

Section 5 – Troubleshooting

5.1 DFE Warnings and Errors: Common Causes and Solutions

The DFE (Digital Front End) provides a GUI of the Navigator Server allowing the user to communicate to the HP FI-1000 printhead. In the upper right corner of the DFE is listed the FI-1000 printhead status. Under normal circumstances, the status will show online and ready. You can check for printhead warnings by clicking on the gear icon on the middle right of the DFE. Under “Last Printer Message” of the FI-1000 tab you will find details regarding the printer status or warnings.

The screenshot displays the HP FI-1000 DFE GUI. At the top, there are tabs for 'FI-1000', 'HP Advanced', 'Cost Calculator', and 'Get Support'. The 'FI-1000' tab is active. On the left, there is an 'Apply' button. Below it, several settings are listed with input fields: 'Pen to Paper Spacing (100ths of mm): 5100', 'Top of Form Offset (1/2400ths inch): 32300', 'MAX Page Gap (inches): 180', 'COM Port: 4', 'Feeder Jam Detection (100ths of inch): 0', and 'Print Mode: Static'. A red box highlights the 'Last printer message: ready' status. On the right, there are three green buttons: 'Start Belt', 'Start Feeder', and 'Enable TOFs'. Below these buttons, status information is displayed: 'Current Belt Speed: 0', 'Remaining Service Station Life: 17%', 'FW rev: CLSTPWPP1N001.2439A.00', and 'System Serial Number:'. The version 'v1.5.1' is visible at the bottom left.

If the printhead encounters an error, the status box will turn red, and an error message will be generated. Additional details regarding the error can also be found under “Last Printer Message” of the FI-1000 tab. Below is a list of common warning/error codes, the reason why the error might have occurred, and what to do.

Alert Type	Alert Message	Cause	Recommended Action
Warning	Ink Low	Ink cartridge is low	Replace ink tank soon
Warning	Wiper Limo Low	Service Sled/Tray clean cloth low	Replace service/tray soon
Warning	Improper Shutdown	Printhead lost power unexpectedly	Click “Okay” in the FI-1000 status to clear. The printer was not turned off properly. To avoid damaging the printer, always press

			the front power button to turn it off.
Error	New Printhead Assembly	New HP Board/BNB detected	Does not impact functionality. Contact support to clear error
Error	Out of Ink	Ink tank is empty/does not read	Replace the ink tank or clean the contacts
Error	Attention Needed	Service Sled/Tray is out of cloth	Replace the service sled/tray. Calibrate Service Sled after the replacement
Error	Communication Error	Can not communicate with the printhead	Ensure the front power button is lit up. Otherwise, restart the printhead
Error	Ink Supply Failure	The indicated supply cartridge memory chip has failed	Remove ink tanks, turn the printer off, install ink tanks, and then turn the printer on. If the error persists, replace the supply cartridge
Error	Ink Not Keyed for Device	Unauthorized Cartridge	Ensure tank is OEM HP Ink Tank. If OEM tank, contact Support
Error	Motor Stall	Service Station Stall/Wiper Motor Stall	Press the OK button to have the printer automatically attempt its recovery process. If the issue continues, contact support
Error	Motor Stall	Fluid Pump Stalled/ became Disconnected	Power Cycle the printer. If the issue continues, contact support
Error	Motor Stall	Lift Motor Stall	Power Cycle the printer. Try setting to the Pen to Paper Spacing to 5000. If the issue continues, contact support
Error	Pen Failure	Problem with Print System	Power Cycle the printer. Generally Pen Failure indicates a printhead failure. If the issue continues, contact support