

# Impresa® IP60

## Digital Photo Printer

### User's Manual

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<http://www.primera.com/>

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## Printing History

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**FCC Compliance Statement:** This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**For Users in the United States:** This product is intended to be supplied by a UL listed Direct Plug-In Power Supply marked "Class 2" or a UL listed ITE Power Supply marked "LPS" with output rated 12VDC, 5A or higher. 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. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of shielded cables is required to comply with the Class B limits of Part 15 of the FCC Rules. You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate and/or obtain warranty service for this equipment.

**For Users in Canada:** This digital apparatus does not exceed the Class B limits for radio noise for digital apparatus set out on the Radio Interference Regulations of the Canadian Department of Communications. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

## Product Disposal

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

## Battery Notice

This product contains Perchlorate material. Special handling may apply. For more information, go to <http://www.dtsc.ca.gov/hazardouswaste/perchlorate/>

## WARNING

**THE PRINT AREA CONTAINS HAZARDOUS MOVING PARTS. KEEP FINGERS AND OTHER BODY PARTS AWAY.**

## CAUTION!

**TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THE UNIT TO RAIN OR MOISTURE. TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE EXTERIOR PANELS. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL. OPERATE THE UNIT WITH ONLY THE PROPER ELECTRICAL SPECIFICATIONS AS LABELED ON THE PRINTER AND AC ADAPTER.**

## CAUTION!

**USE OF CONTROLS OR ADJUSTMENTS OR PERFORMANCE OF PROCEDURES OTHER THAN THOSE SPECIFIED HEREIN MAY RESULT IN HAZARDOUS RADIATION.**

## CAUTION!

**RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.**

# Interactive Feature in this PDF Document

There are interactive features that allow you to jump to different locations within the document. Each listing in the Table of Contents is interactive. Place the cursor on either the text or the page number. A small hand with a pointing finger icon appears. Click to jump to that page. If you want to return to the Table of Contents, move the icon to the top of the page and click on the arrow marked TOC. Navigating from the Index (if there is one) is similar. Place the icon on one of the listings or page numbers, click on it, and it will move to that page. Returning to the Index can be done by clicking on the arrow marked Index.

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# Section 1: Getting Started

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## THANK YOU...

for choosing an Impressa IP60 Photo Printer. The IP60 will print stunning photographs directly onto a variety of approved media. This User's Manual is your complete step-by-step guide to quickly and easily setting up and printing with your new printer!

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## A. CHOOSING A GOOD LOCATION

- Place the printer on a flat surface in a location with adequate air circulation to prevent internal heat build up.
- Do not place the printer near heat sources such as radiators or air ducts, or in a place subject to direct sun light, excessive dust, mechanical vibration or shock.
- Allow for adequate clearance in front of the printer to accommodate the printed photo paper as it is leaving the printer.
- Allow for adequate overhead and left side clearance for opening the top cover to allow easy access to the photo paper and ink cartridge. The printer will require an additional 16 inches (40.6 cm) of overhead space to open the cover

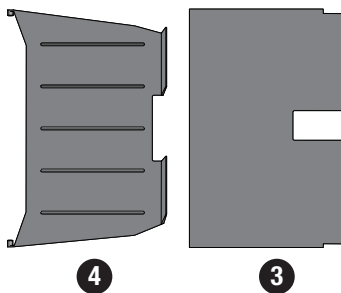
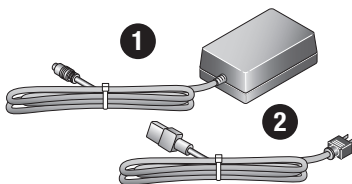
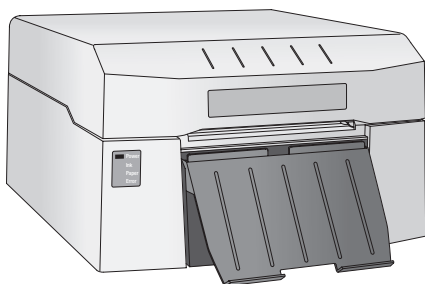
## B. UNPACKING AND INSPECTION

While unpacking your printer, inspect the carton to ensure that no damage has occurred during shipping. Make sure that all supplied accessories are included with your unit.

The following items are included in the supply box:

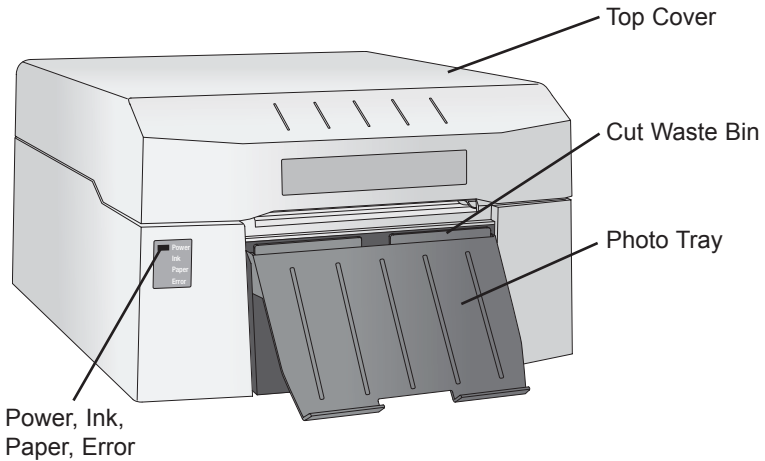
1. Power Adapter
2. Separate Power Cord
3. Cut Waste Bin
4. Photo Tray

**Note:** A USB cable, Cartridge (Part Number 53494) and media are not included. The USB cable used must be 6'(2 M) or less.



## C. IDENTIFYING THE PARTS

This illustration shows the front of the printer with its LED indicator lights.



The **Power LED** will illuminate when the printer is plugged in and switched on.

The **Ink LED** will illuminate when the ink cartridge is low or not installed.

The **Paper LED** will illuminate when the media is not installed or is empty.

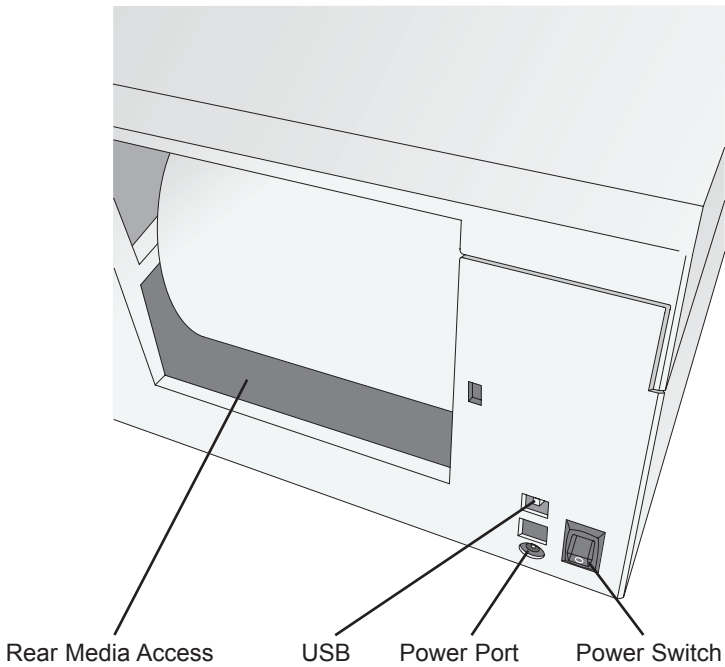
The **Error LED** will illuminate when there is an error that requires viewing in the Primera PrintHub software. Open the software to view the error message.

The **Cut Waste Bin** holds all of the cuts strips from between photos. Empty it when you change the paper.

The **Photo Tray** should be used for 6x4 or 6x2 photos.

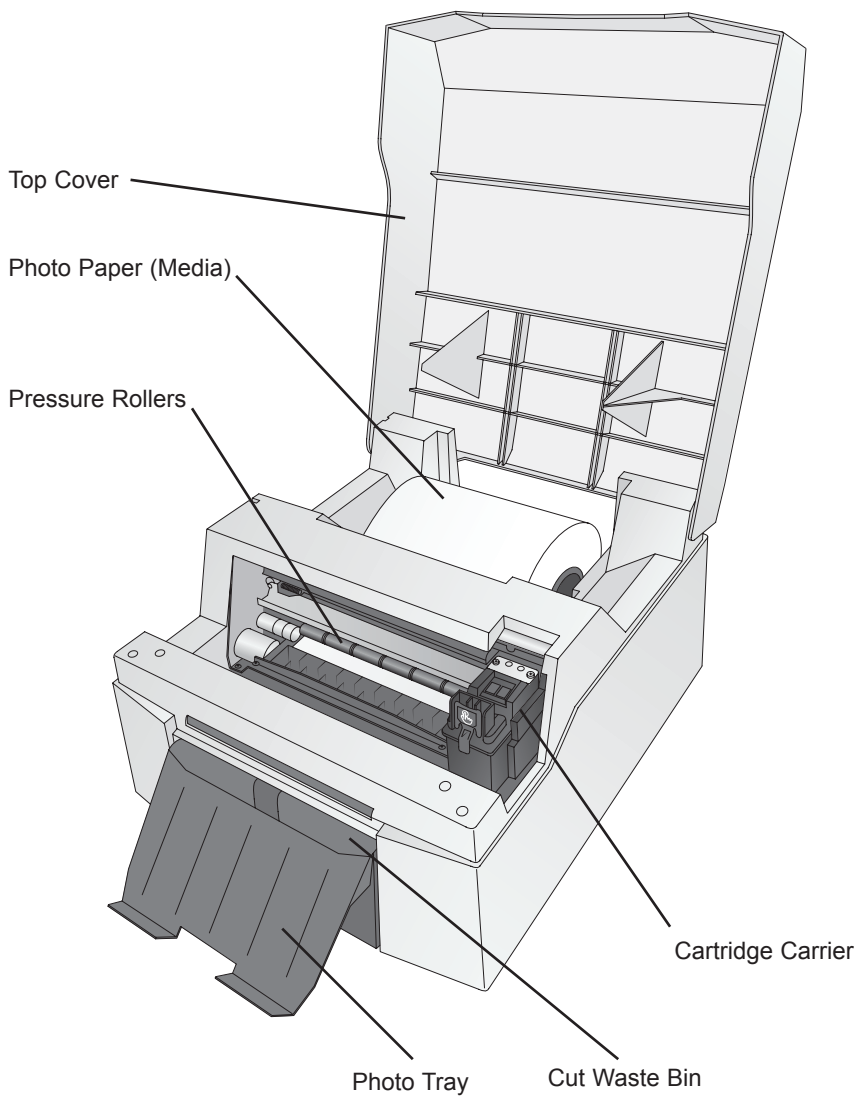
The **Top Cover** can be opened to access/change the photo paper and ink cartridge.

This illustration shows the input ports and power switch found on the rear panel of the printer.





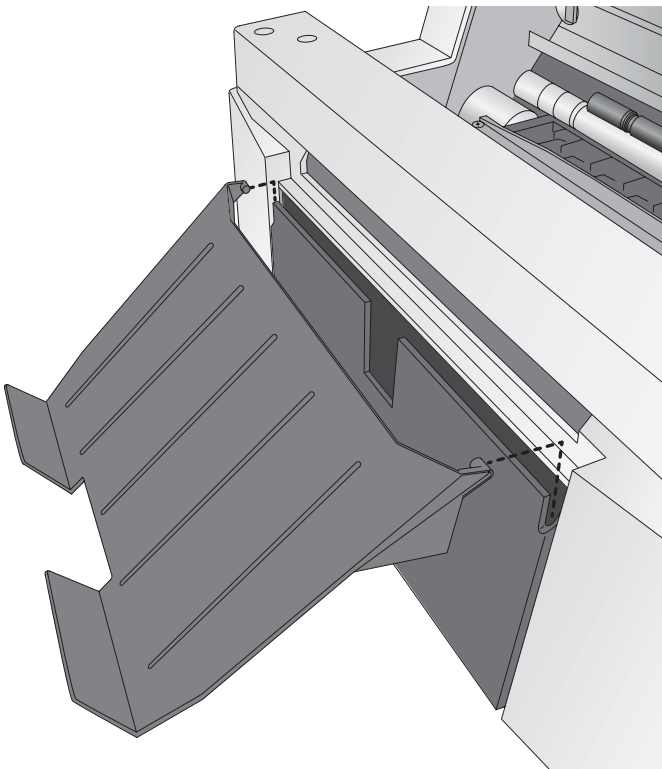
This illustration shows the interior of the printer.



## D. INSTALLING/REMOVING THE PHOTO TRAY

- The photo tray is used to hold 4x6 or 2x6 photos after printing.
- If you are printing larger photos remove the photo tray to prevent feed and cut problems.

To remove the photo tray, lift up until the pegs are clear of the waste cut bin and then pull out. You may have to hold down the cut waste bin in order to remove the photo tray since photo tray snaps into place.



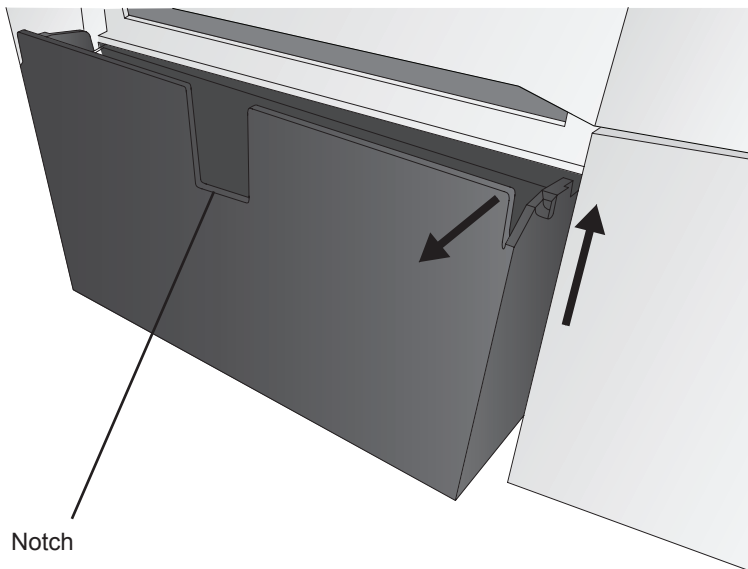
To install the photo tray, first make sure the cut waste bin is installed, then lower the tray until the pegs are secured behind the front lip of the cut waste bin. The pegs will snap into place.

**Important Note:** We recommend removing photos from the tray and placing them on a table uncovered for at least 15 minutes so that they can dry evenly. If photos are left stacked in the tray uneven color may appear on the edges photos lower in the stack. If this occurs, it is simple to fix, just leave the photos uncovered for at least 15 minutes.

## E. INSTALLING/REMOVING THE CUT WASTE BIN

The cut waste bin captures the strip of paper which is cut before and after a photo is printed. This bin should be emptied every time you finish a roll of photo paper.

To remove the cut waste bin first remove photo tray. Remove the cut waste bin by first lifting up and pulling out.



**Note:** *When emptying the cut strips, the photo tray and the cut waste bin can be removed together since they snap together.*

To install the cut waste bin, make sure the notch is facing out, then push in and down

## Section 2: Photo Paper

The IP60 accepts ONLY Primera photo paper which contains a Smart Chip that identifies the media and the remaining paper. This has several advantages:

- The cartridges and driver settings are calibrated to work specifically with the installed paper.
- It keeps track of the remaining paper so it can estimate the number of prints remaining depending on the size of the photo being printed.
- The software will notify you when a roll of paper is empty.

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### A. PAPER AND ROLL SPECIFICATIONS

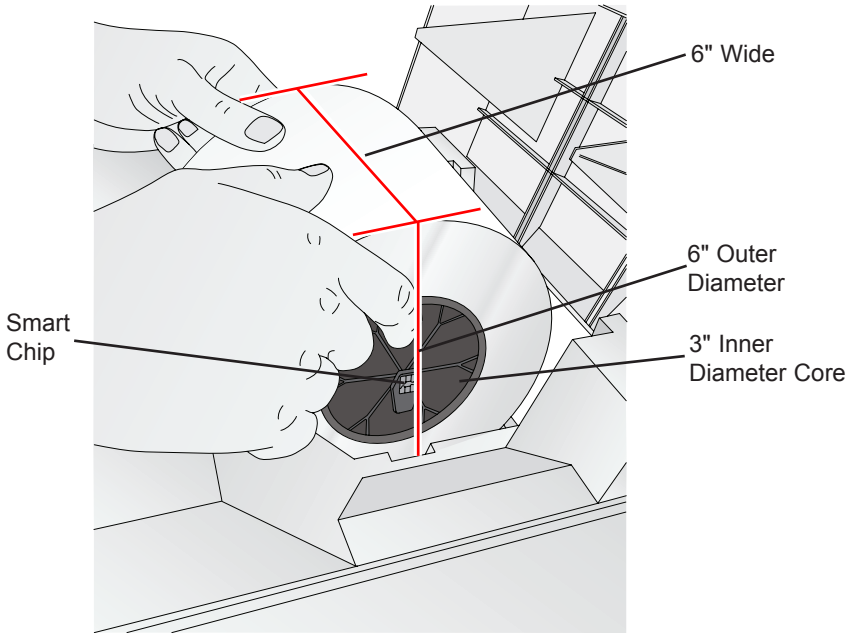
There are several types of paper available:

- Glossy
- Luster
- Luster with repositionable adhesive.

Every type of paper can be used to print these standard sizes and more:

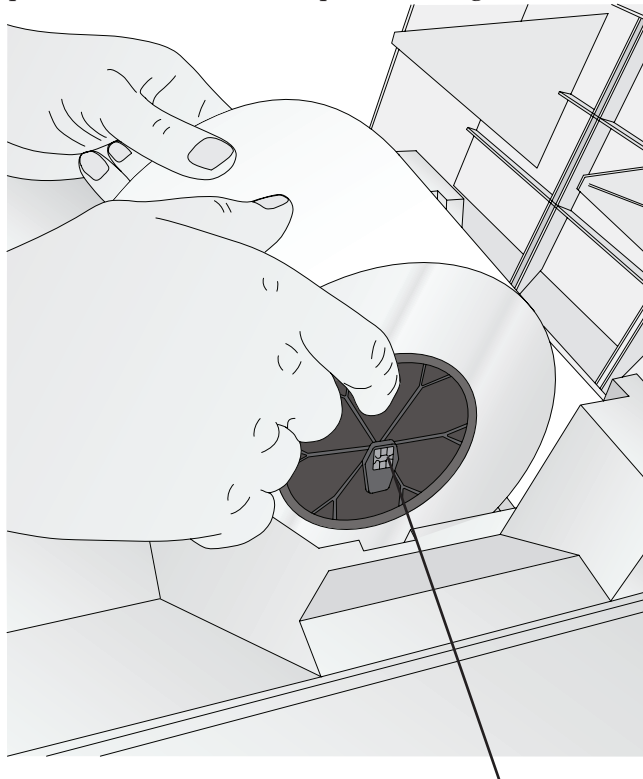
- 6W x 4H (Portrait)
- 6W x 2H (Photo Strips)
- 6W x 8H (Landscape)
- 6W x 12H (Landscape)
- 6W x 18-24 H (Panoramic Landscape)

### Roll Specifications



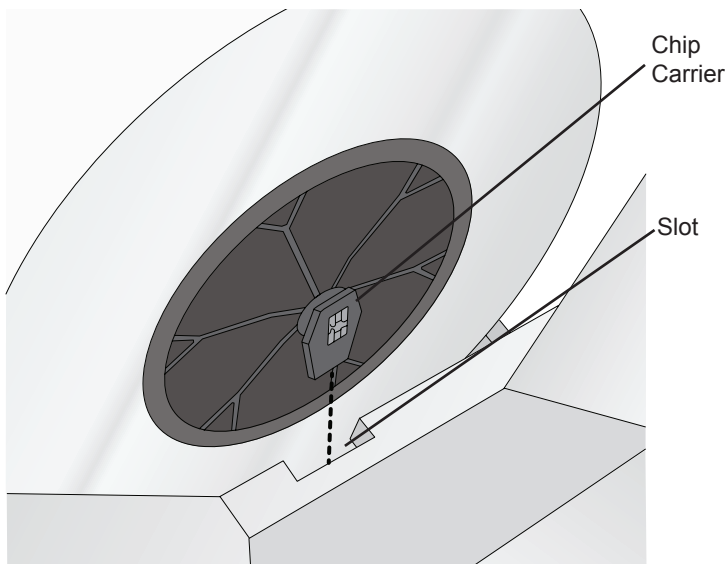
## B. INSTALLING PHOTO PAPER

1. Plug in the power cable and switch on the printer.
2. Open the top cover of the IP60.
3. Locate a roll of photo paper.
4. Using your pointer fingers and thumbs grasp the roll with both hands. Rest your thumbs on the top of the roll and place your index fingers into the plastic cores on each side. Lift the roll and place it into the roll area in the back of the printer. Make sure the chip is on the right side.

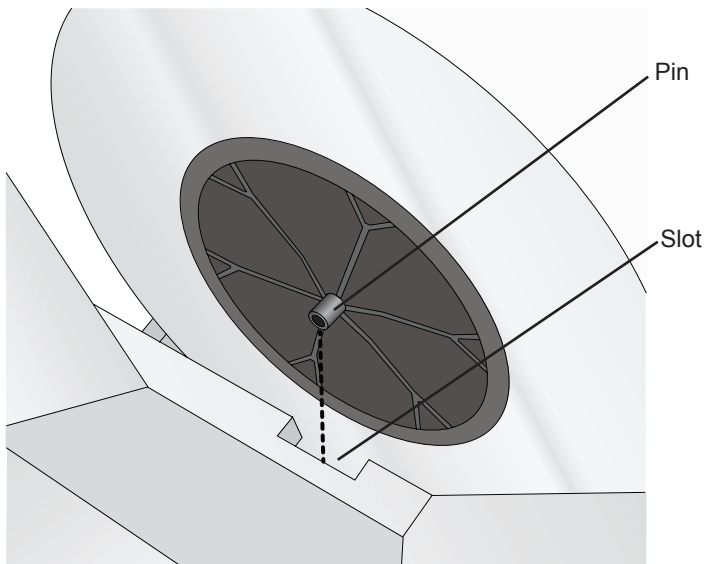


Smart Chip

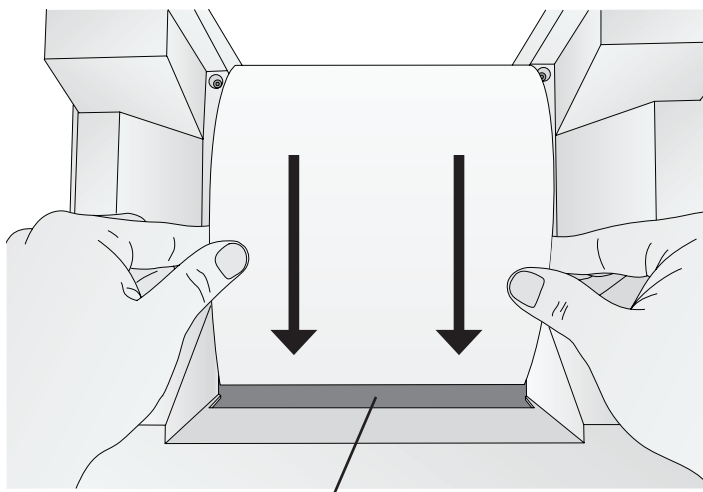
5. The chip will automatically orient itself so that it is located at the top of the plastic chip carrier. Insert it into the corresponding slot on the right side of the printer.



6. Insert the pin on the left side of the roll into the slot on the left side of the printer. Push down on the roll slightly (to ensure the smart chip is making good solid contact with the receiver pins).



7. Once the roll is installed, place your pointer fingers on each side of the roll. Use your thumbs to slowly turn the roll forward and guide the leading edge of the paper into the feed area. Using your pointer fingers as a guide keep the loose edge of the paper lined up with the rest of the roll. Keep feeding the paper forward until the printer grabs the paper and feeds it forward.

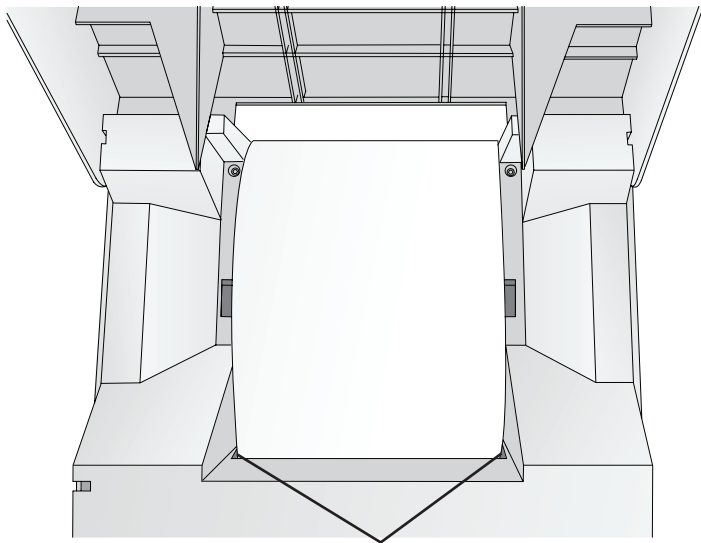


Feed Area

8. Once the printer detects the paper it automatically feeds it forward, cuts a small strip and backs it up so it is ready for printing. At this point check the alignment! There are two ways to check alignment.

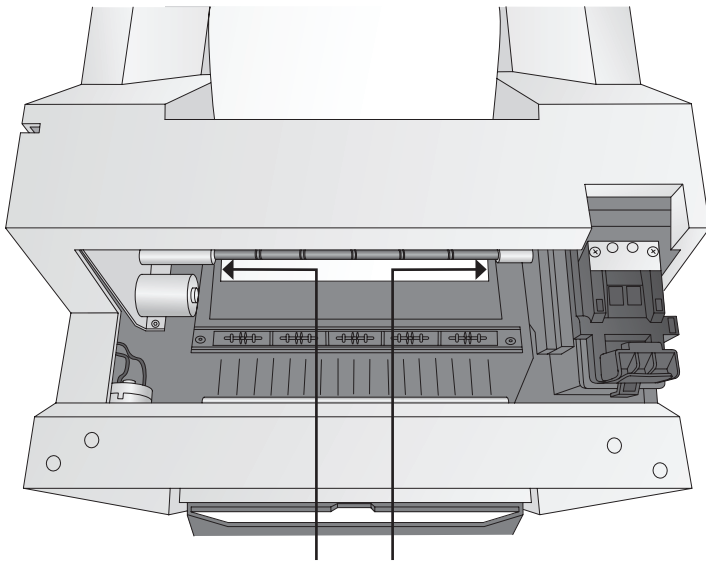


First, there should be an equal space on the left and the right side of the paper in the feed area.



Equal gap on each side

Second, check the alignment of the paper relative to the feed rollers in the printer area. The amount of paper visible should be equal across from left to right.



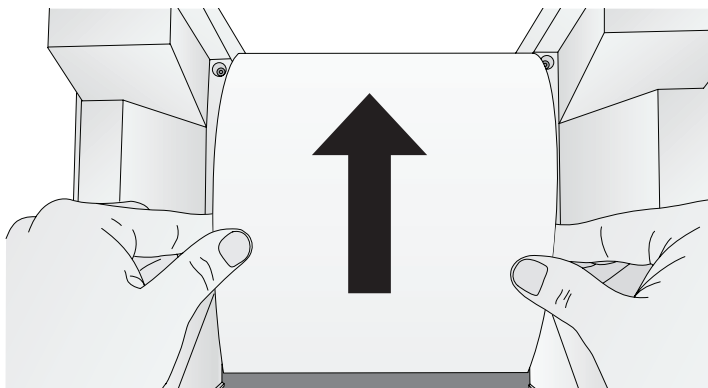
Equal amount of visible paper on each side

9. If the space on either side of the paper in the feed area is not equal or the paper in the print area is not equally visible, follow the instructions in the next section to unload the paper. Then repeat the loading process until the paper is aligned.
10. Close the Cover. When the cover is closed it pressed the pin on the left side and the smart chip on the right side into the corresponding slots. This is especially important when the paper is nearly empty and the roll becomes lighter.

## C. REMOVING A ROLL OF PAPER

When the paper is nearly empty you will receive an empty roll message. At that point you will need to remove the paper from the feed area and remove the roll. You may also find it necessary to remove the paper from the feed area if the paper is out of alignment. Follow these instructions to remove the paper and the roll.

1. Open the top cover.
2. Place your pointer fingers on each side of the roll. Use your thumbs to slowly turn the roll backward until the leading edge of the roll is out of the feed area.
3. If you are installing a new roll, lift the roll out of the printer and discard it or recycle the cardboard core and ABS plastic core holders at your local recycling facility.



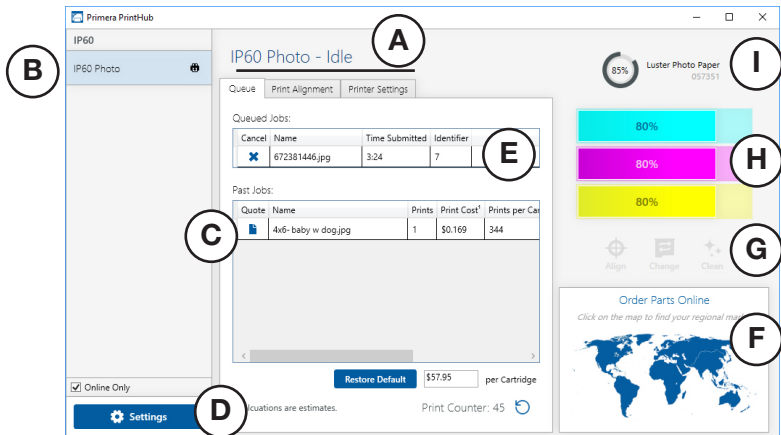
**Important Note:** There will be several feet of unprinted paper at the end of each roll. This is to ensure a proper slack loop can be maintained and there will be no feeding problems. Extra paper is added to each roll to ensure the stated length of each roll is present.

## Section 3: Primera PrintHub (PC)

Primera PrintHub is used to interact with the printer for gathering ink levels, maintenance, alignment, cost calculation and several other functions. You can use it to manage these functions on multiple Impressa Photo Printers.

PrintHub automatically installs with your printer driver and can be accessed through the printer driver preferences or as a program on your Windows start menu.

1. Connect the printer to your computer via USB and turn on the power. The PrintHub accesses most of the information it uses from the printer itself so the printer must be turned on and communicating for the program to be useful.
2. Go to Start - Programs - Primera Technology - Primera PrintHub.



- A. Adjust alignment, sensor mode, output mode and advanced settings.
- B. If you have multiple Primera printers connected, they will be listed here.
- C. Past jobs will show the last 5 jobs along with cost information. Click the document icon to view a cost report.
- D. Application Settings
- E. Print Queue shows the currently printing job.
- F. Order Link
- G. Frequent Activities
- H. Current Ink Levels
- I. Displays the amount of paper remaining. Hover your mouse to view the exact remaining feet.

## A. MONITORING INK LEVELS

Ink levels can be monitored at any time by using the PrintHub. Immediately after printing starts, the PrintHub will display the ink levels in the upper right corner of the application. Ink is displayed in 10% increments. Example 100% to 90% to 80% etc.

PrintHub Interface - IP60 Photo - Idle

Queue | Print Alignment | Printer Settings

Queued Jobs:

Cancel	Name	Time Submitted	Identifier

Past Jobs:

Quote	Name	Prints	Print Cost <sup>1</sup>	Prints per Car
photostrip-rollercoaster-web.png		1	\$0.092	631
4x6-baby w dog.jpg		1	\$0.166	349
LittleGirl-4x6.jpg		1	\$0.249	233

Restore Default \$57.95 per Cartridge

<sup>1</sup> Calculations are estimates. Print Counter: 49

85% Luster Photo Paper 057351

70% 70% 70%

Align Change Clean

Order Parts Online  
Click on the map to find your regional market

## B. USING THE COST ESTIMATOR

The cost estimator is found under the queue section on the first tab of the PrintHub. The last five job costs are stored in the list. Each job will show the cost per photo based on the cost per cartridge entered below the list. Enter the actual amount you paid for the cartridge. Prints remaining on the currently installed cartridge and total prints on new cartridge are both displayed automatically on the Past Jobs list after printing.

PrintHub Interface - IP60 Photo - Idle

Queue | Print Alignment | Printer Settings

Queued Jobs:

Cancel	Name	Time Submitted	Identifier

Past Jobs:

Quote	Name	Prints	Print Cost <sup>1</sup>	Prints per Car
photostrip-rollercoaster-web.png		1	\$0.092	631
4x6-baby w dog.jpg		1	\$0.166	349
LittleGirl-4x6.jpg		1	\$0.249	233

Restore Default \$57.95 per Cartridge

<sup>1</sup> Calculations are estimates. Print Counter: 49

85% Luster Photo Paper 057351

70% 70% 70%

Align Change Clean

Order Parts Online  
Click on the map to find your regional market

To see a printable/saveable report click on the document icon next to the job you want to see. A report will display the information. You can print or save the report from this screen. You can also change the currency using the drop down, change the job name or adjust the cost from this screen.

The screenshot displays a web-based interface for a 'Print Job Report'. On the left, there is a control panel with the following elements:

- Print Job Report** (Title)
- Edit Print Job Report** (Action)
- Job Name**: A text input field containing 'photostrip-rollercoaster-web.png'.
- Currency To Use**: A dropdown menu set to '\$: US Dollar'.
- Cartridge Cost**: A text input field containing '\$57.95'.
- Save** and **Print** buttons.
- At the bottom, zoom controls (+, -) and a '100%' indicator.

The main report area on the right contains the following information:

Primera iP60 Photo  
 Cost Report for: photostrip-rollercoaster-web.png  
 Cartridge Cost: \$57.95

**Estimated Ink Cost per Print \$0.092**

**Per Print Details**

Cost per Print	\$0.092
Time per Print	15.3 seconds
Cartridge Percentage per Print	0.158%

**JOB Details**

Prints	1
Time Elapsed	0 hours 0 minutes 15 seconds
Prints per Full Cartridge	631

Please note: all calculations reported by this tool are estimates only. Actual ink yield and cost per print you experience can be different depending upon variables such as how many prints you tested to receive your results.

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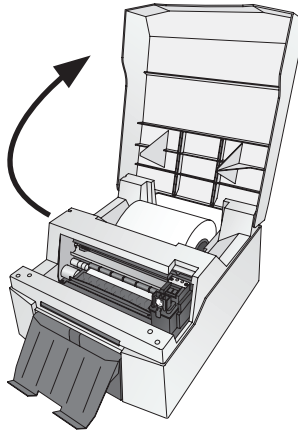
**Important Note:** *The cost per photo represents the average cost per photo over an entire run of photos. This means that the per photo cost will decrease and become more accurate as the number of photos printed increases. This is because the ink that is used for periodic cartridge maintenance is divided into a larger number of photos.*

## C. REPLACING INK CARTRIDGES / LOW INK WARNING

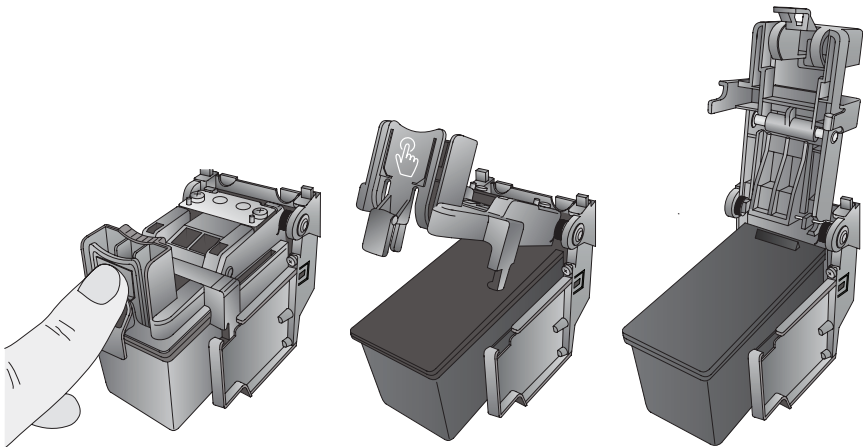
You can replace ink cartridges at any time or wait for the Low Ink Warning to prompt you to replace cartridges. The first and only ink low warning will occur at 0% ink remaining. You can continue printing at this point, but the ink may run out at any moment which will result in poor print quality. If you dismiss the low ink warning, you will not be warned again.

To change a cartridge, follow this procedure:

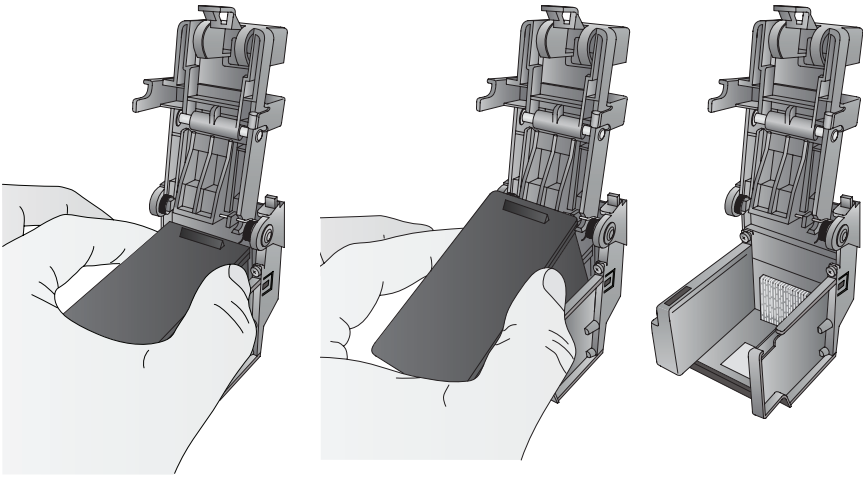
1. Open the Top Cover.



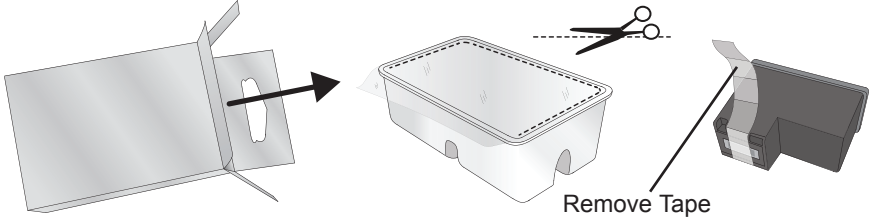
2. Press or pinch the tab on the front of the cartridge holder.



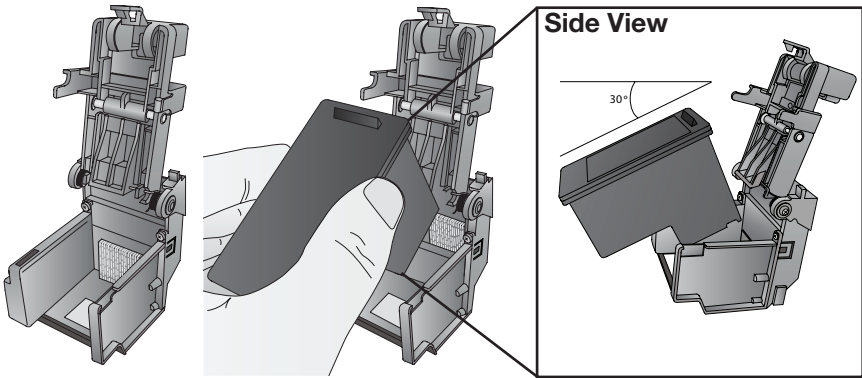
3. Remove the cartridge.



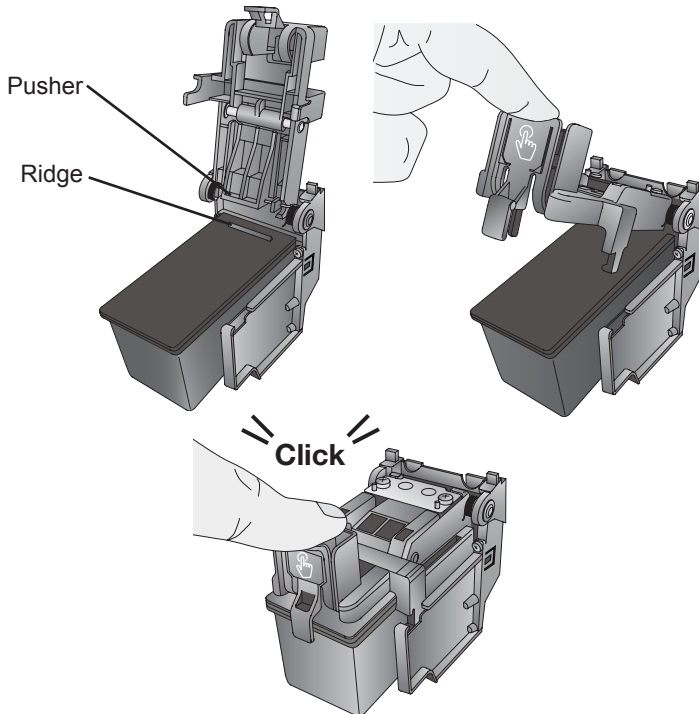
4. Locate a new cartridge and remove it from its packaging. Remove the foil outer packaging and the tape covering the nozzles.



5. Place the new cartridge into the empty cartridge holder.  
Note: When installing the cartridge, tilt the cartridge at a slight backward angle of approximately 30 degrees.



6. Make sure the cartridge is pushed back far enough so the ridge on the cartridge is behind the spring-loaded pusher on the lid. Close the lid of the cartridge holder by lightly pressing down from the top until you hear a click.





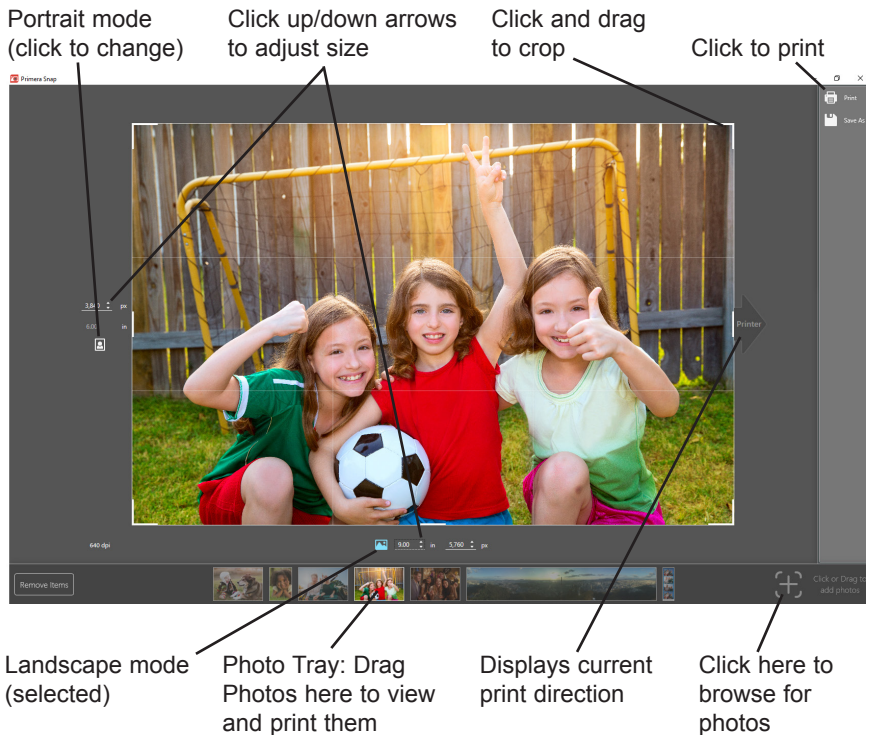
## Section 4: Printing from a PC

You may print to the IP60 from any printing program! However, Primera provides a simple printing program, Primera Snap, which allows you to crop, change orientation and select various standard photo sizes.

### A. PRINTING FROM PRIMERA SNAP

Primera Snap installs automatically with the IP60 software installer. To open the software search for “Snap” or click on the Windows Icon in the lower left. You will find Primera Snap under “P”.

#### Overview



## Orientation/Print Direction

When you drag in or browse to a file, Primera Snap will choose the orientation that best fits the current aspect ratio. For example, if your image is a 300 dpi JPG at 1800 pixels x 1200 the software will choose a 6 inch wide x 4 inch wide portrait image. When portrait mode is selected, the portrait icon will turn blue and the print direction arrow will point up.



Portrait mode (selected)

Print direction

If you change the orientation to landscape, the print direction arrow will switch to the right side and the landscape icon will change to blue. The size will also change to 6 inches x 8 inches. However, since in this example the image aspect ratio does NOT match the 6x8 size, the image will automatically be cropped. You will typically need to adjust the crop to fit the particular photo selected.

Adjust crop position



Landscape mode (selected)

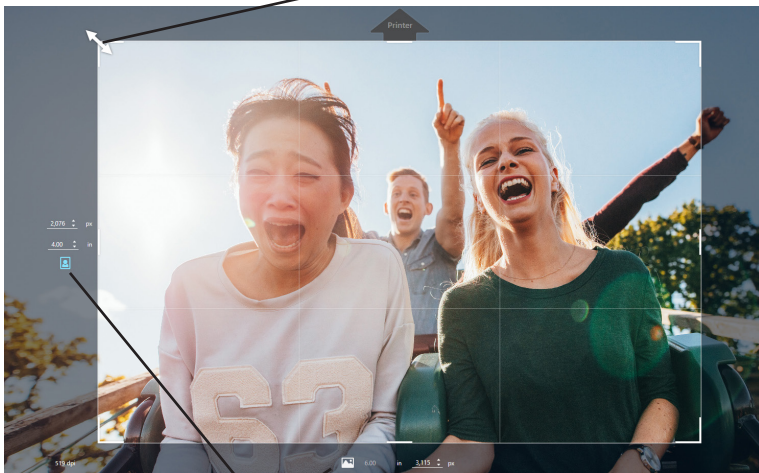
Print direction

**Note:** You may also print the original aspect ratio of 6x9. Using the up/down arrows simply toggle the size to 9 inches.

## Cropping Images

Any image may be cropped by hovering over the corners of the image until a double arrow appears. Once the arrows appear, click and drag to move the crop lines. Primera Snap will automatically maintain the photo size that is currently set.

Double arrow



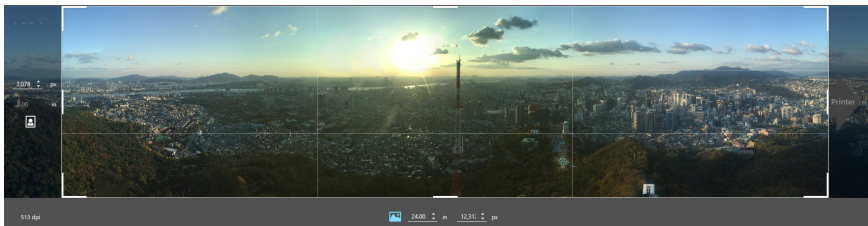
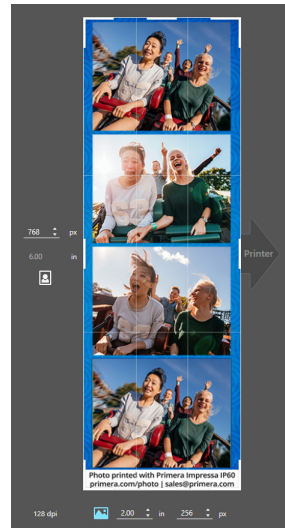
Current size and orientation are maintained when cropping

**Note:** *At least one height/width measurement must be set to 6 inches.*

## Printing other sizes

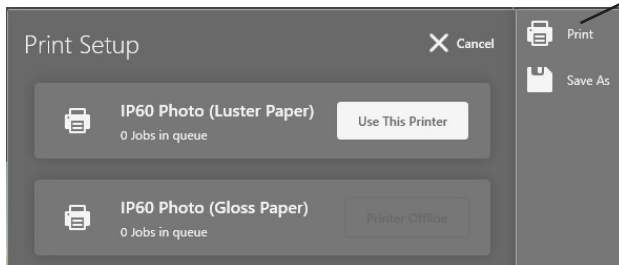
If the size does not match 6x4 or 6x8, the software can also print any other custom or standard sizes including 6x12, 6x2 (photo strips) or Panoramic sizes from 6x18 to 6x24. Primera Snap will always set one of the measurements to 6 inches and then choose the closest size to match the aspect ratio.

**Note:** *The maximum print size is 6x24*

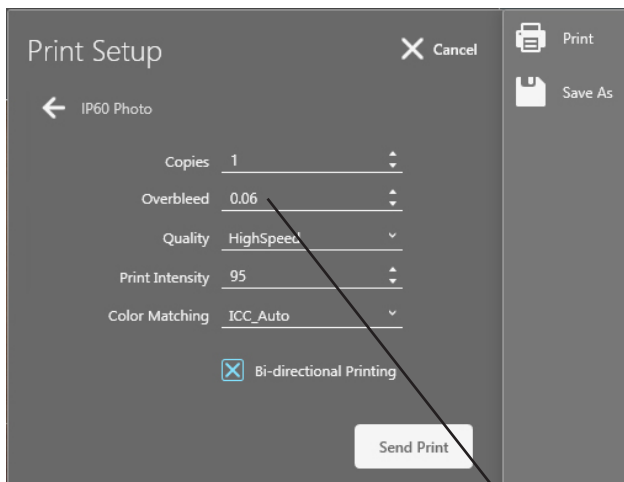


## Printing from Primera Snap

To print, click on the print Icon in the upper right corner of the software. All available Primera Printers will appear here. For example, if you have two IP60 printers each loaded with a different type of photo paper, both will appear on this list. Click Use This Printer to select the printer.



All of the printer settings will be displayed in the Print Setup area.



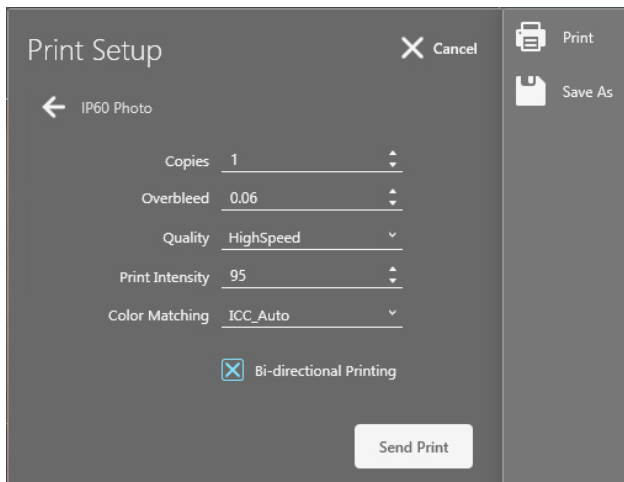
If you see white space around your print, increase the overbleed.

You may change the number of copies, adjust overbleed, quality, print intensity, color matching and bi-directional print. For more information on Print Settings see the next section in this manual.

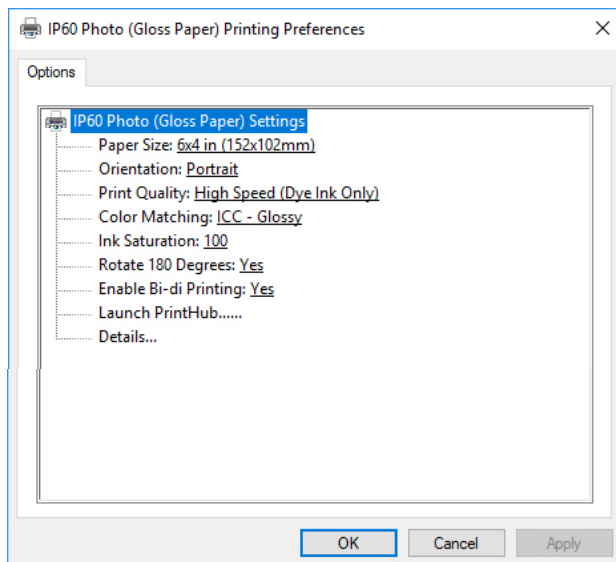
Click "Send Print" to Print.

## B. PRINTER SETTINGS

If you are printing from Primera Snap, Print setting can be found right before printing after clicking the Print Icon and selecting the printer.



When printing from other programs you will have slightly different options and may be presented with the following screen. You can adjust default print settings by going to Control Panel – Devices and Printers – Right click on the IP60 Photo and choose printing preferences.



Below is a description of each of the print settings.

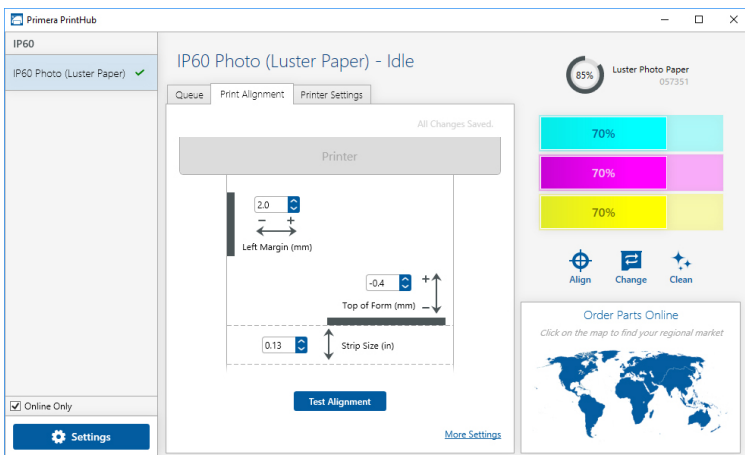
- **Paper Size.** Select from one of the various preset standard sizes or choose Custom Page Size to manually enter the size. The sizes that indicate + Overbleed have a .06" overbleed added to the displayed size. When printing from Primera Snap the size setting is chosen during the image setup so it is not available from the settings screen. The following sizes are available: 6x2, 6x4, 6x4.5, 6x6, 6x8, 6x8.5, 6x10, 6x12, 6x18 and 6x24.
  - **Orientation.** The orientation can be set to landscape or portrait. When printing from Primera Snap the orientation setting is chosen during the image setup so it is not available from the settings screen.
  - **Print Quality.** There are three quality modes available:
    - High Speed (Dye Ink Only)** - Default Setting All samples printed, quoted print times and costs per print are based upon this settings. This is the generally the ONLY print mode that most people will ever use. It's fast, produces excellent print quality and uses less ink than better and best modes. (2 passes per 3/4" of printing)\*
    - Better (Dye or Pigment)** - This setting is intended for use with pigment ink. It is slower and uses more ink then High Speed. Since pigment ink does not spread out as much as dye when it contacts the paper, pigment ink needs more passes which results in slower printing. Pigment ink has archival performance so these prints are intended for sale at higher prices. Although dye ink can be used with this setting, not much of an improvement in quality can be seen. (4 passes per 3/4" of printing)\*
    - Best (Dye or Pigment)** - This setting is intended for use with pigment ink. It is slower and uses more ink then High Speed and Better. Since pigment ink does not spread out as much as dye when it contacts the paper, pigment ink needs more passes which results in slower printing. Pigment ink has archival performance so these prints are intended for sale at higher prices. Although dye ink can be used with this setting, not much of an improvement in quality can be seen. (8 passes per 3/4" of printing)\*
- \*A pass is one movement of the print cartridge from the left to right or right to left. In bidirectional mode the cartridge prints from both the right side and the left side.



- **Color Matching.** The color matching options should generally be set to match the currently installed photo paper. The default option is ICC (International Color Consortium) Auto Select which will automatically read the currently installed paper and set the color matching to that setting. If you do not like the look of the photo being printed you may change to any of the listed options. There are six options:
  - o None – No color matching is used
  - o Vivid Photos - non-ICC color matching option which uses more ink but may provide a more vibrant print than ICC modes.
  - o ICC Auto Select - Auto Selects based on currently installed paper
  - o ICC – Glossy – Profile matched to Primera Glossy paper
  - o ICC – Luster – Profile matched to Primera Luster paper
  - o ICC Repositionable Luster – Profile matched to Repositionable Luster paper
- **Ink Saturation.** The ink saturation can be adjusted to lighten or darken a photo without changing the quality/speed of the print. The default is 100.
- **Rotate 180 Degrees.** Set to Yes so portrait photos come out right side up when viewing the printer from the front.
- **Enable Bi-di Printing.** Set to Yes to print in both right and left movements of the print carriage. Yes will print fastest. Set to No to possibly increase quality. No will print slower.
- **Launch PrintHub.** Click this setting to open the PrintHub.
- **Details.** Click this settings to view the driver version, firmware version, total printed photos on the printer, view various printer calibration settings and view or reset the print counter.

## C. ADJUSTING PRINT ALIGNMENT AND CUT STRIP SIZE

You may need to adjust print alignment if you see white space on any side of the printed photo. Adjust print alignment using the PrintHub. Go to the Print Alignment Tab (second tab).



**Important Note!** Before adjusting any values, print the test print to see how close you are to alignment. The on screen graphic is the same as the print which makes it easier to adjust these values.

Three items can be adjusted here:

- **Left Margin Offset.** This value moves the printed photo left or right. Add to the current value to move the printed photo to the right. Subtract from the current value to move the printed photo to the left.

**Note:** Before adjusting this value make sure the label stock is properly loaded so that there is an equal gap on the left and right side of the paper at the in-feed area. Unequal gaps at this point will greatly affect the Left Margin Offset value needed to align the label. Also, if you adjust the value with improperly loaded paper you will have to adjust it again if you load the paper correctly the next time.

- **Top of Form (TOF).** This value moves the print start position up or down on the paper. Add to the current value to move the printed photo up or toward the printer. Subtract from the current value to move the printed photo down or away from the printer. The value is automatically saved as soon as you set it.

- **Strip Size.** This value adjusts the size of the strip cut between photos. Increase the size to eliminate white space at the bottom or top of the photo. Increasing this size too much will reduce the size of the photo to less than 4 inches. If you find that you need to increase this value greatly you may want to adjust Top of Form first.

You may have to make several adjustments to one or more of these values. After each adjustment you can click the Test Alignment button to print a small test pattern on the photo. This will help you enter the correct alignment value.

Finally, it is also possible to remove white space around the photo by increasing the overbleed in the Print Setup right before printing when printing from Primera Snap. However, it is best to overbleed as little as possible to avoid ink waste and over saturation of the printer ink pads.

## Section 5: Printing from a Mac

(Coming Soon)

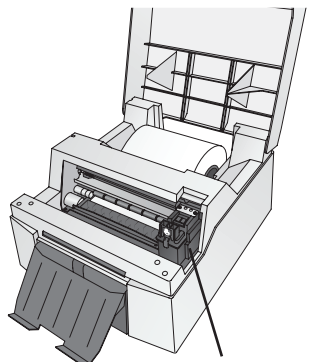
## Section 6: Troubleshooting and Maintenance

**Important Note:** Before determining print quality leave the photo uncovered for at least 15 minutes so the ink can fully dry. If photos are stored as a stack immediately after printing, uneven drying will occur where the ink dries more at the edges than the middle. This can create the appearance of uneven colors. Leaving the photos uncovered will prevent this and fix any uneven colors on existing photos that were not allowed to dry.

### A. SOLVING PRINT QUALITY PROBLEMS

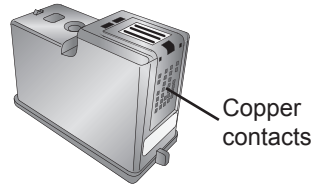
Many factors can affect the quality of the print. The following are listed in order from most likely to least likely:

1. **Quality Setting.** There are three printer settings which can affect quality. (Section 4B)
  - Print Quality - Increase to Better or Best.
  - Color Matching - Set to Vivid for Best Quality
  - Enable Bi-di Printing - Set to "No" for Best Quality
2. **Clean the Cartridge.** Run an automatic cleaning print from PrintHub or manually clean the cartridge as described in Section 6B.
3. **Change the Cartridge.** Try a new cartridge. Make sure that the ink cartridge has ink remaining. Check the ink levels via the PrintHub or Printer Utility (Mac).
4. **Align Print Head.** Normally, print head alignment is only necessary after changing a print head. However, in certain cases, running the alignment again can improve print quality. Align the print head by opening the PrintHub or Printer Utility (Mac). Click on the Align Print Head icon below the ink levels. Follow the onscreen prompts to load your paper for alignment.



Maintenance area

5. **Clean the Maintenance Area.** Power off the printer! Gently move the cartridge to the left to access the maintenance area. This includes the rubber cartridge nozzle cap and the plastic roller. Under normal use this can become dirty with ink. Clean with rubbing alcohol and a paper towel.
6. **Copper Contacts.** Clean the copper contacts on the back of the print cartridge holder and the corresponding contacts on the cartridge with rubbing alcohol and a paper towel.
7. **Image Resolution (DPI).** Try another image. Perhaps the resolution of the current image is not sufficient for a quality print. We recommend a 300 DPI image. Images less than 150 DPI may print pixelated.
8. **Cable.** Try another USB cable. Make sure that it is less than 6ft (2 Meters) long. Faulty cables or cables that are too long interrupt communications which can result in print quality issues.



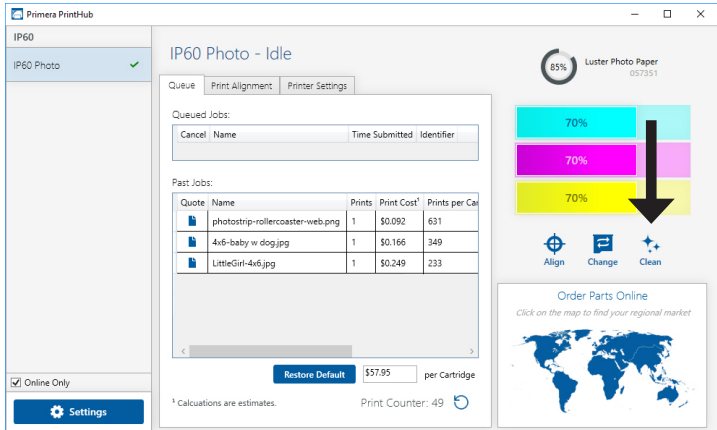
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## B. POOR PRINT QUALITY – CLEANING THE CARTRIDGE

It may be necessary to clean the ink cartridge nozzles if you notice poor print quality, or if you suspect a cartridge nozzle has become slightly dried out or clogged. If the cartridge has been left out of the printer more than 30 minutes, the ink in the print head nozzles may have dried. If you are having print quality problems, follow the steps below to clean the cartridge.

1. Before moving on to the next step, ensure that the ink level of the color cartridge is more than 10%. If the ink level is lower than 10%, replace the cartridge.

2. Try cleaning the cartridge using the clean function in the PrintHub or Printer Utility (Mac).

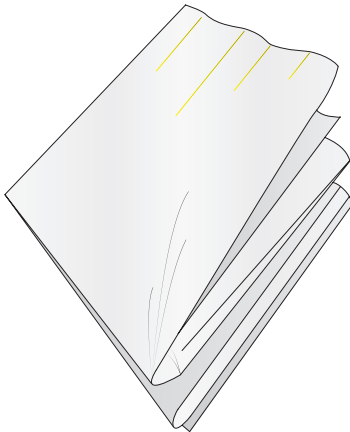


3. Determine if printing is now acceptable by printing your image.

If the sample has missing colors or voids within a color strip, remove the cartridge from the printer and proceed to step 4.

4. Prepare items needed for procedure.

**Two Paper Towels**  
folded four times each

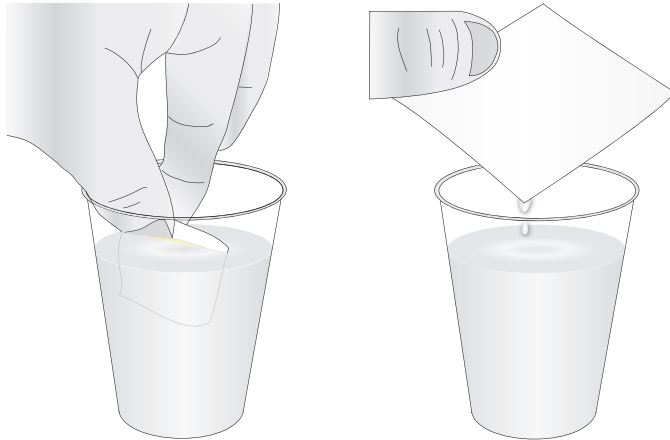


**A Glass of Water**

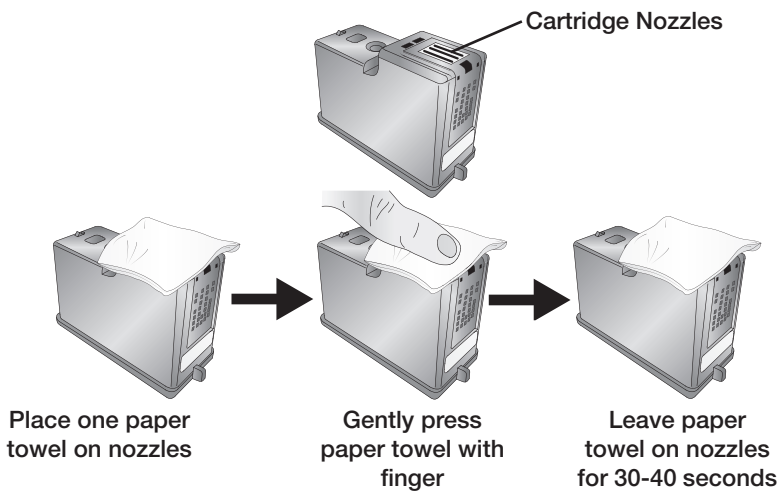


5. Soak the paper towels in water for 5 seconds.

*Note: Do not squeeze water from paper towels after removing from water.*

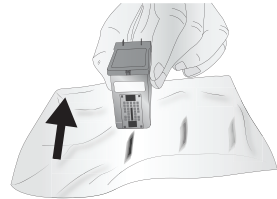
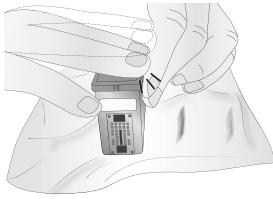


6. Place one paper towel on cartridge nozzles. Gently press the paper towel with your finger. Leave the paper towel on the nozzles for 30-40 seconds.





## 7. Wipe nozzles.



- A. Place second paper towel on flat/hard surface.
- B. Press the nozzles into the paper towel.
- C. Firmly tap the top of the cartridge three times to force the ink out.
- D. Wipe/Drag the cartridge in the direction indicated.
- E. Repeat until all colors are seen on the paper towel.



After wiping the nozzles, the paper towel should show all three colors.

If all three colors are present, proceed to step 8.

If the paper towel doesn't show all three colors, then repeat step 7.

If paper towel still doesn't show all three colors repeating step 7, then replace the cartridge.

## 8. Dry cartridge.

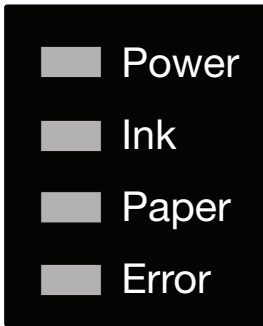


Dry excess water from cartridge. Ensure cartridge contacts are completely dry. Printer damage may result if cartridge contacts are not completely dry.

- 9. Verify cartridge is now functioning properly by printing your image.

## C. INTERPRETING THE PRINTER'S INDICATOR LIGHTS

Most error messages will appear on your computer screen via the PrintHub application or the Printer Utility (Mac). However, if the error prevents communication with the computer the LED lights may be used to help diagnose the problem.



- **Power.** The power LED will illuminate when the printer is plugged in and power is switched on. It will flicker when it is processing or printing a job.
- **Ink.** The Ink LED will illuminate when the ink is low.
- **Paper.** The Paper LED will illuminate when there is no paper loaded into the feed area. The Paper LED will flash when no roll of paper is installed.
- **Error.** The Error LED will flash in any error condition. This LED typically flashes when the paper or ink LED is illuminated.

## D. TECHNICAL SUPPORT

If you have difficulties in operating your printer, the procedures in this manual and the software User's Guide should, in most cases, solve the problem. If you still have difficulty, contact the technical support using one of the methods listed below.

Source	Location
Primera Knowledge Base	<a href="http://www.primera.com/kb">www.primera.com/kb</a>
Email Support	<a href="http://www.primera.com/customer-support">www.primera.com/customer-support</a>
Phone Support	763-475-6669 (Mon - Fri 8 a.m. - 6 p.m CST)
Chat Support	<a href="http://www.primera.com">www.primera.com</a> - look for the chat prompt on lower right

## Section 7: Technical Specifications

Print Method:	Thermal inkjet
Print Resolutions:	Up to 4800 DPI
Print Speeds:	Draft Mode: 4.5" per second Normal Mode: 1.8" per second High Quality Mode: 0.8" per second
Print Head:	New print head with every cartridge change
Ink Tanks:	Single high capacity Cyan, Magenta, Yellow ink cartridge; process black (Part Number 53494)
Colors:	16.7 million
Color Matching:	ICC color profiles for all Primera-supplied media. Ability to add custom ICC color profiles for other media types.
Max. Print Width:	6" (152.4 mm)
Media Types:	Roll-fed pressure-sensitive paper and adhesive backed paper
Media Sensing:	Fixed see-through sensor for detecting media presence.
Supply Roll:	6" (152mm) maximum diameter on 3" (76mm) core with Smart Chip.
Ink Level Warning:	Calculates actual number of prints remaining based upon ink usage of graphics being printed (patent-pending)
Indicator Lights:	Power, Ink, Paper, Error
Operating Systems:	Window 7, 8, 10, Mac OS X 10.9+ (coming soon)
Data Interface:	USB 2.0
Printing Software:	Primera Snap included; can also be used with most other popular label design and graphics programs
Electrical Rating:	12VDC, 5.0A
Power Requirements:	100-240VAC, 50/60 Hz, 60 watts
Certifications:	UL, UL-C, CE, FCC Class B
Weight:	8 lbs. (3.6 kg)
Dimensions:	12.7"W x 8.25"H x 15"D (323mmW x 210mmH x 381mmD)

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Printed in the United States of America