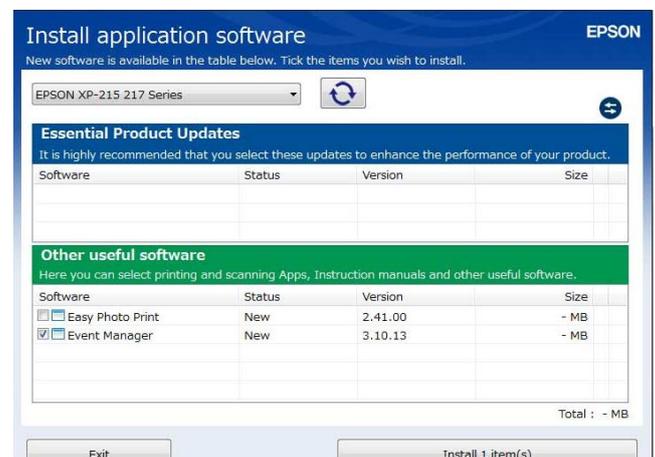# CISS Installation Instructions
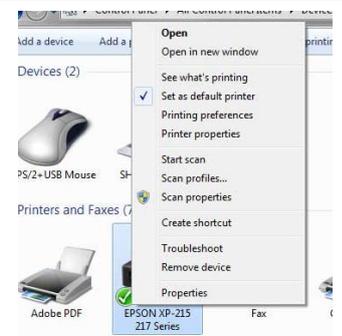
PLEASE READ BEFORE INSTALLATION

To install the CISS with the printer please precisely follow the instructions below:

1. You will receive the printer with the genuine Epson ink cartridges for each colour along with the CISS.**(PLEASE NOTE USB CABLE IS NOT INCLUDED)**

2. Insert the disc into the disc drive. On the second page of the install Navi you will receive a menu that details the type of installation you wish to do. Ensure that both check boxes at the bottom of the screen are checked as shown in the image below: **(PLEASE NOTE THE PRINTER CAN DIRECTLY ACCESS DRIVERS FROM THE INTERNET IF YOUR DEVICE HAS NOT GOT A DISC DRIVE)**

3. Press next and proceed through the install Navi. It will instruct on using the cartridges provided to set-up the printer. These must be installed prior to installing the CISS.

4. Once the installation has finished you will see a menu as shown below. Exit out of this menu and check the 'How to Prevent Firmware Updates' section to disable the updated. This is vital as firmware updates can prevent the CISS from operating and will void the warranty.

5. While the cartridges are charging you can prepare the CISS to install. Remove the rubber plugs from the top of the CISS reservoir tank and fill the ink colours in the corresponding tanks. Re-insert the large end of the plugs into the large hole on the tanks and insert the air filters into the small holes with the thicker end of the air filters first. **(PLEASE NOTE INK IS NOT PROVIDED WITH THE CISS)**

6. Remove the rubber bungs on the cartridge head in front of the clips. Use the syringe provided to draw the ink through the ink lines and into the cartridges and avoid getting any ink on the green chips. Once you have done this you can re-insert the bungs.

7. Place the CISS level with the printer. The CISS must not sit above or below the printer as this could cause the CISS fail and it would also void the warranty.

8. Once the printer is installed go to 'Devices and Printers' on your start menu. (This can also be found via the control panel. Right click on the printer icon and select printing preferences. This will open a menu with five tabs. Select the maintenance tab and then select ink cartridge replacement.

9. Read through the instructions until it instructs to hold the stop/maintenance button for 6 seconds to move the cartridge holder into place. This may move to a point where you cannot access the cartridges. By pressing the stop/maintenance button the cartridge holder will move. Keep pressing the button until it moves into the gap where the cartridges can be accessed.

10. Remove any cartridges that are in the cartridge holder. Get the cartridge from the CISS and place it into the cartridge holder. Once it is sat in the printer press down and forward on the clips until the cartridges click into place. Please note this will need a lot of force to push in. By pressing down and forward this will not break the clips. Avoid pressing the clips backwards or they will bend and snap. If you do not hear any clicks the cartridges will not have installed and you will need to persevere with forcing the cartridges into place. Once these have clicked in correctly the red ink icon light will disappear. Press the stop/maintenance button to charge the ink.

11. The printer will then charge the CISS cartridges ready for printing.

12. If you require any further instructions please follow the link below. This will send you to our online instruction manual.
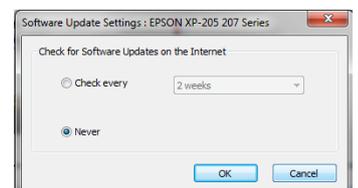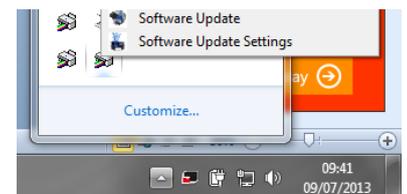
    http://sorted.kayako.com/Knowledgebase/Article/View/40/33/pixmax-ciss-instruction-manual

HOW TO PREVENT FIRMWARE UPDATES

Once you have installed the printer it is essential that no firmware updates are undertaken as this will prevent the CISS from being recognized by the printer. If you do proceed to update the firmware this will VOID THE WARRANTY

1.) **Please click the cross in the top right corner or the cancel button to ignore the update. If you proceed to update the printer your CISS will not work with the printer and this will VOID THE WARRANTY**

2.) **To prevent any further updates requesting, locate the taskbar on the bottom right corner of your screen and find the printer icon. Right click on the icon and select 'software update settings'. When the menu loads up, check the 'never' box and press 'ok'.**

If you do require any product support, please feel free to contact us via email or telephone as stated below: Tel: 01904 401016   Email: support@monstergroupuk.co.uk