

Faint Ink Impressions

If you are getting faint ink impressions you may need to follow some simple cleaning instructions - you may not need a new ink cartridge

Machine Clean

- Make sure that the my**mail** machine and it is switched 'ON'
- Using the up and down buttons, navigate until '**menu**' is displayed, press green '**E**' button to enter.
- Use the up and down button to go through the new menu until the option '**Service**' is displayed, Press Green '**E**' Button
- Use the up and down button to go through the configuration menu, you will see the option '**Clean Cartridge**' , Press Green '**E**' Button
- Use the up and down button in the "service" option select "test print" – during the test print the my**mail** will ask you to insert an envelope and will do a sample print for you (which does not use any of your postage).
- Your clean is now complete.

If your ink impression is still faint you may also need to clean your ink cartridge

Ink cartridge Clean

- Remove the ink cartridge
- Moisten a soft, dry cloth with de-ionised water (bottled water)
(Please note you can use tap water but it does contain minerals that can leave deposits on the print head)
- Hold the cartridge so that the nozzle is face down
- Wipe the print head slowly and very softly with the cloth in the direction of the arrow. Repeat this procedure several times. The water will blend with ink residues on the print head and clean the nozzles.
- Reinsert the ink cartridge