

## **Installation – Cartridge Recognition**

### **Problem:**

After installing the cartridge it was not recognized by the printer.

### **Solution:**

See The Following:

- (1) Verify that the cartridge that you are installing is compatible with your Printer.
  - (a) Use the Product finder on our website
- (2) Verify that all packaging material has been removed (cartridge clip, sealing tape)
- (3) Reinsert the cartridge several times in order to ensure a good connection is being made.
- (4) Clean the contacts on the cartridge using distilled water, and a clean cotton cloth.
- (5) Replace the cartridge through your Rhinotek representative

## **Installation – Printer Communication Error:**

### **Problem:**

When installing the printer the computer does not recognize the new device.

### **Solution:**

- (1) Verify that the printer is plugged in to the wall, and that the power light is on.
- (2) Verify that the connection from the PC to the printer is attached securely on both ends through either a USB, or parallel cable.
- (3) Install the latest driver from the manufacturer's web site.
- (4) Turn your printer off, restart your computer, and turn your printer back on after the computer has restarted completely.
- (5) Verify that there are not any additional copies of your printer listed. If there are additional printers copies look for the copy that has ready listed below the name.
- (6) Reinstall the printer driver
- (7) Contact printer manufacturer for further troubleshooting.

## **Performance – Breaks, or lines in the color.**

### **Problem:**

While printing there are breaks or lines that appear throughout the printed document.  
(HP/Lexmark)

### **Solution:**

- (1) Clean the print head on the cartridge
  - (a) Left click on start, then control panel, then printers and faxes, and then double left click on the icon for your printer.
  - (b) Select printer from the popup menu, then properties towards the bottom of the selection.
  - (c) Select Printing Preferences from the popup menu on towards the bottom of the window, next to print test page. Select service this device from the window.
  - (d) Select Clean print head on the window, a new pop up will open, showing the status of the cleaning. When the cleaning has finished, select print nozzle check page, this will print out a page that contains a series of lines for every color, you are looking for breaks in these lines, if there are breaks in the lines continue cleaning. .
  - (e) Continue the cleaning process for at least three times, if there is no change in the quality of the printer, contact the Quality Control department at (800) 748-6664 ext. 1585.
  - (f) Manually clean the print head on the cartridge.
- (2) Remove the cartridge from the printer, Clean the print head on the cartridge using distilled water, and a clean cotton cloth.
- (3) Replace the cartridge through your Rhinotek representative

### Problem:

While printing there are lines that appear throughout the printed document.  
(Epson/Canon)

### Solution:

- (1) Clean the print head on the cartridge
  - (a) Left click on start, then control panel, then printers and faxes, and then double left click on the icon for your printer.
  - (b) Select printer from the popup menu, then properties towards the bottom of the selection.
  - (c) Select Printing Preferences from the popup menu on towards the bottom of the window, next to print test page. Select service this device from the window.
  - (d) Select Clean print head on the window, a new pop up will open, showing the status of the cleaning. When the cleaning has finished, select print nozzle check page, this will print out a page that contains a series of lines for every color, you are looking for breaks in these lines, if there are breaks in the lines continue cleaning. .
  - (e) Continue the cleaning process for at least three times, if there is no change in the quality of the printer, contact the Quality Control department at (800) 748-6664 ext. 1585 for further assistance.

## **Printer Settings – Printed Color does not match my Screen.**

### Problem:

Printed pages do not match the colors that appear on your monitor.

## Solution:

- (1) Clean the print head on the cartridge
  - (a) Left click on start, then control panel, then printers and faxes, and then double left click on the icon for your printer.
  - (b) Select printer from the popup menu, then properties towards the bottom of the selection.
  - (c) Select Printing Preferences from the popup menu on towards the bottom of the window, next to print test page. Select service this device from the window.
  - (d) Select Clean print head on the window, a new pop up will open, showing the status of the cleaning. When the cleaning has finished, select print Nozzle check page, this will print out a page that contains a series of lines for every color, you are looking for breaks in these lines, if there are breaks in the lines continue cleaning.
  - (e) Continue the cleaning process for at least three times
  - (f) Adjust the color sliders on your machine
  - (g) For assistance locating the color sliders, contact the Quality Control department at (800) 748-6664 ext. 1585.

## Performance – No color shows on the pages that I print:

### Problem:

Printed pages are printing blank, or there is one or more color missing on the prints.

### Solution:

- (1) Verify that the cartridges are moving from side to side while the printer is moving.
  - (a) Not Moving:
    - (i) Check if the printer requires a alignment page to be printed before printing
  - (b) Moving:
- (2) Verify that both cartridges are installed, some printers need only one cartridge installed to print, however the majority need both cartridges.
- (3) Verify that the sealing tape has been removed from the cartridge.
- (4) Check the age of the product
  - (a) Read the Julian date on the cartridge
  - (b) Julian date is printed on a small white or green label, and has a six digit number printed on it.
  - (c) Julian date reads as follows:
  - (d) 045702
  - (e) 045= Days of the year (001-365)
  - (f) 7= Last digit in the year of remanufacturing (0-9)
  - (g) 02= Remanufacturing code for internal use (00-99)
  - (h) Example 045702
  - (i) 045= February 14
  - (j) 7= 2007
  - (k) 02= Remanufacturing code
  - (l) 045702= Remanufactured on February 14 2007 (2-14-2007)
  - (m) Life span of an inkjet cartridge is one year from the remanufactured date.
- (5) Clean the print head on the cartridge

- (a) Left click on start, then control panel, then printers and faxes, then double left click on the icon for your printer
- (b) .Select printer from the popup menu, then properties towards the bottom of the selection.
- (c) Select Printing Preferences from the popup menu on towards the bottom of the window, next to print test page. Select service this device from the window.
- (d) Select Clean print head on the window, a new pop up will open, showing the status of the cleaning. When the cleaning has finished, select print Nozzle check page, this will print out a page that contains a series of lines for every color, you are looking for breaks in these lines, if there are breaks in the lines continue cleaning.
- (e) Continue the cleaning process for at least three times, if there is no change in the quality of the printer, contact the Quality Control department at (800) 748-6664 ext. 1585