



## RETURNING TO SCHOOL AFTER A BREAK?

If there were any planned network changes during the holidays, your IT team should have updated your printers prior to the term starting. If this is not the case, we would advise that your IT complete all updates as soon as possible. You can contact us at Konica Minolta Support if you need help.

### HERE ARE SOME HINTS AND TIPS TO GET STARTED

- If the device was accidentally switched off during the summer break, turn the device on. Many devices have two power switches:
  - one on the outside and one inside the front cover, so it's easy to miss one if you don't know it's there.
- If you left the device on, it is a good idea to switch it off and on again. This will reset any lost connections, for example CSRC HTTP.
- Please fan the paper well and then assemble the pile by tapping it against a flat surface before placing it inside the paper tray.
- Make sure the adjustable paper guide is correctly positioned.
- **DO NOT** use folded, damp, or crumpled paper.
- **DO NOT** mix different types of paper in the same tray.



## HERE ARE SOME SOLUTIONS TO COMMON ISSUES:

### **Image coming off the paper**

Check paper tray settings are set correctly for the paper type for example incorrectly set to normal paper when using thicker stock. Please change the tray settings to Thick 1, 2 or 3 using either the driver settings or on the machine paper tray settings.

### **Blank stripes through the print**

Use the cleaning rod, which is inside of the front door, with instructions to help you.

### **Lines/line on the print when using the document feeder**

If the copies are ok when copying off the large glass under the document feeder, clean the thin slit glass to the left of the large glass. Use a clean, nonabrasive cloth. You can use glass cleaner if you have some.

### **Can only print in B/W**

Switch the machine off at the mains and both switches and switch back on and the machine should print colour again.

### **The selected tray is displaying A3 on the touch screen yet A4 is in the tray**

The back paper guide inside the paper tray is in the A3 position. (To the left of the tray) Align it with the edge of the A4 paper inside the tray.

### **Several sheets run through the machine at the same time or pull crookedly**

This might be caused by the front edges of the paper not being even or the corners might be folded. If the paper feels damp, please replace it with new paper from an unopened packet.

### **Paper jam message stays on**

Open and close the front and/or side door to reset the device. Is there still paper stuck in the device?

### **Duplex (Double-sided) jam**

The paper being used is not supported (Not a standard size, thickness, etc.) Is there paper stuck in the device?

### **Possible solutions**

Use the recommended print media and make sure the media is set correctly. Make sure you don't have mixed paper types in the tray. Envelopes, labels and other non-standard media cannot go through the duplex, so please put some normal paper in the tray and try again after clearing the paper jam.

### **If you are able to copy/scan but unable to print**

Please redeploy the solution to the device. Please contact your IT support in the first instance. Windows updates may have caused the issue. If Windows Updates have completed, please check the Microsoft website to see known issues.

### **If Integrated scanning stops working**

Please contact your IT support to check no service account passwords have expired.

### **If you receive a message about invalid credentials on the device**

Please contact your IT support to check for if updates that have been completed. If they have, please use the new credentials to log in.

### **If you are unable to log in via your swipe card**

Raise the issue with Konica Minolta Support, and please, let us know if the card reader beeps or not. Details on how to do this can be found on the sticker on your device.

### **Error 9-Device Lock**

This is commonly caused by consumables at 0% life. Please check and confirm if any consumables are at 0%. Please either select the consumables option on your device or type the device's IP address into a web browser. Replace or order what you need. Our details can be found on the sticker on the device.

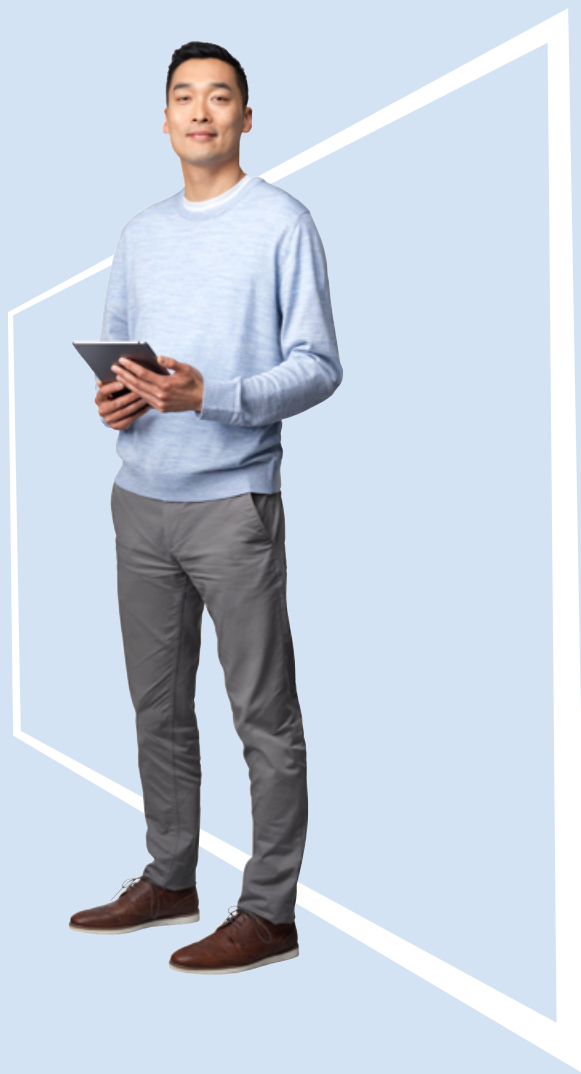


## YOUR EBIZ PORTAL

Don't forget, our eBIZ portal is available all year round! On here, you'll be able to update your stock inventory, view your printer's toner levels and order consumables before you run out!

Haven't got an account? Please visit <https://ecommerce.konicaminolta.co.uk> to sign up. You will need your Email address and Account Number. Your account number can be found on your invoice or provided to you if required. Or, you could simply use our guest functionality and have the option of setting an account up at a later date!

If you require further assistance, please visit our website [www.konicaminolta.co.uk](http://www.konicaminolta.co.uk) – here you will find access to technical support, training videos, FAQ's and much more.



# ebiz



**LET'S TALK**

**IF YOU ARE STILL STUCK,  
WE'D BE HAPPY TO HELP**

You can contact us using the details  
on the machine sticker

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**Giving Shape to Ideas**