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 in **Driver** or **Toolbox**. Rehydrate Printhead using distilled water and a wet, clean, lint-free cloth. 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 Cleaning Levels in **Driver** or **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 Cleaning Levels in **Driver** or **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!**

Works Cited:
FP. "Operator Manual." Edge Support, 12 Oct. 2018, download.fp-usa.com/product_docs/EDGE-Print-Series/m1_operator_manual.pdf.

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**, *Cleaning Ink Tank Contacts*.
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 (*see Operator Manual.*) 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 Cleaning Levels in **Driver** or **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.
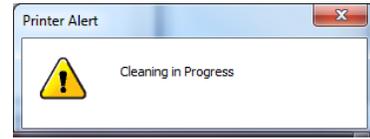
MESSAGE	SOLUTION
Cleaning in Progress	Wait until message disappears. Printer will start printing your job once cleaning process is complete.
Excessive Tilt Error	See details under **"Toolbox System Status Messages"** section.
Incompatible Printhead	Remove and reinsert your Printhead Cartridge. Replace 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 **PAPER** button to resume printing.
Mechanical Jam	Check for and remove obstruction, then press **PAPER** 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 reseat 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 **PAPER** 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 it locks.
Print Zone Assembly (Clamshell) Open	Check to be sure Clamshell is completely closed and latched. Make sure Print Engine Latches are secure.
The … Ink Tank is missing	Insert missing Ink Tank. Clean electrical contacts and reseat Ink Tank.
Unauthorized … Ink Tank Installed	Ink Tanks must be purchased from authorized supplier for this printer model.
Unauthorized Printhead	Printhead Cartridges must be purchased from authorized supplier for this printer model.

Toolbox System Status Messages

Valid for printers with firmware version R15.0 or higher installed.)

Use the **Toolbox System Status** screen to quickly determine and locate a problem in the Printers.

The **Status Indicator ERROR** shows in the red box.

The **Printer Graphic Icon** highlights which area of the Printer and system is affected.

The **System Status** information on the right displays the basic problem (*in red*).

Ink Levels displays ink status in the Printer. **Control Buttons** (*at screen bottom*) let you perform often used tasks without leaving the screen.
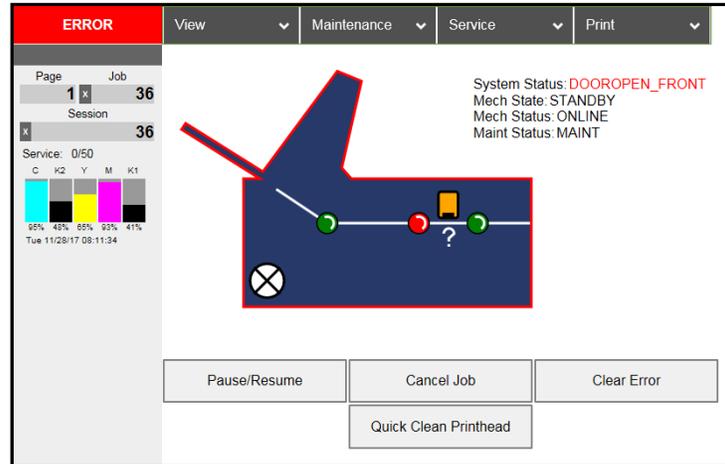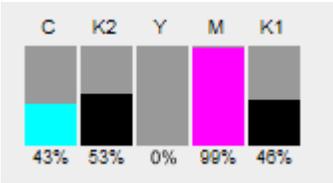

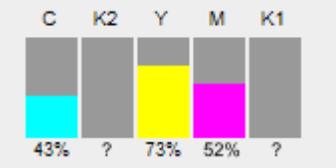Listed below are some of the messages that may appear in **System Status**.

SYSTEM STATUS	SOURCE	SOLUTION
System Status: PAPERPATH_FEED_TIMEOUT Mech State: PRINTING Mech Status: PAPERPATH_FEED_TIMEOUT Maint Status: PRINTING	Out of Paper Media is not reaching Print Engine. Hesitation in media feed.	Load media into Printer and press **Pause/Resume** button to resume printing. If media is present; check/adjust Guides and Separators.
System Status: PAPERPATH_FEED_TIMEOUT Mech State: STANDBY Mech Status: PAPERPATH_FEED_TIMEOUT Maint Status: MAINT	Paper Jam When **"Out of Paper"** error is shown in combination with **"Uncapped Printhead"** or **"Clamshell open"** error, a paper jam is indicated.	See below
System Status: PAPERPATH_PAPERJAM Mech State: STANDBY Mech Status: PAPERPATH_PAPERJAM Maint Status: MAINT	Paper/Media jam detected. Printer has detected that one (*or both*) Media Sensors are blocked (*interrupted*).	Carefully remove jammed media from Printer and close Print Engine. System Status message in **red** should go away. Toolbox **Paperpath Sensor indicators** should change from red to green. **After jam is cleared, you can:** Press **Pause/Resume** to resume printing. Press **Cancel Job** to cancel job then manually clear t job from computer's print queue.

Toolbox System Status Messages (*Continued*)
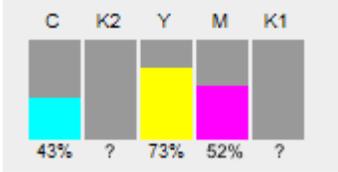
SYSTEM STATUS	SOURCE	SOLUTION
System Status: PAPERPATH_PAGE_SEQUENCE Mech State: STANDBY Mech Status: PAPERPATH_PAGE_SEQUENCE Maint Status: STANDBY	Media thickness problem detected. Indicates one or more single sheets stuck together and fed through Printer.	Remove stuck together media from Printer. Press **PAPER** to resume printing.
System Status: DOOROPEN_FRONT Mech State: STANDBY Mech Status: ONLINE Maint Status: MAINT	Indicates that "Clamshell" is open. Sensor cable unplugged P202.	Verify that Clamshell is closed and securely latched on both sides. Make sure that Clamshell switch (*located on opposite side*) is activated by Clamshell Lever. Use **Scan Sensors** in Toolbox to check that Clamshell switch is functioning.
DATA_PATH_UNDERRUN	Media is not moving from Entry Sensor to Exit Sensor within a specified time. Possible issue with format or orientation of job being sent. Dirty Encoder Wheel.	Check/clean Transport Rollers. Check/clean Sensors. Try changing orientation setting in software/driver or setting a different media size. Check/clean Encoder Wheel. If problem persists contact technical support.
INK _LOW	X = Color. One or more Ink Tanks are low on ink.	Ink Tank replacement will be necessary soon. Reorder Ink.
System Status: INK_OUT_YELLOW Mech State: STANDBY Mech Status: ONLINE Maint Status: MAINT C K2 Y M K1 43% 53% 0% 99% 46%	X = Color. One or more Ink Tanks are out of ink.	Replace empty Ink Tank(s), using **"Replace Ink Tanks"** command from EWS. Verify that Ink Tanks are seated firmly and latches are fully closed. Clear error using "**Refresh Ink Levels**" command in Toolbox or just press **Pause/Resume** to refresh ink levels and continue printing.
System Status: MAINTENANCE_BUSY Mech State: STANDBY Mech Status: ONLINE Maint Status: MAINT	Machine is performing a maintenance procedure.	No action required.

Works Cited:
FP. "Operator Manual." Edge Support, 12 Oct. 2018, download.fp-usa.com/product_docs/EDGE-Print-Series/m1_operator_manual.pdf.

Toolbox System Status Messages (*Continued*)

SYSTEM STATUS	SOURCE	SOLUTION
System Status: CARTRIDGE_MISSING_MULT Mech State: STANDBY Mech Status: ONLINE Maint Status: MAINT C K2 Y M K1 43% ? 73% 52% ?	Ink Tank is missing or not recognized (*obtained from an unauthorized reseller*). If correct ink, check contacts.	Insert missing Ink Tank or pop Ink Tank in and out to improve connection. Clear error using **"Refresh Ink Levels"** command in **Toolbox** or just press **Pause/Resume** to refresh ink levels and continue printing.
System Status: TILT_ERROR Mech State: STANDBY Mech Status: ONLINE Maint Status: STANDBY	Printer is not level*. Printer's electronics have detected that Print Engine is too far out of level. Tilt Sensor needs to be recalibrated. P2005 unplugged. ***NOTE: Tilt should be less than ±2 degrees. If Tilt warning indicates more than ±2 degrees FB or LR, (*even if Printer continues to run*) Printer must be leveled again to prevent damage or print issues.**	Make sure that Printer is placed on level surface. Failure to do so may result in severe ink mixing and cause an inaccurate ink level reading in Ink Tanks. If just powered on, wait a few minutes; error may clear by itself. Open the **Diagnostics** screen in the **Printer Toolbox** to see **Tilt:**. Once **Tilt Level** drops to 1.99 or less, clear error using **"Clear Error"** button on the **System Status** screen in the **Toolbox**. Make sure Printer is placed on a sturdy, level worktable. **DO NOT** move Printer while power is on. If Tilt Level is 1.99 or less, you can clear this error using **"Clear Error"** feature in M Series Toolbox. Contact technical support person to have them check level and possibly "Zero" Tilt Sensor.

Toolbox System Status Messages (*Continued*)
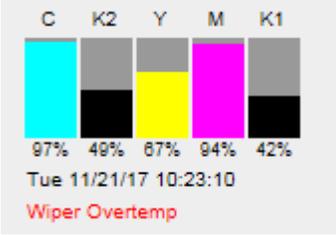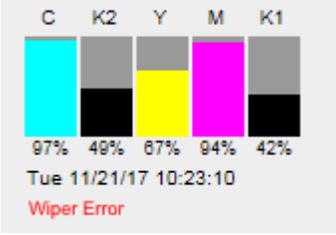
SYSTEM STATUS	SOURCE	SOLUTION
System Status: MECH_FAIL_PERMANENT Mech State: STANDBY Mech Status: MECH_FAIL_PERMANENT Maint Status: MAINT **ERROR** on **System Status** screen. Check the **Printer Graphic** to determine what component has a problem or failed: **Service Station**, **Ink Valve** or **Printhead**, (usually indicated with a steady **"?"**)	Mechanical error One of Printer's mechanical components was not properly registered at expected position. Mechanical failure or Sensor failure.	Visually inspect component stated as a "Reason" for failure. Using **Scan Sensors** screen in **Toolbox**, perform toggle test on Sensor responsible for registration of failed mechanical component position. **Lifter Arm Sensor** is dirty or damaged, **Lifter Motor Cable** is unplugged, operator's side **Lifting Arm** is damaged, or **Lifting Arm** mechanism is stuck. **Dual Pinch Valve problem:** Check Sensor board connector and flag/sensors alignment. Check Valve motor connector. Check P2005 cable on MPCA. At this point, this error may represent an **Ink Pump** error, since there is no return signal from pump and therefore, a separate message describing an Ink Pump error.
System Status: [Crit 63 03-phead offline cancelpage restart] Mech State: STANDBY Mech Status: [Crit 63 03-phead offline cancelpage restart] Maint Status: MAINT	Data Cables unplugged, dirty Printhead contacts, dirty PPCA contacts.	Check data cables (*P250, P260*), clean Printhead contacts, and/or clean PPCA contacts.
System Status: ONLINE Mech State: STANDBY Mech Status: ONLINE Maint Status: MAINT **ERROR** on **System Status** screen. **Printer Graphic** shows Printer Service Station as **"?"**.	Service Station is ejected, Service Station position sensors are damaged or malfunctioning.	Check Service Station position. Using **Scan Sensors** screen in **Toolbox**, perform toggle test on two Sensors responsible for registration of Service Station position.
System Status: PRINTHEAD_MISSINGQA Mech State: STANDBY Mech Status: ONLINE Maint Status: STANDBY C K2 Y M K1 43% ? 73% 52% ?	Printhead missing and one or more of Ink Tanks are missing, When this error occurs, Multiple EWS monitoring is disabled.	Check **Printer Graphic** and **Printhead** or **Ink Levels** displaying **"?"**. Install Printhead. Install Ink Tanks.

Works Cited:
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Toolbox System Status Messages (*Continued*)

SYSTEM STATUS	SOURCE	SOLUTION
System Status: PRINTHEAD_MISSING Mech State: STANDBY Mech Status: ONLINE Maint Status: MAINT **ERROR** on **System Status** screen. **Printer Graphic** shows the Printer Printhead as **"?"**.	No Printhead installed or Printhead not making proper connections. J2001 cable unplugged. Printhead Latch is open.	If Printer was just powered on, wait a minute; error may clear by itself. Install Printhead Cartridge. Remove and reinstall Printhead. Replace Printhead. Refer to appropriate sections in this manual for removing and installing Printhead Cartridge.
PRINTHEAD_UNPRIMED	Printhead priming process has failed.	If Printer was just powered on, wait a minute; error may clear by itself. Remove Printhead Cartridge, wet print nozzles using deionized or distilled water and reinstall Printhead Cartridge. Refer to appropriate sections in this manual for removing and installing Printhead Cartridge. If you continue to have trouble priming Printhead; check for kinked or pinched color tubes.
MECH_CANCELPAGE	Job was cancelled by user pressing **Cancel Job** button. Job was interrupted by "Clamshell" being momentarily opened.	Wait until print job has cleared from Printer. Then manually clear job from computer's print queue. Then send new print job. Check to be sure "Clamshell" is securely latched, then press **"Clear Error"** button to continue. If problem persists, contact service support.

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Toolbox System Status Messages (*Continued*)

SYSTEM STATUS	SOURCE	SOLUTION
WIPER OVERTEMP C K2 Y M K1 97% 49% 67% 94% 42% Tue 11/21/17 10:23:10 Wiper Overtemp	Wiper Motor is overheated due to performing a Wiper Transfer (*removing excess ink off Service Station Wiper*) too often or for multiple or extended periods. Printer will continue maintenance after Wiper Motor cools down. Message will disappear once the temperature returns to operating range.	**Wait for Wiper Motor to cool down,** Printer will automatically resume operation. **NOTE:** If running a number of short jobs or jobs on smaller media, reset **Mid-Job Servicing** interval to a higher number of pages.
WIPER ERROR C K2 Y M K1 97% 49% 67% 94% 42% Tue 11/21/17 10:23:10 Wiper Error	**Wiper Roller is not turning. This can be due to:** 1. White flex cable is dirty, broken or not connected. 2. Wiper Module (motor) failure. 3. DPCA failed at J17 terminal.	 1. Check white flex cable and connections. 2. Replace Wiper Module. 3. Check and/or replace DPCA board.

Works Cited:
FP. "Operator Manual." Edge Support, 12 Oct. 2018, download.fp-usa.com/product_docs/EDGE-Print-Series/m1_operator_manual.pdf.