



Quick Reference

M1 Printer Troubleshooting Guide

The Troubleshooting Guide is arranged first by the condition that might occur, then by possible problems and causes and then recommended solutions.

POWER PROBLEMS

CONDITION	PROBLEM	SOLUTION
Power is ON, nothing happens.	No power to Printer.	Check that power cord is plugged in. Check that power outlet is live. Replace AC Adapter.

INTERFACE COMMUNICATION PROBLEMS

CONDITION	PROBLEM	SOLUTION
Printer does not respond to software.	Connection problems.	Check that USB port is communicating with Printer by using another USB cable, replace cable if necessary. If port cannot communicate using USB cable, check Printer. If port cannot communicate using USB cable and Printer is OK, check USB port on the computer.
Printer not responding to software.	Poor connection between Printer and Computer.	Turn Printer OFF and ON again. Check connections.


TOOLBOX ERROR MESSAGES

CONDITION	PROBLEM	SOLUTION
Printer stops AND Toolbox shows error message: "DATA_PATH_UNDER RUN" AND this exposed type of Encoder Wheel is installed in the Print Engine area.	Excess ink spray or splashes accumulated on Encoder disk.	Clean Encoder disk with distilled water on a damp, lint-free cloth. Grasp wheel lightly and turn shaft. DO NOT damage the Encoder Wheel. (See <i>Cleaning Section in the Operator Manual.</i>)
Toolbox shows error message: [Fatal 71 02-? Offline cancelpage]	May indicate that Dual Pinch Valve Printed Circuit Assembly Connector is loose or disconnected.	Reconnect connector. (See "M-Series Toolbox Error Messages" in the <i>Service Manual</i>)
Tilt Error	Printer is not on a sturdy, level surface.	Check that surface is level and solid. Press "Cancel" button to clear error.
New Ink Tank does not register in Toolbox Ink Status (Color does not fill in).	Poor connection with Ink Tank Sensor. Ink Tank Sensor dirty or not working. Ink Tank less than 1/3 full.	Reseat Ink Tank. Check Ink Tank Bay Sensor. Install full Ink Tank.

FEEDING PROBLEMS

CONDITION	PROBLEM	SOLUTION
Intermittent feeding	Feed Ramp not used. Side Guides set improperly. Dirty Feed Rollers. Paper stuck together. Uneven mail piece.	Feed Ramp adds a slope to the stack and helps feeding. Loosen Side Guides slightly. Clean Feed Roller with distilled water and a cloth. DO NOT use any solvents or detergents as they may damage Feed Rollers. Fan media before loading in Printer. Tap contents to front of envelopes and retry.
Multiple feeds	Separator gap not set properly. Media stuck together. Side Guides too close to media.	Adjust Separators to thickness of media. Fan media before loading in Printer. Push Side Guides away from media.
Failure to feed	Side Guides too close to media. No power to Printer. Feed gap too tight. Feed gap too loose. Material is out of specification. Motor on, Feed Rollers not turning. Clutch not engaging. Motor failure. No power.	Readjust Side Guides. Check that power buttons are ON (Control Panel and Main Power) and that power cord is plugged in. Adjust Separator to thickness of media. Adjust Separator to thickness of media. Maximum thickness: 0.020". Check for broken Drive Belt and replace. Check for loose set screws on Drive Pulley or Belt Drive Roller Pulley. Replace Clutch. Check that motor is receiving power from power supply. See "Power Problems".
Jams	Paper path obstruction. Paper not loaded properly. Feed Ramp not used properly. Separators improperly adjusted. Media curled or bent. Separators are worn.	Clear jam and remove pieces remaining under Printhead. Instruct operator in proper loading of media. Set Feed Ramp. Adjust Separators to thickness of media. Uncurl media. Replace Separator tip.

PRINTING PROBLEMS

CONDITION	PROBLEM	SOLUTION
Ink Tank installed, no Ink Level indicators in Toolbox.	Ink 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, mis-feeding, etc.)	Wrong interface settings. Static electricity. Dirty Media Sensor.	Check software or database on PC. Close the software and then turn Printer OFF and ON. Clean Media Sensor.
Media jams	Double feeding. Media curled or bent. Media too thin.	Adjust Sheet Separators. Uncurl media. Minimum media thickness: 0.004".
No communication	Improper cabling / connector. Unit not receiving power.	Use Proper cable (see <i>Operator Manual</i>). Check plug connections, ON/OFF switch and fuse on back panel.
Print too light or missing character dots	Clogged or dirty Printhead. Running out of ink.	Check the Printhead. Replace Ink Tanks.
Blurry address 	Image is not sharp.	Clean Printhead using one of the Cleaning Levels in the Driver or Toolbox. Replace Ink Tanks or change printer resolution setting. Check media thickness.
Split line of type Astro Machine Corp. 638 Lively Blvd. Elk Grove Village, IL 60007	A line of type does not match up.	Check media thickness. Minimum thickness: 0.004". Increase resolution of print.
Feeding problems	Double sheets. Media misfeeds.	Adjust Sheet Separators.
Paper Light Flashes	Paper misfeeds.	Press Paper button to feed paper into position for printing.
Cancel Light Flashes	Ink Tank Missing	Install Ink Tank.

MEMJET™ PRINTHEAD

CONDITION	PROBLEM	SOLUTION
Missing parts of letters or text.	Air and bubbles blocking nozzles. Printhead is dry.	Clean Printhead using recirculation, priming or cycles of depriming and priming found in the Driver or Toolbox. Rehydrate Printhead by wiping with distilled water and a wet, clean, lint-free cloth. NOTE: Bubbles often disappear with printer use.
Print shows regularly missing or misdirected nozzles or ink color mixing.	Debris on Printhead.	Clean Printhead using one of the Maintenance Levels. Wipe Printhead manually with distilled water and a wet, clean, lint-free cloth. Replace Printhead.
Ink mixing – Mixed or muddy colors.	Ink flooding, air in the Printhead or a dirty Printhead.	Clean Printhead using one of the Cleaning Levels in the 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 the Printhead. Replace the 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.

MEMJET™ PRINT ENGINE MPCA

LABEL	COMING FROM	DESCRIPTION
J1002	Driver Printed Circuit Assembly (DPCA)	Power Supply.
J551	Interface board	Clutch Control.
J703	Interface board	Feeder Sensor Control.
P2004	Feeder Encoder Reader Board	Feeder Encoder Control.
P2002	Lower Clamshell	Service Station Home Sensor, Service Station Index Sensor, Service Station Lifts Up Sensor, Exit Sensor, Entry Sensor, Black Mark Sensor, Clamshell Open/Closed Switch.
P2006	Driver Printed Circuit Assembly (DPCA)	Motor PWM Control/Encoder signals for (a) Print Engine Paper Motor, (b) Print Engine Pump Motor, (c) Feeder Motor, (d) Wiper Motor
J35	Control Buttons	Power/Paper/Cancel Buttons/LED
P1	Pen Driver Printed Circuit Assembly (PPCA)	Printhead QAI Bus and 2.5 VDC QAI power, 3.3 VDC logic power for Printhead, VPOS enable & VPOS power good signal, DOUT from Printhead, Printhead reset lines, 5 VDC power for current sense buffer, analog current sense line from PPCA, pushbutton (2) inputs to PPCA.
P2005	Ink level PCA, Pinch Valve, Ink Cartridge QAI interfaces	Ink Level Optical Sensors, Print Engine Accelerometer (level sense), Pinch Valve Actuator and Position Sensors, Ink Cartridge QAI, Temperature Sensor.
P2003	Service Station Lifter Motor & Encoder, Service Station Translation Motor	Service Station Lifter Arm and translation drive signals.
J20	Pen Driver Printed Circuit Assembly (PPCA)	Primary 24 VDC supply to PPCA.
J2001	Upper Clamshell	Printhead Latch solenoid, Printhead Latch Open/Closed Sensor, Label Gap IR transmitter LED.
J1000	Power Button	ON/OFF Switch.
J250 (CAT-5)	PPCA	Data input to Printhead.
J260 (CAT-5)	PPCA	Data input to Printhead.

SERVICE STATION

CONDITION	PROBLEM	SOLUTION
Motor stalls	Jammed gear train due to broken post or improperly seated gears. Squeegee blade wedged, not seated properly. Debris build-up on blade and rollers, increasing friction. Bad motor.	Check each of the possible causes and correct if possible: reseat gears and/or squeegee, clean debris from blade and rollers. Retest. If motor is still stalled, <i>replace motor</i> .
Color mixing	Wiper Roller saturated. Squeegee blade is wedged, not seated properly or bowed.	If saturated, clean or replace Roller. Reseat squeegee. If squeegee is bowed, <i>adjust squeegee blade</i> .
Service Station cannot be removed from Print Engine	Wiper Roller Latches not completely closed when Station was installed. Latches hooked on bottom of paper path.	Carefully unhook Latches from bottom of paper path and re-lock correctly.

SOFTWARE PROBLEMS

Refer to the manual for the application software being used.



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