

Neuralabel 300X Print Quality Solutions

Why do we do this?

Dust, debris, and other media artifacts may travel through the print engine and get caught on the printhead. When this occurs the quality of your printed artwork may not be up to standard or display blatant streaking that needs to be cleaned up immediately. Due to the engineering of the machine the end user only has a limited number of options available to try and get the print quality restored. The following service bulletin will aid Neuralabel 300X end users on how they can rectify print quality issues on their own.

Rectifying Print Quality Issues

If a Neuralabel 300X end user notices that their production artwork has noticeable streaking or other print quality imperfections, similar to what is displayed in **Figures** below, the end user can reference the instructions below to help aid them in cleaning up the print quality issues.



Figure 1, Ink Mixing Lines



Figure 2, Die Alignment



Figure 3, White Vertical



Figure 4, Smears In Image



Figure 5, Light or Dark Lines

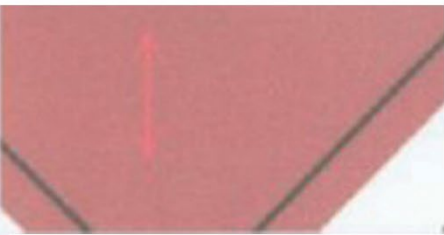


Figure 6, Light or Dark Bands

Steps to follow:

In order to access the built-in cleaning functions press “Setup” and then scroll down to “Tools” there you will find “Clean Printhead” and “Clean Ink Smear”. Use the graphics in **Figure 7** below to help guide you to the correct cleaning function.

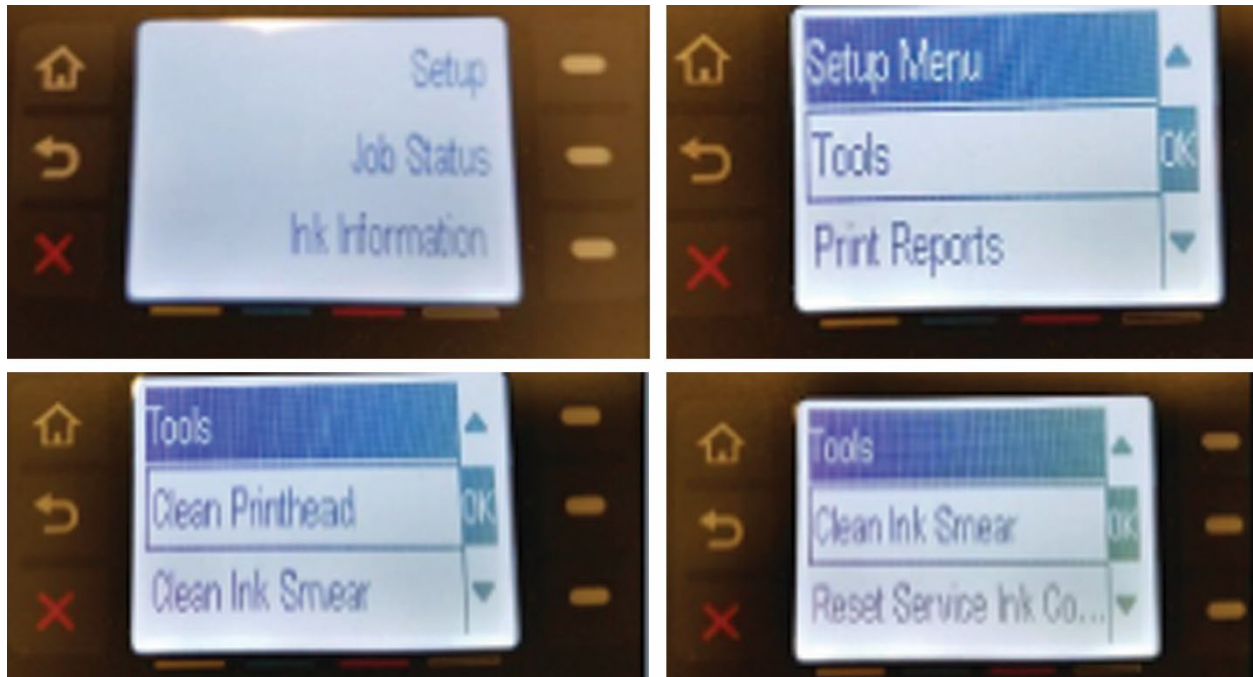


Figure 7, Necessary key sequence that needs to be entered to run the basic level cleaning functions.

Equipment Needed:

****You will need to purchase the Neuralabel 300X cleaning pads if you need to run an Advanced Printhead Clean****

Directions for rectifying print quality problems:

- A. If you have print quality issues similar to what is depicted in Figures 1, 2, and 3 you should utilize the “Clean Printhead” Function. Running this multiple stage cleaning function would take between ten and fifteen minutes.
- B. If you notice a print quality issue similar to Figure 4 you should run a “Clean Ink Smear” function. This setting is a single stage cleaning service geared directly to cleaning up ink smudges and ink pooling.
- C. If you notice print quality problems similar to what is displayed in Figure 5 and Figure 6 you will need to run an “Advanced Cleaning”. The “Advanced Cleaning” function requires special Neuralabel 300X Cleaning Sheets shown below (**Figure 8**).

For additional support, call the Vivid Data Group Support Team at 1-855-848-4332 and select Option 2.



Figure 8, Neuralabel 300X Cleaning Sheets

[Vivid Data Group Store – Neuralabel 300X Cleaning Pads](#)

- D. After running all of the possible built-in cleaning functions you notice the print quality problem still exists you will need to invoke a “Printhead Recovery Procedure”. The end user needs to enter a set sequence of keystrokes in order to access the menu to invoke a “Printhead Recovery Procedure”. Reference **Figure 9** below to gain access to this menu.



Figure 9. Screen captures of touch panel displaying “Support Menu”

- 1) Using the operator touch panel key in the sequence “B-X-B-B” where B is the back arrow
- 2) Click “OK” on the support menu
- 3) Scroll down five times until you see “Printhead Diagnostics Menu” and click “OK”
- 4) Scroll down three times until you see “Printhead Recover” and click “OK”
- 5) The Neuralabel 300X will be idle for 2 minutes.