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, before attempting to troubleshoot any problem.

Identifying & Solving Print Quality Issues

The following section provides possible reasons and possible solutions for common Print Quality Issues

Incompatible Paper Type

The type of material you choose to print on can make a big difference in output quality and color vibrancy.

- Media that is non-porous may not allow the ink to dry quickly, causing image offset and ink smearing issues. Ink can even puddle or pool on some non-porous surfaces.
- Media that is too porous may absorb a lot of the ink, reducing color vibrancy.
- Media that is too grainy (contains heavy fibers) may cause the ink to bleed making images fuzzy.

For best performance, use Inkjet suitable materials such as:

- Inkjet coated stocks - all types (recommended for best color output).
- Copier Paper
- Card Stock
- Kromekote
- Coated Paper - Gloss finish
- Coated Paper - Satin finish
- Coated Paper - Matte finish

Avoid using the following paper types.

- Color Laser Gloss
- Digital Printer Gloss
- Any Post Print Coated Substrate (aqueous, gravure or UV)

Low Resolution Images/Graphics

For best image quality, be sure to choose and use images with a high resolution when designing and creating your print jobs. Keep in mind that the printer cannot improve the resolution of an image.
In general; scalable, vectorized art will produce the best images and color.
Avoid using low resolution images, such as images you copied and pasted from a web site.
If you choose/use an image with low quality, the printer will produce (print) a low image quality output.

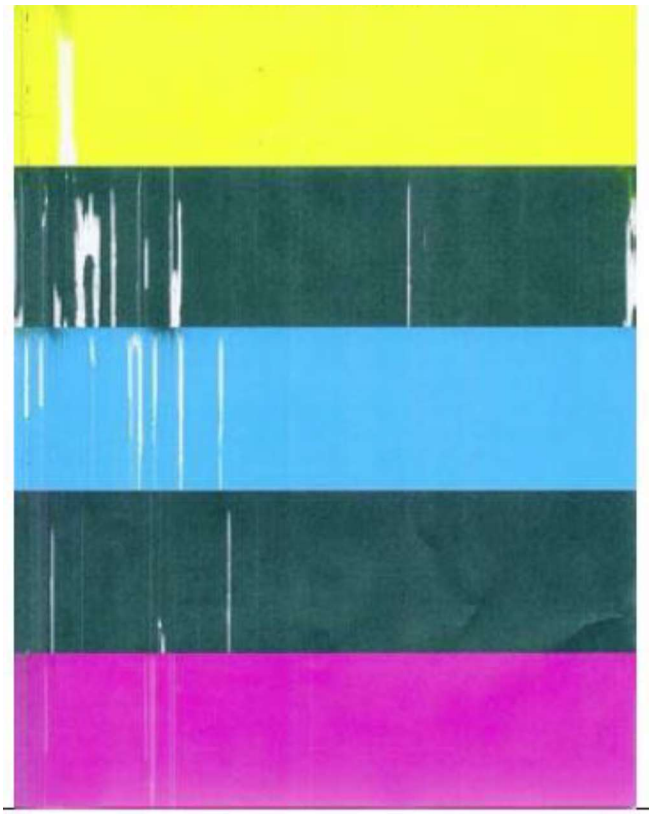
Compatible Graphic Types
The printer and S Series Driver do NOT have any influence on the graphic type (png, jpg, tiff, etc.) that you can select and print. Compatibility is based on the software program being used to create and send the print job to the printer. Check software specifications for the types of graphics that your software program can handle.

Air in Printhead Nozzle Area:

Air in the printhead nozzles will show as jagged, irregular shaped lines of missing color. Lines are normally wider than one nozzle.

Possible Solutions:

- Press the "Full Clean Printhead" button, located in the Maintenance Menu. This can help dislodge, purge and remove air bubbles within the Printhead and Ink Tubes.
- Deprime and Reprime the system.
- Contact Service person to have them inspect the system for possible air leaks (damage to ink tubes or ink revolver couplings).
- Instead of powering the printer off, when not in use, leave the print engine powered-up; so it can perform automatic maintenance routines.



NOTE: A similar print pattern, to the one shown above, can be performed using the "Print Ink Channels" button, located in the Toolbox, "Test Print" drop-down menu.

Clogged/Damaged/Dead Nozzles:

The Memjet printhead cartridge contains 70,400 inkjet nozzles. These nozzles are divided into ten rows; two rows of nozzles for each color channel. Due to the extremely high number of nozzles; it is not uncommon for some nozzles to become contaminated, dehydrated or clogged.

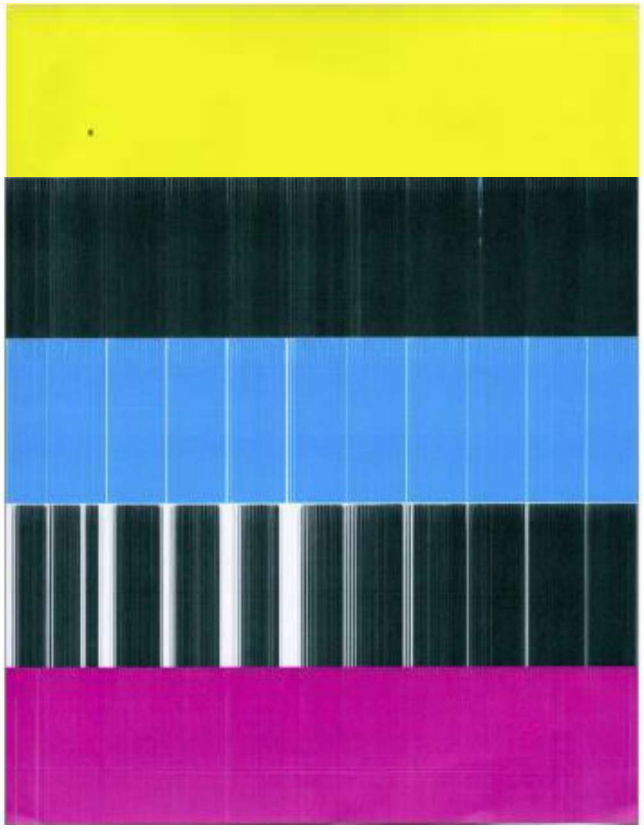
Clogged/damaged/dead/ nozzles will show as thin, crisp, vertical lines of missing color.
Multiple adjacent nozzles, with same issue, will show as wider, crisp, vertical lines of missing color.

Clogged nozzles - normally due to Printhead nozzle dehydration or partial contamination.
Damaged nozzles - normally due to improper cleaning or debris on wiper roller causing damage to Printhead.
Dead nozzles - normally due to the nozzles reaching their "end of life" (printed over 125,000 linear inches).

Possible Solutions:

- Press the "Full Clean Printhead" button, located in the "Maintenance Menu".
- Manually clean the printhead nozzles using distilled water and a lint free cloth.
- Set the following Toolbox features as follows, to see if increased head maintenance will reduce this type of issue during print jobs. KWS Setting (Medium) and Mid-Job Servicing (50).
- Replace the Printhead cartridge and Wiper Roller.

Tip: To help reduce nozzle dehydration, caused by long periods of printer sitting idle, print multiple (4-6) "Print Color Bars" test pages to exercise nozzles and keep nozzles hydrated.



NOTE: A similar print pattern, to the one shown above, can be performed using the "Print Ink Channels" button, located in the Toolbox, "Test Print" drop-down menu.

Color Mixing Issues:

Color mixing will show as muddy, mottled or distorted (grainy) colors.
Color mixing occurs when the ink from one color channel crosses over into another color channel. Since the inkjet nozzle rows are located very close to one another (ten rows of 7,040 nozzles, located within a 0.8 mm space), it is easy for partials or fibers to create bridges across color channels. These bridges allow ink to flow (wick) from one color channel to another; resulting in a "localized" color mixing event; as shown in the examples below.

Color mixing can occur for a number of reasons (here are some common ones)

Possible Causes:

- Printhead Cartridge just installed. It is common to see some color mixing immediately after the system is primed with ink.
- Ink wicking due to fibers (dust) bridging inkjet nozzles.
- Wiper roller too dry. Ink coagulated on roller. Installed new Wiper Roller but it was not "conditioned".
- Wiper roller saturation (too much ink on wiper roller). This can occur if the cleaning features (Quick/Normal/Full Clean Printhead) or "Condition Wiper" are run too frequently.
- Ink flooding on the nozzle plate; due to printer not being level.
- Ink flooding on the nozzle plate; due to excessive back-pressure in the ink system.
- Wiper Roller is not being cleaned properly by the system. This can occur if there is a problem with the Wiper Motor Module (Wiper Roller not turning, Damaged Squeegee Blade).
- Incompatible Media.

Possible Solutions:

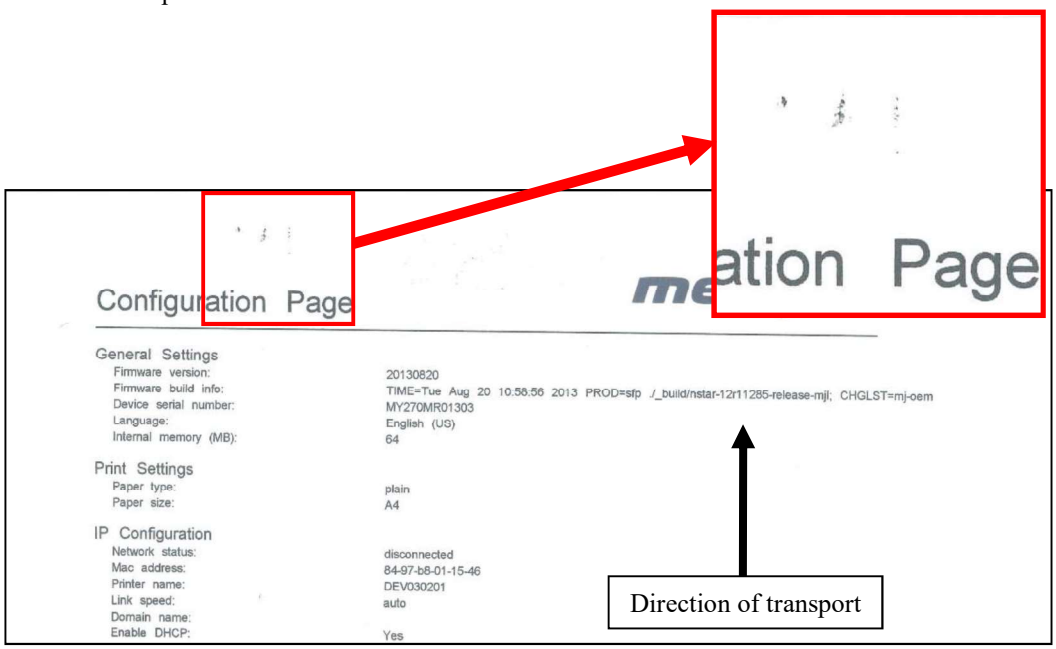
- Wipe printhead using a lint-free cloth, dampened with distilled water.
- Print a few Color Bars or Ink Channels Test Pages to clear color contamination within nozzles.
- Run "Condition Wiper", in Wiper Menu, to hydrate Wiper Roller.
- Run "Wiper Transfer" in Wiper Menu, to reduce ink (moisture) on Wiper Roller.
- Make sure printer is on a sturdy, level table.
- Instead of powering the printer off, when not in use, leave the print engine powered-up; so it can perform automatic maintenance routines. This also allows the pressures in the system to be routinely equalized.
- Test the printer, using a compatible "inkjet suitable" media, to determine if this could be the cause.
- Contact Service Support representative to have them inspect/clean/adjust the service station. If necessary; they may need to replace the wiper roller and or wiper motor assembly.

NOTE: The "Print Color Bars" test print pattern, shown here, can be performed using the "Print Color Bars" button, located in the "Test Print Menu" on the Printer's Touchscreen.

Scuff Marks

Scuff Marks occur when the media makes contact with something (most commonly the Printhead) that has ink on it.

Here is an example of "scuff marks" that occurred when the high points (thicker/puffier areas) on this #10 envelope made contact with the printhead.



Possible Solutions for Reducing Scuff Marks:

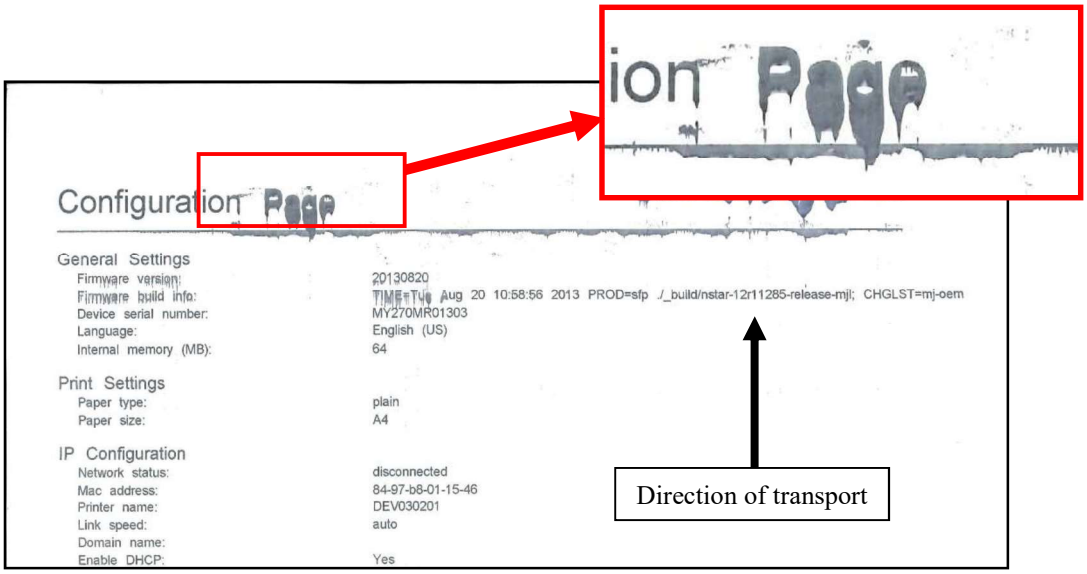
- Increase the "Print Height" value, in Media Setup.
- Make sure media is as flat as possible and folds are as tight as possible.
- Manually wipe the printhead surface, using a lint-free cloth dampened with distilled water to remove excess ink.
- If possible; rotate the media and image 90, 270 or 180 degrees. Sometimes the direction of feed and the mechanics of how the media is driven through the printer can have an effect.
- Run "Wiper Transfer" in Wiper Menu, to reduce ink (moisture) on Wiper Roller.
- Contact your support representative to have the wiper roller replaced.
- Use a more suitable media (flat and uniform in thickness).

NOTICE! It is OK to run the "Quick Clean Printhead" routine once, to see if this has any effect on improving this issue. However, if it doesn't help, you shouldn't repeat this process or use a higher level cleaning routine. Over-use of the "…Clean Printhead" routines will normally increase this issue, because the wiper roller will become more saturated with ink with each cleaning routine; if done too frequently. An over-saturated wiper roller will leave more ink behind on the printhead.

Smudging Issues

Smudging occurs when the wet image, on the media, makes contact with something (most commonly the printhead or upper exit rollers) before it is dry. This issue will also increase the chance for scuff marks.

Here is an example of "smudging" that occurred when an area of this page, with a wet image, made contact with the printhead or something else as it exits printer.
Note: There are also scuff marks in this example. As mentioned previously; smudging will increase the chance for scuff marks; by deposition ink onto other areas of the printhead.



Possible Solutions to Reduce Smudging:

- Check to be sure the Print Platen & Drip Tray are properly installed.
- Make sure media is as flat as possible and folds are as tight as possible.
- If possible; rotate the media and image 90, 270 or 180 degrees. Sometimes the direction of feed and the mechanics of how the media is driven through the printer can have an effect.
- Reduce the amount of ink being sprayed onto the media by setting the print quality to "Normal". Spraying less ink will improve the drying time.
- Reduce the print speed to provide more drying time. If you are already printing in Normal Print Quality, you can select (check) the "half speed" box; located under the Print Quality selection in the S Series Driver. If you are using "Over Speed" feature, try turning this off.
- Use a more inkjet suitable media.

NOTICE! It is OK to run the "Quick Clean Printhead" routine once, to see if this has any effect on improving this issue. However, if it doesn't help, you shouldn't repeat this process or use a higher level cleaning routine. Over-use of the "…Clean Printhead" routines will normally increase this issue, because the wiper roller will become more saturated with ink with each cleaning routine; if done too frequently. An over-saturated wiper roller will leave more ink behind on the printhead.

Fuzzy/Distorted Print

Fuzzy/distorted print can occur for a number of reasons; listed/shown below.

Problem: Print Height value, in Media Setup, is set too high.
Solution: Reduce Print Height value.

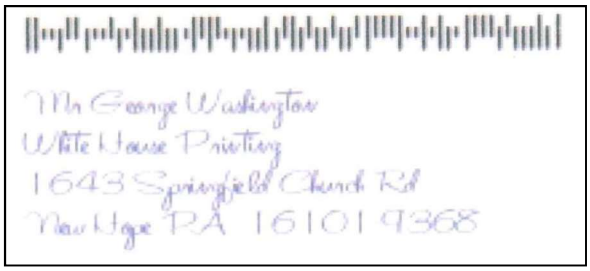
Problem: Paper is buckling or bowing during the time of printing.
Solution: Check that Print Platen and Drip Tray Assembly is proper installed. Try printing on a thicker piece of media (i.e. 40lb paper) If problem does not occur on heavier material the media you are feeding may be too flimsy.

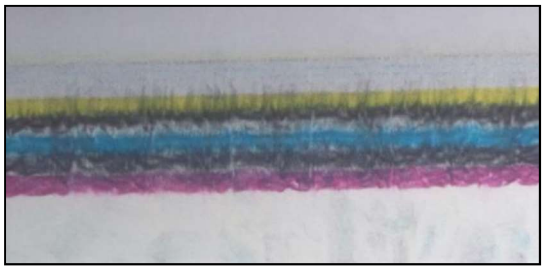
Problem: Poor original image quality (less than 300 dpi).
Solution: Use high quality images.

Problem: Choosing to print image in low resolution from software application.
Solution: Set image to highest resolution possible from software application.

Problem: Damaged Printhead nozzle surface; scratched from improper manual cleaning, or dirty/damaged wiper roller.
Solution: Only use distilled water and a non-abrasive, lint free cloth to manually clean the printhead. Replace the wiper roller at the same time the printhead is replaced. Keep dust/debris from entering the printer.

Fuzz/Distorted Print Examples:





Good Print Examples:

Ink Tank(s)

NOTICE: To avoid problems caused by an Ink Channel (ink tube) running dry; the Ink Tank will be flagged as "Out" before it is totally dry. Therefore, it is common for a small amount of ink to be left within the Ink Tank when the "Out" condition is reached.

CONDITION	PROBLEM	SOLUTION
Installed New Ink Tank and shortly after the related Ink Channel (color) stopped printing and or the related color tube went empty. **CAUTION!** Do NOT continue printing in this condition. Damage to the Printhead will result.	One or more of the "septum needles" didn't fully puncture the septum seals on the new Ink Tank. Defective Ink Tank.	Try removing and re-installing the Tank. See "Install Ink Tanks". Replace defective Ink Tank. Please contact your support representative to report issue.
Ink Level status is displayed as "Out", but there is still plenty of ink in the Tank. System Status is displaying "Ink_Out_X" (X = color or multiple)	Visible ink level sensor does not see the presence of ink in the Tank or the printer has calculated that it has used 250 ml of ink from the Tank. Printer is not on a stable, level surface; causing ink level sensor to give a premature "Out" condition.	Clean prism on Tank. See section titled "Cleaning Ink Tank Contacts & Prism". Place printer on stable, level surface. Replace Ink Tank.
Ink Level status was displaying 2% or more and then it suddenly changed to "Out". System Status is displaying "Ink_Out_X" (X = color or multiple)	Visible ink level sensor does not see the presence of ink in the Tank. Printer is not on a stable, level surface; causing ink level sensor to give a premature "Out" condition. Tank is Empty.	Clean prism on Tank. See section titled "Cleaning Ink Tank Contacts & Prism". Place printer on stable, level surface. Replace Ink Tank. **NOTE**: Although the system is very good at estimating ink usage, it will never be perfect. To help improve Ink Level estimation accuracy; make sure the firmware is up-to-date and try to minimize de-priming/re-priming system, manually cleaning printhead.
Installed New Ink Tank and Ink Level status is displayed as "?". System Status is displaying "Cartridge_Missing_X" (X = color or multiple)	Poor connection between Ink Tank (QA Chip contacts) and printer. Un-authorized Ink Tank installed. Defective Ink Tank.	Clean contacts. See section titled "Cleaning Ink Tank Contacts & Prism". Purchase/install Authorized Tank. Replace defective Ink Tank. Please contact your support representative to report issue.

Memjet® Printhead

CONDITION	PROBLEM / CAUSE	SOLUTION
Missing parts of letters or text.	Air or debris blocking Nozzles.	Clean Printhead using "**Normal Clean Printhead",** found on the **Printer Touchscreen** or in **Printer Toolbox**. If problem persists run "**Full Clean Printhead**".
		Manually try to rehydrate Printhead by wiping with lint-free cloth, which has been wet with distilled water.
	Printhead damage or end of nozzle life.	Replace Printhead.
Misdirected nozzles (fuzzy print)	Print Height too high.	Reduce "**Print Height**" value in Media Setup.
	Debris on Printhead.	Run "**Normal Clean Printhead".** If problem persists run "**Full Clean Printhead**".
	Printhead damage or end of nozzle life.	Replace Printhead.
Ink mixing – Mixed or muddy colors.	Wiper Roller is too dry and may need to be conditioned (hydrated).	Print 5 or more "Print Color Bars" test pages to clear color mixing.
	Wiper Roller is too wet (oversaturated) or is not turning.	If problem returns after printhead maintenance occurs than the Wiper Roller may be oversaturated (run **Wiper Transfer**) or too dry (run **Condition Wiper**) or the Service Station may need maintenance.
	Using "Clean Printhead" features too often can over-saturate wiper roller.	
No print or crisp, 20 mm wide, blocks of missing print.	Printhead failure or poor electrical connection to Printhead.	Remove Printhead, check contacts and re-install Printhead.
		Replace Printhead.
Color change in an area of print.	Time between Mid Job Servicing intervals may be too long.	If Mid Job Service or temporarily fixes issue then you need to reduce Mid Job Service value so it occurs more often.
	Nozzles from one area of a color channel not firing due to dehydration or blockage (air, debris, etc.).	Check for air/air-bubbles in ink lines. Circulate ink.
		Perform "**Full Clean Printhead**".
		Replace Printhead.

WARNING!

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

Printer

CONDITION	PROBLEM / CAUSE	SOLUTION
Printer won't Power-up	Power cord disconnected. Power switch OFF. Didn't press Soft-power button. Blown fuse.	Check AC Power Cord connections, Main Power Switch, and Soft-Power Button. Check wall outlet for proper power. Press Soft-power button. If still not powering-up; unplug and check fuse.
No communication	Printer not turned ON. Cable disconnected. Improper Printer Driver Port settings or improper Printer Network settings.	See "Printer won't Power-up", above. Check USB/Network cable connections Check Driver, Port, settings. Check Printer Network Settings. Re-install driver.
Job is sent to printer but printer does not feed or print.	Printer Offline (in Pause or Error state). One of the Media Sensors sees paper present.	Open Clamshell and remove media. Check/Clean Sensors Tap Clear Error and Resume Job
Printer feeds and counts pieces, but does not print. *No Error displayed.*	Print position missing media or media missing print position. Misfed Media is blocking printhead.	If unsure of print position; setup printer to feed 8.5" x 11" media, centered in the "***Print Zone***". If printer is printing, image should show on 8.5" wide media. Once you see where image is located; adjust media or print position as needed. Open Clamshell and check "***Printhead Opening***". Media may have traveled up into this area and is blocking printhead. Remove misfed media.
Improper output (*address information out of order, miss-feeding, 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.
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 & Prism*.
Media jams/skews	Double feeding. Media is curled or bent. Media is too thin. Media Thickness not set properly. Using wrong Print Platen or not installed properly.	Adjust Sheet Separators. Uncurl media. Check that media meets thickness specs. Check/adjust ***Media Thickness***. Try using low (3 dot) Print Platen. Verify that Print Platen & Drip Tray Assembly are installed properly; sitting level.
System will not re-prime 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.

Printer (continued)

CONDITION	PROBLEM / CAUSE	SOLUTION
Intermittent missing dots (lines, in direction of media travel) **or changes in color, that temporarily improve after Mid-Job Servicing (MJS) occurs.**	Automatic Printhead Maintenance features need to be adjusted.	Set "***Mid-Job Servicing***" to a lower value. Set "***KWS***" to a higher level. Set "***Interpage Frequency***" to lower value.
Persistent missing dots (crisp or jagged lines, in direction of media travel)	Clogged or dirty Printhead. Air in printhead/ink lines	Clean Printhead using "***Maintenance***" features. Run "***Full Clean Printhead***". Replace Printhead and Wiper Roller.
Blurry/wavy images	Printhead too far from media surface. Printhead needs maintenance or replacement.	Reduce Media Thickness and or Print Height values to bring Printhead closer to media. Clean Printhead using Maintenance features (*Quick/Normal/Full Clean*) from Printer Touchscreen or Toolbox. Clean Printhead manually using distilled water and a wet, clean, lint-free cloth. Replace Printhead and Wiper Roller.
Black bar/line printed near trailing edge of media	Purge Bar hitting trailing edge of media.	Check/adjust "***Purge Bar Position***".
Feeding problems and or image distortions	Double sheets. Misfeeds. Media hesitating or skewing.	Adjust Sheet Separators. Check adjust Media Thickness. Try using low (3 dot) Print Platen. Verify that Print Platen & Drip Tray Assembly are installed properly; sitting level. Try unlocking, but not opening, the Exit Transport Cover.
Image smudging or offset occurring	Wet image/media making contact with something that is causing image to smudge. Wet image traveling under exit rollers is being picked up by rollers, causing part of image to be repeated in direction of media travel.	Increase Print Height value to move Printhead farther from media surface. Try unlocking, but not opening, the Exit Transport Cover. If "Over Speed" is selected, Turn it OFF. Reduce Print Quality. If using "Normal" print quality, try selecting "Half Speed". Use inkjet suitable media.
Print position shifting in direction of media travel and or not printing on some pieces.	Printer not able to consistently detect lead edge of media. Media hesitating after it reaches the Media Sensor. Media being delivered too fast for system to get next image ready to print.	Reposition Feeder/Entry Sensor Assembly, so paper passes under sensors. Avoid windows or holes in media. Some media surfaces are very reflective and may not be compatible. Check/adjust Media Thickness. If "Over Speed" is selected, Turn it OFF. If using "Normal" print quality, try selecting "Half Speed".

Errors and Warnings

Printer Alert Window Messages

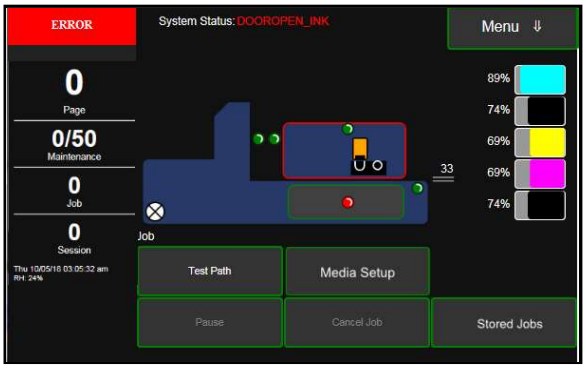
Messages sent from Driver and displayed on PC screen in a small popup window.

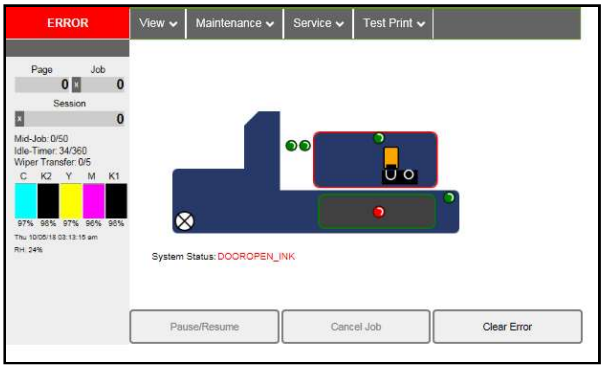
MESSAGE	SOLUTION
Cleaning in Progress	Wait until message disappears. Printer will start printing your job once cleaning process is complete.
Incompatible Printhead	Remove and reinsert your Printhead Cartridge. Replace Printhead. Printhead Cartridges must be purchased from authorized supplier for this printer model.
Incorrect … Ink Tank	Replace Ink Tank. Ink Tanks must be purchased from authorized supplier for this printer model.
…. Out of Ink Example: Cyan Ink Out	Replace empty Ink Tank.
Load Paper	Out of Paper. Load media into Printer, tap **Clear Error** and then tap **Resume** button, from Job Menu, to resume printing.
Mechanical Jam	Check for and remove obstruction, then tap **Clear Error** and then tap **Resume** button, from Job Menu, 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 tap **Clear Error** and then tap **Resume** button, from Job Menu, 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 reseat 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.

Toolbox System Status Messages

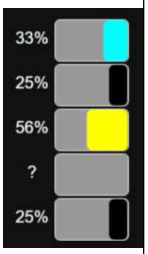
Use the **Touchscreen** or **Toolbox** screen to quickly determine and locate a problem in the Printer.

- 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).

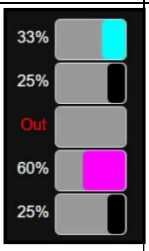




Listed below are some of the messages that may appear in **System Status** along with problem/cause and solution.

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.
System Status: **[Crit 63 03-phead offline cancelpage restart]**	Dirty/damaged Printhead contacts at Printhead or board.	Try rebooting (*restarting*) printer. Try replacing Printhead. If problem persists call for Service.
System Status: **DATA_PATH_UNDERRUN**	Media is not moving from Entry to Exit Sensor with expected timing.	Check/clean Sensors and Reflector. Try selecting "Ignore Exit Sensor".
	Media is being delivered faster than printer can get image ready to print.	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.
	Possible issue with format or orientation of job being sent.	Try changing orientation setting in software/driver or setting a different media size.
	Encoder Signal Issue	If problem persists contact technical support. They should check/clean Encoder Wheel.

Toolbox System Status Messages *(continued)*

SYSTEM STATUS	SOURCE	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 that Ink Tanks are seated firmly and latches are fully closed. 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.
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** **Tip:** To define issue; check Touchscreen to see if it displays the following message. **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. **NOTE:** If the value is 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.

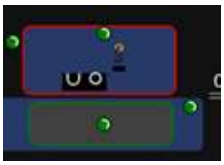
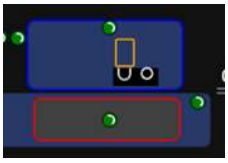
Toolbox System Status Messages *(continued)*

SYSTEM STATUS	SOURCE	SOLUTION
System Status: **MAINTENANCE_JAM** **Tip:** To define error; check Touchscreen to see if it displays one of the following messages. **Pump Error** XE "Pump – Ink Circulation Pump **Sump Error** – Sump Pump for waste ink	Motor that drives component has detected a problem or movement is hindered.	Restart Printer. If problem persists call for Service.
System Status: **MAINTENANCE_JAM** **Tip:** To define error; check Touchscreen to see if it displays one of the following messages. **Sled Error** – Service Station Sled **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.	Close doors (Printhead and Ink Tank) and tap **"Clear Error"**. Check for anything that may be hindering movement of item (Sled, Lifter). If **"Sled Error"** or **"Lift Error"**; check/clean the Sled and Lifter Home Sensors. If problem persists call for Service. **CAUTION**: After pressing **"Clear Error"** the system will try to drive the sled, lifter or wiper motor again. If the same error comes up again, after trying the above solutions, call for service. Pressing **"Clear Error"**, more than a few times in a row, may cause system damage.
System Status: **MAINTENANCE_JAM** **Tip:** To define error; check Touchscreen to see if it displays the following message. **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. Wiper Motor Module failure.	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. If problem persists call for Service.
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	SOURCE	SOLUTION
System Status: **MECH_FAIL_PERMANENT** **ERROR** on **System Status** screen. Check the **Printer Graphic** to determine what component has a problem or failed: **Ink Valve**, **Printhead**, etc., (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** page in the Printer **Toolbox**, perform toggle test on Sensor responsible for registration of failed mechanical component position. Try rebooting (*restarting*) printer. If problem persists call for Service.
System Status: **ONLINE**	Printer Ready	System is ready to accept jobs and print.
System Status: **PAPERPATH_FEED_TIMEOUT**	Out of Paper Hesitation in media feed. Media Thickness set too high. Media not passing under Feeder/Entry Sensors.	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.
System Status: **PAPERPATH_PAPERJAM**	Paper/Media jam detected. Printer has detected that one (*or more*) Media Sensors are blocked (*interrupted*).	Carefully remove jammed media from Printer and close Print Engine. 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.
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.
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.

Toolbox System Status Messages *(continued)*

SYSTEM STATUS	SOURCE	SOLUTION
System Status: **PRINTHEAD_MISSINGQA** 	? = Printhead missing or not recognized (not an authorized supply) Printhead not making proper connections.	Install Printhead. Remove the Printhead, clean contacts and reinstall the Printhead. Replace Printhead. Refer to appropriate sections in this manual for removing and installing Printhead Cartridge Try rebooting (*restarting*) printer. If problem persists call for Service.
System Status: **PRINTHEAD_UNPRIMED** 	Printhead unprimed. Printhead Latch is open and or Door open. Printhead priming process has failed.	After installing Printhead you must close Printhead Latch and close all doors to start priming process. Remove Printhead Cartridge, wet print nozzles using 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. Try rebooting (*restarting*) printer. If problem persists call for Service.
System Status: **PAPERPATH_GAP_SERVO_ERROR** (Thickness motor) **PAPERPATH_FEED_SERVO_ERROR** (Feeder motor) **PAPERPATH_SERVO_ERROR** (PrintZone motor)		Check for anything that may be hindering movement of item (Thickness/Clamshell, Feeder, Media Transport system) If problem persists call for Service.