

# INSTALLING EPSON D120 CISS CARTRIDGES

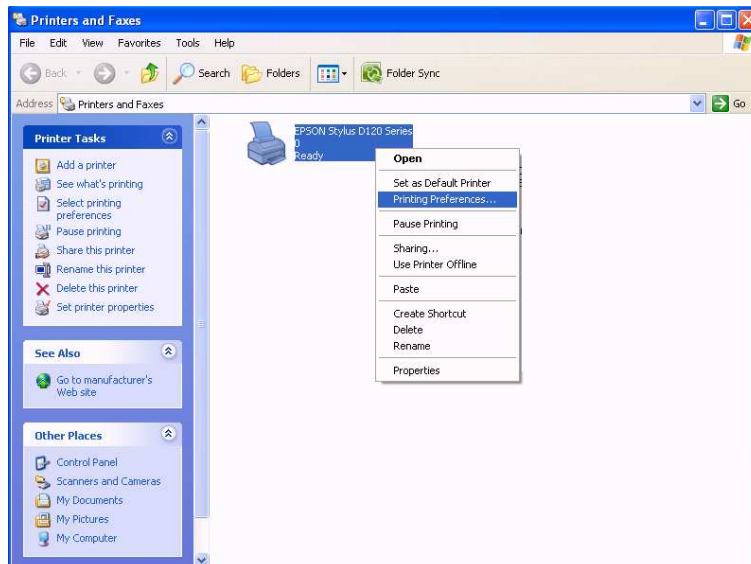
If you have installed the Epson D120 Continuous Ink Supply System and you come across the following error where the Ink light is illuminated as below:-



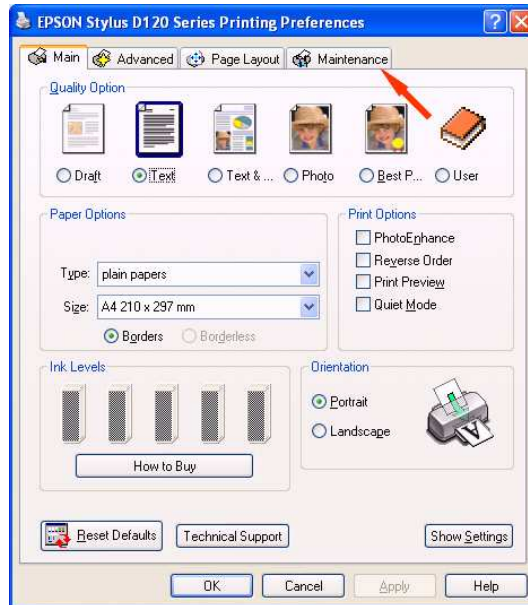
This could be caused by one of two reasons which are:-

1. The cartridges are not correctly seated in the carriage.
2. The chips need to be reset.

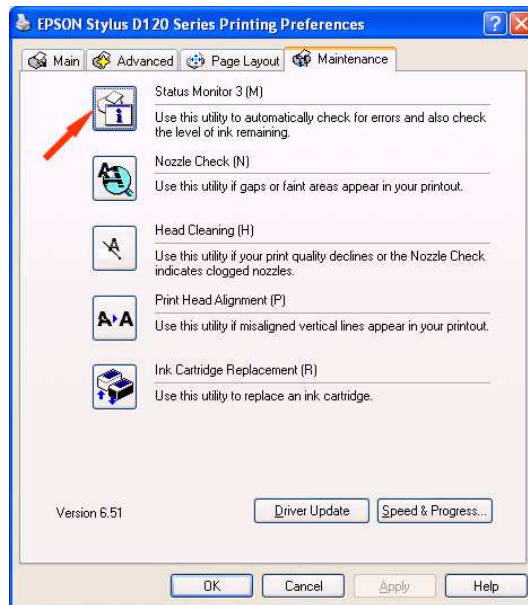
To determine what is causing the error you will need to open the **'Epson Status Monitor'**:-  
Start → Control Panel → Printers & Faxes → (right click) EPSON Stylus D120 Series → Printing Preferences



Once the 'EPSON Stylus D120 Series Printing Preferences' are open select the 'Maintenance' tab as indicated by the arrow below:-



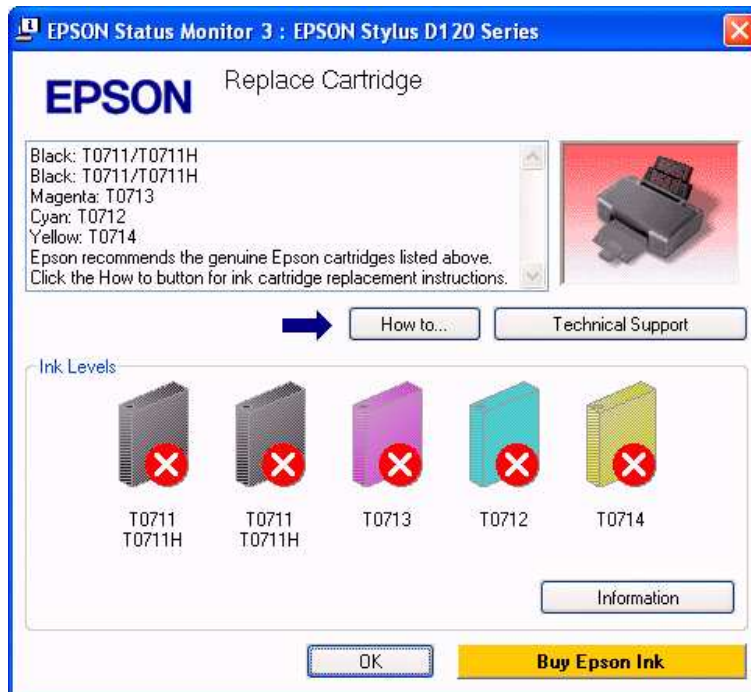
Open the 'Status Monitor' by clicking the button indicated by the arrow below:-



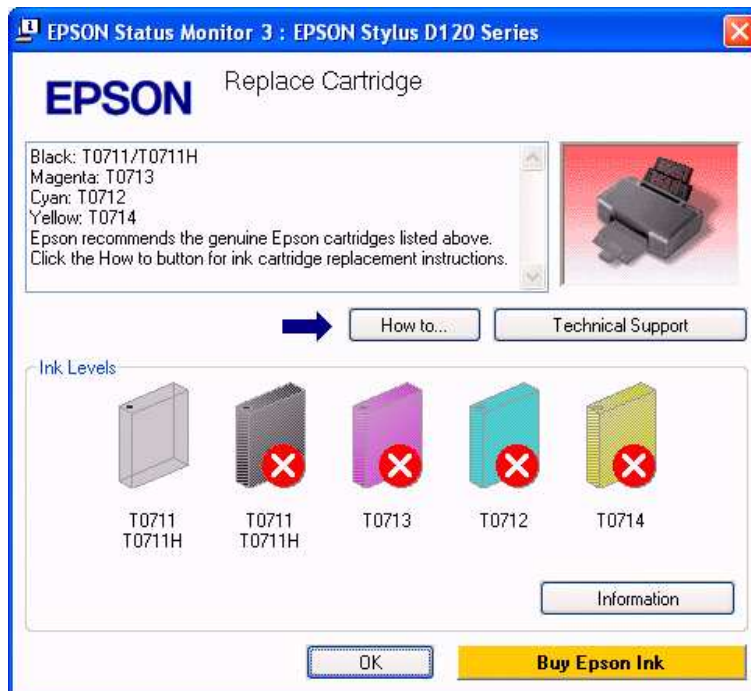
**Note:** If the Status Monitor is greyed out then this means that it is not installed and you will need to go to [www.epson.co.uk](http://www.epson.co.uk) and download the Epson Status Monitor.

In the 'Status Monitor' you will see one of the 2 errors below:-

### ERROR 1



### ERROR 2

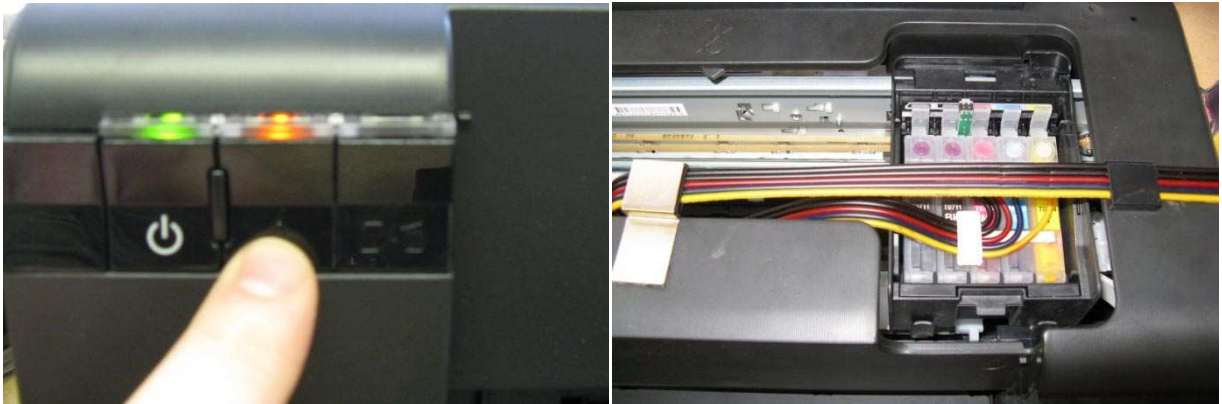


Note: **DO NOT** use the 'How to..' button to replace the cartridges use the following instructions



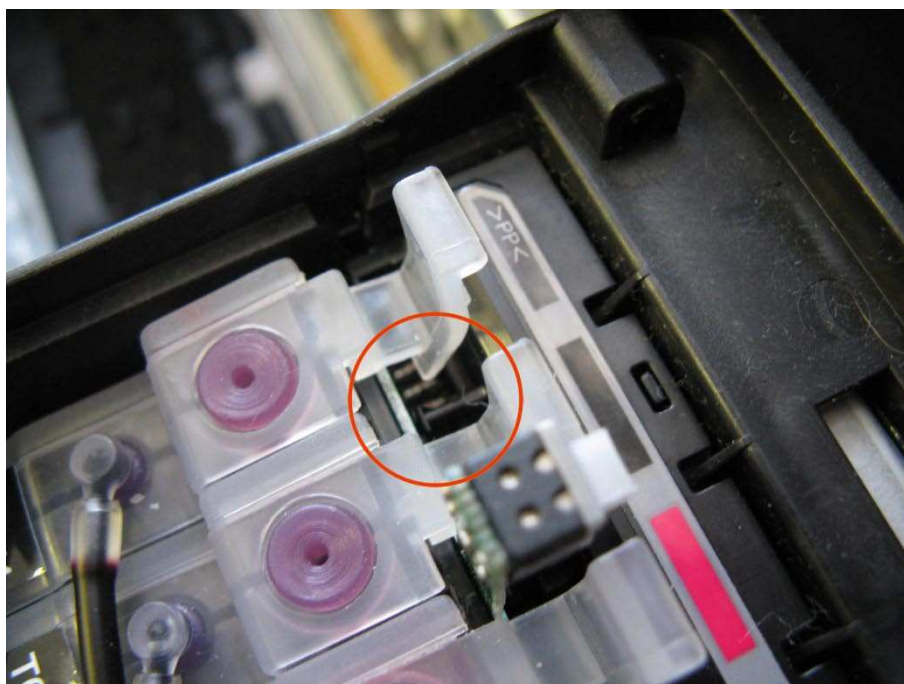
If you are experiencing '**ERROR 1**' this is because the cartridges are not correctly inserted into the carriage.

When inserting or removing the cartridges the carriage needs to be in the removal position, this can be done by pressing the '**Ink**' button on the front of the printer:-

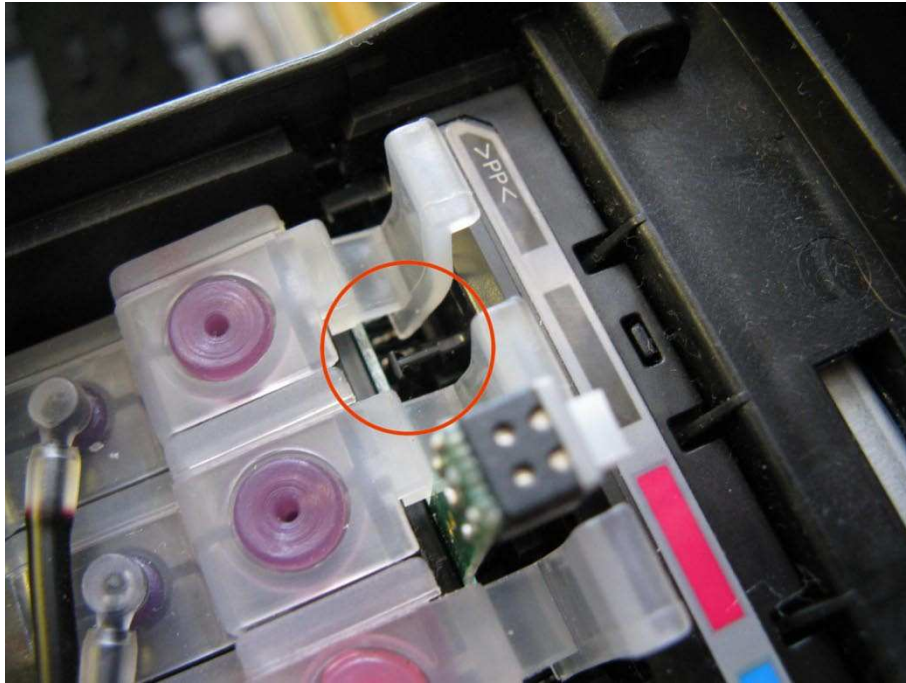


The cartridges are a tight fit and because they are joined together as one unit they will require some force to push them in properly. When they are inserted correctly you will hear each cartridge click in to place.

When the chips are not inserted correctly the top of the chip board will be above the black plastic dividers in the carriage as outlined in the picture below:-



When the cartridges are inserted correctly the top of the chip board will be below the black plastic dividers in the carriage as outlined in the picture below:-



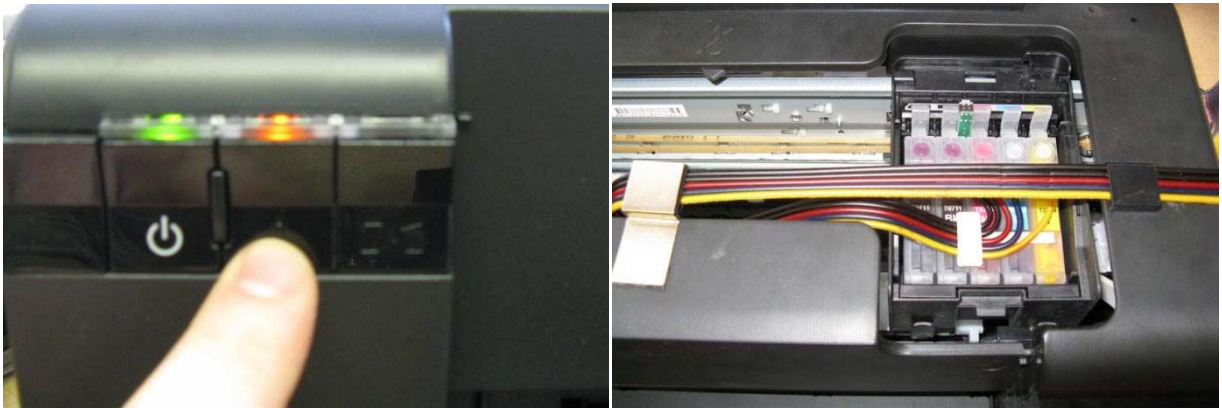
Once the cartridges are correctly inserted into the carriage press the **'Ink'** button and the printer will run the initial charge this may take several minutes so please be patient.

After the initial charge has completed the status monitor will now display **'Ready'** showing that all the cartridges are full:-

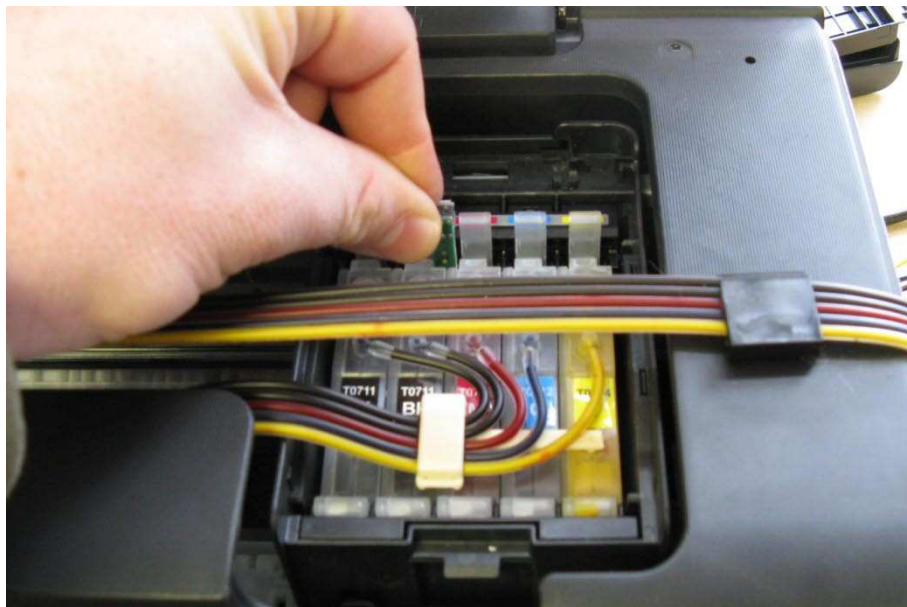


If you are experiencing '**ERROR 2**' this is because the cartridges will need resetting, this means that the printer thinks that the cartridges are empty and once the chips are reset the printer will see the chips as full.

To reset the cartridges the carriage needs to be in the removal position, this can be done by pressing the '**Ink**' button on the front of the printer:-



Once the carriage is in the removal position the micro switch which is situated to the left of the centre of the cartridges will need to be gently pressed for at least 5 seconds. To press the switch place thumb on the back and use the index finger to press the switch:-



Once the chips have been reset press the **'Ink'** button and the printer will run the initial charge this may take several minutes so please be patient.

After the initial charge has completed the status monitor will now display **'Ready'** showing that all the cartridges are full:-

