bizhub C10P
User's Guide

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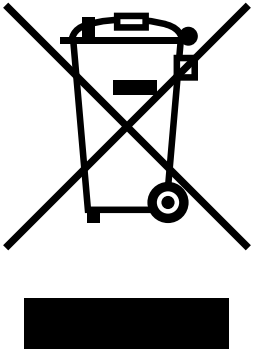

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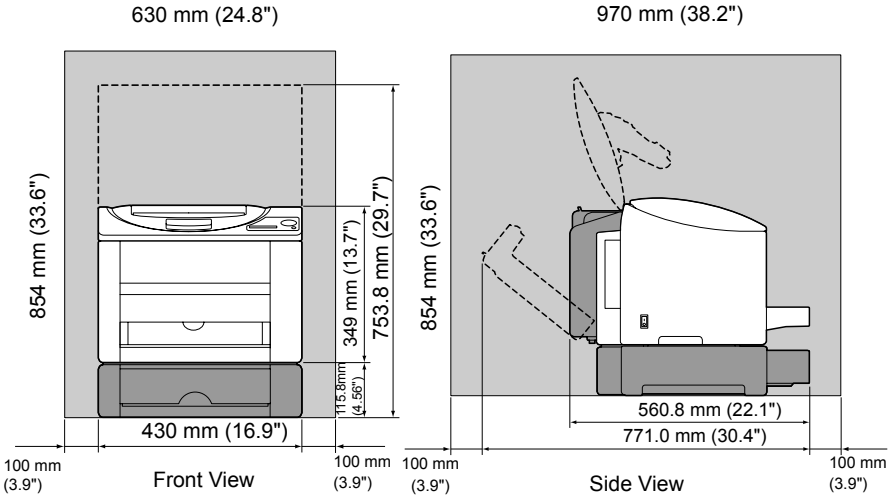
1 Introduction

Getting Acquainted with Your Printer

Space Requirements

To ensure easy operation, consumable replacement and maintenance, adhere to the recommended space requirements detailed below.

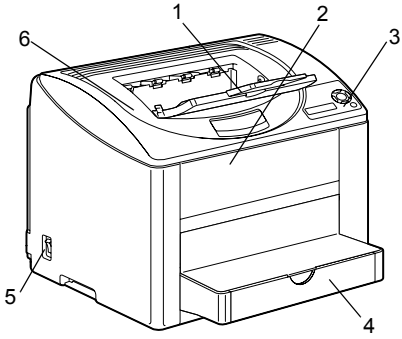


The options appear shaded in the above illustration.

Printer Parts

The following drawings illustrate the parts of your printer referred to throughout this guide, so please take some time to become familiar with them.

Front View



1—Output tray

2—Front cover

3—Control panel

4—Tray 1 (Multipurpose tray)

5—Power switch

6—Top cover

7—Transfer belt unit

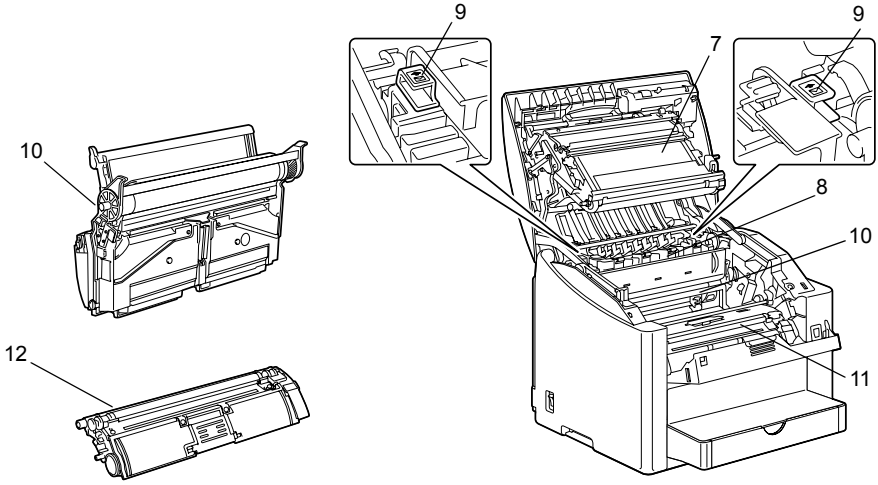
8—Fuser unit

9—Fuser separator levers

10—Drum cartridge

11—Toner cartridge carousel (containing 4 toner cartridges: C, M, Y and K)

12—Toner cartridge

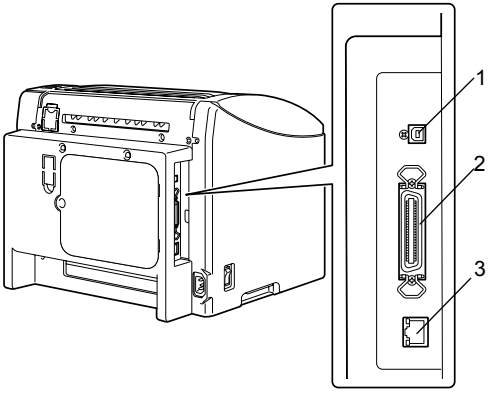


Rear View

1—USB port

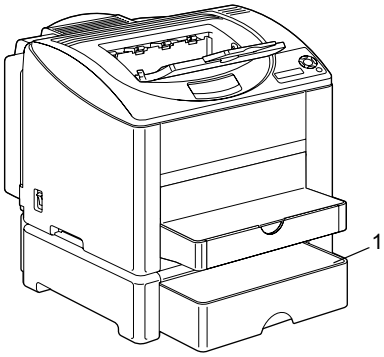
2—Parallel port

3—10Base-T/100Base-TX (IEEE 802.3) Ethernet Interface port



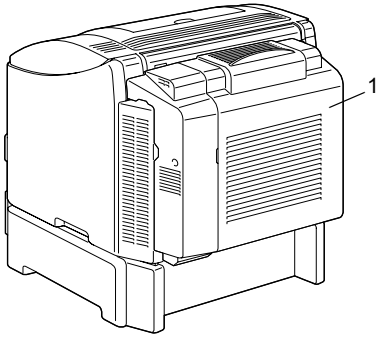
Front View with Options

1—Tray 2



Rear View with Options

1—Duplex option



2 About the Software

Software Utilities CD-ROM

PostScript Drivers

Operating System	Use/Benefit
Windows XP/Server 2003/2000	These drivers give you access to all of the printer features, including finishing and advanced layout. See also “Displaying Printer Driver Settings (for Windows)” on page 12.

A specific PPD file has been prepared for applications (such as PageMaker and Corel Draw) that require that a PPD file be specified when printing.
When specifying a PPD file while printing on Windows XP, Server 2003, 2000 and NT 4.0, use the specific PPD file provided on the Software Utilities CD-ROM.

PCL Drivers

Operating System	Use/Benefit
Windows XP/Server 2003/2000	These drivers give you access to all of the printer features, including finishing and advanced layout. See also “Displaying Printer Driver Settings (for Windows)” on page 12.
Windows NT 4.0	

PPD Files

Operating System	Use/Benefit
Macintosh OS 9/X	These files are required in order to use the printer driver for each operating system. For details of the Macintosh and Linux printer drivers, refer to the bizhub C10P Reference Guide on the Documentation CD-ROM.
Linux	

For details on the installation of the Windows printer drivers, refer to the bizhub C10P Installation Guide on the Documentation CD-ROM.

Utilities

Utility	Use/Benefit
Download Manager (Windows XP/Server 2003/2000/NT 4.0, Macintosh OS 10.2.x or later)	This utility, which can be used only if the optional hard disk is installed, enables fonts and overlay data to be downloaded to the printer hard disk. For details, refer to the Download Managers online help for all of the functions.
Crown Print Monitor for Windows	Using the TCP/IP protocol, print jobs can be sent directly to the printer. For details, refer to the bizhub C10P Reference Guide on the Documentation CD-ROM.
Status Monitor (Windows only)	The current status of the printer in addition to the status of consumables and error information can be viewed. For details, refer to “Using the Status Monitor (Windows Only)” on page 19.

Utility	Use/Benefit
PageScope Net Care	Printer management functions such as status monitoring and network settings can be accessed. For details, refer to the PageScope Net Care Quick Guide on the Documentation CD-ROM.
PageScope Web Connection	With a Web browser, the status of printers can be checked, and the various settings can be changed. For details, refer to the bizhub C10P Reference Guide on the Documentation CD-ROM.
PageScope Network Setup	Using the TCP/IP and IPX protocols, basic network printer settings can be specified. For details, refer to the PageScope Network Setup User Manual on the Documentation CD-ROM.
PageScope Plug and Print	This utility automatically detects a new printer connected to the network and creates a print object on the Windows print server. For details, refer to the PageScope Plug and Print Quick Guide on the Documentation CD-ROM.
PageScope NDPS Gateway	This network utility enables printers and KONICA MINOLTA multifunctional products to be used in an NDPS environment. For details, refer to the PageScope NDPS Gateway User Manual on the Documentation CD-ROM.

System Requirements

- Personal computer
  - Pentium 2: 400 MHz (Pentium 3: 500 MHz or higher is recommended)
  - Power Mac G3 or later (G4 or later is recommended)
  - Intel Core Duo (iMac or MacBook Pro) or later
- Operating System
  - Microsoft Windows XP Home Edition/Professional (Service Pack 1 or later), Windows Server 2003, Windows 2000 (Service Pack 4 or later), Windows NT 4.0 (Service Pack 6 or later)

The 64-bit driver supports x64 operating systems running on AMD64 or Intel Pentium 4 with EM64T platforms.

  - Mac OS 9 (9.1 or later)
  - Mac OS X (10.2 or later), Mac OS X Server (10.2 or later)
  - Red Hat Linux 9.0, SuSE Linux 8.2
- Free hard disk space
  - Approximately 128 MB of free hard disk space for printer driver and Status Monitor
  - Approximately 128 MB of free hard disk space for image processing
- RAM
  128 MB or more than OS recommendation
- CD-ROM/DVD drive
- I/O interface
  - 10Base-T/100Base-TX (IEEE 802.3) Ethernet interface port
  - USB Revision 2.0 and USB Revision 1.1 compliant port
  - IEEE 1284 compatible parallel port

For details on the Macintosh and Linux printer drivers, refer to the bizhub C10P Reference Guide on the Documentation CD-ROM.

Selecting Driver Options/Defaults (for Windows)

Before you start working with your printer, you are advised to verify/change the default driver settings. Also, in case you have options installed, you should “declare” the options in the driver.

Windows XP/Server 2003/2000/NT 4.0

1 Choose the driver’s properties as follows:

- (Windows XP/Server 2003)
  From the **Start** menu, choose **Printers and Faxes** to display the **Printers and Faxes** directory. Right-click the KONICA MINOLTA bizhub C10P PCL6 or KONICA MINOLTA bizhub C10P PS printer icon and choose **Properties**.
- (Windows 2000/NT 4.0)
  From the **Start** menu, choose **Settings** and then **Printers** to display the **Printers** directory. Right-click the KONICA MINOLTA bizhub C10P PCL6 or KONICA MINOLTA bizhub C10P PS printer icon and choose **Properties**.

PostScript printer driver for Windows NT 4.0 is not supported.

2 If you have installed options, proceed with the next step. Otherwise, skip to step 9.

3 Select the **Configure** tab.

4 Check that the installed options are correctly listed. If not, proceed with the next step. Otherwise, continue with step 8.

5 Click the **Refresh** to automatically configure installed options.

*The **Refresh** is available only if bi-directional communication is available with the printer; otherwise it is grayed out.*

6 From the **Device Options** list, select an option, one at a time, and then select **Enable** or **Disable** from the **Settings** menu.

*If **Printer Memory** is selected, select **128 MB**, **256 MB**, **384 MB** or **640 MB**, according to the installed memory. The factory default setting is **128 MB**.*

7 Click **Apply**.

*Depending on the version of the operating system, **Apply** may not appear. If this is the case, continue with the next step.*

With Windows NT 4.0, right-click the KONICA MINOLTA bizhub C10P PCL6 printer icon in the Printers directory, and then click ***Document Defaults****. Skip to step 10.*

8 Select the **General** tab.

9 Click **Printing Preferences**.
The Printing Preference dialog box appears.

10 Select the default settings for your printer, such as the default media format you use, on the appropriate tabs.

11 Click **Apply**.

12 Click **OK** to exit from the Print preference dialog box.

13 Click **OK** to exit from the Properties dialog box.

Uninstalling the Printer Driver (for Windows)

This section describes how to uninstall the KONICA MINOLTA bizhub C10P printer driver if necessary.

1 Close all applications.

2 Open the **Printers** directory.

- (Windows XP/Server 2003)
  From the **Start** menu, choose **Printers and Faxes** to display the **Printers and Faxes** directory.
- (Windows 2000/NT 4.0)
  From the **Start** menu, choose **Settings** and then **Printers** to display the **Printers** directory.

3 Right-click the KONICA MINOLTA bizhub C10P PCL6 or KONICA MINOLTA bizhub C10P PS printer icon and choose **Delete**.

4 Click **Yes** to verify the driver deletion.

When using Windows /NT 4.0, Skip to Step 8.

5 (Windows XP/Server2003/2000) Select **File / Server Properties** from the menu.

6 (Windows XP/Server2003/2000) Go to the **Driver** tab and select KONICA MINOLTA bizhub C10P PCL6 or KONICA MINOLTA bizhub C10P PS driver and then click on **Remove**.

7 (Windows XP/Server2003/2000) Click **Yes** to verify the driver removal.

8 Restart your computer.

9 The KONICA MINOLTA bizhub C10P printer driver will be uninstalled from your computer.

Displaying Printer Driver Settings (for Windows)

Windows XP/Server 2003

1 From the **Start** menu, choose **Printers and Faxes** to display the **Printers and Faxes** directory.

2 Right-click the KONICA MINOLTA bizhub C10P PCL6 or KONICA MINOLTA bizhub C10P PS printer icon and choose **Printing Preferences**.

Windows 2000/NT 4.0

1 From the **Start** menu, point to **Settings**, and then click **Printers** to display the **Printers** directory.

2 Display the printer driver settings:

- **Windows 2000**—Right-click the KONICA MINOLTA bizhub C10P PCL6 or KONICA MINOLTA bizhub C10P PS printer icon and choose **Printing Preferences**.
- **Windows NT 4.0**—Right-click the KONICA MINOLTA bizhub C10P PCL6 printer icon and choose **Document Defaults**.

Common Buttons

The buttons described below appear on each tab.

OK

Click to exit the Properties dialog box, saving any changes made.

Cancel

Click to exit the Properties dialog box without saving any changes made.

Apply

Click to save all changes without exiting the Properties dialog box.

*Depending on the version of the operating system, **Apply** may not appear.*

Help

Click to view the help.

Easy Set

To save the current settings, enter a name, and then click **Save**. Afterward, the saved settings can be selected from the drop-down list. To change the registered setting, click **Edit**.

Select **Defaults** from the drop-down list to reset the functions in all tabs to their default values.

- **Name:** Type in the name of the settings to be saved.
- **Comment:** Add a simple comment to the settings to be saved.
- **Sharing:** Specify whether or not the settings to be saved can be used by other users logged onto the computer.

Paper View

Click the button to display a sample of the page layout in the figure area.

*This button does not appear on the **Advanced**, **Watermark**, **Quality** and **Version** tabs.*

Printer View

Click the button to display an image of the printer (with all installed options) in the figure area.

*This button does not appear on the **Advanced** and **Version** tabs.*

Watermark View

Click this button to display a preview of the watermark.

*This button only appears when the **Watermark** tab is selected.*

Quality View

Click this button to display a sample of the settings selected in the **Quality** tab.

*This button only appears when the **Quality** tab is selected.*

Default

Click this button to reset the settings to their defaults.

*This button does not appear on the **Advanced** and **Version** tabs.*

Advanced Tab (PostScript Printer Driver Only)

The Advanced Tab allows you to

- Specify the PostScript output method
- Specify whether or not the error messages of a print job are printed
- Print a mirror image
- Specify whether or not the application can directly output PostScript data

Basic Tab

The Basic Tab allows you to

- Specify the orientation of the media
- Specify the size of the original document
- Select the output media size
- Zoom (expand/reduce) documents
- Specify the paper source
- Specify the type of media
- Specify the number of copies
- Turn on/off job collation
- Save a print job on the printer and print it later (Job Retention)
- Save a confidential job on the printer and protect it with a password
- Print a single copy for proofing
- Send a notification by e-mail when printing is finished
- Specify user information such as e-mail addresses and passwords

Layout Tab

The Layout Tab allows you to

- Print several pages of a document on the same page (N-up printing)
- Specify booklet printing
- Rotate the print image 180 degrees
- Specify duplex printing
- Specify whether or not blank pages are printed (PCL printer driver only)
- Adjust the binding margin (PCL printer driver only)
- Adjust the printing position (PCL printer driver only)

Cover Page Tab

The Cover Page Tab allows you to

- Print front and back cover pages and separator pages
- Specify the paper tray that contains the paper for the front and back cover pages and separator pages

Overlay Tab

Be sure to use overlays with print jobs with a paper size and orientation that matches the overlay form.
In addition, if settings have been specified for "N-up" or "Booklet" in the printer driver, the overlay form cannot be adjusted to match the specified settings.

The Overlay Tab allows you to

- Select the form to use
- Add or delete overlay files
- Launch Download Manager to download a form (PostScript printer driver only)

Download Manager Application should be installed earlier.

- Create a form (PCL printer driver only)
- Specify that the document and form are printed overlapping (PCL printer driver only)
- Display the form information (PCL printer driver only)
- Print the form on All Pages, First Page, Even Pages and Odd Pages
- Place the form in back of the document or in front on the printed document (PCL printer driver only)

Watermark Tab

The Watermark Tab allows you to

- Select the watermark to be used
- Create, edit or delete watermarks
- Print the watermark on the background
- Lighten the density of the watermark
- Print the watermark on only the first page
- Print the watermark repeatedly throughout the all pages

Quality Tab

The Quality Tab allows you to

- Switch between color and grayscale printing
- Specify the printer color settings (Quick Color)
- Specify the resolution for the printout
- Specify the format of fonts that are to be downloaded
- Print using the printer's fonts

Version Tab

The Version Tab allows you to view information about the printer driver.

3

Using the Status Monitor (Windows Only)

Working with the Status Monitor

Introduction

The Status Monitor shows information about the current status of the printer.

The Status Monitor can be installed from the Software Utilities CD-ROM.

For details on the installation, refer to the bizhub C10P Reference Guide on the Documentation CD-ROM.

Operating Environment

The Status Monitor can be used on computers running Windows XP/ Server 2003/2000/NT 4.0 connected to the printer using the Ethernet connection.

Opening the Status Monitor

Use one of the following steps to open the Status Monitor:

- **Windows XP/Server 2003**—From the **Start** menu, choose **All Programs**, **KONICA MINOLTA**, and then **Status Monitor**. Double-click the Status Monitor icon displayed in the taskbar.
- **Windows 2000/NT 4.0**—From the **Start** menu, choose **Programs**, **KONICA MINOLTA**, and then **Status Monitor**. Double-click the Status Monitor icon displayed in the taskbar.

Using the Status Monitor

Status Tab

- **Select Printer**—Selects the printer whose status is displayed. In addition, the messages that appear in the message window of the selected printer are displayed.
- **Graphic**—Shows a graphic representation of the printer and indicates where the problem is. The printer graphics will highlight the location error on the printer.
- **Advanced Options**—Click **Advanced Options** to display the Advanced Options dialog box. From the Advanced Options dialog box, select whether the Status Monitor automatically starts when the operating system is started.
- **Printer Alerts**—Displays text messages that alert you of conditions such as low toner.

- **Recovery Instructions**—Provides you with explanations of what you need to do in order to correct problems and recover from error conditions.

Consumables Tab

Displays the usage status (approximate percentage remaining) of each toner consumables.

- **Refresh**—Rechecks the supplies and displays their status.

*Click **Help** to display windows containing explanations of the Status Monitor functions. Refer to this help for detailed information.*

Recognizing Status Monitor Alerts

When the Status Monitor detects a printing problem, the icon on the Windows task bar changes from green (normal) to yellow (warning), orange or red (error), depending on the severity of the printer problem.

Recovering from a Status Monitor Alert

When the Status Monitor notifies you of a printing problem, double-click its icon on the Windows task bar to open the Status Monitor. The Status Monitor identifies what type of error has occurred.

Closing the Status Monitor

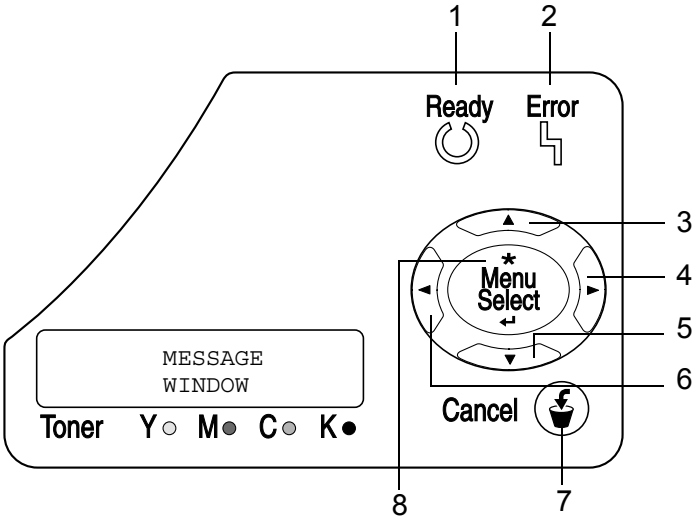
Click **Close** to close the Status Monitor window. To exit Status Monitor, right-click the Status Monitor icon in the taskbar, and then click **Exit**.

4

Printer Control Panel and Configuration Menu

About the Control Panel

The control panel, located on the top of the printer, allows you to direct the printer's operation. In addition, it displays the current status of the printer, including any condition that needs your attention.



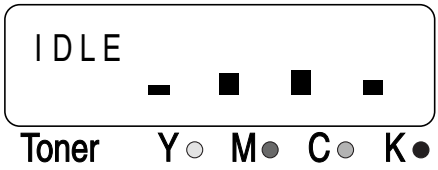
Control Panel Indicators and Keys

No.	Indicator	Off	On
1	Ready	The printer is not ready to accept data.	The printer is ready to accept data.
2	Error	No problem.	The printer requires operator attention (usually accompanied by a status message in the message window.)

No.	Key	Function
3	▲	■ Moves up in the menu structure ■ Within a menu choice that is changeable character by character, scrolls upward through the available characters
4	►	■ Moves right in the menu structure ■ Moves right through the available menu choices
5	▼	■ Moves down in the menu structure. ■ Within a menu choice that is changeable character by character, scrolls downward through the available characters
6	◄	■ Moves left in the menu structure ■ Moves left through the available menu choices
7	Cancel	■ Cancels the currently displayed menu choice ■ Allows you to cancel one or all print jobs that are currently being printed or processed: 1. Press the **Cancel** key. 2. Press the **Right** or **Left** keys to select either `JOB CANCEL/CURRENT JOB` or `JOB CANCEL/ALL JOBS`. 3. Press the **Select** key. The print job(s) is (are) cancelled.
8	* Menu Select ↵	■ Enters the menu system ■ Moves down in the menu structure ■ Selects the displayed menu choice

Toner Supply Indicators

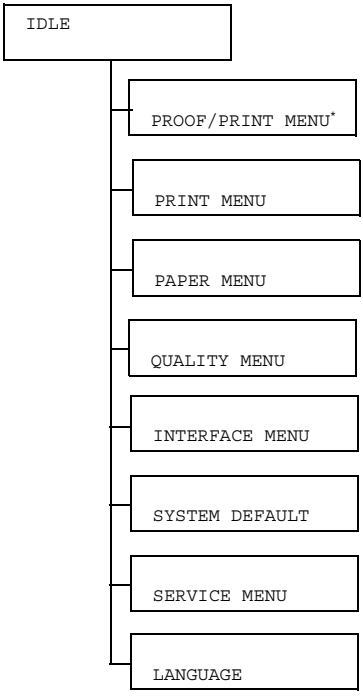
The indicators shown below will appear, indicating the amount of toner that remains in the yellow (Y), magenta (M), cyan (C), and black (K) toner cartridges.



Configuration Menu Overview

The bizhub C10P configuration menu accessible from the control panel is structured as shown below.

Main Menu



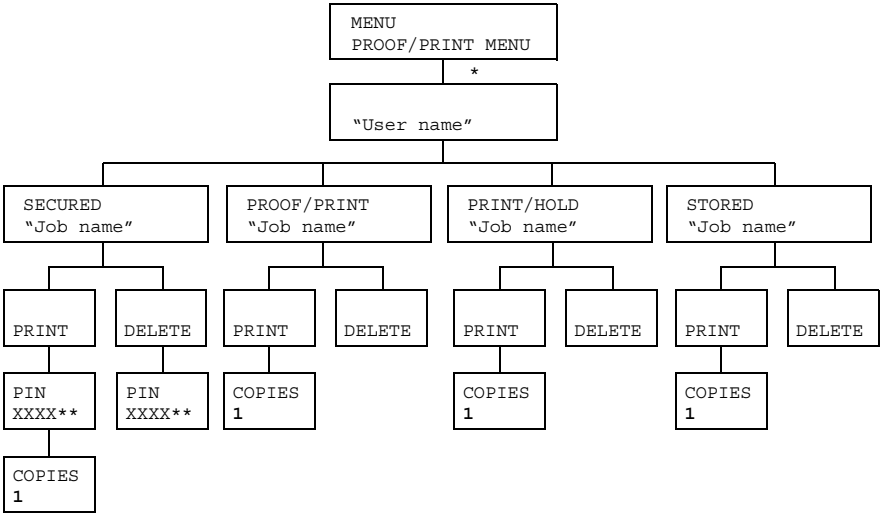
** This menu item appears only if an optional hard disk is installed.*

PROOF/PRINT MENU

This menu item appears only if an optional hard disk is installed.

With this menu item, print jobs that were set to be saved on the hard disk by using Job Retention on the Basic tab of the printer driver can be printed or deleted.

All factory default values are shown in bold.



** If no jobs have been stored on the hard disk, NO STORED JOBS appears.*
*** In order to print or delete a secured job, enter the four-digit password specified from the printer driver. For details on entering the password, refer to "Entering the Password" on page 29.*

Entering the Password

In order to print or delete a secured job, the four-digit password specified from the printer driver must be entered. Follow the procedure described below to type in the four-digit password specified from the printer driver.

1 Press the Up and Down keys to increase or decrease the first digit of the password.

2 Press the Right key to move the cursor to the next digit.

3 Press the Up and Down keys to increase or decrease the second digit of the password.

4 Continue these steps until all four digits of the password are specified.

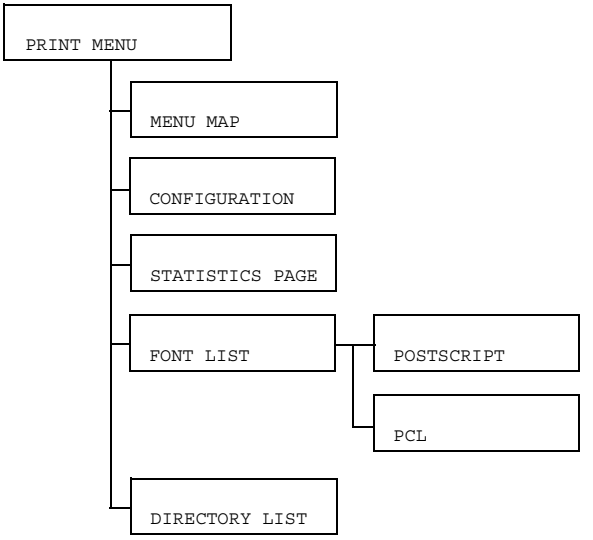
5 Press the Menu/Select key.

The `PRINT/DELETE` *selection screen appears.*

If an incorrect password is entered, `INVALID ENTRY` *appears and the screen for entering the password appears again.*

PRINT MENU

With this menu, printer information, such as the configuration page and the demo page, can be printed.

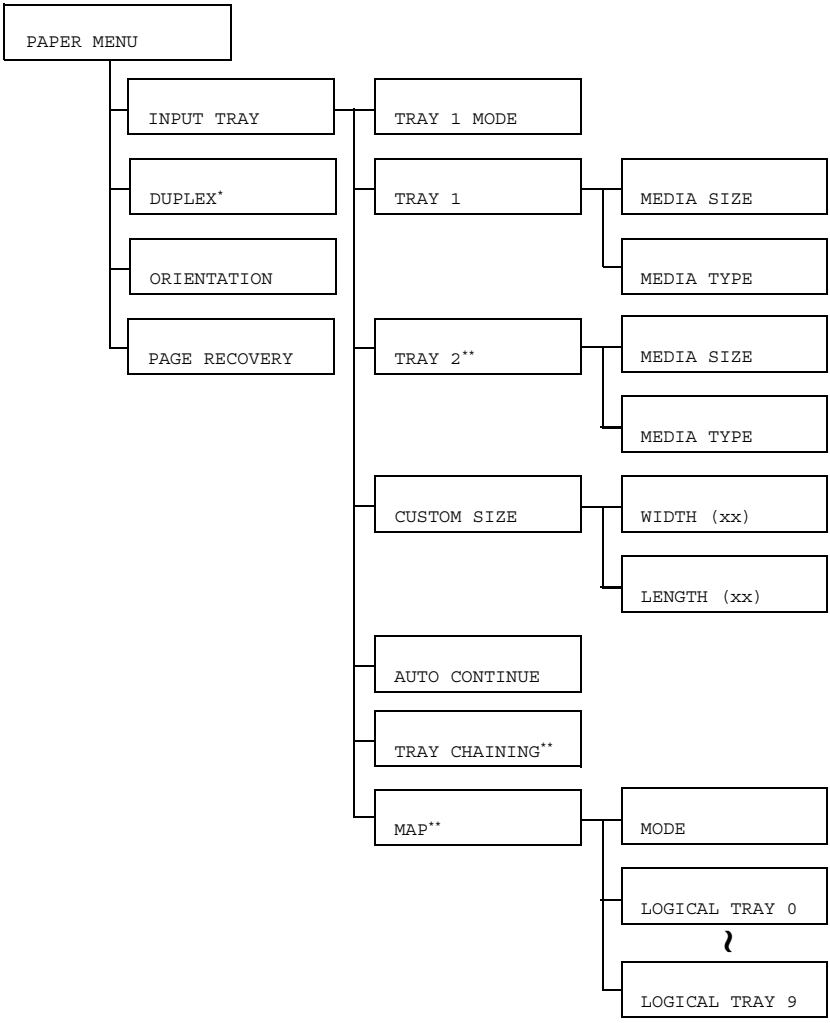


All factory default values are shown in bold.

MENU MAP	Settings	**YES**/NO	
	Prints the menu map.		
CONFIGURATION	Settings	**YES**/NO	
	Prints the configuration page.		
STATISTICS PAGE	Settings	**YES**/NO	
	Prints the statistics page such as the number of pages printed.		
FONT LIST	POST SCRIPT	Settings	**YES**/NO
		Prints the PostScript font list.	
	PCL	Settings	**YES**/NO
		Prints the PCL font list.	
DIRECTORY LIST	Settings	**YES**/NO	
	Prints the directory list of the hard disk and flash. *If the hard disk drive is not installed, only the flash directory list is printed.*		

PAPER MENU

With this menu, the media used for printing can be managed.



** This menu item appears only if the duplex option is installed.*
*** These menu items appear only if the optional lower feeder unit is installed.*

All factory default values are shown in bold.

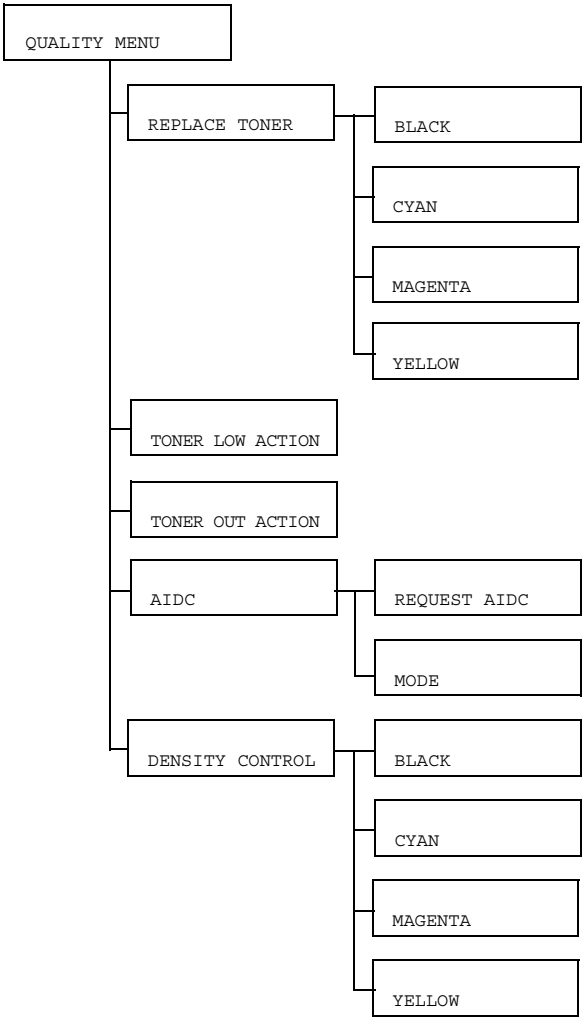
INPUT TRAY	TRAY 1 MODE	Settings		**AUTO**/CASSETTE
		When printing from Tray 1, select whether the paper size and paper type set from the printer driver or the MEDIA SIZE and MEDIA TYPE settings set by selecting PAPER MENU/INPUT TRAY/TRAY 1 in the control panel have priority. If AUTO is selected, the printer driver settings have priority during printing. If CASSETTE is selected, printing is performed when the printer driver settings and the control panel settings are all the same.		
	TRAY 1	MEDIA SIZE	Settings	**LETTER**/LEGAL/ EXECTIVE/**A4**/A5/ B5(JIS)/B5(ISO)/GOVT LETTER/STATEMENT/ FOLIO/SP FOLIO/UK QUARTO/FOOLSCAP/GOVT LEGAL/ENV# 10/ENV C5/ENV C6/ENV DL/ENV MONARCH/ENV CHOU#3/ ENV CHOU#4/JPOST/KAI 16/32K/JPOST-D/16K/ ENV YOU#4/PHOTO SIZE /CUSTOM
			Select the setting for the size of paper loaded into Tray 1. *The default setting for North America is LETTER. The default setting for all other regions is A4.*	
		MEDIA TYPE	Settings	**PLAIN PAPER**/ TRANSPARENCY/LABEL/ LETTERHEAD/ENVELOPE/ POSTCARD/THICK/ GLOSSY
			Select the setting for the type of paper loaded into Tray 1.	

	TRAY 2	MEDIA SIZE	Settings	**LETTER**/**A4**
			Select the setting for the size of paper loaded into Tray 2. *The default setting for North America is LETTER. The default setting for all other regions is A4.*	
		MEDIA TYPE	Settings	**PLAIN PAPER**/ LETTERHEAD
			Select the setting for the type of paper loaded into Tray 2.	
	CUSTOM SIZE	WIDTH (xx)	Settings	**92**-216 mm (**3.63**-8.50 in.)
			Specify the width of the custom-sized paper loaded into Tray 1. *On the model for North America, the settings appear in inches and the menu item appears as WIDTH(IN). On the models for all other regions, the settings appear in millimeters and the menu item appears as WIDTH(MM).*	
		LENGTH (xx)	Settings	**148**-356 mm (**5.83**-14.01 in.)
			Specify the length of the custom-sized paper loaded into Tray 1. *On the model for North America, the settings appear in inches and the menu item appears as LENGTH(IN). On the models for all other regions, the settings appear in millimeters and the menu item appears as LENGTH(MM).*	
	AUTO CONTINUE	Settings	**OFF**/ON	
		Select whether or not printing continues if the size or type of paper in the selected paper tray is different from the size or type of paper for the print job.		

	TRAY CHAINING	Settings	**YES**/NO	
		If YES is selected and the specified paper tray runs out of paper during printing, a paper tray loaded with paper of the same size is automatically selected so printing can continue. If NO is selected and the specified paper tray runs out of paper, printing stops.		
	MAP	MODE	Settings	**ON**/OFF
			Select whether or not the Tray Mapping function is used.	
		LOGICAL TRAY 0-9	Settings	**PHYSICAL TRAY 1**/ **PHYSICAL TRAY 2**
			Specify whether jobs received from another manufacturer's printer driver are printed using Tray 1 or Tray 2. PHYSICAL TRAY 2 is the default only for LOGICAL TRAY 2. The default for all other logical trays is PHYSICAL TRAY 1.	
DUPLEX	Settings	**OFF**/SHORTEDGE/LONGEDGE		
	If OFF is selected, duplex printing is not possible. If LONGEDGE is selected, the pages will be printed on both sides of the paper for long-edge binding. If SHORTEDGE is selected, the pages will be printed on both sides of the paper for short-edge binding.			
ORIENTATION	Settings	**PORTRAIT**/LANDSCAPE		
	Specify the orientation of the media.			
PAGE RECOVERY	Settings	**ON**/OFF		
	Select whether or not the page is printed again after recovering from a paper misfeed. If ON is selected, the page that was misfed is printed again. If OFF is selected, printing continues with the next page without printing the misfed page.			

QUALITY MENU

With this menu, settings for the print quality can be specified.



All factory default values are shown in bold.

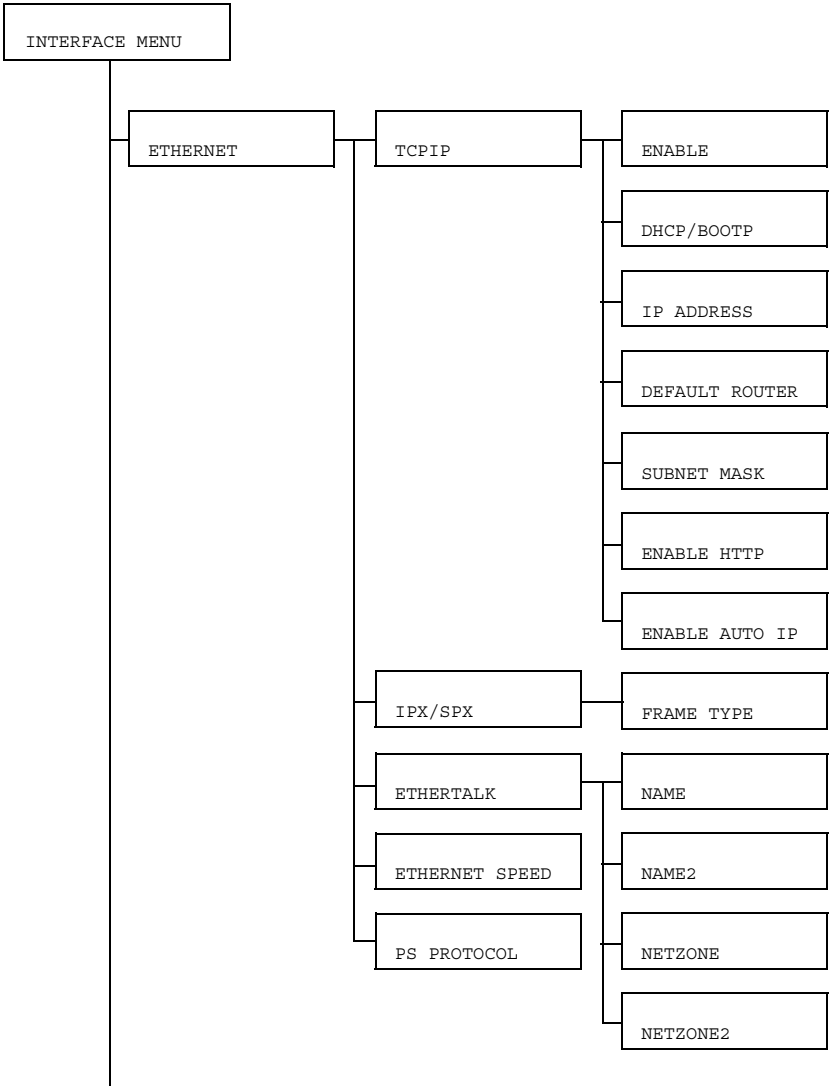
REPLACE TONER	BLACK	Settings	**YES**/NO
		When YES is selected, the carousel rotates to the black toner cartridge, so that it can be replaced. For details on replacing the toner cartridge, refer to “Replacing a Toner Cartridge” on page 78.	
	CYAN	Settings	**YES**/NO
		When YES is selected, the carousel rotates to the cyan toner cartridge, so that it can be replaced. For details on replacing the toner cartridge, refer to “Replacing a Toner Cartridge” on page 78.	
	MAGENTA	Settings	**YES**/NO
		When YES is selected, the carousel rotates to the magenta toner cartridge, so that it can be replaced. For details on replacing the toner cartridge, refer to “Replacing a Toner Cartridge” on page 78.	
	YELLOW	Settings	**YES**/NO
		When YES is selected, the carousel rotates to the yellow toner cartridge, so that it can be replaced. For details on replacing the toner cartridge, refer to “Replacing a Toner Cartridge” on page 78.	
TONER LOW ACTION	Settings	**YES** / NO	
	When set to YES, Toner low indication will show up on the control panel when one or more toner cartridges reach to the low condition.		
TONER OUT ACTION	Settings	**STOP**/CONTINUE	
	When set to CONTINUE, printing continues even if the toner cartridge is empty. When set to STOP, printing stops when the toner cartridge is empty.		

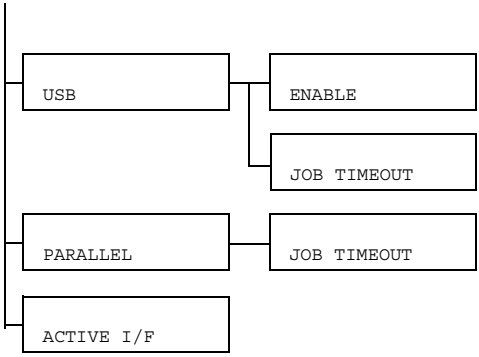
AIDC	REQUEST AIDC	Settings	**NO**/YES
		If YES is selected, image adjustments are performed.	
	MODE	Settings	**ON**/OFF
		If ON is selected, the image adjustments are applied. If OFF is selected, image adjustments are not applied.	
DENSITY CONTROL	BLACK	Settings	1/2/**3**/4/5
		Adjust the density of the black toner to one of five levels. If 1 is selected, the density is at its lightest level. If 5 is selected, the density is at its darkest level.	
	CYAN	Settings	1/2/**3**/4/5
		Adjust the density of the cyan toner to one of five levels. If 1 is selected, the density is at its lightest level. If 5 is selected, the density is at its darkest level.	
	MAGENTA	Settings	1/2/**3**/4/5
		Adjust the density of the magenta toner to one of five levels. If 1 is selected, the density is at its lightest level. If 5 is selected, the density is at its darkest level.	
	YELLOW	Settings	1/2/**3**/4/5
		Adjust the density of the yellow toner to one of five levels. If 1 is selected, the density is at its lightest level. If 5 is selected, the density is at its darkest level.	

INTERFACE MENU

With this menu, interface settings can be specified.

Restart the printer after changing settings in the ETHERNET menu.





All factory default values are shown in bold.

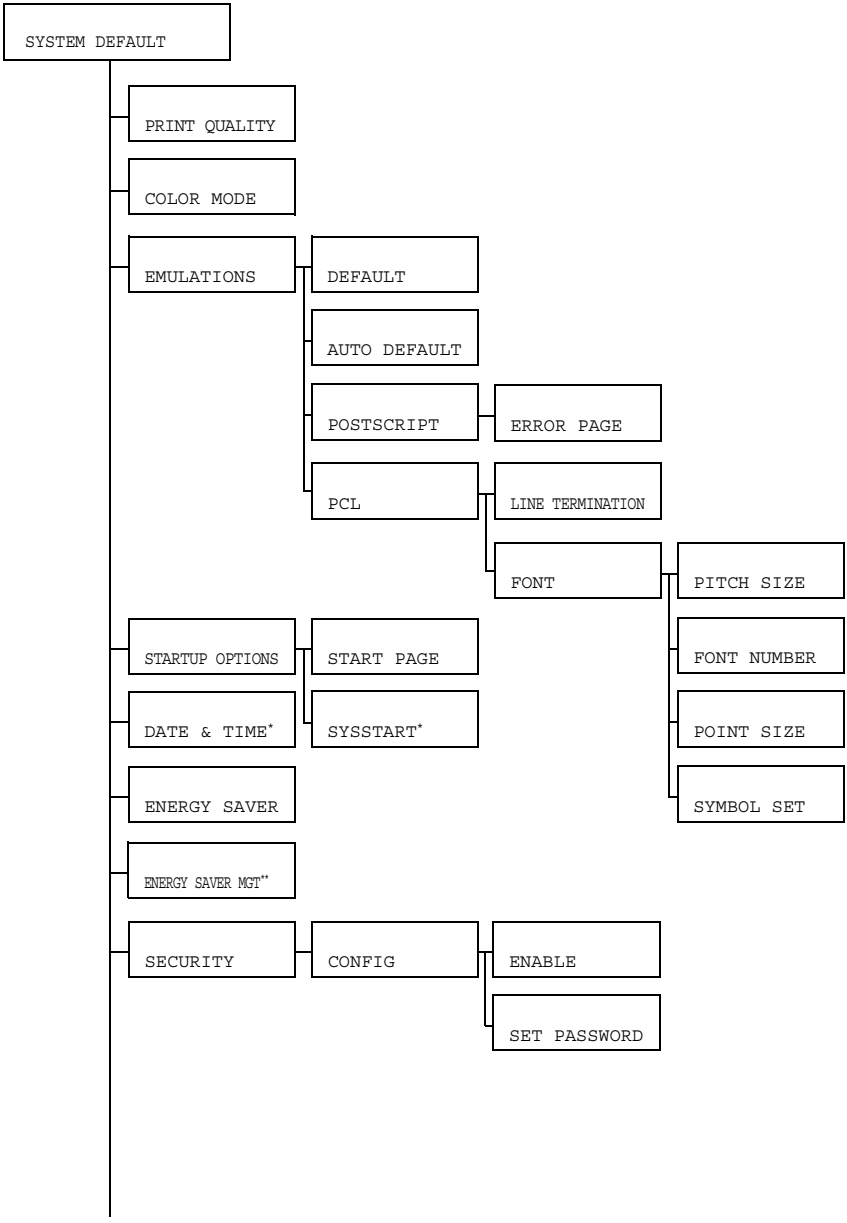
ETHER-NET	TCPIP	ENABLE	Settings	**YES**/NO
			If YES is selected, TCP/IP is enabled. If NO is selected, TCP/IP is disabled.	
		DHCP/ BOOTP	Settings	**YES**/NO
			Select whether or not the IP address is automatically acquired. If YES is selected, the IP address is automatically acquired. If NO is selected, the IP address is not automatically acquired.	
		IP ADDRESS	Setting	**192.168.1.2**
			Set the IP address for this printer on the network. Use the Up, Down, Left, and Right keys to specify the value. If the IP address is manually specified, DHCP/BOOTP is automatically set to NO.	
		DEFAULT ROUTER	Setting	**192.168.1.2**
			Specify the IP address of the router if one is on the network. Use the Up, Down, Left, and Right keys to specify the value.	

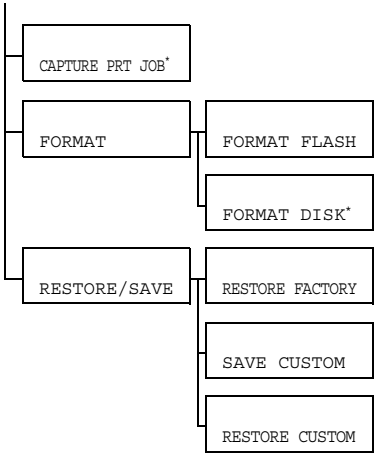
		SUBNET MASK	Setting	**0.0.0.0**
			Specify the subnet mask for the network. Use the Up, Down, Left, and Right keys to specify the value.	
		ENABLE HTTP	Setting	**YES**/NO
			Specify whether or not HTTP is used. If YES is selected, the Web page provided to the printer by the built-in HTTP server is enabled. If NO is selected, the Web page cannot be used.	
		ENABLE AUTO IP	Setting	**YES**/NO
			Select whether or not the IP address is automatically acquired when DHCP/ BOOTP and PING, ARP are not functioning or when there is no response. If NO is selected, the IP address is not automatically acquired. If YES is selected, the IP address is automatically acquired.	
	IPX/SPX	FRAME TYPE	Settings	**AUTO**/802.2/802.3/ ETHER II/SNAP
			Specify the protocol used with NetWare.	
	ETHER TALK	NAME	Settings	**bizhub C10P**
			Specify the name of the printer for finding printers with Macintosh EtherTalk. The printer name can contain a maximum of 16 characters.	
		NAME2	Settings	-
			Specify the name of the printer for finding printers with Macintosh EtherTalk. The printer name can contain a maximum of 16 characters.	

		NET ZONE	Settings	✱
			Specify the Macintosh EtherTalk zone. The zone name can contain a maximum of 16 characters.	
		NET ZONE2	Settings	-
			Specify the Macintosh EtherTalk zone. The zone name can contain a maximum of 16 characters.	
	ETHERNET SPEED	Settings	**AUTO**/100 FULL DUPLEX/ 100 HALF DUPLEX/ 10 FULL DUPLEX/ 10 HALF DUPLEX	
		Specify the transmission speed for the network and the transmission method for bi-directional transmission.		
	PS PROTOCOL	Settings	**BINARY**/QUOTED BINARY	
		Select whether PostScript jobs are received in the binary format or the quoted format.		
USB	ENABLE	Settings	**YES**/NO	
		If YES is selected, USB is enabled. If NO is selected, USB is disabled.		
	JOB TIMEOUT	Settings	0-**60**-999	
		Specify the length of time (in seconds) until the print job being received is timed out when USB is being used.		
PARAL-LEL	JOB TIMEOUT	Settings	0-**30**-999	
		Specify the length of time (in seconds) until the print job being received is timed out when Parallel is being used.		
ACTIVE I/F	Settings	**ETHERNET**/PARALLEL		
	Specify the interface to be used. An Ethernet and parallel connection cannot be used at the same time.			

SYSTEM DEFAULT MENU

With this menu, settings can be specified to adjust the operation of the printer, such as the time until the machine enters Energy Saver mode.





** These menu items appear only if an optional hard disk is installed.*
*** This menu item appears only on 120 V units.*

All factory default values are shown in bold.

PRINT QUAL-ITY	Settings	**HIGH**/STANDARD		
	Select the image quality for prints.			
COLOR MODE	Settings	**COLOR**/GRAYSCALE		
	Specify whether printing is in full color or grayscale.			
EMULA-TIONS	DEFAULT	Settings	**AUTOMATIC**/POSTSCRIPT/PCL5/ PCL XL/HEX DUMP/PDF	
		Specify the printer control language. If AUTO is selected, the printer automatically selects the printer control language from the data stream.		
	AUTO DEFAULT	Settings	**PCL5**/POSTSCRIPT	
		Select the printer description language when it cannot be identified from the data and DEFAULT is set to AUTOMATIC.		
	POST-SCRIPT	ERROR PAGE	Settings	**ON**/OFF
			Select whether or not an error page is printed when a PostScript error occurs.	

	PCL	LINE TERMI-NATION	Settings	**CR=CR LF=CRLF**/ CR=CR LF=LF/ CR=CRLF LF=LF/ CR=CRLF LF=CRLF	
			Select the definitions of the CR/LF codes in the PCL language.		
		FONT	PITCH SIZE	Settings	44-**1000**-9999
				Specify the bitmap font size in the PCL language.	
			FONT NUMBER	Settings	**0**-32767
				Specify the font used with the PCL language. The font numbers that appear correspond to the PCL font list. For details on printing the font list, refer to “PRINT MENU” on page 30.	
			POINT SIZE	Settings	400-**1200**-99975
				Specify the outline font size in the PCL language.	
			SYMBOL SET	Specify the symbol set used with the PCL language. The default setting is PC8.	
STARTUP OPTIONS	START PAGE	Settings	**NO**/YES		
		Select whether or not a startup page is printed when the printer is turned on. If YES is selected, the startup page is printed when the printer is turned on. If NO is selected, the startup page is not printed.			

	SYSSTART	Settings	**NO**/YES
		Select whether or not the PostScript format definitions file is applied when the printer is turned on. If YES is selected, the PostScript format definitions file is applied. If NO is selected, the PostScript format definitions file is not applied.	
DATE & TIME	Settings	yyyymmdd:hhmmss	
	Set the date and time on the hard disk's time-of-day (TOD) clock. The settings appear in the following order: year, month, day:hour, minutes, seconds.		
ENERGY SAVER	Settings	15 MINUTES/**30 MINUTES**/1 HOUR/ 2 HOURS	
	Specify the length of time until the machine enters Energy Saver mode. This menu item appears only when ENERGY SAVER is set to ON. *2 HOURS is displayed only on 120 V units.*		
ENERGY SAVER MGT	Settings	**ON**/OFF	
	If ON is selected, the machine will enter Energy Saver mode. If OFF is selected, the machine will not enter Energy Saver mode. *This menu item is displayed only on 120 V units.*		

SECU-RITY	CONFIG	ENABLE	Settings	**OFF**/ON
			Select whether or not the menus are protected with a password. If ON is selected, all menus are protected with a password.	
		SET PASS-WORD	Settings	**SYSADMIN**
			Specify the password for displaying the menus. The specified password is applied only if SECURITY/CONFIG/ENABLE is set to ON. The password can contain a maximum of 16 characters.	
CAP-TURE PRT JOB	Settings	**OFF**/ON/PRINT		
	Select whether or not received print jobs are saved on the hard disk. If OFF is selected, print jobs are not saved on the hard disk. If ON is selected, received print jobs are saved on the hard disk without being printed. If PRINT is selected, received print jobs are printed and saved on the hard disk.			
FORMAT	FORMAT FLASH	Settings	**NO**/YES	
		Select whether or not to initialize the flash RAM. If YES is selected, the flash RAM is initialized.		
	FORMAT DISK	Settings	**NO**/YES	
		Select whether or not to initialize the hard disk. If YES is selected, the hard disk is initialized.		

RESTORE /SAVE	RESTORE FACTORY	Settings	**NO**/YES
		Select whether or not all menu items are reset to their initial settings. If YES is selected, all menu items are reset to their initial settings.	
	SAVE CUSTOM	Settings	**NO**/YES
		Select whether or not all changed menu settings are saved. If YES is selected, all changes are saved.	
	RESTORE CUSTOM	Settings	**NO**/YES
		Select whether or not menu items are reverted to the previously saved settings. If YES is selected, the menu items revert to the previously saved settings.	

SERVICE MENU

With this menu, the service representative can adjust the printer and perform maintenance operations. This menu cannot be used by the user.

LANGUAGE MENU

ENGLISH/FRANCAIS/ DEUTSCH/ESPANOL/ ITALIANO/PORTUGES/ CESKY/JAPANESE	The display language of the message window can be changed to the required language. The default setting is English.

5 Using Media

Media Specifications

What types and sizes of media can I load?

Media	Media Size		Tray*	Duplex
	Inch	Millimeter		
A4	8.2 x 11.7	210.0 x 297.0	1/2	Yes
A5	5.9 x 8.3	148.0 x 210.0	1	No
B5 (JIS)	7.2 x 10.1	182.0 x 257.0	1	No
B5 (ISO)	6.9 x 9.8	176.0 x 250.0	1	No
Executive	7.25 x 10.5	184.0 x 267.0	1	No
Folio	8.3 x 13.0	210.0 x 330.0	1	Yes
Foolscap	8.0 x 13.0	203.2 x 330.2	1	Yes
Kai 16	7.3 x 10.2	185.0 x 260.0	1	No
16K	7.7 x 10.6	195.0 x 270.0	1	No
32K	5.1 x 7.3	130.0 x 185.0	1	No
Legal	8.5 x 14.0	215.9 x 355.6	1	Yes
Government Legal	8.5 x 13.0	216.0 x 330.0	1	Yes
Letter	8.5 x 11.0	215.9 x 279.4	1/2	Yes
SP Folio	8.5 x 12.69	215.9 x 322.3	1	Yes
Government Letter	8.0 x 10.5	203.2 x 266.7	1	No
Statement	5.5 x 8.5	140.0 x 216.0	1	No
UK Quarto	8.0 x 10.0	203.2 x 254.0	1	No
Japanese Postcard	3.9 x 5.8	100.0 x 148.0	1	No
Japanese Postcard-D	5.8 x 7.9	148.0 x 200.0	1	No
Envelope C5	6.4 x 9.0	162.0 x 229.0	1	No
Envelope C6	4.5 x 6.4	114.0 x 162.0	1	No
Envelope Com10	4.125 x 9.5	104.7 x 241.3	1	No
Envelope DL	4.3 x 8.7	110.0 x 220.0	1	No
Envelope Monarch	3.875 x 7.5	98.4 x 190.5	1	No
Envelope Chou #3	4.7 x 9.2	120.0 x 235.0	1	No
Envelope Chou #4	3.5 x 8.1	90.0 x 205.0	1	No
Envelope You #4	4.1 x 9.3	105.0 x 235.0	1	No
Photo Size 4x6"/10x15	4.0 x 6.0	102.0 x 152.0	1	No
Thick Stock, Glossy —Only supported for letter, A4, or smaller media.				
Custom Size, Minimum	3.6 x 5.9	92.0 x 148.0	1	No**
Custom Size, Maximum	8.5 x 14.0	216.0 x 356.0	1	Yes

Notes: * Tray 1 = Multipurpose
Tray 2 = Plain paper only
** The minimum possible size for duplex printing is 92.0 x 276.0 mm (3.63 x 10.87").

For custom sizes, use the printer driver to specify the settings within the ranges shown in the above table.

Media Types

Before purchasing a large quantity of special media, do a trial print with the same media and check the print quality.

Keep media on a flat, level surface in its original wrapper until it is time to load it. For a list of approved media, refer to printer.konicaminolta.com.

Plain Paper

Capacity	**Tray 1**	Up to 200 sheets, depending on the paper weight
	Tray 2	Up to 500 sheets, depending on the paper weight
Orientation	Face up	
Driver Media Type	Plain paper	
Weight	60 to 90 g/m² (16 to 24 lb bond)	
Duplexing	See page 50 for supported sizes.	

Use plain paper that is

- Suitable for plain paper laser printers, such as standard or recycled office paper.

Note

Do not use the media types listed below. These could cause poor print quality, media misfeeds, or damage to the printer.

DO NOT use media that is

- Coated with a processed surface (such as carbon paper, digitally gloss-coated media, and colored paper that has been treated)
- Carbon backed
- Unapproved iron-on transfer media (such as heat-sensitive paper, heat-pressure paper, and heat-press transfer paper)
- Cold-water-transfer paper
- Pressure sensitive
- Designed specifically for inkjet printers (such as superfine paper, glossy film, and postcards)
- Already been printed on by another printer, copier, or fax machine
- Dusty
- Wet (or damp)

Keep media between 35% and 85% relative humidity. Toner does not adhere well to moist or wet paper.

- Layered
- Adhesive
- Folded, creased, curled, embossed, warped, or wrinkled
- Perforated, three-hole punched, or torn
- Too slick, too coarse, or too textured
- Different in texture (roughness) on the front and back
- Too thin or too thick
- Stuck together with static electricity
- Composed of foil or gilt; too luminous
- Heat sensitive or cannot withstand the fusing temperature (180°C [356°F])
- Irregularly shaped (not rectangular or not cut at right angles)
- Attached with glue, tape, paper clips, staples, ribbons, hooks, or buttons
- Acidic
- Any other media that is not approved

Thick Stock

Paper thicker than 90 g/m^2 (24 lb bond) is referred to as thick stock. Test all thick stock to ensure acceptable performance and to ensure that the image does not shift.

Capacity	**Tray 1**	Up to 50 thick stock sheets, depending on their thickness
	Tray 2	Not supported
Orientation	Face up	
Driver Media Type	Thick	
Weight	91 to 163 g/m² (25 to 43 lb)	
Duplexing	Not supported	

43 lb bond is also referred to as 90 lb index stock.

DO NOT use thick stock that is

- Mixed with any other media in the trays (as this will cause printer misfeeding)

Envelopes

Print on the front (address) side only. Some parts of the envelope consist of three layers of paper—the front, back, and flap. Anything printed in these layered regions may be lost or faded.

Capacity	**Tray 1**	Up to 10 envelopes, depending on their thickness
	Tray 2	Not supported
Orientation	Face up	
Driver Media Type	Envelope	
Weight	60 to 163 g/m² (16 to 43 lb bond)	
Duplexing	Not supported	

Use envelopes that are

- Common office envelopes approved for laser printing with diagonal joints, sharp folds and edges, and ordinary gummed flaps

  Because the envelopes pass through heated rollers, the gummed area on the flaps may seal. Using envelopes with emulsion-based glue avoids this problem.

- Approved for laser printing
- Dry

DO NOT use envelopes that have

- Sticky flaps
- Tape seals, metal clasps, paper clips, fasteners, or peel-off strips for sealing
- Transparent windows
- Too rough of a surface
- Material that will melt, vaporize, offset, discolor, or emit dangerous fumes
- Been presealed

Labels

A sheet of labels consists of a face sheet (the printing surface), adhesive, and a carrier sheet:

- The face sheet must follow the plain paper specification.
- The face sheet surface must cover the entire carrier sheet, and no adhesive should come through on the surface.

You can print continuously with label sheets. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Try printing your data on a sheet of plain paper first to check placement. Check your application documentation for more information on printing labels.

Capacity	**Tray 1**	Up to 50 label sheets, depending on their thickness
	Tray 2	Not supported
Orientation	Face up	
Driver Media Type	Label	
Weight	60 to 163 g/m² (16 to 90 lb)	
Duplexing	Not supported	

Use label sheets that are

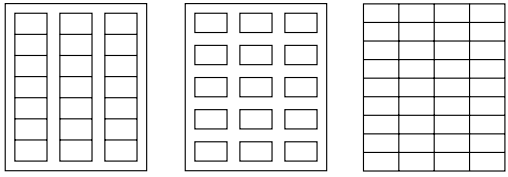
- Recommended for laser printers

DO NOT use label sheets that

- Have labels that easily peel off or have parts of the label already removed
- Have backing sheets that have peeled away or have exposed adhesive

  Labels may stick to the fuser, causing them to peel off and media misfeeds to occur.

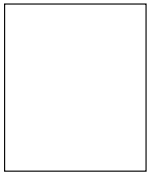
- Are precut or perforated



Do not use

Shiny backed paper

OK to use



Full-page labels (uncut)

Letterhead

Try printing your data on a sheet of plain paper first to check placement.

Capacity	**Tray 1**	Up to 50 sheets, depending on their size and thickness
	Tray 2	Not supported
Orientation	Face up	
Driver Media Type	Letterhead	
Weight	60 to 90 g/m² (16 to 24 lb bond)	
Duplexing	See page 50 for supported sizes (face up—top of page first).	

Postcards

Try printing your data on a sheet of plain paper first to check placement.

Capacity	**Tray 1**	Up to 50 postcards, depending on their thickness
	Tray 2	Not supported
Orientation	Face up	
Driver Media Type	Postcard	
Weight	60 to 163 g/m² (16 to 90 lb)	
Duplexing	Not supported	

Use postcards that are

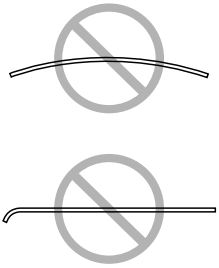
- Approved for laser printers

DO NOT use postcards that are

- Coated
- Designed for inkjet printers
- Precut or perforated
- Preprinted or multicolored

If the postcard is warped, press on the warped area before putting it in Tray 1.

- Folded or wrinkled



Transparencies

Do not fan transparencies before loading them. Resulting static electricity may cause printing errors.

If you touch the face of the transparencies with your bare hands, print quality may be affected.

Keep the printer path clean. Transparencies are especially sensitive to a dirty media path. If there are shadows on either the top or the bottom of the sheets, see chapter 7, "Maintaining the Printer" .

Remove transparencies as soon as possible from the output tray to avoid static buildup.

You can print continuously with transparencies. However, this could affect the media feed, depending on the media quality, static buildup, and printing environment.

Try printing your data on a sheet of plain paper first to check placement.

If you have problems feeding 50 sheets, try loading only 1–10 sheets at a time. Loading a large number of transparencies at one time may cause static buildup, causing feeding problems.

Capacity	**Tray 1**	Up to 50 transparencies, depending on their thickness
	Tray 2	Not supported
Orientation	Face up	
Driver Media Type	Transparency	
Duplexing	Not supported	

Always first test a small quantity of a particular type of transparency.

Use transparencies that are

- Approved for laser printing

DO NOT use transparencies that

- Have static electricity that will cause them to stick together
- Are specified for inkjet printers only

Glossy Stock

Test all glossy stock to ensure acceptable performance and to ensure that the image does not shift.

Capacity	**Tray 1**	Up to 50 glossy sheets, depending on their thickness
	Tray 2	Not supported
Orientation	Face up	
Driver Media Type	Glossy	
Weight	60 to 90 g/m² (16 to 24 lb)	
Duplexing	Not supported	

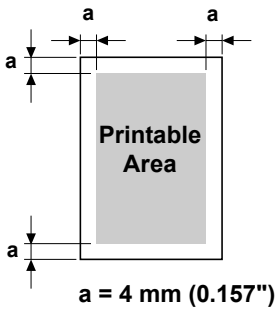
DO NOT use glossy stock that is

- Mixed with any other media in the trays (as this will cause printer misfeeding)
- Specified for inkjet printers only

What Is the Guaranteed Imageable (Printable) Area?

The printable area on all media sizes is up to 4 mm (0.157") from the edges of the media.

Each media size has a specific imageable area, the maximum area on which the printer can print clearly and without distortion.



a = 4 mm (0.157")

This area is subject to both hardware limits (the physical media size and the margins required by the printer) and software constraints (the amount of memory available for the full-page frame buffer). The guaranteed imageable (printable) area for all media sizes is the page size minus 4 mm (0.157") from all edges of the media.

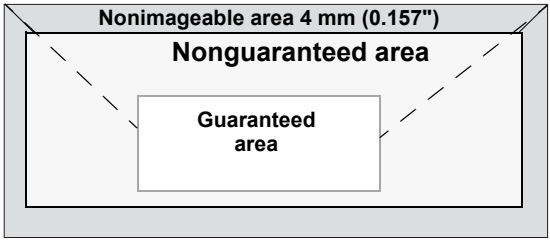
When printing in color on legal-size media, the bottom margin is 17.0 mm (0.669").

When printing on glossy stock, the top margin is 10 mm (0.394").

Imageable Area—Envelopes

Envelopes have a nonguaranteed imageable area that varies with envelope type.

The envelope print orientation is determined by your application.



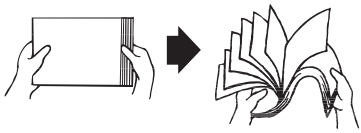
Page Margins

Margins are set through your application. Some applications allow you to set custom page sizes and margins while others have only standard page sizes and margins from which to choose. If you choose a standard format, you may lose part of your image (due to imageable area constraints). If you can custom-size your page in your application, use those sizes given for the imageable area for optimum results.

Loading Media

How do I load media?

Take off the top and bottom sheets of a ream of paper. Holding a stack of approximately 200 sheets at a time, fan the stack to prevent static buildup before inserting it in a tray.



Do not fan transparencies.

Note

Although this printer was designed for printing on a wide range of media types, it is not intended to print exclusively on a single media type except plain paper. Continuous printing on media other than plain paper (such as envelopes, labels, thick stock, or transparencies) may adversely affect print quality or reduce engine life.

When refilling media, first remove any media remaining in the tray. Stack it with the new media, even the edges, then reload it.

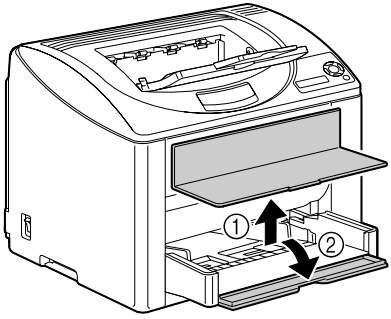
Do not mix media of different types and sizes, as this will cause media misfeeds.

Tray 1 (Multipurpose Tray)

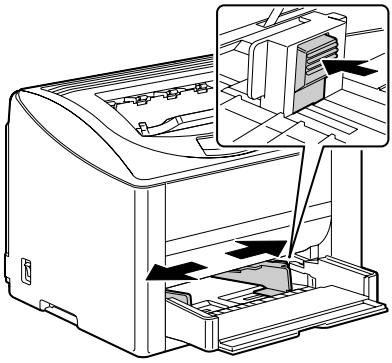
For details on the types and sizes of media that can be printed from Tray 1, refer to “Media Specifications” on page 50.

Loading Plain Paper

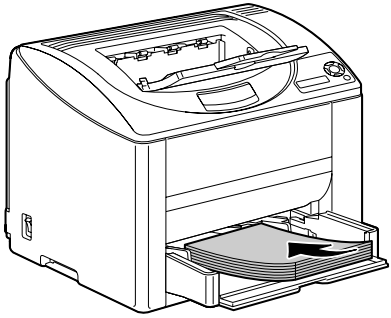
1 Remove the lid from Tray 1, and then open the front panel of Tray 1.



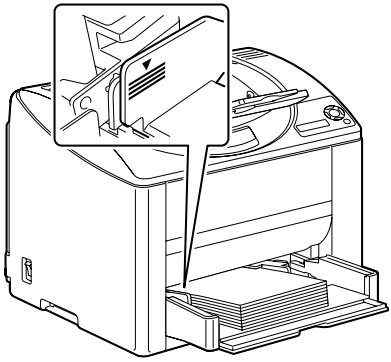
2 Slide the media guides to provide more space between them.



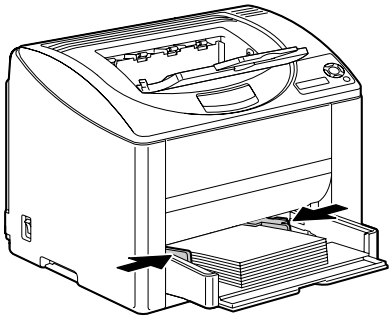
3 Load the paper face up in the tray.



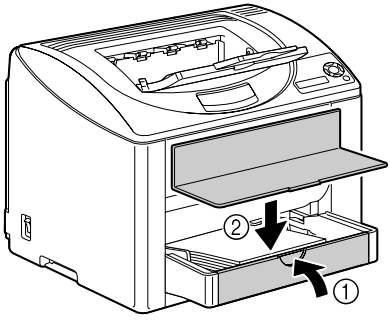
Do not load paper above the ▼ mark. Up to 200 sheets (80 g/m^2 [22 lb]) of plain paper can be loaded into the tray at one time.



4 Slide the media guides against the edges of the paper.



5 Close the front panel of Tray 1 tray, and then reattach the lid.

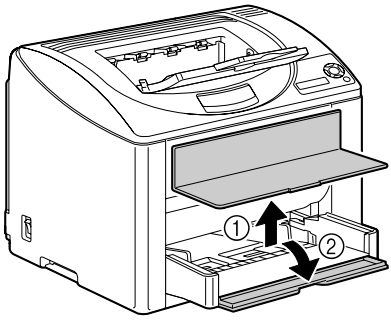


Other Media

When loading media other than plain paper, set the media mode (for example, Envelope, Glossy, Label, Thick Stock or Transparency) in the driver for optimum print quality.

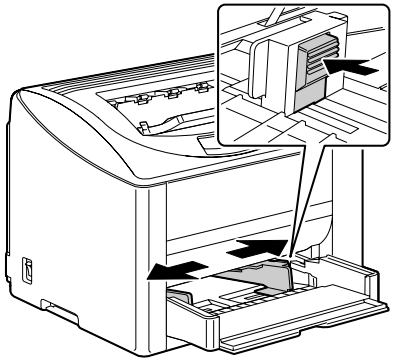
Loading Envelopes

1 Remove the lid from Tray 1, and then open the front panel of Tray 1.

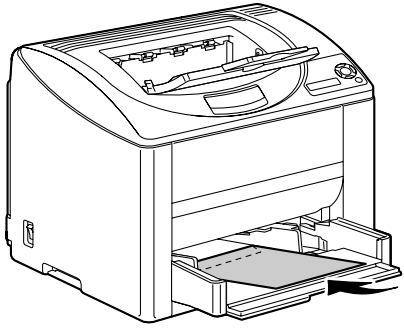


2 Remove any media from the tray.

3 Slide the media guides to provide more space between them.



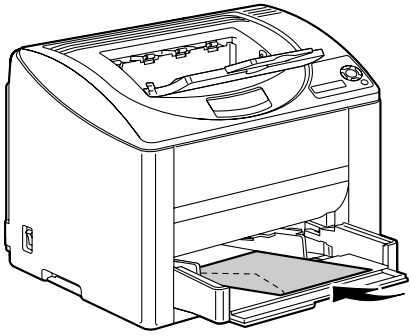
4 Load the envelopes flap side down in the tray.



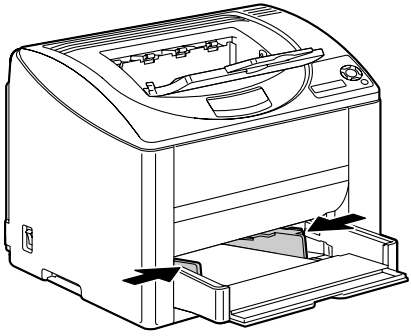
Before loading envelopes, press them down to make sure that all air is removed, and make sure that the folds of the flaps are firmly pressed; otherwise the envelopes may become wrinkled or a media misfeed may occur.

Up to 10 envelopes can be loaded into the tray at one time.

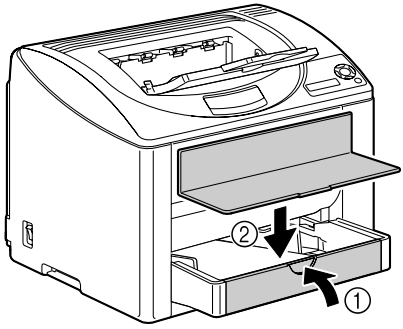
For envelopes with the flap along the long edge, load the envelopes with the flap toward the left of the printer.



5 Slide the media guides against the edges of the envelopes.



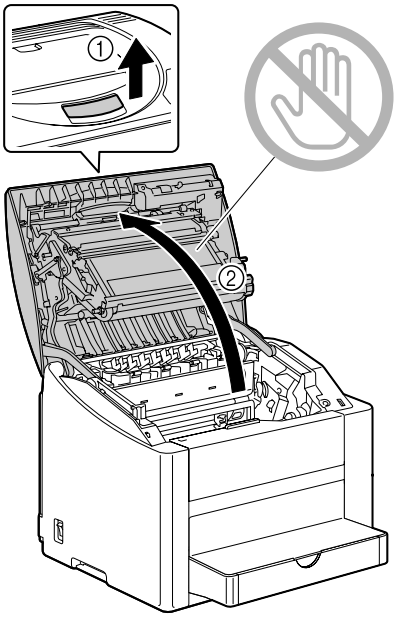
6 Close the front panel of Tray 1 tray, and then reattach the lid.



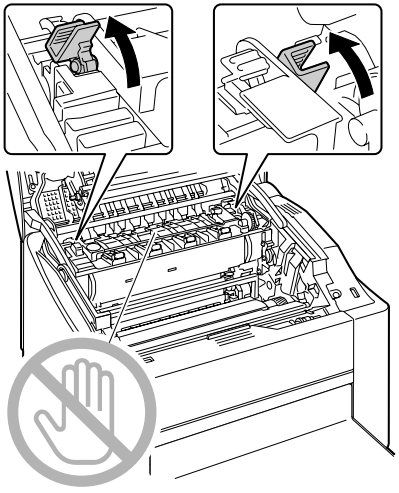
7 Pull the lever, and then open the top cover.

If there is paper in the output tray, remove it. Fold up the output tray before opening the top cover.

Do not touch the transfer belt.

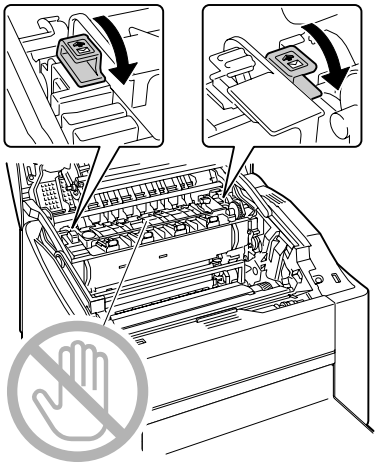


8 Raise the fuser separator levers on the fuser unit.



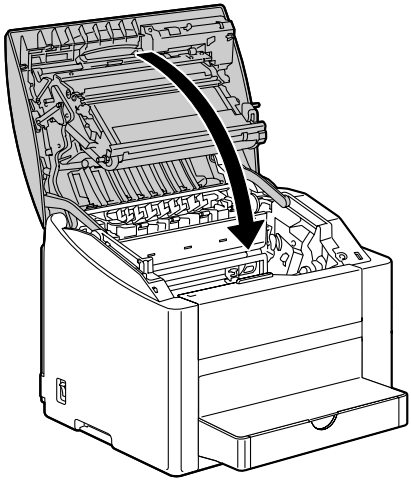
Note

Since a media misfeed or decreased print quality may occur, be sure to return the levers on the fuser unit to the setting for plain paper before printing on media other than envelopes.



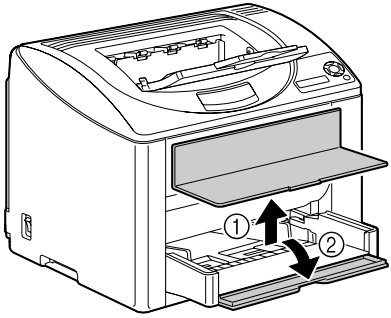
9 Carefully close the top cover.

Before printing on media other than envelopes, be sure to move the fuser separator levers on the fuser unit to its original position.



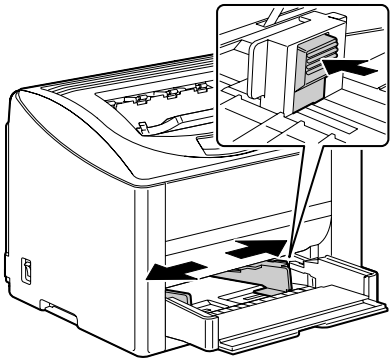
Loading Labels/Postcard/Thick Stock/Glossy Stock and Transparency

1 Remove the lid from Tray 1, and then open the front panel of Tray 1.



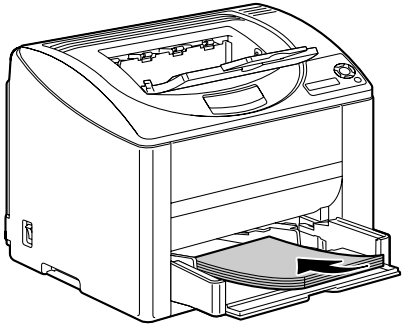
2 Remove any media from the tray.

3 Slide the media guides to provide more space between them.

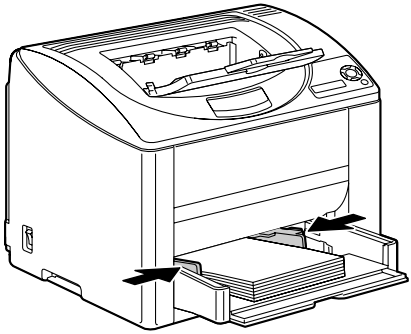


4 Load the media face up in the tray.

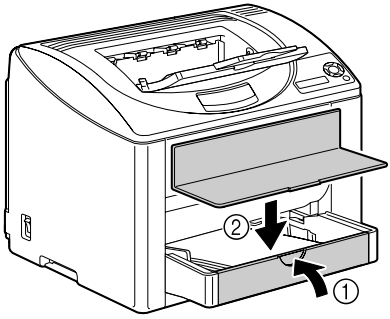
Up to 50 sheets can be loaded into the tray at one time.



5 Slide the media guides against the edges of the media.



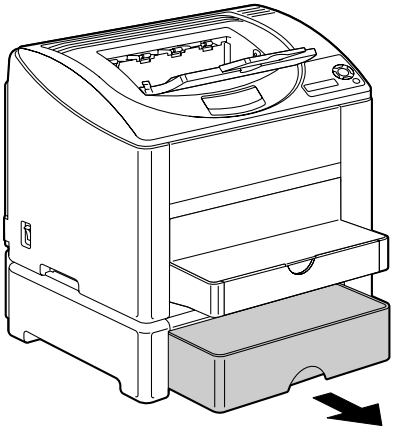
6 Close the front panel of Tray 1 tray, and then reattach the lid.



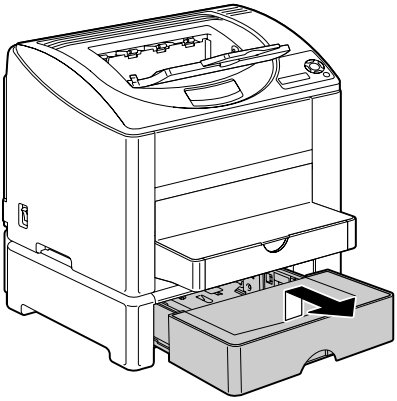
Tray 2

Loading Plain Paper

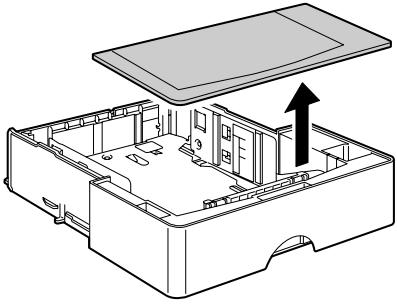
1 Pull out Tray 2 as far as possible.



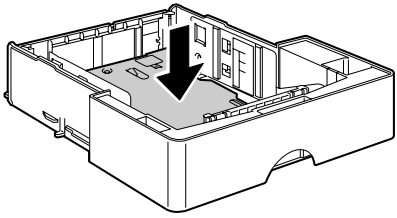
2 Lift up Tray 2 to remove it.



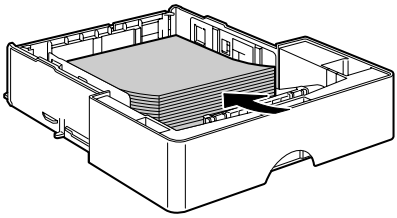
3 Remove the lid from Tray 2.



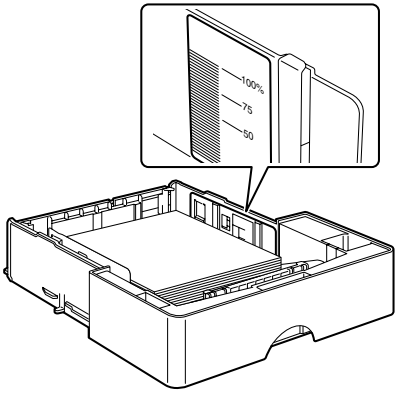
4 Press down the media pressure plate to lock it into place.



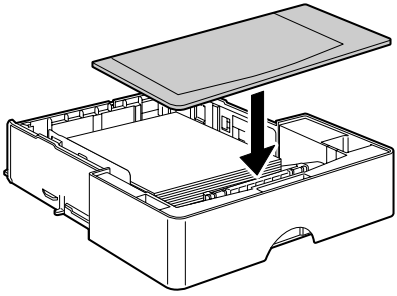
5 Load the paper face up in the tray.



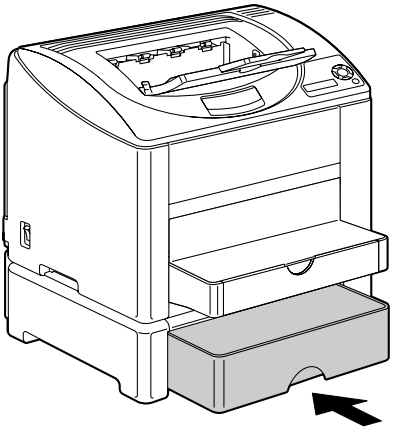
Do not load above the 100% line. Up to 500 sheets (80 g/m^2 [22 lb]) of plain paper can be loaded into the tray at one time.



6 Reattach the lid to Tray 2.



7 Reinsert Tray 2 into the printer.



Duplexing

Select paper with high opacity for duplex (double sided) printing. Opacity refers to how effectively paper blocks out what is written on the opposite side of the page. If the paper has low opacity (high translucency), then the printed data from one side of the page will show through to the other side. Check your application for margin information. For best results, print a small quantity to make sure the opacity is acceptable.

Duplex (Double sided) printing can be done automatically with the duplex option installed and selected.

Note

Only plain paper, 60–90 g/m^2 (16–24 lb bond) can be autoduplexed. See "Media Specifications" on page 50.

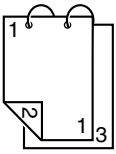
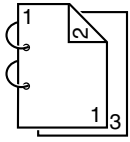
Duplexing envelopes, labels, transparencies, or glossy is not supported.

How do I autoduplex?

You should verify that the duplex option is physically installed on the printer to successfully duplex the job.

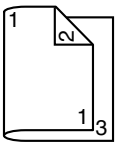
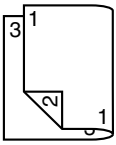
Check your application to determine how to set your margins for duplex printing.

The following Binding Position settings are available.

	If "Short Edge" is selected, the pages will be laid out to flip at the top.
	If "Long Edge" is selected, the pages will be laid out to flip at the sides.

In addition, if “N-up” has been set to “Booklet”, autoduplex printing is performed.

The following Order settings are available when “Booklet” is selected.

	If “Left Binding” is selected, the pages can be folded as a left-bound booklet.
	If “Right Binding” is selected, the pages can be folded as a right-bound booklet.

1 Load plain paper into the tray.

2 From the printer driver, specify the layout for duplex printing.

3 Click **OK**.

With autoduplexing, the back side is printed first, and then the front side is printed.

Output Tray

All printed media is output to the face-down output tray on top of the printer. This tray has a capacity of approximately 200 sheets (A4/Letter) of 80 g/m^2 (22 lb) paper.

If the media is stacked too high in the output tray, your printer may experience media misfeeds, excessive media curl, or static buildup.

Remove transparencies as soon as possible from the output tray to avoid static buildup.

Media Storage

How do I store media?

- Keep media on a flat, level surface in its original wrapper until it is time to load it.

  Media that has been stored for a long time out of its packaging may dry up too much and cause misfeeding.

- If media has been removed from its wrapper, place it in its original packaging and store in a cool, dark place on a level surface.
- Avoid moisture, excessive humidity, direct sunlight, excessive heat (above 35°C [95°F]), and dust.
- Avoid media leaning against other objects or placing it in an upright position.

Before using stored media, do a trial print and check print quality.

6

Replacing Consumables

Replacing Consumables

Note

Failure to follow instructions as outlined in this manual could result in voiding your warranty.

About Toner Cartridges

Your printer uses four toner cartridges: black, yellow, magenta, and cyan. Handle the toner cartridges carefully to avoid spilling toner inside the printer or on yourself.

Install only new toner cartridges in your printer. If a used toner cartridge is installed, the indicator message will not clear and the supplies status in the Status Display will not be updated.

The toner is nontoxic. If you get toner on your skin, wash it off with cool water and a mild soap. If you get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off.

CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

Note

Do not use refilled toner cartridges or unapproved toner cartridges. Any damage to the printer or quality problems caused by a refilled toner cartridge or unapproved toner cartridge will void your warranty. No technical support is provided to recover from these problems.

When replacing a toner cartridge, refer to the following table. For optimum print quality and performance, use only approved KONICA MINOLTA toner cartridges for your specific printer type, as listed in the table below. If you open the top cover, you can find your printer type and the toner cartridge part numbers on the consumables reorder label inside your printer.

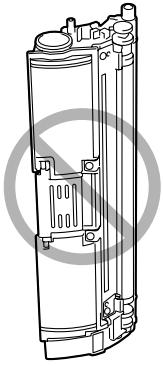
Printer Type	Printer Part Number	Toner Cartridge Type	Toner Cartridge Part Number
AM	A00V-015	High-Capacity Toner Cartridge - Black (K)	A00W-864
		High-Capacity Toner Cartridge - Yellow (Y)	A00W-865
		High-Capacity Toner Cartridge - Magenta (M)	A00W-866
		High-Capacity Toner Cartridge - Cyan (C)	A00W-867
EU	A00V-025	High-Capacity Toner Cartridge - Black (K)	A00W-874
		High-Capacity Toner Cartridge - Yellow (Y)	A00W-875
		High-Capacity Toner Cartridge - Magenta (M)	A00W-876
		High-Capacity Toner Cartridge - Cyan (C)	A00W-877

Keep toner cartridges:

- In their packaging until you're ready to install them.
- In a cool, dry location away from sunlight (due to heat).

  The maximum storage temperature is 35° C (95° F) and the maximum storage humidity is 85% (noncondensing). If the toner cartridge is moved from a cold place to a warm, humid place, condensation may occur, degrading print quality. Allow the toner to adapt to the environment for about one hour before use.
- Level during handling and storage.

  Do not hold, stand or store cartridges on their ends or turn them upside down; the toner inside the cartridges may become caked or unequally distributed.



- Away from salty air and corrosive gases such as aerosols.

Note

Be careful not to spill toner while replacing a toner cartridge. If toner spills, immediately wipe it off with a soft, dry cloth.

If TONER OUT ACTION on the QUALITY/TONER OUT ACTION menu is set to STOP, the message REPLACE *X* TONER (where "X" represents the color of the toner) appears when a toner cartridge becomes empty. Follow the steps below to replace the toner cartridge.

If TONER OUT ACTION on the QUALITY/TONER OUT ACTION menu is set to CONTINUE, the message X EMPTY appears.

1 Check the message window to see which color of toner is empty. Perform the operation described below to automatically rotate the carousel to move the toner cartridge for the specified color, so that it can be replaced.

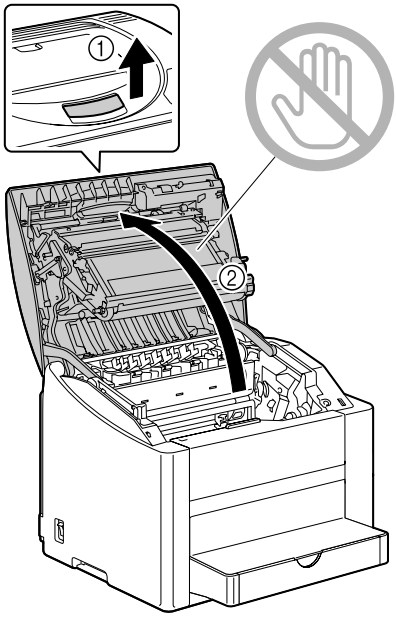
Press Key	Until Display Reads
	REPLACE X TONER or X EMPTY
* Menu Select ↵	MENU PRINT MENU If the hard disk drive is installed, the PROOF/PRINT MENU appears.
► × 2 (or × 3)	MENU QUALITY MENU
* Menu Select ↵	REPLACE TONER
▼	BLACK
► Press until appropriate color (X) is displayed.	X

Press Key	Until Display Reads
* Menu Select ↵	PLEASE WAIT
	Then, it displays OPEN DOOR AND/REPLACE X TONER

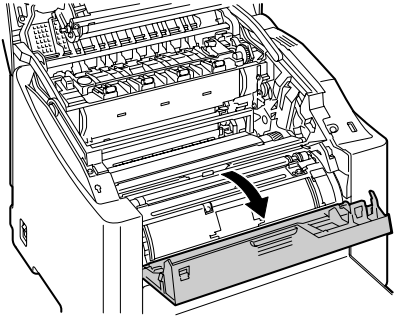
2 Pull the lever, and then open the top cover.

If there is paper in the output tray, remove it. Fold up the output tray before opening the top cover.

Do not touch the transfer belt.



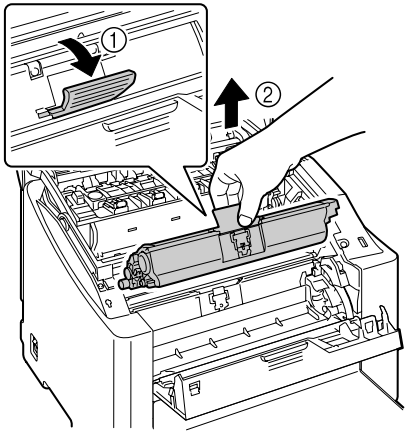
3 Open the front cover and check that the toner cartridge to be replaced has rotated to the exchange position.



You can identify the toner cartridge by the color of the handle and by the letter molded into the handle: C (cyan), M (magenta), Y (yellow) and K (black).

4 Pull the handle on the toner cartridge toward you, and then pull the toner cartridge up to remove it.

Do not manually rotate the toner cartridge carousel. In addition, do not rotate the carousel with force; otherwise it may be damaged.



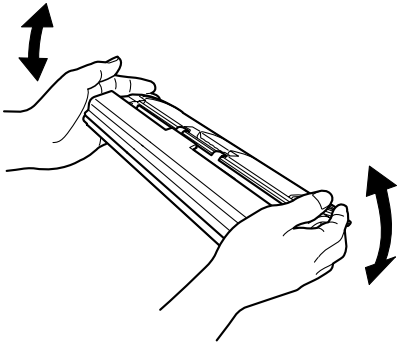
Note

Dispose of the empty toner cartridge according to your local regulations. Do not burn the toner cartridge.

5 Prepare a new toner cartridge.

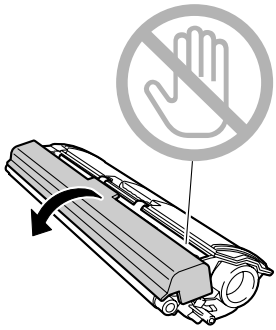
6 Shake the cartridge a few times to distribute the toner.

Make sure that the toner roller cover is securely attached before shaking the toner cartridge.



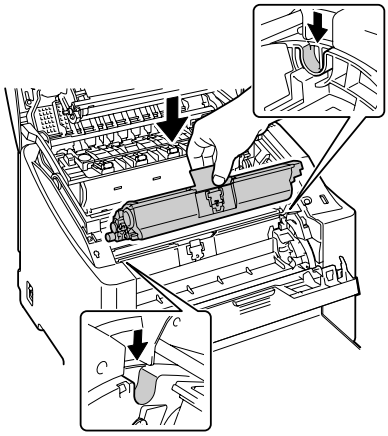
7 Remove the cover from the toner roller.

Do not touch or scratch the toner roller.

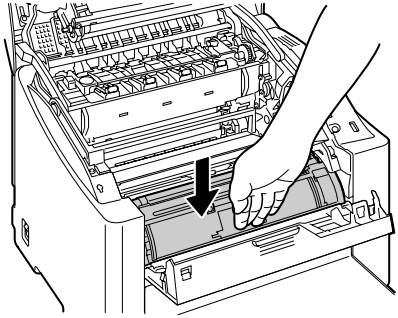


8 Align the shaft on each end of the toner cartridge with its holders, and then insert the cartridge.

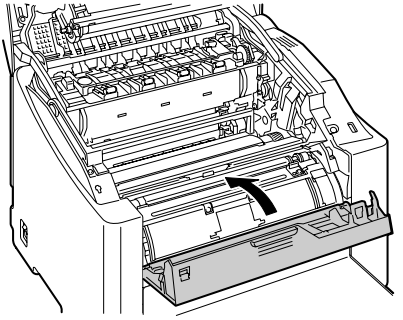
Before inserting the toner cartridge, make sure that the color of the toner cartridge to be installed is the same as the label on the toner cartridge carousel.



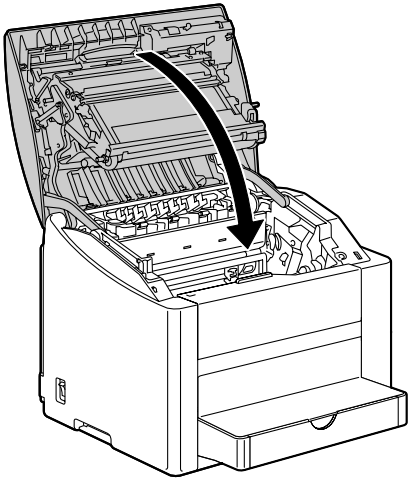
9 Press down on the toner cartridge until it snaps into place.



10 Close the front cover.



11 Carefully close the top cover.



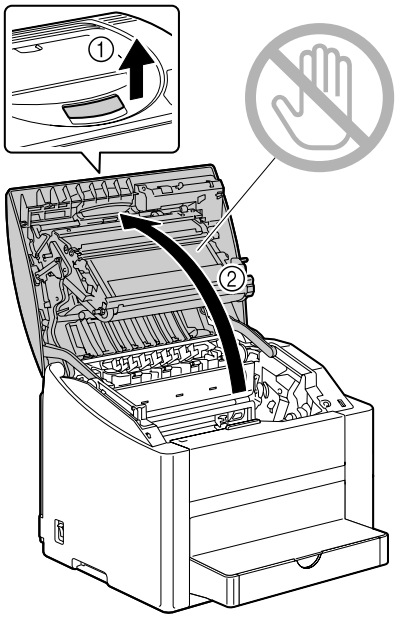
The printer must complete a calibration cycle (less than 2 minutes) after the toner cartridge has been replaced. If you open the top cover before the message `IDLE` *appears, the printer stops and repeats the calibration cycle.*

Replacing the Drum Cartridge

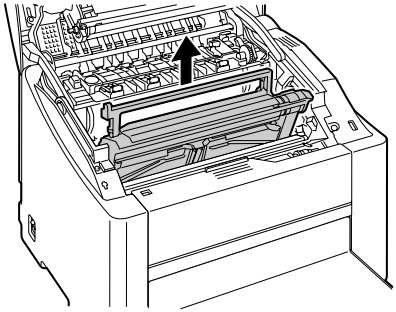
1 Pull the lever, and then open the top cover.

If there is paper in the output tray, remove it. Fold up the output tray before opening the top cover.

Do not touch the transfer belt.



2 Carefully pull out the drum cartridge.

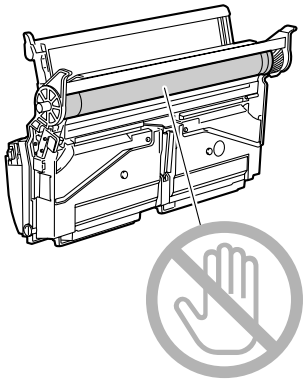


Note

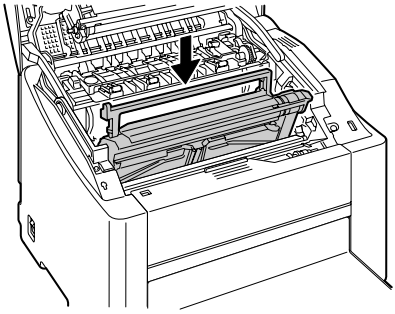
Dispose of the used drum cartridge according to your local regulations. Do not burn the drum cartridge.

3 Prepare a new drum cartridge.

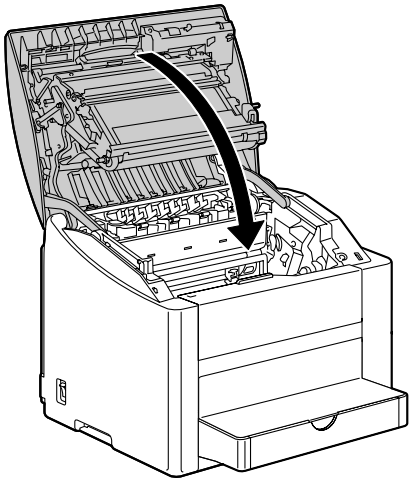
Do not touch the PC drum on the drum cartridge.



4 Install the new drum cartridge.



5 Carefully close the top cover.



The printer must complete a calibration cycle (less than 2 minutes) after the drum cartridge has been replaced. If you open the top cover before the message `IDLE` *appears, the printer stops and repeats the calibration cycle.*

Replacing the Backup Battery

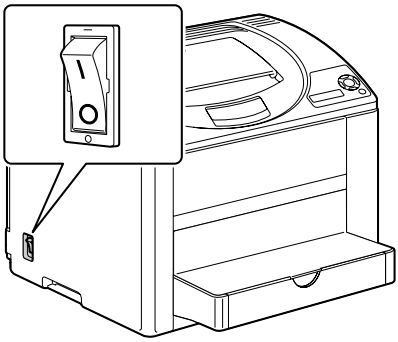
If the backup battery is dead, the printer's date and time cannot be retained. Follow the procedure described below to replace the backup battery.

Note

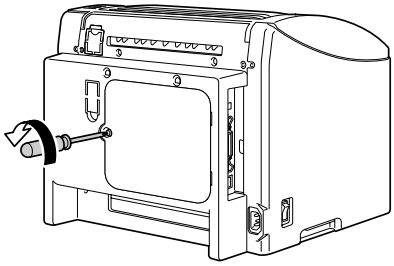
It's very important to protect the printer controller board and any associated circuit boards from electrostatic damage. Before performing this procedure, review the antistatic caution on Page 136. In addition, always handle circuit boards by the edges only.

1 Turn off the printer and disconnect the power cord and interface cables.

If the duplex option is installed, remove it.

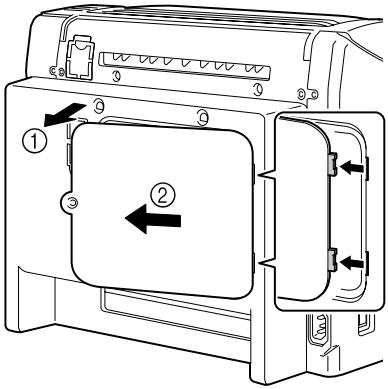


2 Using a screwdriver, remove the screw on the back of the printer.

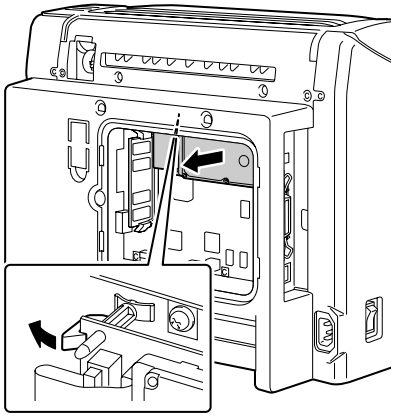


3 Remove the rear panel.

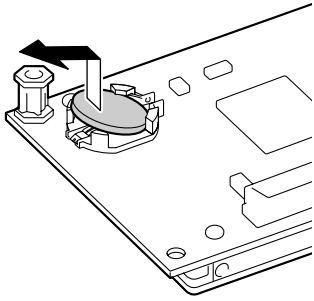
Since there are two hooks on the right side of the panel, remove the rear panel by slightly pulling the left side of the panel toward you, then sliding the panel off to the left.



4 While holding the tab on the hard disk mounting pin slid to the left, remove the hard disk.

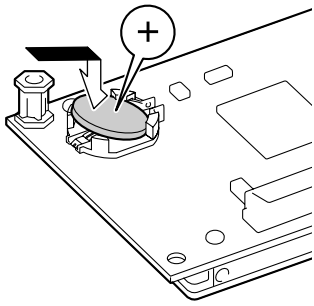


5 Remove the backup battery from the back of the hard disk.

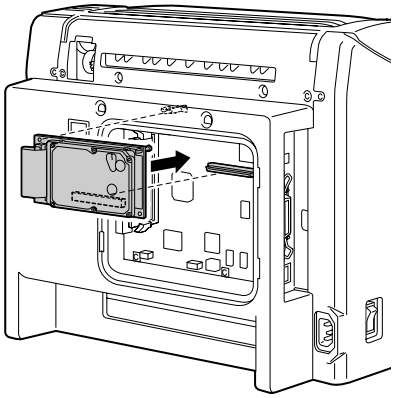


6 Install a new backup battery.

When installing the new backup battery, make sure that the + side faces up.



7 Attach the hard disk to the printer controller board.

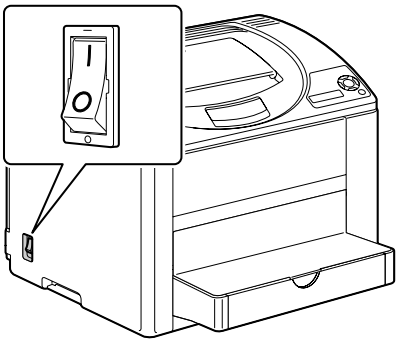


8 Reinstall the panel and tighten the screw.

If you removed the duplex option in step1, reinstall it.

9 Reconnect all interface cables.

10 Reconnect the power cord, and turn on the printer.



11 From the control panel, select SYSTEM DEFAULT/DATE & TIME, and then set the date and time.

7

Maintaining the Printer

Maintaining the Printer

CAUTION

Read all caution and warning labels carefully, making sure to follow any instructions contained in them. These labels are located on the inside of the printer's covers and the interior of the printer body.

Handle the printer with care to preserve its life. Abuse handling may cause damage and void your warranty. If dust and paper scraps remain on the inside or outside of the printer, printer performance and print quality will suffer, so the printer should be cleaned periodically. Keep the following guidelines in mind.

WARNING!

Turn off the printer, unplug the power cord, and disconnect all interface cables before cleaning. Do not spill water or detergent into the printer; otherwise the printer will be damaged and an electric shock may occur.

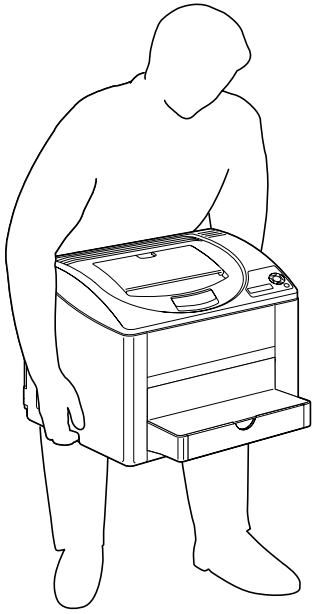
CAUTION

The fuser unit is hot. When the top cover is opened, the fuser unit temperature drops gradually (one hour wait time).

- Be careful when cleaning the inside of the printer or removing media misfeeds, as the fuser unit and other internal parts may be very hot.
- Do not place anything on top of the printer.
- Use a soft cloth to clean the printer.
- Never spray cleaning solutions directly on the printer's surface; the spray could penetrate through the air vents of the printer and damage the internal circuits.
- Avoid using abrasive or corrosive solutions or solutions that contain solvents (such as alcohol and benzene) to clean the printer.
- Always test any cleaning solution (such as mild detergent) on a small inconspicuous area of your printer to check the solution's performance.
- Never use sharp or rough implements, such as wire or plastic cleaning pads.
- Always close the printer's covers gently. Never subject the printer to vibration.
- Do not cover the printer immediately after using it. Turn it off and wait until it cools down.

- Do not leave the printer's covers open for any length of time, especially in well-lit places; light may damage the drum cartridge.
- Do not open the printer during printing.
- Do not tap media stacks on the printer.
- Do not lubricate or disassemble the printer.
- Do not tilt the printer.
- Do not touch the electrical contacts, gears, or laser devices. Doing so may damage the printer and cause the print quality to deteriorate.
- Keep media in the output tray at a minimum level. If the media is stocked too high, your printer may experience media misfeeds and excessive media curl.
- Keep the printer level to avoid toner spillage.
- When lifting the printer, grasp the areas shown in the figure.

If you have the duplex option or Tray 2 installed, remove the option before lifting the printer. Do not lift the printer with the options.



- If you get toner on your skin, wash it off with cool water and a mild soap.

CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

- Make sure any parts removed during cleaning are replaced before you plug in the printer.

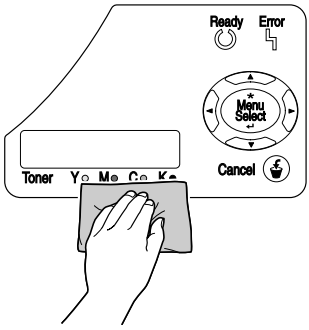
Cleaning the Printer

CAUTION

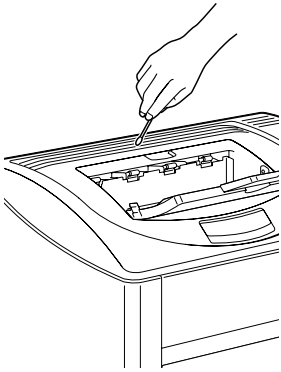
Be sure to turn off the printer and unplug the power cord before cleaning.

Exterior

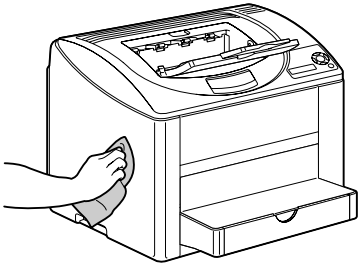
Control Panel



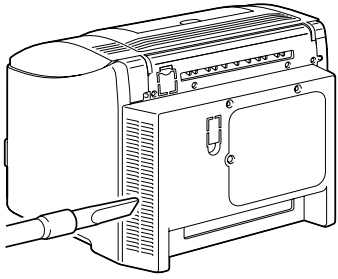
Ventilation Grill



Printer Exterior



Filter



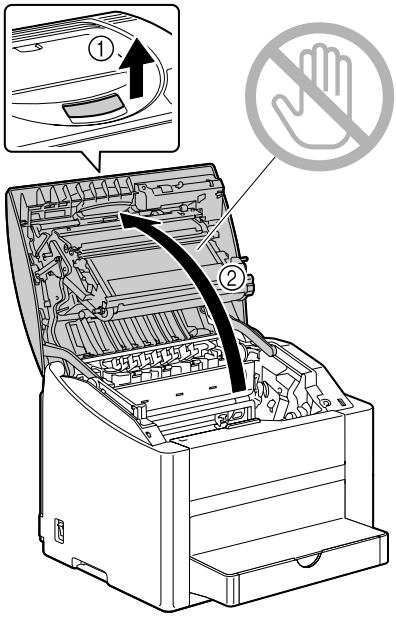
Interior

Cleaning the Media Feed Roller and Laser Lens

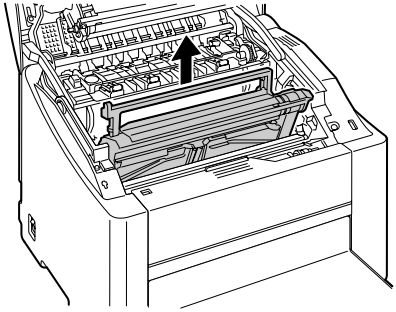
1 Pull the lever, and then open the top cover.

If there is paper in the output tray, remove it. Fold up the output tray before opening the top cover.

Do not touch the transfer belt.

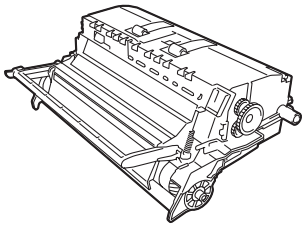


2 Carefully pull out the drum cartridge.

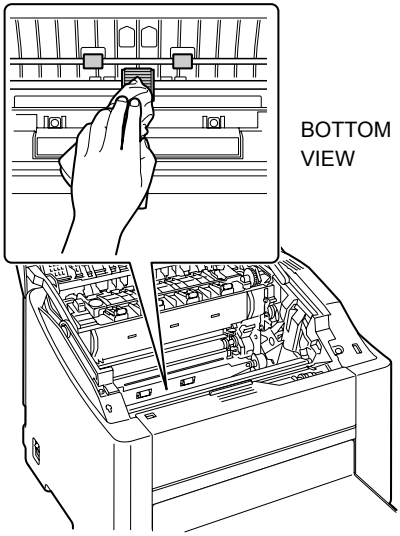


Note

Position the removed drum cartridge as shown in the illustration at the right. Be sure to keep the drum cartridge horizontal and place it where it will not become dirty. Do not leave the drum cartridge removed for more than 15 minutes, and do not place the removed drum cartridge in a location where it would be exposed to direct light (such as sunlight).

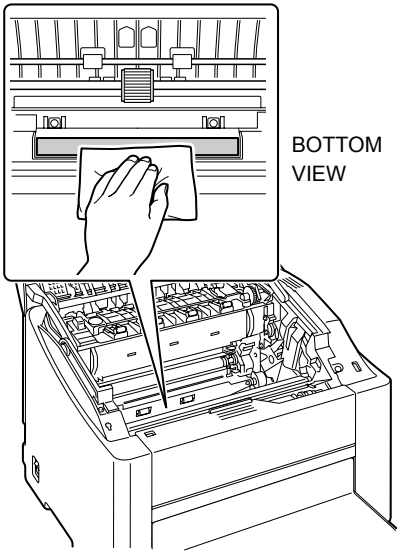


3 Clean the media feed rollers by wiping them with a soft, dry cloth.

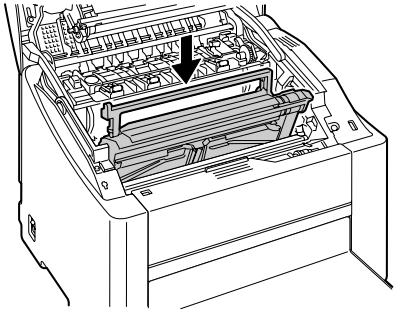


BOTTOM VIEW

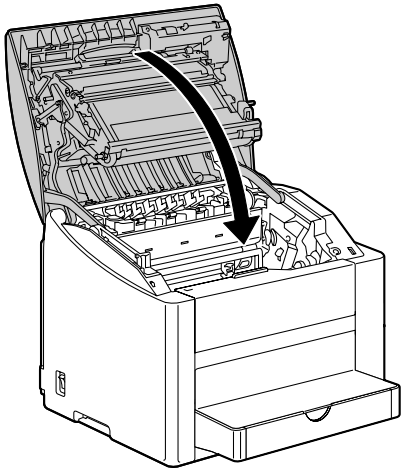
4 Clean the laser lens by wiping it with a soft, dry cloth.



5 Reinstall the drum cartridge.

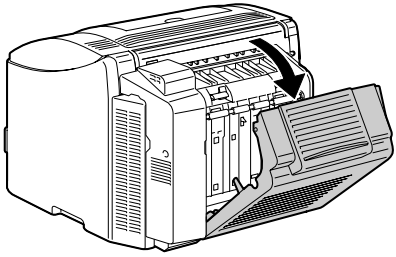


6 Carefully close the top cover.

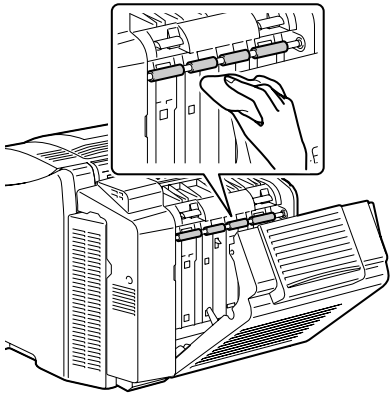


Cleaning the Duplex Option Feed Rollers

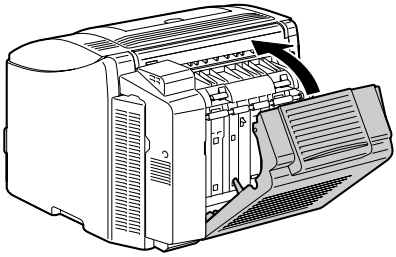
1 Open the duplex cover.



2 Clean the feed rollers by wiping them with a soft, dry cloth.

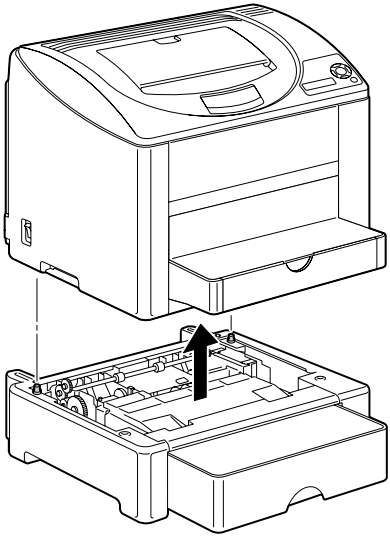


3 Carefully close the duplex cover.

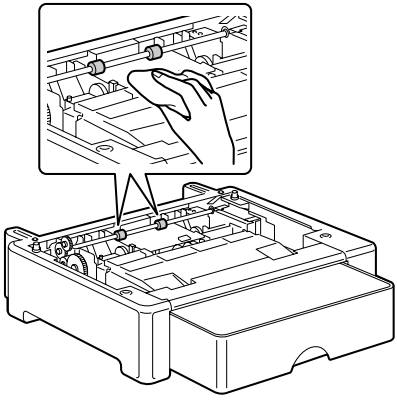


Cleaning the Media Feed Rollers for Tray 2

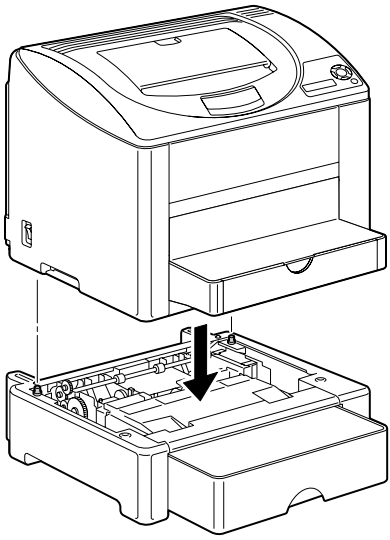
1 Lift the printer off of Tray 2 and temporarily place it on a sturdy flat surface.



2 Clean the media feed rollers by wiping them with a soft, dry cloth.



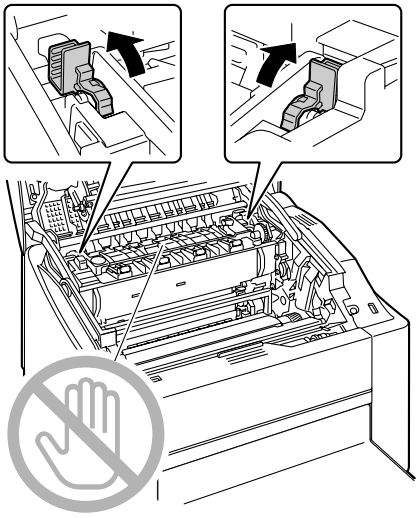
3 Lift the printer and reinstall it on top of Tray 2.



Storing the Printer

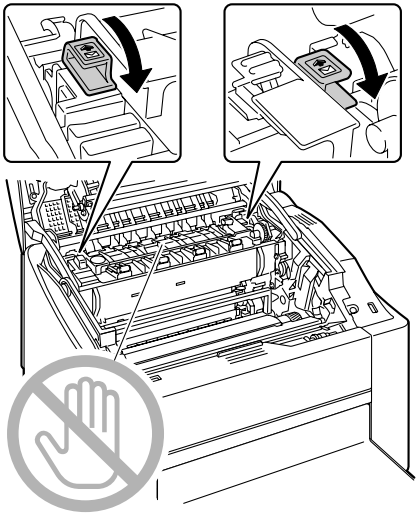
Note

If this printer is not to be used for an extended period of time, store the printer with the fuser separator levers raised (set to the envelope position).



Note

Since a media misfeed or decreased print quality may occur, be sure to return the levers on the fuser unit to the setting for plain paper before printing on media other than envelopes.



8 Troubleshooting

Introduction

This chapter provides information to aid you in resolving printer problems you may encounter, or at least guide you to the proper sources for help.

Printing the configuration page	Page 104
Preventing media misfeeds	Page 105
Understanding the media path	Page 106
Clearing media misfeeds	Page 106
Solving problems with media misfeeds	Page 116
Solving other problems	Page 119
Solving problems with printing quality	Page 123
Status, error, and service messages	Page 129

Printing a Configuration Page

Print a configuration page to verify the printer is configured correctly.

Press Key	Until Display Reads
	IDLE
* Menu Select ↵	PRINT MENU If the hard disk is installed, the PROOF/PRINT MENU appears. Press the Right key to select PRINT MENU.
* Menu Select ↵	MENU MAP
►	CONFIGURATION
* Menu Select ↵	The configuration page prints and the printer goes back to IDLE.

Preventing Media Misfeeds

Make sure that...
Media matches the printer specifications.
Media is flat, especially on the leading edge.
The printer is on a hard, flat, level surface.
You store media in a dry location away from moisture and humidity.
You remove transparencies from the output tray immediately after printing to avoid static buildup.
You always adjust the media guides in Tray 1 *after* inserting the media *(a guide that is not properly adjusted can cause poor print quality, media misfeeds, and printer damage).*
You load the media printing-side up in the tray *(many manufacturers place an arrow on the end of the wrapper to indicate the printing side).*

Avoid...
Media that is folded, wrinkled, or excessively curled.
Double feeding *(remove the media and fan the sheets—they may be sticking together).*
Fanning transparencies since this causes static.
Loading more than one type/size/weight of media in a tray at the same time.
Overfilling the trays.
Allowing the output tray to overfill *(the output tray has a 200-sheet capacity—misfeeding may occur if you allow more than 200 sheets of media to accumulate at one time).*
Allowing the output tray to fill with more than a few transparencies.

Understanding the Media Path

Understanding the printer's media path will help you locate media misfeeds.

1 Output tray

2 Transfer belt unit

3 Toner cartridge carousel

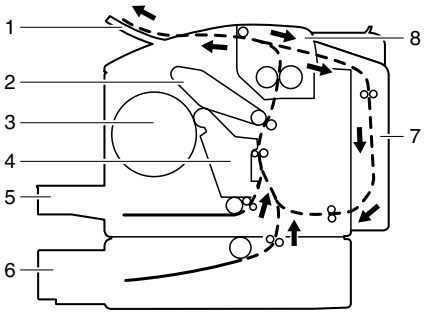
4 Drum cartridge

5 Tray 1

6 Tray 2 (optional)

7 Duplex option

8 Fuser unit



Clearing Media Misfeeds

To avoid damage, always remove misfed media gently, without tearing it. Any piece of media left in the printer, whether large or small, can obstruct the media path and cause further misfeeds. Do not reload media that has misfed.

Note

The image is not fixed on the media before the fusing process. If you touch the printed surface, the toner may stick to your hands, so be careful not to touch the printed face when removing the misfed media. Make sure not to spill any toner inside the printer.

CAUTION

Unfused toner can dirty your hands, clothes, or anything else it gets on. If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off. If toner gets on your skin, wash it off with cool water and a mild soap.

CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

If, after clearing the media misfeed, the misfeed message in the control panel window persists, open and close the printer's top cover. This should clear the misfeed message.

Media Misfeed Messages and Clearing Procedures

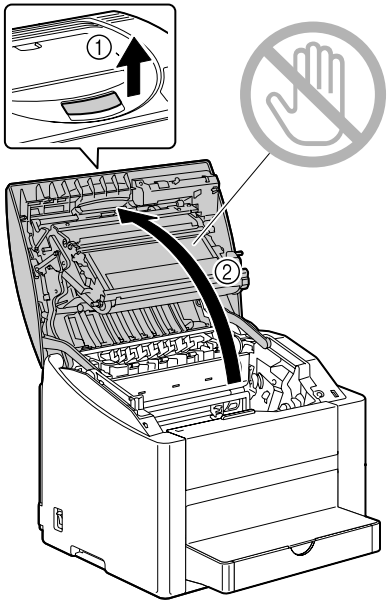
Media Misfeed Message	Page Reference
PAPER JAM TRAY 1	Page 107
PAPER JAM FUSER	Page 107
PAPER JAM EXIT	Page 107
PAPER JAM TRANSFER	Page 107
PAPER JAM TRAY 2	Page 112
PAPER JAM DUPLEX	Page 114

Clearing a Media Misfeed in the Printer

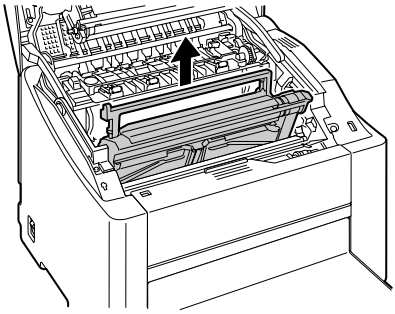
1 Pull the lever, and then open the top cover.

If there is paper in the output tray, remove it. Fold up the output tray before opening the top cover.

Do not touch the transfer belt.

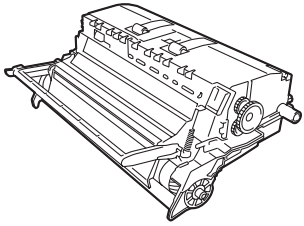


2 Carefully pull out the drum cartridge.

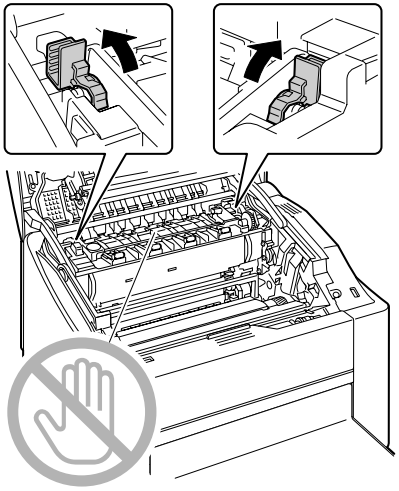


Note

Position the removed drum cartridge as shown in the illustration at the right. Be sure to keep the drum cartridge horizontal and place it where it will not become dirty. Do not leave the drum cartridge removed for more than 15 minutes, and do not place the removed drum cartridge in a location where it would be exposed to direct light (such as sunlight).

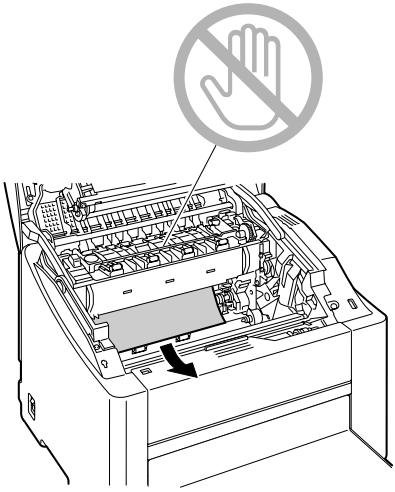


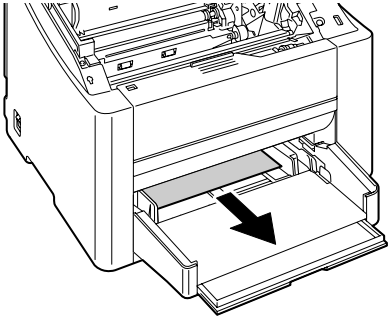
3 Push the fuser separator levers back as far as possible.



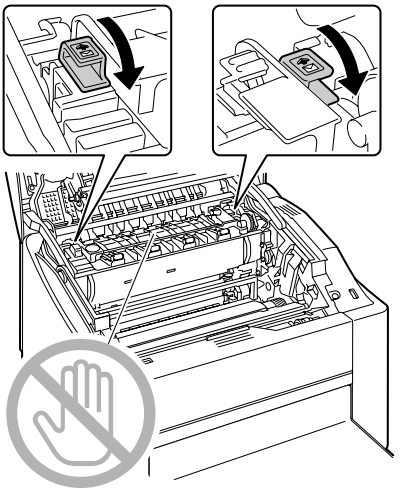
4 Remove any misfed media.

Always remove the misfed media in the feed direction as shown only. If it is difficult to remove the media from the fuser unit, raise the fuser separator levers to the position for envelope printing, and then remove the media. After removing the media, set the fuser separator levers to their original positions.

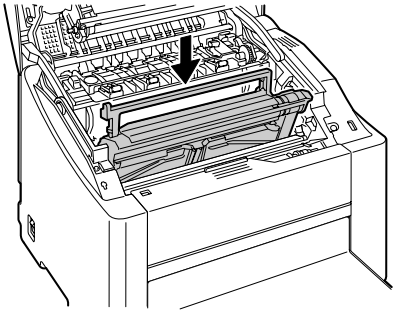




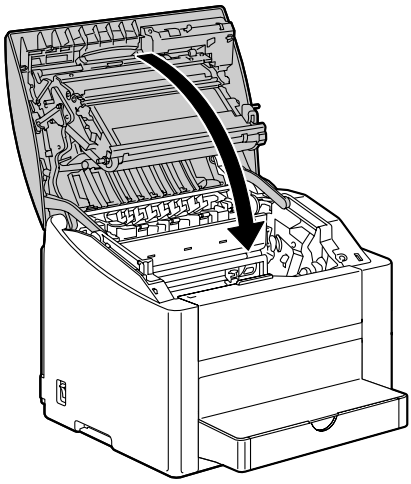
5 Return the fuser separator levers to their original positions.



6 Reinstall the drum cartridge.

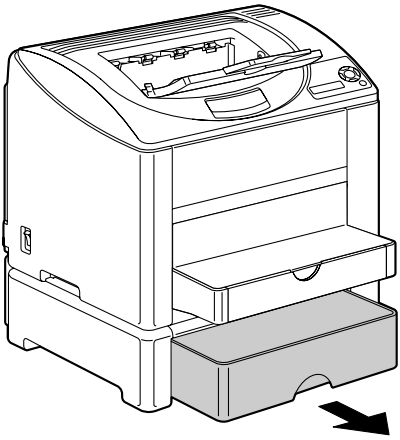


7 Carefully close the top cover.

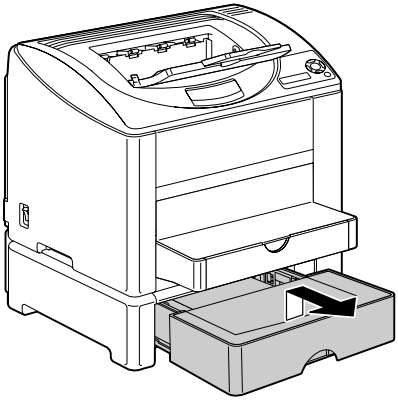


Clearing a Media Misfeed From Tray 2

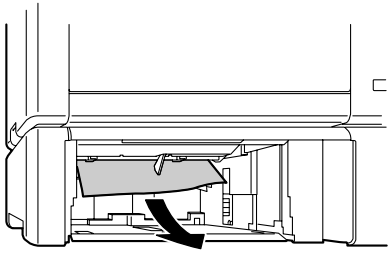
1 Pull out Tray 2 as far as possible.



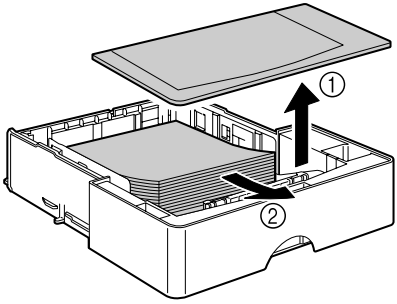
2 Lift up Tray 2 to remove it.



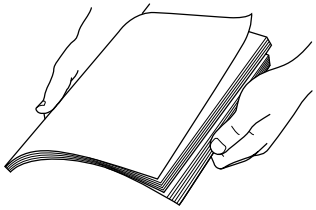
3 Remove any misfed paper.



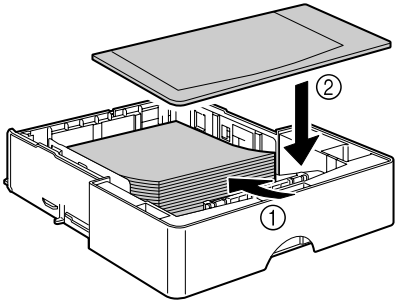
4 Remove the lid from Tray 2, and then remove all paper from the tray.



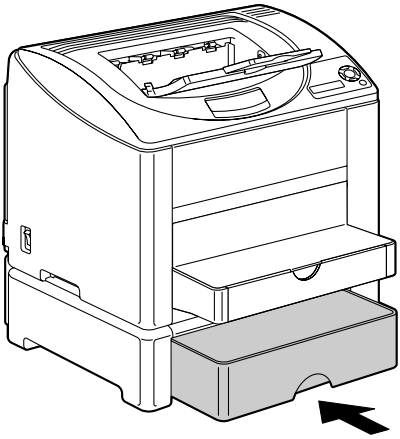
5 Fan the paper, and align its edges.



6 Load the media in Tray 2, and attach the lid.

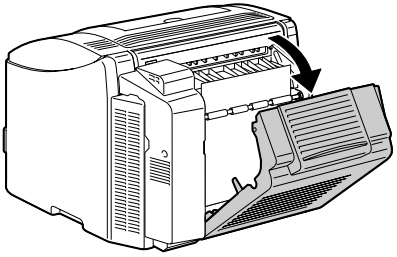


7 Reinsert Tray 2.



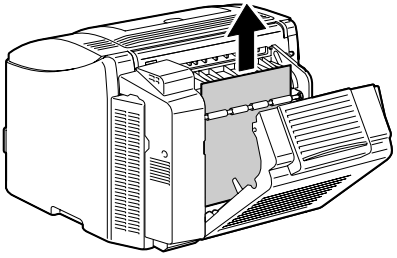
Clearing a Media Misfeed from the Duplex Option

1 Open the duplex cover.

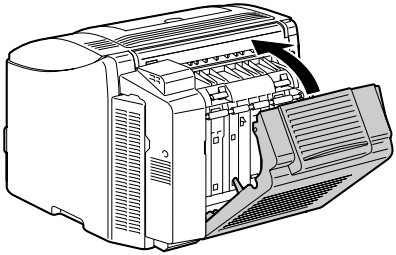


2 Carefully pull out the misfed media.

Always remove the misfed media in the feed direction as shown only.



3 Close the duplex cover.



Solving Problems with Media Misfeeds

Frequent misfeeds in any area indicate that area should be checked, repaired, or cleaned. Repeated misfeeds may also happen if you're using unsupported print media.

Symptom	Cause	Solution
Several sheets go through the printer together.	The front edges of the media are not even.	Remove the media and even up the front edges, then reload it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Too much static electricity is present.	Do not fan transparencies.
Media misfeed message stays on.	Top cover needs to be opened and closed again to reset the printer.	Open and close the top cover of the printer again.
	Some media remains misfed in the printer.	Recheck the media path and make sure that you have removed all of the misfed media.
Duplex option misfeeds.	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See "Media Specifications" on page 50.
		Plain paper, recycled paper, and letter head can be autoduplexed if the duplex option is installed and the media type is set properly in the driver. See "Media Specifications" on page 50.
		Make sure that you have not mixed media types in Tray 1.
		Do not duplex envelopes, labels, transparencies, thick stock, postcard, or glossy stock.
	Media is still being misfed.	Recheck the media path inside the duplex option and make sure that you have removed all of the misfed media.

Symptom	Cause	Solution
Media is misfeeding.	The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray.
	The number of sheets in the tray exceeds the maximum allowed.	Remove the excess media and reload the correct number of sheets in the tray.
	The media guides are not correctly adjusted to the media size.	Adjust the media guides in the Tray 1 to match the size of the media.
	Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, and reload it. If it still misfeeds, do not use that media.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Custom-sized media, envelopes, labels, postcards, thick stock, or transparencies are loaded in Tray 2.	Special media must be loaded in Tray 1 only.
	The recommended transparency or label sheet is facing the wrong way in Tray 1.	Load the transparencies or label sheets according to the manufacturer's instructions.
	Envelopes are facing the wrong way in Tray 1.	Load the envelopes in Tray 1 with the flaps facing down.
		If the flaps are on the long edge, load the envelopes with the flap toward the left of the printer with the flaps facing down.

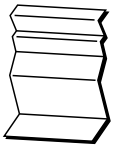
Symptom	Cause	Solution
Media is misfeeding.	Transparencies have collected static electricity in the tray.	Remove the transparencies and load them in Tray 1 one sheet at a time. Do not fan transparencies before loading them.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See “Media Specifications” on page 50.
	The media feed roller is dirty.	Clean the media feed roller. For more details, refer to “Interior” on page 95.

Solving Other Problems

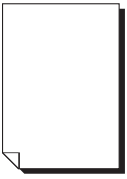
Symptom	Cause	Solution
Printer power is not on.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	Something is wrong with the outlet connected to the printer.	Plug another electrical appliance into the outlet and see whether it operates properly.
	The power switch is not correctly turned on (I position).	Turn the power switch off (O position), then turn it back to the on (I position).
	The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source with the specifications listed in appendix A, “Technical Specifications.”
The control panel displays *X* LOW much sooner than expected.	One of the toner cartridges may be defective.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	You printed with heavy toner coverage.	See specifications in Appendix A.
You can’t print the configuration page.	The tray is empty.	Check that at least Tray 1 is loaded with media, in place, and secure.
	The printer’s covers aren’t closed securely.	Make sure the covers are closed securely. Close all covers gently to avoid jarring the printer.
	There is a media misfeed.	Clear the media misfeed.

Symptom	Cause	Solution
Printing takes too much time.	The printer is set to a slow printing mode (for example, thick stock or transparency).	It takes more time to print with special media. When using regular paper, make sure that the media type is set properly in the driver.
	The printer is set to power saving mode.	It takes time for printing to start in power saving mode. If you do not want to use this mode, disable it. (SYSTEM DEFAULT/ENERGY SAVER MGT menu)
	The job is very complex.	Wait. No action needed.
	The printer memory is insufficient.	Add more memory.
	A toner cartridge for a different region is installed (*X* INCORRECT is displayed in the message window).	Install a correct KONICA MINOLTA toner cartridge approved for your specific printer.
Blank pages are printed.	One or more of the toner cartridges are defective or empty.	Check the toner cartridges. The image will not print correctly or not at all, if a cartridge is empty.
	The wrong media is being used.	Check that the media type set in the driver matches the media loaded in the printer.
Printer returned to IDLE before the configuration menu was changed.	The printer was in the configuration menu structure without a selection being made within two minutes.	When in the configuration menu structure, select your choice within 2 minutes.

Symptom	Cause	Solution
Not all pages print.	The Cancel key was pressed.	Make sure no one pressed the Cancel key while your job was printing.
	The tray is empty.	Check that the tray is loaded with media, in place, and secure.
	A document is printed with an overlay file which has been created by a non-bizhub C10P driver.	Print the overlay file using a bizhub C10P driver.
Printer resets or turns off frequently.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	A system error occurred.	Contact Technical Support with the error information.
You are experiencing duplex problems.	Media or settings are not correct.	For autoduplexing, make sure that you have a duplex option installed.
		Make sure that you are using correct media. ■ See “Media Specifications” on page 50. ■ Do not duplex custom-sized media, envelopes, labels, postcards, thick stock, or transparencies. ■ Make sure that you have not mixed media types in Tray 1.
		Make sure the duplex option is installed and declared in the Windows printer driver (Properties/Configure tab).
		In the printer driver (Layout/Double-sided), choose “Double-sided”.
		For N-up on duplexed pages, choose Collate only in the driver’s Basic Tab. Do not set collation in the application.
With N-up on multiple copies, the output is incorrect.	Both the driver and the application have been set for collation.	For N-up on multiple copies, choose Collate only in the driver’s Basic Tab. Do not set collation in the application.

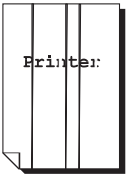
Symptom	Cause	Solution
You hear unusual noises.	The printer is not level.	Place the printer on a flat, hard, level surface.
	The tray is not installed correctly.	Remove the tray that you are printing from and reinsert it completely into the printer.
	There is a foreign object stuck inside the printer.	Turn off the printer and remove the object. If you cannot remove it, contact Technical Support.
The web-based utility cannot be accessed.	The PageScope Web Connection Administrator's password is incorrect.	The PageScope Web Connection Administrator password has a 6-character minimum and a 16-character maximum. For details of the PageScope Web Connection administrator password, refer to the bizhub C10P Reference Guide on the Documentation CD-ROM.
Media is wrinkled. 	The media is moist from humidity or having water spilled on it.	Remove the moist media and replace it with new, dry media.
	The media feed roller or fuser unit is defective.	Check them for damage. If necessary, contact Technical Support with the error information.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See "Media Specifications" on page 50.
	Envelopes are being printed with the fuser separator levers in the plain paper position.	Before printing envelopes, place the fuser separator levers in the envelope position.
The date and time is not correctly maintained on the printer.	The backup battery has reached the end of its service life.	Replace the backup battery. For details, see "Replacing the Backup Battery" on page 86.

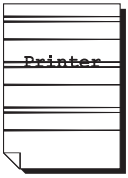
Solving Problems with Printing Quality

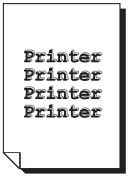
Symptom	Cause	Solution
Nothing is printed, or there are blank spots on the printed page. 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check if any is damaged.
	The drum cartridge may be defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
	The media is moist from humidity.	Adjust the humidity for media storage. Remove the moist media and replace it with new, dry media.
	The media set in the printer driver mismatches the media loaded in the printer.	Load the correct media in the printer.
	The power source does not match the printer specifications.	Use a power source with the proper specifications.
	Several sheets are being fed at the same time.	Remove the media from the tray and check for static electricity. Fan plain paper or other media (but not transparencies), and replace it in the tray.
	Media is not set properly in the tray(s).	Remove the media, tap it to straighten it out, return it into the tray, and realign the media guides.
Entire sheet is printed in black or color.	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	The drum cartridge may be defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.

Symptom	Cause	Solution
Image is too light; there is low image density. 	Laser lens is dirty.	Clean the laser lens.
	The media is moist from humidity.	Remove the moist media and replace with new, dry media.
	There is not much toner left in the cartridge.	Replace the toner cartridge.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	Media type is set incorrectly.	When printing envelopes, labels, postcards, thick stock, or transparencies, specify the appropriate media type in the printer driver.
Image is too dark. 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	The drum cartridge may be defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
Image is blurred; background is lightly stained; there is insufficient gloss of the printed image. 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	The drum cartridge may be defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.

Symptom	Cause	Solution
The print or color density is uneven. 	One or more of the toner cartridges may be defective or low.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
	The printer is not level.	Place the printer on a flat, hard, level surface.
Irregular print or mottled image appears. 	The media is moist from humidity.	Adjust the humidity in the media storage area. Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See “Media Specifications” on page 50.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
	The fuser separator levers are adjusted for envelope printing.	Return the fuse separator levers to the plain paper setting.
There is insufficient fusing or the image comes off when rubbed. 	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See “Media Specifications” on page 50.
	Media type is set incorrectly.	When printing envelopes, labels, postcards, thick stock, or transparencies, specify the appropriate media type in the printer driver.
	The fuser separator levers are adjusted for envelope printing.	Return the fuse separator levers to the plain paper setting.

Symptom	Cause	Solution
There are toner smudges or residual images. 	One or more of the toner cartridges are defective or installed incorrectly.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	The fuser separator levers are adjusted for envelope printing.	Return the fuse separator levers to the plain paper setting.
There are toner smudges on the back side of the page (whether or not it has been duplexed). 	The media transfer roller is dirty.	Clean the media transfer roller.
		If you think the transfer roller should be replaced, contact Technical Support with the error information.
	The media path is dirty with toner.	Print several blank sheets and the excess toner should disappear.
	One or more of the toner cartridges are defective.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
Abnormal areas (white, black, or color) appear in a regular pattern. 	The laser lens is dirty.	Clean the laser lens.
	A toner cartridge may be defective.	Remove the toner cartridge with the color causing the abnormal image. Replace it with a new toner cartridge.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.

Symptom	Cause	Solution
Image defects. 	The laser lens is dirty.	Clean the laser lens.
	A toner cartridge may be leaking.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	A toner cartridge may be defective.	Remove the toner cartridge with the color causing the abnormal image. Replace it with a new toner cartridge.
	The drum cartridge may be defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
Lateral lines or bands appear on image. 	The printer is not level.	Place the printer on a flat, hard, level surface.
	The media path is dirty with toner.	Print several sheets and the excess toner should disappear.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
Colors look drastically wrong.	One or more of the toner cartridges may be defective.	Remove the toner cartridges and verify that the toner is distributed evenly on each cartridge roller, and reinstall the toner cartridges.
	One or more of the toner cartridges may be low or empty.	Check the control panel for an *X* LOW or *X* EMPTY message. If necessary, replace the specified toner cartridge.
Colors are not registering properly; colors are mixed or have page-to-page variation.	The drum cartridge is not correctly seated.	Remove the drum cartridge and reinstall it.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check each for damage. If one or more is damaged, replace it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.

Symptom	Cause	Solution
The color has a poor reproduction or has poor color density. 	The drum cartridge may be defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
		Perform AIDC. (On the control panel menu, go to `QUALITY MENU/ AIDC/REQUEST AIDC`, then select `YES`.)

If the problem is not resolved, even after all of the above have been performed, contact Technical Support with the error information.

For contact information, refer to the Need Assistance Sheet.

Status, Error, and Service Messages

Status, error, and service messages are displayed in the control panel message window. They provide information about your printer and help you locate many problems. When the condition associated with a displayed message has changed, the message is cleared from the window.

Standard Status Messages

This message...	means...	do this...
CALIBRATING	Whenever you replace a toner cartridge or reboot the printer after making environmental changes, the printer automatically pauses to do an Auto-Image Density Control (AIDC) cycle. This process is provided to make reliable printer operation with optimum output quality possible.	No action needed.
CANCELLING JOB	The job is being cancelled.	
COPYING *XX/XX*	The printer is printing with the collating function.	
ENERGY SAVER	The printer is in Energy Saver mode to reduce power consumption during periods of inactivity. When a print job is received, the printer returns to normal power within 35 seconds. In addition, the machine will return to its normal operating condition when any key on the control panel is pressed.	
IDLE	The printer is on and ready to receive data.	
INITIALIZING	The printer is being initialized.	
PRINTING	The printer is printing.	

This message...	means...	do this...
PROCESSING	The printer is processing data.	No action needed.
bizhub C10P STARTING SYSTEM	The printer is being started up.	
WARMING UP	The printer is warming up.	

Error Messages (Warning)

This message...	means...	do this...
CANNOT ROTATE CARTRIDGE	A problem occurred, such as a media misfeed, that prevents the toner cartridge carousel from rotating.	If a media misfeed occurred, clear the misfed media.
DISK NEAR FULL	The optional hard disk is full.	Delete print jobs saved on the hard disk.
X EMPTY	The *X* toner cartridge is empty. This message appears when the QUALITY/TONER OUT ACTION menu is set CONTINUE.	Replace the toner cartridge.
X INCORRECT	The *X* toner cartridge is an unapproved type.	Install a KONICA MINOLTA toner cartridge of the appropriate type (AM or EU). See Page 77.
OPC DRUM LOW	The drum cartridge is near the end of its life.	Prepare a new drum cartridge.
OPC DRUM OUT	The drum cartridge has reached the end of its life.	Replace the drum cartridge.

This message...	means...	do this...
PAPER MISMATCH	When using Tray 1: The paper size set from the printer driver is different from the size of paper loaded into Tray 1. This message appears when PAPER MENU/ INPUT TRAY/ TRAY 1 MODE is set to AUTO and AUTO CONTINUE is set to OFF.	Printing continues with paper of a different size, even if this message appeared. To print using paper of the desired size, load paper of the correct size, and then try printing again.
	When using Tray 2: The paper size set from the printer driver is different from the size of paper loaded into Tray 2. This message appears when PAPER MENU/ INPUT TRAY/ AUTO CONTINUE is set to ON.	
X TONER LOW	The *X* toner cartridge is low and should be replaced within 200 pages at 5% coverage of letter/A4 pages. (Appears when QUALITY MENU/ TONER LOW ACTION is set to YES.)	Prepare the specified color toner cartridge.
TRAY 2 OPEN	Tray 2 is not installed or is not fully closed.	Close Tray 2 or print from another tray.

Error Messages (Operator Call)

This message...	means...	do this...
DISK ERROR	The hard disk is full or damaged.	Initialize the hard disk or, if the error continues to occur, replace the hard disk. To initialize the hard disk, select SYSTEM DEFAULT/FORMAT/FORMAT DISK.
DISK FULL	The hard disk is full or damaged.	Initialize the hard disk. To initialize the hard disk, select SYSTEM DEFAULT/FORMAT/FORMAT DISK.
DUPLEX UNIT PANEL OPEN	Duplex cover is open.	Close the duplex cover.
AIDC ERROR	AIDC sensor error.	Open and close front cover to automatically clean AIDC parts.
MAIN UNIT COVER OPEN	The printer's top cover is open.	Close the top cover.
OPC DRUM MISSING	The drum cartridge is not installed.	Install the drum cartridge.
PAPER JAM DUPLEX	Media has misfed in the duplex option.	Locate and remove the misfeed.
PAPER JAM EXIT	Media has misfed in the fuser area.	
PAPER JAM FUSER		
PAPER JAM TRANSFER	Media has misfed in the transfer roller area. This type of misfeed means that the media did not make it to the paper exit area.	

This message...	means...	do this...
PAPER JAM TRAY *X*	Media has misfed while being pulled from the specified tray (*X*).	Locate and remove the misfeed.
PUT "SIZE" "TYPE" IN TRAY 1	The paper size set from the printer driver is different from the size of paper loaded into Tray 1. This message appears when PAPER MENU/INPUT TRAY/TRAY 1 MODE is set to CASSETTE.	When PAPER MENU/INPUT TRAY/AUTO CONTINUE is set to ON: Printing continues with paper of a different size, even if this message appeared. To print using paper of the desired size, load paper of the correct size, and then try printing again. When PAPER MENU/INPUT TRAY/AUTO CONTINUE is set to OFF: Load paper of the correct size. In addition, press the Down key to be able to print using the loaded paper.
PUT "SIZE" "TYPE" IN TRAY 2	The paper size set from the printer driver is different from the size of paper loaded into Tray 2. This message appears when PAPER MENU/INPUT TRAY/AUTO CONTINUE is set to OFF.	Load paper of the correct size. In addition, press the Down key to be able to print using the loaded paper.
REPLACE OPC DRUM	Waste toner bottle is full.	Replace the drum cartridge.
REPLACE *X* TONER	The *X* toner cartridge is empty. This message appears when the QUALITY/TONER OUT ACTION menu is set to STOP.	Replace the toner cartridge.
X TONER MISSING	The *X* toner cartridge is not installed.	Install a *X* toner cartridge.

This message...	means...	do this...
MEDIA MISMATCH	The media type set in the printer driver is different from the type of media loaded.	Load the correct media type.
PAPER MISMATCH	When using Tray 1: The paper size set from the printer driver is different from the size of paper loaded into Tray 1. This message appears when PAPER MENU/ INPUT TRAY/TRAY 1 MODE is set to CASSETE and AUTO CONTINUE is set to OFF.	To print using paper of the desired size, load paper of the correct size, and then try printing again.

Service Messages

These messages indicate a more serious error that can only be corrected by a customer service engineer. If one of these messages appears, turn the printer off, then turn it on again. If the problem persists, contact your local vendor or authorized service provider.

This service message...	means...	do this...
SERVICE CALL *XX*	An error has been detected with the item indicated "*XX*" in the service message.	Reboot the printer. This often clears the service message, and printer operation can resume. If the problem persists, contact Technical Support.

9

Installing Accessories

Introduction

Note

Use of accessories not manufactured or supported by KONICA MINOLTA will void your warranty.

This chapter provides information about the following accessories.

Dual In-Line Memory Module (DIMM)	128 MB, 256 MB, 512 MB DIMM
Duplex Option	Auto duplexing
Tray 2	500-sheet tray
Hard Disk	40 GB Hard Disk

Note

Installing accessories always requires that the printer and accessories are turned off and unplugged during installation.

For details on the available options, refer to printer.konicaminolta.com.

Antistatic Protection

Note

It's very important to protect the printer controller board from electrostatic damage while performing any task involving the controller board.
Turn off all power switches first. If an antistatic wrist strap is provided in your printer option kit, attach one end of it to your wrist and the other end to the bare metal chassis on the back of your printer. Never attach the wrist strap to any piece of equipment with an electrical current present. Plastic, rubber, wood, painted metal surfaces, and telephones are not acceptable grounding points.
If you don't have an antistatic wrist strap, discharge your body's static electric charge by touching a grounded surface before you handle any printer boards or components. Also avoid walking around after grounding yourself.

Dual In-Line Memory Module (DIMM)

A dual in-line memory module (or DIMM) is a compact circuit board with surface-mount memory chips.

Your printer comes with 128 MB SDRAM printer memory on board. However, you can upgrade to a maximum of 640 MB of RAM through the installation of an additional unbuffered SDRAM DIMM. Your printer comes with one free DIMM slot.

Required Memory during Printing

	Monochrome		Full Color		Full Color	
	Simplex / Duplex		Simplex		Duplex	
Resolution / Paper Size	Standard	High Quality	Standard	High Quality	Standard	High Quality
Letter/A4	128 MB	128 MB	128 MB	128 MB	128 MB	256 MB
Legal	128 MB	128 MB	128 MB	256 MB	128 MB	384 MB

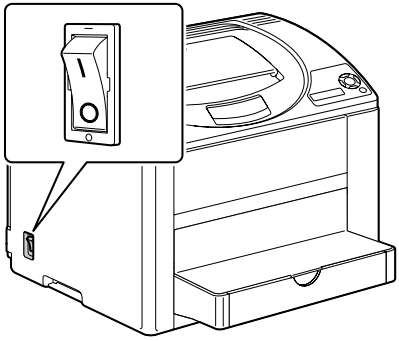
Installing a DIMM

Note

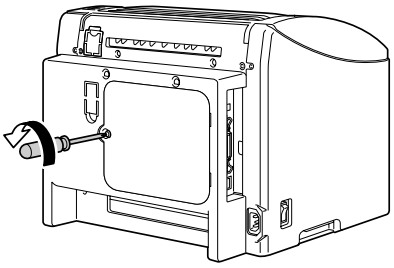
It's very important to protect the printer controller board and any associated circuit boards from electrostatic damage. Before performing this procedure, review the antistatic caution on Page 136. In addition, always handle circuit boards by the edges only.

1 Turn off the printer and disconnect the power cord and interface cables.

If the duplex option is installed, remove it.

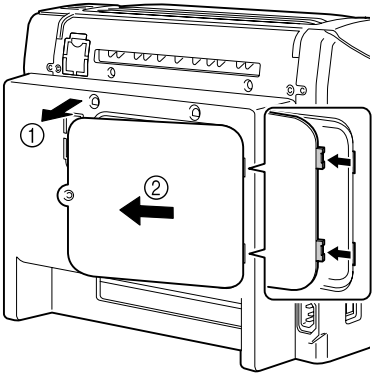


2 Using a screwdriver, remove the screw on the back of the printer.



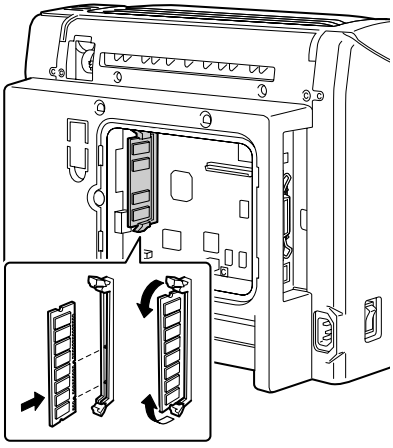
3 Remove the rear panel.

Since there are two hooks on the right side of the panel, remove the rear panel by slightly pulling the left side of the panel toward you, then sliding the panel off to the left.



4 Insert the new DIMM straight into the DIMM connector until the latches snap into the locked position.

Observe the keyed side of the DIMM to align it with the connector. If you cannot snap the DIMM into place, do not force it. Reposition it, making sure that the DIMM is seated completely in the connector.

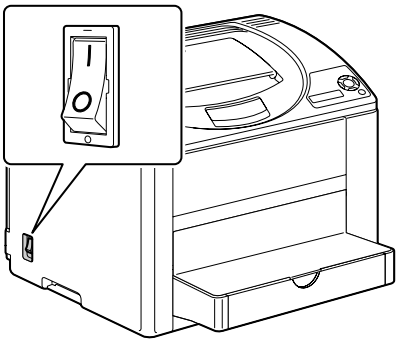


5 Reinstall the panel and tighten the screw.

If you removed the duplex option in step1, reinstall it.

6 Reconnect all interface cables.

7 Reconnect the power cord, and turn on the printer.



8 Declare the additional RAM in the Windows printer driver (Properties/Configure tab, see Page 10).

Hard Disk

If a hard disk is installed, fonts can be downloaded and saved, and the overlay function can be used.

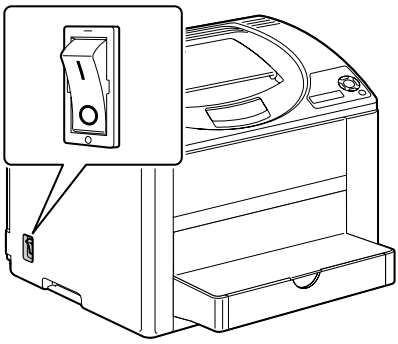
Installing a Hard Disk

Note

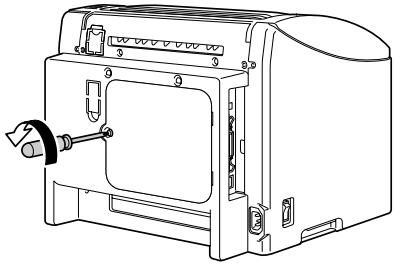
It's very important to protect the printer controller board and any associated circuit boards from electrostatic damage. Before performing this procedure, review the antistatic caution on Page 136. In addition, always handle circuit boards by the edges only.

1 Turn off the printer and disconnect the power cord and interface cables.

If the duplex option is installed, remove it.

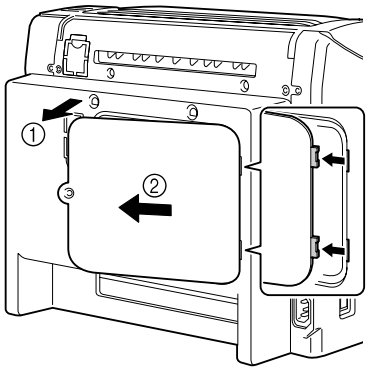


2 Using a screwdriver, remove the screw on the back of the printer.



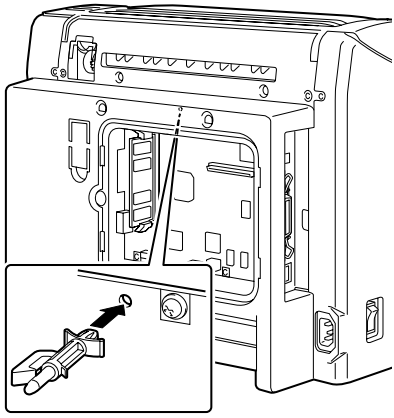
3 Remove the rear panel.

Since there are two hooks on the right side of the panel, remove the rear panel by slightly pulling the left side of the panel toward you, then sliding the panel off to the left.

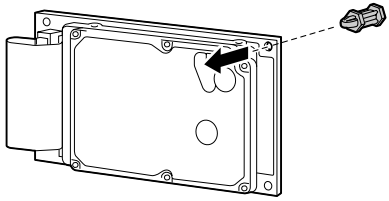


4 Attach the mounting pin on the printer controller board.

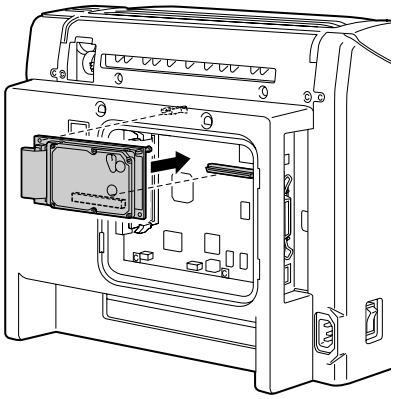
Be sure to slide the tab on the hard disk mounting pin to the left during installation.



5 *Attach the spacer to the hard disk controller board.*



6 Attach the hard disk to the printer controller board.

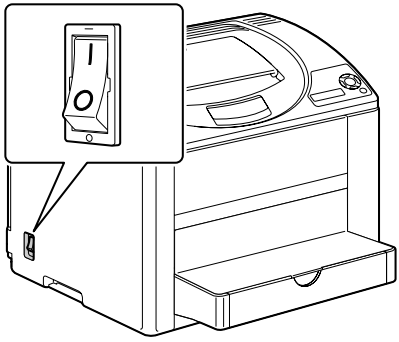


7 Reinstall the panel and tighten the screw.

If you removed the duplex option in step1, reinstall it.

8 Reconnect all interface cables.

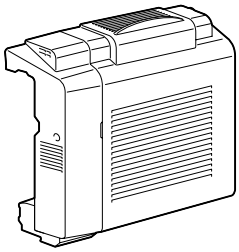
9 Reconnect the power cord, and turn on the printer.



10 Declare the hard disk in the Windows printer driver (Properties/Configure tab, see Page 10).

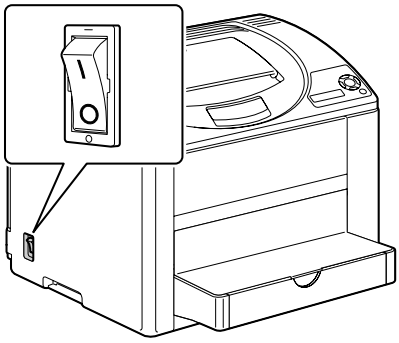
Duplex Option

Duplex (Double Sided) printing can be performed automatically with the duplex option and enough memory installed. See “Required Memory during Printing” on page 137.

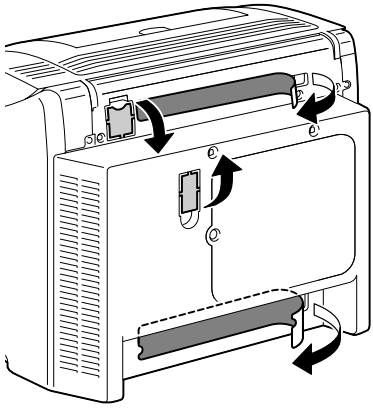


Installing the Duplex Option

1 Turn off the printer.

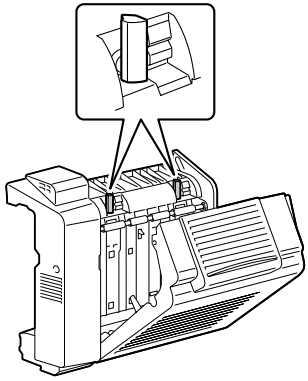


2 Remove the two knockout plates and the tape.

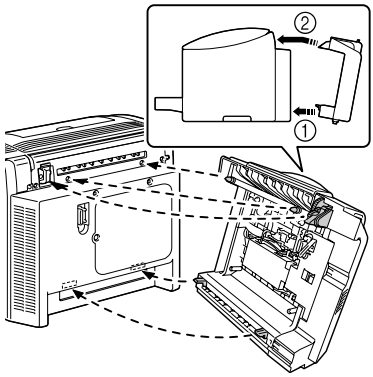


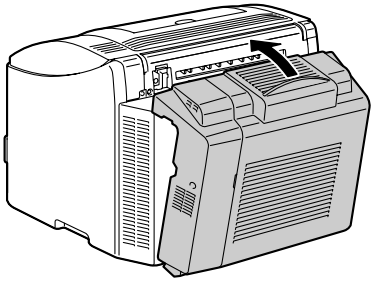
3 Prepare the duplex option.

Before installing the duplex option, open the duplex cover and check that the knob is positioned vertically. After checking the knob, close the cover.



4 Install the duplex option.



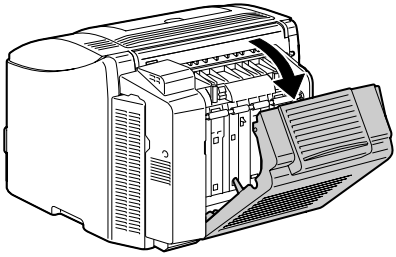


Note

When attaching the duplex option, attach the bottom of the option first, as shown. If the duplex option is attached incorrectly, it may be damaged.

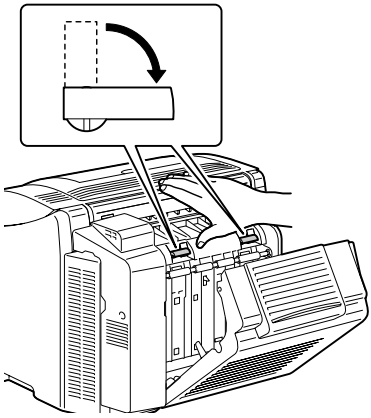
5 Open the cover of the duplex option.

Since the duplex option is not yet secured to the printer, hold the duplex option in place when opening its cover.

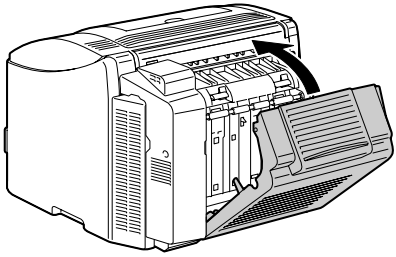


6 While pushing in the knobs, turn them clockwise until they are horizontal.
The duplex option is secured in place.

Make sure that both knobs are securely locked.



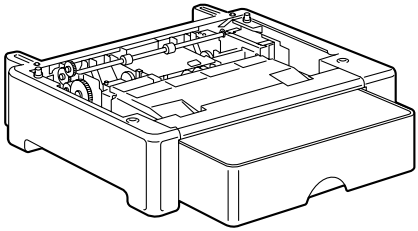
7 Close the duplex cover.



8 Declare the duplex in the Windows printer driver (Properties/Configure tab, see Page 10).

Tray 2

If Tray 2 is installed, up to 500 additional sheets of A4/Letter-size paper can be loaded.

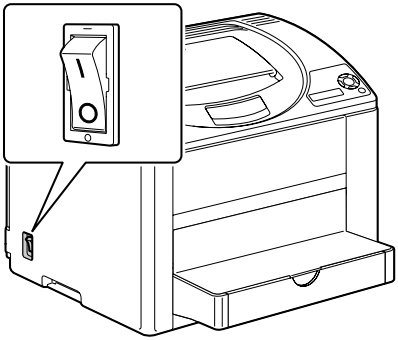


Installing Tray 2

Note

Since consumables are installed in the printer, be sure to keep the printer level when moving it in order to prevent accidental spills.

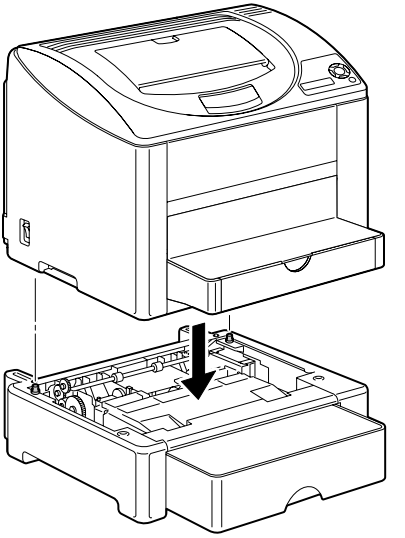
1 Turn off the printer and disconnect the power cord and interface cables.



2 Prepare Tray 2.

Be sure to place Tray 2 on a level surface.

3 Lift the printer and place it on top of Tray 2, making sure that the positioning pins on Tray 2 correctly fit into the holes in the bottom of the printer.



4 Declare the Tray 2 in the Windows printer driver (Properties/Configure tab, see Page 10).

Appendix A

Safety Specifications

Printer		
Safety standards	U.S. model	UL 60950-1, CSA C22.2 No. 60950-1-03
	European model	EU Directive 73/23/EEC EU Directive 93/68/EEC EN 60950-1 (IEC 60950-1)
	China model	GB 4943
EMC standards	U.S. model	FCC part 15 subpart B class B ICES-003
	European model	EU Directive 89/336/EEC EU Directive 93/68/EEC EN 55022 (CISPR Pub. 22) class B EN 61000-3-2 EN 61000-3-3 EN 55024
	China model	GB 9254 class B, GB 17625.1
	Australian model	AS/NZS CISPR22 class B

Technical Specifications

Printer

Type	Desktop full color laser beam printer
Printing system	2 laser diodes and polygon mirror
Developing system	Mono-component toner developing
Resolution	600 dpi × 600 dpi × 4 bits or 600 dpi × 600 dpi × 1 bit
First print	Simplex Monochrome: 13.0 seconds for A4, Letter (plain paper) Full color: 22.0 seconds for A4, Letter (plain paper) Duplex Monochrome: 26.0 seconds for A4, Letter (plain paper) Full color: 35.0 seconds for A4, Letter (plain paper)

Print speed	Simplex Monochrome: 20.0 pages per minute for A4, Letter (plain paper) Full color: 5.0 pages per minute for A4, Letter (plain paper) Duplex Monochrome: 11.4 pages per minute for A4, Letter (plain paper) Full color: 5.0 pages per minute for A4, Letter (plain paper)
Warm-up time	120 V: 61 seconds or less 220 to 240 V: 65 seconds or less
Media sizes	Tray 1 Paper width: 92 to 216 mm (3.6 to 8.5") Paper length: 148 to 356 mm (5.9 to 14.0") Tray 2 (Optional) A4/Letter
Paper/Media	• Plain paper (60 to 90 g/m^2; 16 to 24 lb bond) • Transparency • Envelope • Thick Stock (91 to 163 g/m^2; 25 to 43 lb) • Postcard • Letterhead • Label sheet • Glossy stock
Input capacity	Tray 1 Plain paper: 200 sheets Envelope: 10 envelopes Label/Postcard/Thick Stock/Transparency/ Glossy stock: 50 sheets Tray 2 (Optional) Plain paper: 500 sheets
Output capacity	Output tray: 200 sheets (A4, Letter)
Operating temperature	10 to 35°C (50 to 95°F)
Operating humidity	15 to 85%
Power supply	110 to 127 V, 50 to 60 Hz 220 to 240 V, 50 to 60 Hz
Power consumption	120 V: 1100 W 220 to 240 V: 1100 W Energy Saver Mode: 15 W or less

Amperage	110 to 127 V: 11 A or less 220 to 240 V: 7 A or less
Acoustic Noise	Printing: 52 dB or less Standby: 35 dB or less
External dimensions	Height: 349 mm (13.7") Width: 430 mm (16.9") Depth: 395 mm (15.6")
Weights	Printer: 17.3 kg (38.1 lb) (excluding TC, DC, and the dust cover) 21.0 kg (46.2 lb) (including TC, DC, and the dust cover) Toner cartridge: Standard in-box cartridge = 0.65 kg (1.43 lb) (Y, M, C) 0.66 kg (1.46 lb) (K) Replacement cartridge (with toner roller cover)= High-capacity: 0.70 kg (1.54 lb) (Y, M, C) 0.71 kg (1.57 lb) (K)
Interface	USB 2.0 and USB 1.1 compliant, 10Base-T/ 100Base-TX (IEEE 802.3) Ethernet, Parallel
Standard memory	128 MB

Consumable Life Expectancy Chart

User-Replaceable

Item	Average Life Expectancy (in Simplex Pages)
Toner cartridge	**Standard in-box Cartridge =** 4,500 pages (Y, M, C, K) **Replacement Cartridge =** High-capacity: 4,500 pages (Y, M, C, K)
Drum cartridge	**Monochrome:** 45,000 pages (Continuous) **Full color:** 11,250 pages (Continuous)

Service-Replaceable

Item	Average Life Expectancy
Transfer unit	**Monochrome:** 135,000 pages (Continuous) **Full color:** 33,700 pages (Continuous)
Transfer roller	120,000 pages
Fuser unit	120,000 pages

The values listed in the above table indicate the number of pages for simplex printing using A4/Letter-size media with 5% coverage.
The actual life may differ (be shorter) depending on the printing conditions (coverage, paper size, etc.), differences in the printing method, such as continuous printing or intermittent printing (when print jobs of one page are often printed), or the type of paper used, for example, thick paper. In addition, the life will be affected by the temperature and humidity of the operating environment.

Our Concern for Environmental Protection

As an ENERGY STAR® Partner, we have determined that this machine meets the ENERGY STAR Guidelines for energy efficiency.

What is an ENERGY STAR product?

An ENERGY STAR product has a special feature that allows it to automatically switch to a “low-power mode” after a period of inactivity. An ENERGY STAR product uses energy more efficiently, saves you money on utility bills and helps protect the environment.

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