Konica Minolta COPIER / MFP Troubleshooting Tips

TONER: Replace toner cartridges only when device asks you to "**Replenish Toner**" and shake the new cartridge prior to placing in the device. **Do not** replace cartridges when you see the warning message "***Toner (X) is low***", nor should the cartridges be taken out, shaken and put back in when you see the low toner message.

MAIN PAPER TRAYS – "Paper Type" errors: The main paper trays might have been accidentally changed from **PLAIN PAPER** to different Paper Types (eg. "Color Paper", "Thick 2", etc.). Users might see a ***"load XXX paper"*** error message. Check the **Paper Type** setting on the paper tray. On the COPY screen under PAPER, if the PAPER TRAY shows a different paper type other than PLAIN PAPER (ie. a document icon shows in bottom right corner of the paper tray option), it needs to be changed. **Follow these steps to resolve:**

➢ *On the **Main Menu / Home screen** of the device, select → "**Copy**" → under "**Paper**" → choose the "**Paper Tray**", if it doesn't say PLAIN PAPER → select "**Settings**" → select "**PLAIN PAPER**" (you may have to use the arrows to scroll up/down to find it) →* "***Close***"

TRAY 3 ERROR (*applies to Tray 3 Large Capacity Tray – 2500 sheets): Error messages can occur when the paper is not loaded in the tray correctly. **Ensure the 2 stacks of paper don't interfere or push back on the <u>orange guide</u> in the centre of the tray**. The 2 stacks should be flush to either side of the paper tray. Try to fix the stacks of paper to see if error message clears. **If it does not, then follow these steps:**

1. *Unload all paper from the tray and leave empty paper tray <u>open</u>.*
2. *Turn device **OFF** then <u>close</u> empty paper tray.*
3. *After 20-30 seconds, turn device back **ON**, open the tray and reload paper ensuring the stacks of paper are to the far left and right sides of the tray (without touching/moving the orange guide at the back centre of tray).*

LOADING PAPER: **Paper for use in *"copier / laser printer"* is recommended (vs. inkjet paper)**. "*Fanning*" the paper prior to loading it in the device is recommended, as it helps get rid of paper dust, static and helps to reduce multi-feeds.

CONSTRUCTION PAPER: **Construction paper should NOT be run on the Konica Minolta devices**. Construction paper is very fibrous and those fibers come off the paper and contaminate the machine, which **will result in service calls**.

TRANSPARENCIES: Only use transparencies made for "*copiers / laser printers*". **Paper Type must be set at "Transparency"** <u>otherwise the transparencies could melt in the fuser</u> and the device will require a service call.

CUSTOM PAPER SIZES: **Odd size papers should be run through the Bypass Tray**. Please ensure that the tray is properly set for that paper size & paper type or the paper will cause a misfeed.

➢ ***Perform the following steps:*** *On the **Main Menu / Home screen** of the device, select→ "**Copy**" → under "**Paper**" → select "**Bypass Tray**" → "**Settings**" → select "**CUSTOM SIZE**" and input exact size of paper.*

RE-BOOTING DEVICE (ie. Turn OFF/ON): This will sometimes **clear a corrupt print job** that is holding up the queue, clear an **error message** or maybe even a **service code**.

1. *Turn off the main power switch & wait 20-30 seconds (*location of power switch on right side of the device).*
2. *Turn the main power switch back on.*

PREVENTING MISFEEDS: Make sure all **paper guides are snug against the paper and locked in place**. There are maximum fill guides for each tray, so **do not fill above the lines**. Also ensure the paper in the trays is **not folded** or **bent**.

➢ *Only unwrap paper as needed and "fan" the paper prior to loading in the device. Always leave partial packages of paper in their original wrapper. **Paper left out of the wrapper dries and curls and is more susceptible to static and dust, which can cause misfeeds**. Also, when **storing paper - keep it flat** (ie. don't store paper on its side as it curls the paper).*

CLEARING MISFEEDS / JAMS: **Follow instructions on the device user interface**. If there is a "*Start Guidance*" icon on the screen, select that and it may provide more details on the jam clearance. Follow the order and clear the areas as per the jam clearance messaging. Always use the directional arrows and take paper out in the direction it was flowing. If the paper tears, please try to ensure you remove all the pieces out of the machine. **Do not try to force any doors to close** – if they are not closing easily, it is usually because a guide or lever has not been returned to its proper position.

COPY QUALITY: If you are getting **lines across your copies / scans** – please clean the **scan glass**. The scan glass is the long narrow glass located to the left side of the main copy platen glass.

*If your issue is not resolved after trying some of these tips, please place a service call. Monk Office: phone: 1-800-735-3433 OR email: service@monk.ca

(*You will need the device ID# - found on the white label on front of device, or Serial #.)