



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

Konica Minolta Fax2900 - ALL ACTIVE SOLUTIONS

March 2008

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.

NEW LOOK! Starting February 2008, the SSD Support Solutions documents will group newly created solutions by Problem Categories. The Problem Categories are located at the beginning of this document and should reduce the time it takes to search the solutions. Older solutions that have not been classified appear after the Problem Categories and are ordered by solution usage.

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Solution ID TAUS0701816EN***Solution Usage** 1**Description**

Paper jams in the ADF.

Solution

CAUSE: The PWB A ADF board has failed because ADF feed motor has bound up.

SOLUTION: Replace both the PWB A ADF board (p/n 1391102501) and the ADF feed motor (p/n 1391100801) as a set.

Solution ID TAUS0657724EN***Solution Usage** 1**Description**

How to access the Konica Minolta FTP site.

Solution

The Konica Minolta FTP site is no longer accessible. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector.

Access the Selector from MyKonicaMinolta.com, select the Service tab then click on SSD (DNA, Drivers, MSDS) in the left frame. Continue to your Home Page by clicking on 'Continue on to the SSD Home Page' and select 'Download MSDS, Drivers, Firmware and more'.

The download search tool offers several methods of searching for files. The top section of the page provides quick access to recently released files and the most popular downloads. These lists can be filtered by file type, such as driver, firmware, system code, etc.

Below the top section, there is the first of three search options; a text entry box that can be used to quickly find all downloads for a given product. For instance, enter 'C500' and the search results page will find all downloads for the bizhub PRO C500.

Below the text entry box, there is an alternative search by Product group and Product. Optionally, the search results can be further narrowed by selecting a file type or operating system.

A third searching option is provided on the Advanced search page, which provides search results for more complicated search scenarios. With the old FTP site, many files were misplaced or nearly impossible to find with the hierarchical structure that a files system imposes. The major goal behind this Download Selector is to provide an easier method of finding files fast, and ensuring, through details such as release notes, that the file being downloaded is the correct one.

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

Solution ID TAUS0703183EN***Solution Usage****Description**

Is there a way to manually print out TX reports?

Solution

The TX reports can be printed out manually. Please use the following steps:

1. Press the Status key.
2. Use the arrow keys to scroll to Reports.
3. Press Yes.
4. Use the arrow keys to scroll to TX report.
5. Press Yes and the report should print.

Note : Please keep in mind that the report is for the last TX sent.

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

Solution ID TAUS0640058EN*

Solution Usage 2

Description

Does the machine support Equitrac*?

Solution

This machine is not equipped with the extra connector for the Control Board to support Equitrac.

* Trademark ownership information

Solution ID TAUS0641558EN*

Solution Usage 2

Description

Machine indicates A4 on the LCD.

Solution

CAUSE: Marketing Area in Service Mode is not set to U.S.A.

SOLUTION: To Access the Marketing Area in the Service Mode, perform the following:

1. With power ON, enter the Service Mode by pressing Utility, Stop, 0, 0, Stop, 0 and then 1.
2. Service Mode Screen appears in the display.
3. Service Choice [1] press Yes to select Marketing Area appears on the screen.
4. Press the up arrow [Delete] or the down arrow [Space] until U.S.A. is displayed on the screen.
5. Press Yes.
6. Press No until unit is at standby.

Solution ID TAUS0641843EN*

Solution Usage 3

Description

Data or faxes are stuck in memory. The machine may not print reports. Faxes may not print. It may not be possible to send faxes. The machine could be locked up.

Solution

PROBABLE CAUSES:

1. Incorrect marketing area. Please make sure the machine is set to the USA marketing area. The machine Shipping destination should be set to "Inch."
2. Memory full. To Free up the memory do a DRAM clear and power-cycle the machine. Please see section 5 of the Field Service Manual for details.

Solution ID TAUS0645424EN*

Solution Usage 7

Description

Lock up, gibberish display, and/or wrong characters in activity journal.

Solution

CAUSE: Corrupt firmware.

SOLUTION: Please update the firmware to level 1.05

Solution ID TAUS0649674EN*

Solution Usage 4

Description

How to upgrade (download) the firmware.

Solution

Please refer to pages D-42 through D-44 of the Field Service Manual.

Note:

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

* Trademark ownership information

Solution ID TAUS0653815EN*

Solution Usage 1

Description

Error codes 0083,00E4,00E8 when transmitting.

Solution

CAUSE: Incorrect settings.

SOLUTION: Set DIPSWs 10 bit 4 to 1, 21 bit 5 to 1 and 41 bit 8 to 0, bit 7 to 0, bit 6 to 1, bit 5 to 1, bit 4 to 0, bit 3 to 1, bit 2 to 1, bit 1 to 1.

Solution ID TAUS0657560EN* **Solution Usage** 1

Description

Will the bizhub 350,250,200 Network Fax utility work with the Fax 2900/3900?

Solution

The Network Fax utility is not compatible with the Fax 2900/3900.

Solution ID TAUS0657566EN* **Solution Usage** 0

Description

Does the Fax 2900/3900 support Equitrac®?

Solution

The Fax 2900/3900 does not support Equitrac®.

Solution ID TAUS0658341EN* **Solution Usage** 3

Description

There a drum change indication even though the drum unit has been changed.

Solution

CAUSE: The I/C counter requires resetting.

SOLUTION: Go into the service mode under the clear data menu and reset the I/C counter.

Solution ID TAUS0700764EN* **Solution Usage** 1

Description

Due to the recent changes to the date that Daylight Saving Time begins, it may be necessary to adjust the time to allow the proper time to display on scans and faxes.

Solution

Refer to attached Bulletin #5806 for the details.

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

Solution ID TAUS0701964EN* **Solution Usage** 1

Description

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

Solution

CAUSE: This is a search of the printed database. The links are located within the solution in the database.

SOLUTION: Copy the solution ID number into the Knowledgebase look-up Keyword field and select Search to access the solution complete with active links to attached documents.

Note : If there is an actual 'dead' link within the solution, please send an E-mail to cse@kmbs.konicaminolta.us with the solution ID number and please identify the link.

Solution ID TAUS0648323EN* **Solution Usage** 10

Description

Toner Cartridge TC type setting.

Solution

To change the TC type to match the market area, power OFF/ON while holding the "Panel Reset" and "No" keys together. Then go to the service mode and the TC type can be adjusted.

Note: In the USA no TC is needed.

Solution ID TAUS0647595EN*

Solution Usage 9

Description

After upgrading firmware via the RSD utility, copies and transmitted faxes are black or have gray background.

Solution

CAUSE: When performing a firmware upgrade all the settings are at default level and the CIS is not calibrated after the update. The shading may need to be refreshed.

SOLUTION: To correct:

1. Access the RSD utility.
2. Press Stop 0, 0, Stop 0, 1.
3. Press the down arrow to [2. ADJUST].
4. Press up arrow to SHADING LEVEL.
5. Insert a sheet of white 8.5x11 inch and press START.
6. Adjustment will display COMPLETE, then press Panel Reset twice.

Solution ID TAUS0639423EN*

Solution Usage 4

Description

Introduction of the Konica Minolta FAX 2900.

Solution

See [\[\[Bulletin #04-GB-096|URL http://techweb.konicabt.com/tpm/media/Bulletin04-GB-096.pdf\]\]](http://techweb.konicabt.com/tpm/media/Bulletin04-GB-096.pdf) for details.

Notes 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 TAUS0639464EN*

Solution Usage 2

Description

PF125, Can legal paper be loaded in the PF125?

Solution

The PF125 supports letter paper only. To run legal paper, install the paper into the main body paper tray or bypass tray.

Solution ID TAUS0640054EN*

Solution Usage 2

Description

CNG and baudrate (Protocol signals) are displayed while sending faxes on a new install.

Solution

CAUSE: Initialization was not performed.

SOLUTION: To initialize the machine, perform the following:

1. Enter the Tech rep mode.
2. Using the up arrow scroll to [9. data clear].
3. Select YES on the display panel.
4. Scroll to [SRAM CLEAR].
5. Select YES, and follow the instructions on the display panel.

Solution ID TAUS0640586EN*

Solution Usage 2

Description

All Solutions By Model, FAX 2900.

Solution

[\[\[All Solutions By Model, FAX 2900| URL http://techweb.konicabt.com/websolution/2900.pdf\]\]](http://techweb.konicabt.com/websolution/2900.pdf)

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 TAUS0639463EN*

Solution Usage 1

Description

How to store the FAX ID or Initial User Data (1. Date & Time, 2. User Fax No., 3. User Name).

Solution

To store the FAX ID data, perform the following:

1. Press the Utility key once.
2. Press the Up arrow twice. 'Initial User Data' is displayed.
3. Press YES. '1. Date & Time' is displayed.
4. Press Yes to set Date & Time.
5. Press the down arrow to select '2. User Fax No.'.
6. Press the up arrow to select '3. User Name'.

Solution ID TAUS0639800EN*

Solution Usage 1

Description

PF125, legal size receive faxes print on letter paper with an additional blank page printed.

Solution

CAUSE: Reduction RX is OFF.

SOLUTION: To enable Reduction RX, perform the following:

1. Press Utility.
2. Press the up arrow to RX OPERATION?
3. Press YES.
4. Press the down arrow to 3 REDUCTION RX?
5. Press left or right arrow to select ON.
6. Press YES to confirm setting.
7. Press PANEL RESET for the STANDBY MODE.

Solution ID TAUS0639901EN*

Solution Usage 1

Description

How to access the Tech Rep Mode.

Solution

To access the Tech Rep Mode, perform the following:

1. Press the Utility button.
2. Press STOP, 0, 0, STOP, 0, 1.
3. Use the ZOOM up/down arrows to select option.
4. Press the YES key to enter the mode.

Solution ID TAUS0640053EN*

Solution Usage 1

Description

How to perform initialization.

Solution

To initialize the machine, perform the following:

1. Enter the Tech rep mode.
2. Using the up arrow scroll to [9. data clear].
3. Select YES on the display panel.
4. Scroll to [SRAM CLEAR].
5. Select YES, and follow the instructions on the display panel.

Solution ID TAUS0640556EN*

Solution Usage 1

Description

How to setup REMOTE SETUP DIAGNOSTIC (RSD).

Solution

See DLBT0500016EN00 for more 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 TAUS0640776EN*

Solution Usage 1

Description

How to clear C0500 or any C05XX trouble codes.

Solution

To clear the fuser error code, perform the following:

1. Turn the machine OFF.
2. Press and hold the STOP key.
3. Power the machine ON. Release STOP after 5 seconds.

Notes : To clear a malfunction display, power OFF/ON without holding any button down.

Solution ID TAUS0649336EN*

Solution Usage 1

Description

00B4 code and unable to receive.

Solution

CAUSE: Failed NCU board; handshake in CM to JM failed.

SOLUTION: Replace the NCU board (p/n 1391101401).

Solution ID TAUS0650782EN*

Solution Usage 1

Description

Can the line monitor volume be turned up?

Solution

The line monitor volume can be turned up using the utility mode under the Comm settings. Please see page 7-70 of the User's Manual for more details.

Solution ID TAUS0652547EN*

Solution Usage 1

Description

How to program the machine to output a transmission report.

Solution

To program the machine to output a transmission report, perform the following:

1. Press the utility button.
2. Press stop 0,0,stop 0,1.
3. Scroll to number 5 dipswitch settings.
4. Enter 048 mode.
5. Go to bit 6 and change from 0 to 1.
6. Push yes.
7. Exit tech rep mode.

Solution ID TAUS0633852EN*

Solution Usage 0

Description

What is the default Admin password for the web utilities?

Solution

The default Admin password for the web utilities is sysadm.

Solution ID TAUS0640060EN*

Solution Usage 0

Description

Can the machine be just a FAX or just a COPIER?

Solution

The machine does not have the ability to be exclusively a FAX or exclusively a COPIER. This machine is designed to be multi-functional.

Solution ID TAUS0641058EN*

Solution Usage 0

Description

How to enter a fax number to register the machine.

Solution

Please see "Specifying Initial User Data" on pages 7-75 to 7-78 of the KONICA MINOLTA FAX2900/FAX3900 User's Guide.

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 TAUS0644320EN*

Solution Usage 0

Description

Information for parts number (external parts).

Solution

See KOM050664 for details.

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

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

* Trademark ownership information

Solution ID TAUS0646654EN*

Solution Usage 0

Description

In the PMN No. KOM050664, INFORMATION FOR PARTS NUMBER (EXTERNAL PARTS) had some errors in writing.

Solution

See KOM050859 for details.

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

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

* Trademark ownership information

Solution ID TAUS0647374EN*

Solution Usage 0

Description

Konica Minolta FAX 2900/FAX 3900 Troubleshooting Guide

Solution

See TNBT0500172EN00.pdf and TNBT0500172EN00_TSG_FAX2900_3900.pdf for details.

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

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

* Trademark ownership information

Solution ID TAUS0647461EN*

Solution Usage 0

Description

Machine indicates "No Network Settings" message when trying to print across the network.

Solution

CAUSE: No POP3 or SMTP settings have been made.

SOLUTION: Enter POP3 and SMTP settings, even if the machine will not be used for scan to E-mail.

Note: If there is no POP3 or SMTP server available, use a false address. The machine will not look for the false address since scan to E-mail is not used.

Solution ID TAUS0647476EN*

Solution Usage 0

Description

Incorrect Toner Type message.

Solution

CAUSE: The incorrect type was set in the Adjustment mode.

SOLUTION: Access the tech mode and change the ADJUST in the TC type to 0 for USA.

Note: You must access the tech rep mode and go to Adjust, but you first have to power off and hold the Panel Reset and the NO key and power ON the access the Tech Rep Mode, If you have to go back in to see the TC adjust you will have to go into Panel Reset and NO key again.

Solution ID TAUS0652185EN*

Solution Usage 0

Description

Lockup when faxing to machine equipped with Certifax* encryptor box.

Solution

CAUSE: Firmware requires updating.

SOLUTION: Upgrade the firmware to version 1.06. The files can be obtained from the [[Konica Minolta FTP site] URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]].

Solution ID TAUS0652212EN*

Solution Usage 0

Description

Incorrect Toner Type message.

Solution

CAUSE: The incorrect type was set in the Adjustment mode.

SOLUTION: Access the tech mode and change the ADJUST in the TC type to 0 for USA.

Note: The default 0 is for USA.

Note: You must access the tech rep mode and go to Adjust, but you first have to power off and hold the Panel Reset and the NO key and power ON the access the Tech Rep Mode, If you have to go back in to see the TC adjust you will have to go into Panel Reset and NO key again.

Solution ID TAUS0652984EN*

Solution Usage 0

Description

Unable to send or receive, but phone line is working.

Solution

CAUSE: NCU modem is damaged.

SOLUTION: Do a SRAM clear and DRAM. If no results replace the NCU (p/n 1391101401). The main fax board (PWB Assy Main - p/n 1391102001) may need to be replaced as well.

Note: Reseat NCU board on the fax CB and harness and connectors, before replacing any of the boards.

Solution ID TAUS0653810EN*

Solution Usage 0

Description

How to reset the drum counter.

Solution

To reset the drum counter, perform the following:

1. Press utility.
2. Press Stop, 0, 0, Stop 0, 1.
3. Press the zoom button and scroll up to #9 clear counter.
4. Press yes.
5. Scroll up to I/C clear and press yes.
6. Press yes again.

Solution ID TAUS0656507EN*

Solution Usage 0

Description

Incorrect Toner Type message.

Solution

CAUSE: The incorrect type was set in the Adjustment mode.

SOLUTION: Power OFF/ON while holding the Panel Reset and No button, then access the tech mode and change the ADJUST in the TC type to 0 for USA.

Note: The default 0 is for USA.

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>

Solution ID TAUS0652852EN*

Solution Usage

Description

No power.

Solution

CAUSE: Loss power from the PU1.

SOLUTION: Replace the PU1 (p/n 4137-6201-04).

Solution ID TAUS0657567EN*

Solution Usage

Description

How to re-program the total counter after replacing the main board.

Solution

The total counter can not be re-programmed.

Solution ID TAUS0658316EN*

Solution Usage

Description

Machine indicates A4.

Solution

CAUSE: Shipment Destination is set to metric.

SOLUTION: Set the Shipment Destination to inch. To set the Shipment Destination to inch, perform the following:

1. With power ON, enter the Service Mode by pressing Utility, Stop, 0, 0, Stop, 0, 1.
2. The Service Choice screen appears in the display.
3. Press Yes, Marketing Area appears on the screen.
4. Press the down arrow once; Shipment Destination is displayed on the screen.
5. Press Yes.
6. Press the down arrow once; inch will be displayed on the screen.
7. Press Yes.
8. Power the machine OFF/ON.

Solution ID TAUS0658331EN*

Solution Usage

Description

How to access service mode.

Solution

To access service mode, please press the following keys in this order:
Utility, Stop, Zero, Zero, Stop, Zero One

Solution ID TAUS0658333EN*

Solution Usage

Description

How to upgrade memory on the main board.

Solution

No memory upgrade is possible because there is no socket on the main board for a memory upgrade.

Solution ID TAUS0658343EN*

Solution Usage

Description

A4 size paper is requested when a letter size fax was received.

Solution

CAUSE: Incorrect settings.

SOLUTION: Check in the service mode that the marketing area is set to USA and the Shipment Destination is set for inch.

Solution ID TAUS0700322EN*

Solution Usage

Description

Paper jam is indicated yet no paper can be found.

Solution

CAUSE: Possible failed PS1.

SOLUTION: Check MPJ8P-3 on the PWB-P. If the signal changes from 5V DC to 0V DC when blocked, make sure the actuator is working properly. Check connector MPJ8P-1 for 5V DC and if an abnormal voltage is present (less than 2V DC), unplug connector MPJ8P. If the voltage returns to normal (5V DC), replace PS1 (p/n 4136-0901-02).

Solution ID TAUS0701337EN*

Solution Usage

Description

Intermittently, fax TX documents and copies are black.

Solution

PROBABLE CAUSES:

1. Failed main board.

Replace the main board (Fax 3900 -p/n 1391 1020 01; Fax 2900 -p/n 1391 1021 01).

2. Firmware upgrade required.

Download firmware version 1.07 or greater. To update:

- Press Utility button on the Fax 2900/Fax 3900.

- Then select Remote monitor=>"FULL" using the following procedure: Utility => Admin. management => Remote monitor => "FULL".

- Use RSD Utility and USB cable with local connect and then select the "Upload F/W" from menu bar.

Notes :

a. FAX firmware version is listed on Service Data List. Also, when using RSD utility, FAX firmware version is displayed on machine status.

b. 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'.
