

Preventative Maintenance

System Maintenance

- The outlet supplying electrical power to the PhotoCake® Decorating System must be on a dedicated circuit.
- No other appliances are to be plugged into the same outlet or power strip. These include the bug zapper, microwave and label maker.
- Do not plug the PhotoCake® system into a drop down ceiling plug, refrigerated display case or walk in freezer. These are typically shared circuit plugs.
- To prevent the system from overheating, use the system in a well-ventilated area.
- Keep the scanner lid and glass clean. Spray cleaner on a cloth and wipe the surfaces clean. Do not spray cleaning solution directly on the scanner.
- Make sure the bottom output tray on the printer is positioned correctly. Trays that are not positioned correctly may produce print head striking on the prints (streaks).
- Perform a print head cleaning and color test when starting the system each day.
- Keep the printer bed and roller inside the cover clean by wiping them weekly with a lightly dampened paper towel. This will prevent feed problems.
- Perform a print head cleaning twice a month using PhotoCake® cleaning cartridges.
- When not in use, power the system off using the SHUT DOWN button in the lower left hand corner of the touch screen. Do not unplug or turn off the power strip.
- When not in use, keep the system covered.

Inventory Maintenance

- Keep the current update CD. The CD may be used for future technical assistance.
- Keep a replacement print head on hand. Depending on the usage of the system, your print head may need to be replaced 2-3 times per year.
- If your printer has not been in use for an extended period of time, wash the print head by running hot water down through all of the ink circles. Additional print head cleanings may be required once the print head is reinstalled in the printer.
- Keep a full set of ink cartridges on hand as well as a set of DecoPac cleaning cartridges. Ink cartridges should have ink in both sections. Remember to check the expiration dates on the outside of the ink cartridge boxes.
- Keep bags for DecoPac Printables and Frosting Sheets™ sealed.



Cake Decorator's

2007

Quick Reference Guide



If this
PhotoCake® Troubleshooting Guide
does not solve your problem,
please contact
PhotoCake® Technical Support at:
1-800-644-1228

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Troubleshooting and Preventative Maintenance

Exclusively by:

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Troubleshooting

Printer is not printing.

Printer not set to top feed.

- Press and release the bottom silver horizontal button on the front panel of the printer. This will allow you to toggle between top feed and bottom feed. The light needs to be set to the angled, top feed position.

Printer isn't responding.

- Restart system. Once back on the main menu, wait one minute for any error messages to show. If there are no error messages, you may proceed with printing your job.

Light is flashing green but isn't printing.

- Shut down the system using the shut down button in the bottom left of your screen.
- Power the printer off. Check the USB connection on the printer and the controller.
- Power the printer on.
- Power the system on.

Printer stopped in mid-print.

- Shut down the system using the shut down button in the bottom left of your screen.
- Power the printer off. Check the USB connection on the printer and the controller.
- Power the printer on.
- Power the system on.

Printer Light flashing orange.

- **2 orange flashes.**
Media did not feed into the printer. Reset media and touch the top silver horizontal (resume) button.
- **3 orange flashes.**
Media jam or paper feeding error. Turn off the printer, open the lid and remove any broken pieces of media.

- **4 orange flashes.**
Cartridge inside of the printer is out of ink. Replace empty cartridge.
- **5 orange flashes.**
Print head worn out and over heating. Replace the worn print head.
- **6 or more flashes.**
Call PhotoCake® Technical Support.

"Order/Inventory Form" only prints the Discontinued Items.

- The black ink cartridge is not printing. Make sure there is ink in both chambers of the cartridge. If not, replace the cartridge. If there is ink in both chambers, but black does not print, replace the worn print head.

System won't power on.

System not powering on.

- Make sure the surge protector/power strip is plugged into the wall and turned on.
- Make sure no other appliances (bug zapper, microwave, label maker, etc.) are plugged into the surge protector/power strip.
- Make sure the circuit breaker didn't trip.
- Press the power button on the front panel of the controller.

Printed Images are poor quality.

Black lines/smudges on prints.

- Install the output tray.
- Check for broken media or ink residue on the bottom of the print head.
- Perform a print head cleaning using PhotoCake® cleaning cartridges.
- Remove the print head and wash it. To remove the print head, lift the lock arm to the right of the print head. Remove the cartridge and the print head. Wash the print head by running hot water down through all of the ink circles.

Troubleshooting

Color quality is poor.

- Perform a print head cleaning using PhotoCake® cleaning cartridges.
- Print a color test. Replace any color cartridges not printed on the test.
- Check the expiration date on all of the cartridges.
- Replace the worn print head.

Touch Screen not responding.

Screen could be out of calibration.

- PC III only:
Try calibrating through the settings menu. Touch the **Setting** button. Touch **Display Setting**. Touch **Screen Calibration** and follow to complete calibration. If it isn't accessible, call PhotoCake® Technical Support.
- PC II only:
Try calibrating screen through the configuration menu. Touch the **icon** of the touch screen in the upper left hand corner. Touch **Calibrate Touchscreen** and follow the calibration instructions. If it isn't accessible, call PhotoCake® Technical Support.

Touch Screen won't progress past the PhotoCake® logo.

Frozen touch screen.

- Turn the system off by the power button. Turn the system back on by the power button. Contact PhotoCake® Technical Support if the screen is still frozen.

My system is running extremely slow.

Power starvation.

- Determine if the system is on dedicated outlet. If not, have an electrician install one.

- Make sure no other appliances (bug zapper, microwave, label maker, etc.) are plugged into the surge protector/power strip. These will cause the PhotoCake® system to stall and could permanently damage the controller.

My scanner is not scanning.

Scanner may be locked.

- Unlock scanner using the switch located on the back panel or underside of scanner.
- Be sure scanner is powered on.

Cannot load current update CD.

System not loading update disc.

- System needs to be shut down and re-started for the CD to be read by the controller.

Update failed during install.

- Take the CD out and make sure there are no physical scratches, abrasions, or smudges on the bottom of the CD. If so, clean the bottom of the CD with a lint free cloth. Contact PhotoCake® Technical Support if issue isn't resolved.

Media will not come off the backing material.

Media sticking to backing sheet.

- Let media sit out for 15-20 minutes.
- Place media in the freezer for 1 minute.
- Use a piece of backing paper or spatula to remove the media. Slide the paper or spatula between the media and backing, moving it back and forth.