

Summary of Error Codes

Breakdown of Error Codes

Error Codes 0 - 254 are machine generated error messages. These messages are reported by the **PRINTER** as an error and should be used for technical feedback purposes. The **PRINTER** stores the latest 24 error codes. Three types of Error conditions exist in the above range:

- Interface (Error Codes 0-42) - The error number is transmitted to the host to tell the user of the pending problem condition. Recovery from these error conditions is controlled by the host system. For a table of these error codes, see SM 1-55.
- Electrical/Mechanical (Error Codes 134-192) - These resettable error conditions might be resolved by clearing the problem condition and then initializing the **PRINTER** again by opening/closing the **FRONT DOOR**. For a table of these error codes, see SM 1-56.
- Fatal (Error Codes 202-254) - These errors require a complete **PRINTER** power down followed by initialization to clear the error. For a table of these error codes, see SM 1-58.

Error Codes in the 300 and 500 series are used for technical feedback purposes only. The error code number itself is not reported by the **PRINTER**. For this portion of the troubleshooting guide, see the description of the problem rather than the error code number. For a table of these error codes, see SM 1-60.

Table 1-2 Interface Error Codes

Error Code	Description	Refer to Section
0	"No Error"	---
1	"Unknown error"	---
2	"Command not implemented yet."	---
3	"DMA read failure."	10 CARD CAGE, SM 10-4
4	"DMA read timeout."	10 CARD CAGE, SM 10-4
5	"DMA write failure."	10 CARD CAGE, SM 10-4
6	"DMA write timeout."	10 CARD CAGE, SM 10-4
8	"Door open."	6 DONOR TRANSPORT, SM 6-4
11	"Not a command or command not now valid."	---
12	"Command not valid for current machine configuration."	---
13	"A necessary preceding command has not been issued."	---
14	"Failure of PRINTER to read or write the bus."	---
15	"Command buffer overflow."	---
16	"Parameter format error."	---
17	"FINISHER and/or print head not heated for printing - wait and try again."	8 FINISHER, SM 8-4
19	"Selected Receiver Size not in printer."	2 RECEIVER TRAY, SM 2-2
20	"Selected RECEIVER type not in printer."	2 RECEIVER TRAY, SM 2-2
21	"Error in parameter list."	---
31	"Invalid intel hex record."	---
32	"Annotation string size too large."	---
33	"Bad character found in font prompt."	10 CARD CAGE, SM 10-4
42	"RECEIVER tray is not present or fully inserted."	2 RECEIVER TRAY, SM 2-2

Electrical/Mechanical Error Codes 134 - 192

Table 1-3 Electrical/Mechanical Error Codes

Error Code	Description	Refer to Section
134	"FINISHER not ready to eject."	8 FINISHER/EXIT, SM 8-4
135	"FINISHER driver is shorted and FINISHER is hot."	8 FINISHER/EXIT, SM 8-4
136	"FINISHER element is open and FINISHER is cold."	8 FINISHER/EXIT, SM 8-4
139	"Invalid media for request printer operation."	6 DONOR TRANSPORT, SM 6-4
144	"Failure to find yellow or clear donor."	6 DONOR TRANSPORT, SM 6-4
145	"Failure to find magenta donor or an invalid color printing command was attempted on a black and white printer."	6 DONOR TRANSPORT, SM 6-4
146	"Failure to find cyan or black donor or an invalid color printing command was attempted on a black and white printer."	6 DONOR TRANSPORT, SM 6-4
147	"Donor motion failure."	6 DONOR TRANSPORT, SM 6-4
148	"Donor motion sensor stuck on."	6 DONOR TRANSPORT, SM 6-4
152	"Timeout with head over temperature."	7 THERMAL PRINT HEAD, SM 7-
153	"RAM backup battery has expired."	10 CARD CAGE, SM 10-4
160	"RECEIVER at clamp sensor after init."	4 FRAME/URGE, SM 4-4
161	"Failure to clear FINISHER entrance."	8 FINISHER/EXIT, SM 8-4
162	"Failure to sense RECEIVER at exit."	8 FINISHER/EXIT, SM 8-4
163	"Failure to clear RECEIVER from exit."	8 FINISHER/EXIT, SM 8-4
164	"Receiver not moving after pick."	4 FRAME/URGE, SM 4-4
165	"No RECEIVER AT CLAMP (out of media), RECEIVER not picked."	3 PICKER, SM 3-3 4 FRAME/URGE, SM 4-4
166	"No RECEIVER at FINISHER entrance."	5 DRUM POSITION, SM 5-3 8 FINISHER/EXIT, SM 8-4
167	"RECEIVER MOTION SENSOR stuck on."	4 FRAME/URGE, SM 4-4
168	"RECEIVER at clamp and in FINISHER."	4 FRAME/URGE ASSEMBLIES 5 DRUM, SM 5-3
169	"RECEIVER picked but not clamped."	4 FRAME/URGE, SM 4-4 5 DRUM SM 5-3
180	"DRUM ENGAGE SENSOR stuck blocked."	5 DRUM SM 5-3
181	"DRUM ENGAGE SENSOR stuck open."	5 DRUM SM 5-3
182	"DRUM HOME SENSOR stuck blocked."	5 DRUM SM 5-3
183	"DRUM HOME SENSOR stuck open."	5 DRUM SM 5-3
184	"DRUM HOME SENSOR stuck open."	5 DRUM SM 5-3

Table 1-3 Electrical/Mechanical Error Codes - Continued

Error Code	Description	Refer to Section
185	"DRUM HOME SENSOR blocked at initialization."	5 DRUM SM 5-3
190	"Failure to determine 50 or 60 hz line frequency."	9 POWER DISTRIBUTION, SM 9-3
191	"DSP timeout."	10 CARD CAGE, SM 10-4
192	"DSP enable trap."	10 CARD CAGE, SM 10-4

Table 1-4 Fatal Error Codes

Error Code	Description	Refer to Section
202	"Full frame buffer not found."	10 CARD CAGE, SM 10-4
205	"Real Time Clock - Invalid data."	10 CARD CAGE, SM 10-4
206	"DSP printing before print requested."	10 CARD CAGE, SM 10-4
207	"SCSI hardware knowledge timeout."	10 CARD CAGE, SM 10-4
208	"SCSI power up failure."	10 CARD CAGE, SM 10-4
209	"SCSI device number invalid."	10 CARD CAGE, SM 10-4
210	"DSP data memory write/read test failed."	10 CARD CAGE, SM 10-4
211	"DSP program memory read test failed."	10 CARD CAGE, SM 10-4
212	"DSP scratch memory write/read failed."	10 CARD CAGE, SM 10-4
213	"DSP address generator test failed."	10 CARD CAGE, SM 10-4
214	"DSP arithmetic logic unit test failed."	10 CARD CAGE, SM 10-4
215	"DSP multiplier accumulator test failed."	10 CARD CAGE, SM 10-4
216	"DSP shifter test failed."	10 CARD CAGE, SM 10-4
217	"DSP to FIFO write/read test failed."	10 CARD CAGE, SM 10-4
218	"SCSI hardware not verified."	10 CARD CAGE, SM 10-4
219	"SCSI read or write failure."	10 CARD CAGE, SM 10-4
220	"Head temperature control error."	7 THERMAL PRINT HEAD, SM 7-3
221	"Head is too hot."	7 THERMAL PRINT HEAD, SM 7-3
222	"Head is too cold."	7 THERMAL PRINT HEAD, SM 7-3
223	"FINISHER not operating."	8 FINISHER/EXIT, SM 8-4
224	"FINISHER temperature out of range."	8 FINISHER/EXIT, SM 8-4
225	"CPU to FIFO write/read test failed."	10 CARD CAGE, SM 10-4
226	"DSP trap signal test failed."	10 CARD CAGE, SM 10-4
227	"DSP PHM register test failed."	10 CARD CAGE, SM 10-4
228	"DSP not responding to reset command."	10 CARD CAGE, SM 10-4
229	"FIFO not returning to idle state after timeout."	10 CARD CAGE, SM 10-4
230	"DSP not responding to command request."	10 CARD CAGE, SM 10-4
231	"FIFO addressing error."	10 CARD CAGE, SM 10-4
232	"EEPROM signature bytes not present."	10 CARD CAGE, SM 10-4
233	"EEPROM write failed."	10 CARD CAGE, SM 10-4
234	"EEPROM checksum does not match EEPROM data."	10 CARD CAGE, SM 10-4
235	"EEPROM write attempted outside of valid read/write area."	10 CARD CAGE, SM 10-4

Table 1-4 Fatal Error Codes - Continued

Error Code	Description	Refer to Section
236	"HEAD checksum fault."	10 CARD CAGE, SM 10-4
237	"EEPROM map version error."	10 CARD CAGE, SM 10-4
238	"Head A to D value out of range."	10 CARD CAGE, SM 10-4
250	"Power failure Non maskable interrupt."	10 CARD CAGE, SM 10-4
251	"Frame buffer problem - Non maskable interrupt."	10 CARD CAGE, SM 10-4
252	"Planer problem - Non maskable interrupt."	10 CARD CAGE, SM 10-4
253	"System exception."	10 CARD CAGE, SM 10-4
254	"Real time clock update timeout."	10 CARD CAGE, SM 10-4

Print Quality Error Codes 300 - 324

Table 1-5 Print Quality Error Codes

Error Code	Description
300	The display has no image after the printer is energized.
301	Display does not go past the copyright screen.
302	Skew causing edge damage.
303	One or more of the THERMAL PRINT HEAD quadrants are not printing.
304	Excessive STEPPER MOTOR noise.
305	RECEIVER or TRANSPARENCY Curl
306	Banding
307	Chatter
308	Woodgrain
309	Image folded at lead edge
310	Incorrect border size (top/bottom)
311	Incorrect border size (right/left)
312	Pops
313	Image damaged at lead edge
314	Other edge damage
315	Stretch
316	Goldtone
317	Blisters
318	Deflector bumps
319	Registration
320	Scratches (as Print is leaving Printer)
321	Dirt
322	Light printing
323	DOOR LATCH binds
324	DOOR binds