Errors and Warnings

Printer Alert Window Messages

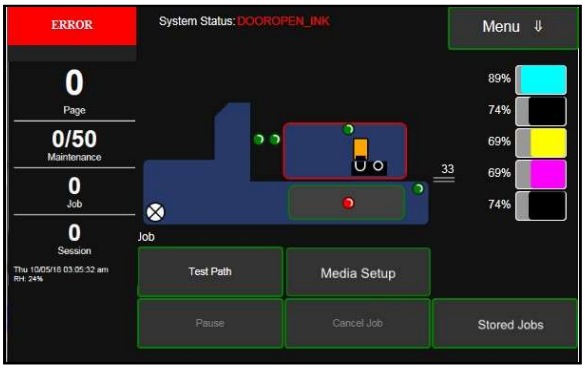
Messages sent from Driver and displayed on PC screen in a small popup window.

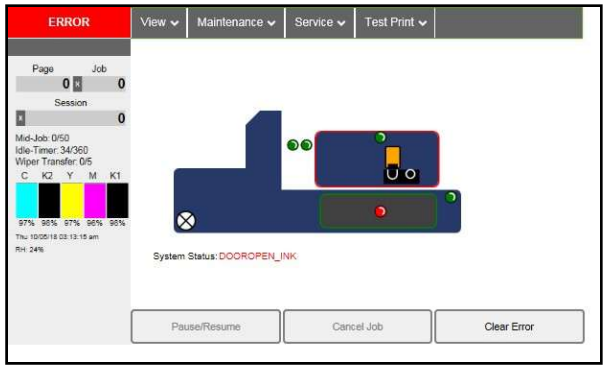
MESSAGE	SOLUTION
Cleaning in Progress	Wait until message disappears. Printer will start printing your job once cleaning process is complete.
Incompatible Printhead	Remove and reinsert your Printhead Cartridge. Replace Printhead. Printhead Cartridges must be purchased from authorized supplier for this 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 paper 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 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 the **PAUSE/RESUME** button to resume printing. Check/Clean Sensors. If problem persists, contact technical support.
Printhead Latch Open	Ensure that the Printhead Cartridge is inserted properly, then close the Printhead Latch so it locks.
Print Zone Assembly (Clamshell) Open	Make sure Clamshell is completely closed and latched.
The … Ink Tank is missing	Insert missing Ink Tank. Clean electrical contacts and reseat Ink Tank.
Unauthorized … Ink Tank Installed	Remove Ink Tank. Ink Tanks must be purchased from authorized supplier for this Printer model.
Unauthorized Printhead	Remove Printhead Cartridge. Printhead Cartridges must be purchased from authorized supplier for this Printer model.

Toolbox System Status Messages

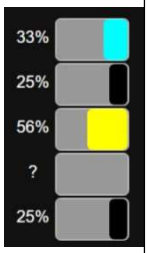
Use the Touchscreen or Toolbox screen to quickly determine and locate a problem in the Printer.

- When a problem is detected, the **Status Indicator** will show **ERROR** in a red box.
- **System Status** will display the basic problem (*in red*).
- **Printer Graphic Icon** will highlight item (*sensor/switch position in red*) and or systems that are affected.
- **Ink Levels** displays ink status. Ink Tank errors will be shown as "out" or "?" (not recognized, missing).

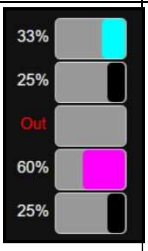




Listed below are some of the messages that may appear in **System Status** along with problem/cause and solution.

SYSTEM STATUS	PROBLEM / CAUSE	SOLUTION
System Status: **CARTRIDGE_MISSING_X** Example: CARTRIDGE_MISSING_M  **or** **CARTRIDGE_MISSING_MULT**	? = Ink Tank is missing or not recognized (*obtained from an unauthorized reseller*). **X** = color (C M Y K1 K2) **MULT** = more than one Tank color.	Insert missing Ink Tank or pop Ink Tank in and out to improve connection. Check/clean Ink Tank contacts. Tap **Clear Error** and then tap **Resume** button, from Job Menu, to resume printing. Replace Ink Tank. Check/replace QA Chip Assembly (Ink Tank Interface PCA), connections, wiring, MPCA.
System Status: **DATA_PATH_UNDERRUN**	Media is not moving from Entry to Exit Sensor with expected timing. Media is being delivered faster than printer can get image ready to print. Possible issue with format or orientation of job being sent. Encoder Signal Issue Mechanical Issue	Check/clean Sensors and Reflector. Try selecting "Ignore Exit Sensor". Try slowing transport. Turn off "Over Speed". If using Normal print quality, select "Half Speed". Try increasing media gap. Turn off "Fast Feeding" or set "Feed Gap" to a higher value (30 or greater). Reduce complexity of print job. Try a job that worked before. Try changing orientation setting in software/driver or setting a different media size. Check clean Feeder and Paperpath Encoder Wheels and Sensors. Check for any mechanical issues with media transport system. Loose pulley, belt. Feeder section holding back of print zone section, etc.

Toolbox System Status Messages *(continued)*

SYSTEM STATUS	PROBLEM / CAUSE	SOLUTION
System Status: **DOOROPEN_INK**	Indicates that Ink Tank Door is open. Door Switch damaged.	Verify that Ink Tank Door is closed. Make sure that Ink Tank Door switch (*located at the upper right corner of the door*) is activated when the Ink Tank Door is open and closed. Use **Scan Sensors** in the Printer **Toolbox** to check that the Ink Tank Door switch is functioning.
System Status: **DOOROPEN_PRINTHEAD**	Indicates that Printhead Door is open. Door Switch damaged.	Verify that Printhead Door is closed. Make sure that Printhead Door switch (*located at the back center of the door*) is activated when the Printhead Door is open and closed. Use **Scan Sensors** in the Printer **Toolbox** to check that the Printhead Door switch is functioning.
System Status: **INK_OUT_X** Example: INK_OUT_YELLOW **or** **INK_OUT_MULT** 	One or more Ink Tanks are out of ink. **X** = Color. **MULT** = more than one Tank color. "**Out**" = System calculated that 250ml of ink was drawn from Tank or visible ink sensor sees no ink in Tank prism.	Open the Ink Tank Door. Replace empty Ink Tank(s). Verify Ink Tanks are seated firmly and latches are fully closed. Check/clean Ink Tank Prisms and Sensors. Close the Ink Tank Door and tap "**Clear Error**". The ink levels should fill in. **Tip**: A premature visible ink "**Out**" condition can occur if the printer is not on a sturdy, level surface. Replace Ink Tank Check/replace Ink Level PCA (visible ink sensor board), connections, wiring, MPCA.
System Status: **MAINTENANCE_BUSY**	Machine is performing maintenance. "Media Setup" menu may be open.	No action required. Wait for printer to finish. Exit out of the "Media Setup" menu.
System Status: **MAINTENANCE_BUSY** **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. **Tip:** To reduce this issue; set **Mid-Job Servicing** interval to a higher number of pages. Consider setting **Wiper Transfer** to a value of 2 or 3. **NOTE:** If these values are set too high, print quality issues may occur; caused by clogged or dehydrated nozzles. Run **"Condition Wiper"** from Touchscreen Wiper Menu. This will rehydrate wiper roller and wiper motor module which may help to reduce energy it takes to turn motor.

Toolbox System Status Messages *(continued)*

SYSTEM STATUS	PROBLEM / CAUSE	SOLUTION
System Status: **MAINTENANCE_JAM** **Pump Error** – Ink Circulation Pump	Motor that drives component has detected a problem or movement is hindered.	Restart Printer. Clean encoder wheel and sensor. Check for loose damage connection in wiring and at motor/encoder. Pump connects to DPCA-1, J17B. Replace Pump, wiring, board
System Status: **MAINTENANCE_JAM** **Sump Error** – Sump Pump for waste ink	Motor that drives component has detected a problem or movement is hindered.	Restart Printer. Clean encoder wheel and sensor. Check for loose damage connection in wiring and at motor/encoder. Sump connects to DPCA-2, J17E. Replace Sump, wiring, board
System Status: **MAINTENANCE_JAM** **Lift Error** – Printhead Carriage Lifter	Printhead or Ink Tank Door opened during process. Motor that drives component has detected a problem or movement is hindered. Belt(s) too loose/tight. Bad wires/connection. Bad Motor, wiring, board.	Close doors (Printhead and Ink Tank) and tap "**Clear Error**". Check for obstruction. Lubricate (Super Lube 21030) Lift Motor Belt. Clean/relubricate (white lithium grease) Lifter slots/bearings. Check/clean the Lifter Home Sensor. Check/adjust belt tensions. Check for loose damaged pulley(s). Check for loose damage connection at motor and MPCA, P2003. Replace Motor, wiring, MPCA
System Status: **MAINTENANCE_JAM** **Wiper Error** – Wiper Motor	Wiper Roller is not turning, or it is too hard to turn. **Possible causes:** 1. Ink coagulation making motor hard to turn. 2. Wiper Motor cable is broken or disconnected. 3. Failed Wiper Motor Module. 4. Failed DPCA-1 board.	1. Run **"Condition Wiper"** from Touchscreen Wiper Menu. This will rehydrate the wiper roller and wiper motor module. 2. Check cable and connections. 3. Replace Wiper Motor Module. 4. Replace DPCA-1 board.
System Status: **MECH_CANCELPAGE**	Job was cancelled by user pressing Cancel Job button.	Wait until the print job has cleared from Printer. Then manually clear the job from the computer's print queue. Send a new print job.

Toolbox System Status Messages *(continued)*

SYSTEM STATUS	PROBLEM / CAUSE	SOLUTION
System Status: **MECH_FAIL_PERMANENT** **Ink Valve failed**	Dual Pinch Valve was not properly registered at expected position. Mechanical failure, Motor failure or Sensor failure of Ink Valve has occurred.	Try rebooting (*restarting*) printer. Check for loose damage connections at Valve and MPCA (P2005). Monitor Ink Valve for physical movement at power-up. If no movement before error, then this is likely a Valve, wiring or MPCA issue. If there is movement before error this is likely a valve sensor issue. Using **Scan Sensors** page in the Printer **Toolbox**, perform toggle test on Valve Sensor 1, Valve Sensor 2. If not responding correctly, clean/replace Valve Sensor PCB. Replace Valve, wiring, MPCA.
System Status: **MECH_FAIL_PERMANENT** On System Status in Touchscreen or Toolbox to determine what component has a problem or failed.	One of Printer's mechanical components was not properly registered at expected position. Mechanical failure or Sensor failure.	Try rebooting (restarting) printer. Visually inspect component stated as a "Reason" for failure. Using Scan Sensors page in the Printer Toolbox, perform toggle test on Sensor responsible for registration of failed mechanical component position. Check for loose damage connection at component and PCB. Replace Component, wiring, PCB
System Status: **ONLINE**	Printer Ready	System is ready to accept jobs and print.
System Status: **PAPERPATH_EXIT_SENSOR**	Exit Sensor does not see media. Media not passing over Exit Sensor or Underside of media is dark in color.	Check/clean Exit Sensor Reposition media so paper passes over Exit sensor or select "Ignore Exit Sensor" from "Media Setup" menu.

Still needs work ??

Toolbox System Status Messages *(continued)*

SYSTEM STATUS	PROBLEM / CAUSE	SOLUTION
System Status: **PAPERPATH_FEED_TIMEOUT**	Out of Paper Hesitation in media feed. Media Thickness set too high. Media not passing under Feeder/Entry Sensors. Entry Sensor not working.	Load media into Printer and tap Clear Error and then tap Resume button, from Job Menu, to resume printing. If media is present; check/adjust Media Thickness, Guides and Separators. Reposition media or Feeder/Entry Sensor Assembly, so paper passes under sensors. Check/clean Sensor/Reflector. Adjust/replace Sensor.
System Status: **PAPERPATH_PAGE_SEQUENCE**	Change in media length detected. Shinny media surface or hole in media. Hesitation or skew in media feed. Overlapping pieces.	Remove media from the Printer transport. Check/adjust sheet separation. Reposition media or Feeder/Entry Sensor Assembly, so paper passes under sensors. Avoid windows or holes in media. Turn off “Double Feed Detection” Tap Clear Error and then tap Resume button, from Job Menu, to resume printing.
System Status: **PAPERPATH_PAPERJAM**	Paper/Media jam detected. Printer has detected that one (or more) Media Sensors are blocked (interrupted). Entry or Exit Sensors not working properly.	Carefully remove jammed media from Printer and close Clamshell. System Status message in red should go away. Touchscreen and Toolbox Paperpath Sensor indicators should change from red to green. After jam is cleared, you can: Check/adjust sheet separation. Tap Clear Error and then tap Resume button, from Job Menu, to resume printing. Check/clean/adjust/replace sensors.

System Status: **PAPERPATH_SERVO_ERROR** **(PrintZone motor)**	Paperpath (PrintZone) Motor rotation is not detected, or Motor is over PWM limit.	Check for anything that may be hindering movement of Paperpath (PrintZone) drive system. Try rebooting (restarting) printer. ***If Motor turns before error***, this is likely an encoder signal issue. Clean Paperpath Encoder Wheel and Sensor. Use Scan Sensors to check Encoder signal. Check for loose connections between Encoder and DPCA-1 (J17A). ***If Motor does NOT turn before error***, this is likely a Motor or Motor drive issue. Check for loose connections between Paperpath Motor and DPCA-1 (J18A). Replace Motor, Encoder, Encoder Wheel, wiring, DPCA-1.
System Status: **PAPERPATH_FEED_SERVO_ERROR** **(Feeder motor)**	Feeder Motor rotation is not detected, or Motor is over PWM limit.	Check for anything that may be hindering movement of Feeder system. Try rebooting (restarting) printer. If motor turns before error, this is likely an encoder signal issue. Clean Feeder Encoder Wheel and Sensor. Use Scan Sensors to check Encoder signal. Check for loose connection between Feeder Encoder and DPCA-2 (J17C). Check for loose connection between DPCA-2 P1 and Multiplex Board (J2) as well as between Multiplex Board (J1) and MPCA (P2004). If motor does NOT turn before error, this is likely a Motor or Motor drive issue. Check for loose connections between Feeder Motor and DPCA-2 (J18C). Check for loose connection between Feeder Encoder and DPCA-2 (J17C). Check for loose connection between DPCA-2 P1 and Multiplex Board (J2) as well as between Multiplex Board (J1) and MPCA (P2004). Replace Motor, Encoder Wheel, Encoder Sensor, wiring, DPCA-2, Multiplex PCB, MPCA.
System Status: **PAPERPATH_GAP_SERVO_ERROR** **(Thickness motor)**	??	Check for anything that may be hindering movement of Media Thickness drive system (clamshell height movement). Try rebooting (restarting) printer. If motor moves before error, this is likely a mechanical drag issue or encoder signal issue (encoder is part of motor, but encoder has a separate connection to DPCA-2 J17A) or Home Sensor issue (flag not interrupting sensor). If motor does NOT move before error, this is likely a Motor, wiring or connection

		(DPCA-2, J18A) issue. Clean Paperpath Encoder Wheel and Sensor. Use Scan Sensors to check Encoder signal. Check for loose connections between Motor and DPCA-2 (J17A & J18A). Replace Motor, wiring, DPCA-2.