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Toner Cartridge Troubleshooting

Printer Error on Initial Cartridge Installation

- Cartridge not recognized
- Low toner warning
- Re-seat cartridge error
- C.R.U.M. error (Xerox only)
- Supply memory error

When a cartridge is not recognized or does not show full when installed, it may be the result of a printer memory error. A "Cold Restart" will allow your printer to erase its supply memory, and then re-calibrate on start-up.

1. Remove the toner cartridge.
2. Turn off & unplug the printer.
3. Re-install cartridge, make sure it is firmly seated.
4. Wait 5 full minutes.
5. Plug in and power up the printer.

Pages Print Blank on Initial Cartridge Installation

- Blank pages
- Installed cartridge is making a "Clicking" noise
- Printer error message: "remove sealing tape"

The Sealing tape keeps the cartridge drum from releasing toner during shipping. Gears "Clicking" or pages not printing may be a sign that the tape isn't removed, or that the gears are not clean.

1. Make sure that the sealing tape strip is completely removed from the cartridge.
2. Gently brush off or blow air around the printer's drive gears, as well as the cartridge gears.

Lines / Streaking on Page

- Light/faded print on part of the page
- Vertical lines or streaking on printed pages

Particles of paper or built up toner residue can cause an improper seal of the toner cartridge. A good cleaning will often resolve the issue.

A faulty magnetic image drum is the most common cause for streaking and fading. Replacing the Drum may solve the issue.

1. Gently clean the cartridge and the printer well where the cartridge is installed, assuring that the cartridge gets a good tight seal.
2. If the printer has a separate image drum or photoconductor unit, check the supply status and replace the unit if applicable.

Loose Toner on Page

Loose toner powder on the printed page is frequently caused by a fuser unit that is not heating properly to fuse the toner to the paper. The fuser temperature changes based on the type of paper or card stock selected. Adjusting or replacing the fuser settings may solve the issue.

1. In the Printer software, check to ensure that the media (paper) type setting is correct based on the type of paper you are using.
2. Clean the inside of the printer.
3. Check remaining life status on Fuser unit and replace if applicable.
4. If printer is on a power strip, plug it directly into an AC outlet.

Shaded Background on Page

A shaded background can be caused by a toner cartridge that is not firmly seated, or if the printer drum rollers/cartridge interface are dirty.

Poor quality or old paper stock can also cause a shaded background.

Printer density setting should also be properly set based on the type of paper you are using.

1. Gently clean both the toner drum roller and the surface of the toner cartridge well with a soft, lint-free cloth.
2. Review and change paper stock if applicable.
3. Adjust the Print Density setting in your printers controls if applicable.

Poor Page Yield

Your cartridge appears to be running low sooner than it should, based on factory page yield metrics.

Please also see "Printer Error on Installation" problem, above.

Factory page yield estimates are based on average 5% text/graphics coverage on the page. If you are printing graphics or heavy text applications, coverage will be more than 5%. For example, if you coverage is 10%, your cartridge will run out in half the number of pages specified in the factory page yield. In order to accurately determine page yield, you will need to print a statistics page from your printer, which will provide expected page yield based on the level of text/graphics coverage on the pages you have been printing.

Inkjet Cartridge Troubleshooting

Printer Error on Installation

- Error message: "cartridge not compatible"
 - Cartridge not recognized
 - Error Message "Ink cartridge depleted" or "ink cartridge low"
1. Gently wipe the contact points on the printer with a moist, lint free, soft cloth.
 2. Unplug the printer from its power source for 1 minute.
 3. Firmly re-install the cartridge, making sure it "clicks" into place.
 4. Re-connect the power and turn on the printer.

When Ink jet cartridges are not recognized on installation, it is often caused by a printer memory failure. Unplugging the printer from its power source may help clear the memory. Cleaning the cartridge contacts may improve the printer's ability to read the cartridge information chip.

Cartridge Prints Blank Pages

1. Remove the ink cartridge.
2. With the bottom of the cartridge facing down, press the bottom of the cartridge against a moist paper towel.
3. Re-Install the cartridge.
4. Disconnect the AC power for approximately 1 minute, and then re-connect.
5. Disconnect and re-connect the printer USB/Parallel or HDMI Data Cable connection.

Blank pages are often a result of a connection error between the printer and the print driver on your computer. Disconnecting and reconnecting the power and Data Connection may resolve the issue.

The ink jet cartridge pin-hole may become dry and clogged. Holding a moist paper towel may Draw out the clog so you can resume printing.

Print Color/Quality Issues

1. Following your printer's instructions, run a print cartridge cleaning and re-alignment function.
2. With the bottom of the cartridge facing down, press the bottom of the cartridge against a warm, moist paper towel.

Running your printer's cleaning and cartridge alignment process will often help fix the printer's color mix.

One or more inkjet pin-holes may become dry and clogged. Holding a moist paper towel may draw out the clog.

Poor Page Yield

Your cartridge appears to be running low sooner than it should, based on factory page yield estimates.

Please also see "Printer Error on Installation" problem, above.

Factory page yield estimates are based on average 5% text/graphics coverage on the page. If you are printing graphics or heavy text applications, coverage will be more than 5%. For example, if you coverage is 10%, your cartridge will run out in half the number of pages specified in the factory page yield. In order to accurately determine page yield, you will need to print a statistics page from your printer, which will provide expected page yield based on the level of text/graphics coverage on the pages you have been printing.