TROUBLESHOOTING

Solutions for Using Remanufactured Cartridges

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Not Recognized: HP/Canon/Dell/Kodak

- To remove error messages, please follow the following steps:
  - Press Proceed
  - Press Continue
  - Press Accept
  - Press Yes/OK

- If the error message persists, please remove the cartridge and with a pencil eraser, firmly erase the contact strip where the chip/gold dots are. You may also use a lint free cloth or coffee filter to gently brush over the copper strip. Upon completion, reinstall the cartridge and follow prompts.

- If the printer stalls, proceed to Devices and Printers on your computer. Right click on the printer you are using and select Troubleshoot. Follow applicable prompts.

- A final fix is to update the printer drivers and reinstall the cartridges.

Not Recognized: Epson

- To remove error messages, please follow the following steps:
  - Press <u>Proceed</u>
  - Press <u>Continue</u>
  - Press <u>Accept</u>
  - Press <u>Yes/OK</u>

- If the error message persists, please remove the cartridge and with a pencil eraser, firmly erase the contact strip where the chip/gold dots are. You may also use a lint free cloth or coffee filter to gently brush over the copper strip. Upon completion, reinstall the cartridge and follow prompts.

- If you installed your cartridge with the power off, you may receive a <u>cartridge not recognized</u> error message. If so, please follow these steps:
  - Remove ALL cartridges from the printer
  - Turn off the printer for a minimum of 30 minutes
  - Turn the printer back on and reinstall all cartridges

- A final fix is to update the printer drivers and reinstall the cartridges.

Low Ink: HP
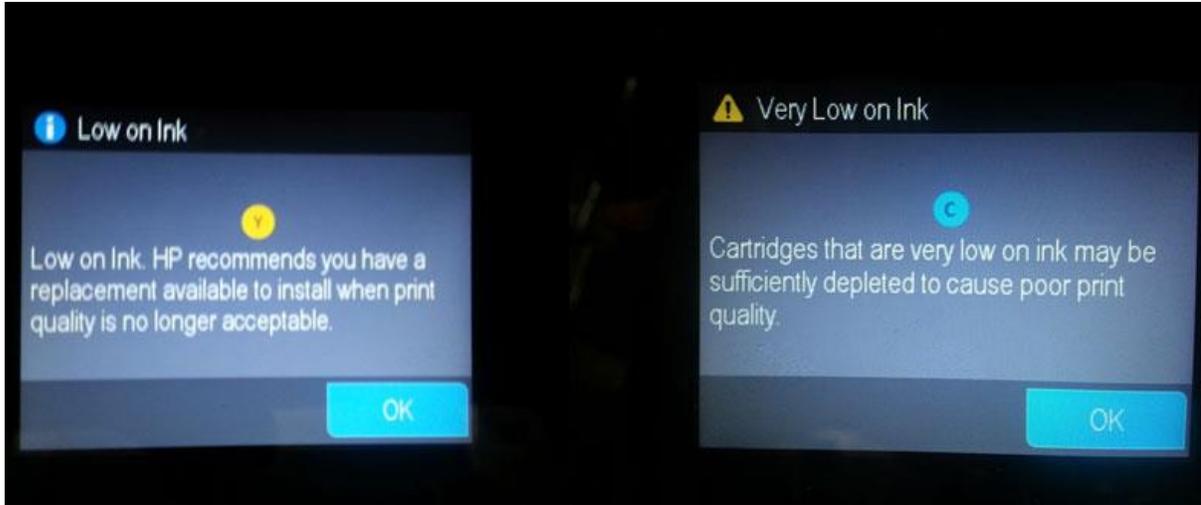
- To bypass the low ink/empty cartridge error message, please follow these steps:
  - Press Dismiss
  - Press OK/Continue

- Remanufactured inkjet cartridges can sometimes trigger false ink level readings. VCE cartridges are always shipped at full capacity.
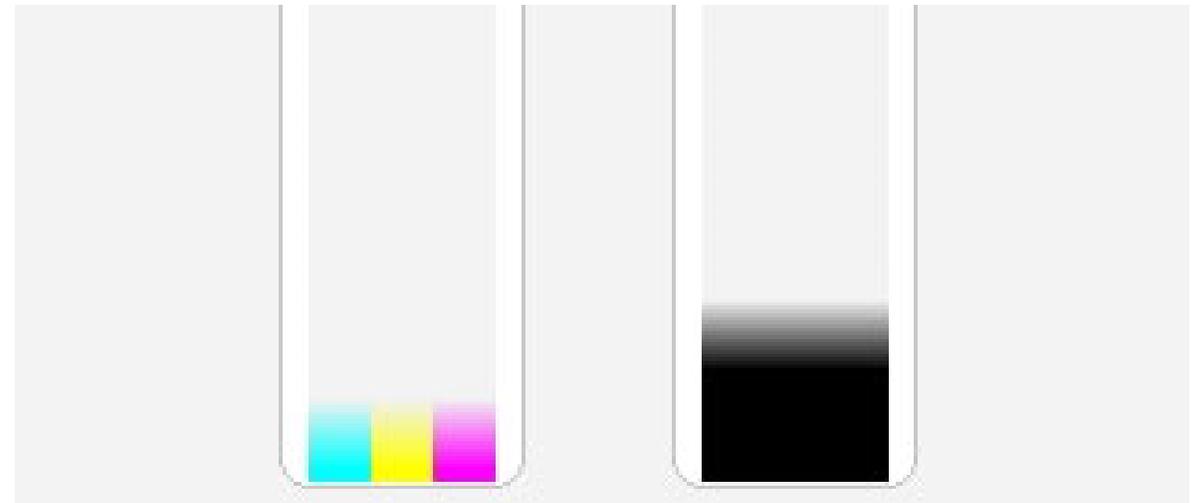
Low Ink: Canon

- Remanufactured inkjet cartridges can sometimes trigger false ink level readings. VCE cartridges are always shipped at full capacity.

- Press OK to bypass the low ink/empty cartridge error message

- Press and hold down the printer's Stop/Reset button (pointing triangle inside a circle) to bypass the ink may have run out error message

- If the printer makes noise but nothing comes out, repeat the above steps ONE time.

- Please check the link below for further assistance:

https://www.youtube.com/watch?v=_sEH2GAtNTY

Print Quality: Print Head Cartridges

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- Please follow these steps if experiencing any print quality issues:
  - Remove the cartridge from the printer and place the print head (bottom) downward on a damp (alcohol works best) lint free towel or coffee filter for 3-5 seconds
  - Reinstall the cartridge
  - If your printer offers a print head cleaning option (under Printer Properties), run 2-3 cycles

For further assistance please visit:
https://www.youtube.com/watch?v=8iwpXS0LL_U&t=1s

Cartridge Does Not Fit

- If your cartridge does not fit properly in the printer, please make sure you have removed the protective clip on the top part of the cartridge (the electrical contacts must be visible before installing in your printer)
- Please also remove the clear tape that covers the contact/chip of the cartridge

★ Step 1: Please remove protective film of cartridges.

★ Step 2: Please make cartridges upside down and remove the protective clip.

Lines or Smudges

Smudges on printed output can be due to dirty printers. The accumulation of dirt, dust, or toner on a printer's rollers or transfer belt can leave tracks on the page when the paper moves through the printer. We recommend that you periodically clean your printer and run a cleaning test

If your printouts still have lines, try cleaning your print heads manually using distilled water, rubbing alcohol and cotton swabs to gently wipe away any dried ink that may have remained behind

Also modify your printer settings to print <u>Good</u> instead of <u>Best</u>. Doing this will tell the printer to use less ink. Check your printer settings to make sure you are matching the appropriate paper type with the toner