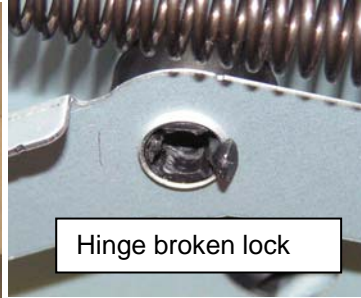


magicolor 24x0 / 25x0 series

Fatal error code 18H/19H/24H/1AH/1BH Update!!!

Beside for checking/repairing the fusing safety switch it also might happen that the arm does not work properly, make sure it is not very loose on the hinge and check if the 2 locking pins are not broken off.



If the hinge is ok but the arm is loose please use a self tapping screw (5 mm) to lock the arm on the hinge.



If there is a locking pin broken of from the hinge please use a self tapping screw (5mm) and a washer (14mm) to lock the arm on the hinge.

This issue has been documented in InfoHub [QE-KB-070260](#).

Training

Product certification

The training department would like to point out that after participation of a given training (class room, via *Mplus* or combination of those) the engineer can make an exam on *Mplus* for products he/she has been trained on. This way he/she can become a KM certified engineer on these products and through that also the organization he/she is working for will be authorized for these products in our call logging system. The training should be completed with an exam and certification will be possible when a score of 80% or higher is achieved.

The engineer needs a login for *Mplus* to access these exams. This can be requested via <http://mplus.konicaminolta.eu/>

When the login is granted, the engineer can apply for the product-module and after that, apply for the exam.

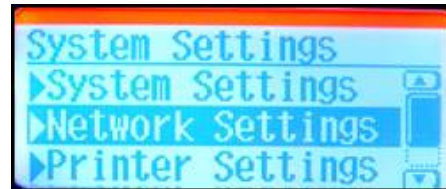
We wish the engineers good luck with the exam(s)!

magicolor 8650

Network settings menu not accessible.

On the magicolor 8650, after specific settings have been made in the TCP/IP menu, the Network Settings menu might not be accessible anymore from the printer operation panel menu. Further, the IP address listed on the configuration page may have reset to a default address: 169.254.xxx.xxx.

When trying to access the **Network Settings** menu, the bar in the upper part of the display turns red and the menu can not be accessed.



This problem may occur if all the settings below have been set like:

- System Settings > Network Settings > TCP/IP > IP Setting > **Application Method = Auto Setting.**
- System Settings > Network Settings > TCP/IP > IP Setting > Auto Setting > **DHCP Setting = Off**
- System Settings > Network Settings > TCP/IP > IP Setting > Auto Setting > **BOOTP Setting = On**
- System Settings > Network Settings > TCP/IP > IP Setting > Auto Setting > **ARP/PING Setting = On**
- System Settings > Network Settings > TCP/IP > IP Setting > Auto Setting > **Auto IP Setting = Off**

How to resolve this issue:

A new IP address has to be assigned to the mc8650 using the **ARP** command. For all details, we would like to refer you to InfoHub document: [QE-KB-080217](#).

Quick Guides.

Konica Minolta Business Solutions, The Netherlands Office has created Quick user guides in order to improve the use-ability of the product. This documentation explains to the user how printer specific features can be used and what features are available on the product.

These documents are published for the end users through the public Knowledge Base and they can easily be found in the FAQ section.

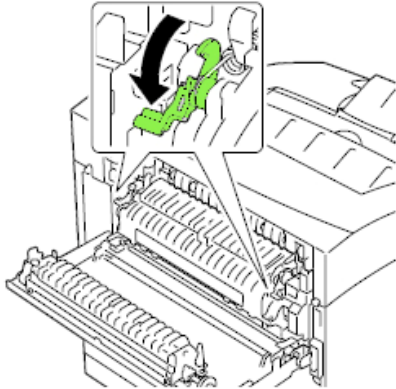
magicolor 4650 / bizhub C20P: [QE-KB-080218](#)
magicolor 5550/5570 / bizhub C30P: [QE-KB-080221](#)
pagepro 4650/5650 / bizhub 40P: [QE-KB-080219](#)



pagepro 4650 / 5650 and bizhub 40P

Incorrect fusing / smudges / stripes / Ghosting / dirt on the back side of the paper / paper jams in the fusing section.

This could be the result of the fuser not being locked correctly, so please check that the lock levers (green levers) are in the correct position (downwards).



This issue has been documented in InfoHub [QE-KB-080231](#).

magicolor 2550 and bizhub C10P

IP address can not be changed.

The printer's IP address can not be changed from the operation panel menu or from PageScope Web Connection.

When trying to change the printer IP address via the operation panel menu (Interface Menu > Ethernet > TCP/IP > IP Address) the error message **Invalid Entry** is displayed.



When trying to change the printer IP address via PageScope Web Connection (the printer based web pages) the error message **Fatal Error Encountered [IP_Address]** is displayed.

This issue only occurs if SNMP has been disabled in PageScope Web Connection.

How to resolve this issue:

Enable SNMP via PageScope Web Connection.

For all details, we would like to refer you to InfoHub document: [QE-KB-080232](#).

New Drivers and Firmware

magicolor 2550, Windows Vista drivers. (WHQL, Vista Basic Logo)

This is the first release of the Konica Minolta Advanced Windows Vista driver. (Up to now only the PPD driver was available for this model)

- Vista 32 bit PCL6 driver v1.0.1.0
- Vista 64 bit PCL6 driver v1.0.1.0
- Vista 32 bit PS driver v1.0.1.0
- Vista 64 bit PS driver v1.0.1.0

magicolor 2550 firmware.

- v1.1.28 has been released.
- This firmware version is recommended when the printer is used on Windows Vista.
- Please note this firmware is for the **mc2550 only, not for the mc2550DN.**

magicolor 5550, Windows Vista drivers. (WHQL, Vista Basic Logo)

- Vista 32 bit PCL6 driver v1.1.4.0
- Vista 64 bit PCL6 driver v1.1.4.0
- Vista 32 bit PS driver v1.1.4.0
- Vista 64 bit PS driver v1.1.4.0

magicolor 5570, Windows Vista drivers. (WHQL, Vista Basic Logo)

- Vista 32 bit PCL6 driver v1.1.4.0
- Vista 64 bit PCL6 driver v1.1.4.0
- Vista 32 bit PS driver v1.1.4.0
- Vista 64 bit PS driver v1.1.4.0

magicolor 2300W, Windows Vista drivers.

- Vista 32 bit driver 1.3.1010.1

Issues resolved in this version:

- Can not rotate the toner cartridges from Status display utility.
- The function "Power on test" from the Status display utility does not function.

magicolor 8650, SimWin external panel controller utility version D00-56.

Service tool for accessing service functions by using an external operation panel utility on a PC.

Issue resolved compare to previous version:

- Error message F1 during scanning patch pages for densitometer calibration.

Did you know ???

Updated Spare Parts Price list:

A new version of the spare parts list has recently been issued, version 2008-1. It can be downloaded on InfoHub as usual.

If you have any suggestions or comments, please contact the support department: support@bpe.konicaminolta.nl. INFOHUB / MITIM access is only been given to direct partners (ASRs, TPMS, NOCs or local offices) of Konica Minolta Business Solutions Europe.

Registration* can be done on the INFOHUB website: <http://infohub.konicaminoltaeurope.com/>

*Use your business email address for registration.

© Konica Minolta all rights reserved. The Konica Minolta logo, magicolor®, Simitri, Emperon and PhotoART™ are trademarks or registered trademarks of Konica Minolta.