.

**Solution**

Multi-purpose cassette (p/n 4004-0401-04). Please see bulletin 4046 for additional information.

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** TAUS0637643EN\***Solution Usage** 0**Description**

After installing System Software 2.0, WebSpooler is missing from WebTools.

**Solution**

CAUSE: The WebSpooler function was eliminated in system software version 2.

SOLUTION: Command Workstation is now included with User Software. Please utilize this for job management.

**Solution ID** TAUS0638513EN\***Solution Usage** 0**Description**

ORIGINAL LEFT ON GLASS message when original is placed on the platen glass with a DF331.

**Solution**

CAUSE: The Empty Detection Sensor PC1 actuator is hung up or the sensor is defective on the DF331.

SOLUTION: Check for the proper movement of the actuator for PC1. Also check the signal operation in the I/O Check of the ADF Check, in the Tech. Rep. Mode.

1. Press UTILITY, METER COUNT, STOP, 0, 0, STOP, 0, 1 to enter the TECH REP MODE.
2. On the display select ADF Check.
3. Select I/O Check.
4. View the EMPTY sensor and actuate PC1 it should change state from a 0 (actuated) to 1 (Deactivated).

**Solution ID** TAUS0638873EN\***Solution Usage** 0**Description**

C0012 after replacing the magenta imaging unit.

**Solution**

CAUSE: The developer in the imaging unit has shifted to one end during shipping or storage. Ensure that the imaging units are not tilted more than 45 degrees during servicing or storage.

SOLUTION: Remove the imaging unit and shake it from end to end to evenly distribute the developer. Place your finger over the opening to prevent developer spillage. Reinstall the unit and clear the trouble code with the following procedure:

1. With power ON, open the front door and locate the small, rectangular hole below the imaging unit removal tool.

Note: It is not in the same location as the models 7915/7920.

2. Insert a suitable object into the hole to actuate the reset switch.
3. The code should clear and a message to close the front door should appear.

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** TAUS0638878EN\***Solution Usage** 0**Description**

C1265 at power up.

**Solution**

CAUSE: Memory Board Time Out. Incorrect compression or decompression of data on the Image Control Board (PWB-F).

SOLUTION: Reseat the two sticks of memory. The engine requires 512MB of memory (256MB base memory and the MU433 256MB memory upgrade) to function properly.

---

**Solution ID** TAUS0638908EN\* **Solution Usage** 0

**Description**

The machine locks up with Konica on the display at power up.

**Solution**

CAUSE: A pin is bent on the cable between the scanner and main body.

SOLUTION: Inspect the cable pins and the connectors on the scanner and main body. Install strain reliefs on the cable ends as specified in the set up instructions.

---

**Solution ID** TAUS0639107EN\* **Solution Usage** 0

**Description**

Cyan & yellow lines (intermittent fuzzy color image/repeat color image every 65mm) only when copying from the platen glass.

**Solution**

CAUSE: Failed IC202 (Dallas Chip/NOVRAM/RAM Pack) on the PWB-F board.

SOLUTION: Replace IC202 (p/n 12ZS-9530) on the PWB-F board (p/n 12ZS-9530).

Note: Software counters will be reset and settings will have to be re-entered.

SPECIAL NOTE: Solution provided by Robert B. Plowman, DSM Color Graphics Specialist S.E Region, Konica Minolta Professional Services

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**Solution ID** TAUS0639428EN\* **Solution Usage** 0

**Description**

Toner compatibility with the 8020/8031 verses the CF2002/CF3102.

**Solution**

The toner for the 8020 and 8031 can not be used in the CF2002 and CF3102. The CF2002 and CF3102 toner can not be used in the 8020 or 8031. The toner cartridges are not interchangeable.

---

**Solution ID** TAUS0639649EN\* **Solution Usage** 0

**Description**

Part number for the plastic shaft that goes to the release handle for each of the toner hoppers depicted as unavailable in the Service Manual on page 6.

**Solution**

Plastic shaft for the toner hopper release handle (p/n 65FA10480).

---

**Solution ID** TAUS0639653EN\* **Solution Usage** 0

**Description**

Part number for the wiring harness assembly for the toner hoppers which connects to PC40 and PC51 toner sensors of the toner supply unit.

**Solution**

Wiring harness assembly for the toner hopper supply unit (p/n 65FA-9490).

---

**Solution ID** TAUS0639907EN\* **Solution Usage** 0

**Description**

How to prevent the machine from auto tray switching.

**Solution**

To prevent the machine from auto tray switching, set the trays not included in auto tray switching to Specialty Paper. This is done in User's Choice 2.

---

**Solution ID** TAUS0639936EN\* **Solution Usage** 0

**Description**

How to change the default settings.

**Solution**

To change the default settings, perform the following:

---

1. Make the desired settings in the regular copy displays.
2. Press the Utility key.
3. On the LCD select INPUT, then RESET MODE, and then SET-UP MODE.
4. Select INPUT and then ENTER twice followed by EXIT on the LCD to return to copier display.

---

**Solution ID** TAUS0639940EN\*

**Solution Usage** 0

**Description**

C0010 after replacing the cyan imaging unit.

**Solution**

CAUSE: The developer in the imaging unit has shifted to one end during shipping or storage. Ensure that the imaging units are not tilted more than 45 degrees during servicing or storage.

SOLUTION: Remove the imaging unit and shake it from end to end to evenly distribute the developer. Reinstall the unit and clear the trouble code with the following procedure:

1. With power ON, open the front door and locate the small, rectangular hole below the imaging unit removal tool.
2. Insert a suitable object into the hole to actuate the reset switch .
3. The code should clear and a message to close the front door should appear.

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

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**Solution ID** TAUS0640018EN\*

**Solution Usage** 0

**Description**

How to enable the Key Counter if an external counter security device (Hecon\* key counter) is installed on the machine.

**Solution**

To enable the Key Counter for an external key counter device, perform the following:

1. Enter Tech Rep Mode.
2. Enter Security Mode by pressing the STOP button followed by the number (9) button.
3. Select Admin. Choice.
4. Select SET under the Key Counter.
5. Select END, Fin.Time.

\* Trademark ownership information

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**Solution ID** TAUS0640185EN\*

**Solution Usage** 0

**Description**

NOW WARMING UP. READY TO SCAN message after the replacement of the CCD unit.

**Solution**

CAUSE: Scanner and lamp do not initialize because of the replacement of a PCB and or electrical components without unplugging the equipment.

SOLUTION: Unplug the equipment, wait 10 seconds, then power up the machine. If the scanner does not initialize, follow the procedure in the Service Manual to reload system firmware.

---

**Solution ID** TAUS0640267EN\*

**Solution Usage** 0

**Description**

Parts Manual Update - Pin and Collar Change.

**Solution**

See Bulletin Number 4999 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

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**Solution ID** TAUS0640349EN\*

**Solution Usage** 0

**Description**

After the CN3102e is shut down at the end of the work day, the controller icon is missing from the LCD the next morning on power up and it is not available on the network.

**Solution**

CAUSE: After shutting down the CN3102e from the control panel, the power to the controller must be recycled so it will reboot.

SOLUTION: Turn the power switch for the controller OFF/ON. The CN3102e receives power from the printer by an isolated 120V AC outlet which is not controlled by the printer power switch. Instruct the end user on the proper shut down procedure for the CN3102e.

**Solution ID** TAUS0640351EN\*

**Solution Usage** 0

**Description**

How to print to a CN3102e with CopyTrack\* turned ON without having to enter the account number.

**Solution**

To print to a CN3102e with CopyTrack turned ON without having to enter the account number, perform the following:

1. Select START, SETTINGS, and PRINTERS on your workstation.
2. Right click on your printer driver and choose PROPERTIES.
3. On the GENERAL tab select PRINTING PREFERENCES.
4. On the FIERY PRINTING tab select USER IDENTIFICATION and enter the account number.
5. Check ACCOUNT CONTROL and click on OK twice to save.

\* Trademark ownership information

**Solution ID** TAUS0640353EN\*

**Solution Usage** 0

**Description**

CN3102e item number.

**Solution**

CN3102e controller (Item #336-612).

Note: Interface Kit-P (Item #4342-612) is also needed with a new installation.

**Solution ID** TAUS0640355EN\*

**Solution Usage** 0

**Description**

Part number for the CN3102e hard disk.

**Solution**

CN3102e hard disk (p/n 7665-0275-25).

**Solution ID** TAUS0640358EN\*

**Solution Usage** 0

**Description**

When printing a landscape 11x17 page from CorelDraw\* 9 on Microsoft\* Windows 2000 to the Fiery\* CN3102e, the image is oriented improperly on the paper and part of the image is missing.

**Solution**

CAUSE: PPD not installed.

SOLUTION: To make the CorelDraw output conform to the 11x17 page, the PPD for the CN3102e must be installed. On the general tab of the print dialog box, click the "Use PPD" checkbox. If a PPD has not been previously loaded, a "Select PPD File" dialog will appear. Browse to the folder containing the CN3102e PPD (usually Winnt\system32\spool\drivers\w32x86\3). The name of the CN3102e PPD file is "EF3M2022.PPD". Once the PPD is selected, click on the "Properties" button in the print dialog = choose 11x17 paper = landscape orientation. The document should then print properly.

**Solution ID** TAUS0640359EN\*

**Solution Usage** 0

**Description**

Why is scanning not possible from the CN3102e after flashing the CF2002?

**Solution**

After flash version 93 is downloaded there is an additional setting required to enable scanning. In Tech Rep Mode, go to "System Input." Under "Peripheral Setting" Controller "Type 2" must be selected. At the bottom of the screen notice a new setting called "Peripheral Mode." This must be set to Mode 1 for the CN3102e to be able to scan.

Note: Refer to bulletin 4220 for additional information.

**Solution ID** TAUS0640361EN\*

**Solution Usage** 0



**Description**

Is it possible to add a bigger hard disk drive into the CN3102e?

**Solution**

That would not be possible because it is not supported by the controller BIOS.

**Solution ID** TAUS0640363EN\*

**Solution Usage** 0

**Description**

Does the Fiery\* Remote Scan TWAIN feature work with all applications?

**Solution**

The controller uses a specific TIFF 6.0 format that is only supported by Adobe\* PhotoShop\*.

\* Trademark ownership information

**Solution ID** TAUS0640365EN\*

**Solution Usage** 0

**Description**

Where to find the instructions for installing the system software in the CN3102e.

**Solution**

Refer to the Service Guide, pages 24-29 .

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** TAUS0640367EN\*

**Solution Usage** 0

**Description**

After installing and publishing the queues, the CN3102e cannot be seen on the network.

**Solution**

Please install the MIB PageScope patch ( 1-7030A ) on the CN3102e. Information about the patch can be found in bulletin 4094 .

**Solution ID** TAUS0640369EN\*

**Solution Usage** 0

**Description**

Is the CN3102e SLP (Service Location Protocol) v.2 compliant?

**Solution**

The CN3102e SLP (Service Location Protocol) v.2 is compliant.

**Solution ID** TAUS0640371EN\*

**Solution Usage** 0

**Description**

When installing system software to the CN3102e (Fiery\* X3e ), the boot.efi and system.efi files do not load. It seems to take a very long time to load the files and a time-out error message is indicated.

**Solution**

CAUSE: The size of the files being downloaded is very large.

SOLUTION: EFI\* has provided a utility called the Fiery Parallel Port Drivers to reduce the download times. Refer to bulletin 4129 for details. Carefully review the system requirements and driver installation procedure.

Notes:

1. If a time-out error still appears, try loading both programs by adding "lpt1" to the end of the command line.

Example: In paragraph 6 of bulletin 4129 the typed in command should read:

```
compat.exe -p c:\boot.efi lpt1
```

In paragraph 7 the command should read:

```
ecp.exe -p c:\system.efi lpt1
```

With the change to the two load commands, the system installation should be successful.

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:

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

\* Trademark ownership information

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**Solution ID** TAUS0640373EN\* **Solution Usage** 0

**Description**

Where to find the MIB patch for PageScope Light.

**Solution**

The MIB PageScope patch ( 1-7030A ) can be found as a downloadable link in bulletin 4094 .

---

**Solution ID** TAUS0640375EN\* **Solution Usage** 0

**Description**

Are patch files 1-8CPA5.ps, 1-8CPA6.ps, and 1-89TBP.ps needed for the CN3102e running software version 1.2?

**Solution**

Patch file 1-89TBP.ps was incorporated into software version 1.2. It is not necessary to download it after version 1.2 has been installed.

**Notes:**

1. See bulletin 4222 for proper downloading instructions for the other two patch files.
2. Bulletin 4633 has a link to patch file 1-9W4WX.ps, which resolves security issues related to the SAMBA port.
3. To view the above PDFs, Acrobat\* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe\* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

\* Trademark ownership information

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**Solution ID** TAUS0640377EN\* **Solution Usage** 0

**Description**

Printing to an external Fiery\* controller through Microsoft\* Windows 2000 is slow. Printing directly to the CN3102e is faster.

**Solution**

**CAUSE:** There is a problem with the standard TCP/IP\* port implementation in Windows 2000 and possibly Windows XP. The Windows port monitor is waiting for an ack (response) from the printer within a preset amount of time and will not send the next packet until receiving the ack. Controllers that are running Windows seem to be most affected by this. Embedded Fiery controllers are running LINUX\* and do not seem to have an issue.

**SOLUTION:** Printing should be set up through a LPR port. There is a temporary fix for this available from Microsoft. The recommended workaround is to load the "Print Services for Unix" on Windows.

**Note:** Please note that solutions such as this are not generally supported by EFI\* and cannot be guaranteed to work by Konica Minolta Business Solutions.

\* Trademark ownership information

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**Solution ID** TAUS0640379EN\* **Solution Usage** 0

**Description**

The PageScope Address Book utility does not work with the CN3102e controller. The message "Unable to scan" or "Unsupported Device" is indicated.

**Solution**

**CAUSE:** The utility requires upgrading.

**SOLUTION:** The latest PageScope Address Book utility can be downloaded from the [\[\[Konica Minolta PageScope web site| URL https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS\]\]](https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS).

---

**Solution ID** TAUS0640381EN\* **Solution Usage** 0

**Description**

"Jumper Set To Parallel Boot" message on the CN3102e display.

**Solution**

**CAUSE:** Firmware requires updating.

**SOLUTION:** The minimum version of firmware to allow the copier to be converted into a printer is 2B5. The current version is 2D1, which can be downloaded from a link in bulletin 3837D .

**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

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**Solution ID** TAUS0641261EN\***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** TAUS0641611EN\***Solution Usage** 0**Description**

Very small spots or marks on copies. Running halftone test patterns of each color set at 255, one or more of the colors will display small white dots.

**Solution**

CAUSE: Environmental conditions such as low humidity or high altitudes.

SOLUTION: The Bias Voltage Choice adjustment needs to be completed. To run the Bias Voltage Choice adjustment, perform the following:

1. From the Tech Rep mode press Image Adjust, Bias Voltage Choice.
2. Select ON and then End.
3. If this does not correct, image processing list and samples will be needed for escalation to engineering.

Note: An Image Adjustment jig (p/n U192-0285FOC) is available free of charge (FOC) for machines that experience the 'Starry Night' syndrome due to altitudes above one mile. This is ONLY for machines that are located in high altitude areas that cannot be resolved by performing the Gradation Adjustment.

**Solution ID** TAUS0642396EN\***Solution Usage** 0**Description**

Image data for black was garbled, scrambled. Parts of the image were being moved around on the page. Happens off the glass, when printing, and on internal test pages. Color images are normal (except for the black portions).

**Solution**

CAUSE: Failed LED unit.

SOLUTION: Swap the black and cyan LED print heads to see if the problem moves. If so, replace the failed LED unit.

SPECIAL NOTE: Solution provided by Ray Whiting, KBL, INC.

**Solution ID** TAUS0642954EN\***Solution Usage** 0**Description**

Copier prompts the user to insert the transfer belt. The transfer belt and power supply have been replaced.

**Solution**

CAUSE:  
Faulty PWB-IO.

SOLUTION:

Verify operation of PWB-IO by performing the following:

Check for 24 volts on PJ1-1 on PWB-IO. If 24 volts is not present, disconnect PJ2 on PWB IO. If the 24 volts returns to PJ1-1 on PWB-IO, then PWB-IO is faulty. Replace PWB-IO.

**Solution ID** TAUS0642994EN\***Solution Usage** 0**Description**

Specifications for the flash card (PCMCIA).

**Solution**

The specifications for the flash card for the CF3102 & CF2002 are as follows:  
The flashcards are linear, 5 volts, 16 MB with an access time of 200 ns.

**Solution ID** TAUS0643391EN\***Solution Usage** 0

**Description**

How to reset the imaging unit counter.

**Solution**

To reset the imaging unit counter, the imaging unit must be replaced with a new one (zero count). The count is stored on a circuit board on the imaging unit. If a used imaging unit is installed, the count will change to that of the installed used unit, but once the message to change the imaging unit is displayed, a new unit must be installed.

---

**Solution ID** TAUS0643525EN\*

**Solution Usage** 0

**Description**

Maximum number of stapled sets.

**Solution**

The factory specification allows a maximum of 30 stapled sets to be printed, at which time the copier control panel will indicate to empty the finisher exit tray.

---

**Solution ID** TAUS0643625EN\*

**Solution Usage** 0

**Description**

Where to download the IEEE 1284 parallel port driver.

**Solution**

The IEEE 1284 parallel port driver can be downloaded from Technical Bulletin #4129 . There is a 'live' link on page 3 of 5 in Step 3 under 1284 DRIVER/FIERY SYSTEM SOFTWARE INSTALLATION INSTRUCTIONS. The link pops up a File Download window allowing the file to be opened or saved. 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

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**Solution ID** TAUS0643803EN\*

**Solution Usage** 0

**Description**

The copier shows an imaging unit drive motor error after replacing an LED.

**Solution**

CAUSE: LED not replaced correctly.

SOLUTION: Please verify the following:

1. The LED is fully seated and is not raised on one side.
2. Verify that the white plastic tab and its spring (items 11 and 13 in figure 18 of the CF2002/3102 Parts Manual are in their proper positions. The white tab should move freely back and forth on the LED assembly.

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

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**Solution ID** TAUS0643896EN\*

**Solution Usage** 0

**Description**

False exit jam is indicated; no paper jams can be found.

**Solution**

CAUSE: Sensor failure.

SOLUTION: If the copier is equipped with a duplex unit verify that the actuator for PC-1, in the duplex unit, is working correctly.

---

**Solution ID** TAUS0643941EN\*

**Solution Usage** 0

**Description**

The printer will not 'wake up' out of power save mode after replacing or upgrading controller.

**Solution**

CAUSE: Incorrect installation procedure.

SOLUTION: When replacing or upgrading the controller, remove the DIMM from the f-board.

**Solution ID** TAUS0644020EN\***Solution Usage** 0**Description**

C0096 error code is displayed.

**Solution**

CAUSE: The e-clip that secures the transfer belt drive gear is not seated correctly.

SOLUTION: Verify that the e-clip that secures the black drive gear, located on the rear side of the transfer belt is seated correctly. If not, the black gear will move forward and will not receive drive from the main drive motor. Please follow the steps on page T-55 of the Field Service Manual .

**Solution ID** TAUS0644105EN\***Solution Usage** 0**Description**

Are Macintosh\* OS 10.4 drivers available or can OS 10.2/10.3 drivers be used on OS 10.4 Tiger?

**Solution**

Macintosh OS 10.4 Tiger currently ships with print drivers from EFI. It is recommended to use these drivers, rather than non-certified drivers that may ship with the controller. It is not recommended to use OS 10.2 or 10.3 drivers in 10.4, unless there are no alternatives. The native OS 10.4 drivers are only for use with EFI Fiery\* controllers and are not intended for use with legacy Konica controllers. The following is a list of EFI drivers that ship with OS 10.4.

EFI Fiery S300 31C-M PS v1.0  
 EFI Fiery S300 31C-M PS v1.0 eu  
 EFI Fiery S300 31C-M PS v2.0  
 EFI Fiery S300 31C-M PS v2.0 eu  
 EFI Fiery S300 50C-K v1.1  
 EFI Fiery S300 50C-K v1.1 eu  
 EFI Fiery S300 50C-K v1.1 jp  
 EFI Fiery X3 55BW-M PS v2.0  
 EFI Fiery X3 55BW-M PS v2.0eu  
 EFI Fiery X3 65BW-M Pro v1.0  
 EFI Fiery X3 65BW-M Pro v1.0 eu  
 EFI Fiery X3 75BW-M PS v2.0  
 EFI Fiery X3 75BW-M PS v2.0 eu  
 EFI Fiery X3e 08C-M jp  
 EFI Fiery X3e 08C-M v3011.103  
 EFI Fiery X3e 20C-M v1.0 jp  
 EFI Fiery X3e 20C-M v2.0  
 EFI Fiery X3e 20C-M v2.0 eu  
 EFI Fiery X3e 22C-KM PS jp  
 EFI Fiery X3e 22C-KM PS v2.0  
 EFI Fiery X3e 22C-KM PS v2.0 eu  
 EFI Fiery X3e 31C-M PS v1.0  
 EFI Fiery X3e 31C-M PS v1.0 eu  
 EFI Fiery X3e 31C-M PS v1.0 jp  
 EFI Fiery X3e 31C-M PS v1.1  
 EFI Fiery X3e 31C-M PS v1.1 eu  
 EFI Fiery X3e 31C-M PS v1.2  
 EFI Fiery X3e 31C-M PS v1.2 eu  
 EFI Fiery X3e 31C-M PS v2.0  
 EFI Fiery X3e 31C-M PS v2.0 eu  
 EFI Fiery X3e 50C-K v1.0  
 EFI Fiery X3e 50C-K v1.0 eu  
 EFI Fiery X3e 50C-K v1.0 jp  
 EFI Fiery X3e 65BW-M  
 EFI Fiery X3e 65BW-M eu  
 EFI Fiery X3e 7255BW-KM  
 EFI Fiery X3e 7255BW-KM eu  
 EFI Fiery X5 85BW-M v1.0  
 EFI Fiery X5 85BW-M v1.0 eu  
 EFI Fiery Z4 08C-M jp  
 EFI Fiery Z4 08C-M v3010.104  
 EFI Fiery Z4 20C-M v1.01  
 EFI Fiery Z4 20C-M v1.01 eu  
 EFI Fiery Z5 08C-M v3011.103  
 EFI Fiery Z5 20C-M v1.02  
 EFI Fiery Z5 20C-M v1.02  
 EFI Pi5500

\* Trademark ownership information

**Solution ID** TAUS0644134EN\***Solution Usage** 0**Description**

Transparencies and paper stock tested for the CF2002.

**Solution**

Please refer to the CF2002 & CF3102 Authorized Media Guide .

**Solution ID** TAUS0644323EN\***Solution Usage** 0**Description**

Jig memory card change.

**Solution**

See KOM050674 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** TAUS0644350EN\***Solution Usage** 0**Description**

Specification of the FN-8 folding capacity.

**Solution**

SOLUTION: The FN-8 can fold a maximum of 10 sheets. This is equal to 40 originals. Please see page G-1 in the FN-8 section of the Option 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** TAUS0644486EN\***Solution Usage** 0**Description**

Scanning is not possible from the CN3102e after flashing the CF3102/2002.

**Solution**

CAUSE: Incorrect setting.

SOLUTION: After flash version 93 is downloaded there is an additional setting required to enable scanning. In Tech Rep Mode, go to "System Input." Under "Peripheral Setting" Controller "Type 2" must be selected. At the bottom of the screen notice a new setting called "Peripheral Mode." This must be set to Mode 1 for the CN3102e to be able to scan.

Note: Refer to bulletin 4220 for additional information.

**Solution ID** TAUS0644570EN\***Solution Usage** 0**Description**

What is needed to connect the Equitrac\* PageCounter 100 or 300?

**Solution**

The correct key counter mounting kit used with the Equitrac key counter devices is (Item #4623481). The correct copier interface cable is included in the kit.

\* Trademark ownership information

**Solution ID** TAUS0645028EN\***Solution Usage** 0**Description**

Item number available for the CN3102e interface kit.

**Solution**

SOLUTION: The item number for the CN3102e interface kit is: 4342-612.

**Solution ID** TAUS0645191EN\***Solution Usage** 0**Description**

Can a PF118 from the CF2001/1501 be used on a CF3102/2002?

**Solution**

The PF-118 can be used on either a CF2001/1501 or CF3102/2002. It is recommended to use the optional cassette that has the Paper Feed Roller Guide with the Black Mylar installed, this will reduce the possibility of having fuser blurred images under high humidity conditions..

**Solution ID** TAUS0645245EN\***Solution Usage** 0**Description**

Can individual parts be ordered for the scanner stand?

**Solution**

Individual parts can't be ordered for the scanner stand it is available only as a complete unit.

**Solution ID** TAUS0645752EN\***Solution Usage** 0**Description**

Are the expanded DIMM memory chips interchangeable between the CF1501/2001 and the CF2002/3102?

**Solution**

The DIMM memory is not interchangeable between these models. The CF1501 and CF2001 use 128 MB DIMMs, while the CF2002 and CF 3102 use 256 MB DIMMs.

**Solution ID** TAUS0645902EN\***Solution Usage** 0**Description**

The copier control panel will not power up.

**Solution**

CAUSE: This could be caused by a bad connection on PWB-C. PWB-C is defective.

SOLUTION: Please re-seat all connections on PWB-C in the scanner. If problem persists, replace PWB-C.

**Solution ID** TAUS0646018EN\***Solution Usage** 0**Description**

RAM pack part number.

**Solution**

The RAM pack (PWB-R) is 9367-4510-31.

**Solution ID** TAUS0646087EN\***Solution Usage** 0**Description**

Part number for the Multi-purpose cassette.

**Solution**

SOLUTION: The part number for the multi-purpose cassette is: 4004-0401-04.

**Solution ID** TAUS0646372EN\***Solution Usage** 0**Description**

PAPER PASSAGE CAN NOT START FOR LANDSCAPE DIRECTION IN THIS OHP SIZE. RESET IT TO PORTRAIT DIRECTION OR SET THE SIZE LAGER THAN LETTER message.

**Solution**

CAUSE: A possible bad paper thickness dial selector knob.

SOLUTION: Check to see if this message changes if turning the thickness knob. If not replace the PW Board S, P/N 111T-9170. Also look at the knob P/N

111T10270.

---

<b>Solution ID</b> TAUS0647108EN*	<b>Solution Usage</b> 0
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**Description**

Part number for the cable with the large connector that runs between the CN3102e and the copier.

**Solution**

Cable (p/n 4342-6804-03).

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<b>Solution ID</b> TAUS0647115EN*	<b>Solution Usage</b> 0
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**Description**

Part number for the Interface Cable with the smaller connector which runs from the CN3102e to the copier.

**Solution**

Cable (p/n 4342-6805-02).

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<b>Solution ID</b> TAUS0647118EN*	<b>Solution Usage</b> 0
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**Description**

Part number for the Fiery\* HDD cooling fan.

**Solution**

Cooling fan (p/n 9313-1200-11).

\* Trademark ownership information

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<b>Solution ID</b> TAUS0647122EN*	<b>Solution Usage</b> 0
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**Description**

Part number for the power supply for the Interface Kit P.

**Solution**

Interface Kit P power supply (p/n 4342-6201-01). Also refer to bulletin 4694 .

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

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<b>Solution ID</b> TAUS0647562EN*	<b>Solution Usage</b> 0
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**Description**

Does WinFax Pro10 Software work with AHT OneRip 2?

**Solution**

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

Di450/Di550

Di551/Di650, 7155/7165

Di750, 7075

bizhub Di470

bizhub Di5501/Di7210, bizhub Di7255/7272

bizhub Di850, bizhub 7085

bizhub CF2002/CF3102

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<b>Solution ID</b> TAUS0648174EN*	<b>Solution Usage</b> 0
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**Description**

T-shirt transfer capability.

**Solution**

T-shirt transfers are not recommended. T-shirt transfers have been tested and found to cause damage to the transfer and fuser sections of the machine.



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**Solution ID** TAUS0648275EN\***Solution Usage** 0**Description**

How to input the time and date.

**Solution**

To input the time and date, perform the following:

1. Press the Stop button.
  2. Enter 1144 using the keypad.
  3. Press the Clear key.
  4. From the Date/Time Input screen enter the date and time using the numeric keypad.
  5. Press [END].
- 

**Solution ID** TAUS0648427EN\***Solution Usage** 0**Description**

All copies and prints are black consisting of the three colors and black.

**Solution**

CAUSE: A failed HV1.

SOLUTION: Replace HV1 (p/n 65FA-9310).

---

**Solution ID** TAUS0649016EN\***Solution Usage** 0**Description**

Part number for the Konica Minolta logo 11x17 color test chart.

**Solution**

Konica Minolta logo 11x17 color test chart (p/n 4036794101).

---

**Solution ID** TAUS0650327EN\***Solution Usage** 0**Description**

After moving the copier, copies off the glass are blurry.

**Solution**

CAUSE: Problem with guides.

SOLUTION: Verify that the teflon guides (p/n 4002-1780-01) located on the underside of the 2nd and 3rd mirror assembly within the scanner unit are still intact.

---

**Solution ID** TAUS0650495EN\***Solution Usage** 0**Description**

When using the duplex mode and copying the second side, the paper skews in the duplex unit and then jams as it enters the synchronization rollers.

**Solution**

CAUSE: The upper guide on the duplex unit may be cracked.

SOLUTION: Replace the upper guide on the duplex unit (p/n 4657-3705-03).

---

**Solution ID** TAUS0650711EN\***Solution Usage** 0**Description**

PF117, part number for the feed tension spring is not listed in the Parts Manual.

**Solution**

The PF117 Parts Manual does not list this item (Page 5, graphic of part is shown to the left of item #13, however there is no reference number for this item listed.)

The spring can be cross-referenced using the (XK) DB432 Parts Manual. The correct part number for the tension spring is p/n 112E40720

---

**Solution ID** TAUS0650754EN\***Solution Usage** 0

**Description**

Double imaging, ghosting from front-to-rear, colors not aligning properly with one specific color station, on both prints and copies.

**Solution**

CAUSE: Failed LED print head assembly.

SOLUTION: Verify the problem with the suspect LED unit by swapping it with another unit. Replace the failed unit.

PART NUMBER	ITEM
65FA-9060	PWB-LPL Assembly (LED Print Head Assembly)
65FA-9120	PWB-LED Board (LED Driver board)

**Solution ID** TAUS0650886EN\*

**Solution Usage** 0

**Description**

P-6, P-7, P-8, P-9 during image stabilization at power up.

**Solution**

CAUSE: There is a problem with the quality of the color alignment test pattern produced on the belt or with the AIDC sensors (UN20 and UN21) .

SOLUTION: Run halftone test prints of all four colors to determine if there is a problem with image production. Clean the AIDC sensors. Ensure that the shutter is opening to expose the AIDC sensors.

**Solution ID** TAUS0651524EN\*

**Solution Usage** 0

**Description**

How to check the image unit life.

**Solution**

There are two ways to check the life of the image units. The customer can check the life by pressing the Utility Key and then selecting [Unit Life Indicator].

The life will be displayed in bar graph form F (full) to E (empty).

The technician can check the actual life in minutes by performing the following:

1. Enter the Technical Mode.
2. Select [Counter].
3. Select [Life].
4. Select [2].

The image unit life will be displayed in minutes of use.

**Solution ID** TAUS0651634EN\*

**Solution Usage** 0

**Description**

Konica Minolta Security White Paper (Version 3.0).

**Solution**

See Security White Paper 3.0 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** TAUS0652038EN\*

**Solution Usage** 0

**Description**

New, Limited Extended Warranty Program.

**Solution**

See the New, Limited Extended Warranty Program announcement 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** TAUS0652144EN\*

**Solution Usage** 0

**Description**

C3C00 through C3C40.

**Solution**

CAUSE: C3C\*\* codes are related to the BRU (Banknote Recognition Unit). The BRU is the counterfeit prevention system (gold box) on PWB-C. The codes related to this system are confidential and therefore not published in the technical manual. DO NOT insert or remove the BRU with the power ON and DO NOT power ON the machine with the BRU removed. UNPLUG the AC supply to the machine prior to removing or inserting the BRU.

SOLUTION: Call the Konica Systems Solutions Group when a BRU failure code occurs.

**Solution ID** TAUS0652330EN\*

**Solution Usage** 0

**Description**

Cannot adjust the color registration.

**Solution**

CAUSE: The LED indication may not move upward when the lever is locked into position.

SOLUTION: Remove the imaging unit and raise and lower the lever (p/n 4004-1826-03). Verify that the LED indication moves upward and downward.

**Solution ID** TAUS0652670EN\*

**Solution Usage** 0

**Description**

Imaging Unit Protection Program.

**Solution**

See Imaging Unit Protection Program 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: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL](http://www.adobe.com/products/acrobat/readstep2.html)  
[http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

\* Trademark ownership information

**Solution ID** TAUS0652932EN\*

**Solution Usage** 0

**Description**

How to acquire an RA number.

**Solution**

To acquire an RA number, perform the following:

1. Refer to the KMBS Logistics Support Guide for detailed instructions.
2. Fill out the Return Authorization Request as completely as possible.
3. Fax form to: 201-825-1645.

Notes:

a. Please use the return label provided on the RA notification which will be faxed to you. This will assure receipt of your return to the proper Konica Minolta warehouse.

b. Returns sent to the incorrect location will be refused and returned freight collect.

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

\* Trademark ownership information

**Solution ID** TAUS0652992EN\*

**Solution Usage** 0

**Description**

How to default the machine to 11x17 paper with no reduction when selecting Booklet.

**Solution**

To default the machine to 11x17 paper with no reduction, perform the following:

1. Select [original copy].
2. Select [Booklet 4in1].
3. Select [Booklet].
4. Select [x0.674].
5. Select [x1.0].
6. Select [Utility].
7. Select [Input].
8. Select [Reset mode].
9. Select [Current settings].
10. Press [Set].
11. Return to the main copy screen.

---

**Solution ID** TAUS0653239EN\* **Solution Usage** 0

**Description**

Part number for the PCMCIA Flash Card.

**Solution**

16MB PCMCIA Flash Card (p/n 7660402501).

**Notes:**

1. Card Specifications - 16MB Programmable Flash Card, AMD "D" Series, Type 1 Linear, 5V DC only, operation with minimum of 200ns access time from standby.
2. Use the SwapFTL\_UTILITY and current firmware located on the [[Konica Minolta FTP site| URL ftp://kbtldigital:kx15@ftp.konicabt.com]].

---

**Solution ID** TAUS0653433EN\* **Solution Usage** 0

**Description**

Where does the copier store a "scan to" address for a one-touch button?

**Solution**

The one-touch "scan-to" data is stored in the NVRAM chip on the copier.

---

**Solution ID** TAUS0653589EN\* **Solution Usage** 0

**Description**

The exit rollers come on during warm up, but do not come on in copy cycle causing a jam as the paper exits the fuser.

**Solution**

CAUSE: A failed exit sensor.

SOLUTION: Replace the exit sensor (p/n 111T85070).

---

**Solution ID** TAUS0654672EN\* **Solution Usage** 0

**Description**

Part number(s) for FN8 Booklet Finisher Positioning Pin.

**Solution**

Pin Shaft (p/n 111Z46010)  
Suction Plate (p/n 111Z46020)  
Bracket (p/n 111Z46030)

---

**Solution ID** TAUS0654686EN\* **Solution Usage** 0

**Description**

AFR18, improvement of DF inclination adjustment.

**Solution**

Refer to Bulletin #5454.pdf for details.

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

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

\* Trademark ownership information

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**Solution ID** TAUS0655965EN\* **Solution Usage** 0

**Description**

Why does pagination change when printing any document using the Konica Minolta print driver?

**Solution**

Explaining pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use

different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.

This scenario will occur across the board for printer manufacturers. A Lexmark\* is different from an Epson\* which is different than an HP\*, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript\*. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).

The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

\* Trademark ownership information

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**Solution ID** TAUS0634060EN\*

**Solution Usage**

**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>

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**Solution ID** TAUS0639545EN\*

**Solution Usage**

**Description**

Is the PWB-PIC the same as the PWB-PIC for the CF3102?

**Solution**

The PWB-PIC is different for the CF2002 and the CF3102. CF2002 PWB-PIC (p/n 4025-0102-02).

---

**Solution ID** TAUS0648022EN\*

**Solution Usage**

**Description**

Can image stabilization be disabled or made to occur less often?

**Solution**

Image stabilization can not be disabled or adjusted to occur less frequently.

---

**Solution ID** TAUS0654824EN\*

**Solution Usage**

**Description**

C-1220.

**Solution**

CAUSE: Bent pins or a loose connector on the scanner to main body cable (SCSI cable).

SOLUTION: Remove the cable and check it for bent pins. Inspect the connector on both the scanner and main body. Reinstall the cable and do not over tighten the two screws on the connectors. Ensure that strain reliefs are installed on both ends of the cable.

---

**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** TAUS0655991EN\*

**Solution Usage**

**Description**

Why does pagination change when printing any document using the Konica Minolta print driver?

**Solution**

Pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

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This scenario will occur across the board for printer manufacturers. A Lexmark is different from an Epson which is different than an HP, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica Minoltadriver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).

The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

**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** TAUS0657389EN\*

**Solution Usage**

**Description**

Blur around the print on the front side of the copy. The blur may be any color or black depending on which colors are used in the image that exhibits the blur.

**Solution**

CAUSE: The LPH unit is not properly aligned with the image unit due to a bent pin on the front of the LPH unit. This problem is caused by improper insertion of the image unit.

SOLUTION: Carefully straighten the bent pin.

**Solution ID** TAUS0657674EN\*

**Solution Usage**

**Description**

Jamming or skewing from the paper trays.

**Solution**

CAUSE: Loop adjustment has not been performed.

**SOLUTION:** Enter Tech Rep mode and select Machine Adjust, then Loop Adjust. Try different values and test, Set the value that resolved the jamming or skewing problem.

---

**Solution ID** TAUS0657944EN\*

**Solution Usage**

**Description**

C0045 at power up.

**Solution**

**CAUSE:** One or both of the cooling fans (M28 and M29) mounted inside the left, side door is not turning at the proper speed at power up.

**SOLUTION:** Clean the two fans.

---

**Solution ID** TAUS0657957EN\*

**Solution Usage**

**Description**

C-10A5 after replacing the PWB-PIC and updating firmware.

**Solution**

**CAUSE:** The CF2002 and CF3102 use different PWB-PICs and the incorrect one was installed.

**SOLUTION:** Install the correct PWB-PIC and reload firmware. The correct PWB-PIC part numbers for each model are:

CF2002 p/n 4025-0101-02

CF3102 p/n 4025-0102-02

---

**Solution ID** TAUS0700148EN\*

**Solution Usage**

**Description**

The description of the C0F36 and C0F37 error codes in the Service Manual references the Cyan ATDC Sensor.

**Solution**

**CAUSE:** Misprint.

**SOLUTION:** C0F36 and C0F37 refer to the Black ATDC Sensor and not the Cyan ATDC Sensor.

---

**Solution ID** TAUS0700244EN\*

**Solution Usage**

**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** TAUS0700489EN\*

**Solution Usage**

**Description**

How to set the scanning file type as a default.

**Solution**

To set the scanning file type as a default, perform the following:

1. Select the scanning file type desired, TIF, PDF or JPEG.
2. Press the Utility Key.
3. Press INPUT.
4. Press RESET.
5. Press Setup.

---

**Solution ID** TAUS0700531EN\*

**Solution Usage**

**Description**

Multiple emails are sent when scanning a multiple page document, instead of putting all pages into a single email.

Scan settings under Page Scope Web Connection (Administration mode):  
 Scanned file separation: NO  
 Binary division: NO  
 Maximum email size: NO LIMITATION

**Solution**

CAUSE: The HD131 hard drive option is not installed.

SOLUTION: The HD131 hard drive option (p/n 4037-6095-01) must be installed.  
 To scan multiple pages into a single email, perform the following:

1. Set the Designation, Scan Mode, File Format, Resolution and other variable options.
2. Select the Document Set tab.
  - a. Select Book.
  - b. Select Separate Scan.
3. Press Scan.

---

**Solution ID** TAUS0700537EN\*

**Solution Usage**

**Description**

P-27: ATVC (2 nd ) failure

**Solution**

CAUSE:  
 P-27 refers to an abnormal average value detected during an adjustment of the second image transfer ATVC value.

**SOLUTION:**

1. Check Transfer Belt contacts and HV2 connections. Reseat as necessary.
2. Change Image Transfer belt unit (p/n65FA-4510).
3. Change HV2 (p/n65FA-9320).
4. Change PWB-IO (p/n65EA-9010).
5. Flash the copier with current firmware when replacing boards.

---

**Solution ID** TAUS0700580EN\*

**Solution Usage**

**Description**

C-0046.

**Solution**

CAUSE: A failed PU2.  
 Note : M24 fan may still come on even though PU2 has failed.

SOLUTION: Replace PU2 (p/n 65FA-9290).

---

**Solution ID** TAUS0700604EN\*

**Solution Usage**

**Description**

Paper jams just beneath the fuser unit.

**Solution**

CAUSE: The fuser drive gears may not be meshing properly.

SOLUTION: Reform the interlock plate (p/n 4004-2583-04) outward to create a better mesh between the fuser drive gears.

---

**Solution ID** TAUS0700878EN\*

**Solution Usage**

**Description**

If 8.5x11R paper is loaded in the AFR and is the only paper available in the machine, images will be truncated.

**Solution**

CAUSE: Incorrect settings.

SOLUTION: Disable the [Intelligent sorting] and enable [criss cross].

---

**Solution ID** TAUS0701364EN\*

**Solution Usage**



**Description**

One color is washed out.

**Solution**

CAUSE: The contact from the HV unit is dirty or bent

SOLUTION: Check and clean the HV contacts located in the holder (p/n 4004 2311 01).

**Solution ID** TAUS0701570EN\*

**Solution Usage**

**Description**

S1 Error Code

**Solution**

CAUSE:

Loose connection between main body and controller.

SOLUTION:

Reseat the PWB-C connectors and the main cable from the scanner to the copier.

**Solution ID** TAUS0701634EN\*

**Solution Usage**

**Description**

FN8, punches five holes and then jams.

**Solution**

CAUSE: The punch registration home position slide sensor (PI2P) has failed.

SOLUTION: Replace the punch registration home position sensor (p/n 13YM85010).

**Solution ID** TAUS0701635EN\*

**Solution Usage**

**Description**

When printing out engine test prints, black prints out fine. The same test prints for C, M, or Y are blank.

**Solution**

CAUSE: The copier is defaulted to B/W mode instead of Full Color.

SOLUTION: Exit the tech rep mode and set the copier control panel to Auto Color instead of B/W mode. Enter tech rep mode and run the test prints.

**Solution ID** TAUS0701812EN\*

**Solution Usage**

**Description**

The paper folds over and jams between the fuser exit and the exit rollers.

**Solution**

CAUSE: A loss of drive to the exit rollers. The metal bracket on the upper right side(no part number in the manual) that contains the cluster of gears that mate with the exit drive section becomes bent preventing the gear from meshing with the exit section.

SOLUTION: Carefully form the bracket so the gear meshes.

**Solution ID** TAUS0701977EN\*

**Solution Usage**

**Description**

Paper jams in the copier exit rollers when using the duplex unit. A finisher is connected to the copier.

**Solution**

CAUSE: The solenoid, SL1, in the horizontal transport unit may be malfunctioning and not allowing the paper to pass beneath the horizontal transport unit.

SOLUTION: Replace SL1 (p/n 4664-6201-01) in the horizontal transport unit.

---

**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>

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**Solution ID** TAUS0702264EN\***Solution Usage****Description**

"Counter not set" error message appears on the control panel. The Start button is flashing amber.

**Solution**

CAUSE: The mechanical counter is either disconnected or has failed.

SOLUTION: Check the mechanical counter connections. If the mechanical counter has failed, contact the Parts Department for further information.

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**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>

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