TECHNICAL INFORMATION BULLETIN

Release date: March 30th, 2006

Bulletin N° 2006/168
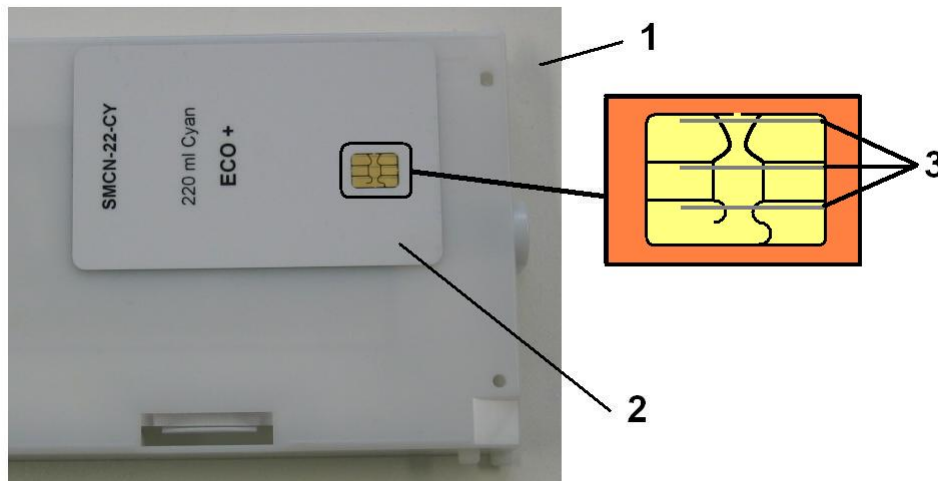
FOR: **MUTOH AUTHORIZED RESELLERS ONLY**
FROM: **MUTOH service & support department.**

Cartridge box – smart-chip detection

Dear customer,

When loading ink cassettes with a smart-chip, it is possible that you get the message "not original ink". In this case, please proceed as follows:

Step 1 :   Remove the ink cassette.

Step 2 :   Take a closer look at the smart-chip.

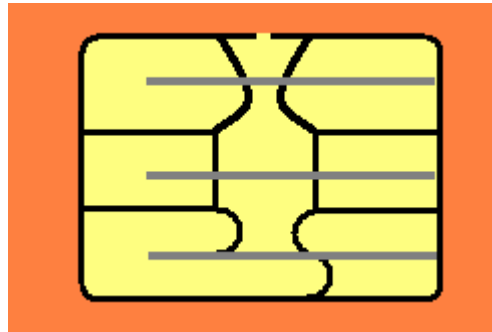**Step 3 :**   There are some lines on the smart-chip made by the sensors in the cartridge box.

Nr.	Part
1	Cassette
2	Smart-chip
3	Lines made by the sensors in the cartridge box

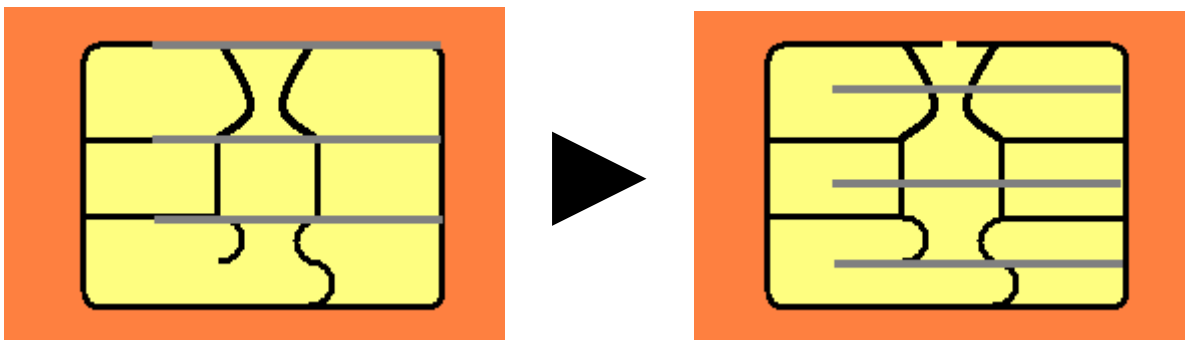**Step 4 :**   There are three possibilities.

Situation 1: The lines are in the middle

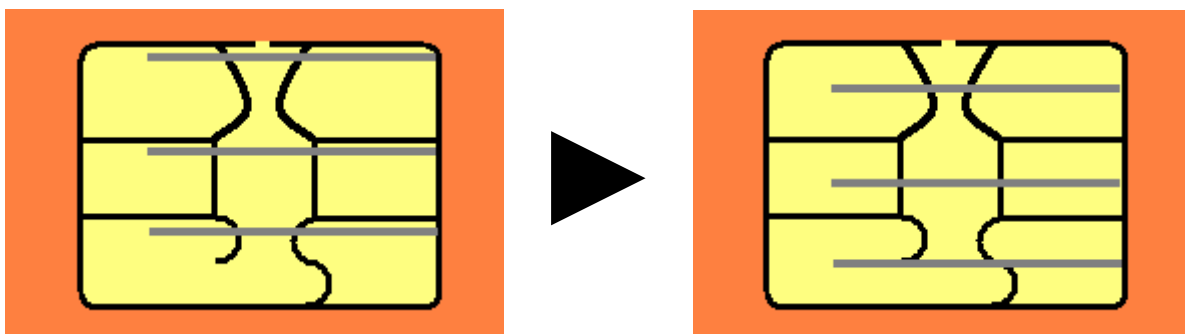This is the perfect situation; the one which should be obtained.

Situation 2: The lines are lying on the black lines

This is the situation when the printer will display the message. "No original ink". The sensors do not detect the smart chip because the sensors do not touch the copper. This problem can be solved easily. Move the smart-chip a few millimetres above, so that the sensor lines lie in the middle of the black lines as in situation 1.

Situation 3: The lines are lying a just above the black line

The sensor will sometimes give contact with the smart-ship, but not always.
So it is possible that the printer, even during printing, displays the message "No original ink".
Again, move the smart-chip a few millimetres above, so that the sensor lines lie in the middle of the black lines as in situation 1.

Step 5 : Reposition the smart-chip in case of situation 2 or 3 in function of the cartridge box and its tolerance. Be sure to obtain the first situation, where the lines lie in between the black lines.

a = **17.75 ± 0.5 mm**
b = **43 ± 0.5 mm**

Be sure to attach the smart chip is correctly according to the dimensions above.