



# Tech Info Library

## StyleWriter: Troubleshooting Ink Cartridge Problems

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Security: Everyone

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TOPIC -----

These print quality problems have been reported when replacing the  
StyleWriter Ink Cartridge:

- No print
- Light print
- White lines
- Smudging

DISCUSSION -----

If your StyleWriter exhibits any of these symptoms, here are some things to  
check:

- Ensure that the orange tape and orange cap have been removed from the ink  
cartridge.
- Ensure that the black rubber boot isn't missing or twisted.

The rubber boot is located below the home position of the ink cartridge.

- Ensure that you have powered down the StyleWriter using the Power button.

Powering down the StyleWriter with the Power button caps the ink  
cartridge. Removing the Power Adapter Cord from the back of the printer  
will not cap the ink cartridge and may result in poor print quality.

- Ensure that you purge the ink cartridge five times before swapping the  
cartridge and/or modules.

Apple now recommends purging the ink cartridge five times to relieve any obstructions that may have worked their way into the nozzles during transit.

To perform a manual purge:

- 1) Turn the StyleWriter off with the Power button. (The printer must be turned off.)
- 2) Press and hold the Ready button.
- 3) Press the Power button once and release both buttons at the same time.

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