

6. What to Do If...

This section describes error messages that may appear on the display and how to resolve problems that can occur during operation.

6-1 What to Do If...

The machine doesn't run

The power does not switch on.

Is the main power switched on?

If the power does not come on when you press the [POWER] key, the main power at the back of the machine may not be switched on. Make sure the main power is switched on, then press the [POWER] key again.

Printing doesn't start when data is sent.

Are the network settings correct?

Make sure there are no errors in the network settings. For more information about making the connection to a network, see "Roland PrintServer Network Settings Guide."

Has media been loaded (the SETUP LED is lit)?

If the SETUP LED is not illuminated, make sure the media is loaded correctly and press the [SETUP] key to illuminate the SETUP LED.

Is the top menu displayed?

If the top menu isn't displayed, printing doesn't start even when data is sent from the computer. Press the [SETUP] key, and display the top menu.

Top menu

W 1234 mm	L ----- mm
-----------	------------

Is the PAUSE LED illuminated?

If the [PAUSE] key has been pressed and the PAUSE LED is lighted, the unit has been paused.

To resume printing or cutting, press the [PAUSE] key again. The PAUSE LED is extinguished, and printing or cutting resumes.

To terminate printing or cutting, first stop the transmission of printing or cutting instructions from the computer to this machine. Then press the [SETUP] key. Hold down for about 1 second. This deletes the printing or cutting instructions that have already been sent from the computer to this machine, and printing or cutting is stopped.

Has ink run out?

When printing or cutting data is sent while the screen shown in the figure is displayed, a message appears and a warning beep sounds.

At the same time, operation pauses. When the ink cartridge is replaced with a new one, printing or cutting starts.

1	2	3	4	5	6
7	8	9	10	11	12

This screen show 1 and 7 is run out.

Clean, attractive printing is impossible

■ If drop-out occurs with printed images.

Clean the printing heads (see "4-1 Cleaning the Printing Heads").

■ The printed images are not clean.

Clean the platen and pinch rollers. (see "4-4 Other Cleaning Tasks")

■ The printing heads scrape the surface of the media.

Is the loaded media very thick?

If media feed is not smooth because the media catches on the head, then adjust the height of the printing heads (see "2-3 Loading Media -- When Loading Thick Media (Only When printing)").

When the height of the printing head has been adjusted, it is necessary to perform bidirectional correction. For more information about bidirectional correction, see "3-5 Making Corrections for Printing -- Bidirectional Correction".

If you are using media that becomes uneven when printed, then perform unidirectional printing. With unidirectional printing, unevenness is less conspicuous than bidirectional printing.

Also, if the printing heads scrape the media even when the heads are raised, then do not use that media.

Doing so may not only cause paper jams, but may soil the media (the printing surface) and impair printing accuracy.

■ The results of printing are coarse.

Has feed correction been performed?

Correcting the amount of feed improves the dot-positioning accuracy in the feed direction, which can help enhance image quality.

If the type of media was changed, refer to "3-5 Making Corrections for Printing -- Feed Correction" and perform correction for feed.

Has bidirectional correction been performed?

If misalignment like in the example occurs when performing bidirectional printing, then carry out correction at the [BIDIRECTION] menu (see "3-5 Making Corrections for Printing -- Bidirectional Correction").

Be sure to make this setting when you have replaced the media with a different type, or if you have adjusted the head height and printing is misaligned.

[EXAMPLE]



OK: Correct



Not OK: Single lines not produced

■ The printing length is not accurate

Is the loaded media very thick?

To correct the amount of feed, refer to "3-5 Making Corrections for Printing -- Feed Correction" and make the correction to match the media you're using.

During printing, ink drips from the printing carriage and soils the media (the printing surface)

The following may cause ink to drip on the media during printing.

- Dust or fiber-containing grime around the heads may have absorbed ink.
- The heads scraping the media may have caused ink to fail to be discharged, resulting in ink buildup in the heads.

If this happens, refer to "4-2 Cleaning Using the Cleaning Kit" and clean the heads.

We recommend carrying out periodic head cleaning.

Also, before you start printing, perform a printing test to make sure there is no dot drop-out.

Printing goes beyond the loaded media

Has the media been loaded at an angle?

If the loaded media is not straight, it may extend outside the printing or cutting area.

Refer to "2-3 Loading Media" and load the media correctly.

Media feed is not smooth (slippage occurs)

Is thick media being used?

If the surface of the media rubs against the printing heads and smooth feed is impossible, then adjust the height of the printing heads (see "2-3 Loading Media -- When Loading Thick Media (Only When Printing)").

When the height of the printing head has been adjusted, it is necessary to perform bidirectional correction (only when performing bidirectional printing). For more information about bidirectional correction, see "3-5 Making Corrections for Printing -- Bidirectional Correction."

If using sheet media, does the loaded media contact areas such as the stand's media flange?

If the sheet media contacts the media flange or the like at the back of the unit, shift the retainer to a location where the media doesn't make contact.

If the media touches an obstruction while printing is in progress, normal media feed is not performed, and image quality may suffer or the media may jam.

Is the sheet media loaded at an angle? Are the left and right edges of the media not straight?

If the media is loaded at an angle or if the left and right sides of the media are not cut straight, the location of the edges may shift as feed is carried out. This may cause the media to rub against the inner side of this machine or be displaced from the printing or cutting area.

Is the roll media loaded correctly?

If the roll media is not loaded correctly, the media may come loose or advance at an angle. Refer to "2-3 Loading Media -- Loading Roll Media" and load the media correctly.

The printing and cutting positions are not aligned

Is the media loaded correctly?

If the media is not loaded correctly, the media meanders as it is fed, and the printing and cutting positions become misaligned. Refer to the section "2-3 Loading Media" and load the media correctly.

The positions are not aligned even when [AUTO] in [PRINT-CUT ADJ.] is executed.

Depending on the type of media, automatic detection of square marks may not be possible.

In such cases, perform the alignment manually. (Refer to "3-6 Making Corrections for Printing and Cutting -- Adjusting Manually")

The printing and cutting positions in direction of carriage movement are misaligned.

The printing length in the carriage direction may change depending on the operating environment (temperature and humidity). Execute [ENV. MATCH] to adjust the machine to match the operating environment. (Refer to "1-5 Switching On the Power for the First Time -- Step 3 : Match the Machine to the Environment Where Installed")

Is the offset value for [CUTTING ADJ.] something other than zero (0)?

When you're performing printing and cutting, use a value of "0" in the menu of [CALIBRATION] - [CUTTING ADJ.].

Are you using media that exhibits large expansion and contraction?

When you're performing printing and cutting, misalignment occurs if the media expands or contracts. If this happens, try performing printing with crop marks, then setting the base point and one or more align points and performing cutting. This corrects for expansion and contraction of the media.

Automatic setting of the base point and the align point was performed, but the positions are not aligned.

Depending on the type of media or lamination, automatic detection of crop marks may not be possible. In such cases, set the base point and align point manually. (Refer to "2-7 Reloading the Media and Performing Cutting -- Aligning Manually")

The media becomes jammed

■ If [MOTOR ERROR : TURN OFF POWER] appears and operation stops

Follow the steps below to clear the error.

- 1** Press the [POWER] key to switch off the sub power.
- 2** Remove the jammed media. Cut off any creased or torn portions.
- 3** Press the [POWER] key to turn on the sub power.
- 4** Correct whatever caused the media to jam.
(For example, if thick media has been loaded, then adjust the height of the printing heads.)
- 5** Load the media and carry out setup.
- 6** Press the [CLEANING] key to perform head cleaning and a printing test (see "4-1 Cleaning the Printing Heads").
- 7** Send the printing or cutting data and perform printing or cutting.



Point

Jammed media may damage or soil the printing heads. Be sure to perform head cleaning first before sending the printing data.

What to Do If the Printing Carriage Does Not Operate

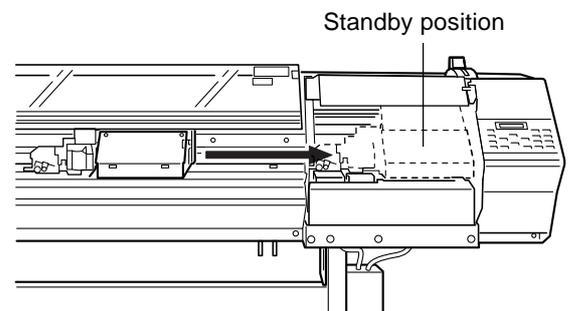
During operation, if for some reason the printing carriage does not return to the standby position, then following the procedure, cap the printing heads, and contact your authorized Roland DG Corp. dealer or service center.

If the printing carriage is allowed to stand for a prolonged period with the printing heads uncapped (that is with the printing carriage over the platen), the heads may become clogged or even damaged.

Capping the Printing Heads

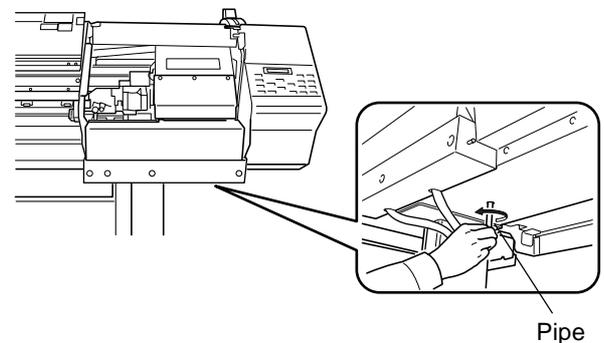
- 1 Make sure the main power is switched off, then open the cover on the right side of the machine.

- 2 Open the front cover and move the printing carriage to the standby position by hand.



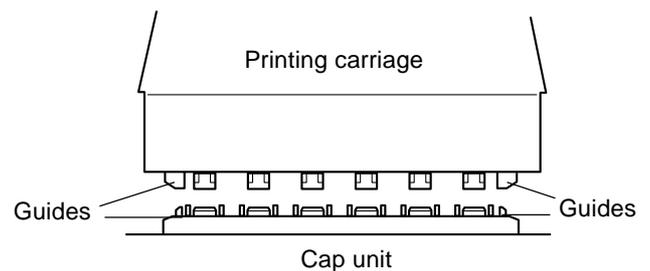
- 3 Insert the oval end of the pipe included with the machine into the hole in the bottom of the machine, then rotate the pipe.

The cap unit rises.

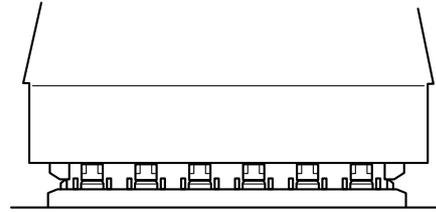


- 4 Align the guides at the two ends of the cap unit with the guides at the two ends of the printing carriage.

Turn the pipe more bring the cap unit close to the printing carriage.



- 5** When the printing carriage comes into contact with the caps, rotate the pipe one or two turns more.



Make sure the printing carriage and the caps are touching, then contact your authorized Roland DG Corp. dealer or service center.

6-2 What to Do If an Error Message Appears

Messages	Meaning	Action
CLOSE THE COVER	An operation command was given while the cover or front cover is open.	Close the cover or front cover.
AVOIDING DRY-UP TURN OFF POWER	The printing head was returned to its standby position to be capped, canceling current printing job. Because emergency stop was effected more than 10 min.	Turn power off by pressing [POWER] key to reset. Interrupted printing is not resumed. Repeat printing from the beginning.
1_ 2■ 3■ 4■ 5■ 6■ 7_ 8■ 9■ 10■ 11■ 12■	Only a small amount of ink remains. * The message at left indicates that there is little remaining ink in the No. 1 and No. 7 ink-cartridge ports.	Replace the empty ink cartridge.
SET SOL CRT. 1 2 3 4 5 6 7 8 9 10 11 12	An ink cartridge was removed. A request to insert an ink cartridge was made from this machine.	Insert the specified ink cartridge.
REMOVE SOL CRT. 1 2 3 4 5 6 7 8 9 10 11 12	A request to remove an ink cartridge was made from this machine.	Take out the specified ink cartridge.
SET SOL CL-LIQUID 1 2 3 4 5 6 7 8 9 10 11 12	A request to insert a cleaning cartridge was made from this machine.	Insert the specified cleaning cartridge.
REMOVE SOL CL-LIQUID 1 2 3 4 5 6 7 8 9 10 11 12	A request to remove a cleaning cartridge was made from this machine.	Take out the specified cleaning cartridge.
SHEET SET ERROR SET AGAIN	<ul style="list-style-type: none"> • The [SETUP] key was pressed even though no media is loaded. Setup was performed with no media at the correct location. • An attempt was made to load media that is too small. • [EDGE SENSE] is set to [ENABLE], but transparent media was loaded. 	<ul style="list-style-type: none"> • Load media at the correct location and press the [SETUP] key again (see "2-3 Loading Media"). Replace with media of loadable size. Wipe off the grime on the reflective tape, then perform setup again. • Replace with media of loadable size. • When using transparent media, set [EDGE SENSE] to [DISABLE] (see "5-2 Description of Menus").
SHEET NOT LOADED PRESS SETUP KEY	Test printing was attempted with no media loaded.	Load the media and try again. Press the [ENTER] key to continue.
PINCHROLL ERROR LOWER PINCHROLL	The [SETUP] key was pressed with the pinch rollers up. The pinch rollers were raised during setup.	Move the sheet loading lever all the way to "LOAD" to lower the pinch rollers, then press the [SETUP] key (see "2-3 Loading Media").
DATA ERROR CANCELING . . .	A problem was found in the data received.	Make sure the cable is attached securely.
SET HEAD HEIGHT TO ***	The head height and the loaded media do not match.	Change the head height to the specified height and press the [ENTER] key.

* [1 2 3 4 5 6 7 8 9 10 11 12] indicate the numbers of the ink-cartridge ports. The character indicating the number of the ink-cartridge port flashes when action is necessary.

[Example]

```
SET SOL CRT.
123456789101112
```

If "4,5,10,11" is flashing:

Install ink cartridges in ink-cartridge ports 4, 5, 10, and 11.

6-2 What to Do If an Error Message Appears

Messages	Meaning	Action
EMPTY DRAIN BOTTLE	Discard discharged ink. * This message appears before operations that will discharge large amounts of ink. There is a chance of discharged ink overflowing if operations are carried out while the drain bottle is full.	Remove the drain bottle from this machine, discard the collected ink, then reinstall the drain bottle. Press the [ENTER] key to continue.
INSTALL DRAIN BOTTLE	Check that the drain bottle is set in position.	Set the drain bottle in place. Press the [ENTER] key to continue.
DO NOT USE MEDIA CLAMPS	Do not use media clamps. *This message appears when position the printing head at 1 (low).	Detach media clamps to the media. Press the [ENTER] key to continue.
SHEET TOO SMALL CONTINUE?	The size of the data is larger than the printing or cutting area of the loaded media.	To continue performing output without correcting this, press the [ENTER] key. At this time, the portion extending beyond the printing or cutting area is not output. To stop output, stop sending data from the computer, then press the [SETUP] key. Make the printing or cutting area wider such as by replacing the media with large media or changing the positions of the pinch rollers, then send the data again.
CAN'T PRINT CROP CONTINUE?	<ul style="list-style-type: none"> The size of the data including the crop marks is larger than the printing or cutting area of the loaded media. The size of the data being output is too small. 	<ul style="list-style-type: none"> To continue performing output without correcting this, press the [ENTER] key. At this time, the portion extending beyond the printing or cutting area and cropmarks are not output. To stop output, stop sending data from the computer, then press the [SETUP] key. Make the printing or cutting area wider such as by replacing the media with large media or changing the positions of the pinch rollers, then send the data again. Make the size of the data at least 40 mm (scanning direction) by 15 mm (feed direction) (1-5/8 in. by 5/8 in.). <p>To continue performing output without correcting this, press the [ENTER] key. At this time, the data output without printing the crop marks. To stop output, stop sending data from the computer, then press the [SETUP] key. Change the size of the data, then send the data again.</p>
MOTOR ERROR TURN OFF POWER	A motor error occurred.	Recovery from this problem is impossible. Use the POWER key to switch the power off and back on again. After rectifying the cause of the error (a media jam or the like), switch on the power. Do not leave the unit with the printing carriage not in standby position.
TEMPERATURE IS TOO LOW	The air temperature where installed is lower than the ambient temperature at which the unit can operate (approx. 5°C (41°F) or more lower).	Recovery from this problem is impossible. Use the [POWER] key to switch the power off. First raise the temperature of the area where installed, then switch on the power.

Messages	Meaning	Action
TEMPERATURE IS TOO HIGH	The air temperature where installed is higher than the ambient temperature at which the unit can operate (approx. 40°C (104°F) or more higher).	Recovery from this problem is impossible. Use the [POWER] key to switch the power off. First drop the temperature of the area where installed, then switch on the power.
CANCELED FOR PROTECTING MOTOR	Continuous operation caused the pump motor to become hot, so operation was paused to prevent damage to the motor.	Press any key to cancel the message. Allow the unit to stand for about 40 minutes, then resume operation.
SERVICE CALL No: * * * *	<ul style="list-style-type: none"> • A problem occurred that resulted in a error that cannot be canceled. • Correct operation became impossible because an error occurred. • The useful life has ended for a component that must be replaced by a service technician. 	Check the number shown on the display, then press the [POWER] key to switch off the power. After you switch off the power, inform your authorized Roland DG Corp. dealer or service center of the number that appeared on the display.
CARRIAGES ARE DISCONNECTED	The cutting carriage or printing carriage are disconnected during printing, and printing cannot continue.	Recovery from this problem is impossible. Use the [POWER] key to switch the power off.
CROPMARK ERROR NOT FOUND	Automatic detection of crop marks by the [AUTO ALIGN] key could not be accomplished.	Load the media at the correct position and perform detection of crop marks again. Depending on the media, it may not be possible to detect crop marks automatically. If repeating automatic crop-mark detection results in an error again, then perform manual crop-mark detection (see "2-7 Reloading the Media and Performing Cutting").
PINCHROLL ERROR INVALID LEFT POS. (or RIGHT)	The [SETUP] key was pressed while the left or right hand pinch roller was at a location where there is no grit roller.	Position the left or right hand pinch roller correctly (above a grit roller), then press the [SETUP] key.