Symptom	Cause	Troubleshooting Steps
Ink carriage slams into the left or right side of the printer frame.	Encoder strip is dirty or not functioning properly.	Clean or replace the encoder strip.
Printer fails to print.	The sensor on the ink *cartridge* is dirty.	Run printer diagnostic test 6 (print test). During this test, the sensor has to scan the disc. If a disc does not print during this test, clean the sensor.
Ink *cartridge* does not move automatically or manually.	• The ink *cartridge* carriage guide, which allows the carriage to move from left to right, may be broken or damaged. • The ink *cartridge* pulley, which allows movement of the ink tray, may be broken or damaged. • The sensor on the ink *cartridge* access door may not be seated correctly on the control board.	• Make sure that there are no broken pieces behind the ink *cartridge* carriage that would prevent the carriage from moving. • Verify that the sensor is properly seated on the control board on the inside of the ink *cartridge* access door. If necessary, secure the sensor on the control board.
Poor print quality. The print on the disc appears fuzzy, or there are black lines on the disc.	The gear that moves the printer tray in and out may be covered in ink, which affects the print quality of the 480i printer.	Clean the gear. Refer to **Fig. A** on page 3.
Poor print quality. Colors print poorly and white edges appear on the disc.	The Torx T10 screw on the bottom of the printer frame, located in the back right corner of the printer, is loose.	Adjust the screw. Tightening this screw can increase the ink *cartridge* print quality and enhance the richness of the colors. Refer to **Fig. B** on page 3.
Poor print quality. The print appears cloudy or blurry, or there are extra lines printed on the disc.	The print head on the 480i printer is positioned to high or too low in the printer.	Adjust the print head as necessary.
Poor print quality. The print looks better on one half of the disc than on the other half.	• The frame in front of the door guard (under the printer access door) is not level. • The ink *cartridge* is running low. • There is an ink *cartridge* failure.	• Check the *alignment* of the frame by printing a test disc. If necessary, manually adjust the frame. Refer to **Fig. C** on page 4 for the frame level. **Important!** This step should be performed by certified technicians only. • Replace the ink *cartridges* and print a disc to test print quality.
The printer does not initialize.	• The ink well, which cleans the bottom of the ink *cartridges*, may be damaged. • The control board is not functioning properly.	• Clean the printer and replace the ink *cartridges*. • If the symptom still occurs after the printer has been cleaned and the ink *cartridges* have been replaced, the control board may need to be replaced.
The tray indicator light (middle light) on the printer control panel is flashing.	• The clamping pins on the top of the printer tray are in the wrong position. • The control board is not functioning properly.	• Manually move the printer tray in and out. If the tray moves freely, this is not a clamping pin issue and the control board may need to be replaced. • If the printer tray does not move freely, make sure that the clamping pins are positioned properly on the printer tray. The pins should be in the down position when the tray is out, and the pins should be up when the tray is inside.
All three indicator lights on the printer control panel are flashing.	The control board is not functioning properly.	Replace the control board.

Fig. A

Inside of 480i printer

Gear

Fig. B
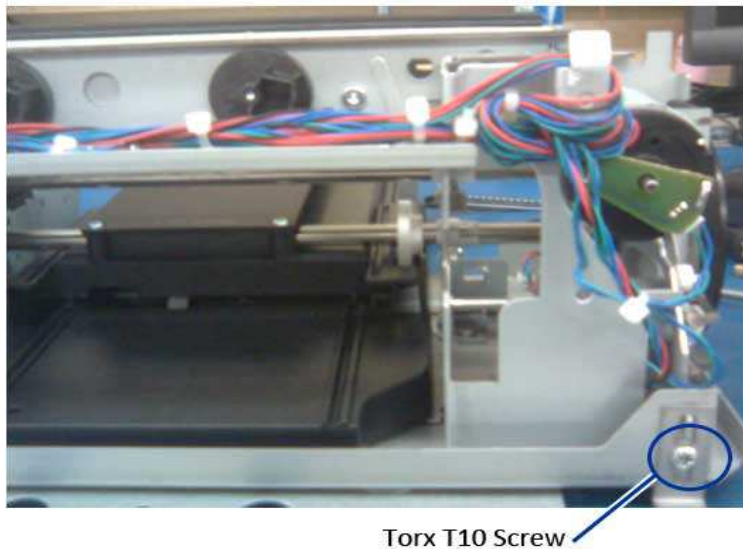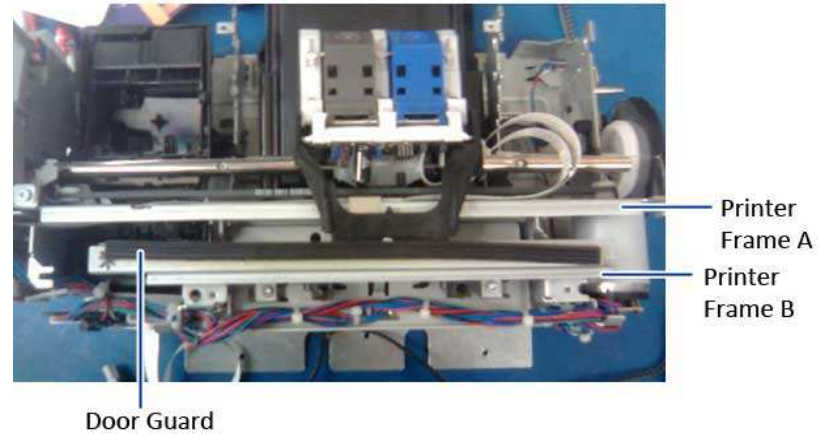
Back of 480i printer

Torx T10 Screw

Fig. C

Top of 480i printer. Align printer frame A to printer frame B.

⚠ **Important!** This step should be performed by certified technicians only.

Printer Frame A

Printer Frame B

Door Guard

Resolving flashing lights on the 480i printer.

This issue is likely caused by an obstruction to the ink *cartridge* carriage on the 480i printer.
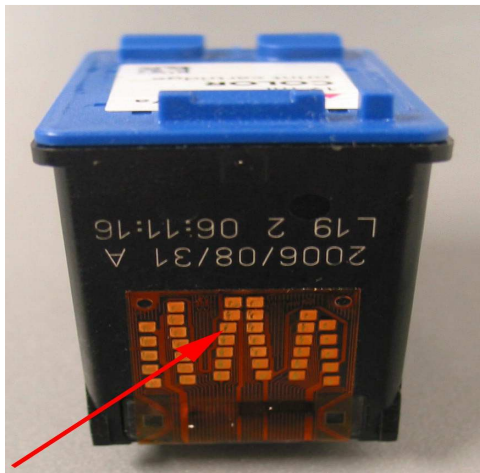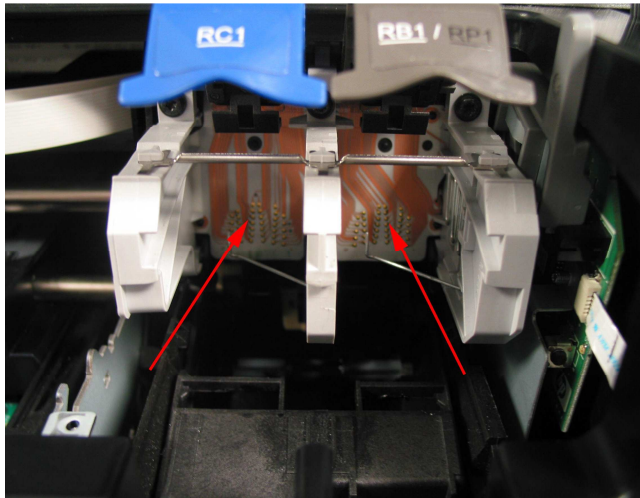
Additional symptoms include:

- The Tray indicator light (middle) and the Power indicator light (right) on the printer control panel will begin flashing at the same time.
- An error message stating, "The printer is busy closing the tray" or, "The printer is busy positioning the ink *cartridges*" will display.

Troubleshooting tips:

- Make sure that the ink *cartridge* carriage is docked in the proper position (to the right). If it is not, carefully move it by hand to the correct position and restart the printer.
- Follow the cleaning procedures in Answer 288.
- Make sure that the ink *cartridges* are properly installed and the latches are secure.
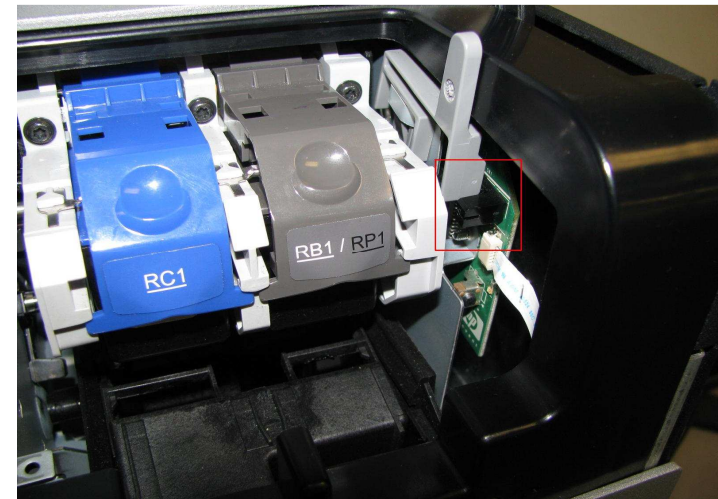
If ink is blocking the copper contacts on the 480i ink cartridges or carriages, the printer can malfunction. Clean the contacts using a cotton swab and isopropyl alcohol. Refer to the images below.

Troubleshooting the door sensor in the 480i/2000i printer:

In order to replace the ink *cartridges* in the 480i printer, the ink tray beneath the ink *cartridge* carriage must move down so that there is enough clearance for the existing ink *cartridges* to be removed and the new ones to be installed. If the ink tray does not move down, the door sensor does not detect that the printer door is open and you can not replace the ink *cartridges*. Use the following procedure to troubleshoot the door sensor.

1. To the right of the ink *cartridge* carriage is a **gray flag** that is activated by the printer lid. Gently press down on the **gray flag** to make sure that it passes through the black, U-shaped optical sensor that is below it.

2. Make sure that the **sensor** is positioned flush against the green **control board** that it is connected to.

Note: If the sensor is pulled away from the control board, it will not properly detect the gray flag.

3. Clean the **sensor** with compressed air.

If this procedure does not resolve the issue, there could be an issue with the printer driver. If the indicator lights on your printer are flashing, refer to the troubleshooting steps in Answer 284.