

How to use the Service Tool application.

Double click to start the App.



First familiarise yourself with all of the buttons.

If you click on a button and you receive an error then your printer is either not in Service Mode or is not connect to the PC properly.

This Application can be destructive so only press the buttons that you are sure of first. You'll need several sheets of A3 plain paper in the back tray so have some ready

Firstly you need to print an EPROM report, so press the **EEPROM** button. (1)

Next you can check the **Clear ink counter** and make sure it's set to Main. (2)

Now you can do the same with the **Ink Absorber Counter**. (3)

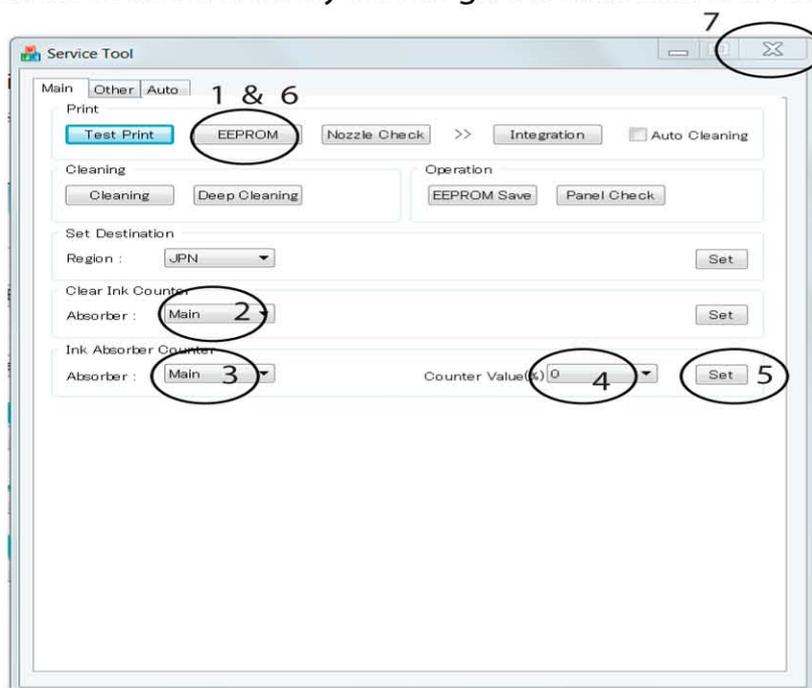
Then set the **Counter Value %** to zero but don't forget the **Set button** to make the change permanent. (4 & 5)

Once you have done this then print another **EPROM** report (6) to check the Ink counter has been reset to (0%).

This report is very detailed and has everything about your printer since you first turned it on, but you have to study it quite bit to understand it, what to look for at this time is the **D Value** and make sure it's now reset to zero, the first printed report has the original values.

The last thing to do is to close the Service Tool. (7).

Now this Application does not work very fast so give it time and wait till the App responds.



To put the Pro 1 into Service mode you need to have several things in place first.

The printer must be connected to a PC windows 32 or 64 bit O/S, Mac O/S is not supported.

It must have a USB connection that works with the printer, as no other connection will work.

To Start:-

The printer must be powered off to begin, but be plugged in to the wall socket.

Hold in both buttons together, the Resume button and the Power button !

While still holding in the power button release the Resume button.

Then press the Resume button 5 times slowly.

Now release the Power button and wait till the Power button LED stops flashing.

The Printer is now in Service Mode.

If you think you have not have quite understood the sequence of button pressing,
Then practice it till you got it right with the power plug out of the wall.

This procedure must follow these steps otherwise your printer will start to behave oddly.
If for any reason you have a problem then power off the printer and wait 15 Minutes
before turning it back on again, the power plug must be removed from the wall also.

Do not enter Service Mode for no apperent reason (Curoosity) because the EPROM memory
has the power to lock you out and stop you from entering Service Mode ever again.