DILETTA®

700i

Passport Printer

Operating Instructions

DILETTA®
Maschinentechnik GmbH
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Introduction

This User Guide uses the following symbols to indicate important information. Always observe the instructions indicated by these symbols.

⚠️ **Warning**
Instructions that, if ignored, could result in death or serious personal injury caused by incorrect operation of the equipment. These must be observed for safe operation.

⚠️ **Caution**
Instructions that, if ignored, could result in personal injury or material damage caused by incorrect operation of the equipment. These must be observed for safe operation.

⚠️ **Important**
Instructions that must be observed for safe operation.

Safety Precautions

Please read the safety warnings and cautions provided in this manual to ensure that you use the printer safely. Do not attempt to use the printer in any way not described in this manual.

⚠️ **Warning**
You may cause an electric shock, fire, or damage the printer if you ignore any of these safety precautions.

**Choosing a location**

Do not place the printer close to flammable solvents such as alcohol or thinners.

**Power supply**

Never attempt to plug in or unplug the printer from the power supply when your hands are wet.

Always push the plug all the way into the power outlet.

Never damage, modify, stretch or excessively bend or twist the power cord. Do not place heavy objects on the power cord.

Never plug the printer into a power socket that is shared with other equipment (extension lead/cord, 2- or 3-way adapter, etc.).

Never use the printer if the power cord is bundled or knotted.
If you detect smoke, unusual smells or strange noises around the printer, immediately unplug the printer at the power supply and call for service.

Periodically, unplug the printer and use a dry cloth to wipe off any dust or dirt collected on the plug and the power outlet. If the printer is placed at a location exposed to a lot of dust, smoke, or high humidity, the dust collected on the plug absorbs moisture and may cause insulation failure and fire.

**Cleaning the printer**

Use a damp cloth to clean the printer. Never use flammable solvents such as alcohol, benzene or thinners.

If flammable solvents come in contact with electrical components inside the printer, it could cause a fire or electric shock.

Always unplug the printer from the power outlet before cleaning the printer. If you accidentally switch the printer on while cleaning it, you could injure yourself or damage the printer.

**Maintaining the printer**

Do not attempt to disassemble or modify the printer. There are no user serviceable parts inside the printer. The printer contains high-voltage components. Never attempt any maintenance procedure not described in this guide.

**Working around the printer**

Do not use flammable sprays near the printer. This could cause a fire or electric shock if the spray comes into contact with electrical components inside the printer.

![Caution]

You may cause injury or damage the printer if you ignore any of these safety precautions.

**Choosing a location**

Do not install the printer in a location that is unstable or subject to excessive vibration.

Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source. To avoid the risk of fire or electric shocks, install the printer in a location with an ambient temperature range of 5°C to 35°C (41°F to 95°F) and humidity of 10% to 90% (condensation free).
Do not place the printer on a thick rug or carpet.

Do not place the printer with its back attached to the wall.

**Power supply**

Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary.

Never remove the plug by pulling on the cord.

Do not use an extension lead/cord.

Never use a power supply source other than the one rated for the printer in the country of where you purchased the printer. AC110-240V 50/60Hz

**Working around the printer**

Never put your hands or fingers in the printer while it is printing.

Do not place any object on the printer.

Do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer.

If any foreign object (metal or liquid) fall into the printer, unplug the power cord and call for service.

Do not transport or store the printer on a slant, vertically or upside-down, as the ink may leak and damage the printer.

**Print heads and ink tanks**

For safety reasons, store print heads and ink tanks out of the reach of small children.

If a child ingests any ink, consult a doctor immediately.

Do not shake print heads or ink tanks.

Ink may leak out and stain clothing or the surrounding area.

Never touch the electrical contacts on a print head after printing. The metal parts may be very hot and could cause burns.
Printer Parts and Their Functions

Front View

1 Upper cover
Remove to install the printhead or ink cartridges

2 Operation panel
Provides various buttons and LEDs used to operate the printer.

3 Passport Cassette
Set passport here for printing. Also functions as the passport exit.

Rear View

1 Power Cord Connection
Use to connect the supplied power cord.

2 USB 2.0 Hi-Speed Port
Provides a connection point for a USB cable connected to the USB port of the computer at the back side of the printer.

To determine whether your computer supports USB 2.0 Hi-Speed, refer to its manual or contact its manufacturer.

Note:
If your environment is not fully compatible with USB 2.0 Hi-Speed, the printer will operate at a lower speed provided under USB 1.1.
**Operation Panel**

1. **POWER Lamp**
   Indicates the power on/off status.

2. **POWER Button**
   Press to turn the printer on or off.

3. **RESUME/CANCEL Button**
   Press to resume printing once an error has been resolved. The printer will then initialize ready for printing. You can also press this button to cancel printing in progress.

4. **ALARM Lamp**
   Indicates an error status, when an error has occurred.

**Note:**

**POWER Lamp/ALARM Lamp**

You can check the printer status by **POWER/ALARM** lamp indications.

The **POWER** lamp is off: the printer is turned off.

The **POWER** lamp is on: the printer is ready to print.

The **POWER** lamp is flashing: the printer is preparing to print, or is currently printing.

The **ALARM** lamp is flashing: an error has occurred and the printer is not ready to print.

The **POWER** lamp and **ALARM** lamp are flashing alternately: an error has occurred that may require a service call.
Inside the Printer

a  Print Head Lock Lever
Locks the Print Head into the holder.

Important
Once the Print Head is installed, do not raise this lever.

b  Print Head Holder
Install the Print Head here.

c  Ink Lamps
Lights or flashes red to indicate the status of the ink tank.

Note:
For information on how to install the Print Head and ink tanks, refer to your Easy Setup instructions.

Ink Lamps
You can check the status of each ink tank according to the way its lamp flashes.

On: The printer is ready to print.

Slow flashing (at about three second interval): Ink is low. Prepare a new ink tank. For details, see Replacing an Ink Tank.

Fast flashing (at about one second interval): Ink tank is empty, or the printer is not ready due to an error. Count the ALARM lamp flashes (orange) and take the appropriate action to correct the error. For details, see The ALARM Lamp Flashes Orange.

Off: Ensure that all the ink tanks are installed in order. If any ink lamps still do not light even after the ink tanks are reinstalled, an error has occurred and the printer is not ready to print. Count the ALARM lamp flashes (orange) and take the appropriate action to correct the error. For details, see The ALARM Lamp Flashes Orange.
Loading Passport

This is the general procedure for loading a passport cassette:

Store unused passports and other media in its original package. Store the package in a cool, dry location that is not exposed to sunlight.

**Loading the Passport Cassette**

Follow the procedure below to load the passport cassette.

1. Pick up a passport from your original package.
2. Open the passport on the page to be imprinted.
3. Insert the passport with print side facing upwards into the printer's cassette with passport page to be printed first.
   a. The page to be imprinted
4. Move the passport into the cassette until it stops.

**Note:**

The printer doesn’t start its printing job if you don’t inserted the passport properly.

The **ALARM** Lamp flashes orange three times

**WARNING!!!**

Never put your finger inside of the printing cassette to avoid injury from moving parts inside the printer.

Never open a cover or insert your hand into the printer while the printer is operating.

Never put other materials into the printer's cassette than passports.
Printing Media

Compatible Media Types

You can use any ICAO passport, documents with a size of 125 x 176 mm and other media smaller than passport size with a corresponding adapter. Adapters are available for visa labels, id-cards and other dimensions on request.

Passport Size

All ICAO size passports 125.0 x 88.0 mm (4.92 x 3.46 inch) and all paper weights can be used with this printer. You can imprint every page of a passport with up to 100 pages.

Printing Area

This printer can print on every page of a (max. 100 pages) passport in the area shown in the illustration. This area varies depending on type of the printer.

Inkjet Optimized High Resolution Security Paper

This type of paper provides better colour reproduction than conventional security paper.
Replacing Ink Tanks

A message in the printer driver screen or in the printer operation panel display warns you when the level of the ink in an ink tank is low to indicate that it is time to replace the ink tank. Of the four ink tanks, Yellow (Y), Magenta (M), Cyan (C), and Black (Bk), each will require replacement when its ink runs low.

The following ink tanks are available for replacement:
- Yellow ink tank DC-700Y
- Magenta ink tank DC-700M
- Cyan ink tank DC-700C
- Black ink tank DC-700Bk

Handling Precautions

Obey the following precautions when you handle ink tanks.

Caution

- Always store ink tanks in a safe location where they are out of the reach of small children. If a child ingests ink accidentally, seek medical assistance immediately.

Important

- Avoid dropping ink tanks and do not shake them unnecessarily. An ink leak can stain the work area.
- The ink supply ports of removed ink tanks may be stained with ink so handle them carefully. The ink could spill on your clothing and make stains that cannot be removed.
- Do not unpack an ink tank until immediately before you install it. Also, after unpacking the ink tank, install it promptly. If an ink tank is left unpacked, this could cause the quality of printing to deteriorate.
- We recommend that an ink tank be used up within six months after it is unpacked. After this time period has elapsed for an ink tank, this could cause the quality of printing to deteriorate.
- Never leave an ink tank removed from the printer for a long period (over one month). This could lead ink blockages and poor print performance.
Getting the Ink Level Information

Ink Level Indication on the Printer

You can confirm the ink level in each ink tank through the ink lamps. Open the Top Cover of the printer to see how the ink lamps light or flash.

**Ink is low:**

The ink lamp flashes slowly (at about three second interval). Prepare a new ink tank.

**Ink is out:**

The ink lamp flashes quickly (at about one second interval), and the **ALARM** lamp on the printer flashes orange four times. Replace the ink tank with a new one.

**Note:**

When the **ALARM** lamp on the printer flashes orange seven or thirteen times, an error has occurred and therefore the printer is unable to print. For details, refer to The ALARM Lamp Flashes Orange.

Ink Level Indication on the PC

Open the **Status Monitor** to check the ink level information.

1. Open the printer properties dialog box.

   See Opening the Printer Properties Dialog Box (Windows)

2. Click **View Printer Status** on the **Maintenance** tab.

   The following message is displayed.

**Note:**

You can also display the Status Monitor by clicking the Status Monitor button which appears on the taskbar during printing.

*1 Confirm whether any symbols are displayed here.
Knowing When to Replace Ink Tank

The ALARM lamp flashes orange four times once any one of the ink tanks is out of ink. If ink is out during printing, a message will be displayed on your PC. Check to see which ink tank is out of ink, and replace it with a new one. Close the Top Cover after ink tank replacement to resume printing.

If printing has not finished, you can continue printing for a while by pressing the RESUME/CANCEL button on the printer with the empty ink tank installed. However, you will need to replace it with a new one as soon as printing finishes. If you continue printing with an empty ink tank, it may damage the printer.

- Printing does not resume if any of the ink tanks are removed. Be sure to press the RESUME/CANCEL button with the ink tanks installed.

- Continuing to print in the out of ink state will cause the remaining ink level to be displayed incorrectly in the Status Monitor.

Click Cancel Printing to cancel printing. Replace the ink tank with a new one.

*1 Ink tank with no ink
Replacing Ink Tanks

When ink tanks run out of ink, replace them using the following steps.

1. Ensure that the printer is on.

2. Open the Top Cover.
   The Print Head Holder moves to the center.

   **Note:**
   If the Top Cover is left open for more than 10 minutes, the Print Head Holder moves to the right. Close and reopen the Top Cover to return the holder to the center.

3. Remove the ink tank whose lamp is flashing fast.
   Push the tab and remove the ink tank.
   Do not touch the print head lock lever; remove only the ink tank.

![Image of ink tank being removed]

**Important**

- Handle ink tanks carefully to avoid staining clothing or the surrounding area.
- Discard empty ink tanks according to the local laws and regulations regarding disposal of consumables.

**Note:**
Be sure to replace ink tanks one by one when replacing more than one ink tank.
4 Prepare a replacement tank.

- Do not touch the electrical contacts on the ink tank. Doing so can cause the printer to malfunction or become unable to print.

Unpack the new ink tank and completely pull off the orange tape. Then, remove the film.

Remove the orange protective cap from the bottom of the ink tank and discard it.

⚠️ Important

- Be sure to remove the clear film from the ink tank in the exact order shown in step 4- (1), as failure to follow this step may cause the ink to leak and stain your clothes and hands.

- Do not squeeze the side of ink tanks as this may cause the ink to leak out and stain your clothes and hands.

- Do not re-attach the protective cap once you have removed it.

- Do not touch the open ink port once the protective cap is removed, as this may prevent the ink from being ejected properly.

- Ink on the removed protective cap may stain your clothes and hands.

- Ensure that all the orange tape has been peeled off along the perforation. If there remains a part of the orange tape, ink may not be output correctly.

5 Install the ink tank.
1) Insert the ink tank into the Print Head.

2) Press on the (PUSH) mark on the ink tank until the ink tank snaps firmly into place.

3) Ensure that the ink lamp lights red.

⚠️ **Important**

Ensure that all the ink tanks are installed in the order directed by the label. The printer cannot be used unless all the ink tanks are installed.

6 Close the Top Cover.

![Top Cover Image]

The ink tank installation process is now complete.

**Note:**

- The **ALARM** lamp remain flashing orange after the Top cover is closed, if an ink tank is not installed properly. Open the Top Cover and make sure that all the ink tanks are installed in the correct order directed on the label.

- To maintain optimal print quality, use an ink tank within six months of first use.

- Once an ink tank has been used, do not remove it from the printer and leave it out in the open. This will cause the ink tank to dry out and the printer may not operate properly when it is reinstalled.

- Color ink consumption may occur even when black-and-white or grayscale printing is specified. Color ink is consumed in the Print Head Cleaning and Print Head Deep Cleaning, which are necessary to maintain the printer.

- When you start printing after replacing the ink tank, Print Head Cleaning is performed automatically. Do not perform any other operations until the Print Head Cleaning finishes. The **POWER** lamp flashes green during cleaning.
Replacing Print Head

The printhead normally does not require replacement. However, if two unsuccessful printhead cleanings do not restore high quality printing, or if a Service Call Error is displayed, contact a Help Desk or service center for assistance in replacing the printhead.

Handling Precautions

Obey the following precautions when you handle print head.

Caution

- Never touch the electrical contacts on a Print Head after printing. The metal parts may be very hot and could cause burns.

- Always store print head and ink tanks in a safe location where they are out of the reach of small children. If a child ingests ink accidentally, seek medical assistance immediately.

Important

- Avoid dropping print head and ink tanks and do not shake them unnecessarily. An ink leak can stain the work area.

- The ink supply ports of removed print head and ink tanks may be stained with ink so handle them carefully. The ink could spill on your clothing and make stains that cannot be removed.

- Do not unpack an print head until immediately before you install it. Also, after unpacking the print head, install it promptly. If a print head is left unpacked, this could cause the quality of printing to deteriorate.

- Never leave a print head removed from the printer for a long period (over quarter hour). This could lead ink blockages and poor print performance.

Replacing Print Head

1. Ensure that the printer is on.

2. Open the Top Cover.

   The Print Head Holder moves to the center.

   Note: If the Top Cover is left open for more than 10 minutes, the Print Head Holder moves to the right. Close and reopen the Top Cover to return the holder to the center.
3

Remove all ink tanks.

Push the tabs and remove the ink tanks.
Do not touch the print head lock lever; remove only the ink tank.

Important
Handle ink tanks carefully to avoid staining clothing or the surrounding area.

Note:
Be sure to replace ink tanks one by one.

4

Lift print head lock lever and remove the print head.

Warning
Never touch the electrical contacts on a Print Head after printing. The metal parts may be very hot and could cause burns.
**Note:**
Place the removed print head in a vinyl bag and seal the bag.

5

Hold the new Print Head by the grips on both sides, remove it from its package, and remove the protective cap and packing material.

When handling the Print Head, always hold it by the grips on the left and right sides of the Print Head.

To prevent poor results in printing, never touch the exposed nozzles or electrical contacts on the Print Head.

Never try to re-attach the protective caps or packing material removed from the Print Head. Discard these items immediately in compliance with local regulations regarding the disposal of such items.

6

With the nozzles facing down and the electrical contacts facing in, insert the Print Head gently into the carriage below.

Make sure that the Print Head is inserted completely.
7 Pull the print head lock cover toward you and lower it completely until it locks.

8 Install the ink tanks.

1) Insert the ink tanks into the Print Head.
2) Press on the (PUSH) mark on the ink tank until the ink tank snaps firmly into place.
3) Ensure that the ink lamp lights red.

**Important**

Ensure that all the ink tanks are installed in the order directed by the label. The printer cannot be used unless all the ink tanks are installed.

9 Close the Top Cover.

The Print Head installation process is now complete.
Print Head Cleaning

Clean the Print Head if white stripes appear in the printed nozzle check pattern. Note that cleaning the Print Head causes waste ink to be absorbed in the waste ink absorber. Cleaning the Print Head consumes ink, so perform Print Head Cleaning only when necessary.

Cleaning the Print Head Without a Computer

The Print Head can also be cleaned from the printer itself. With the printer on, hold down the RESUME/CANCEL button until the POWER lamp flashes green once, and then release it immediately.

Cleaning the Print Head under Windows

The Print Head Cleaning dialog box of step 3-(3) is directly displayed when you click Cleaning on the Pattern Check dialog box.

See Examining the Nozzle Check Pattern

1. Ensure that the printer is on.

2. Open the printer properties dialog box.

3. Start Print Head Cleaning.

   1) Click the Maintenance tab.

   2) Click Cleaning.
3) Select the ink group to be cleaned.

**Note:**
Clicking **Initial Check Items** displays the items to be checked before cleaning.

4) Click **Execute**.

Print Head Cleaning starts when the POWER lamp starts blinking green.

**Important**
Do not perform any other operations until the Print Head Cleaning finishes. This takes about 40 seconds.

5) Read the message and click **Print Check Pattern** to print the nozzle check pattern.

The nozzle check pattern is printed.

**Important**
Do not perform any other operations until the nozzle check pattern printing finishes.

**Note:**
The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink tank if the remaining amount of ink is insufficient. See Replacing an Ink Tank

**4**
Check the Print Head condition with the printed nozzle check pattern.
See Examining the Nozzle Check Pattern

**Note:**
If the problem remains after performing Print Head Cleaning twice, try **Print Head Deep Cleaning**. See Print Head Deep Cleaning
Print Head Deep Cleaning

If print quality does not improve by standard Print Head Cleaning, try Print Head Deep Cleaning, which is a more powerful process. Note that cleaning the Print Head causes waste ink to be absorbed in the waste ink absorber. Print Head Deep Cleaning consumes more ink than standard Print Head Cleaning, so perform this procedure only when necessary.

1. Ensure that the printer is on.

2. Open the printer properties dialog box.
   See Opening the Printer Properties dialog box directly from the Start menu

3. Start Print Head Deep Cleaning.
   1) Click the Maintenance tab.
   2) Click Deep Cleaning.

   ![Deep Cleaning dialog box]

   3) Select the ink group to be deeply cleaned.

   **Note:**
   Clicking Initial Check Items displays the items to be checked before deep cleaning.

   4) Click Execute.

   5) When the confirmation message is displayed, click OK.

   Print Head Deep Cleaning starts when the POWER lamp starts blinking green.

   **Important**
   Do not perform any other operations until the Print Head Deep Cleaning finishes. (This takes about 75 seconds.)
4  Print the nozzle check pattern to check the Print Head condition.
See Printing the Nozzle Check Pattern

If a particular color is not printed properly, replace the ink tank of that color.
See Replacing an Ink Tank

Note:

• If the print head nozzles are still not clean, turn off the printer. Be sure to perform another Print Head Deep Cleaning 24 hours after turning off the printer.

• If this does not solve the problem, the print head may be damaged. Contact a DILETTA service representative.
Aligning the Print Head

This operation must be carried out when using the printer for the first time. If ruled lines are printed misaligned, adjust the Print Head position.

1. With the printer on, load a sheet of passport sized paper.

2. Open the printer properties dialog box.

See Opening the Printer Properties dialog box directly from the Start menu.

3. Print the pattern.

1) Click the **Maintenance** tab.

2) Click **Print Head Alignment**.

3) Click **Print Head Alignment**. A pattern sheet is printed.

⚠️ **Important**

Do not open the Top Cover while printing.
4) After the pattern is printed, insert a new sheet.

5) Press RESUME/CANCEL button four times, to switch to condensed printing.

6) Click **No** to print the second part of the alignment page.

7) After the second pattern is printed, click **Yes**.

4 Align the Print Head.

1) Look at the printout. From the patterns, select the most even, least irregular patterns and enter their numbers.

   ![Print Head Alignment](image)

   **Note:**

   If it is difficult to pick the best pattern from Column K, pick the setting that produces the least noticeable vertical white stripes.
2) Click **OK**.

3) Ensure that paper is loaded, and then click **OK**.

**Important**

Do not open the Top Cover while printing.

4) In the same way, select the best patterns for each column, enter their numbers, then click **OK**.

**5**

When the confirmation message is displayed, click **OK**.

**Note:**

When turning off the power to the printer, be sure to press the **POWER** button on the printer. Otherwise, the settings made here will not be saved.
Printer Does Not Start or Stops During Print Jobs

**Printing Does Not Start**

- Make sure that the passport is inserted properly in its appropriate position.

If the **ALARM** lamp flashes three times the printer is out of passport. Insert a passport or another media to your printer.

![Passport Insertion](image)

**Note:**
Insert the passport while it is in its correct position.

- Ensure that there is ink left.

Fast flashing (at about one second interval) of an ink lamp indicates that this tank has run out of ink. Replace the ink tank and close the Top Cover.

If printing has not finished, you can continue printing in the "no ink" state without replacing the ink tank by pressing the **RESUME/CANCEL** button on the printer. Replace the ink tank as soon as possible after printing finishes. Continuing to print when ink has run out runs the risk of damaging the machine.

**Note:**
If multiple ink lamps are flashing, check how fast they flash. Fast flashing (at about one second interval) indicates the ink is empty. Slow flashing (at about three second interval) indicates ink is low. For details on different flashing speeds, see Getting the Ink Level Information.
• **Make sure that the ink tank is installed properly in its appropriate position.**

  If the ink lamp flashes red while there is enough ink left, the ink tank may have been installed in a wrong position.

  Ensure that each ink tank is installed properly in its assigned slot.

• **Ensure that the ink tank is installed properly.**

  Open the Top Cover and then press on the **PUSH** mark on the ink tank whose lamp is off until the ink tank clicks into place. Once the ink tank is installed properly its lamp will light red.

• **Ensure that the printer is turned on.**

  If the **POWER** lamp is off, press the **POWER** button to turn on the power.

  If the **POWER** lamp is flashing green, the printer is initializing. Wait until the **POWER** lamp stops flashing.

  **Note:**

  When printing a large amount of data such as a photo or graphics, it takes longer than usual to begin printing. While the **POWER** lamp is flashing green, the computer processes the data and sends them to the printer. Simply wait until the processing is completed.

• **Ensure that the printer is securely connected to the computer.**

  **Note:**

  If you are using a switch box or other device, remove and reconnect the printer directly to the computer. Try printing again.

  If printing is now successful, there may be a problem with the device. Also there could be a problem with the cable(s). Replace the cable(s) and try printing again.

• **Restart your computer. It may solve the problem.**

  Delete an undesired print job if there is any. Use the Status Monitor in Windows for the deletion.
**Printing Stops Before It Is Completed**

- **Check the status of the POWER lamp.**

  When the **POWER** lamp is flashing green, the printer is processing data. Printing a large amount of data such as a photo or graphics takes time for the computer to process the data, during which the printer may appear not to be operating.

  In addition, when printing material that uses a large amount of ink on plain paper continuously, the printer will sometimes pause. In either case, simply wait until the processing is completed.

- **Cancel the print job and turn the printer off for at least 15 minutes to cool the Print Head down.**

  The Print Head can overheat when continuously printing for a long time. To protect the Print Head, the printer will sometimes pause automatically at a line break before resuming. In this event, interrupt the print job at a convenient time and turn the printer off for at least 15 minutes.

  Furthermore, when continuously printing graphics or photos with intense colors, printing may stop to protect the Print Head. In this case, printing does not resume. Turn the printer off and wait for at least 15 minutes.

  **Caution**

  Inside the printer, the area around the Print Head can become extremely hot. Do not touch the Print Head or nearby components.

**Printer Moves But The Ink Is Not Ejected**

- **Print out the nozzle check pattern to ensure that the ink has been applied properly.**

  If the nozzle check pattern does not print out properly, ensure that there is enough ink.

  If there is plenty of ink and the printer does not print, clean the Print Head then print the nozzle check pattern to ensure that ink is ejected properly.

  If the problem is not resolved after performing Print Head Cleaning twice, carry out the Print Head Deep Cleaning.

  If the problem is not resolved after performing Print Head Deep Cleaning, turn off the printer then perform Print Head Deep Cleaning again 24 hours later.

  If the problem still persists, the Print Head may be damaged. Contact a DILETTA service representative.
Open the Top Cover, and make sure that the ink lamp lights red.

If the lamp is flashing red, the ink tank is running out of ink, or is out of ink. If so, replace it with a new one.

Note:
If multiple ink lamps are flashing, check how fast they flash. Fast flashing (at about one second interval) indicates the ink is empty. Slow flashing (at about three second interval) indicates ink is low. For details on different flashing speeds, see Getting the Ink Level Information.

*Print Head Holder Does Not Move to the Center*

Note:

Opening the Top Cover while printing moves the Print Head Holder to the right.

Close the Top Cover, and reopen it after printing finishes.

Ensure that the printer is turned on.

The Print Head Holder will not move unless the power is on. If the POWER lamp is off, close the Top Cover and turn the power on.

If the POWER lamp is flashing green, the printer is initializing. When the POWER lamp stops flashing, open the Top Cover again.

If the Top Cover has been left open for a while, close and reopen it.

If the Top Cover is left open for more than 10 minutes, the Print Head Holder moves to the right to prevent the Print Head from drying out. Close and reopen the Top Cover to return the holder to the center.

If the printer was printing continuously for a long time, close the Top Cover, wait a while, then reopen it.

The Print Head can overheat when continuously printing for a long time. To protect the Print Head, the printer will sometimes pause automatically at a line break before resuming. In this event, close the Top Cover for a while, then reopen it to move the Print Head Holder to the center.
The ALARM Lamp Flashes Orange

**ALARM Lamp Flashes Orange**

When a printer error occurs, the ALARM lamp flashes orange in the way as shown below. The number of flashes indicates the type of error that has occurred. Count the flashes and take the appropriate action to correct the error.

● 🔴🔴🔴 Repeats / Note the number of flashes

- **Three Flashes:** Printer is out of Passport / Media
  Reload passport to resume printing. See Loading Passport

- **Four Flashes:** The ink tank installed may not be installed properly / The ink has run out
  Possible causes are as follows:
  - The ink tank may not be installed properly (The lamp on the ink tank is off).
    Install the appropriate ink tank.
  - The ink has run out (The lamp on the ink tank flashes).
    Replace the ink tank, and close the Top Cover.

  If printing is in progress and you want to continue printing, press the **RESUME/CANCEL** button with the ink tank installed. Then printing can continue under the ink out condition. Replace the empty ink tank immediately after the printing. The printer may be damaged if printing is continued under the ink out condition.

**Note:**
If multiple ink lamps are flashing, check how fast they flash. Fast flashing (at about one second interval) indicates the ink is empty. Slow flashing (at about three second interval) indicates ink is low. For details on different flashing speeds, see Getting the Ink Level Information.

- **Five Flashes:** Print Head not installed / Print Head not installed correctly / Print Head is defective

  Install the Print Head. If the Print Head is already installed, remove the Print Head and then reinstall it.

  If this error still remains, the Print Head may be damaged. Contact a DILETTA service representative.

- **Seven Flashes:** The ink tank is not installed in the appropriate position
  Possible causes are as follows:
  - Some ink tanks are not installed in place.
  - More than one ink tanks of the same color are installed.
    Confirm that the ink tanks are installed in the appropriate positions. See Replacing an Ink Tank
Eight flashes: Waste ink absorber almost full

The printer has a built-in waste ink absorber for the ink used during Print Head Cleaning, for example. Eight flashes indicates that the waste ink absorber is nearly full. Press the RESUME/CANCEL button to cancel the error so you can continue printing. Before the waste ink absorber becomes completely full, contact a DILETTA service representative. (You will need to replace a particular part of the printer.)

Important
DILETTA recommends that you call for service as soon as this error occurs. Once the waste ink absorber becomes completely full, printing cannot be performed until the waste ink tank is replaced.

Thirteen Flashes: The remaining level of the ink tank cannot be correctly detected
An ink tank that was once empty is installed. Replace the ink tank.

Printing under the situation may damage the Print Head. DILETTA shall not be liable for any printer malfunction or damage caused by refilled ink tanks. If you want to continue printing with the refilled ink tank installed, press and hold the RESUME/CANCEL button for at least five seconds, and then release it. Using refilled ink tanks are memorized.

Note: This operation will release the function for detecting the remaining ink level.

Fourteen Flashes: The ink tank cannot be recognized
The ink tank may not be compatible with this printer (The lamp on the ink tank is off).

Install the appropriate ink tank.

Fifteen Flashes: The ink tank cannot be recognized
Ink tank errors have occurred (The lamp on the ink tank is off).

Replace the ink tank.

POWER Lamp Flashes Green and ALARM Lamp Flashes Orange Alternately

An error that requires contacting a DILETTA service representative may have occurred.

The POWER and ALARM lamps flash alternately as shown below.

Disconnect the printer cable from the printer, and then turn the printer off and unplug the printer from the power supply. Plug the printer back in and turn the printer back on after leaving it for a while.

If the problem remains, contact a DILETTA service representative.
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