

Deskjet 500 Manual



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The Printer contains an internal Troubleshooting procedure which Quality or Line Quality defects. If Print Quality is poor before the Troubleshooting procedure should be performed which will For information on solving Print Quality problems see Chapter 6 . Print Quality. The Printer does not Power ON Interconnect PCA. Also make sure that the FrontPanel cable is not Cover Sensors are not Working The Line Sensor has Problems Detecting Media NonHP media. Try loading white HP media in to the Printer and Clean the Print Platen. Replace the Carriage. HP DesignJets 500 and 800 Series Printers Service Manual 13. Troubleshooting PaperAxis Shutdowns. A Paper Axis shutdown can happen when the Printer detects that Drive Roller. The reasons for the Paper Axis shutdown, and their solutions, are Printer will move the Motor backwards and forwards and Motor responded to the force. If the Paper Axis Motor did not Roller, are not turning. This problem could be caused either by Remove the obstacles if necessary. Transmission Gears are damaged. If the Gears are damaged, Remove the obstacles if Roller is damaged. If the Drive Roller is damaged, replace the Drive Roller is working, the sheet will be loaded correctly, and Media Sensor. Therefore the problem must be the Encoder. Sensor and the solution would be to replace the Encoder Sensor Troubleshooting. Problems with the Vacuum Fan. If you have problems loading either Roll or Sheet Media, then there To verify if there really is If the Vacuum Fan holds the Vacuum suction much lower at high altitudes. Sometimes, at high altitudes, the vacuum force holding down the The solution to this would be to change the Vacuum force by This can be done via the front panel. HP DesignJets 500 and 800 Series Printers Service Manual 15. Printers. Color differences between one image printed on the HP DesignJet This color variability among Banding at variable extreme environmental conditions.

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Since the Accuracy Calibration has been done at normal Roller does not correspond to the same conditions that the To solve the problem, try the following Troubleshooting. The Priming Procedure Fails. When the customer first receives the Printer, it is supplied with a set These Startup Printheads are used for the priming of the tubes in When the Printer is powered ON for the first time, the Printer will Without the priming The initial startup assumes that the Startup Printheads are installed, If normal Printheads are installed during It will then request the. User to install the Startup Printheads. Also the Printer will request the User to install the Ink Cartridges if If the Ink Cartridges contain less Normally with a new Printer this Once the Printer assumes that the Startup Printheads and Ink Cartridges If the priming process is completed successfully, the Printer will Once the priming process has started, it can fail due to 2 different ON and OFF several times with the Ink Cartridges installed since Even if the priming process fails, the Printer will try to verify Carriage to the access position and you will see the following. HP DesignJets 500 and 800 Series Printers Service Manual 17. Troubleshooting Unable to prepare Open window to check. SETUP printheads. Open the Window and you will see the following message on the. Front Panel Menu. Back. Enter. Check for ink. Open the Carriage Cover and check if there is ink inside the Startup. Printheads. On the Front Panel you will see the following question Startup Printheads were filled with ink or not. Are all printhead windows ALL with some ink. NOT all with ink. Menu. If there is ink in all of the Startup printheads, the Printer considers If you select NOT all with ink the Printer will react differently Troubleshooting. NOTE If you need to reseal the Startup Printheads, make sure you re In this situation, the problem could be NOTE The last 2 cases will be more obvious because there will be a lot Remove the Ink.

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Cartridges and release the Tubes Bracket from the Ink Supply. Station and check if there is ink in this area. For more information on this problem, refer to System Error 9310 HP DesignJets 500 and 800 Series Printers Service Manual 19. Using the Power Switch LED to Troubleshoot. In certain circumstances the LED located in the power switch You should only use the LED to troubleshoot when the Printer The LED may flash in other Check that power cord is connected correctly to the

Printer and to Switch to the ON position. LED is ON all the time This indicates that the Main PCA is. LED is Flashing continuously A problem has been detected with the Try resending the firmware upgrade file. LED Flashes twice every few seconds The Printer cannot detect Troubleshooting Try the following Electronics Module and to the Interconnect PCA. LED Flashes 3 times every few seconds The Printer cannot Try the following LED Flashes 4 times every few seconds This indicates that the. LED Flashes 5 times every few seconds This indicates that the. HP DesignJets 500 and 800 Series Printers Service Manual 111. Using the BootUp Sequence to Troubleshoot. When you Power On the Printer, the Printer performs the Boot Up During the first phase of the Bootup sequence all the squares turn If for some Switch the Printer. On again and check if the initialization sequence is successful. During the second phase of the Bootup sequence all the squares In normal circumstances, if a component fails The following information Initializing various components of the Main PC A. Initializing various components of the Main PC A. Initializing a portion of the Firmware. Initializing various components of the Main PC A. Troubleshooting. Initializing the User Interface Front Panel menus. Initializing the Formatter. I I Initializing the communication between Main PCA and Formatter. End of initialization sequence.

If the Printer fails to initialize completely because of a System Error This will give you HP DesignJets 500 and 800 Series Printers Service Manual Troubleshoot. In certain circumstances the LEDs located in the Formatter or HP Accessory Card LEDs on the Formatter. Accessory Card is alive. If it stops flashing, it means that the. The green LED indicates that there is power being supplied to the Troubleshooting. If the green LED is NOT lit and the. LED in the Power Switch is ON, then it could mean that the BUT leaving the LAN Card installed if available. Switch the. Printer ON. If the Printer powers up correctly and the LAN Card Switch the Printer ON and If the green LED is lit, then switch the Printer OFF and install the. LAN Card in the vacant slot. Switch ON the Printer and check if the. LAN Card works properly. If the LAN Card does NOT work, then Switch ON the. Printer and check if it initializes completely. If it initializes correctly HP DesignJets 500 and 800 Series Printers Service Manual 115. Troubleshooting System Error Codes. Accessing the Error Log Utility 25 System Error Codes. System error codes are hexadecimal based numbers generally The following pages contain a list Only try one recommended action Continuable and NonContinuable Error Codes. Some of the Error Codes are continuable, which means you can Printer. NonContinuable Error Codes do not allow you to continue If the Error Code Even though the customer can continue working with a. Continuable Error Code, an onsite visit should still be planned System Error Codes consist of 4 digits which explain which The following table explains the first 2 digits of the System Error Code. Code System Error Codes. Code HP DesignJets 500 and 800 Series Printers Service Manual Code The following table explains the last 2 digits of the System Error Code. Code. Recovery Action. Response Possible for OnSite System Error Codes.

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