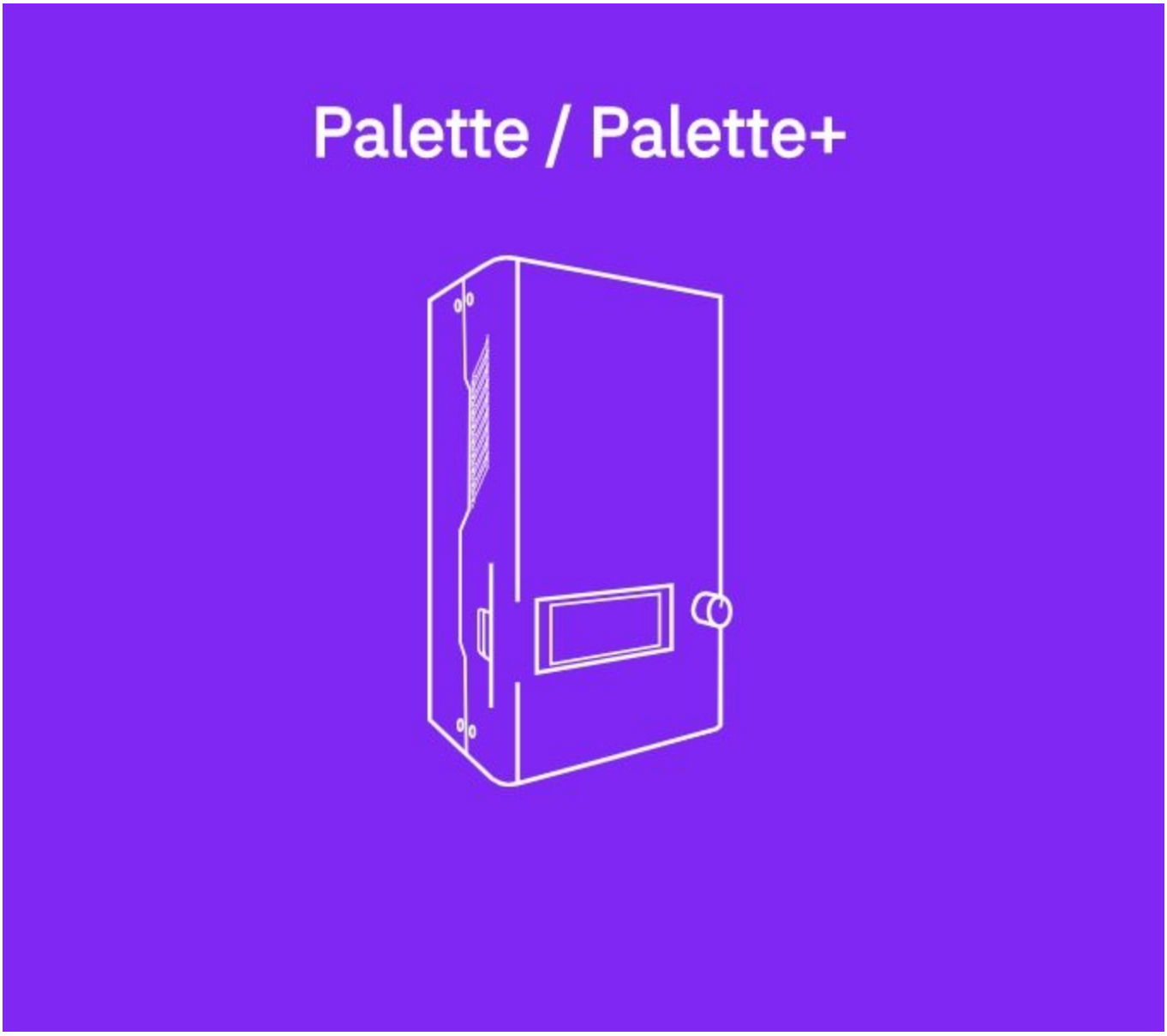
Error 211 - Invalid Splice Distance

This guide will take you through solving error 211 on Palette.

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INTRODUCTION

Error 211 refers to an invalid distance in splice or ping line, which is caused by issues with Palette's memory when reading the positions of the splices from the SD card.

Palette used to read the measurements for the next 100 splices and store those in Palette's memory, and after 100 splices, read the MSF file again for the next 100. However, as we updated firmware and started doing things that took up a little more of Palette's memory, we were using too high of a percentage of Palette's memory, enough to cause occasional 211 errors.

Current versions of our firmware read only the next 5 splices and stores the figures in the memory, meaning Palette now instead reads the SD card more often. We have also found that shorter cables help to pass information through Palette quicker, which help to avoid 211 errors.

Step 1 — Error 211 - Invalid Splice Distance



- If you are experiencing 211 errors, please message us at support@mosaicmfg.com, and we will send you customized cables.
- Once you receive shorter screen cables, please refer to this support article to learn how to replace Palette's screen cables.
- When installing your screen cables, the splicer may have shifted. To fix this, run "Calibration > Splicer Distance" on Palette's screen. This will re-calibrate how much the hot tool moves when splicing. Please run this calibration procedure with Palette's top off so you can visually confirm that the hot tool is moving as you expect.

If you have any questions, please contact us at support@mosaicmfg.com.