



iTerra Mi875

Installation & User Guide



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1.) General Information

Limitation of Liability

The Imaging Systems Group's total liability to the purchaser, or to any third party, for damages from any and all causes whatsoever, regardless of the form of action, whether in contract or in tort, including negligence, and any infringement of proprietary rights or any misappropriation or unlawful use of any proprietary rights or property of any third party shall, in the aggregate, be limited to purchase price actually paid by the purchaser for the product relating to the damages. The limitation of liability provisions of this agreement reflect an informed voluntary allocation of the risks (known and unknown) that may exist in connection with the provisions of the goods and services provided hereunder by The Imaging Systems Group Inc. and that such voluntary risk allocation represents a fundamental part of the agreement reached between The Imaging Systems Group Inc. with the purchaser.

The Imaging Systems Group Inc. shall not be liable for any special, direct or indirect, incidental, consequential, exemplary, punitive or any similar or other damages of any nature suffered by the purchaser whatsoever including, without limitation, loss of use or lack of availability of the purchaser facilities, including its computer resources and any stored data, loss of profits or revenue, or other commercial loss, or any claim for contribution or indemnity in respect of any claims against the purchaser, regardless of whether The Imaging Systems Group Inc. has been advised of the possibility of such damages.

iTerra Mi875 Warranty

The Imaging Systems Group Inc. (iSys) warrants the iTerra Mi875 (Product) to be free from defects in materials and workmanship and will remedy any such defect according to the terms of this *Limited Warranty*.

iSys warrants the Product to be free from defects in material and workmanship occurring under normal usage, within the normal operating range and duty cycles specified. If the iSys Customer Service Representative Department receives notice of such defects during the warranty period, iSys at its option, and within a reasonable time, will repair or replace the defective Product. A certified iSys service representative shall perform repairs, and such repairs, at the option of iSys, may be performed at the customer site, a dealer site, a service depot or the factory. Replacement Product, at the option of iSys, may be either new or equivalent in performance to new. Delivery is defined by a signed and dated receipt from the original carrier or iSys dealer delivering the Product, or down time for repair and replacement.

iSys does not warrant the operation of the Product to be uninterrupted or error free. iSys assumes no liability for and holds itself harmless against any claims of consequential costs or damages which may arise from interruption or error in the operation of the Product.

iSys does not warrant defects, malfunctions and/or failures, which in its opinion, result from conditions of improper use, abuse, neglect, operation outside the published environmental specifications, improper site preparation and maintenance, the use of unqualified or unauthorized media (papers, films or inks), inadequate preventative maintenance, unauthorized modifications or unauthorized maintenance. Such conditions shall render this warranty void and otherwise release iSys from its liability under this Product warranty. Consumables are non-warranty items.

All product returned to factory must be accompanied by an RMA number, obtained by calling the iSys Service Department at 403-204-5200 or as otherwise instructed. Shipping and handling charges to vendor for repair are the sole responsibility of the customer. iSys will cover shipping charges on the return of the repaired unit for the term of the warranty as stated above. Shipping will consist of Standard Shipment level or Best Effort. Accelerated or Premium Shipping Service is available but costs will be fully born by customer. Any international duties and taxes payable on transporting the repaired unit across international borders will be the responsibility of the customer. The Mi875 Printer is a Canadian made product and therefore falls under the import/export laws of NAFTA.

A written receipt for the Product, showing the date of purchase, dealer's name, and both the model and serial number/PID's of the Product must accompany any request or claim for work to be performed under this *Limited Warranty*.

Additional information on obtaining service under this *Limited Warranty* or for obtaining Extended Warranty coverage contact iSys – The Imaging Systems Group directly at 866-415-iSys (4797) or at 403-204-5200.

iSys or its authorized service partner will repair, or at its option replace, at no charge, any defective component(s) of the Product for a period of one (1) year from the date of purchase. This *Limited Warranty* extends to the original purchaser only. This *Limited Warranty* does not extend to consumable items.

TO THE EXTENT ALLOWED BY LOCAL LAW, THIS WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND THE IMAGING SYSTEMS GROUP INC. SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND QUALITY SATISFACTION. THE WARRANTY TERMS CONTAINED HEREIN, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO APPLICABLE STATUTORY RIGHTS. USE OF THE PRODUCT CONSTITUTES ACCEPTANCE OF THIS WARRANTY.

Safety Information

Certain safety rules should be observed when operating the iTerra Mi875 printer. Before using the printer, you should read this manual carefully and follow the recommended procedures, safety warnings and instructions.

- ✓ Keep hands, hair and clothing clear of rollers and other moving parts.
- ✓ Avoid touching moving parts or materials while the machine is in use. Before clearing a jam, be sure machine mechanisms come to a stop.
- ✓ Always turn off the machine before making adjustments, cleaning the machine, or performing any maintenance covered in this manual.
- ✓ The power cord and power supply supplied with the machine should be plugged into a properly grounded, easily accessible wall outlet located near the machine. Failure to properly ground the machine can result in severe personal injury and/or fire.
- ✓ DO NOT use an adapter plug on the line cord or wall outlet.
- ✓ DO NOT remove the ground pin from the line cord.
- ✓ DO NOT route the power cord over sharp edges or trap it between furniture.
- ✓ Avoid using wall outlets that are controlled by wall switches or shared with other equipment.
- ✓ Make sure there is no strain on the power cord cause by jamming between equipment, walls or furniture.
- ✓ DO NOT remove covers. Covers enclose hazardous parts that should only be accessed by a qualified service representative. Report any cover damage to your service representative.
- ✓ This machine requires periodic maintenance. Contact your authorized service representative for required service schedules.
- ✓ To prevent overheating, do not cover the vent openings.
- ✓ Use this equipment only for its intended purposes.

In addition, follow any specific occupational safety and health standards for your workplace or area.

This manual is intended solely for the use and information of The Imaging Systems Group (iSys Group) and its designated agents, customers, and their employees. The information in this guide was obtained from several different sources that are deemed reliable by all industry standards. To the best of our knowledge, that information is accurate in all respects. However, neither iSys nor any of its agents or employees shall be responsible for any inaccurate contained herein.

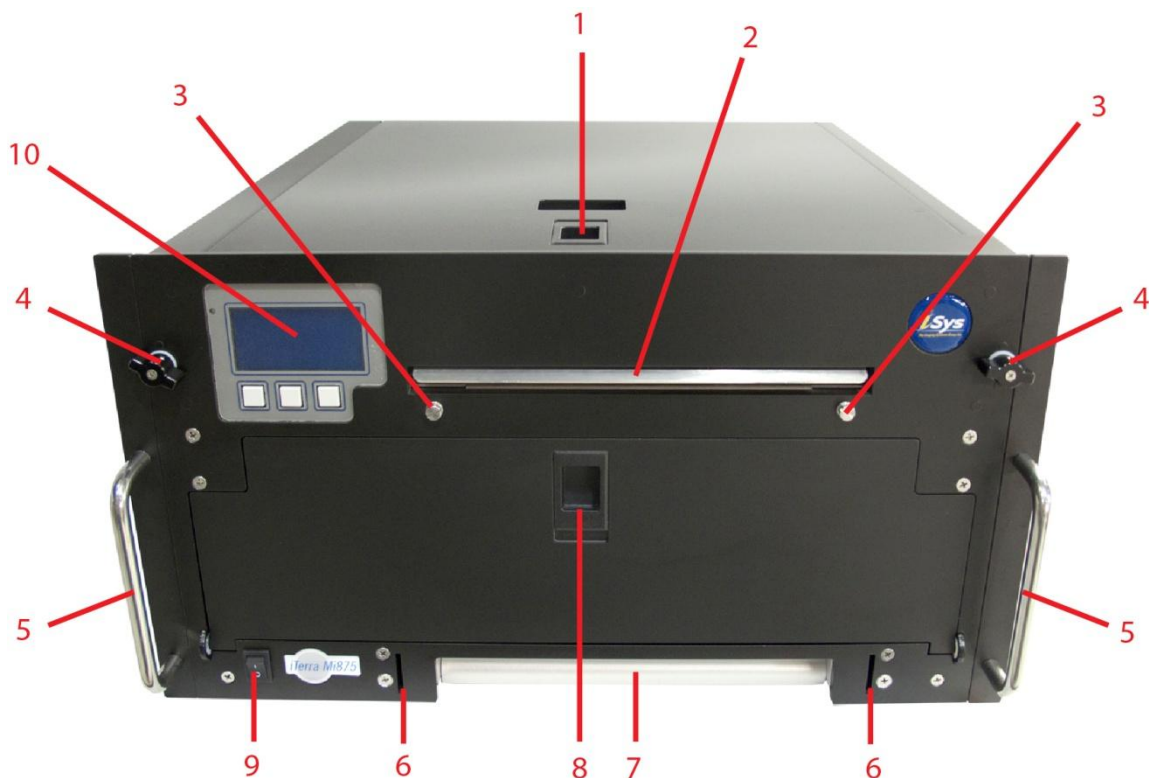
Memjet® is a registered trademark.

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System Specifications

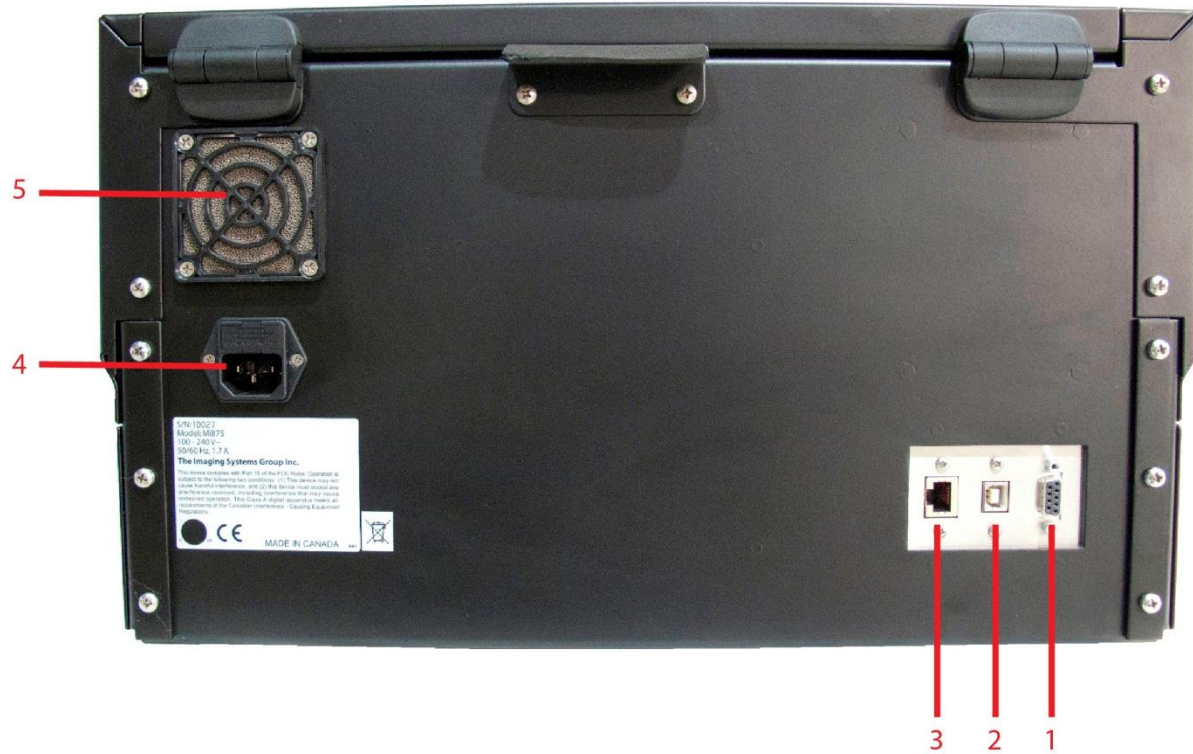
iTerra Mi875: System Specifications	
Maximum Plot Speed	6" per second (152.4 mm per second)
Print Technology	5 Channel Color Inkjet (CMYKK)
Plotter Carriage Width	8.75" (222.3 mm)
Maximum Printable Width	8.5" (215.9 mm)
Print Resolution	1600 dpi
Consumables	Fanfold Paper, Inks, Printheads, DI Wipe, Absorbent
Ink Cartridge Capacity	250 ml each
Connectivity Interfaces	USB 2.0, 10/100 Network
Warranty	1 Year
Drivers	Windows Vista, XP, 7, 8, 10 32 and 64 bit
Options	Front Input Tray, Media Output Catcher
Dimensions – Desktop (H X W X D)	17.44" x 21.17" x 10.67" (443 mm x 538 mm x 271 mm)
Dimensions – Rackmount (H X W X D)	19" x 22.36" x 10.37" (483 mm x 568 mm x 263 mm)
Power Requirements	100 - 127 VAC, 50/60 Hz @ 100W 220 - 240 VAC, 50/60 Hz @ 100W
Weight (Desktop)	60.55 lbs (27.47 kg)
Weight (Rackmount)	59.3 lbs (26.9 kg)
Operating Environment	Temperature: 15°C to 35°C (59 to 95°F) Humidity: 20 to 80% RH
Certifications	FCC Class A, CE, cTUVus*
<p>The Imaging Systems Group reserves the right to change product specifications without notice. Trademarks are the property of their respective manufacturers.</p> <p>© 2016 Copyright, The Imaging Systems Group Inc. All rights Reserved.</p> <p>* Pending</p>	

iTerra Mi875 Front View



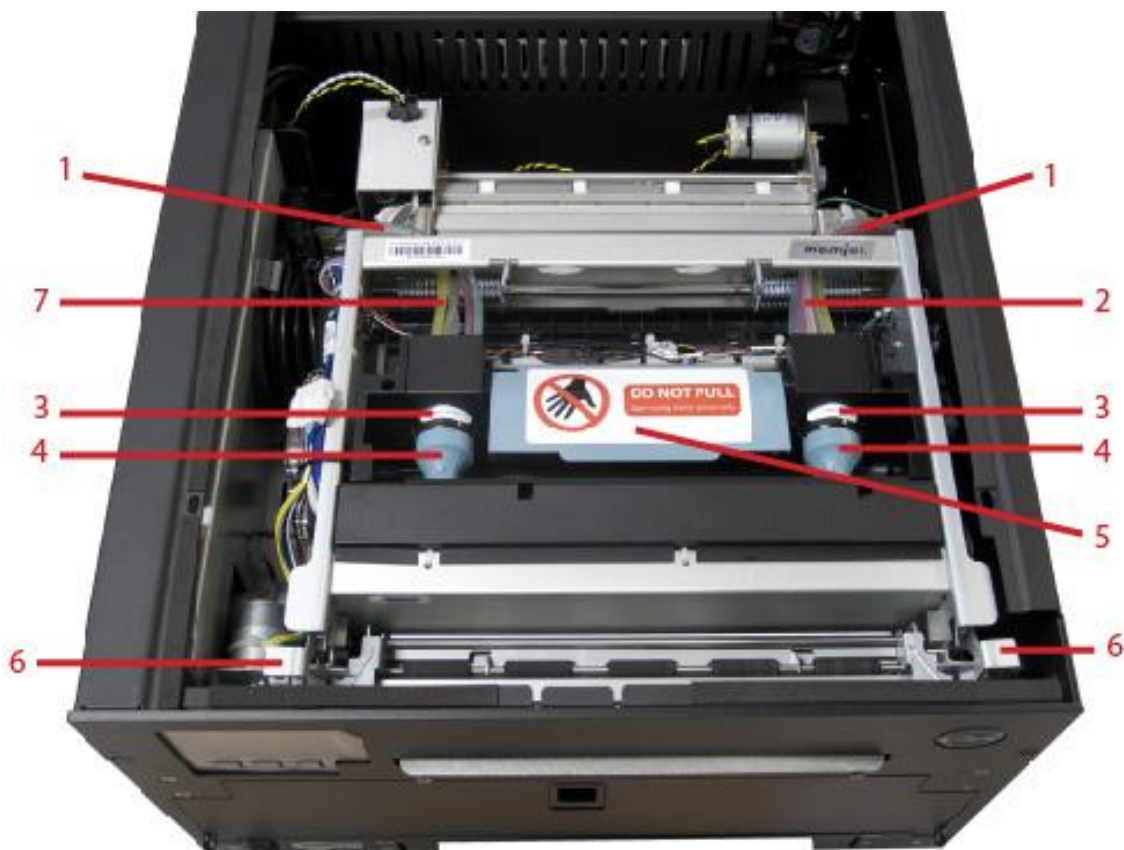
1.)	Top Cover – Provides access to the Print Engine
2.)	Paper Output Slot
3.)	Holding Screws for Paper Output Tray
4.)	Latches to Attach to Rackmount Version
5.)	Handles for Rackmount Version
6.)	Slots for Input Paper Basket
7.)	Paper Input Slot
8.)	Front Cover - Provides access to the Ink Tanks and Service Station
9.)	Power Switch
10.)	Display Panel

iTerra Mi875 Rear View



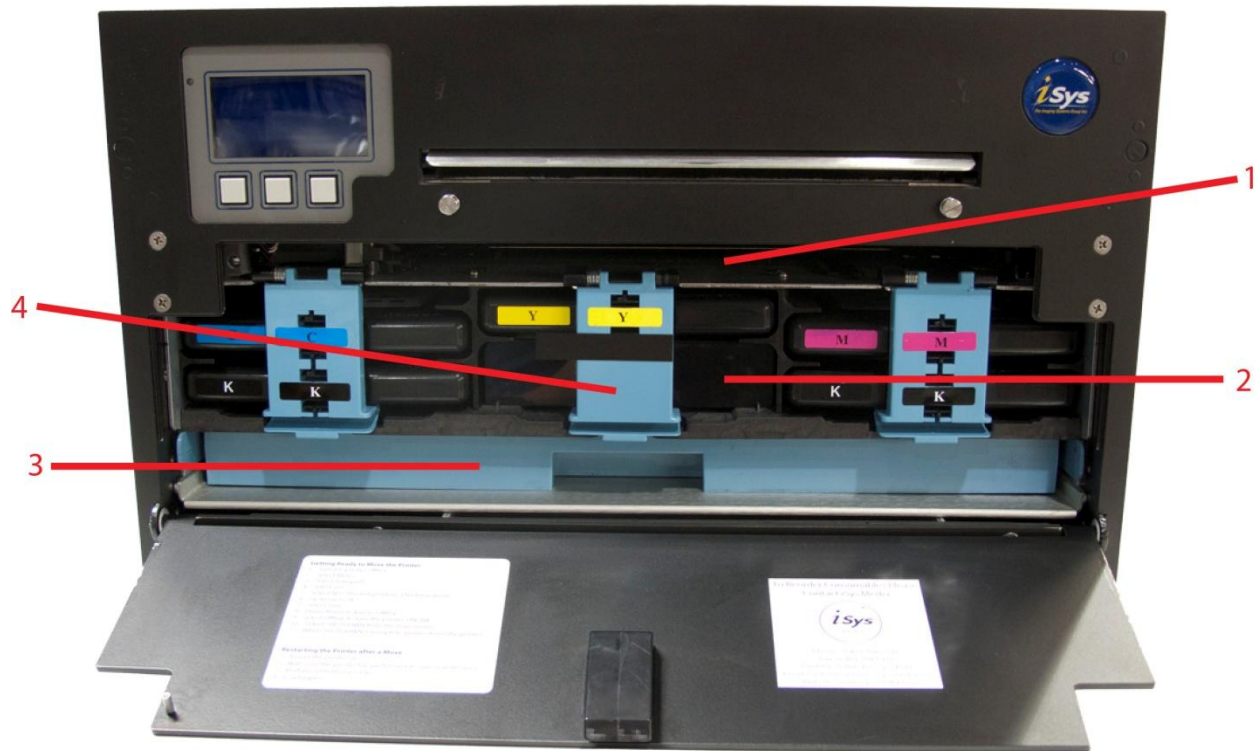
1.)	Serial Connection – Used for firmware updates
2.)	USB Connection – Attach USB cable to printer here
3.)	Network Connection – Attached network cable here
4.)	Power Connector – Power cord plugs in here. Switch – Turns main power ON/OFF (Use Control Panel LED power switch to turn machine OFF for cleaning and maintenance.
5.)	Fan

Print Engine View



1.)	Turn Around Thumb Screws
2.)	Output Ink Tubes
3.)	Ink Revolver Couplings – Connect the ink hoses to the Printhead Cartridge. The Printhead Latch extends and retracts the couplings from the printhead.
4.)	Ink Revolver Couplings Cap
5.)	Printhead Latch – When closed, connects the Ink Revolver Couplings with the Printhead Cartridge. When opened, retracts the Ink Couplings from the Printhead Cartridge and provides access to the Printhead Cartridge for cleaning and replacement. WARNING! Never attempt to open the Printhead Latch manually, severe damage will result. Use the Printhead Release function in the front panel menu.
6.)	Clamshell Latches – Lift both latches at the same time to open the top half of the Print Engine. DO NOT open while the Printer is operating. DO NOT lift the assembly more than 60 degrees. DO NOT let the assembly drop, close it gently.
7.)	Input Ink Tubes

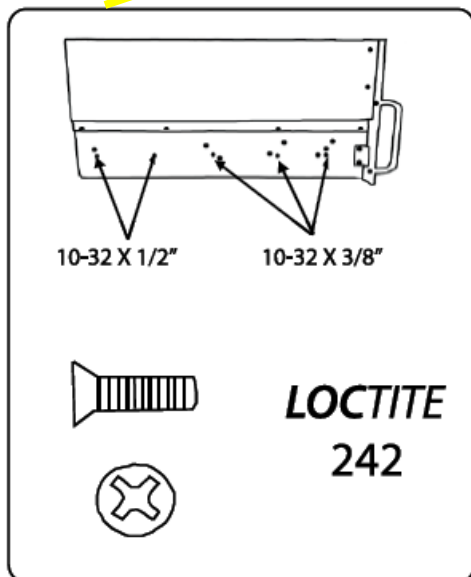
Ink Tank View



1.)	Service Station Dock – The Service Station is located here. The Service Station keeps the Printhead clean and hydrated during operation and maintenance cycles.
2.)	Ink Tank Dock – Holds the 5 ink tanks. (Ink Tanks shown installed.)
3.)	Ink Waste Tray – Absorbs excess ink and drips that may occur during printer operation and maintenance. Release Tabs located on both sides.
4.)	Ink Tank Latches – Holds Ink Tanks in place.

Side View

*Applicable for Rackmount Version Only



For Rackmount Installation:

Recommended Slides: Designed to be used with General Devices, CTS Series Slide.

iTerra Mi875 Peripherals

Input Media Basket



Output Media Basket



iTerra Mi875 Consumables



Ink Cartridges



DI Wipes



Printhead

2.) Unpacking the Printer

Open the printer box. With two people, remove the printer and place on an even surface. Ensure all the elements are in the box. Remove the ink cartridges from their wrapping. Open the top of the printer and remove any packing material.

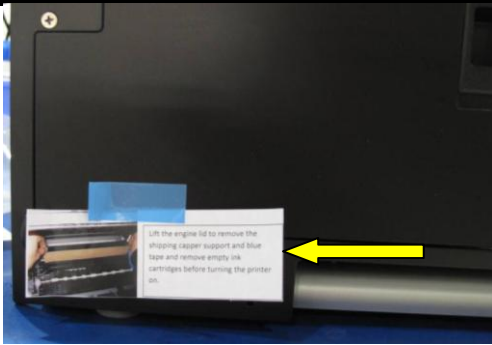
The box should contain the following items:

- ✓ Printer
- ✓ Input and output media baskets
- ✓ Five ink cartridges (1 cyan, 1 magenta, 1 yellow and 2 black)
- ✓ Printhead cartridge
- ✓ Sample pack of clean room wipes
- ✓ Sample paper
- ✓ CD with driver installation, user guide and instructions

CAUTION:

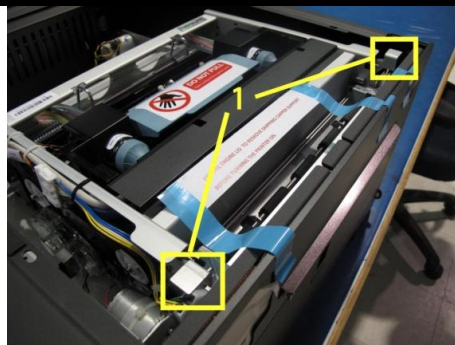
- The printer is heavy. ALWAYS use two people to lift and/or move the printer.
- Never tilt the printer. ALWAYS keep it in an upright position.
- Hold onto both latches when opening and closing the printhead clamshell to prevent damage.
- Do not allow the clamshell to drop by itself when closing.
- To prevent damage to the ink lines, a stop limits raising the clamshell more than 60°

STEP 1 of 3



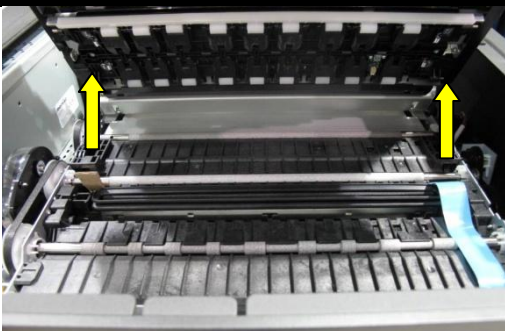
On the front of the printer there is a label. Read and Remove this label and follow the proceeding steps.

STEP 2 of 3



With the lid of the printer open, remove the note and blue shipping tape. Lifting both clamshell latches (1), lift the engine lid to expose the engine.

STEP 3 of 3



With the engine exposed remove the blue shipping tape and the cardboard support by pulling up.

3.) Hydrating the Printhead Cartridge

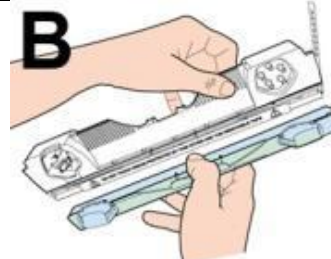
Before you begin using the iTerra Mi875, you should hydrate the printhead cartridge.

STEP 1 of 5



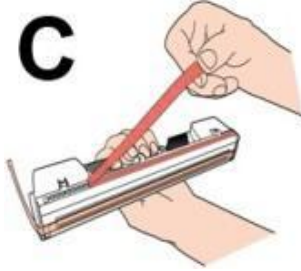
Carefully remove the Printhead Cartridge from the foil packaging. Tear at notch or cut end with scissors.

STEP 2 of 5



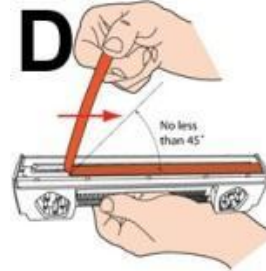
Remove the orange protective plastic cover. Hold the Printhead by the handle and unclip the cover from the Printhead.

STEP 3 of 5



Remove protective strip from the Printhead Electrical Contacts. DO NOT allow removed strip to touch the electrical contacts.

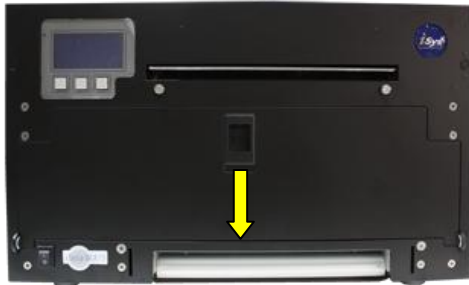
STEP 4 of 5



Remove protective strip from the Printhead Nozzles. Hold the Printhead by the handle with one hand. Pull the strip tab with the other hand and slowly peel the strip from the Printhead. DO NOT pull the strip at any angle less than 45° with the Printhead surface. DO NOT allow removed strip to touch the Printhead Nozzles.

4.) Install the Ink Cartridges

STEP 1 of 3



Open the door at the front of the printer. (Pull tab and door swings downwards.)

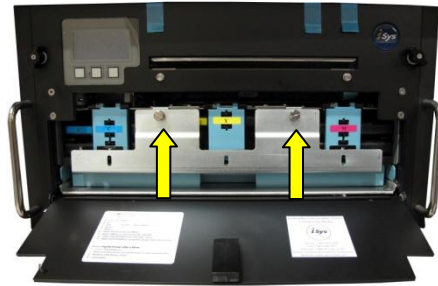
STEP 2 – Desktop Version



DESKTOP VERSION: Open the three blue latches that hold the ink cartridges in place and remove the blank shipping cartridges.

Note: Please keep the blank shipping cartridges for later use when transporting the printer.

STEP 2 – Rackmount Version



RACKMOUNT VERSION: Remove the metal support. Undo the two thumb screws, and unhook the bracket, exposing the blue latches. Open the blue latches that hold the ink cartridges in place and remove the blank shipping cartridges.

Note: Please keep the blank shipping cartridges for later use when transporting the printer.

STEP 3 of 3



Insert the new ink cartridges (label up) into their proper color slots. The black ink cartridges may go in either position. Close the Blue Ink Tank latches. Close the front of the printer. For rackmount version- reinstall metal support bracket and tighten thumbscrews.

INSTALLATION TIP: Make sure the Ink Cartridges are fully attached. Place the Ink Cartridge into the appropriate color slot, then pull the Ink Cartridge back about an inch and push forward firmly to insure that the Ink Nozzles penetrate the seals on the Cartridge.

5.) Installing the Printhead

The Printhead Cartridge is a delicate precision device. Handle with extreme care to avoid damage and issues that could degrade print quality.

CAUTION:

- Use electrostatic discharge (ESD) protection when handling.
- Hold the Printhead Cartridge by the handles ONLY.
- DO NOT touch the ink couplings, nozzle surface or electrical contacts
- DO NOT unpack the Printhead Cartridge until the Printer is ready for installation. Once unwrapped, delay in installing the Printhead can compromise print quality due to dehydration.
- DO NOT place an unwrapped Printhead on any surface before installing. Protect the Printhead from scratches, dust, fibers, dirt and other contaminants at all times.

CAUTION

- DO NOT PRY OR MANUALLY LIFT THE PRINthead LATCH OR THE LATCH MAY BREAK. ONLY OPEN THE LATCH USING THE PRINthead RELEASE COMMANDS IN THE MENU

STEP 1 of 5



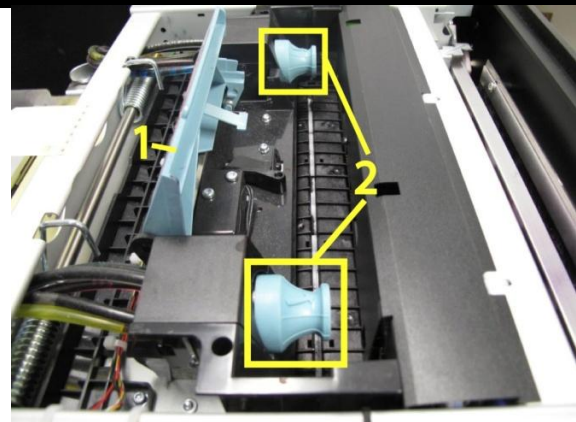
Open the top lid. From the menu:

1. Turn the printer Offline by selecting Online
2. Select Menu
3. Select PH/SS Maintenance
4. Select PH Latch Release
5. Press Select again
6. At the flashing arrow, UP arrow to Yes
7. Press Save
8. DOWN arrow to Exit to Offline
9. Press Select
10. Select Offline to turn the printer Online

This will release the printhead latch. You will hear a click sound as the latch is released and flips slightly upwards.

Important: Do not unlatch the printhead manually. This will cause the latch to break.

STEP 2 of 5



Open the Printhead Latch [1] as shown above.

Remove the Ink Revolver Couplings Cap [2]. Do not throw out as these must be retained for shipping purposes.

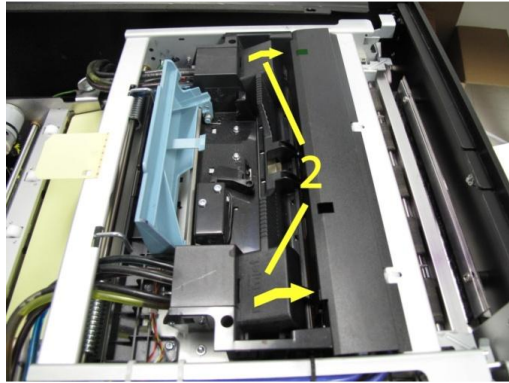
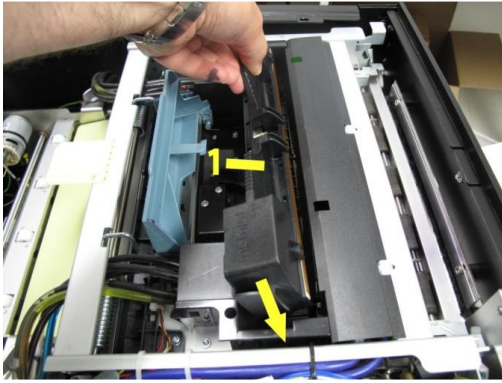
Be sure to open the Latch fully to retract the Ink Nozzles.

STEP 3 of 5



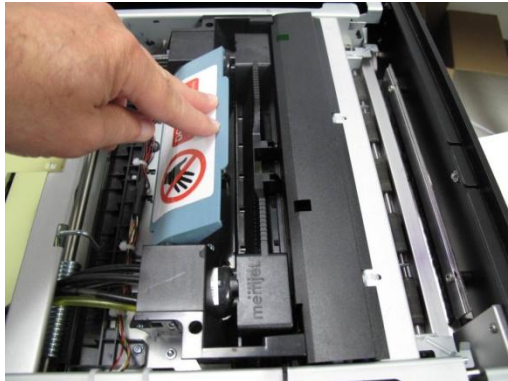
Take the Printhead Cartridge you hydrated and set aside earlier, remove the orange cover.

STEP 4 of 5



Carefully insert the Cartridge into the compartment at an angle [1], with the Printhead surface facing down and the Ink Nozzles facing the Ink Hoses. Once it is seated, gently tilt the Cartridge towards the front of the printer until it snaps into an upright position [2]. **DO NOT FORCE the Cartridge into position.**

STEP 5 of 5





Gently close the printhead latch. The printer will automatically begin the start up and begin to prime ink into the printhead. Close the lid for the iTerra Mi875. **NOTE: The Printer may take up to 12 minutes to set itself up during startup. This is normal. The machine will emit a number of chirps, whirrs and other noises as it circulates ink and runs systems.**

Close the top lid.

Install the input media basket and the output media basket by hanging each item by its hooks.

6.) Loading the Media


<p>STEP 1 of 2</p>  <p>← Tick Mark</p>	<p>STEP 2 of 2</p> 
<p>Open the box of media.</p> <p>Place the media in the input basket with the tick mark showing, facing upwards on the right hand side.</p> <p>Important: Tear off the first page before loading paper. The first page should contain NO tick mark.</p>	<p>Feed the media into the input slot as far as far as it will go (it will take about two full pages).</p> <p>From the menu, select:</p> <ul style="list-style-type: none">OfflineLoad/Eject <p>The media should catch and be fed through, ready to print. If the paper does not load correctly, it will automatically eject. Repeat the process until the paper is loaded.</p> <p>Turn the printer Online.</p>

To prevent paper jams:

- Do not load damaged paper
- Do not load paper of different sizes or types at the same time
- Do not pull the paper out during printing
- Do not load or use humid paper

7.) User Interface Panel

Main Menu




Online – Toggles between Online and Offline

Shutdown – Performs a clean shutdown of the printer. An orange light next to the display panel will flash when it is safe to turn the power off.

Cancel Job

- 1.) Press and release to cancel a print job
- 2.) Press and hold for one (1) second to reset the printer. The printer will power up when the button is released.

Offline Main Menu




Offline – Toggles between Online and Offline

Load/Eject – Press the button to load the paper. To eject paper, press and hold down the button for one (1) second.

Menu – Enters the menu options. Page 1, Page 2 and Page 3.

Menu Page 1




Print Control

- 1.) Allows the user to increase or decrease the starting point of the print.
- 2.) Allows the user to increase or decrease the cut position at the end of a plot.

PH/SS Maintenance – Allows the user to perform either a Light or Heavy clean on the printhead

Ink Maintenance – Allows the user to re-initialize the inks if excessive tilt has shown the cartridges as falsely empty.

Print Control



Print Position – Allows for modification of the print start position

Cut Position – Allows modification of the cut position. Please note this should stay at Factory Default Settings.

Exit – Moves back a step

Print Position



Print Position – Shifts the images start position in relation to the perforation.

Exit to Offline – Moves back to Main Menu

Cut Position



Cut Position – Adjusts the cut in respect to the perforation. Please note this should stay at Factory Default Settings.

Printhead/Service Station Maintenance



PH Clean – User initiated clean of the printhead, either Light or Heavy

PH Latch Release – Release of the printhead latch to safely remove the printhead.

SS Control – User initiated to check/move/inspect the service station at each position for viewing, cleaning or replacing.

PH Clean



PH Clean – Select to activate cleaning.

PH Latch Release



PH Latch Release – Release of the printhead latch to safely remove the printhead

SS Control



SS Control – Allows you to control the service station for inspection and cleaning

Menu Page 2



Adjustments - This is for setting the turnaround motors Load and Retract Times. These settings are factory calibrated and should not need to be adjusted.

Transport – De-primers the printhead. This should be used prior to transporting the printer or replacing the printhead, as it causes ink in the printhead and ink lines to be returned to the ink cartridges.

Diagnostics – Allows for printing of test pages and display of the current firmware version.

Transport



Transport – This is used for de-priming the printhead and moving the ink from the tubing inside the printer and back into the ink cartridges. This must be done before replacing the printhead, transporting and or shipping the printer.

Diagnostics



The Diagnostics page allows for printing of various diagnostic plots, for display of current versions of firmware in the printer, and firmware in the display board.

Diag Plot



Diag-Plot – Built in “System Diagnostics Page” test plot showing printer configurations and stats.

Colorbars Plot



Colorbars Plot – Built in test plot used to check print quality for all 5 channels.

FW Versions



FW Versions – Shows the version of firmware

Menu Page 3



Control Panel – For setting up the LCD brightness and sound

Network Settings – For changing the network setup

Network Configure – For setting the auto/manual IP address and to save the setting

Control Panel



LCD Contrast – Allows the user to adjust the brightness of the display

Sound Options – Allows the user to turn the warning sounds off/on

LCD Contrast



LCD Contrast – Allows the user to adjust the brightness of the display

Sound Options



Sound Options – Allows the user to turn the warning sounds off/on

Network Settings



Network Settings – Allows user to set the values for the IP address, Subnet Mask and Default Gateway.

Note: The values are not sent to the printer until they are saved using Network Configure.

IP Address



IP Address: Enter IP address to connect to your network.

Please consult your IT Administrator for this information.

Subnet Mask



Subnet Mask – Enter Subnet Mask to connect to your network.

Please consult your IT Administrator for this information.

Gateway



Gateway – Enter Gateway to connect your network.

Please consult your IT Administrator for this information.

Network Configure



Manual/Auto – Allows the printer to be set to DHCP or have a static IP address. The default is manual, which is a static address. If changing to DHCP, this option must be set before e Apply Settings.

Manual/Auto



Manual – For settings a static IP address (recommended)

Apply Settings



Apply Settings – Applies the settings for the new configuration.

8.) Printer Maintenance Menu

Cleaning the Printheads

1. Take the printer Offline by pressing Online
2. Select Menu
3. Select PH/SS Maintenance
4. Select PH Clean
5. Press Select SELECT. This will produce a flashing arrow
6. Arrow UP to select Light Clean or Heavy Clean
7. Press Save
8. DOWN Arrow to Exit to Offline
9. Press Select
10. Press Offline to place the printer Online

Releasing the Printhead Latch

1. Take the printer Offline by pressing Online
2. Select Menu
3. Select PH/SS Maintenance
4. Select PH Latch Release
5. Press Select again
6. At the flashing arrow, UP arrow to Yes
7. Press Save
8. DOWN arrow to Exit to Offline
9. Press Select
10. Press Offline to place the printer Online

Transport Mode

1. Take the printer Offline by pressing Online
2. Press and hold Load/Eject button to eject any paper in the printer
3. Select Menu twice to get to Page 2
4. Select Transport
5. Select Set
6. Press SELECT. This will produce a flashing arrow.
7. UP arrow to YES
8. Select Save
9. DOWN Arrow to Exit to Offline
10. Press Offline to place the printer ONLINE

9.)Printer Adjustments and Control Panel

Adjustments

1. Take the printer Offline by pressing Online
2. Select Menu until you reach Page 2
3. Select Adjustments
4. Choose Load Time or Retract Time
5. Select the value
6. When the arrow is flashing, use the UP or DOWN arrow key to set the desired value
7. Select Save
8. DOWN arrow to Exit to Offline
9. Press Offline to place the printer online

Control Panel

1. Take the printer Offline by pressing Online
2. Select Menu until you reach Page 2
3. Select LCD Contrast or Sound Options
4. Arrow DOWN to set the desired setting
5. Select Save
6. DOWN arrow to Exit to Offline
7. Press Offline to place the printer online

Control Panel LCD Contrast

1. Take the printer Offline by pressing Online
2. Select Menu until you reach Page 3
3. Arrow DOWN to Control Panel
4. Press Select
5. Select LCD Contrast.
6. Press Select again. This will produce a flashing arrow
7. Press the UP or DOWN arrow to change the LCD contrast setting
8. Press Save
9. DOWN arrow to Exit to Offline
10. Press Offline to place the printer online

10.) Network Configuration Menu

Setting the IP Address

1. Take the printer Offline by pressing Online
2. Select until you reach Page 3
3. Arrow DOWN to Network Settings
4. Press Select
5. Arrow DOWN to IP Address
6. Press Select
7. When the arrow is flashing, use the UP and DOWN arrows to adjust the value
8. When you have set the desired value, press Save
9. Press Select again and change the next value.
10. Continue until the desired IP address is set
11. DOWN arrow to Exit

Follow the steps 5-12 from **Setting the Subnet Mask Address**

Setting the Subnet Mask Address

1. Take the printer Offline by pressing Online
2. Select Menu until you reach Page 3
3. Arrow DOWN to Network Settings
4. Press Select
5. Arrow DOWN to Subnet Mask
6. Press Select
7. When the arrow is flashing, use the UP and DOWN arrows to adjust the value
8. When you have set the desired value, press Save
9. Press Select again and change the next value.
10. Continue until the desired IP address is set
11. DOWN arrow to Exit

Follow the steps 5-12 from **Setting the Gateway Address**

Setting the Gateway Address
<ol style="list-style-type: none"> 1. Take the printer Offline by pressing Online 2. Select Menu until you reach Page 3 3. Arrow DOWN to Network Settings 4. Press Select 5. Arrow DOWN to Gateway 6. Press Select 7. When the arrow is flashing, use the UP and DOWN arrows to adjust the value 8. When you have set the desired value, press Save 9. Press Select again and change the next value. 10. Continue until the desired IP address is set 11. DOWN arrow to Exit <p>Follow the procedure for “Applying Network Settings”.</p>

Applying Network Settings
<ol style="list-style-type: none"> 1. Take the printer Offline by pressing Online 2. Select Menu until you reach Page 3 3. Arrow DOWN to Network Configure 4. Select Apply Settings 5. Press Select 6. When the flashing arrow appears, UP arrow to Yes 7. Press Save 8. DOWN arrow to Exit to Offline <p>Press Offline to place the printer online</p>

11.) Common Procedures

Restarting the Printer After A Move or Storage
<ol style="list-style-type: none"> 1. Reinstall the printhead and inks. 2. Power the printer on. 3. Wait until the printer has performed its own maintenance. 4. Load the Paper. 5. Run the Color Bar Plot. If the plot looks clean, you’re done. See the Troubleshooting Section to reference what a “clean” Color Bar Plot looks like. If the plot is not clean, run the Color Bar Plot a second time. If the still not clean the second time, then perform a PH Heavy Clean as outlined in Cleaning the Printheads above

How To: Powering Down the Mi875
<p>When the Mi875 is not in use or idle it is recommended to keep the printer powered up so it can regularly maintain and service itself so it will be ready to print.</p> <p>Caution: If you do need to power down the Mi875 for several hours or a few days and <u>not</u> transporting or moving the unit, follow these steps:</p> <ul style="list-style-type: none"> - Remove the paper from the printer, input basket and store. In high humidity environments store the paper so it will not absorb moisture. - Run the “Printer Shutdown” routine in the User Menu of the printer. This will ensure the printhead is capped. - Power the unit off. - Follow regular procedures to power the unit on.

How To: Shipping and Storing of the Mi875

With the Mi875 ink delivery system being an open ink system shipping a printer that has had ink pumped through it will cause ink to leak out and is not recommended. Also shipping or storage of the printer on its side or top will cause ink to leak out and is not recommended. Unless all of the ink has been removed from the tubing or appropriate shipping fixtures have been added to keep ink from leaking out of the needles in the ink cartridge bay and the printhead connectors.

Caution: Printheads should never be shipped in the unit. For shipping or storage of a Mi875 Printer, follow these steps:

- If storing or shipping a unit to/from the site or back for service use the original packaging including the box and the foam inserts. This will protect the unit from damage.
- Remove the paper from the printer and store. In high humidity environments store the paper so it will not absorb moisture.
- Remove both the input and output baskets.
- Run the **"Transport Mode"** routine in the Printer Maintenance Menu of the printer to de-prime the printhead.

NOTE: Do not manually pull up on the blue printhead latch - you will break it.

- Run the **"PH latch release"** routine in the Printer Maintenance Menu of the printer to **open** the blue printhead latch.
- Remove the printhead and install the printhead into its original orange shipping cap.
- Power off the printer.
- Install the blue caps onto both of the printhead ink revolvers.
- **Close** the blue printhead latch.
- Remove all supplies from the unit. This will help to minimize ink leaks or supply damage.
- Seal any supplies that have ink in them in sealable plastic bags or heat-sealed bags to protect against ink leakage.
- Install the blank shipping cartridges into the ink cartridge bays.
- Ensure that the clamshell is latched before storage or packing.
- Follow the initial startup procedures to power the unit on.

How To: Transporting the Mi875

With the Mi875 ink delivery system being an open ink system transporting a printer that has had ink pumped through it is not recommended. Unless all of the ink has been removed from the printhead and tubing changes in barometric pressure, shock and vibration during transport can cause ink to leak out and air bubbles to form in the ink delivery system. Also extreme vibration conditions can cause the ink in the cartridges to foam up. This condition is recoverable by allowing the cartridges sit for awhile.

Caution: For transporting a Mi875 Printer to/from the wellsite, follow these steps:

- Remove the paper from the printer and input basket and store. In high humidity environments store the paper so it will not absorb moisture.
- Remove both the input and output baskets from the printer and store.
- Run the **"Transport Mode"** routine in the Printer Maintenance Menu of the printer to de-prime the printhead. This will remove the ink from the printhead to prevent ink leakage during transport.
- Run the **"Shutdown"** routine in the Printer Maintenance Menu of the printer to cap the printhead.
- Power off the printer.
- Ensure that the clamshell is latched before transporting.
- Follow regular procedures to power the unit on.

12.) Replacing Consumables

Replacing the Ink Cartridges

STEP 1 of 3



Open the door at the front of the printer.

STEP 2 of 3



Open the latch containing the empty ink cartridge(s). Remove the ink cartridge(s) and package appropriately.

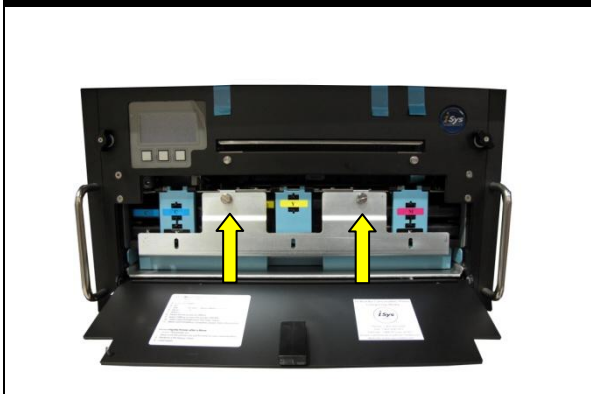
STEP 3 of 3



Place the new ink cartridge into the slot until the needle is inserted into the septum. Close the latch to secure the ink cartridge in place. Close the front cover.

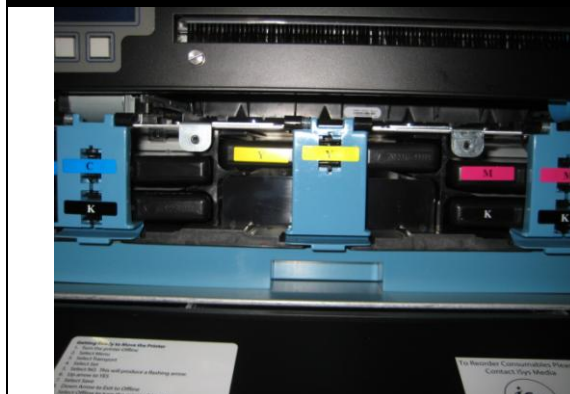
Replacing the Ink Cartridges in a Rackmount Printer

STEP 1 of 2



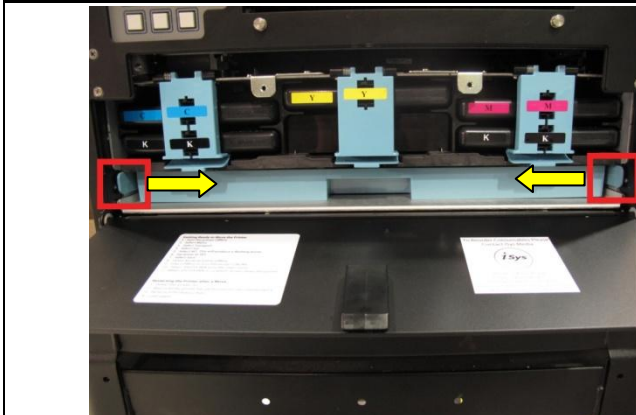
To remove or install ink cartridges loosen off the two thumbscrews to remove the ink cartridge retaining bracket to gain access to the blue latches and the ink cartridges.

STEP 2 of 2



Place the new ink cartridge into the slot until the needle is inserted into the septum. Close the latch to secure the ink cartridge in place. Close the front cover.

Replacing the Ink Waste Tray Pad



Periodically check the absorbent pad in the Ink Waste Tray. After a period of time the absorbent pad may become saturated and will need to be replaced.

Push the blue plastic tabs at each side towards the center to release the waste tray and then slide it out to replace.



Replacing the Printhead

STEP 1 of 8



De-prime the printhead using the procedure outlined in **Transport Mode**.

Once this is done, open the lid of the iTerra Mi875.

STEP2 of 8



Follow the procedure outlined in **Releasing the Printhead Latch**.

STEP 3 of 8



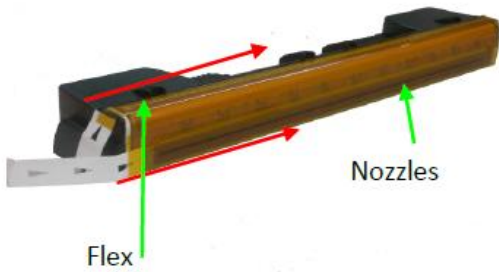
Push the printhead gently towards the back of the printer, and then gently pull upwards to remove the printhead.

STEP 4 of 8



Package the used printhead appropriately to prevent ink leakage. Keep printhead level do not tilt the printhead.

STEP 5 of 8



Unpack the new printhead, remove the tapes and get it ready to insert.

Note: Ensure that the nozzles on the lower side of the printhead are not touched.

STEP 6 of 8



Gently place the printhead in the printer, and then pull forward until the printhead is in place.

STEP 7 of 8



Close the printhead latch. The printhead should prime automatically. When the prime is complete, you may wish to perform a **Cleaning the Printhead** routine, although this is not required.

STEP 8 of 8



Close the lid.
Run Color Bar Test print to check print quality.

13.) Troubleshooting

Cleaning a Dirty Fan Filter



Unsnap the plastic grill. Wash the foam filter in warm water, and let thoroughly dry. Then reassemble.

Out of Paper

If a print job runs out of paper part way through, perform the following:

- 1.) From the main menu, select Cancel Job
- 2.) Verify the job has been deleted from the print queue
- 3.) If the print engine motor keeps spinning, press and hold Cancel Job for a full second. This will reset the printer. When you release the button, the printer will come back up [to its idle state](#).

Output Stacking Incorrectly

The output basket is designed to hold one print job.

Not clearing the basket between print jobs may result in the output stacking incorrectly.

Ensure the first sheet loaded is a non I-marked sheet.

Blank Pages

If your printer is putting out blank pages only, check the following:

- Is your paper loaded correctly (i-Mark facing up)
- Open the lid of the printer and verify there is ink in the inlet lines.
- Release the printhead and remove it from the printer. Check the flex contacts ensure they are clean. If not, wipe away any visible ink with a supplied clean room cloth, being careful not to touch the nozzles. Reseat the printhead.
- Your network is too slow or starving the printer for data (For slow networks we recommend our optional buffer box)

Clearing out Paper Jams

Step 1 of 4

Tear the paper on the perf at the output tray. Turn the printer offline. Press Load/Eject to move paper through the printer.

Step 2 of 4

Open the top of the printer. Open the clam shell on the print engine. See if any paper is caught in the paper path. Remove any jammed paper. Check to ensure there are no fragments of paper left in the paper path. Close the clamshell lightly.

Step 3 of 4

Gently unlatch the turnaround. Lift the turnaround straight up and check for any jammed paper.

When the turnaround is clear, gently lower the turnaround back onto the printer and relatch the mechanism.

Step 4 of 4

Reload the paper into the input slot. Make sure a page without a tick mark is the first page. Place the printer Offline.

Press the Load/Eject button and ensure the paper catches and moves into position ready to print.

From the main menu, select Cancel Job. Place the printer back Online.

Streaking in Prints

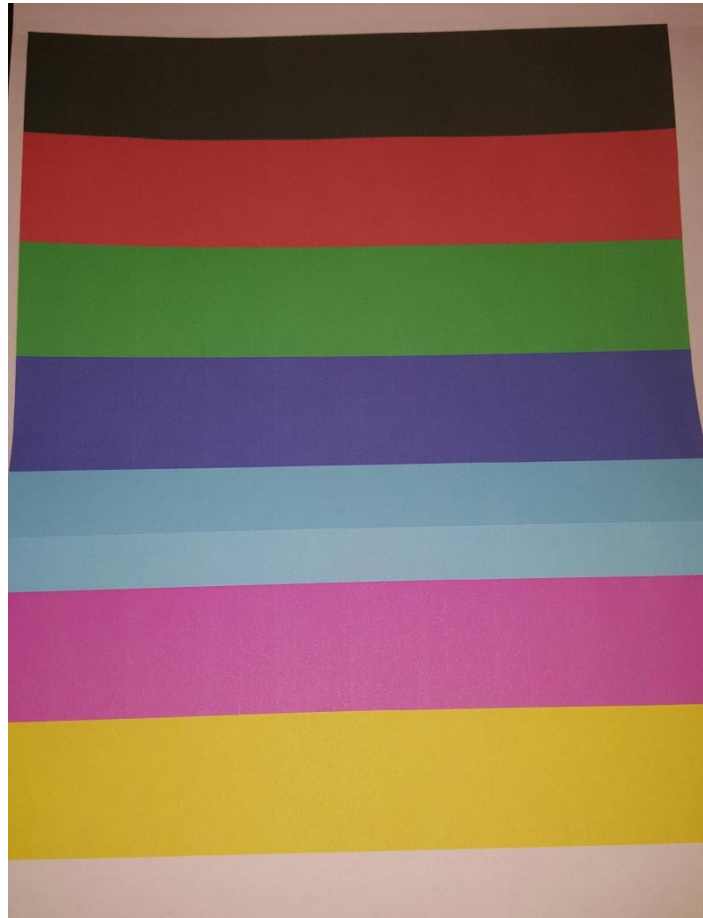
Streaking in prints may indicate a number of issues:

Issue	Correction
Dehydrated printhead	Run a heavy clean cycle
Streaks from fibers	Run a light clean cycle Open the clamshell and with a clean room wipe and DI water, clean the rollers and area behind the printhead. Use Distilled or DI (De-ionized) water ONLY. Tap water contains particles that may permanently block the printhead nozzles.
Black marks in print	Open the clamshell. Using the clean room wipe and DI water, carefully clean the output paper path of any visible ink. Use Distilled or DI (De-ionized) water ONLY. Tap water contains particles that may permanently block the printhead nozzles.

Reference: “Clean” Color Bar Test

This is what a “clean” Color Bar Test should look like. This test print is used to check the print quality.

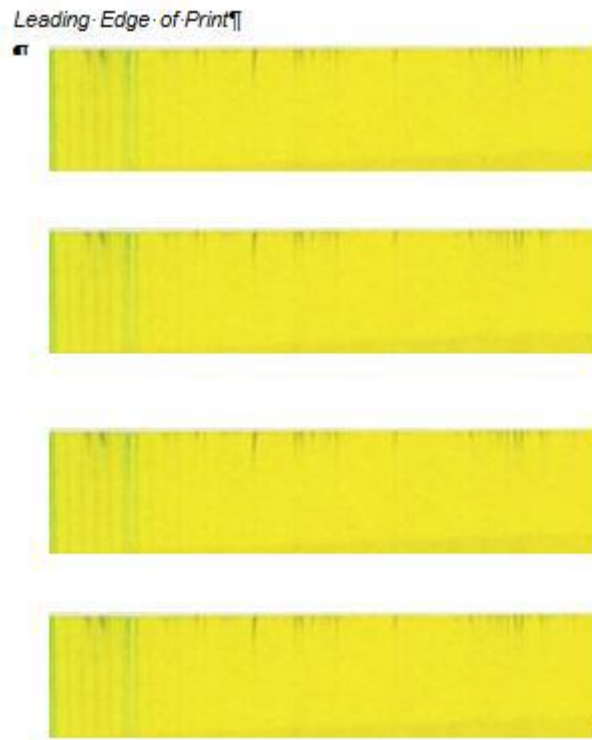
Leading Edge of Print



14.) Print Quality Issues

Color Mixing (CM)

CM01: Color Contamination Repeated at Beginning of Every Page



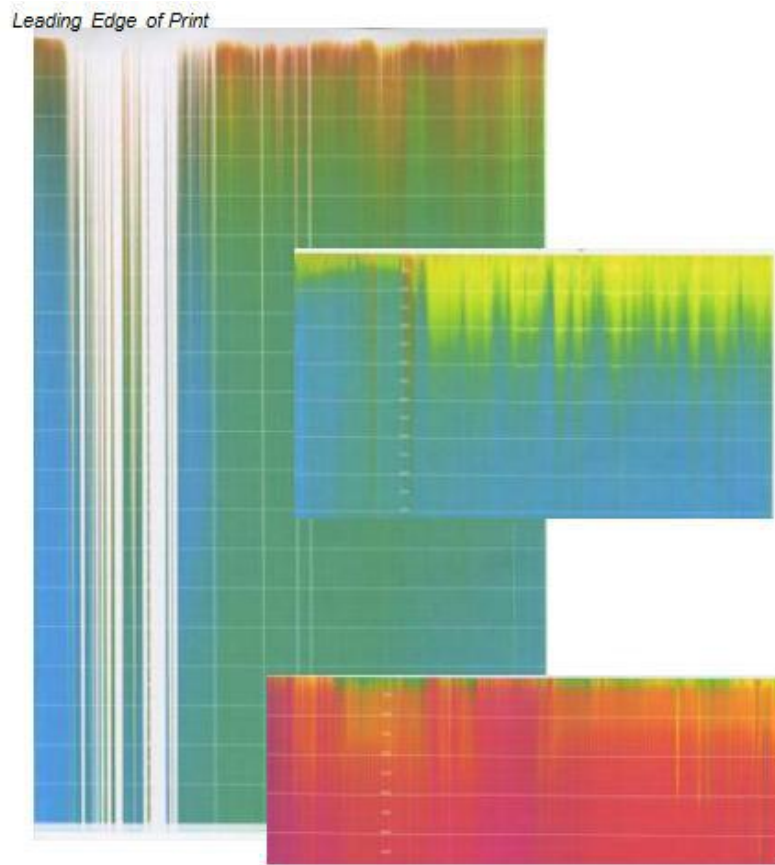
Cause

The printhead is covered with ink somewhere and the ink keeps wicking back to the channels. This happens most often when ink wicks beneath the paper guide and forms a reservoir of ink that damages future prints.

Resolution

- 1.) Using DI wipes - wipe clean the service station rubber cap, paper guide and printhead surfaces.
- 2.) Run the light printhead clean routine and re-run test plot. If issue still persists continue with the steps.
- 3.) Power off the printer, remove the printhead, and thoroughly clean it.
- 4.) Remove the paper guide and clean underneath it.
- 5.) Run test plot.

CM02: Color Contamination



Cause

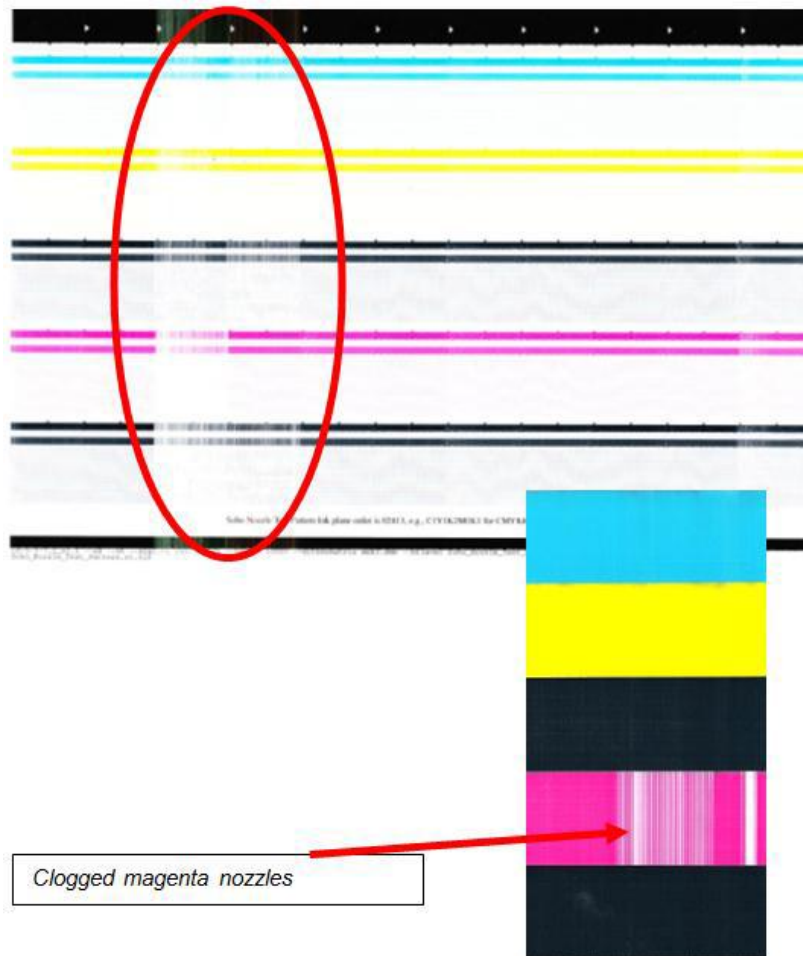
Although leaks are possible in the backchannel, the most common cause of color contamination is mixing of ink from drool on the nozzle plate. Also, if the printhead backpressure is not preserved correctly, this type of color mixing may happen more frequently.

Resolution

1. Run heavy clean routine.
2. Evaluate the ink tanks to ensure there are no leaks out of the ink tank snorkel.
3. Run "Transport" routine to de-prime the printhead.
4. Eject and remove the printhead then re-install the printhead to re-prime the ink through the printhead. Clean the nozzle plate before resuming. Then, print the same test plot.
5. Replace printhead.

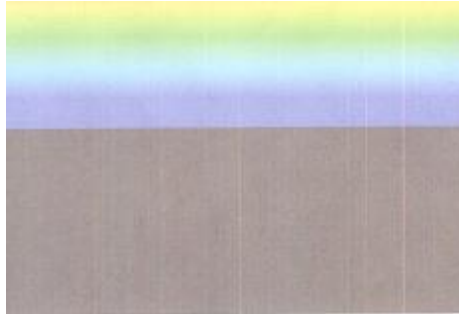
Streaks (SR)

SR01: Streaks or vertical white lines



Cause
This print defect could result from an electrical failure due to a crack in the die on the printhead or extended periods of nozzle dehydration. Also harsh environmental conditions (for example, too dry or hot) can accelerate printhead nozzle dehydration.
Resolution
<ol style="list-style-type: none">1. Run heavy clean routine. If the printhead recovers, it is likely to be due to long term dehydration. Repeat if you see improvement.2. Open clamshell and check and wipe clean the nozzles on the surface of the printhead.3. If not, replace the printhead.

SR02: Random Small Vertical Streak



Cause

Thin vertical streaks in the direction of print can be caused by internal contamination (paper dust), external contaminants (fibers), air bubbles, or printhead damage.

Resolution

1. If the white gap is persistent from plot to plot, print the color bar test plot. If gap is only in one of the primary colors, the streak is likely to be from an air bubble. Run printhead clean routine.
2. When neighboring color channels have streaks at the same location, there is an external contamination. Run printhead clean routine.
3. If the streak is shaped like a parabola (tear drop shape) and the color of the printing at the bottom of the page is different, it is likely due to an ink puddle. Run printhead light clean routine.