UNINET IColor ™

Missing Cartridge, Invalid Cartridge, Incompatible Cartridge, Incorrect Cartridge, Cartridge not installed correctly, or Cartridge Data Error (IColor™ 250, IColor™ 200)

If the cartridge is installed, but this error appears, it may be caused by insufficient contact between the cartridge and the carrier.

Try the following:

A. **Update the firmware** to the latest version via PrintHub > Settings button > Update tab.

B. **Clean Copper Contacts** on the cartridge and the cartridge carrier with isopropyl alcohol.

## C. Check for Pressure Springs

The cartridge lid has two springs that push down a plastic tab on the cartridge to make sure it is in position. Reference the picture to the right and ensure that the springs shown are installed on your printer.
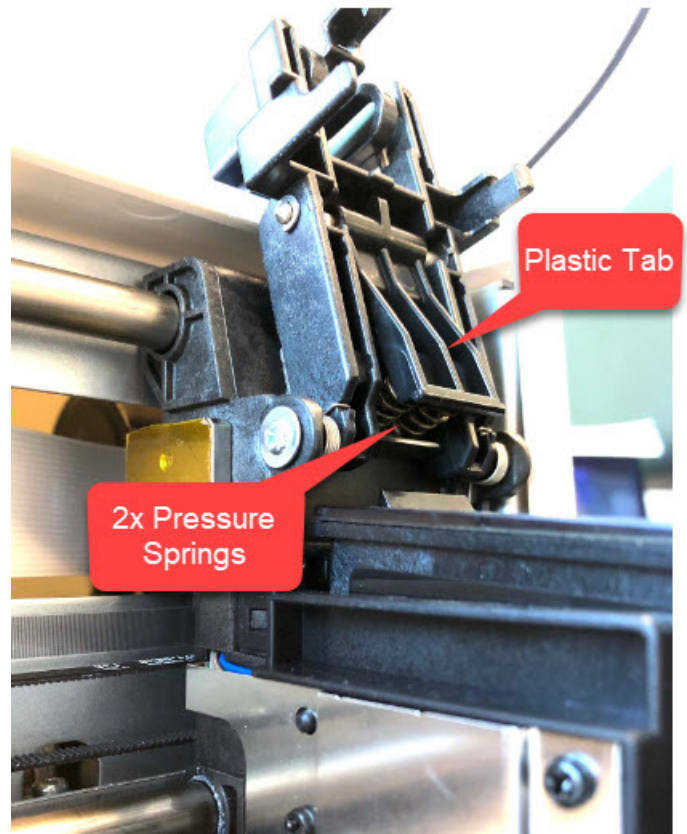
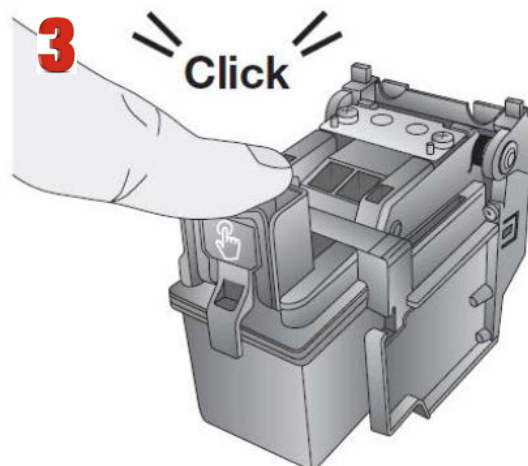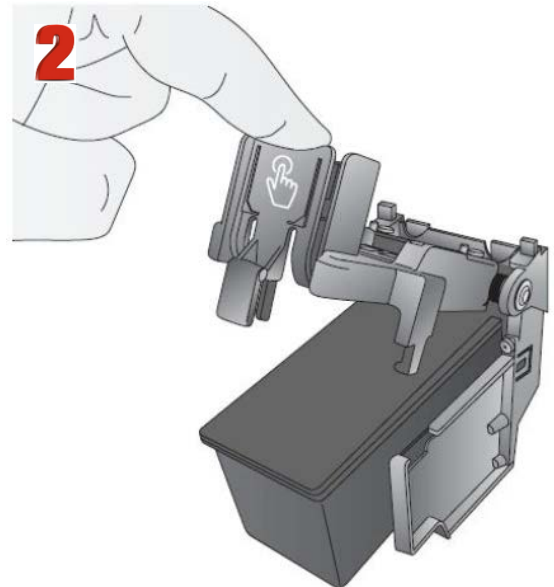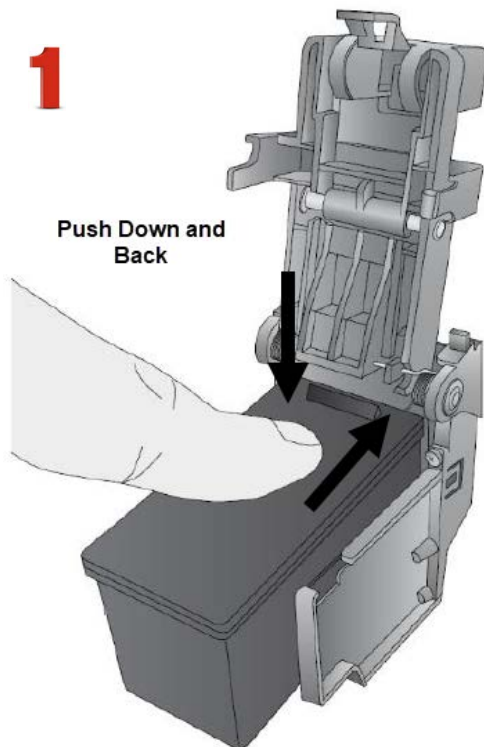## D. Clean the Cartridge Wiper (IColor™ 250 only)

Over time, ink can build up on the cartridge wiper, which can cause clogging and poor printing quality or cartridge recognition problems.

1. Open to top cover of the printer.

2. Press and hold the 'pause' button for 5 seconds. Release when the print head goes back and forth. The power and ink lights should be flashing.

3. Located the cartridge wiper on the right side of the printer. It is a clear flexible silicon tab (Fig 1).

4. Dip a cotton swab in water and gently clean both sides of the cartridge wiper. Repeat the process until the wiper is clean (Fig 2 & 3).
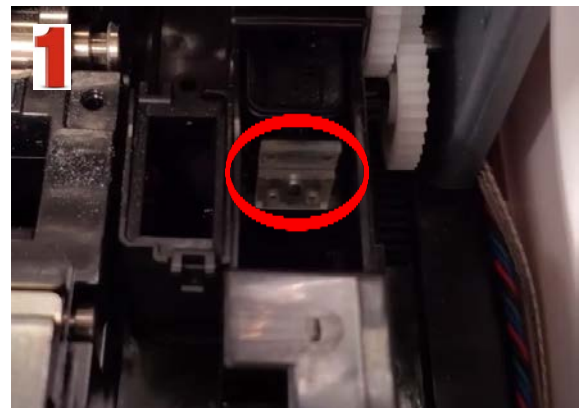
E. Press down on the top of the cartridge.

1. Remove the cartridge.

2. Reinstall the cartridge.

3. Before closing the lid, push down on the cartridge and toward the back of the printer (Fig 1).

4. Repeat the process up to 5 times if the error persists.

5. Close and lock in cartridge (Fig 2 & 3).

F. Install a New Cartridge.