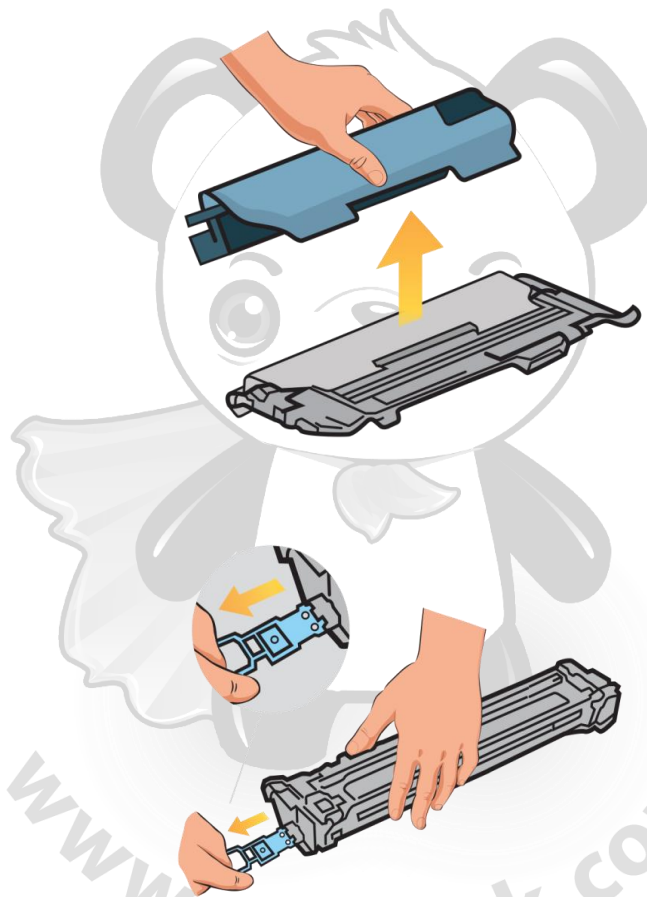


## Laser Printers / Toner Cartridges

| PROBLEM   | POTENTIAL SOLUTION  |
|---|---|
| <b>Installation Error Message</b><br><br><i>Once your cartridge is installed, you may get the following error message:</i> <ul style="list-style-type: none"><li>• <i>The indicator is not reset once the toner or drum is put into the printer.</i></li><li>• <i>The cartridge is not recognized</i></li><li>• <i>Supply Memory error</i></li><li>• <i>Reinstall cartridge</i></li></ul> | Empty toner indicator issues usually arise when the “toner seal” has not been removed, or has experienced improper contact.<br><br>This error can occur because the chip on the cartridge is not properly being read by the printer. In this instance, you should try a cold restart, as this will more than likely clear up any issues between your cartridge and printer.<br><br><b>Cold Restart:</b> <ol style="list-style-type: none"><li>1. Ensure printer is on, and remove the toner.</li><li>2. Turn the printer off and disconnect from all power sources.</li><li>3. Be certain that the toner seal is removed.</li></ol> |



Step 1 : Remove the protected cap

Step 2 : Pull toner seal

4. Install the toner with the printer off. Ensure you apply firm pressure, as this will completely seat the toner in the printer.
5. Wait 10 minutes before plugging the printer back into its power source. This will ensure all errors are cleared.
6. Plug printer in and power printer on.

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### Print Quality Issues

- *Loose toners on printouts*
- *Horizontal or vertical streaks/bars*

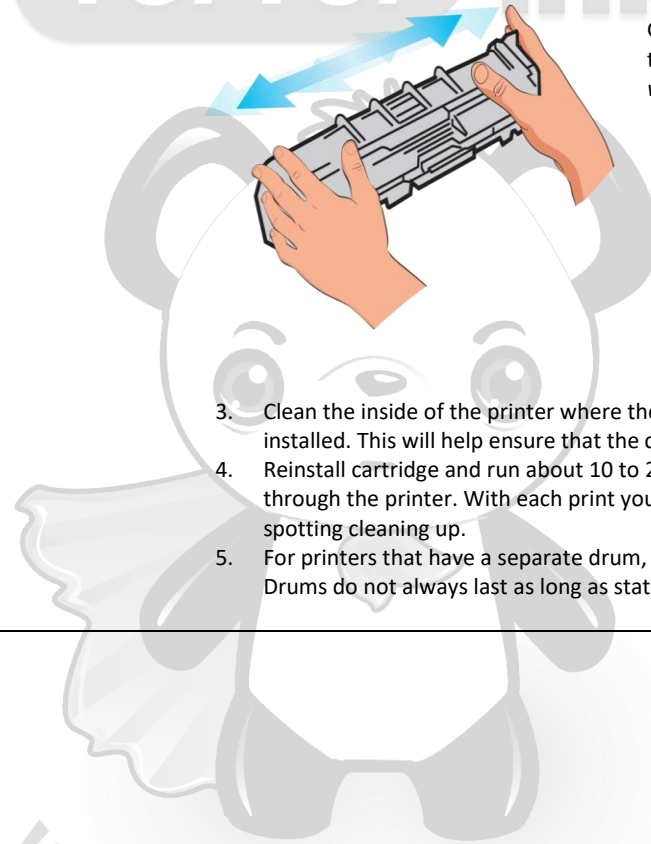
These issues could be caused by particles settling on the image unit during manufacturing, or during transport. May experience some light streaking or spots, which will subside after a few printouts.

Particles of paper or toner can build up, which will hinder the toner cartridge from sealing properly. A simple cleaning of the cartridge area can resolve the issue.

#### Cleaning Cartridge Area:

1. Power off printer.
2. Remove cartridge and shake it from side to side 2 to 3 times. This will help distribute the toner evenly

Yo! Yo! Ink



Gently shake it from left to right. *(Please shake with caution)*

3. Clean the inside of the printer where the cartridge will be installed. This will help ensure that the cartridge firmly seals.
4. Reinstall cartridge and run about 10 to 20 pages of text or images through the printer. With each print you should see the toner spotting cleaning up.
5. For printers that have a separate drum, check the supply status. Drums do not always last as long as stated.

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## Page Yield

- *Not receiving the number of prints per cartridge that is stated.*
- *Feel the toner is running out too quickly.*

## Common issues for page yield

Many times, you may experience these types of issues because the printer does not recognize that you have installed a new cartridge. Therefore, you should perform a cold restart, which is listed above.

## Color Verses Page Coverage

Page yield is based upon 5% page coverage. Therefore, if you average 10%, you will only receive about half the amount of recommended page count per cartridge. Be aware that color can still be utilized if it is enabled.

## Quality Of Selected Print

Be cautious of the mode of quality you are selecting. This could significantly increase the life of your toner.

- Draft mode – Uses less toner.
- Best Mode – Uses the most toner.

## Double Sided Printing

Printing on both sides of the paper is considered 2 prints.

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## Blank Page Printed

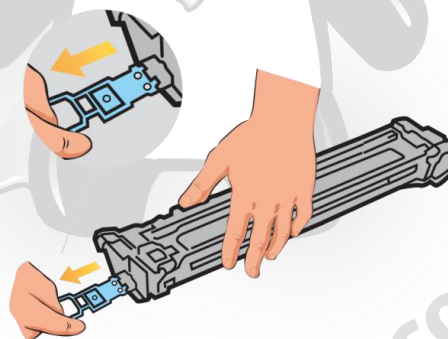
- *The printer is producing blank pages when a new cartridge has been installed.*
- *Clicking sound*
- *Error message requesting seal be removed*

## Sealed Tape

The biggest issue that can cause blank pages to be produce is the fact that the toner's sealed tape has not been removed. A clicking sound can be present if you forgot to remove the sealing tape or if the gears are dirty.

## Removing The Sealing Tape:

1. Take the cartridge out of the printer.
2. Look to see if the sealing tape has been removed.



Pull toner seal

3. If it has not, remove and reinstall. This should take care of the problem.

## Cleaning Dirty Gears:

If the sealing tape has been removed and you hear a clicking noise, then the printer may have dirty gears.

1. Clean dirt and particles away with a gentle brush.
  2. Use compressed air to rid the area of residual left behind by the toner.
  3. Reinstall and print a test page.
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**Shaded Background on Printouts****Shaded Background**

Three issues could cause this to happen:

1. An issue with the seal on the toner cartridge or the surface between the drum and toner is dirty. Clean the area with a gentle brush or soft cloth.
2. Paper stock quality is not good. Change out your paper source.
3. Density setting on the printer is not correct for the type of paper that you are using. Ensure you select the right type of paper before printing.



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Please be assured, these tips are meant to provide you a quick solution to solve the issues. However, if problem(s) still persist please [contact us \(customerservice@yoyoink.com\)](mailto:customerservice@yoyoink.com) again. We back all our products with two years replacement guarantee.

