



# User Guide

Version 3.8 Rev.3

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## 1 Specification and General Information

### 1.1 Certificate and Compliance

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.



### 1.2 Introduction

- **Purpose**

The purpose of these instructions is to ensure correct installation, use, handling and maintenance of the machine.

- **Accessibility**

The instructions are to be kept in a location known to the staff and must be easily accessible for the operators and maintenance personnel.

- **Knowledge**

It is the duty of the employer (the owner of the machine) to ensure that anyone who is to operate, service, maintain, or repair the machine have read the instructions. As a minimum, they should have read the part(s) relevant for their work. In addition, anyone who is to operate, service, maintain, or repair the machine is under obligation to look for information in the instructions themselves.

### 1.3 General Information

- **Manufacturer**

The machine has been manufactured by:

Company name: Printware LLC  
Address: 2935 Waters Rd, Suite 160  
Eagan, MN 55121  
(800) 456-1400

- **The machine's designation**  
The machine's complete designation is iJetColor Pro.

## 1.4 Specification and Application

- **General description**  
The machine consists of a metal cabinet, ink delivery system, service door, print engine, embedded PC, touchscreen, media sensor (optional), printhead and 4 ink tanks.  
If any changes or alterations are made to the machine, these changes or alterations must be reflected in these instructions as necessary.
- **Warning about foreseeable misuse**  
The iJetColor Pro may not be used with inks not endorsed by Printware LLC. All inks purchased from Printware LLC or from official Printware LLC distributors worldwide are endorsed by Printware LLC.
- **Electrical:**
  - Nominal supply voltage: 110V
  - Nominal supply frequency: 50-60hz
  - Estimated peak consumption: 150W
- **Technical Specifications:**
  - Simple cleaning station ensures high print quality over long runs
  - Ink drop size is 1-2 Pico liter
  - Spring loaded blade for controlling media just before printhead
  - Print head height adjustable:  
Electronically: 11mm total, both directions  
Mechanically: unlimited, depending on design
  - Remote access for control and service
- **Performance**
  - Print speed 9 m/minute or 18 m/minute (+/- 5%)

- Print resolution – 1600 x 800 dpi or 1600 x 1600 dpi
- Printer Data connectivity – Ethernet 10/100/1000
- Dye ink in 4 individual 2000 ml CMYK color ink tanks

- **Operating positions, location and arrangement**

The machine is intended to be used in a light industrial/office environment. The operator operates the machine in a standing or sitting position.

- **Temperature**

Recommend operational temperatures

- Operation: 15° to 30° Celsius at RH 22-80% (non-condensing)
- Storage: -5° to 50° Celsius at RH up to 85%, non-condensing at 65°

If transferring the machine from different temperature conditions, ensure that the machine has time to acclimatize.

- **Operating Environment**

It is important that the machine is placed in a clean environment as possible, with sufficient air conditioning/cleaning. Avoid placing it in an environment with dust and paper debris, as the print head nozzles are sensitive to this.

- **Materials**

The machine requires ink jet coated materials for optimal print quality; some non-coated materials like cardboard or other packaging materials will also work. Please contact Printware LLC or your distributor for recommendations of suited materials.

- **Media Handling**

- Maximum printable width – 222,8 mm
- Maximum printable length – 1500 mm without stitching,
- Unlimited length width stitching
- Media width – depends on installation
- Media thickness – User controlled, adjusted through user interface

- **Usability & Serviceability**

- User friendly interface
- 15.6" color HD capacitive touchscreen (Optional)
- Ethernet 10/100/1000.
- 120GB storage
- Remote access for control and service
- Easy setup, troubleshooting and servicing
- Printer driver compatibility – 32/64-bit Windows XP, Vista, 7, 8, 10,
- Supported Network protocol – Automatic (DHCP) or Manual TCP/IP settings

- Easy replaceable print engine for quick swap out.

## 2 Setting up the iJetColor Pro for printing

### 2.1 Unpacking and Physical setup

The IJetColor Pro is packed in a wooden crate (dimensions: 74x59x158cm) and shipped strapped on top of a wooden pallet (total weight of the package including the crate is around 125kgs). After opening the wooden crate the machine must be lifted out from the crate. The approximate weight of the machine is 70kgs, therefore it is advised to lift the machine out of the box by multiple persons to avoid injury.

- **Content of package:**

- IJetColor Pro Digital Over-Printer in a metal cabinet
- Touchscreen with cables and screws (4 screw to mount)
- Power Supply Cable (matching with the regional standard)
- Print Engine module
- Packing list

#### 2.1.1 Mounting the touchscreen and connecting the cables for the screen:

Lead the cables of the touchscreen through the hole on the top of the machine cabinet. Then fix the touchscreen stand with 4 screws to the top of the machine cabinet.



## 2.2 Cabling (network and power supply)

The machine has 4 cable inlets:

1. Power Supply
2. Ethernet
3. Optional USB

Only the power supply cable is necessary for powering up the machine. The network cable is necessary for sending new print jobs to the IJetColor Pro and for remote support/software updates.

**NOTE:** Ethernet cable is not included in the IJetColor Pro package

## 3 Power On

### 3.1 Safety Check

Before powering on the IJetColor Pro, visibly ensure that no foreign objects are interfering with the print engine module.

### 3.2 Power On Process

1. Press the physical power switch on the side of the IJetColor Pro, switching it from 0 to 1.  
Turning the main power switch on starts up touch screen and print engine.
2. The machine is fully functional, when the IJetColor Pro tab is visible on the software and at right side status bar the 'system state' field is online and 'media path state' is ready.

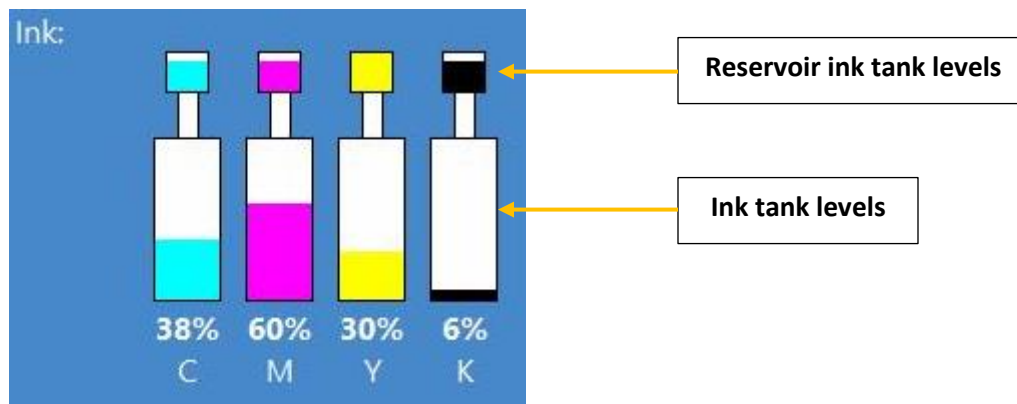
### 3.3 Installing Ink Tanks and Printhead

#### 3.3.1 Installing ink tanks

The IJetColor Pro printer uses CMYK ink tanks, each contain 2 liters of ink when opened. Every IJetColor Pro ink tank is QA chip protected ensuring that only genuine Printware LLC ink tanks can be used.

1. Open door on the front side of the cabinet to gain access to ink tanks.
2. Connect QA chip reader cable. The connector clicks onto the slot when properly connected.
3. Connect tube with connector. The connector clicks onto the slot when properly connected.

When ink tank is connected the proper ink level and percentage is displayed at status bar on the touch screen:

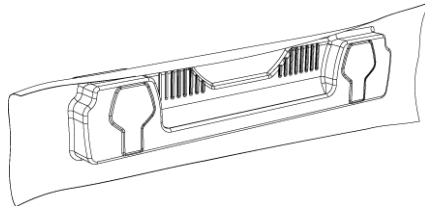


**NOTE:** IJetColor Pro ink tanks are not refillable and shall be treated as hazardous waste when empty.

#### 3.3.2 Installing the printhead

- **Unpacking printhead:**

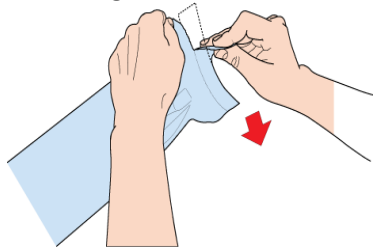
1. Open the end of the printhead package outer box and slide out the foil bag.



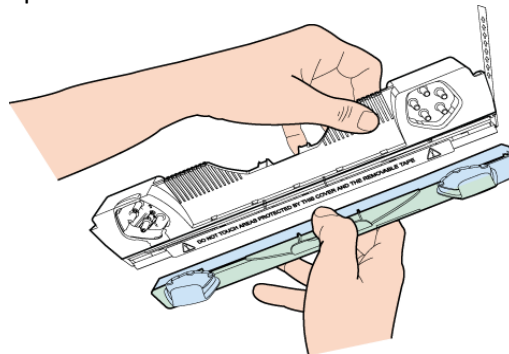
Inspect the integrity of the foil vacuum sealing. The foil bag should be formed tightly to the contours of the printhead cartridge as shown above. If the foil is loose to any degree then the seal has been compromised.

**NOTE:** If a poor seal is suspected, **DO NOT USE** the printhead. Report the issue to your supplier.

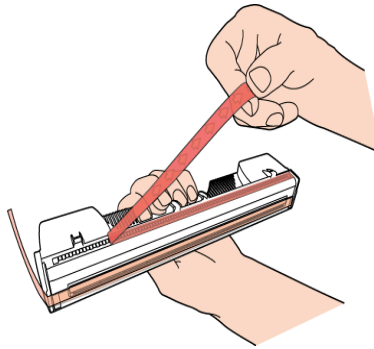
2. Carefully rip the foil packaging open at the notch. Use scissors if your foil bag does not have a notch or you are finding it difficult to tear the bag.



3. Remove the printhead from the foil bag.
4. Remove the orange protective plastic cover from the printhead cartridge. Holding the printhead cartridge by the handle
  - a. Release the flaps covering the ink ports
  - b. Release the clip retaining the cover near the center of the printhead cartridge
  - c. Carefully remove the protective cover

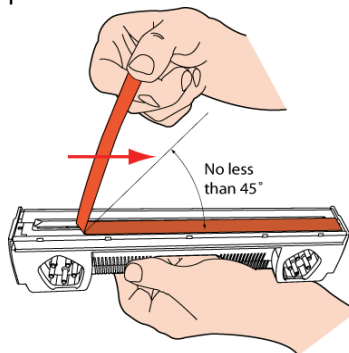


5. Remove the protective strip from the electrical contacts. While holding the printhead cartridge by the handle with one hand, grasp the pull tab with the other hand and, slowly and carefully, peel back the plastic strip covering the electrical contacts.



**NOTE:** Dispose of the removed strip immediately and do not allow the removed strip to contact the electrical contacts.

6. Remove the protective strip from the printhead nozzles. While holding the printhead cartridge by the handle with one hand, grasp the pull tab with the other hand and slowly and carefully peel back the plastic strip covering the printhead nozzles. Maintain an angle of no less than 45° with the printhead surface when pulling on the strip.



**NOTE:** Dispose of the removed strip immediately and do not allow the removed strip to contact the electrical contacts or the printhead nozzles.

#### CAUTION!

- **DO NOT touch the printhead cartridge's ink couplings, nozzle surface or the electrical contacts when installing the printhead cartridge. Hold the printhead cartridge ONLY by the handles.**
- **DO NOT unpack the printhead cartridge until the machine is ready for installation. Once unwrapped, delay in installing the printhead can compromise print quality due to dehydration.**
- **DO NOT place an unwrapped printhead on any surface before installing. Protect the printhead at all times from dust, fibers, dirt and other contaminants.**

**IMPORTANT:** Do not throw away the printhead packaging. The white box has the serial number, part number and manufacturing date of the printhead. Also it is recommended to store printheads which are currently not installed in the original packaging.

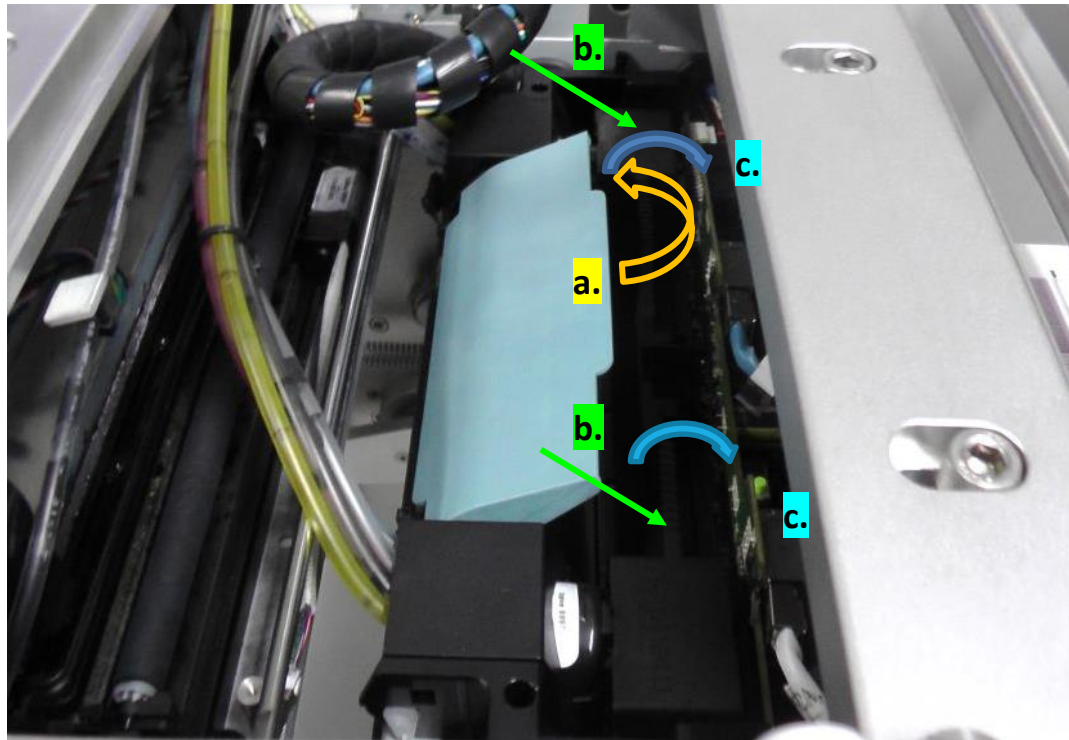
- **Installing printhead:**

1. Open cover lid on IJetColor Pro to gain access to the print engine.
2. Press Release Printhead button in IJetColor Pro -> Maintenance menu to open printhead latch:

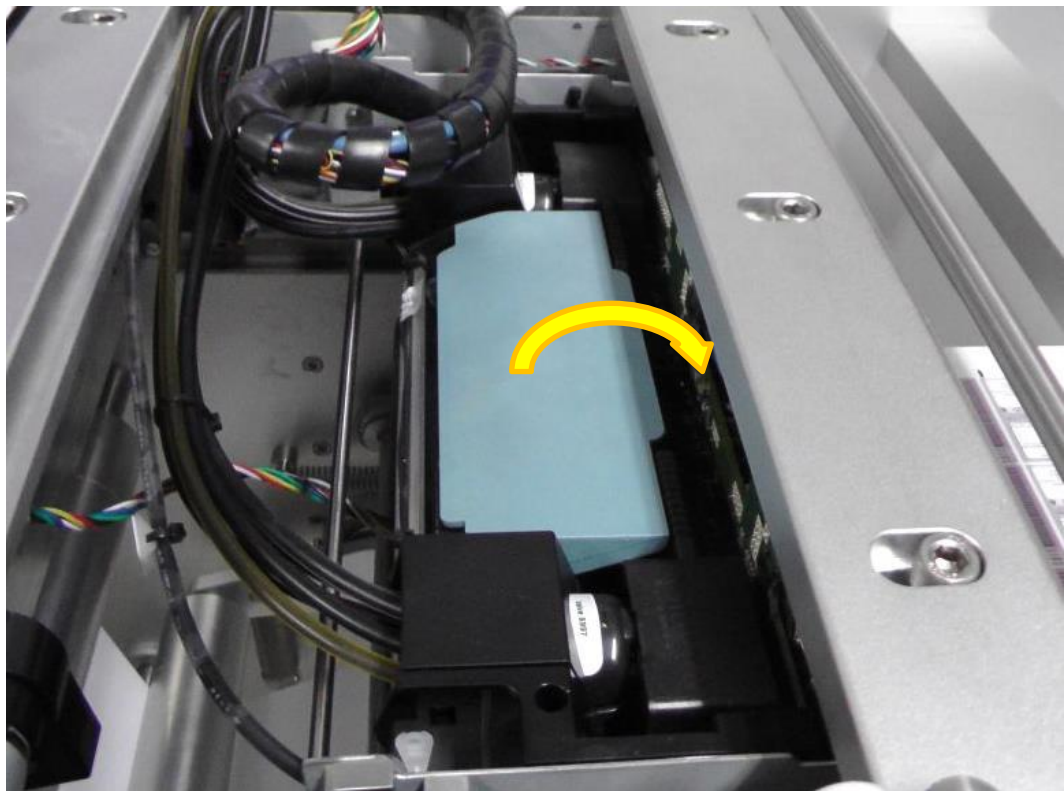


**NOTE:** The above warning label can be found on the printhead latch. Trying to open the blue plastic latch manually by the handle will most likely break the latch. Breaking the latch is considered as improper usage and therefore replacement is out of warranty. Braking the latch also causes the machine to be non-operational until the broken part is replaced.

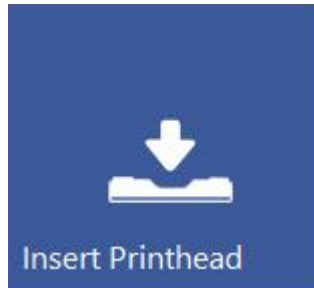
3. Insert printhead by the handle into the cradle.
  - a. Open printhead latch all the way up.
  - b. Insert printhead into the cradle by the handles.
  - c. Pull the printhead backwards until it snaps into the proper place standing upright.



4. Close printhead latch.



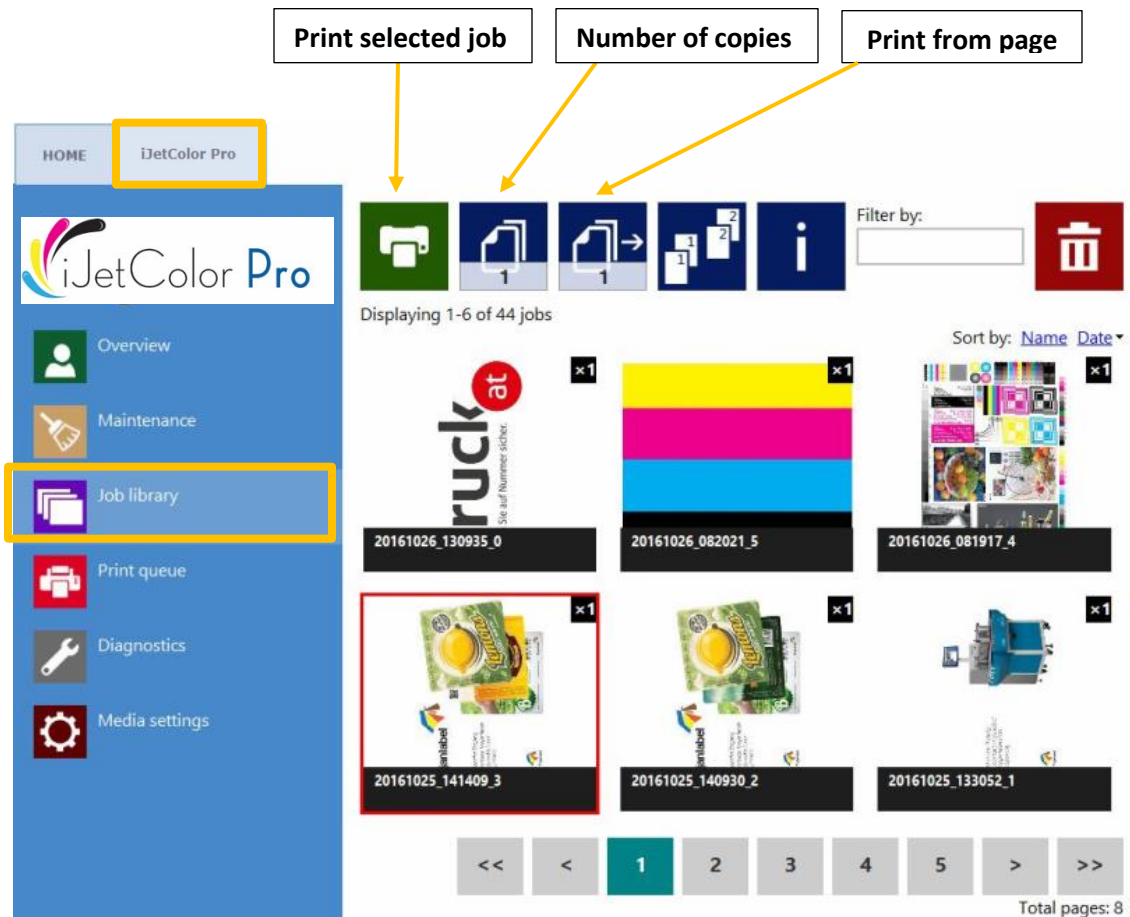
5. Press Install Printhead button in IJetColor Pro -> Maintenance menu to start priming up the printhead with ink.



**NOTE:** When the system is primed up for the first time (first installation when there has not been any ink in the ink delivery system and the reservoir ink tanks), printhead priming only begins when reservoir ink tanks are filled up with ink. This may take up to 20 minutes before actual priming of the printhead begins.

## 4 Sending, Starting, Selecting and Queuing Print Jobs

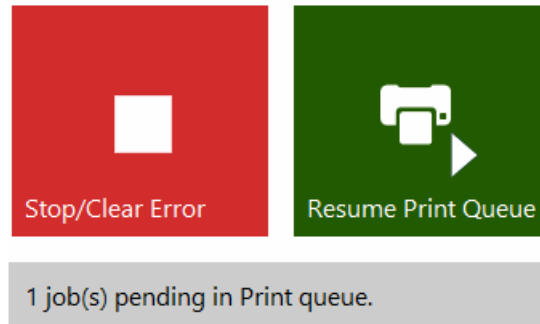
1. Print Jobs can be sent via the IJetColor Pro driver by default (see section 10 for driver features and installation) and/or via the iJetColor RIP software (optional). All jobs sent through the IJetColor Pro driver or the iJetColor RIP software are stored in Job Library menu (if feature is not disabled).
2. Select "Job library" (See section 11.3.3 for full Job Library description)



3. Select a job by pressing the image, the selection is indicated with a red box around the selection.
4. Choose number of copies or from which page to print, by pressing the 'Number of Copies' button or the 'Print from Page' button (printing job from a certain page number).
5. Send print to queue by pressing the green print button



6. If the Print Queue is paused, press the resume button on the overview screen. If the queue is active the print job will start immediately, and print job progress is viewed in the “Overview”-screen, which is automatically displayed when starting a print (when auto switch to overview when printing option is enabled in HOME -> Settings -> User Preferences menu).



*Print queue is paused. Press Resume Print Queue button to start printing.*

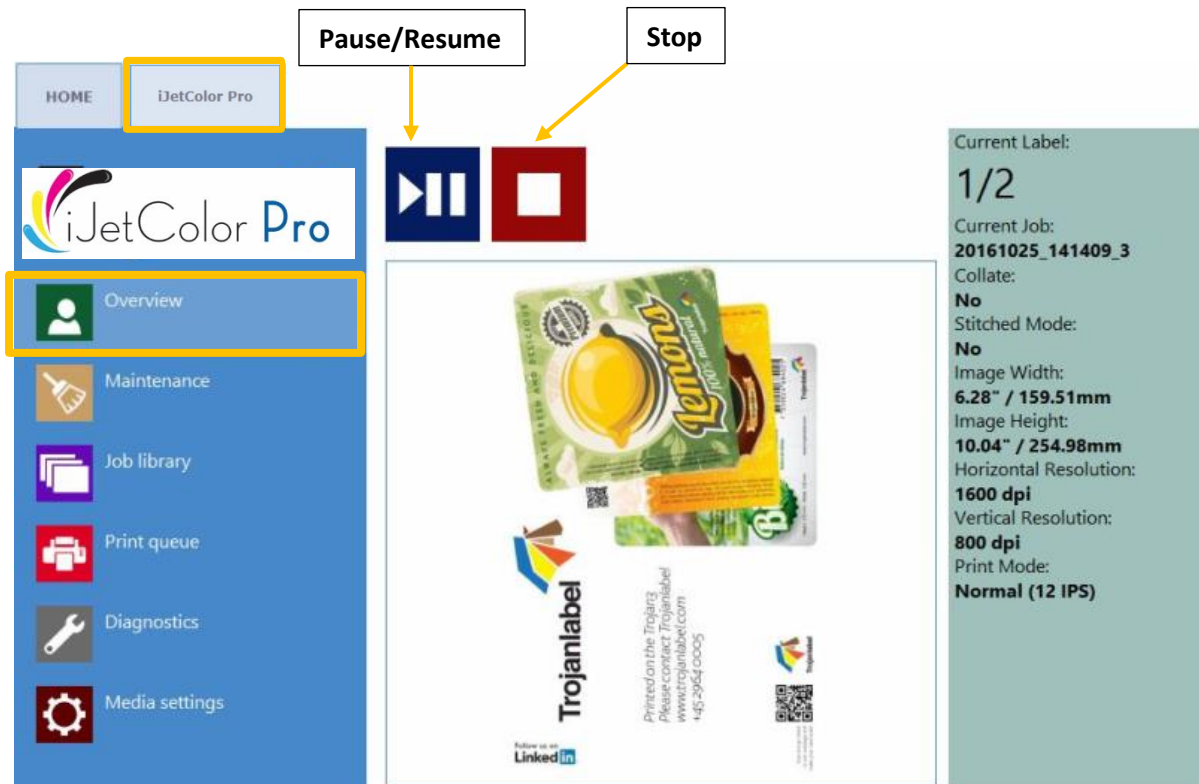


*Print job in progress in overview menu.*

## 5 Pause, Resume or Stop a Print Job

Pause, resume and stop of print job is done from the iJetColor Pro tab -> Overview menu.

- **Pause:** Press the Pause/Resume button. Print state will change to “Paused” at status bar.



*Print job paused*

System State:	Online
Error State:	NA
Print State:	<b>Paused</b>
Media Path State:	Ready
Media Speed:	
Maint State:	No
Maint Error:	No

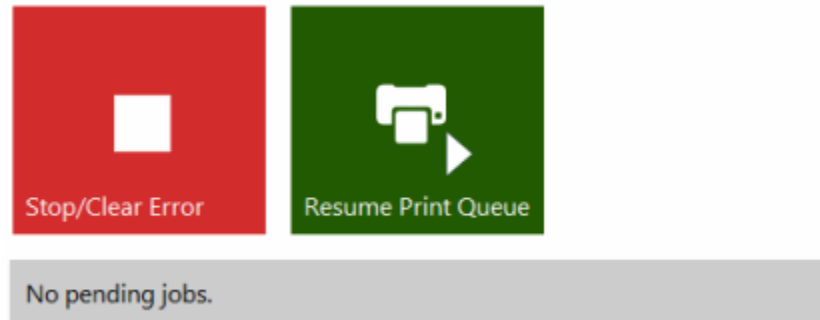
*Print state changed at status bar to Paused*

- **Resume of paused job:** Press the Pause/Resume button once more. Print state will change to “Printing”.

System State:	JobAvailable
Error State:	NA
Print State:	Printing
Media Path State:	Ready

*Print Job resumed and IJetColor Pro is printing*

- **Stop:** Press the Stop/Clear Error button. Print state will change to “NA” and current print job is canceled and removed from print queue.



*Print job canceled, no job(s) loaded in print queue*

System State:	Online
Error State:	NA
Print State:	NA
Media Path State:	Ready
Media Speed:	
Maint State:	No
Maint Error:	No
Print Queue State:	Running (0)

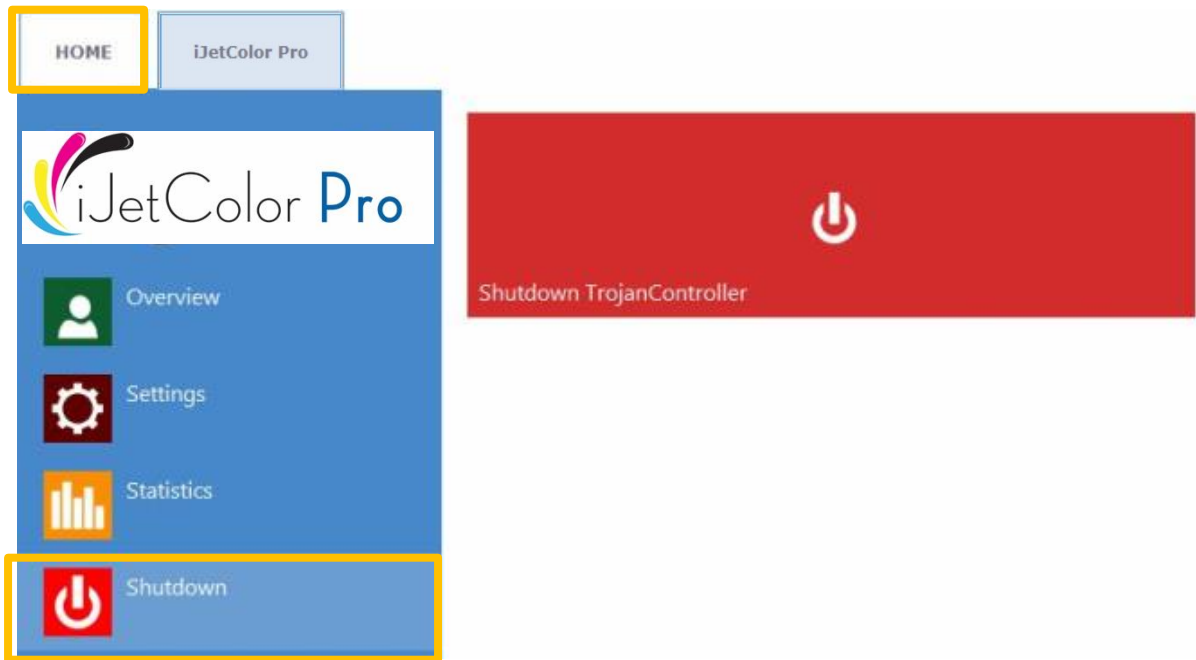
*Status bar print state is NA*

**NOTE:** NA = Not Available

## 6 Shutting Down the IJetColor Pro

- **Shut down procedure:**

1. Go to HOME tab
2. Press 'Shut down' menu
3. Press the big red 'Shutdown TrojanController' button
4. Reconfirm by selecting ok.
5. Green information button is displayed about shutting down process, no need to press ok on that button



6. After shutting down the machine, turn off the power switch at the back of the machine to cut down power from the Power Supply Units.

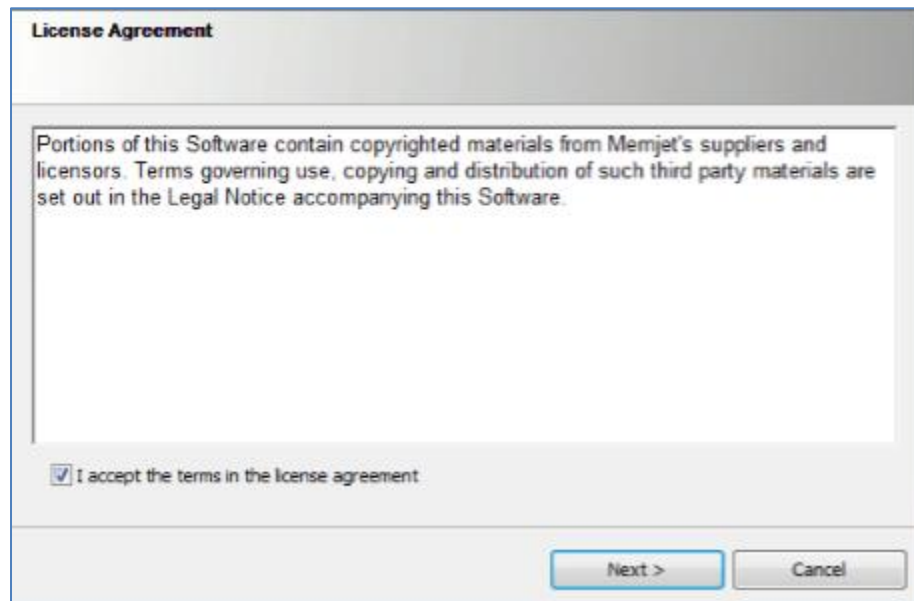


## 7 Driver Installation

- The IJetColor Pro driver can be found on the USB stick supplied with the IJetColor Pro package
- Open IJetColor Pro Driver installer on user's PC, run **WinSetup.exe** and choose 'Install Printer Software'

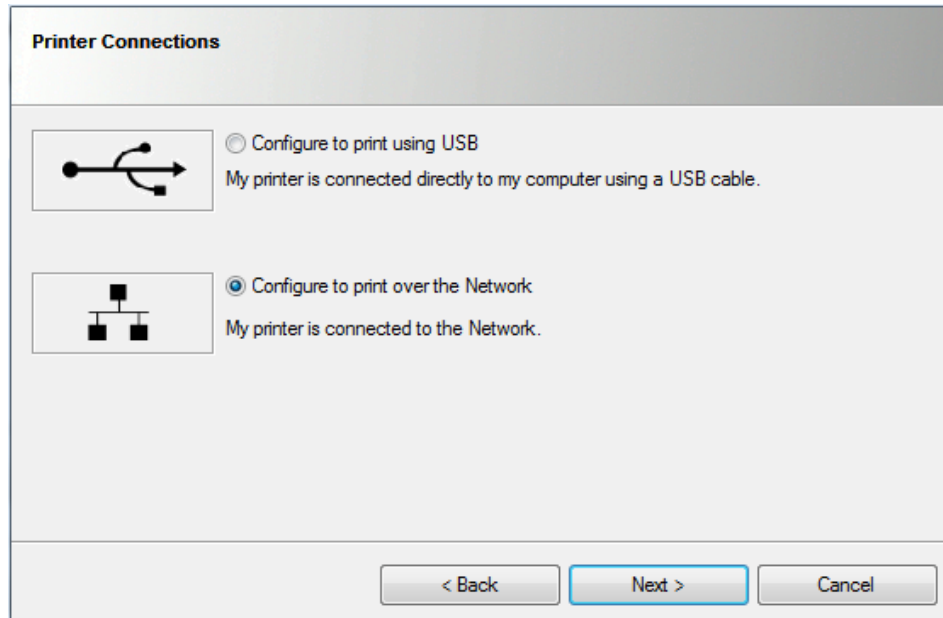


- Select 'I accept the terms in the license agreement' checkbox and press 'Next' button to continue

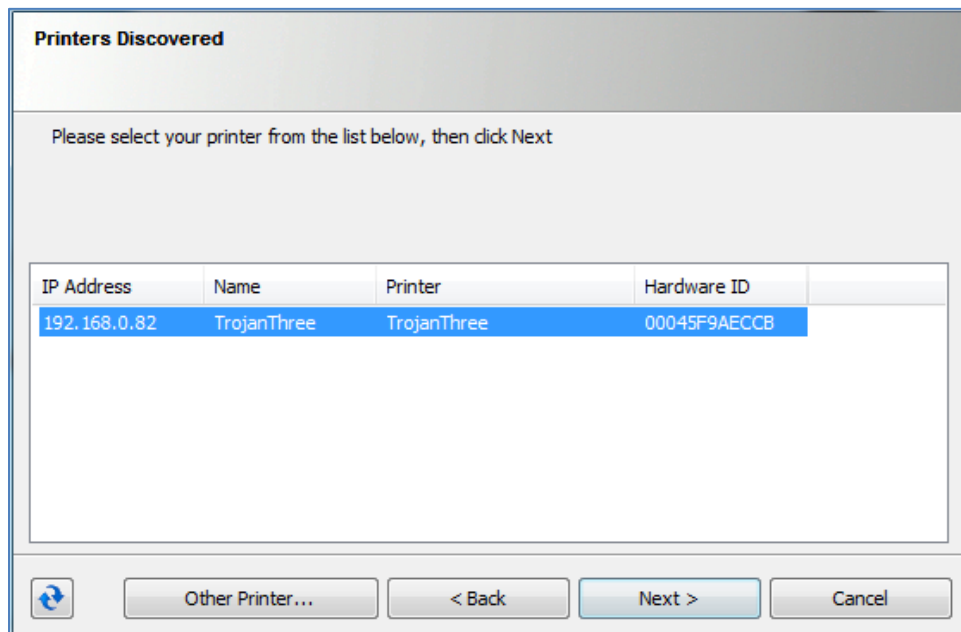


- Select **'Configure to print over the Network'**

**NOTE:** USB printing is not supported for the IJetColor Pro.

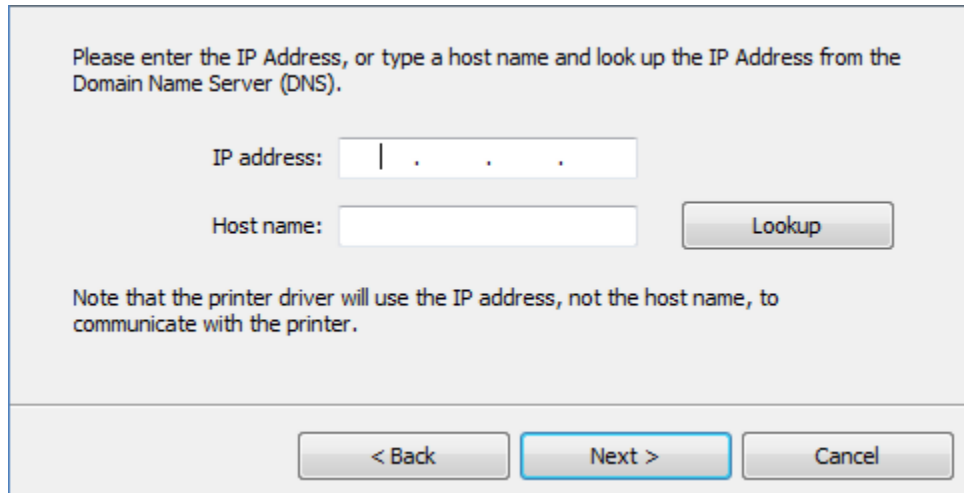


- During the setup process, the installer will detect the IJetColor Pro printer(s) on the network. Select the desired IJetColor Pro and press **'Next'** button to continue installation.



- Depending on Local Network policy there might be occasions when the auto detection of the IJetColor Pro is not working. This case type the IP address of the IJetColor Pro manually.

**NOTE:** Current IP address of the IJetColor Pro printer can be checked on the touch screen at **HOME -> Settings... -> Network** menu.



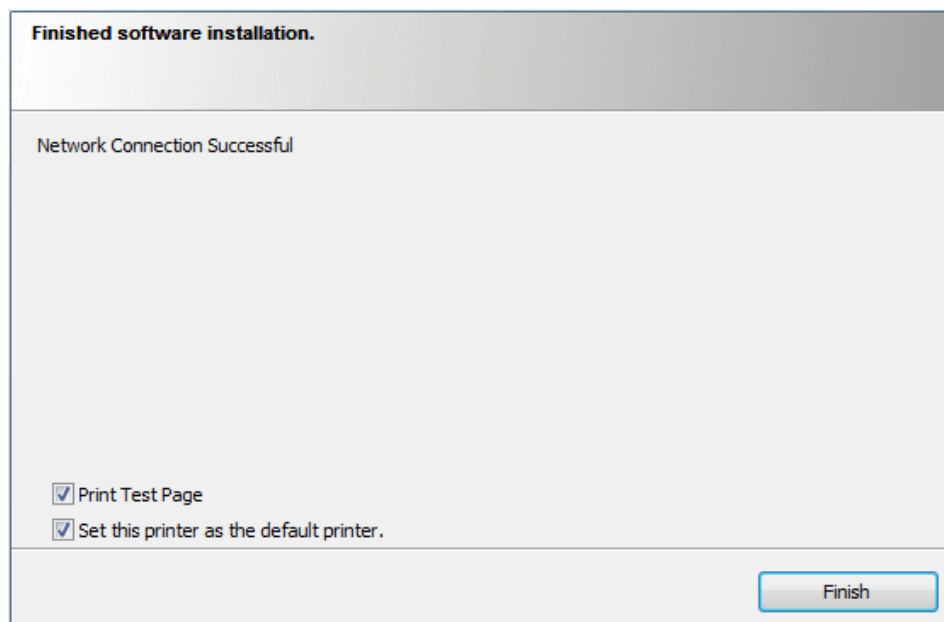
Please enter the IP Address, or type a host name and look up the IP Address from the Domain Name Server (DNS).

IP address:

Host name:

Note that the printer driver will use the IP address, not the host name, to communicate with the printer.

- You might be asked a couple of times (depending on Microsoft Windows OS version) to give permission to proceed with setup. Press 'Yes' or 'Unblock' each time and wait until the progress bar finishes the installation.
- When the installation is **finished** you might need to restart your PC to make sure that the installation process made all necessary changes in your operating system.
- Print test page** (test page is the regular Microsoft Windows test page set to A4 size cutsheet). Unselect if you do not want to print this out.



**Finished software installation.**

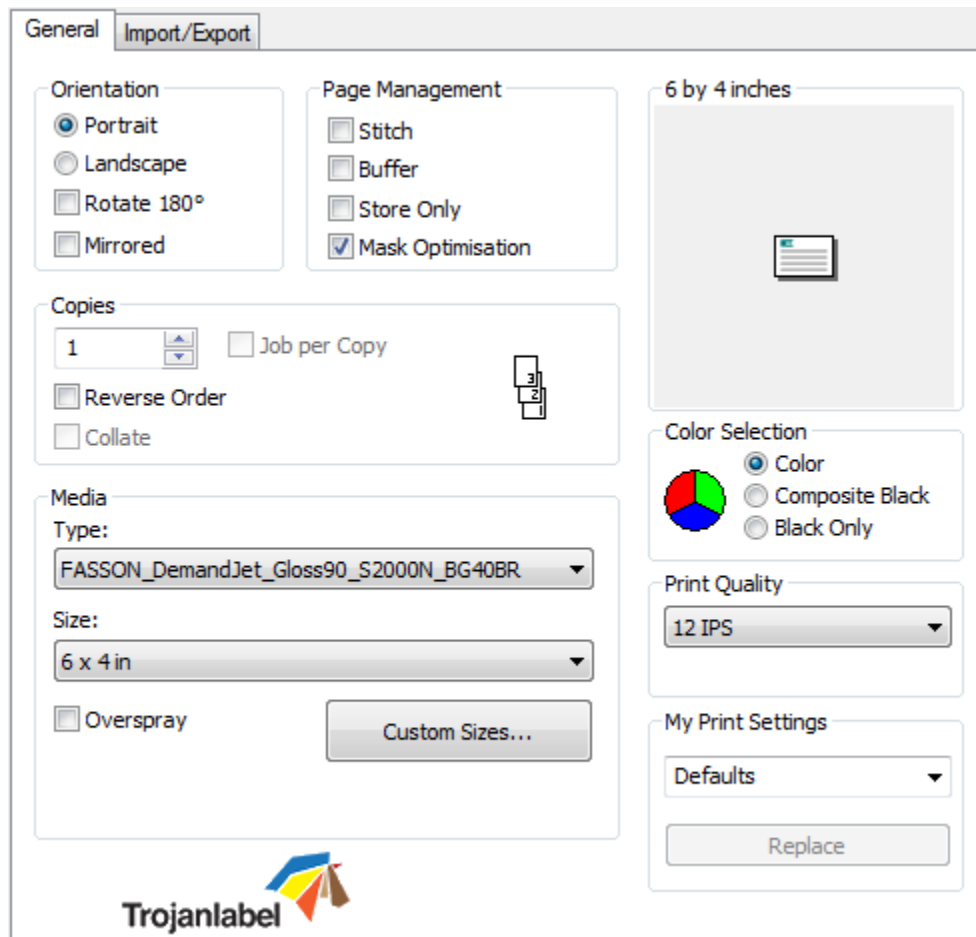
Network Connection Successful

☒ Print Test Page

☒ Set this printer as the default printer.

## 7.1 Driver Features and Functions

- The driver is compatible with Microsoft Windows XP, Vista, Win7, Win8, Win10 (both 32bit and 64bit versions) operating system versions.
- The iJetColor Pro printer can print from any software which is able to print from Microsoft Windows environment.
- Handles ICM color profiles (provided by Printware LLC).
- **General driver settings:**

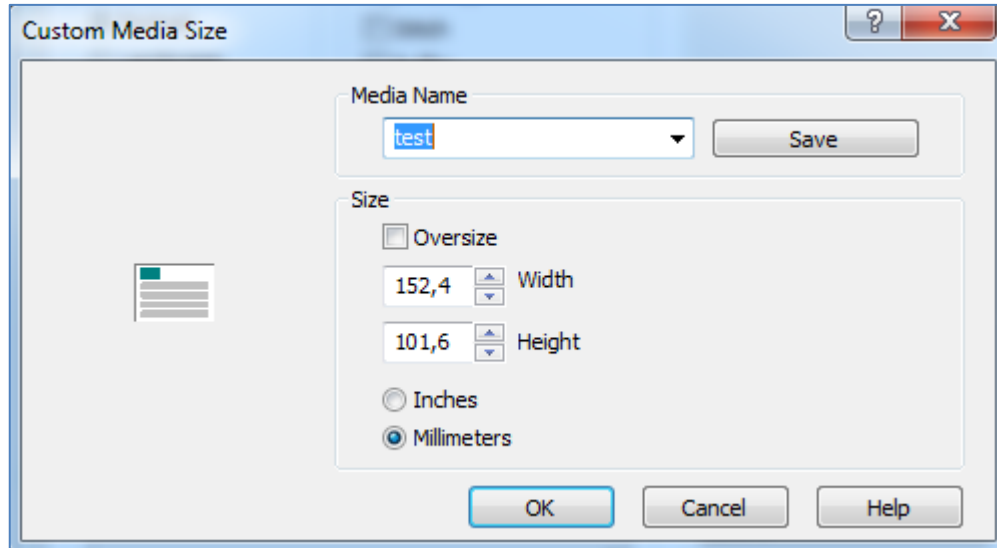


- 🔑 **Orientation:** Adopts software settings (like Adobe Reader)
- 🔑 **Copies:** Number of copies times the number of labels in actual print job
- 🔑 **My Print Settings:** Can create and load profiles from settings



### **Media:**

- **Type:** List of available color profiles (5 profiles by default)
- **Size:** predefined size from the list or custom size



- **Media Name:**  
Save custom size into the profile list
- **Oversize:**  
Full bleed printing = oversizing the image by 1mm over the edges when printed.  
Aspect ratio is locked
- **Overspray:** Overspray printed image over the label size by 0.5mm. Does not preserve aspect ratio.

### **Color Selection:**

- **Color mode** (uses CMYK ink to mix out colors on labels)
- **Composite Black** (uses CMYK to mix out black color on labels)
- **Black Only** (uses only black ink for printing black color on labels)

### **Print speed:**

- **6 IPS** (max. resolution 1600 x 1600 dpi) ~ 9 meters / minute
- **12 IPS** (max. resolution 1600 x 800 dpi) ~ 18 meters / minute

### **Page Management:**

- **Stitching:** Stitching images together make one continuous image. This mode is for exceeding the maximum printable label length which is 762mm.

**TIPS&TRICKS:** The maximum printable label length is 762mm. If 762mm label height is not enough, then **stitching** is the workaround option. In practice, create a multipage PDF where the long image is cut into pieces. This way if stitching option is on, the TrojanTwo press will stick all images from the multipage PDF together and print it out as one continuous image without gaps between pages.

**NOTE: PAUSING** a stitched print job is only possible at the mid job maintenance interval (defined in IJetColor Pro -> Media Settings -> Advanced menu). The reason for this is because the stitch

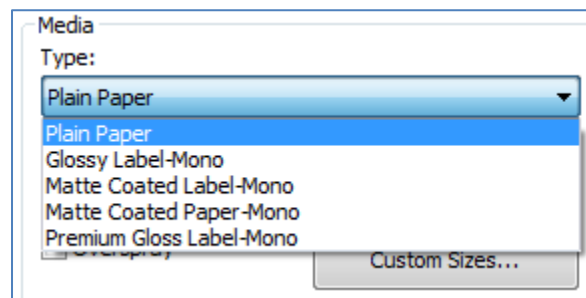
mode job counts as 1 page for the firmware and normal pause is only possible between 2 pages. We developed a workaround for this.

- **Buffer:** Buffering the whole print job into the user PC's memory before sending it to the TrojanTwo press. This can be useful when the hardware of the user PC (where the driver is installed) is not powerful enough to generate the print stream in real time. Especially for large print jobs with variable data.
- **Store only:** Sending and storing the selected print job into the TrojanTwo job library without actually printing. The stored job can be printed out later from the Job Library menu at the TrojanTwo touch screen.
- **Mask Optimization:** Mask Optimization is a facility that switches between two different methods of image processing, affecting how an image is processed and printed. By default, Mask Optimization is selected to make sure that it optimizes the image processing for the majority of the printing applications used by the end users. However, for some users (particularly those using FlexMail), printing artefacts appear in the output. If this happens, the user should deselect 'Mask Optimization' to correct this issue.

## 7.2 Using Color Profiles

Using ICC Color profiles are the way how we ensure to spray the right amount of ink for the certain label material. In the ideal case there should be color profiling made for each type of label material. But color profiling is a time demanding process and also requires skills and equipment.

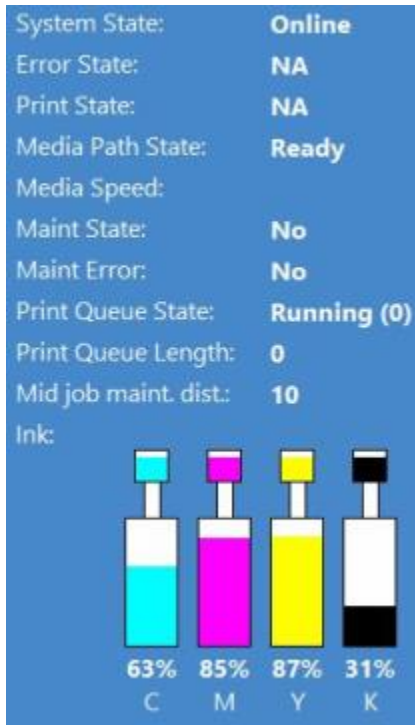
Therefore by default there are 5 color profiles available with installing the driver. These profiles work well with most of the media types.



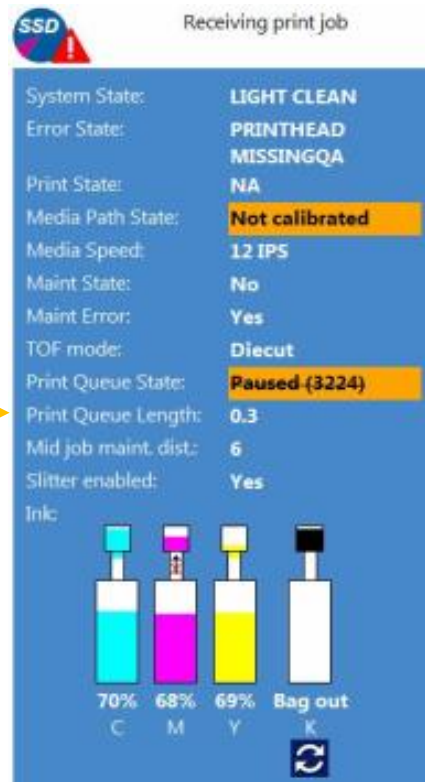
*Default color profiles in IJetColor Pro driver*

## 8 Software Features

### 8.1 Status Bar



Status bar

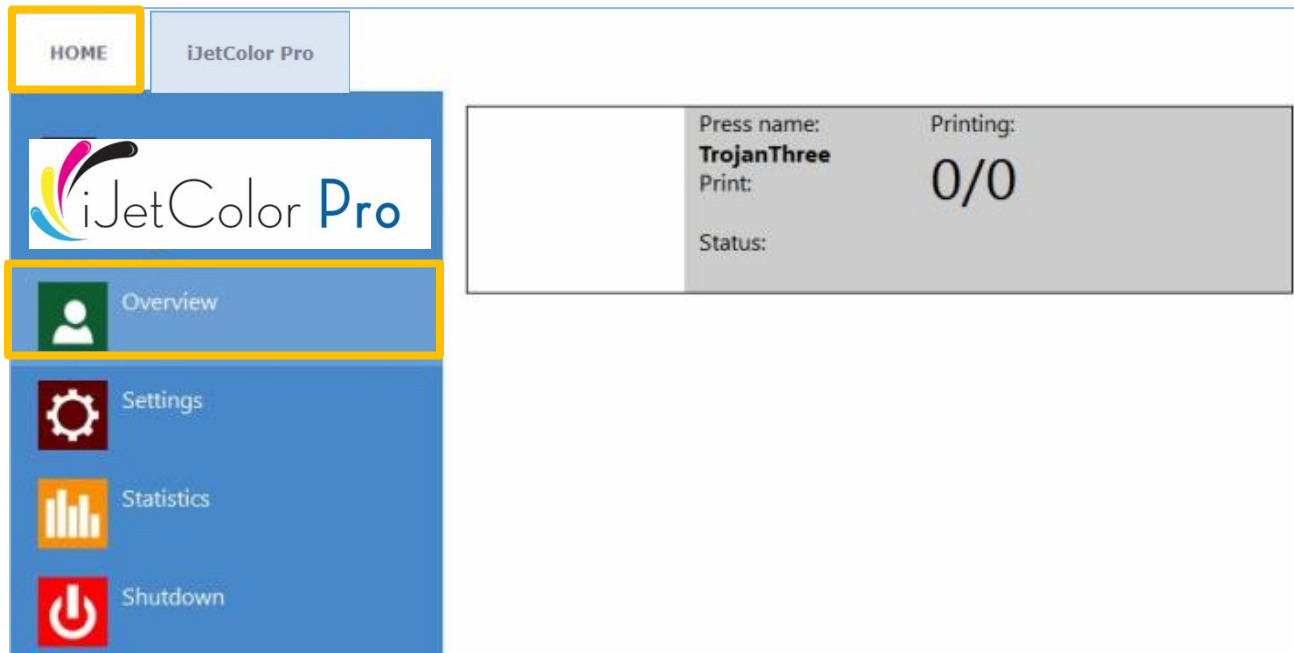


Status bar changes on events

- **System State:**  
**Online** – ready for printing  
**Job Available** – print job is in the print queue  
**Paused** - print job is paused  
**Error** - shows error state and message
- **Error State:** shows if error state occurs
- **Print State:** shows if machine in printing
- **Media Path State:** status of media path  
**Ready** – ready for printing  
**Not Calibrated** – media path speed is not proper or encoder signal is lost  
**Error** – shows error code (see section 14. for error codes)
- **Media Speed:** 6 IPS or 12 IPS
- **Maint state:** shows status of maintenance
- **Maint Error:** shows error status
- **TOF mode (LP version only):** shows actual printing mode  
 (See section 8. for available printing modes)
- **Print Queue State:** Running or Paused and number of print jobs in queue
- **Print Queue Length:** total length of print job(s) in the actual print queue. Displayed in meters at LP version and displayed in number of pages at OP version.
- **Mid job maint. dist.:** after how many linear meters does the IJetColor Pro perform a mid-job maintenance. Value can be set at IJetColor Pro -> Media Settings -> Advanced menu
- **Ink status:** shows ink levels in ink tanks and reservoir ink tanks, also shows process when ink is transferred from the ink tanks to the reservoir tanks

## 8.2 General Settings (HOME menu)

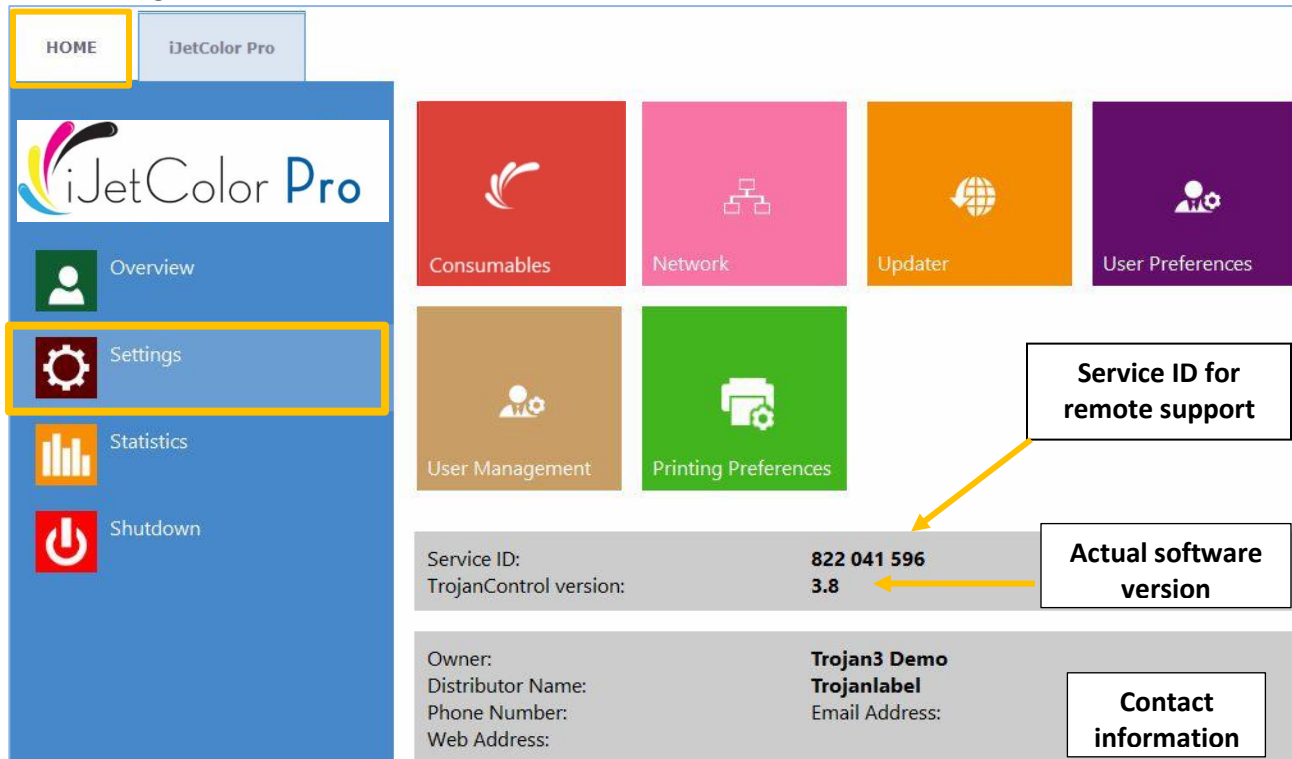
### 8.2.1 Overview



*Overview menu*

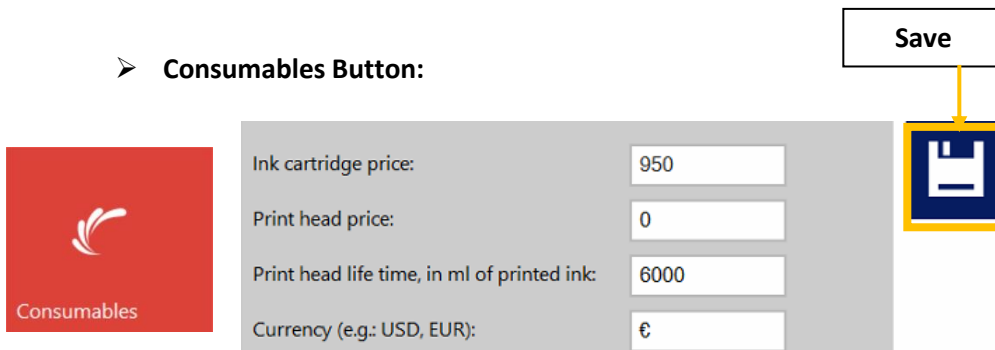
- Information from currently printed job, including:
  - Preview image of the label which is being printed at the moment
  - Label counter
  - Name of print job in job library

## 8.2.2 Settings



- Service ID is a unique ID for each iJetColor Pro printer. Based on the service ID, Printware LLC support team can access to the Control via the internet from remote and provide support.
- Actual software version number of the Control interface (GUI).
- **Printware LLC or the local Printware LLC distributor fills out the owner and distributor contact information field at installation. This field is not editable for users.**

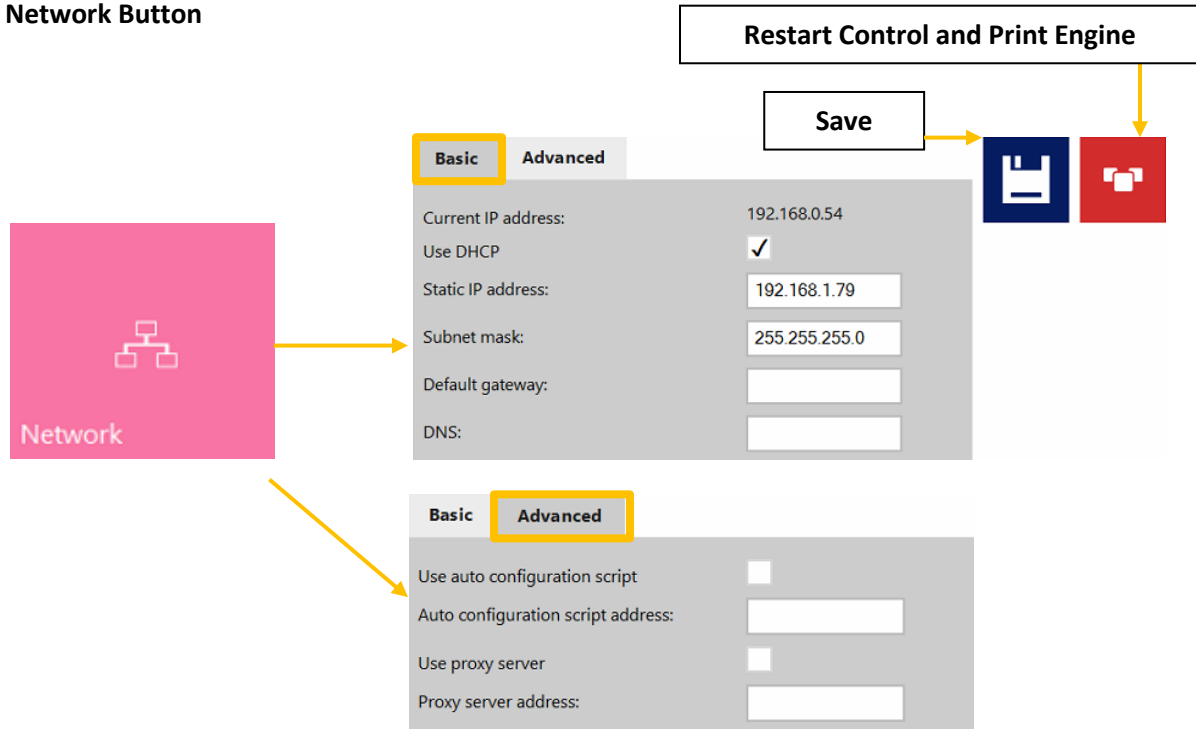
### ➤ Consumables Button:



- **Ink cartridge price** is the base of ink cost/label calculation in statistics menu (see section 11.2.3). The actual price of a 2 Liters ink tank should be typed here.
- **Print head price** when filled up also included in cost/label calculation in statistics menu (see section 11.2.3).

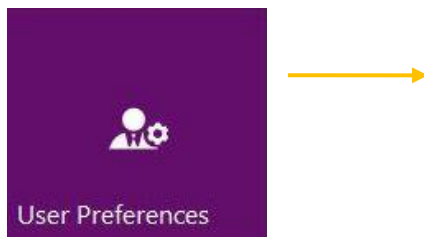
- **Print head life time** is theoretical value which can be included in cost/label calculation as well. The value entered here represents the printed ink volume until a planned print head change.  
Example: planning to print 6000 ml ink with the currently installed printhead.
- Every time when change a setting use the **Save button** to save the changes.

➤ **Network Button**



- Select '**Use DHCP**' checkbox to acquire IP address for the IJetColor Pro printer from the local network.
- **Current IP address** field displays the current IP address of the IJetColor Pro on the local network.
- Uncheck '**Use DHCP**' checkbox when local network policy recommends using static IP address.
- '**Restart Control and Print Engine**' button is for re-initializing all Control interface.  
**NOTE:** Use only if user interface becomes unresponsive to restart print engine and software.
- **Advanced tab:** enables usage of **Auto configuration scripts** or **Proxy Server** wherever the local network policy requires these for network/internet connection.
- Every time when change a setting use the **Save button** to save the changes.

➤ **User Preferences Button**



Switch to language

System language: English ▼

---

Print preview generation method: When idle ▼

Save printed jobs to job library: Enabled ▼

Auto switch to Overview when printing from job library: Enabled ▼


Job library default sort order: Date ascending ▼


Barcode scanner support in job library: Disabled ▼

Use paging in job library: Enabled ▼

Decimal separator: .

Thousands separator: ,





**Save**

- **System language:** desired language from the list. Press Save button to switch into the selected language.
- **Print preview generation method:**
  - When idle (default):** creates one preview thumbnail image from the first image in the actual print job when print job arrives, then job is printed out. Previews for subsequent jobs are created later in the background when system is in idle state.
  - Instantly:** creates preview images from the first 100 images in the actual print job on when print job arrives, then sends job to print when finished with image creation.
  - Never:** no preview.

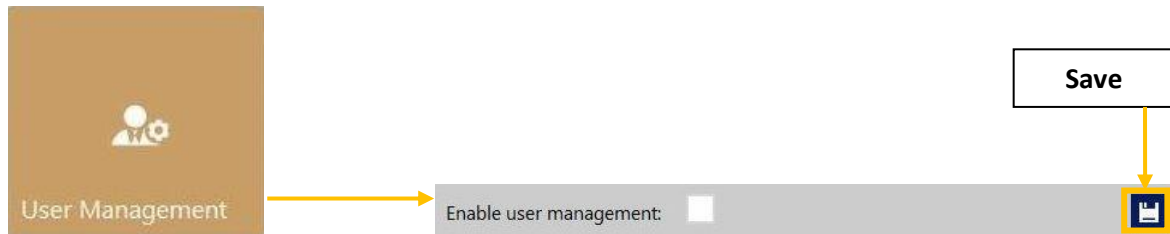
The preview is available in the **Job Library** (see section 11.3.3) or in real time in overview menu.
- **Save printed jobs to job library:**
  - Enabled:** The print job is stored and available for reprinting in the job library.
  - Disabled:** The printed jobs are not stored in the job library, however jobs that already been in the library will remain and be available for printing.
- **Auto switch to Overview when printing from job library:**
  - Enabled:** When printing from the job library the screen switches to overview mode.
  - Disabled:** When printing from the job library the screen remains in job library view.
- **Barcode scanner support in job library:** enabled/disabled.
 

When barcode scanner support is enabled, the search filter in Job Library menu (see section 11.3.3) will be active and only accepts input from a connected Barcode scanner (the virtual keyboard is disabled on screen) when searching for job names.

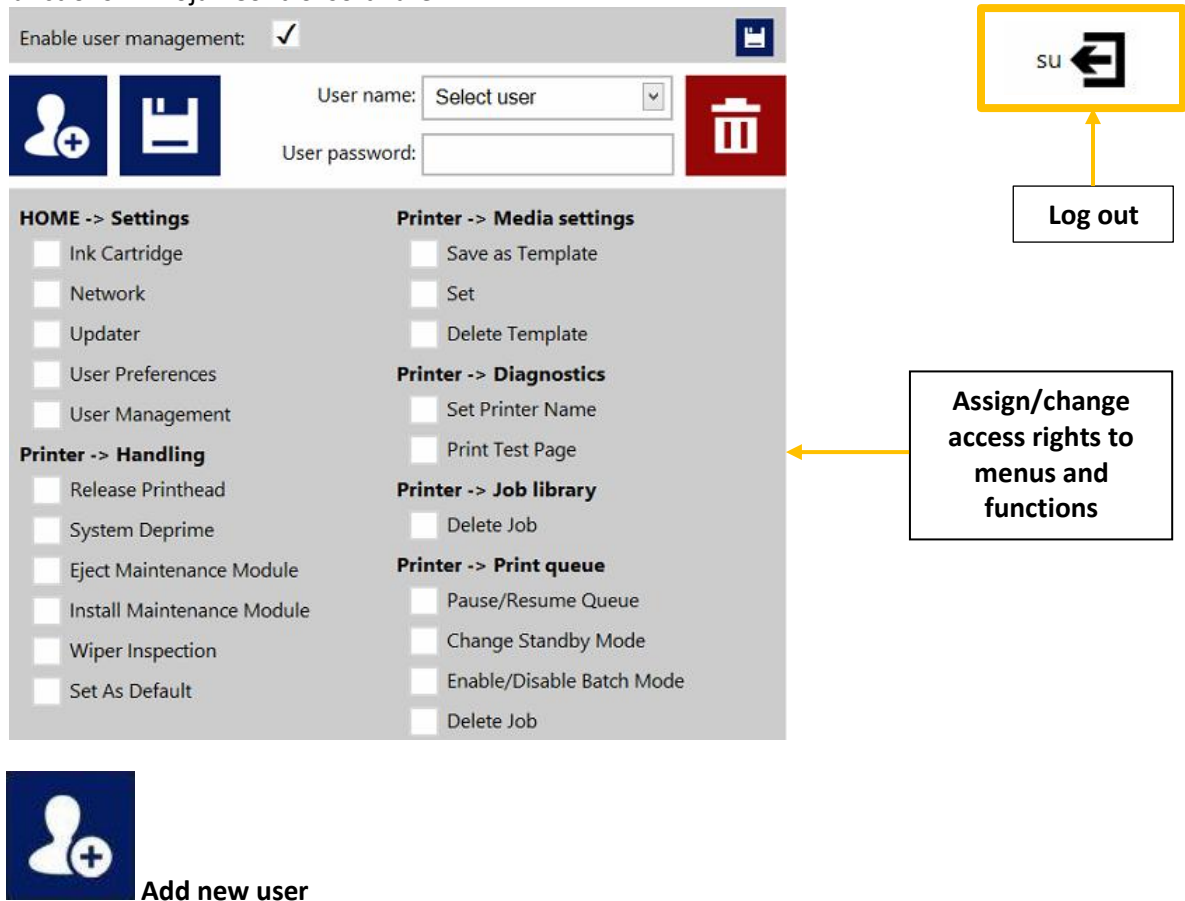
**NOTE:** Rename print jobs to match with barcode input to make this function work.
- **Use paging in job library:**
  - Enabled:** Enables paging with finger swipe and with scroll bar in Job Library.
  - Disabled:** Disables swiping and scroll bar in Job Library.
- **Decimal separator:** User can define separator for displaying decimals in the user interface.



- **Thousands separator:** User can define separator for displaying thousands in the user interface.
- **User Management button**



- By default user management is not enabled, every function of the IJetColor Pro printer is accessible without user authentication.
- Once User Management is enabled (press save button to enable) authentication is required for accessing specific functions in the Control. A user with 'User Management' rights (like the built in 'admin' user) can create user accounts and can assign rights for each user to access certain functions in Trojan Control software.







Save new user settings / save changes in existing user account

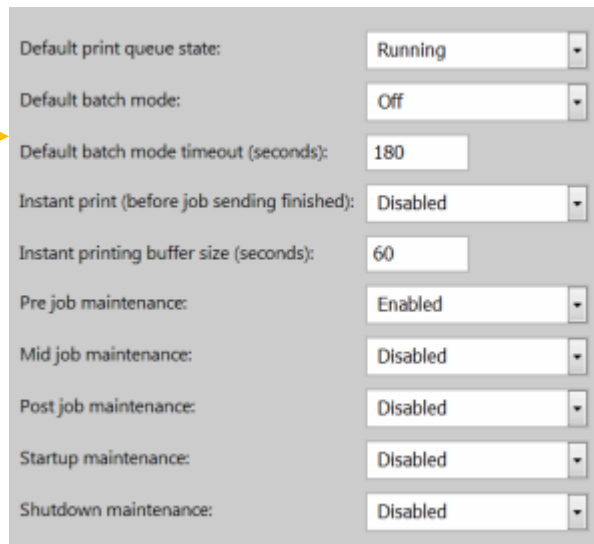


Delete user from list

**NOTE:** Passwords can only contain numeric characters (only numbers). The default password for the **admin** user is **123**. It is advised to change the admin password during installation.

**WARNING:** Do not lock out yourself! At least one user must have 'User Management' right otherwise there is no way to add or change properties of other users. In case you end up locked out please contact Printware LLC support who can restore the default user settings.

➤ **Printing preferences button**

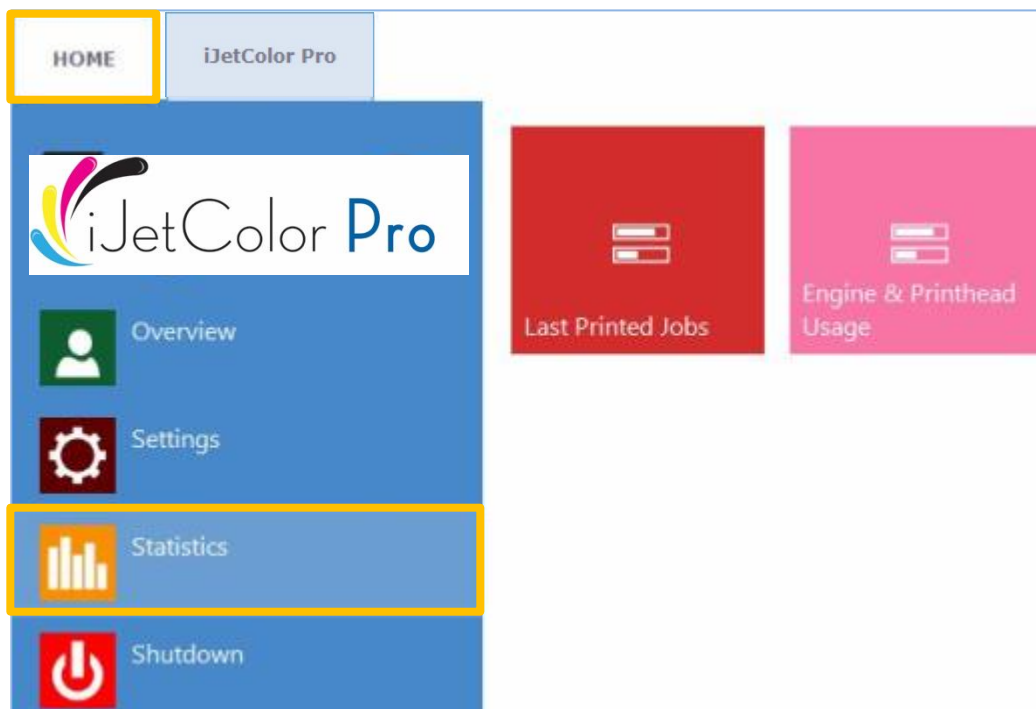
Save



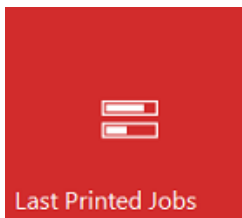
- **Default print queue state:**  
**Running:** (Default) Print jobs are queued progressively as they sent and processed in FIFO (first in first out) system. The queue can be managed from Print queue menu (see section 11.3.4).  
**Paused:** Paused print job queuing.
- **Default batch mode:**  
**NOTE:** Batch mode means that the iJetColor Pro printer is waiting for a certain period of time and batches the print jobs sent during the batch mode timeout. Batched print jobs are merged into 1 print job and printed out at once. Batched print jobs show up as 1 print job in statistics.  
**Off:** (default) Batch mode is switched off by default.  
**On:** Batch mode is on.
- **Default batch mode timeout (seconds):** If batch mode is on, the printer is waiting for the print jobs to be sent until the timeout interval expires. All print jobs sent during this timeout period will be merged into 1 print job and printed out at once when timeout expires.
- **Instant print and buffer size:** enabled/disabled  
 When enabled the printing starts right after buffering X seconds of print stream.


- **Pre job maintenance:** enabled/disabled  
When disabled there is no print head maintenance prior print jobs.
- **Mid job maintenance:** enabled/disabled  
When disabled there is no print head maintenance during print jobs.
- **Post job maintenance:** enabled/disabled  
When disabled there is no print head maintenance after print jobs.
- **Startup maintenance:** enabled/disabled  
When disabled there is no print head maintenance when the machine starts.
- **Shutdown maintenance:** enabled/disabled  
When disabled there is no print head maintenance when the machine is shutting down.

### 8.2.3 Statistics



- **Last Printed Jobs button:**





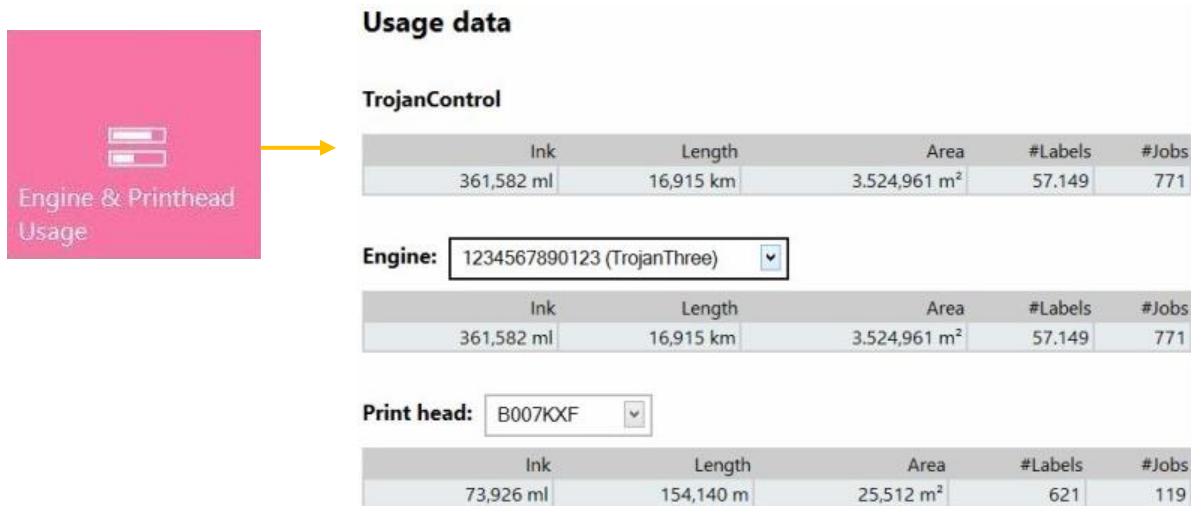
Job ID/Name	Pages	Mode	Printed Ink (nL)	Cost/label (ink)	Cost/label (ink + PH)	Cost/label (ink + PH + media)
20150427_081659_10	10	Best(6lPS)	1 262 000	0.0480€*	0.0480€*	0.0739€*
20150425_121817_6	1	Normal(12lPS)	39 000	0.0148€	0.0148€	0.0248€
20150425_121806_5	1	Normal(12lPS)	21 000	0.0080€	0.0080€	0.0179€
SILLOIL	1	Best(6lPS)	11 000	0.0042€	0.0042€	0.0103€
20150427_081927_16	1	Best(6lPS)	60 000	0.0228€	0.0228€	0.0526€
20150427_081833_14	1	Best(6lPS)	55 000	0.0209€	0.0209€	0.0398€
20150427_081817_13	1	Best(6lPS)	135 000	0.0513€	0.0513€	0.0741€
20150427_081759_12	1	Best(6lPS)	46 000	0.0175€	0.0175€	0.0255€
20150427_081735_11	1	Best(6lPS)	89 000	0.0338€	0.0338€	0.0581€
20150427_081659_10	1	Best(6lPS)	93 000	0.0353€	0.0353€	0.0613€

- Statistics list for the last 30 printed jobs (contains: number of pages, print speed, ink consumption, ink cost/label calculation, ink + print head cost/label, ink + media + print head cost/label calculation)
- **Cost/label (ink only) calculation** is the cost/1 label or page in the actual print job based on ink tank price given at HOME -> Settings -> Consumables menu.
- **Cost/label (ink + PH) calculation** is the cost/1 label or page in the actual print job based on ink tank price and print head price given at HOME -> Settings -> Consumables menu. Print head cost is added.

- **Cost/print (ink + PH + media) calculation** is the cost/1 label or page in the actual print job based on ink tank price and print head price given at HOME -> Settings -> Consumables menu and in addition media price given at IJetColor Pro -> Media settings menu (See section 11.3.6, m<sup>2</sup> price for continuous material and unit or label price for packaging material and diecut or blackmarked material).
- **Job ID/Name** is the name of the actual print job in the job library (unique name can be specified instead of random numbers in job library, see section 11.3.3 for details).

**NOTE:** Prices marked by \* contain estimated cost of maintenances as well (pre-, mid-, post job maintenance). Prices without \* mark are pure printing cost of 1 label without maintenance cost added (see section 11.3.3 for printing samples without maintenance)

➤ **Engine & Printhead Usage button:**



The screenshot shows the 'Engine & Printhead Usage' button on the left, which is highlighted with a pink box. An arrow points from this button to the 'Usage data' section on the right. The 'Usage data' section displays statistics for the 'TrojanControl' engine and the 'B007KXF' print head. Each section includes a table with columns for Ink, Length, Area, #Labels, and #Jobs.

Ink	Length	Area	#Labels	#Jobs
361,582 ml	16,915 km	3,524,961 m <sup>2</sup>	57,149	771

**Engine:** 1234567890123 (TrojanThree)

Ink	Length	Area	#Labels	#Jobs
361,582 ml	16,915 km	3,524,961 m <sup>2</sup>	57,149	771

**Print head:** B007KXF

Ink	Length	Area	#Labels	#Jobs
73,926 ml	154,140 m	25,512 m <sup>2</sup>	621	119

- **iJetColor Pro Control:** Total statistics for the IJetColor Pro printer for ink usage, printed length, printed area, number of labels and printed jobs.
- **Engine:** Total statistics and history for print engine(s). If there is a print engine replacement, all serial numbers will be registered and statistics for each print engine can be compared.
- **Print head:** Total statistics and history for all the printheads which have been connected to the IJetColor Pro printer. All connected printhead serial numbers will be registered and statistics for each printhead can be compared.

**NOTE:** A printhead must print at least 1 page to be able to register the usage statistics. A freshly installed printhead that has not printed any pages at the certain IJetColor Pro printer is displayed as an empty record.

**NOTE:** Printhead usage data is the total usage in the particular IJetColor Pro printer. Does not include usage history on usage data from other IJetColor Pro printers if the particular printhead has been used in multiple IJetColor Pro printers.

## 8.2.4 View Statistics in Browser and Exporting Statistics to CSV file format

Statistics data from HOME -> Statistics menu can be exported and saved into a CSV file from a user PC which is connected to the same network as the IJetColor Pro.

- Actual IP address of the IJetColor Pro printer can be set or acquired at HOME -> Settings -> Network menu (see section 11.2.2 for network settings)

Current IP address: 192.168.0.31

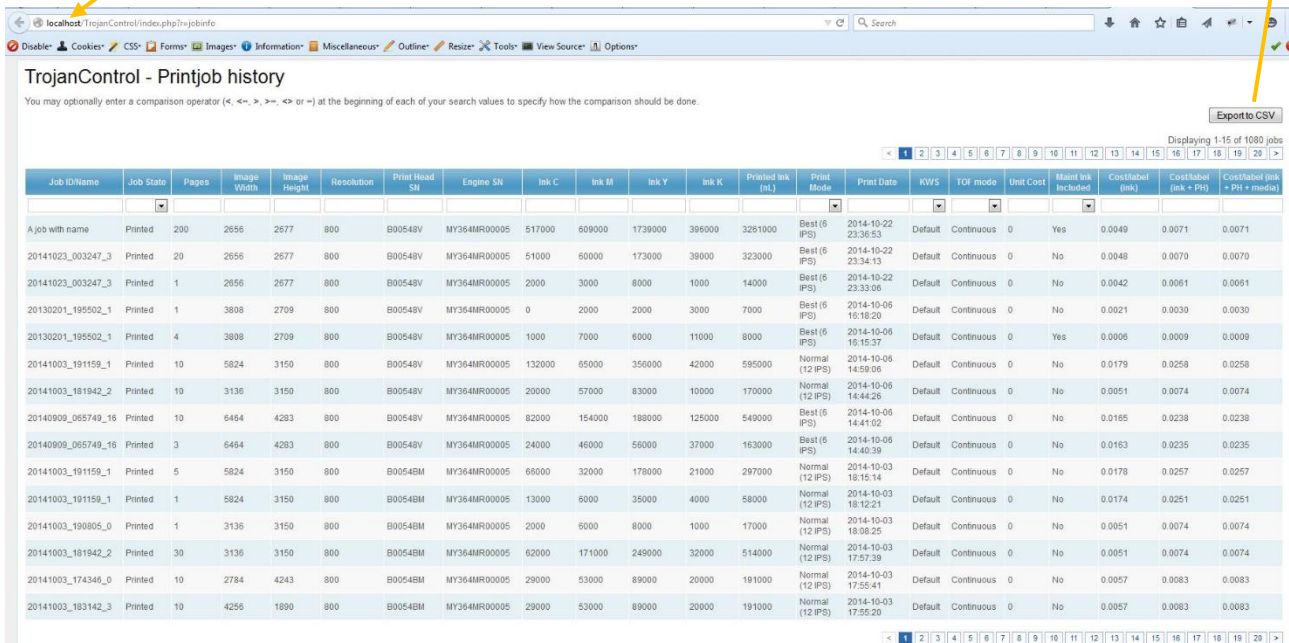
*Current IP address displayed at HOME -> Settings -> Network menu*

**NOTE:** IP address on screenshot above is an example only. Actual IP address is local network dependent and can always be checked at HOME -> Settings -> Network menu

- Type the actual IP address of the IJetColor Pro printer into a browser at a user PC:

Type actual IP address here

Export to CSV



Job ID	Name	Status	Pages	Image Width	Image Height	Resolution	Print Head SN	Engine SN	Ink C	Ink M	Ink Y	Ink K	Printed Ink (ml)	Print Mode	Print Date	RWS	TCR mode	Unit Cost	Maint Ink Included	Costlabel (ink)	Costlabel (ink + Ph)	Costlabel (ink + Ph + media)
A job with name		Printed	230	2656	2677	800	B00548V	MY364MR00005	517000	609000	1739000	396000	3261900	Best (6 IPS)	2014-10-22 23:36:53	Default	Continuous	0	Yes	0.0049	0.0071	0.0071
20141023_003247_3		Printed	29	2656	2677	800	B00548V	MY364MR00005	51000	60000	173000	39000	323000	Best (6 IPS)	2014-10-22 23:34:13	Default	Continuous	0	No	0.0048	0.0070	0.0070
20141023_003247_3		Printed	1	2656	2677	800	B00548V	MY364MR00005	2000	3000	8000	1000	14000	Best (6 IPS)	2014-10-22 23:33:06	Default	Continuous	0	No	0.0042	0.0061	0.0061
20130201_195502_1		Printed	1	3808	2709	800	B00548V	MY364MR00005	0	2000	2000	3000	7000	Best (6 IPS)	2014-10-06 16:18:20	Default	Continuous	0	No	0.0021	0.0030	0.0030
20130201_195502_1		Printed	4	3808	2709	800	B00548V	MY364MR00005	1000	7000	6000	11000	8000	Best (6 IPS)	2014-10-06 16:15:37	Default	Continuous	0	Yes	0.0006	0.0009	0.0009
20141003_191159_1		Printed	10	5824	3150	800	B00548V	MY364MR00005	132000	85000	356000	42000	595000	Normal (12 IPS)	2014-10-06 14:58:06	Default	Continuous	0	No	0.0179	0.0258	0.0258
20141003_181942_2		Printed	10	3136	3150	800	B00548V	MY364MR00005	20000	57000	83000	10000	170000	Normal (12 IPS)	2014-10-06 14:44:26	Default	Continuous	0	No	0.0051	0.0074	0.0074
20140909_065749_16		Printed	10	6464	4283	800	B00548V	MY364MR00005	82000	154000	188000	125000	549000	Best (6 IPS)	2014-10-06 14:41:02	Default	Continuous	0	No	0.0165	0.0238	0.0238
20140909_065749_16		Printed	3	6464	4283	800	B00548V	MY364MR00005	24000	46000	56000	37000	163000	Best (6 IPS)	2014-10-06 14:40:39	Default	Continuous	0	No	0.0163	0.0235	0.0235
20141003_191159_1		Printed	5	5824	3150	800	B00548M	MY364MR00005	66000	32000	178000	21000	297000	Normal (12 IPS)	2014-10-03 18:15:14	Default	Continuous	0	No	0.0178	0.0257	0.0257
20141003_191159_1		Printed	1	5824	3150	800	B00548M	MY364MR00005	13000	6000	35000	4000	58000	Normal (12 IPS)	2014-10-03 18:12:21	Default	Continuous	0	No	0.0174	0.0251	0.0251
20141003_190805_0		Printed	1	3136	3150	800	B00548M	MY364MR00005	2000	6000	8000	1000	17000	Normal (12 IPS)	2014-10-03 18:06:25	Default	Continuous	0	No	0.0051	0.0074	0.0074
20141003_181942_2		Printed	30	3136	3150	800	B00548M	MY364MR00005	62000	171000	249000	32000	514000	Normal (12 IPS)	2014-10-03 17:57:39	Default	Continuous	0	No	0.0051	0.0074	0.0074
20141003_174346_0		Printed	10	2784	4243	800	B00548M	MY364MR00005	29000	53000	89000	20000	191000	Normal (12 IPS)	2014-10-03 17:55:41	Default	Continuous	0	No	0.0057	0.0083	0.0083
20141003_183142_3		Printed	10	4256	1890	800	B00548M	MY364MR00005	29000	53000	89000	20000	191000	Normal (12 IPS)	2014-10-03 17:55:20	Default	Continuous	0	No	0.0057	0.0083	0.0083

*Exporting statistics page*

- Press 'Export to CSV' button on page to save the statistics into a CSV file.

You may optionally enter a comparison operator (<, <=, >, >=, <> or =) at the beginning of each of your search values to specify how the comparison should be done.

Job ID/Name	Job State	Pages	Image Width	Image Height	Resolution	Print Head SN	Engine SN	Ink C	Ink M	Ink Y	Ink K
	<input type="text"/>										
A job with name	Printed	200	2656	2677	800	B00548V	MY364MR00005	517000	609000	1739000	396000
20141023_003247_3	Printed	20	2656	2677	800	B00548V	MY364MR00005	51000	60000	173000	39000
20141023_003247_3	Printed	1	2656	2677	800	B00548V	MY364MR00005	2000	3000	8000	1000
20130201_195502_1	Printed	1	3808	2709	800	B00548V	MY364MR00005	0	2000	2000	3000
20130201_195502_1	Printed	4	3808	2709	800	B00548V	MY364MR00005	1000	7000	6000	11000

*Closer view*

**NOTE:** Ink consumption is more detailed in this view and displayed for each used base color (CMYK) and in total as well.

### 8.2.5 Shutdown



- Shuts down the IJetColor Pro printer completely.

**NOTE:** When shutting down the machine it is advised to wait with turning the power switch off until the shutdown process is finished. There is a message on the display when the shutdown process is initiated to indicate that the shutdown process is still going on.

**NOTE:** When shutdown process is finished (the screen turns blank) it is advised to turn the physical power switch off. The power switch is located at the back of the of the unit.

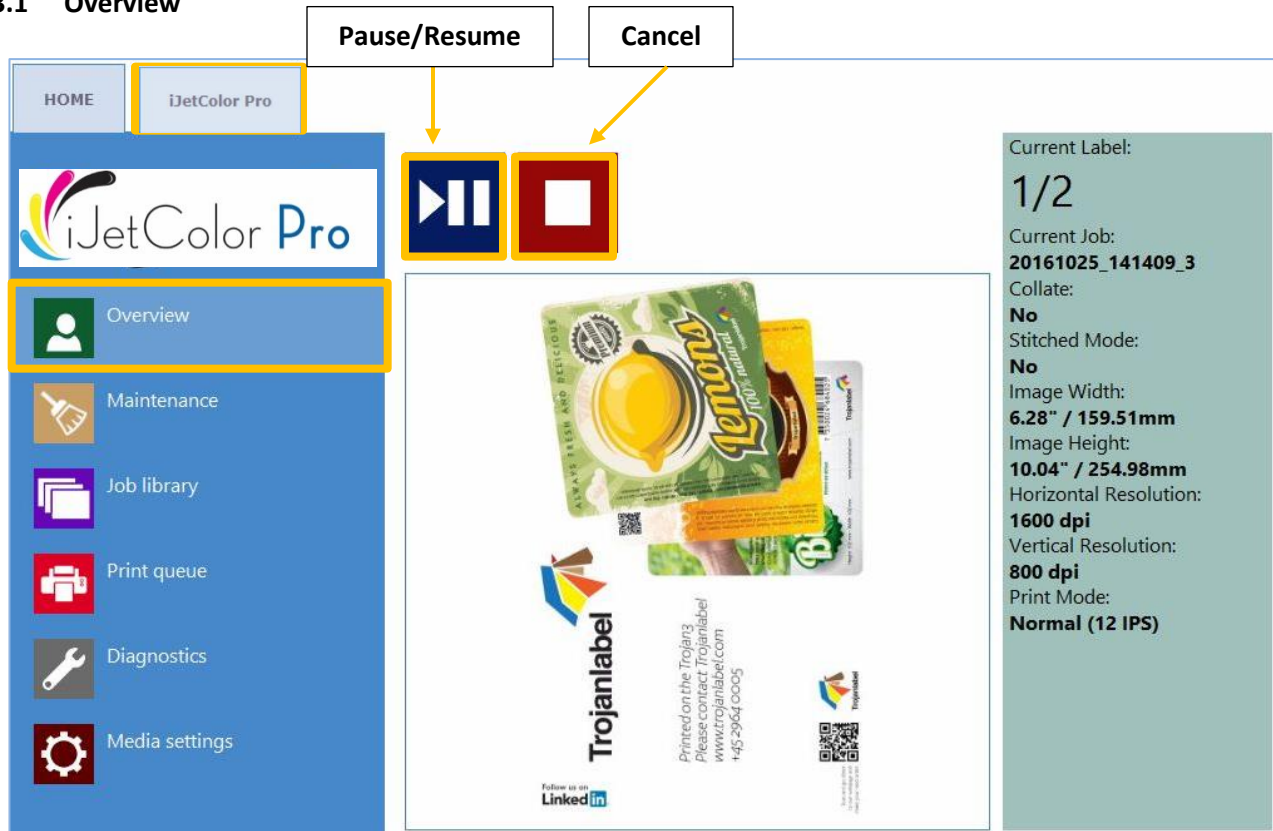
#### **CAUTION:**

Always wait until shutdown process finishes before shutting down the power supply! Otherwise the Maintenance Module inside the machine might end up in the wrong position and cannot protect the printhead from dehydration. Dehydration of nozzles in the printhead may result in print quality defects. Shutdown process may take 1-2 minutes.



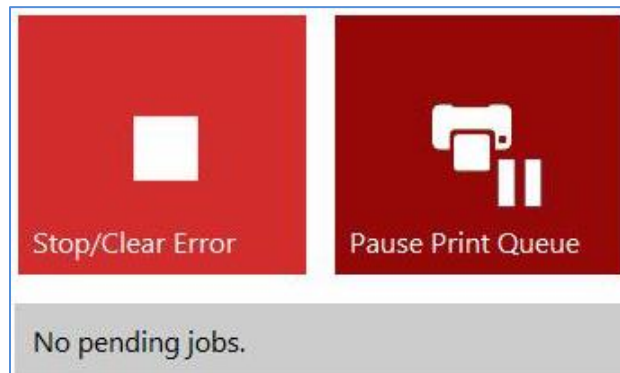
## 8.3 IJetColor Pro Handling (IJetColor Pro tab)

### 8.3.1 Overview



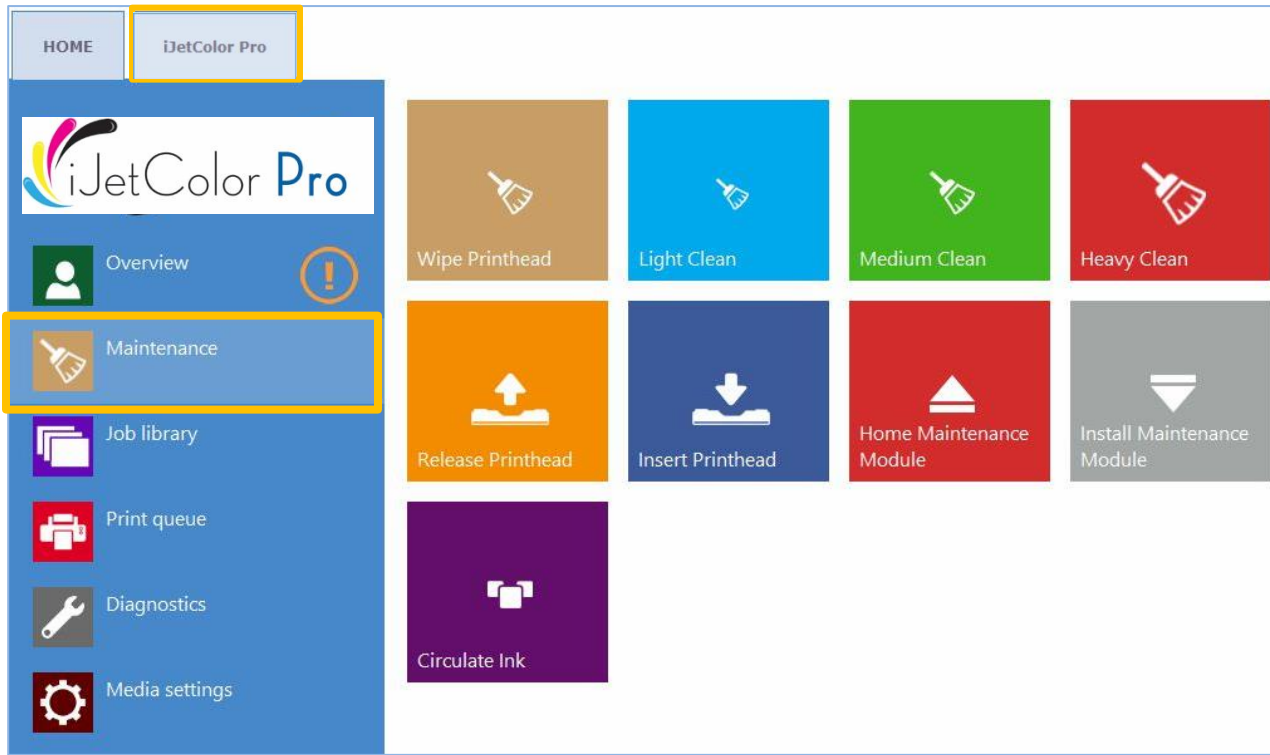
Overview menu when the iJetColor Pro is printing.

- Information from currently printed job, including:
  - Preview image of the label which is being printed at the moment
  - Label counter
  - Name of print job in job library
- Shows Print Queue state and Stop/Clear Error button when machine is in idle mode.



Overview menu when IJetColor Pro is in idle state (not printing).

### 8.3.2 Maintenance



- Wipe Printhead button**  
 Maintenance module performs printhead wiping 3 times to clean the surface of the printhead.
- Light Clean button**  
 Additional maintenance routine for fixing fine streaks and for cleaning printhead surface. Takes about a minute. Can be run multiple times. Advised to use when automatic maintenance routines and ink circulations are not enough.
- Medium Clean button**  
 Additional maintenance routine for fixing streaks, spitting ink through the nozzles and for cleaning printhead surface. Takes about 2-3 minutes. More intense form of Light Clean. Advised to use when automatic maintenance routines, ink circulations and Light Cleanings are not enough to recover print quality. Usually when medium clean is needed, it is the sign of the particular printhead is getting aged.
- Heavy Clean button**  
 Additional maintenance routine for fixing serious streaks and nozzle dehydration. Heavy cleaning takes about 5 minutes. Only advised to use when Medium clean does not prove to be enough to recover print quality. Heavy cleaning creates significant amount of waste ink as it is doing a heavy pressure prime and heavy spit of ink. Running a heavy clean is only advised when the particularly installed printhead is heavily dehydrated or nearly reached the end of life.



**TIP:** Rather use 2 medium cleans prior to doing a heavy clean. Heavy clean is for recovering badly dehydrated printheads only, not against small stripes on the printed sheets.

- **Release Printhead button**

Opens up the printhead latch to be able to install/replace the printhead physically. Pressing the release printhead button de- primes the installed printhead.

- **Insert Printhead button**

Primes up the newly inserted printhead with ink.

**NOTE:** Priming up the printhead with ink may take several minutes (about 5 minutes).

**NOTE:** During first time installation, when the reservoir tanks are not filled up with ink, the printhead priming does not begin until reservoir tanks get full. Pressing the Insert Printhead button while the reservoir tanks are still filling up does not take any effect. Filling up the reservoir tanks from empty to full state takes about 15 minutes and process is indicated on status bar at the display.

- **Home Maintenance Module button**

Moving maintenance module into home position. Maintenance module is sliding out from below the printhead. When maintenance module is in home position it can be inspected and wiper roller, cap module can be replaced. The print engine lid must be opened up to gain access to the maintenance module.

- **Install Maintenance Module button**

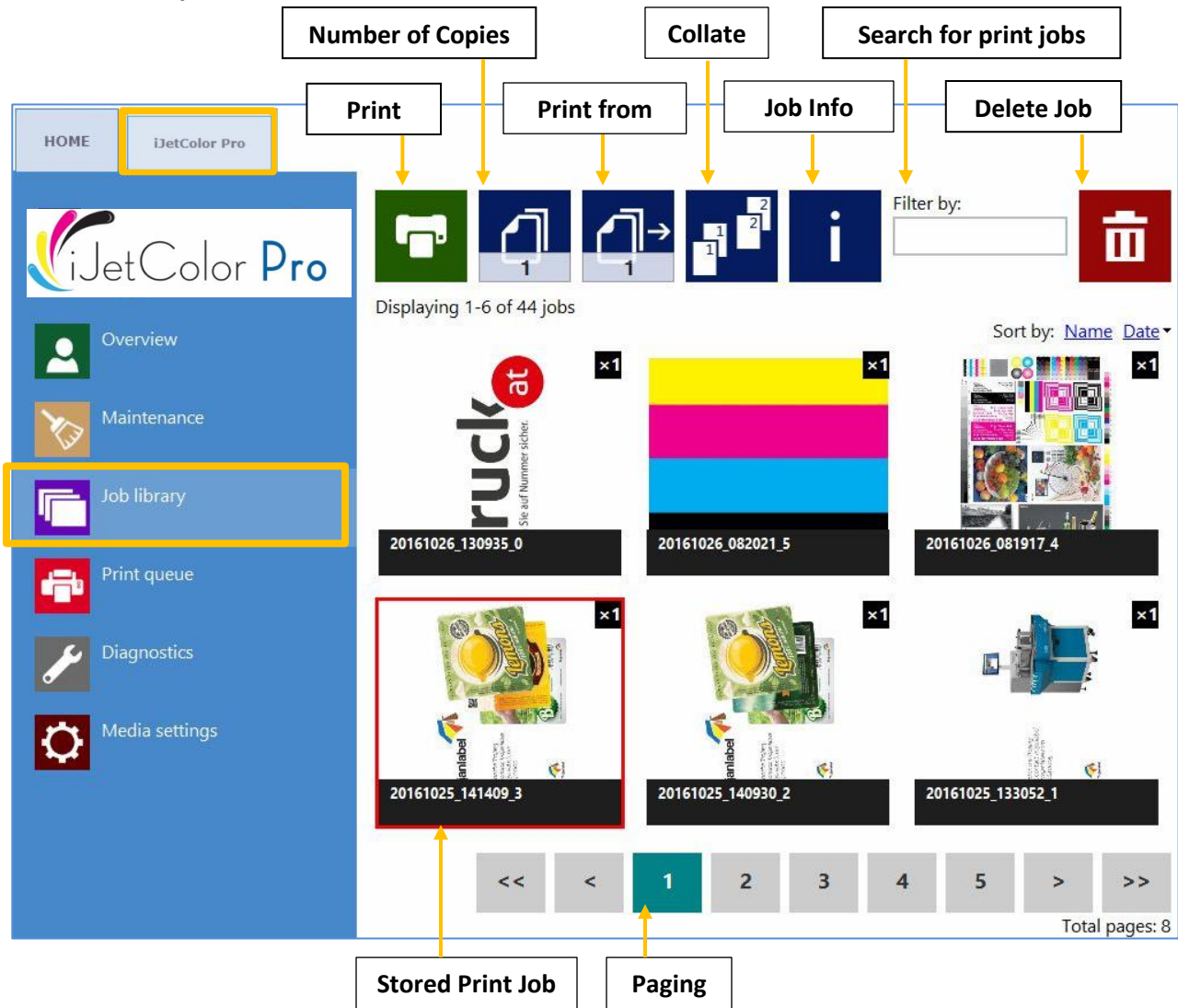
Moving maintenance module back to cap position (under the printhead).

- **Circulate Ink button**

Circulates ink in the system to purge air bubbles. This function does not create waste ink and can be run as many times as needed. One ink circulation cycle takes a few seconds only.

**NOTE:** Ink circulation is a very useful function and can help to get rid of fine streaks generated by air bubbles which might be blocking some printhead nozzles. It takes less time than Light Cleaning.

### 8.3.3 Job Library



- **Stores 30 printed jobs with random job name by default (print streams uploaded from driver).**
- **Print jobs can be renamed:** Renamed print jobs are stored beyond the default 30 with random name. Only the drive space is the limit for storing jobs. Renaming can be done at information window. See picture below.
- **Remembers last visited page and job when returning to the Job Library menu.**
- **Stored labels:**
  - Print, change number of copies, print from a certain page number
  - Information about each print job (size, number of labels, speed, cost per label, applied color profile etc.)
  - Preview of print job
  - View images in a print job
  - Delete print job(s)

- **Can swipe on touchscreen or use the scroll bar for paging** when paging option is disabled at HOME -> Settings -> User Preferences menu (See section 11.2.2)

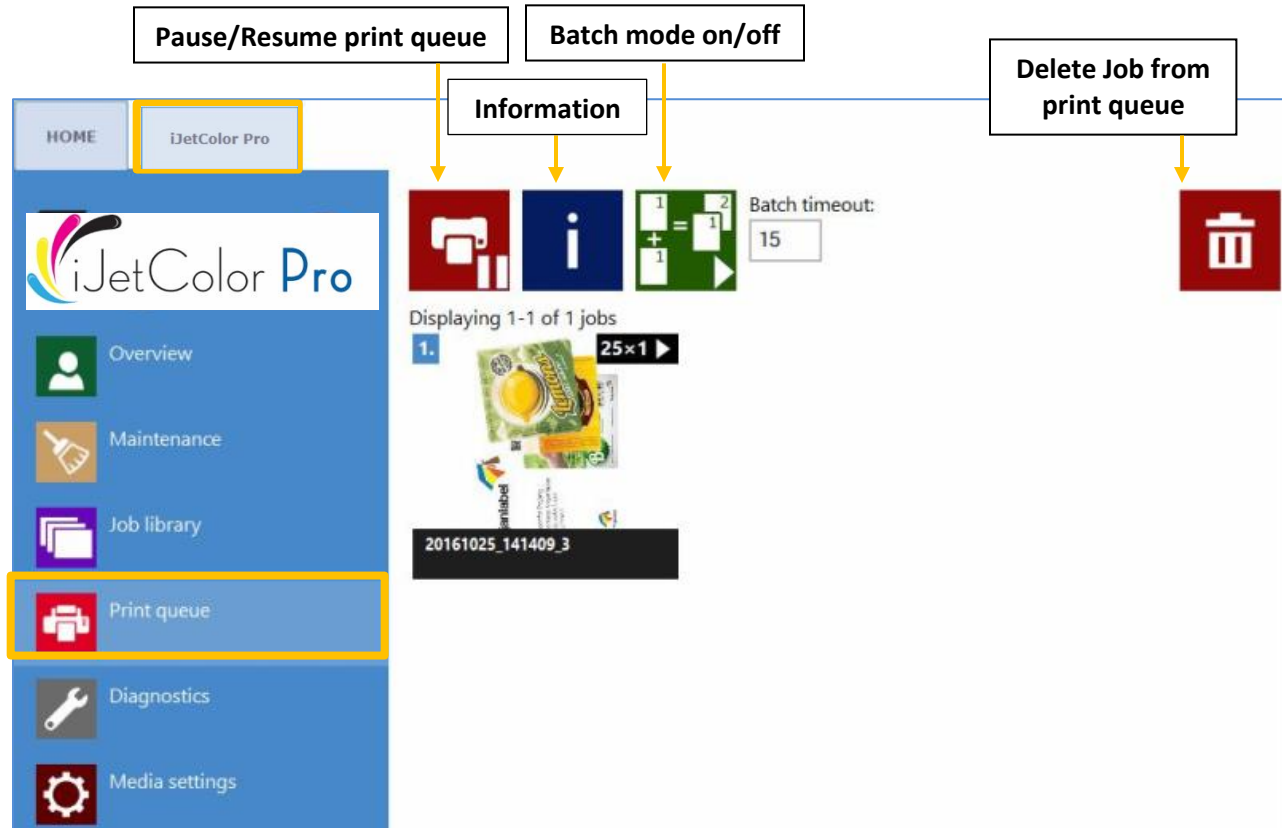
➤ **Information button:**



- **Print one copy for cost calculation button:** Prints only one copy without pre or post job maintenance. Focus is on cost/label calculation not on quality. Pure ink cost of 1 label.
- **Applied color profile:** the color profile applied in the driver when the job was sent (see section 12.2 for selecting color profiles).
- **Collate button:** Describes the order how the different pages will be printed out within one print job when printing a multipage file.
  1. Copies of a page are printed one after the other within a print job
  2. Copies of pages are printed in sequential order within a print job

- **Print From button:** makes sense when job contains different pages (variable data, different images etc.) and user wants to print out the stored job from a certain page number.
- **Force Stitch Mode checkbox:** Normally Stitch mode can be enabled from the IJetColor Pro driver, however enabling the stitch mode checkbox will create a stitch mode job from the actual job when printed (see more from stitch mode at section 10.2). This function is useful when the job was sent from the RIP where stitch mode is not available.

### 8.3.4 Print Queue



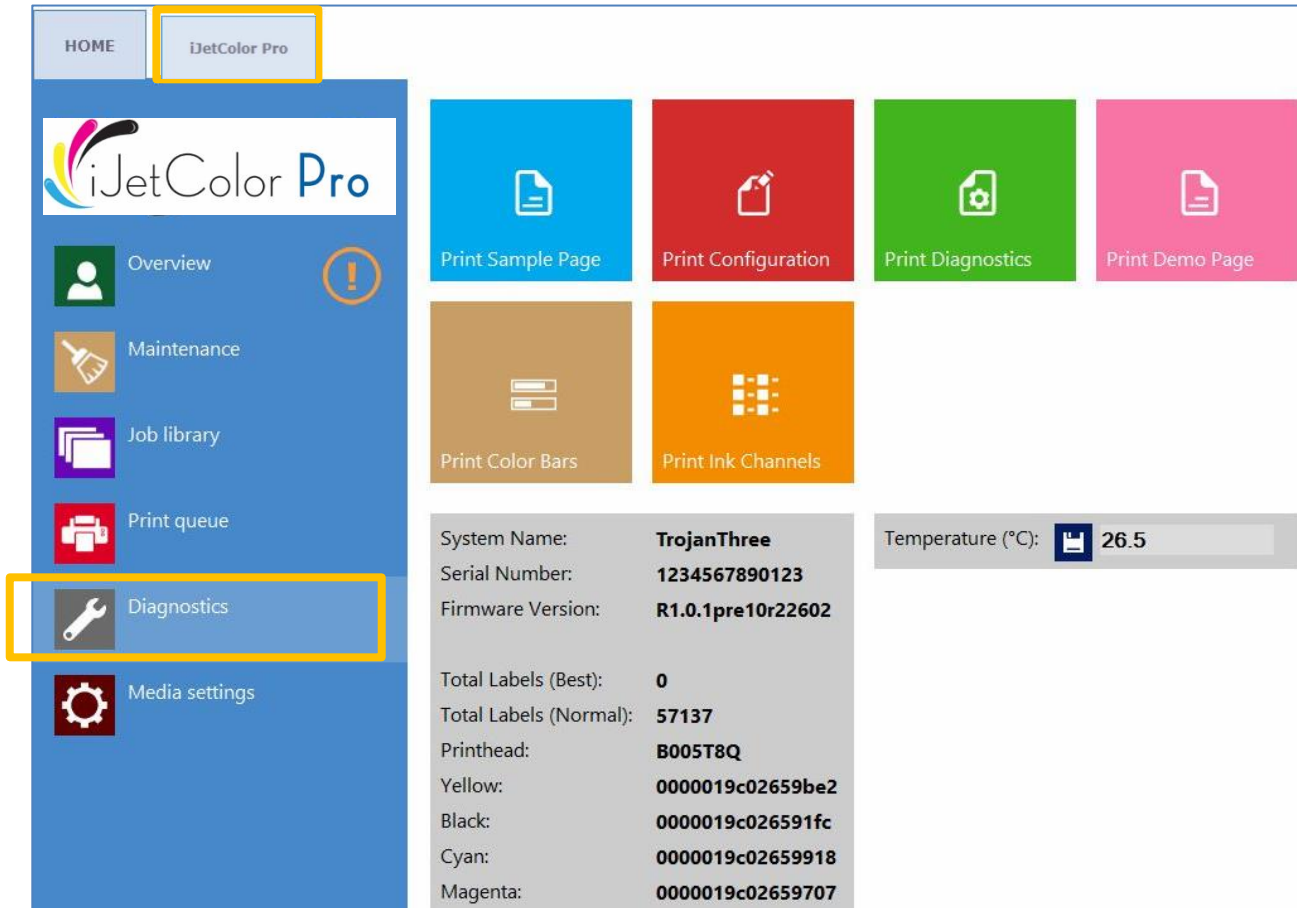
- Print jobs are queued progressively as they sent and processed in FIFO (first in first out) system. The queue can be managed from Print queue menu.
- The print queue is stored even if the IJetColor Pro is restarted.

**NOTE:** The currently printed job in the queue cannot be deleted.

- **Pause/Resume Print Queue button:** While print queue is paused the jobs are pending in the queue and printing only starts when the queue is resumed.
- **Information button:** Same as in job library (see section 11.3.3).
- **Batch Mode on/off:** Batch mode means that all jobs sent within a defined timeout period will be merged into 1 job and will be printed out at once when the timeout expires. The timeout counter begins when batch mode is switched on.

- **Batch mode timeout:** Period of time while jobs are merged together when batch mode is on.

### 8.3.5 Diagnostics

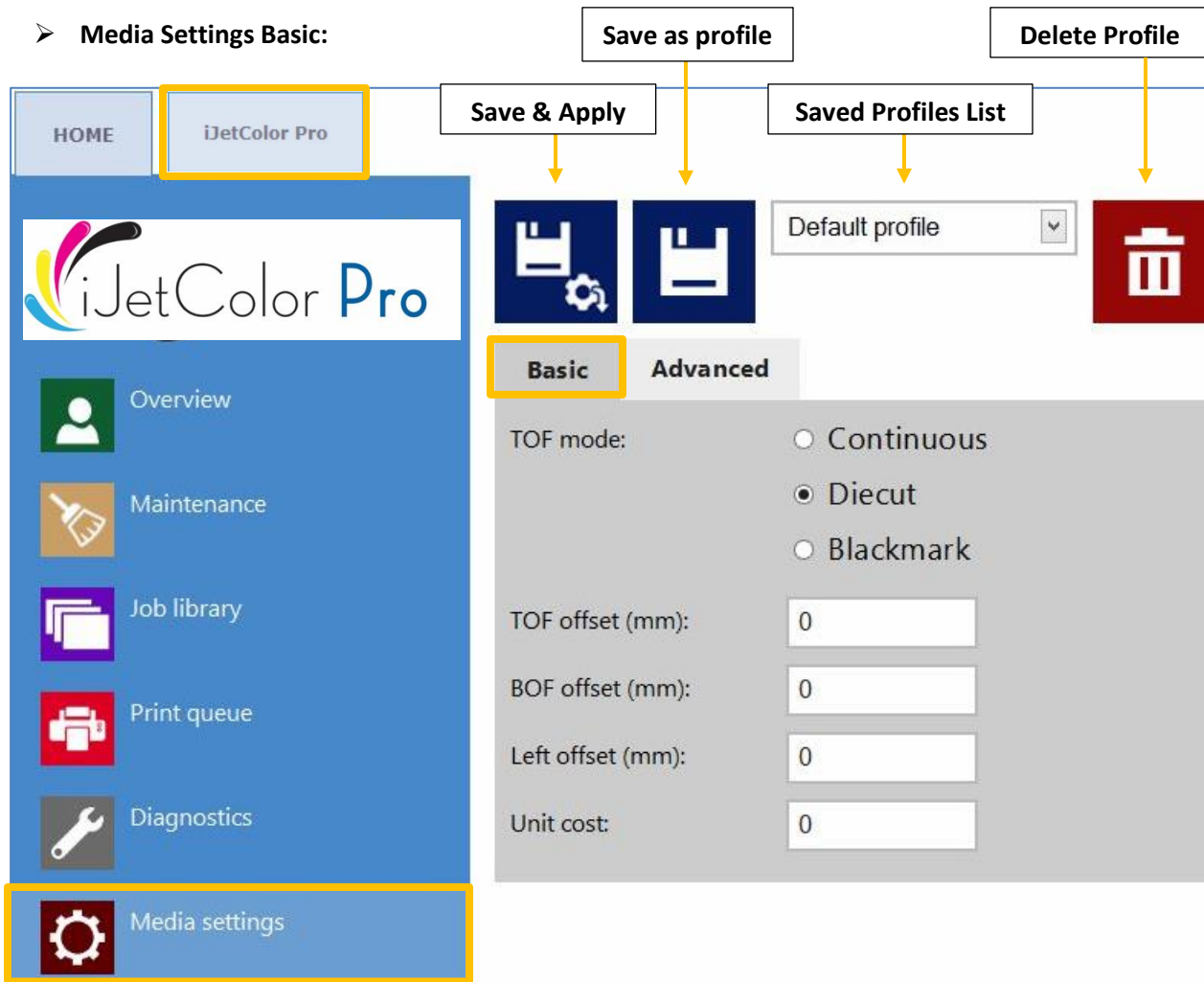


- Information about software, serial numbers, total label counter.
- **Temperature:** Adjusting ink temperature to room temperature for the best print quality. The average temperature of the room where the iJetColor Pro is set up displayed in temperature field based on the feedback of the built in temperature sensor. Heating up the ink right before printing will be adjusted to environmental temperature. This field is filled up automatically based on the temperature sensor but can be overwritten by the user.  
**NOTE:** User defined temperature value remains active until next reboot only.
- **Sample page:** Sample page with current NVM and variable settings (A4 size).
- **Configuration page:** Containing current configuration settings (A4 size).
- **Diagnostics page:** Containing system information (A4 size).
- **Demo page:** Demo image (A4 size).

- **Color Bars:** Standard color bars for checking printhead nozzles, mixes CMYK colors (A4 size).
- **Ink Channels:** Printing a color bar with each ink channel, no ink mixing (CMYK – A4 size).

### 8.3.6 Media Settings

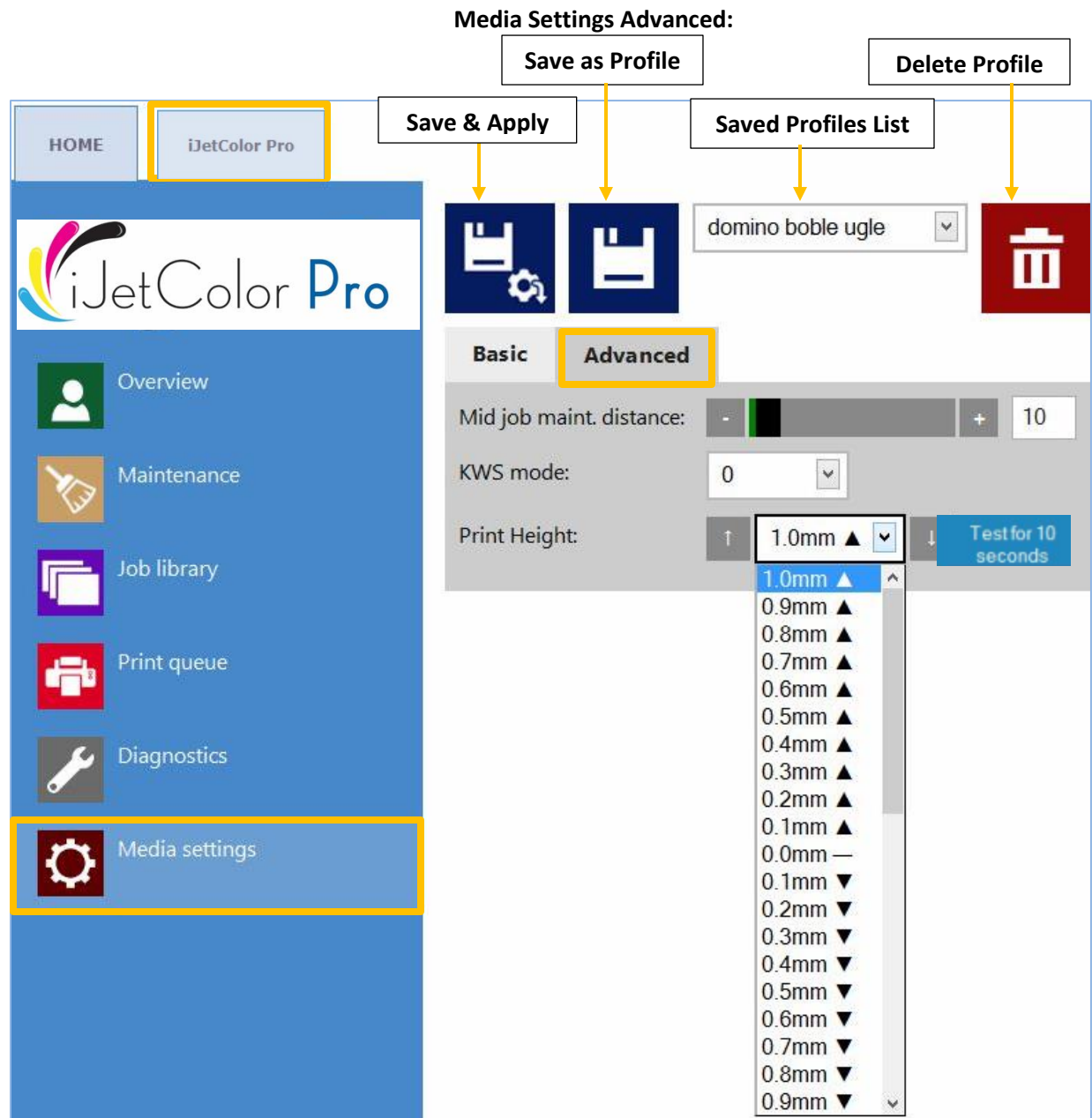
- **Media Settings Basic:**



- **TOF offset (mm):** Top Of From (top of label) can be +/- depending on moving the top of the image up or down on label. **NOTE:** limits -160mm ⇔ +160mm
- **BOF offset (mm):** Bottom of Form (bottom of label) can be +/- depending on moving the bottom of the image up or down on label. **NOTE:** limits 0mm ⇔ 100mm
- **Left offset (mm):** Moving printed image towards left or right compared to the left edge of the printhead. **NOTE:** limits -127mm ⇔ 222mm



- **Unit cost /Square meter cost:** Price of 1 printed unit (like a cardboard box or paper bag) or price of one label for die cut material or Square meter price for Continuous and Blackmark label material. Used for total cost/label calculation. (See section 11.2.3). The field changes from unit to square meter cost when TOF mode is changed from diecut to continuous or blackmark.

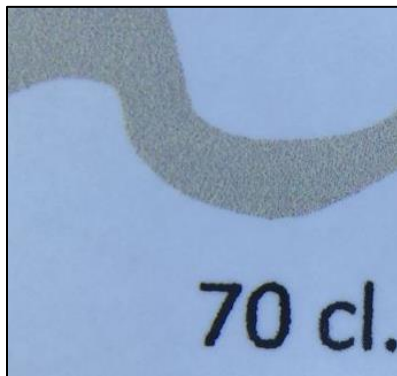


- **KWS mode:** KWS = Keep Wet Spitting  
KWS is a function to protect the 70,400 printhead nozzles from dehydration. In practice it means that during printing all the nozzles fire some ink, even the nozzles which do not take part effectively in

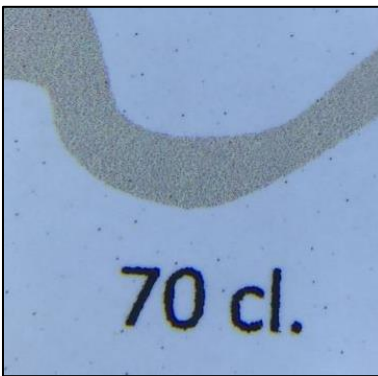
printing. As a result tiny (almost microscopic) dark spots of ink might be seen on printouts, especially when the background of the printed image is light in color. When those tiny spots are not acceptable from the print quality point of view, this function can be reduced or switched off completely.

**NOTE:** See KWS levels on next page more detailed

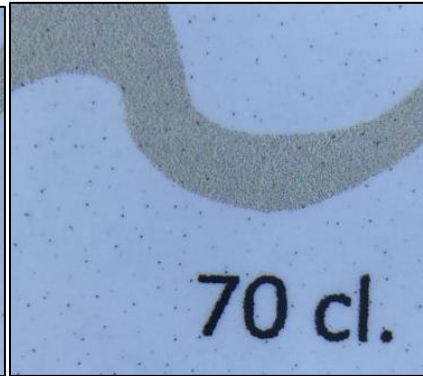
- **Mid job maint. Distance (meter):** Setting mid-job maintenance frequency in printed linear meters. Mid-job maintenance is a full printhead maintenance during processing a print job to preserve best print quality. **NOTE:** Actual value is always displayed at status bar on the screen
- **Print Height:** Adjusting the height of the printhead compared to the height of the media. The ideal distance for the printhead above the media is around 1mm.
- **KWS levels:**



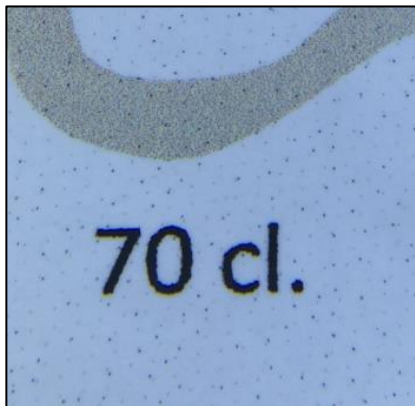
*KWS level 0*



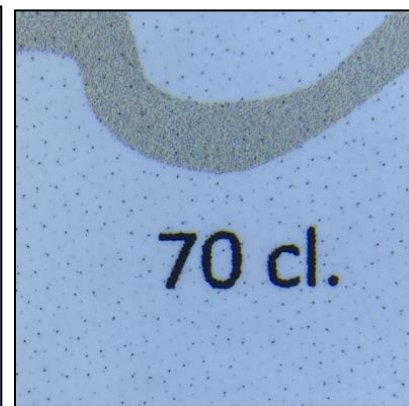
*KWS level 1*



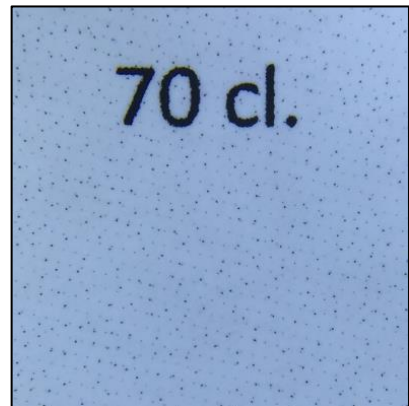
*KWS level 3*



*KWS level 5*

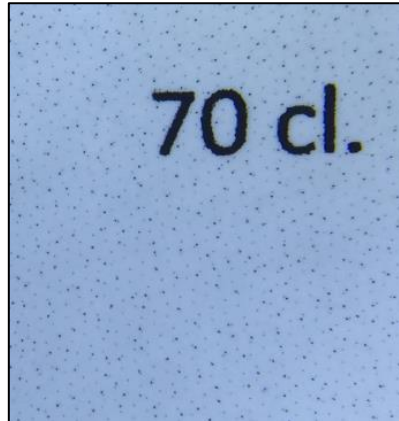


*KWS level 7*



*KWS level 9*





*KWS level 11*

**WARNING:**

The degree of KWS has effect on printhead life. The higher KWS is set the more protection the printhead gets against dehydration of nozzles. **ALTHOUGH** switching KWS off (0) does not result in losing warranty for the printhead, it is still advised to enable KWS and set it to a level where the small dots are still acceptable in terms of print quality.

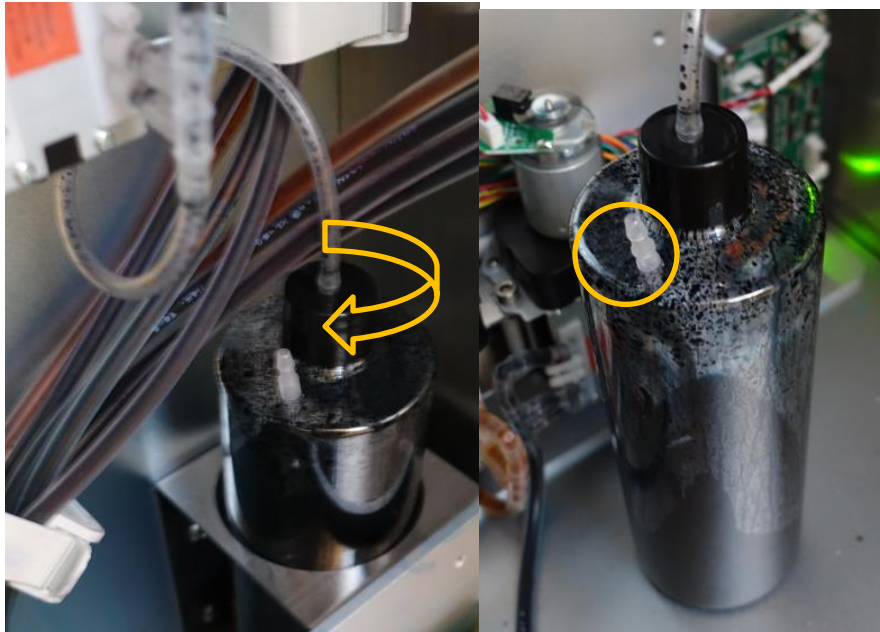
## 9 Maintenance

### 9.1 Emptying the Waste Ink Tank:

- Maintenance routines which protect the printhead produce some waste ink. This waste ink goes to the waste ink tank. **The waste ink tank is located near at the lower right corner inside the cabinet.**
- It is advised to check waste ink bottle frequently depending on printed volumes but at least once a week and empty the tank when it is almost full.



*The waste ink tank is situated on the lower right corner inside the cabinet*



*Unscrew the cap*

*Overflow tube*

- To empty the waste ink tank unscrew the cap and take ink tank to the place where the waste ink can be disposed.
- In case the waste ink tank gets full of ink there is an overflow tube on top of the tank.

**NOTE:** Keep a piece of cloth/paper towel/sponge nearby to avoid dropping of ink from tubing when removing the cap of the bottle.

### **WARNING!**

**The ink might be considered as Hazardous Waste in some countries. Make sure you fill the waste ink from the bottle into a separated tank and disposal is done according to the local regulations!**

**Material Safety Data Sheets (MSDS) for the Trojan ink can be downloaded from Printware**

## **9.2 Replacing Micro Fiber Roller (MFR)**

The wiper roller (microfiber roller) is a wear and tear part and needs to be replaced as it wears down. It is advised to change the wiper roller in every 6 months.

Signs that the wiper roller might needs replacement:

- If surface of the wiper roller looks shiny and not 'fluffy' anymore, then wiper roller is worn down and needs replacement.
- If printhead wiping routines (like wipe printhead or light/medium/heavy clean) do not improve print quality and fine streak(s) remain on the printouts after the routines multiple times.

- If ink puddles remain on the printhead surface after the wiper roller wiped.

Part number:	Part description:
880577-001	Wiper Roller (gen 2)

**Required equipment:**

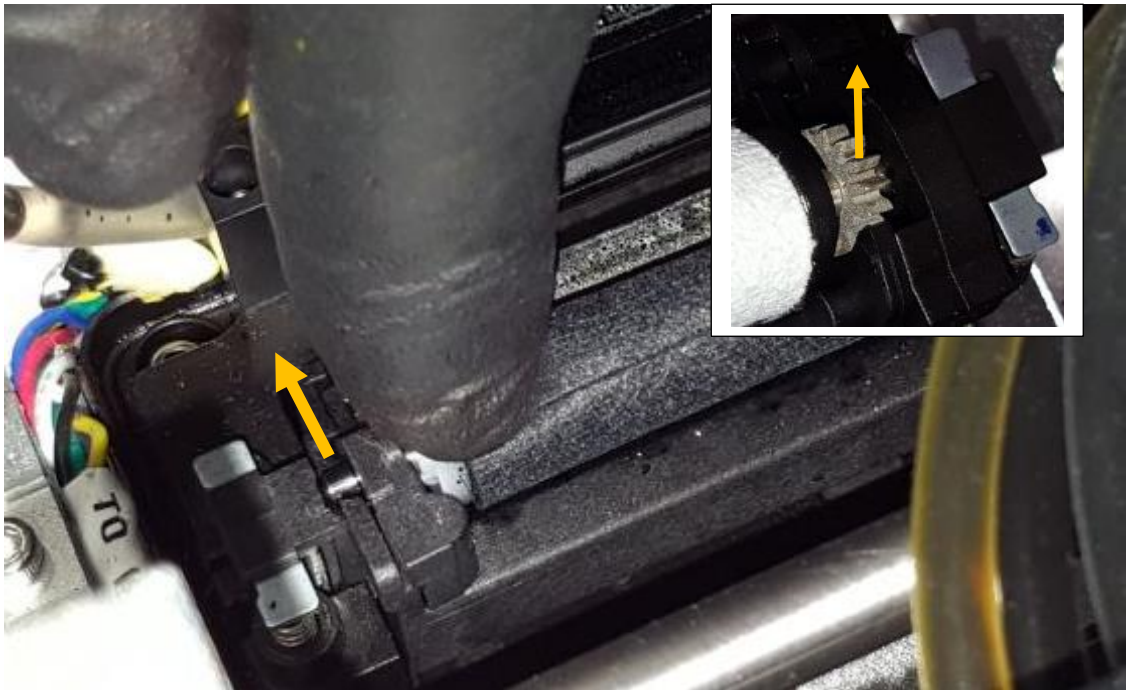


1. Open lid on top of the print engine:
2. Press Home Maintenance Module button in IJetColor Pro -> Maintenance menu to gain access to the wiper module:





3. Detach and remove the used micro fiber roller:



*Pull the micro fiber roller out from under the plastic latch*



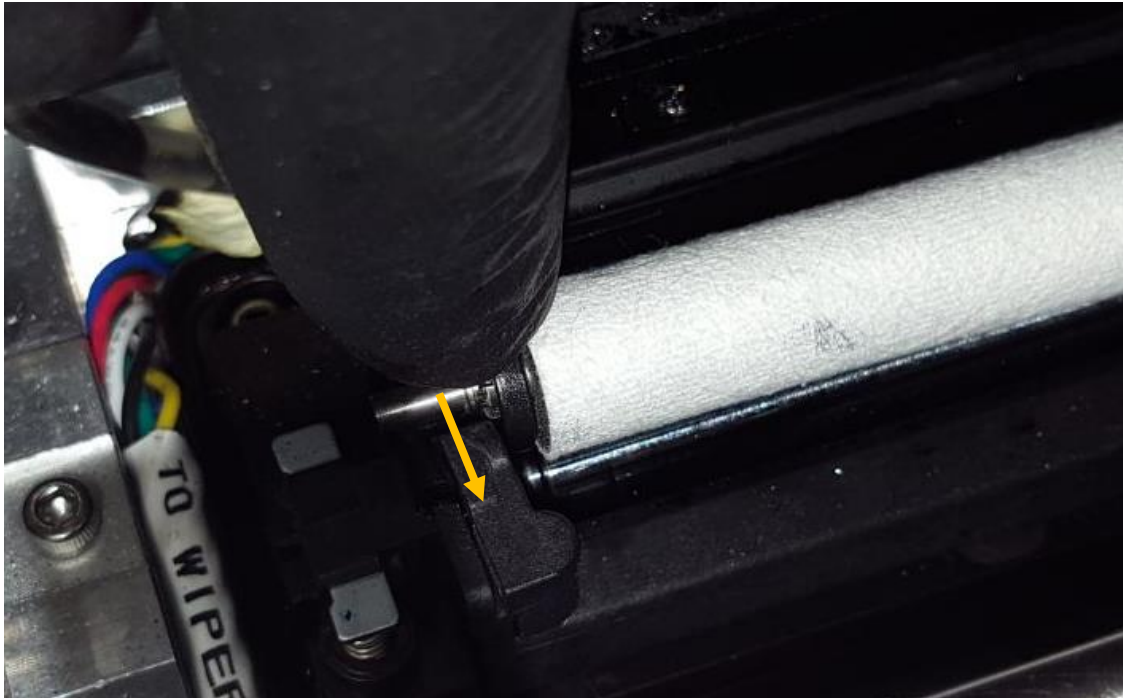
*Micro fiber roller out.*

On the right side where there is a gear mounted to the micro fiber roller, just lift out the gear from the wiper motor gear house.

4. Install new wiper roller:

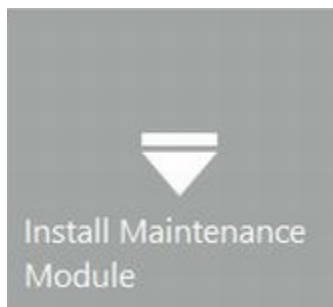


*Fit the gear on the right end of the micro fiber roller onto the proper place from above. The gear has to fit to the gear of the wiper motor.*



*Push the axis of the micro fiber roller under the plastic latch until it clicks onto the right place.*

5. Press Install Maintenance Module button at IJetColor Pro -> Maintenance menu to move maintenance tray back into the proper position.



### 9.3 Manual Printhead Wiping

The manual printhead wipe has 3 functions, these are:

- Cleans printhead nozzle surface from waste ink, dust, debris, particles.
- Prevents dehydration of the printhead nozzles.
- Forms a wet film layer on the printhead nozzle surface thus creates some vacuum and help to prevent air bubbles blocking some nozzles.

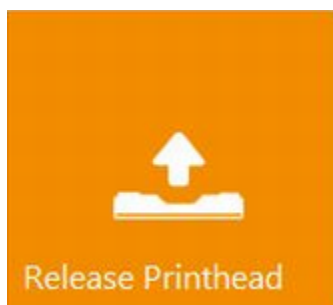
It is advised to perform a manual printhead wipe at least once a week.

## WARNING!

Only use Distilled or De-Ionized Water for cleaning the printhead!  
Never use any chemicals or alcohol for cleaning/wiping the printhead!  
Chemicals and alcohol are damaging the printhead nozzles.



1. Open lid on top of the print engine:
2. For manual wet wiping the printhead, the printhead has to be removed from the IJetColor Pro. Press Release Printhead button at IJetColor Pro -> Maintenance menu to de-prime the printhead and open the printhead latch.

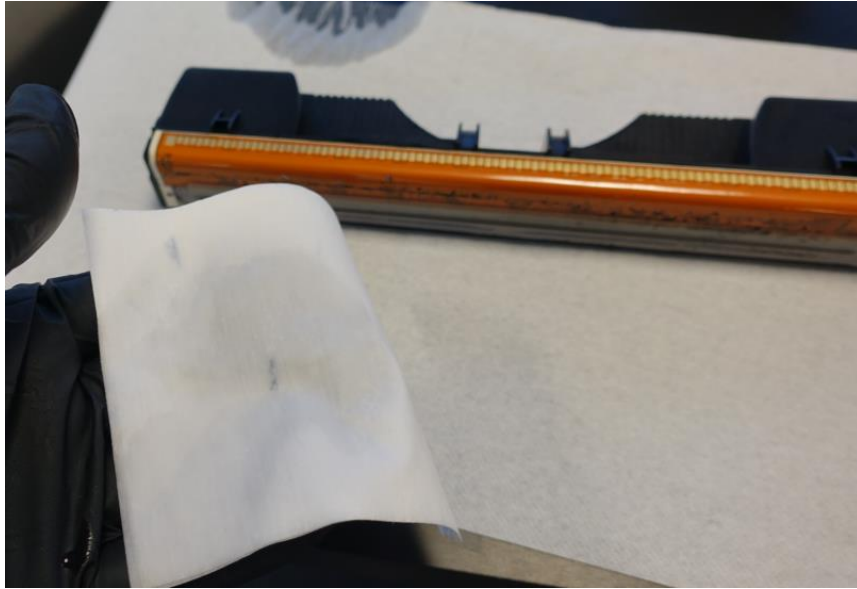




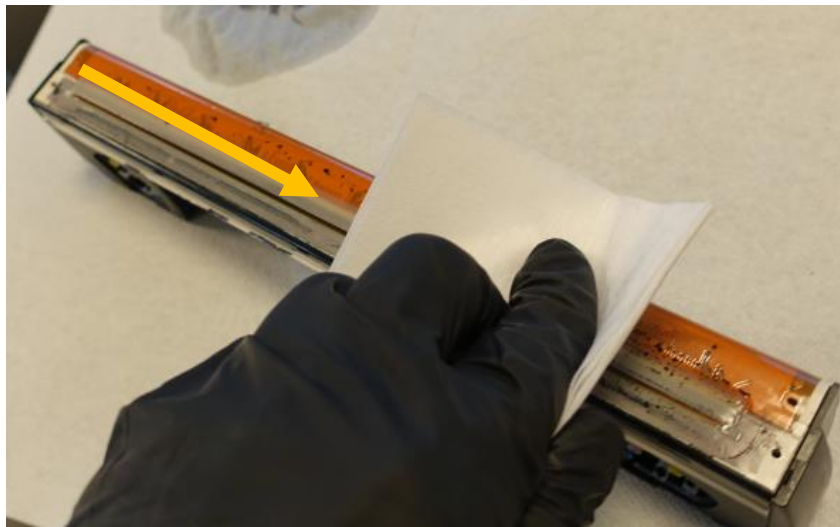
3. Remove the printhead from the IJetColor Pro and put in on a table



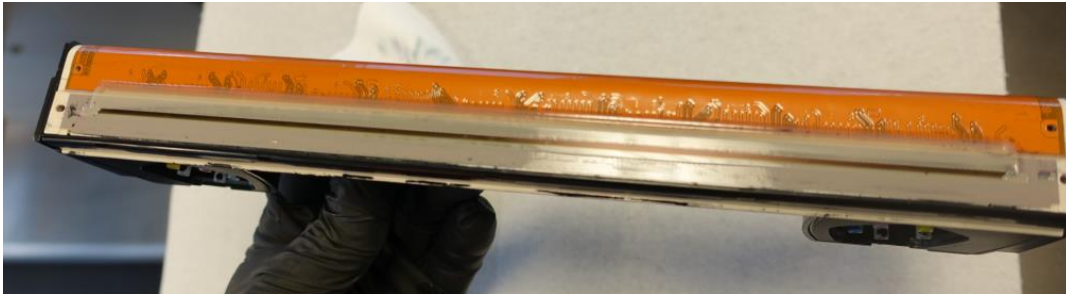
4. Make a piece of lint-free cloth wet with De-Ionized or Distilled water



5. Wipe the printhead nozzles with the wet cloth with a single move from one end to the other. Never wipe back and forth because that can transfer waste ink back to the nozzles causing color contamination

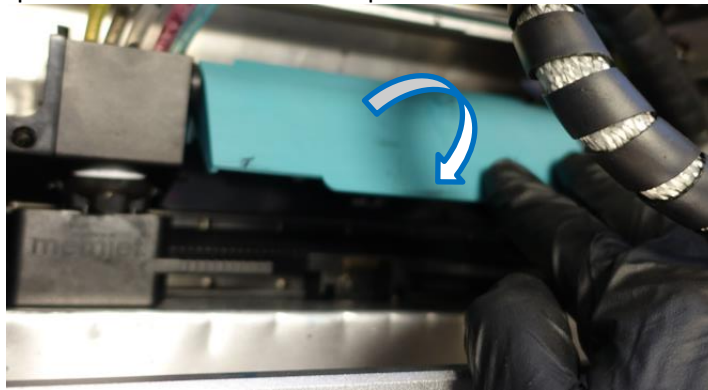


*Wiping printhead from one side to the other with a single move*

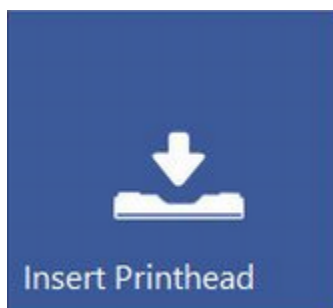


*Printhead clean and wiped*

6. Install the cleaned printhead back and close the printhead latch



7. Press Insert Printhead button at IJetColor Pro -> Maintenance menu to prime the printhead with ink. This process may take up to 5 minutes.



8. Once system state goes back to online, then IJetColor Pro is ready to print

System State:	<b>Online</b>
Error State:	<b>NA</b>
Print State:	<b>NA</b>
Media Path State:	<b>Ready</b>

## 10 Troubleshooting

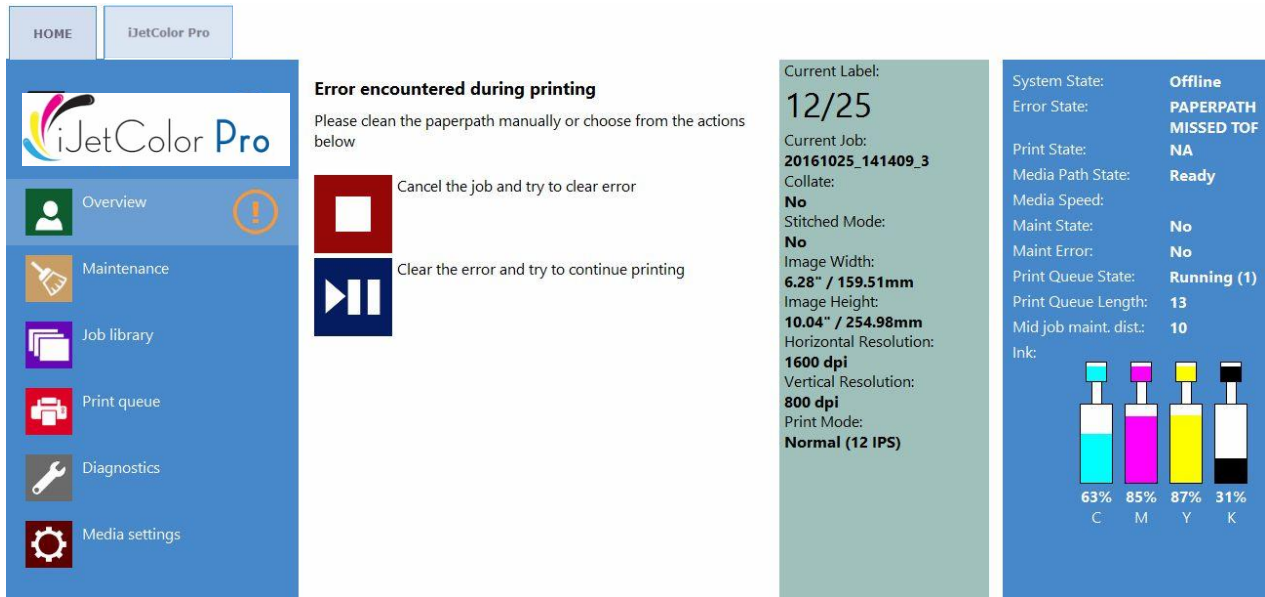
### 10.1 Error States List

Problem	Solution
Error display: "Paperpath Missed TOF Error"	<p>A) The gap size may be too short. Adjust "Gap Size" in media settings in case ToF mode is continuous (LP version only)</p> <p>B) Make sure the page size is set correctly in the driver when sending a job.</p> <p>C) Make sure media present</p> <p>D) Make sure page sensor is functioning and positioned properly</p>
The bottom of the label looks unfinished, showing a yellow/green line.	<p>This is caused by the image being 'truncated' by the print size. The Print Head prints in the order of Y, K, C, K, and M. The reason why a dark green line shown is because the printhead stops printing after Y, K and C are printed.</p> <p>Therefore, the solution is to change the BOF offset at Media Settings menu and allow the printhead to print until the full image.</p>
Error display: "Data Path Underrun Error"	<p>A) Make sure preview generation is not set to 'Instantly'</p> <p>B) Reduce image complexity (no point in creating higher resolution artwork files than 1600x1600dpi as the driver or the RIP software will downscale the image anyways.</p> <p>C) Reduce compression rate when using the RIP software</p> <p>D) Check design of artwork file. Check for overreaching background objects in the printed image which can confuse the machine as those over the specified label size.</p>
Error display: "PRINTHEAD FAULTY"	<p>Communication error with the printhead. One or more segments of the printhead cannot be read.</p> <p>A) Contact support.</p> <p>B) Try with another printhead</p>
Error display: "Paper Path Page Sequence"	<p>A) Typically when the packaging material does not reach the media present sensor in time within the timeout period while the print engine is waiting for the media present signal.</p> <p>B) Or when the speed of the conveyor belt or the web path system is not matching with the print speed.</p>
Error display: "Paper Path Feed Timeout"	<p>The IJetColor Pro is ready to print and waiting for the media present signal, but the material is not present. There is a 15 seconds timeout period while the machine is waiting for the media to arrive.</p>
Error display: "Printhead Missing QA"	<p>Printhead is not installed physically or printhead QA chip cannot be read out. If printhead is installed but not recognized, then check/clean contact pins and reinsert the printhead. If cleaning the contact pins does not solve the issue, then try with another printhead or contact support.</p>

Error display: <b>"Maintenance Jam"</b>	<p>The maintenance tray movement is blocked physically or maintenance tray's position is not calibrated or unknown to the system.</p> <p>A) Use the red button at HOME -&gt;Settings-&gt;Network menu to restart the user interface and print engine. When the print engine is starting up it does a maintenance tray calibration.</p> <p>B) Try to move the maintenance tray manually and check if the tray can move freely on the rails. Then use the red button at HOME-&gt; Settings-&gt;Network menu to restart the print engine.</p> <p>C) Contact support if A) and B) options cannot solve the issue</p>
Error display: <b>"Bag Out"</b>	<p>One or more ink tanks are out of ink. Replace the empty ink tank and press refresh button on screen</p>
<b>One or more ink lines are not filling up with ink</b>	<p>There is excess air introduced into the ink system and causes pressure loss.</p> <p>A) Do a manual wet wipe on the printhead (see section 13.3 for manual printhead wipe.</p> <p>B) Reinsert the printhead</p> <p>C) Check revolvers (fluidic couplings which connect with the printhead couplings), there might be a loose revolver cap -&gt; contact support</p> <p>D) Check ink tubes throughout the ink delivery system for any loose luers, ink leaking etc.</p> <p>E) Try with another printhead</p> <p>F) Contact support</p>
<b>The IJetColor Pro tab is not displayed on the screen</b>	<p>A) The printhead is damaged (nozzles are scratched) and ink ingression causes short circuit and pulls down the mainboard of the print engine -&gt; most likely the print engine mainboard keeps on restarting all the time. Solution: Remove the printhead and install another printhead.</p> <p>B) There is a damaged print job in job library which has to be deleted from the file system. Contact support.</p>

## 10.2 Error Messages on Screen

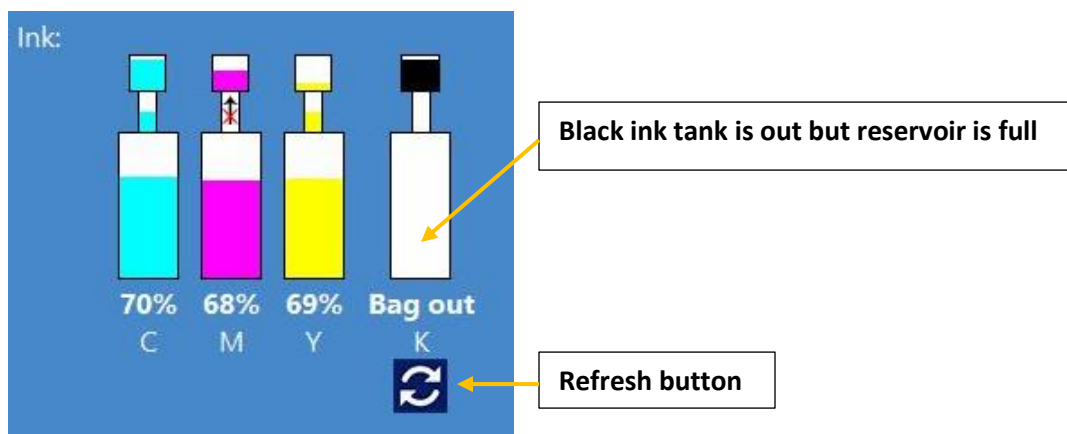
The iJetColor Pro has an interactive user interface called iJetColor Pro Control. Whenever an error state occurs, depending on the error state some on screen instructions can appear offering information about the error and also selection of user actions to solve the issue and to cancel or resume the actual print job.



*Example: Missed TOF Error occurred*

### ➤ Bag Out error

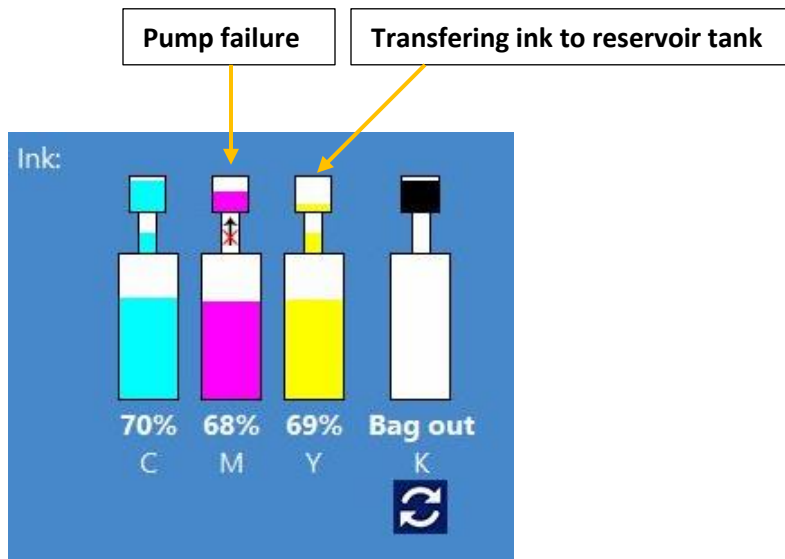
One of the ink tanks run out of ink during printing. The printing continues as reservoir ink tanks are full. User can hot swap ink tank(s) and press refresh button on screen to clear the error message after new ink tank is installed. Ink tank sign is flushing and 'Bag out' message appears in status bar.



### ➤ Ink Transfer failure

When a crossed out arrow appears in status bar. This means that pump cannot bring the ink up from the ink tank to the reservoir tank. Can be pump motor failure, like encoder wheel on motor is filthy or pump stuck, electrical failure etc. Contact support when this happens.

**NOTE:** When pump is transferring ink from the ink tanks to the reservoirs, then ink movement is simulated on the screen between large ink tank and smaller reservoir tank status bar.



### ➤ Running out of disc space

When new print job is sent to the machine but free disc space on hard drive reaches the 1 GB limit. For example the amount of print jobs stored in the job library occupies most of the disc space. Then the actual print job is paused and a warning sign appears on the upper right corner on the screen until enough disc space is freed up. Extra disc space can be gained by deleting some print jobs from the job library. When disc space is enough to continue the actual print job, then warning sign disappears and print job continues.



Receiving print job

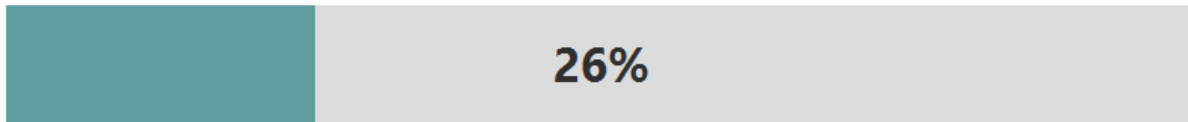
*Warning sign to indicate low free space level on built in hard drive*

### 10.3 Firmware Update Failure

If an error happens during the FW update process, the color of the text changes to red to indicate error state. The progress bar might still show progress and counter but the update process will not be successful. To resolve the issue and finish the firmware update, please shutdown the full system and start again. After the reboot (power on), the emergency restore process will take over and try to finish the update (there is no visual feedback about this). When second update attempt is finished, it will automatically restart the system which should be up to date after the restart and printer (IJetColor Pro) tab will appear on screen. If for some reason the second recovery attempt fails, please contact Printware support.



#### **Firmware update (Step: 5/5)**



*Firmware update text changed to red.*



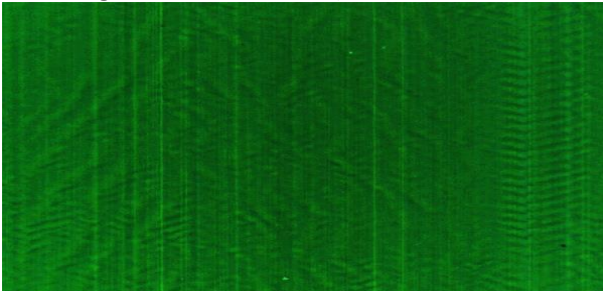
## 11 Typical issues

### 11.1 Uneven surfaces (Distance between substrate and print head)

The iJetColor Pro is designed as on all purpose over printer for printing on absorbing materials, such as paper, inkjet coated substrates (PP, PE etc.) and even some wooden materials. Besides the requirement of an absorbing surface, it is also important that the print surface is as even as possible.

### 11.2 Print head too far

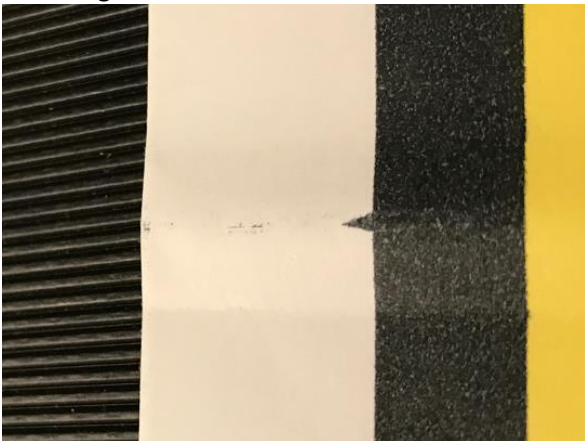
The image will look blurred (often seen as sand bank/fish bone like patterns in solid colors).



*Figure 1 PH too far from substrate*

### 11.3 Print head too close

The image will smear.



*Figure 2 Substrate is touching the PH*

The recommended distance between the print head and substrate is **0,7-1 mm**. Please consult the user guide on how to adjust the height.

## 11.4 Residual ink smearing on substrate

A clean wiper, cap and print head is important for the print quality.



Cause for residual ink on PH and how to limit the occurrence

### 11.4.1 The wiper roller

Ensure the wiper roller is clean and relatively dry.

#### Wet roller

If the wiper roller looks wet with ink, often shiny, then it is recommended to “dry” the roller, this achieved best by removing the roller and then cleaning the roller:

1. Use clean fresh tap water to rinse the ink
2. When visually clean, rinse with demineralized water to remove particles
3. Gently squeeze the microfiber materials
4. Finally pad dry the roller with a lint free cloth and leave to dry.

*Note: Running multiple heavy or medium cleans should not be necessary, it will also result in a “wet” wiper roller.*

#### Dirty roller

If the wiper roller is dirty, such as large paper fibers or ink that is stuck to the roller, remove those using the cleaning procedure just described, but this time with focus on removing those bits.

In both cases we recommend having a clean spare microfiber roller to ensure the continuation of production.

Note: As per usual recommendations, discard the roller if it looks fluffy and/or has broken fibers

### 11.4.2 The maintenance cap

Ensure that the cap is clean and dry.

A dirty cap will transfer ink to the print head while capped. It can occasionally cause clogged nozzles or ink contamination, but a dirty cap will always leave residual ink on the print which can smear of on uneven substrate.

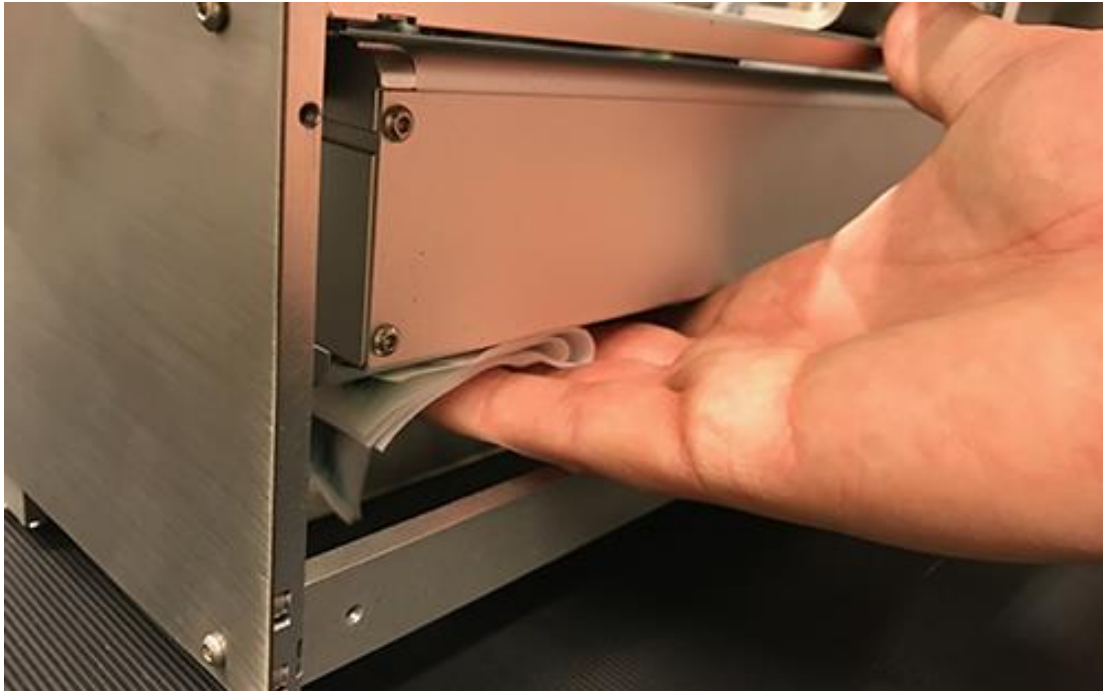
### 11.5 Wipe print head before start of job

When printing on bags or other uneven substrates it is recommended to wipe the print head manually before a print job. This is to ensure that all residual ink is removed before start of job. Note that this will require that the cap and roller is in a good condition as explained in chapter 0.

Cleaning the print head manually is done by wiping a lint free cloth soaked in demineralized water across the print head surface, swiping across the PH as shown below (*note: do not rub certain areas*):



Figure 3 Start wipe



*Figure 4 End Wipe*

