

SECTION 5 – *Troubleshooting Guide*

Troubleshooting Guides are provided to assist in solving any problems that might occur with Printer. We tried to make them as complete as possible. The best advice we can offer is to make sure that system is set up properly, plugged in, and has an adequate supply of ink before attempting to troubleshoot any problem.

Memjet® Printhead

CONDITION	PROBLEM	SOLUTION
Missing parts of letters or text.	Air and bubbles blocking Nozzles.	Clean Printhead using recirculation, priming or cycles of depriming and priming found on the Printer Touchscreen or in Printer Toolbox . Rehydrate Printhead using distilled water and a wet, clean, lint-free cloth. Air bubbles often disappear with Printer use.
Print shows regularly missing or misdirected nozzles or ink color mixing.	Debris on Printhead.	Perform startup routine. Clean Printhead using a Cleaning Level on the Printer Touchscreen or in Printer Toolbox . Wipe Printhead manually with distilled water and a wet, clean, lint-free cloth. Replace Printhead.
Ink mixing – Mixed or muddy colors.	Causes: Ink flooding, air in Printhead or a dirty Printhead.	Clean Printhead using a Cleaning Level on the Printer Touchscreen or in Printer Toolbox . Wipe Printhead manually with distilled water and a wet, clean, lint-free cloth.
No print or crisp blocks of missing drops.	Electrical failure or poor electrical connection.	Reseat Printhead. Replace Printhead.
System will not reprime ink after replacing Printhead Cartridge	Printhead nozzles dry. Ink Tanks may be 1/3 full or less.	Wipe Printhead manually with distilled water and a wet, clean, lint-free cloth. Replace Ink Tanks.

WARNING!

**DO NOT REMOVE SIDE COVERS OF PRINTER!
HIGH VOLTAGES PRESENT BEHIND COVERS!**

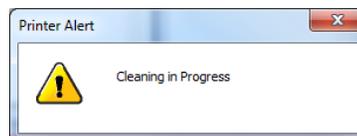
Printer

CONDITION	PROBLEM	SOLUTION
Ink Tank installed, no Ink Level indication in Toolbox	Ink Tank contacts dirty, preventing Printer/Ink Tank communication.	Remove Ink Tank(s). Clean prism and QA Chip contacts, see Maintenance , <i>Cleaning Ink Tank Contacts</i> .
Extra lines; losing data	Database problem.	Check data in database program.
Improper output (address information out of order, misfeeding, etc.)	Wrong interface settings. Static electricity. Dirty Media Sensor.	Check software or database on PC. Close software, then turn Printer OFF and ON. Clean Media Sensor.
Media jams	Double feeding. Media is curled or bent. Media is too thin.	Adjust Sheet Separators on Feeder. Uncurl media. Minimum thickness for media is 0.004".
No communication	Improper cabling / connector. Unit not receiving power.	Use proper USB cable (<i>see Operator Manual</i> .) Check plug connections, ON/OFF button and fuse on back panel.
Print too light or missing character dots	Clogged or dirty Printhead. Running out of ink.	Check Printhead. Check Ink Tanks.
Blurry address 	Image is not sharp.	Clean Printhead using a Cleaning Level on the Printer Touchscreen or in Printer Toolbox . Clean Printhead manually using distilled water and a wet, clean, lint-free cloth.
Feeding problems	Double sheets. Misfeeds.	Adjust Sheet Separators.
Job is sent to print but does not print.	Printer not turned ON. Printer not connected to computer. Media Sensor is covered in Print Engine.	Check that Printer is ON. Connect printer cable to computer and resend job. Open Print Engine and remove media.

Errors and Warnings

Printer Alert Window Messages

Messages sent from Driver and displayed on PC screen in a small popup window.



MESSAGE	SOLUTION
Cleaning in Progress	Wait until message disappears. Printer will start printing your job once cleaning process is complete.
Excessive Tilt Error	See details under “ Toolbox System Status Messages ” section.
Incompatible Printhead	Remove and reinsert your Printhead Cartridge. Replace Printhead. Printhead Cartridges must be purchased from authorized supplier for this printer model.
Incorrect ... Ink Tank	Replace Ink Tank. Ink Tanks must be purchased from authorized supplier for this printer model.
.... Ink Low Example: Black Ink Low	Reorder Ink.
.... Out of Ink Example: Cyan Ink Out	Replace empty Ink Tank.
Load Paper	Out of Paper. Load media into Printer and press PAUSE/RESUME button to resume printing.
Mechanical Jam	Check for and remove obstruction, then press PAUSE/RESUME button to resume printing. Check/Clean Sensors. If problem persists, contact technical support.
Missing Printhead	Remove Printhead Cartridge. Check/clean electrical contacts. Reinsert Printhead. Replace Printhead. If problem persists, contact technical support.
Multiple Inks Low	Reorder Ink.
Multiple Ink Tanks Out	Replace empty Ink Tanks.
Multiple Ink Tanks are missing	Insert missing Ink Tanks. Clean electrical contacts and reseal Ink Tanks.
Multiple Unauthorized Ink Tanks	Remove and reinsert Ink Tank. Replace Ink Tank. Ink Tanks must be purchased from authorized supplier for this printer model.
Paper Jam	Remove jammed media. Check for proper feed setup then press PAUSE/RESUME button to resume printing. Check/Clean Sensors. If problem persists, contact technical support.
Printhead Latch Open	Ensure that Printhead Cartridge is inserted properly, then close Printhead Latch so that it locks.
Print Zone Assembly (Clamshell) Open	Check to be sure Clamshell is completely closed and latched.
The ... Ink Tank is missing	Insert missing Ink Tank. Clean electrical contacts and reseal Ink Tank.
Unauthorized ... Ink Tank Installed	Replace Ink Tank. Ink Tanks must be purchased from authorized supplier for this printer model.
Unauthorized Printhead	Replace Printhead Cartridge. Printhead Cartridges must be purchased from authorized supplier for this printer model.