

Firmware Issues

This page describes troubleshooting firmware issues with the Controller and Printer that will not show an error on a controller/printer screen or via a printer stack light.

#	Issue Description	Customer Troubleshooting Steps
F11	Controller GUI out of sync/lagging	<ol style="list-style-type: none">1. Turn the Controller off, and then on again via the power switch on the back of the unit. This will quit any background tasks that might be making the Controller slower.2. If item 1 does not fix the issue, Contact 3D Systems Service.
F12	Printer GUI out of sync/lagging	<ol style="list-style-type: none">1. Turn the unit off, and then on again via the power switch on the top-front of the unit. This will quit any background tasks that might be making the printer touchscreen slower.2. If item 1 does not fix the issue, Contact 3D Systems Service.

