

PostBase Ink Cartridge Quick Reference Guide

This is a list of the most common ink cartridge issues.

Changing Ink Cartridges

When the time comes to change the ink, your new package has 2 ink cartridges. Both cartridges need to be replaced at the same time to insure proper operation.

- 1) From the Home screen, press the Menu button
- 2) On the Menu screen you will press the Print System button
- 3) From the Print System menu, select Change Cartridges
- 4) The machine will move the ink cartridges to the front and then the flap will automatically open up. NEVER pry this door open, it will damage the flap sensor, requiring a service call
- 5) Follow the directions on the screen to change the cartridges out
- 6) When you close the door, the machine then calibrates and aligns the cartridges

Poor Quality Impressions

There are a few reasons you may be getting a poor impression, or a partial impression.

- 1) The cartridge need to be cleaned.
 - a) From the Home screen, press the Menu button
 - b) On the Menu screen you will press the Print System button
 - c) From the Print System menu, select Cleaning and follow the on screen directions
- 2) If a regular cleaning has not helped, you can do an intensive cleaning.
 - a) From the Home screen, press the Menu button
 - b) On the Menu screen you will press the Print System button
 - c) From the Print System menu, select Intensive Cleaning and follow the on screen directions
- 3) You may need to do a Manual Cartridge Cleaning to clean the Ink Plug
 - a) This is accomplished by wiping the nozzle plate until ink is drawn out and absorbed into the cloth.
 - b) The cloth must be soft so that it does not scratch the print cartridge. It should be fiber less because small fibers from the cloth can be left behind and block the nozzles of the print cartridge.
 - c) Moisten the cloth with water to prevent scratching the print cartridge. (Scratches on the print cartridge prevent the ink from coming out of the nozzle straight.)
 - d) Distilled water is better than tap water because tap water contains minerals that can leave behind deposits in the chambers. During wiping, the water cleans out the nozzles and the firing chambers. A small amount of water mixes with the ink in the chambers.
 - e) After performing this procedure, you should start to see ink flow on the cloth. Re-install the cartridge(s) and test

For a Complete Detailed Manual, visit the Helpful Info tab on our website Innovative-Office.com