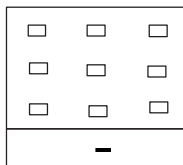


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## Error Codes for the DesignJet 230 and 250C Plotters

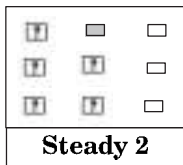
### No LEDs On



If there is no activity at all from the plotter, you may have a power problem. (Troubleshooting ▶ User's Guide, chapter 4.)

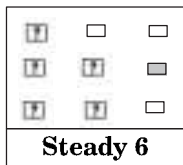
---

### LEDs On (Error Off)



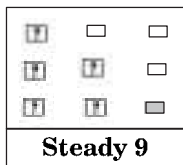
**Cartridges:** One or more of the cartridges is missing or badly positioned. Load or reseal the cartridges. (Instructions ▶ Quick Reference Guide.)

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**Load Media:** No sheet is loaded.

---

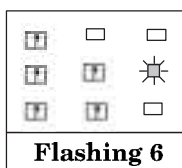


**Ready:** Ready to plot.

Send your plot from your computer or, for a special internal plot, press the appropriate key combination. (Keys ▶ Quick Reference Guide.)

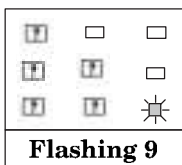
---

## LEDs Flashing



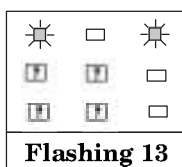
**Load Media:** The plotter has a file in memory, which it is waiting to plot, but no sheet is loaded.

Load a sheet.



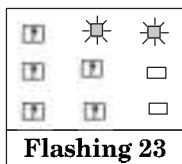
**Ready:** The plotter is busy with a task or is receiving a file.

Wait.



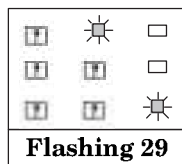
**Paper + Error:** The current plot is too large and does not fit in memory.

- If the plot is a raster plot, try sending it with a **no negative motion** RTL command.
- If it is a vector plot, try using a driver that performs all the rasterization of the plot in the host computer before sending it to the plotter. (See also chapter 5, § *Memory Usage*.)
- Otherwise, add more memory by installing a DRAM SIMM.



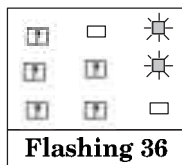
**Cartridges + Error:** One or more of the cartridges missing or making bad contact.

- Remove each cartridge. Ensure that the protective tape has been removed, and look for dirty contacts or wear. Replace each cartridge and run the Black-Cartridge Alignment Procedure. (Instructions ▶ User's Guide, chapter 1.)
- Replace the trailing cable.
- Replace the carriage.
- Replace the electronics module.



**Cartridges + Ready:** The plotter is testing and servicing the cartridges.

Wait.



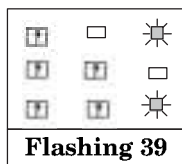
**Error + Load Media:** Media-load error. Try one or more of the following:

- Check that the media is aligned and that the correct media size is loaded. Try to load it again. (Tips ♦ User's Guide, chapter 4, and media-loading guide C3190-90162.) When you begin to load media and push it into the plotter with too much force, too large a buckle forms in the media. The roller is then not able to correctly grasp the media and misaligns it. Instead, load the media so that the sheet buckles only slightly. Neither should you load the media too slowly. Do it in one brisk movement.

- Clear any binding in the media axis. **Caution:** Do not pull media along the carriage axis – you could break the media-sensor flags. • Are both media-sensor flags installed? • Replace the media sensor.

- Reconnect or replace the trailing cable. Make sure that the trailing cable is positioned under the plastic tabs at the back of the carriage cover, and not above them. • Replace the carriage.

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**Error + Ready:** There is a problem with the serial interface. Try one or more of the following:

- Ensure the plotter's settings for baud rate and parity are the same as those of the host computer. To check the plotter settings, use the setup sheet. (Instructions ♦ User's Guide, chapter 1.) • Also check your interface cable and connections. • This error may also occur if you send a drawing for print using a Windows driver when the **Fast Direct to Print** option is turned **OFF** in the Windows Printer Control Panel. You should either turn the **Fast Direct to Print** option **ON**, or send the drawing to a file and print the file from the MS-DOS command line through the serial port. • If the host computer is an HP 712 workstation, you may have some problems using baudrates of 19200 and 38400. Check if recent service notes have a solution. • Check to see if the Plotter or PC is badly configured. • Check for an error in the host computer. • Replace the electronics module.

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## Error LED On

 <b>Steady 34</b>	<p><b>Error + Film:</b> From firmware revision A.01.04 onwards, this combination of LEDs indicates an error in the EEROM.</p> <p>See <b>Steady 135</b>.</p>
 <b>Steady 38</b>	<p><b>Error + Normal:</b> Not enough memory to allocate internal data structures.</p> <ul style="list-style-type: none"> <li>• Turn the plotter off, and then on again to see if the problem disappears.</li> <li>• If the problem remains, consult recent service notes for a possible solution.</li> <li>• If no service note deals with this error, report the problem to your HP Response Center. Note conditions and actions before error occurred. Include setup sheet and service configuration plot in report.</li> </ul>
 <b>Steady 123</b>	<p><b>Paper + Cartridges + Error:</b> Processor fault.</p> <p>Replace the electronics module.</p>
 <b>Steady 135</b>	<p><b>Paper + Error + Fast:</b> Error detected in the EEROM.</p> <p>The possible causes could be: • Power failure during the tests. • Faulty carriage PCA. • Faulty or badly connected trailing cable. • Faulty electronics module. • Plotter is operating very near to powerful electrical motors or machines.</p> <p>For more information ♦ page 8-27, § EEROM Errors. For more precise troubleshooting ♦ page 8-19, § System Errors.</p>
 <b>Steady 136</b>	<p><b>Paper + Error + Load Media:</b> Servo error in the X-axis (media axis). Try one or more of the following:</p> <ul style="list-style-type: none"> <li>• Clear any binding due to a media jam. <b>Caution:</b> Do not pull media along the carriage axis – you could break the media-sensor flags.</li> <li>• Perform the media-axis test and the servo/encoder test to check for problems with the media motor and encoder, and the electronics module.</li> <li>• The media-motor worm and the right drive-roller gear should have grease on them. (Parts: Silicon grease: C3190-60155) • If necessary, remove the right drive-roller gear from the drive roller. Then, if you cannot manually spin the roller, it is probably jammed. • Is the plotter located in an environment of high temperature and humidity? Is this causing deformation (flattening) of the pinch-wheels? • Replace the media motor. • Replace the electronics module.</li> </ul> <p>For more precise troubleshooting ♦ page 8-19, § System Errors.</p>

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Steady 139</b>		

**Paper + Error + Ready:** RS-232-C data overflow. Data byte was not read before another was entered into the UART. Possible causes are:

- Incorrect configuration in communications speed/protocol.
- Incorrect communications cable.
- Error in host computer.
- Faulty electronics module.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Steady 234</b>		

**Cartridges + Error + Film:** Firmware error.

- Turn the plotter off, and then on again to see if the problem disappears.
  - If the problem remains, consult recent service notes for a possible solution.
  - If no service note deals with this error, report the problem to your HP Response Center. Note conditions and actions before error occurred. Include setup sheet and service configuration plot in report.
- For more precise troubleshooting ♦ page 8-23, § System Errors.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Steady 237</b>		

**Cartridges + Error + Special:** Old version of firmware.

This error has occurred in the field when the ROM SIMM at the back of the plotter was not correctly inserted. The plotter did not recognize the presence of the SIMM, and therefore used an old version of the firmware from the in-built ROM on the main PCA. (See page 8-3 for more information.) If correctly inserting the ROM SIMM does not solve the problem, try replacing the electronics module.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Steady 346</b>		

**Error + Film + Load Media:** Servo error in the Y-axis (carriage axis). Try one or more of the following:

- Clear any binding due to a media jam.
  - Turn the plotter off. Manually move the carriage along the carriage axis. Check for any areas where the carriage may be binding.
  - Ensure that the belt and belt pulley are in correct working order. Remove dirt from the pulley that could cause the belt to slip.
  - Perform the carriage-axis test and the servo/encoder test to check for problems with the carriage motor, encoder strip, and electronics module.
  - Remove dirt from the slider rod and chassis beam. Apply oil (Anderol 4068, HP part number: 6040-0858) to the carriage bushings.
  - At high temperatures, and if the fan is not working correctly, the internal resistance of the motor driver may increase, causing a decrease in the voltage between the motor contacts, and a shutdown of the motor.
  - Ensure that the encoder strip is not inverted, damaged or absent.
  - Reconnect or replace the trailing cable.
  - Replace the carriage.
- For more precise troubleshooting ♦ page 8-19, § System Errors.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Steady 349</b>		

**Error + Film + Ready:** Failure of RS-232-C loopback test.

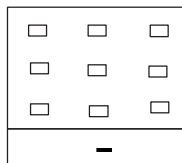
Ensure the loopback connector is the appropriate one. If the problem remains, replace the electronics module.

<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 356</div>	<p><b>Error + Fast + Load Media:</b> Problems in movement in the X-axis (media axis)</p> <p>The possible causes could be: ● Something is causing too much friction in the X-axis. ● Paper jam.</p>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 368</div>	<p><b>Error + Load Media + Normal:</b> Error in X-axis calibration</p> <p>Did you load media in correct orientation? ● Are the marks visible on the plot? If not, check cartridges. ● Are cartridges correctly aligned? If so, the problem may be in the electronics module, media motor or drive-roller gear; if alignment is incorrect, the problem may be in the carriage. There could also be a problem with the line sensor.</p>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 1234</div>	<p><b>Paper + Cartridges + Error + Film:</b> Communication broken between the two processors on the main PCA.</p> <p>Replace the electronics module.</p>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 1238</div>	<p><b>Paper + Cartridges + Error + Normal:</b> Electrical error</p> <p>The possible causes could be: ● Missing or badly seated cartridge. ● One end of the trailing cable is not connected or is badly connected, or the trailing cable is faulty. ● Faulty fan, or fan is disconnected. ● Faulty carriage PCA. ● Faulty electronics module.</p> <p>For more precise troubleshooting ♦ page 8-19, § System Errors.</p>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 1345</div>	<p><b>Paper + Error + Film + Fast:</b> Not enough memory for the sensor data structure.</p> <ul style="list-style-type: none"> <li>● Turn the plotter off, and then on again to see if the problem disappears.</li> <li>● If the problem remains, consult recent service notes for a possible solution.</li> <li>● If no service note deals with this error, report the problem to your HP Response Center. Note conditions and actions before error occurred. Include setup sheet and service configuration plot in report.</li> </ul>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 1346</div>	<p><b>Paper + Error + Film + Load Media:</b> Problems in the free movement of the carriage.</p> <p>The possible causes could be: ● Something is causing excessive friction in the Y-axis (carriage axis). ● The carriage touches the bail as it moves. See also error code <b>Steady 346</b>.</p>

<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 1349</div>	<p><b>Paper + Error + Film + Ready:</b> Failure of centronics READ. Firmware error or faulty electronics module.</p>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 1356</div>	<p><b>Paper + Error + Fast + Load Media:</b> Error in X-axis encoder quadrature (media-axis). Possible causes are:</p> <ul style="list-style-type: none"> <li>• Incorrect routing of the motor cables.</li> <li>• Electrical noise in motors. • Faulty motor encoder. • Motor received an electrostatic discharge while operating.</li> </ul>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 1357</div>	<p><b>Paper + Error + Fast + Special:</b> Contents of the EEROM have been lost.</p> <ul style="list-style-type: none"> <li>• Perform the electrical test. If it fails, the main PCA is faulty.</li> <li>• Don't rule out the fact that any new service test that you perform may corrupt the EEROM.</li> </ul> <p>For more information ♦ page 8-27, § EEROM Errors.</p>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 3456</div>	<p><b>Error + Film + Fast + Load Media:</b> Error in encoder-strip quadrature (carriage axis). Possible causes are:</p> <ul style="list-style-type: none"> <li>• Incorrect routing of the motor cables.</li> <li>• Trailing cable is faulty or badly connected. • Faulty carriage.</li> <li>• Motor received an electrostatic discharge while operating.</li> </ul>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 12345</div>	<p><b>Paper + Cartridges + Error + Film + Fast:</b> Cartridge-alignment firmware error. Try one or more of the following:</p> <ul style="list-style-type: none"> <li>• Turn the plotter off, and then on again to see if the problem disappears.</li> <li>• Ensure that the cartridges are correctly seated. • Replace cartridges.</li> <li>• If the problem remains, consult recent service notes for a possible solution.</li> <li>• If no service note deals with this error, report the problem to your HP Response Center. Note conditions and actions before error occurred. Include setup sheet and service configuration plot in report.</li> </ul>
<div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> </div> </div> <div>Steady 13456</div>	<p><b>Paper + Error + Film + Fast + Load Media:</b> Error in bail-lift mechanism. The bail-lift system is unable to raise or lower the bail. (It is the carriage that tests to see whether the bail is in the correct position by trying to knock against it.)</p> <ul style="list-style-type: none"> <li>• Check the bail-lift system to see if it is working correctly. • Use the bail cycle test to help troubleshoot.</li> </ul> <p>For more precise troubleshooting ♦ page 8-19, § System Errors.</p>

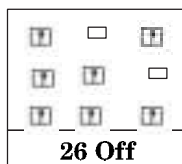
## Error Codes for the DesignJet 330 and 350C Plotters

### No LEDs On



If there is no activity at all from the plotter, you may have a power problem. (Troubleshooting ► User's Guide, chapter 9.)

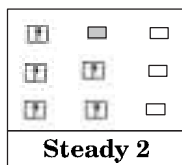
### LEDs Off



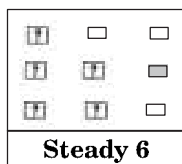
**Load Media + Ready:** Possible causes are:

- Cover is open.
- Plotter is waiting for you to cut the plot. Instructions ► User's Guide, chapter 2.

### LEDs On (Error Off)



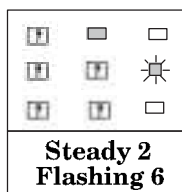
**Load Media:** No sheet is loaded.



**Ready:** Ready to plot.

Send your plot from your computer or, for a special internal plot, press the appropriate key combination. (Keys ► Quick Reference Guide.)

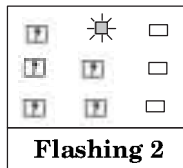
### LEDs Flashing



**Load Media + Ready:** The plotter has a file in memory, which it is waiting to plot, but no sheet is loaded.

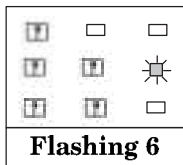
Load a sheet.





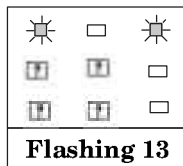
**Load Media:** Media must be re-aligned.

Re-align the media. Instructions ♦ User's Guide, chapter 2.



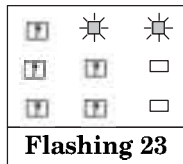
**Ready:** The plotter is busy with a task or is receiving a file.

Wait.



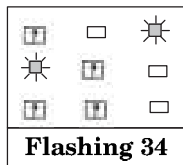
**Plain + Error:** The current plot is too large and does not fit in memory.

- If the plot is a raster plot, try sending it with a **no negative motion** RTL command.
- If it is a vector plot, try using a driver that performs all the rasterization of the plot in the host computer before sending it to the plotter. (See also ♦ chapter 5, § *Memory Usage*.)
- Otherwise, add more memory by installing a DRAM SIMM.



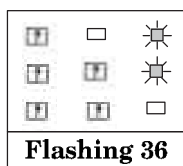
**Load Media + Error:** Media-load error.

- Cover open during start-up.
- Check that the media is aligned and that the correct media size is loaded. Try to load it again. (Tips ♦ User's Guide, chapter 4.)
- Clear any binding in the media axis. **Caution:** Do not pull media along the carriage axis – you could break the media-sensor flags.
- Are both media-sensor flags installed?
- Check for a faulty media sensor.
- Check for a faulty or badly connected trailing cable.
- Check for a faulty carriage PCA.



**Error + Film:** One or more of the cartridges is missing, making bad contact or is of the wrong type. Try one or more of the following:

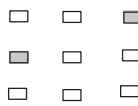
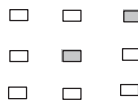
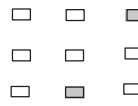
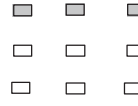

- Remove each cartridge. Ensure that the protective tape has been removed, and look for dirty contacts or wear. Replace each cartridge and run the Black-Cartridge Alignment Procedure. (Instructions ♦ User's Guide, chapter 1.)
- Replace the trailing cable.
- Replace the carriage.
- Replace the electronics module.



**Error + Ready:** There is a problem with the serial interface.

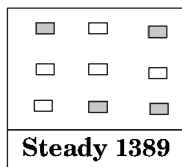
- Ensure the plotter's settings for baud rate and parity are the same as those of the host computer. To check the plotter settings, use the setup sheet. (Instructions ♦ User's Guide, chapter 1.)
- Also check your interface cable and connections.
- This error may also occur if you send a drawing for print using a Windows driver when the **Fast Direct to Print** option is turned **OFF** in the Windows Printer Control Panel. You should either turn the **Fast Direct to Print** option **ON**, or send the drawing to a file and print the file from the MS-DOS command line through the serial port.
- If the host computer is an HP 712 workstation, you may have some problems using baudrates of 19200 and 38400. Check if recent service notes have a solution.
- Check to see if the Plotter or PC is badly configured.
- Check for an error in the host computer.
- Replace the electronics module.

## Error LED On

 <p><b>Steady 34</b></p>	<p><b>Error + Film:</b> DRAM (on-board) or SIMM DRAM failure. See <b>Steady 135</b>.</p>
 <p><b>Steady 35</b></p>	<p><b>Error + Fast:</b> Swath RAM test failure. Replace the electronics module.</p>
 <p><b>Steady 38</b></p>	<p><b>Error + Normal:</b> Not enough memory to allocate internal data structures.</p> <ul style="list-style-type: none"> <li>• Turn the plotter off, and then on again to see if the problem disappears.</li> <li>• If the problem remains, consult recent service notes for a possible solution.</li> <li>• If no service note deals with this error, report the problem to your HP Response Center. Note conditions and actions before error occurred. Include setup sheet and service configuration plot in report.</li> </ul>
 <p><b>Steady 123</b></p>	<p><b>Plain + Load Media + Error:</b> Servo error in the X-axis (media axis). Try one or more of the following:</p> <ul style="list-style-type: none"> <li>• Clear any binding due to a media jam. <b>Caution:</b> Do not pull media along the carriage axis – you could break the media-sensor flags.</li> <li>• Perform the media-axis test and the servo/encoder test to check for problems with the media motor and encoder, and the electronics module.</li> <li>• The media-motor worm and the right drive-roller gear should have grease on them. (Parts: Silicon grease: C3190-60155) • If necessary, remove the right drive-roller gear from the drive roller. Then, if you cannot manually spin the roller, it is probably jammed. • Is the plotter located in an environment of high temperature and humidity? Is this causing deformation (flattening) of the pinch-wheels? • Replace the media motor. • Replace the electronics module.</li> </ul> <p>For more precise troubleshooting ♦ page 8-23, § System Errors.</p>
 <p><b>Steady 135</b></p>	<p><b>Plain + Error + Fast:</b> Error detected in the EEROM. Possible causes are:</p> <ul style="list-style-type: none"> <li>• EEROM model ID not configured. Configure the EEROM with the correct model ID (Instructions ♦ page 8-28).</li> <li>• Power failure during the tests.</li> <li>• Faulty carriage PCA. • Faulty or badly connected trailing cable. • Faulty electronics module. • Plotter is operating very near to powerful electrical motors or machines.</li> </ul> <p>For more information ♦ page 8-27, § EEROM Errors. For more precise troubleshooting ♦ page 8-23, § System Errors.</p>

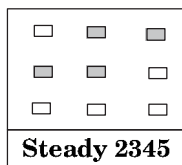
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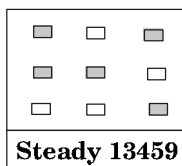
**Plain + Error + Normal + Roll:** Firmware failure (generic).

- Turn the plotter off, and then on again to see if the problem disappears.
  - If the problem remains, consult recent service notes for a possible solution.
  - If no service note deals with this error, report the problem to your HP Response Center. Note conditions and actions before error occurred. Include setup sheet and service configuration plot in report.
- For more precise troubleshooting ▶ page 8-23, § System Errors.
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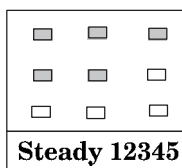
**Load Media + Error + Film + Fast :** Error in Y-axis encoder quadrature (Carriage axis). Possible causes are:

- Broken or damaged encoder strip.
  - Incorrect routing of the motor cables.
  - Electrical noise in motors. • Faulty motor encoder. • Motor received an electrostatic discharge while operating.
- 



**Plain + Error + Film + Fast + Roll:** Cartridge-alignment firmware error. Try one or more of the following:

- Turn the plotter off, and then on again to see if the problem disappears.
  - Ensure that the cartridges are correctly seated. • Replace cartridges.
  - If the problem remains, consult recent service notes for a possible solution.
  - If no service note deals with this error, report the problem to your HP Response Center. Note conditions and actions before error occurred. Include setup sheet and service configuration plot in report.
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**Plain + Load Media + Error + Film + Fast:** Error in bail-lift mechanism. The bail-lift system is unable to raise or lower the bail. (It is the carriage that tests to see whether the bail is in the correct position by trying to knock against it.)

- Check the bail-lift system to see if it is working correctly • Use the bail cycle test to help troubleshoot.
- For more precise troubleshooting ▶ page 8-23, § System Errors.
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