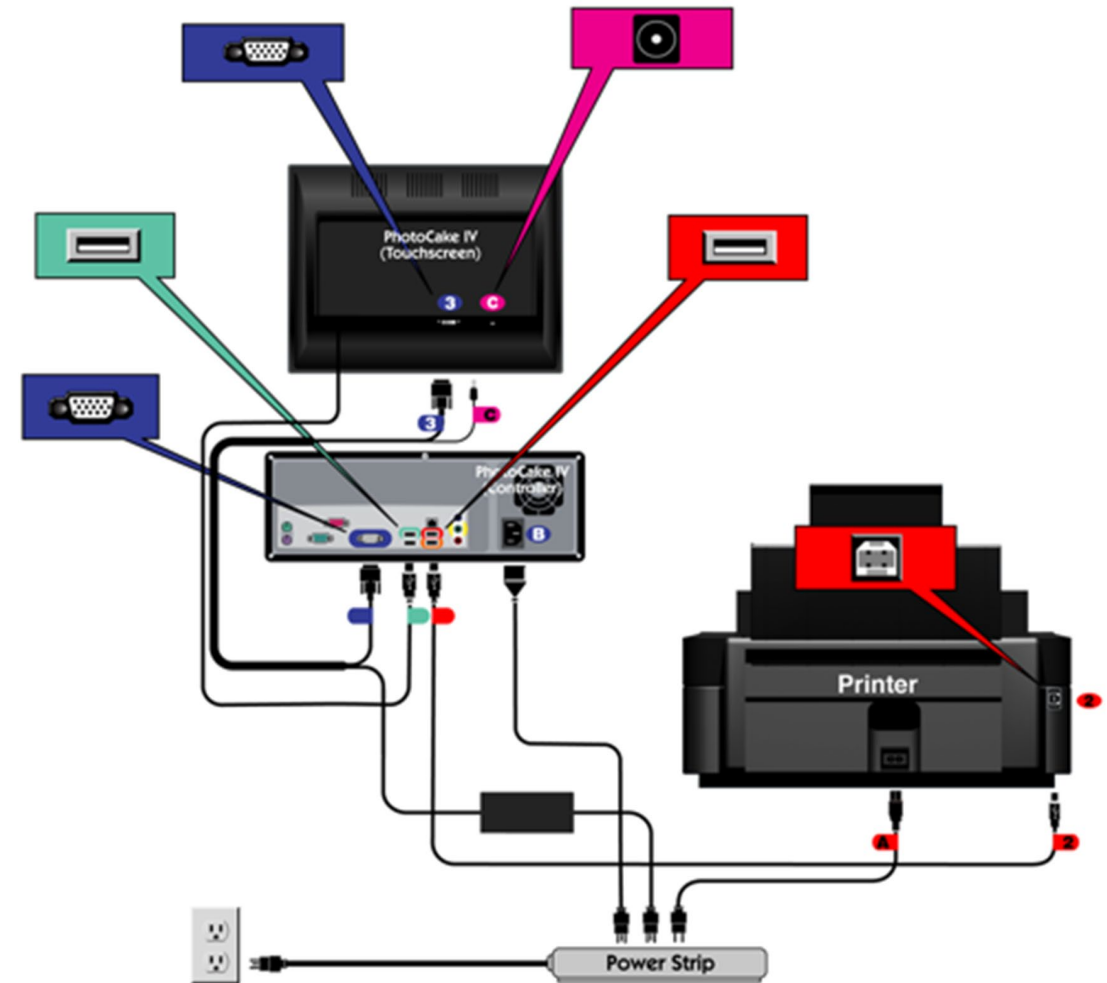


Printer Overview

Connecting a New PhotoCake IV System

For your convenience, the monitor, controller, printer, and cables are all labeled.

- The Blue #3 VGA cable goes from the monitor (#3 side in monitor) to the blue port on the controller
- The Pink C plug goes into the back of the monitor
- The Green USB plug goes into the back of the controller
- The Red #2 USB cable goes from the printer (#2 side in printer) to the red port on the controller
- The Red A power cable goes from the printer (A side in printer) to the power strip
- The Blue B power cable goes from the controller (B side in controller) to the power strip
- Plug the power cable for the monitor into the power strip



Please note: Always plug all three power cables into the provided power strip. Do not plug anything else into the strip.

PhotoCake Resources

On DecoPac.com, we have many assets ready to help you to make the most of your PhotoCake system! A small selection of what's available includes:

Videos

- Decorating assistance:
 - How to create a donut image
 - Using the NFL Match-Up Frame
 - Creating custom sized media images
- Help videos:
 - Basic printer maintenance
 - Ink cartridge installation

Publications

- PhotoCake Update information:
 - List of new images and discontinued images
 - Decorator Guides and The Magic of Cakes books
- Help documents:
 - New printer setup steps
 - Setting up a new PCIV system



How to: Create a donut image (without center)

[View](#)



How to: Add Custom Word Art to PhotoCake®

[View](#)



How to: Add Text to PhotoCake®

[View](#)



PhotoCake® Ink Pad Replacement Kit

[View](#)



PhotoCake® Ink Pad Replacement Kit - Spanish

[View](#)



PhotoCake® Ink Cartridge Replacement Epson XP 4100

[View](#)

Check out DecoPac.com to see our entire collection of materials.

Printer Output Tray

This extended tray keeps your media from bending during the output process, eliminating potential issues like rubbing against the printhead. It's necessary to install on every printer.

We have multiple versions of the output tray in stores, but they generally look the same.



Pull out the built-in output tray and lift the flap.



Attach the included enhanced output tray with the lifted flap going through the hole.



Printer Maintenance

Proper upkeep for your printer is critical!

- Like all ink jet printers, clogs can happen during extended periods without printing. Doing a Color Test every day is suggested to keep clogs from building up.
- Prolonged exposure to air without ink cartridges in the printer or general disuse can cause clogs to happen.
- Ensure there are always cartridges in the printer.
- Store additional cartridges at room temperature, in a dry space, and out of direct sunlight.
- Edible ink has an expiration date. Please check the date on the packaging before installing new cartridges.
- Ink Cartridges: Treat them gently and do not shake them. This can introduce air bubbles that will cause printing issues.



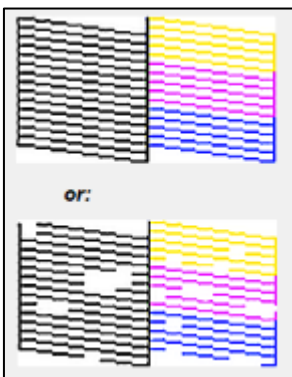
Critical Preventative Maintenance

This process should be added to your daily checklist. A properly running printer saves money through fewer calls to tech support and longer printer life.

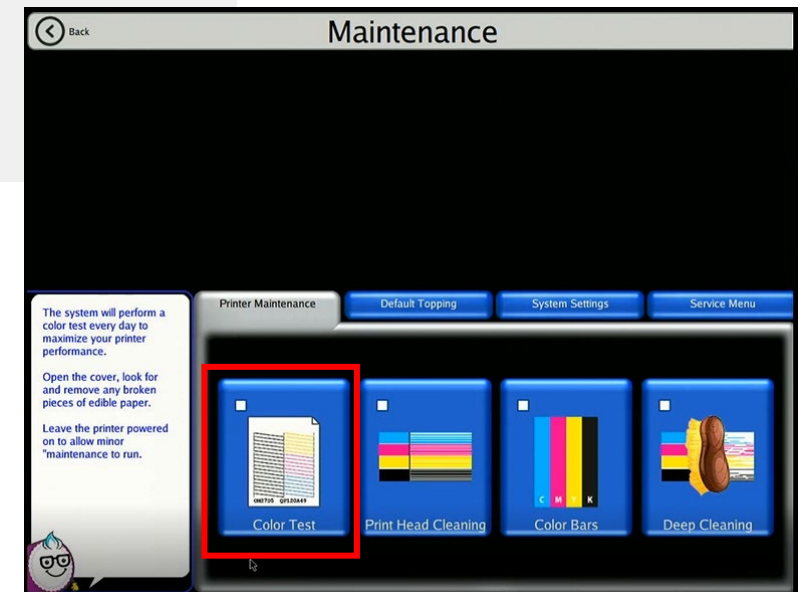
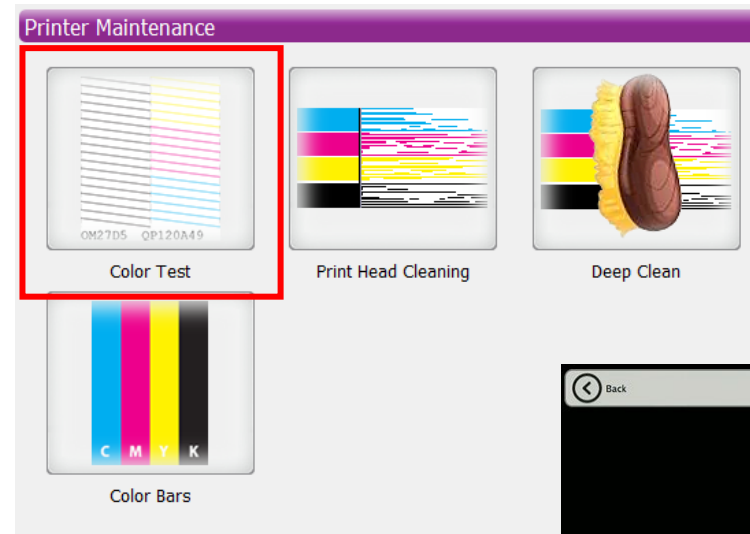
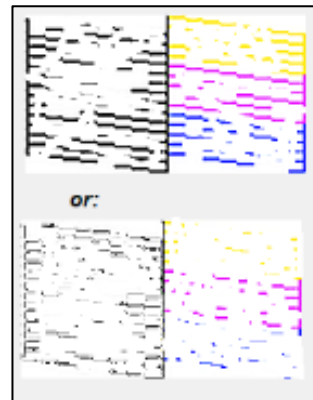
Color Test

- Color Tests are ideal for identifying clogs or discolorations.
- Full process takes 20 seconds, uses very little ink, and requires a sheet of plain printer paper. Do not use edible paper.
- Automated Maintenance will prompt to run a color test each day.
- Daily printing helps to clear nozzles

Good color flow



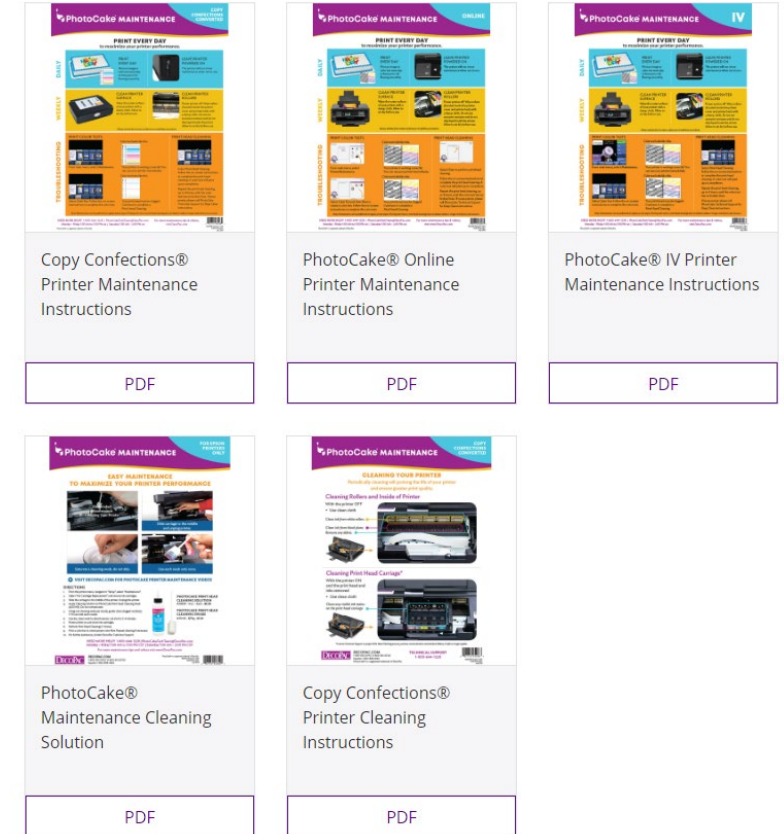
Clogged nozzles



Maintenance Tips

Helpful Reminders for Cleaning Printers

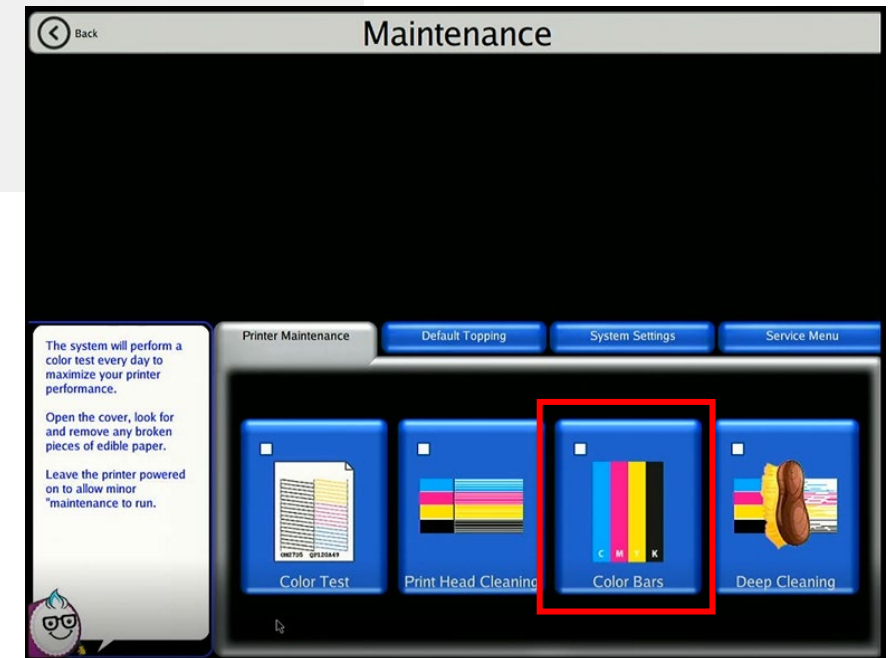
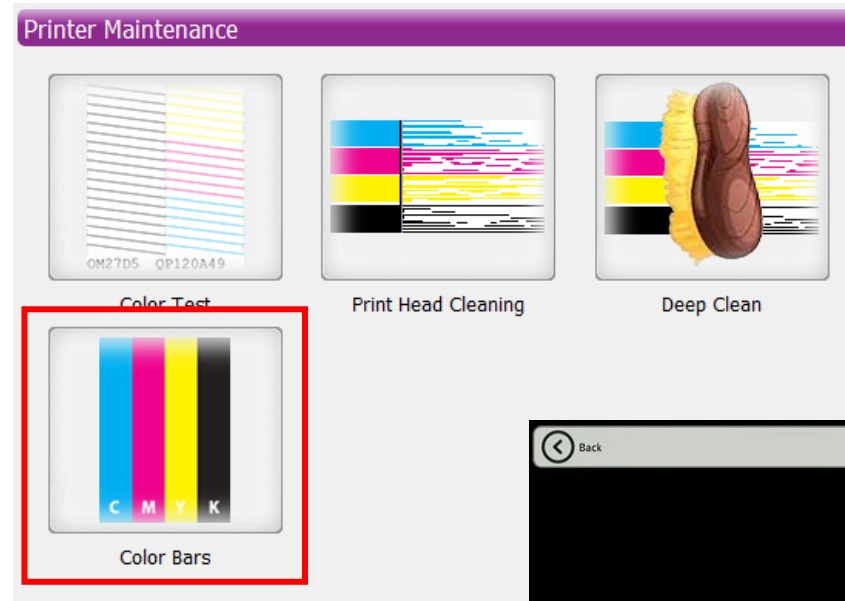
- Never introduce unapproved liquids into the printer when attempting to clean. This includes isopropyl alcohol or other cleaning agents.
- Do not remove components from an Epson Printer. They can't be effectively replaced, and a new printer will likely be needed.
- Maintenance steps should be performed through the PhotoCake application. Running these processes directly through the prompts on the printer can cause further complications because the drivers aren't designed to work with edible ink.
- Deep Cleanings should be performed sparingly and with a PhotoCake Technical Support Representative on the phone.
- Our website has numerous resources that can assist you with your printer:
 - Help Sheets and Instructions: DecoPac.com/publications/PhotoCake
 - Video walkthroughs: DecoPac.com/videos/PhotoCake



Ink Problems Troubleshooting – Color Bars

Color Bars

- Very effective at forcing ink through a printhead experiencing clogging issues. Individual colors can be selected for a focused cleaning on just the problem area. We strongly recommend doing this to save ink.
- There is still a nozzle clog present if you see:
 - Fine white lines going horizontally through the bands of color
 - Fading from the beginning to the end of the bar
 - Discoloration from other colors bleeding into the bar
- If the nozzle clog persists after a few Color Bars, continue to Print Head cleanings.



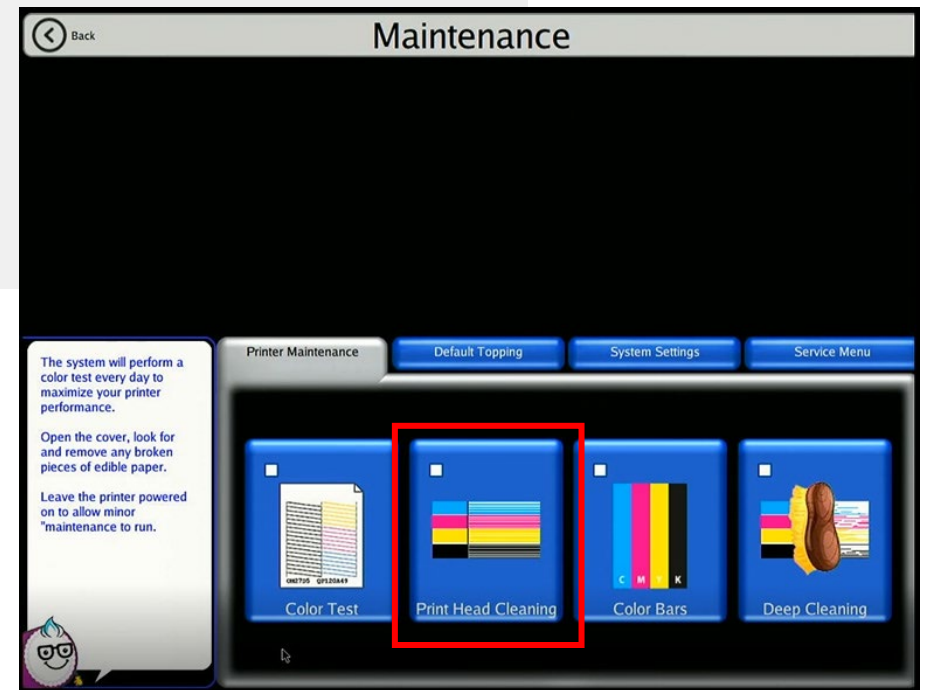
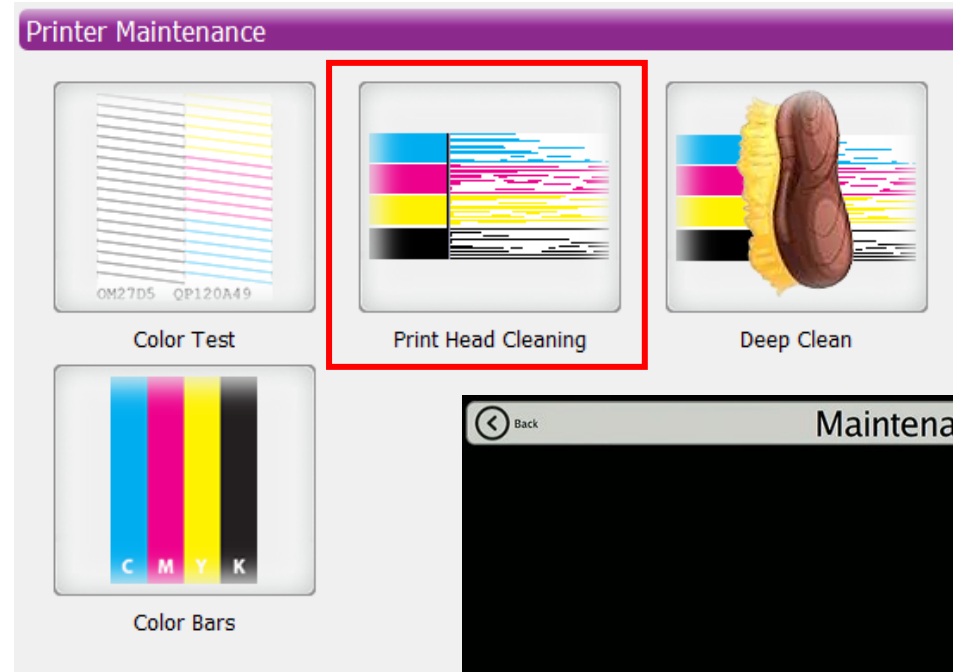
What you'll need:
A few sheets of plain printer paper

Ink Problems Troubleshooting – Print Head Cleaning

Print Head Cleaning

- Will help alleviate distorted, faint, or streaked colors.
- PhotoCake is pre-programmed to print a Color Test after completing a Print Head Cleaning that a user begins.
- This process takes 3-4 minutes.
- Automated Print Head Cleanings happen periodically.
 - Note: Color Tests do not print after the Automatic Print Head Cleanings
- This uses a larger amount of ink than a Color Bars and is considered a more aggressive attempt at resolving issues with a printer.

What you'll need:
1 sheet of plain printer paper



Calling Tech Support – Deep Cleaning

Should only be done after the previous options didn't work

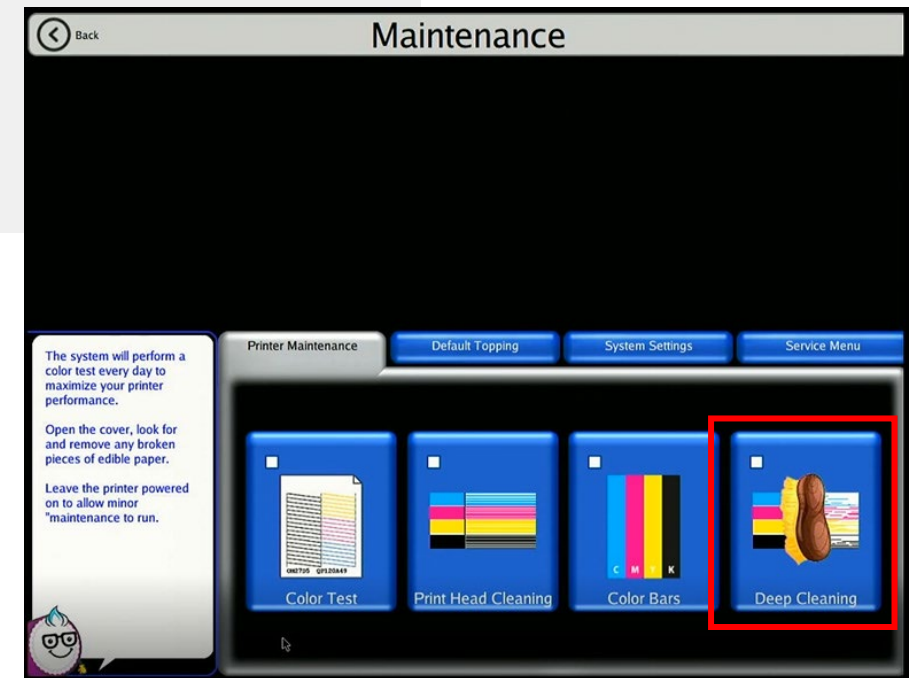
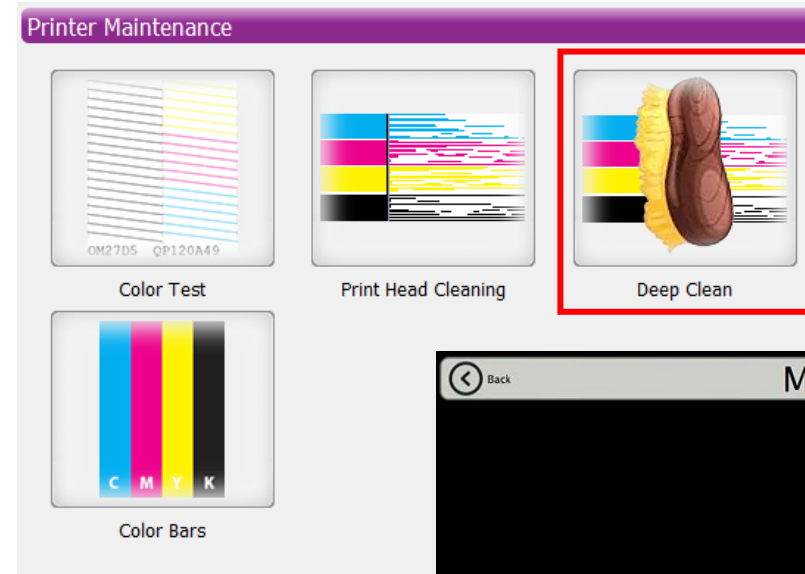
Deep Cleaning

- We strongly suggest doing this step on the phone with Tech Support.
- The Deep Cleaning Process is the most aggressive method of removing a clog from a printer.
- A Cleaning Cartridge is required, which is like inks, but contains a clear fluid designed to break up the built-up ink that causes the clog.
- This is a multi-step process, so it can be very time-consuming.

What you'll need:

PhotoCake Cleaning Cartridges

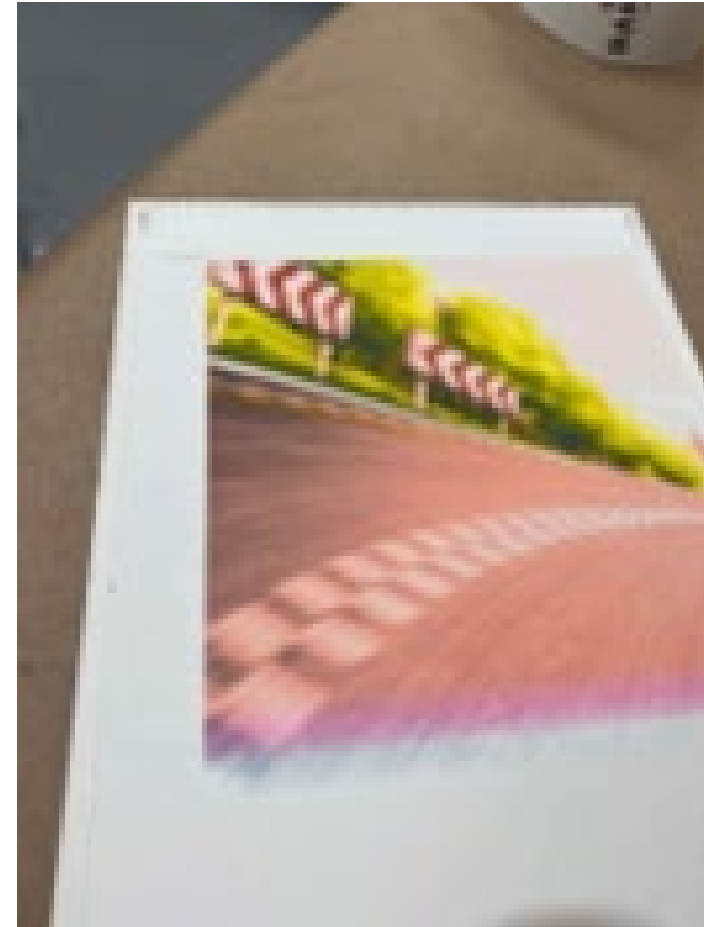
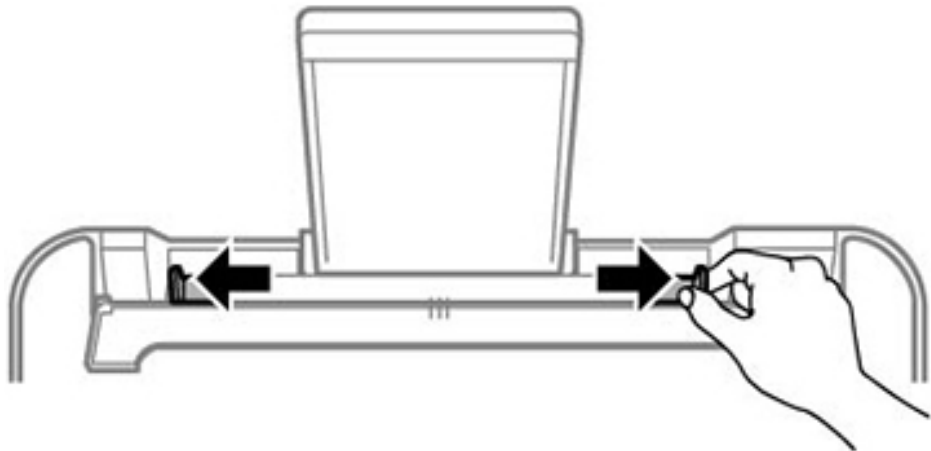
A few sheets of plain printer paper



Common Issues

If the media is printing at a slant, rather than straight up and down, check your paper guide (image below).

The paper guide should be snug against the media, without squishing it. If you see the media bending, you have it too tight.



Common Issues

If you see black marks on the end of your prints, there are two things that are typically the cause:

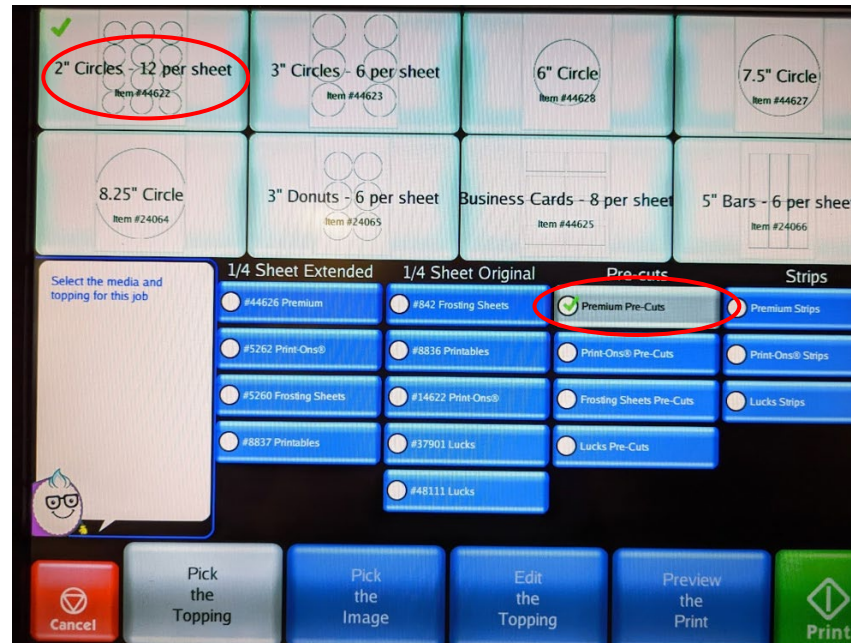
1. The additional output tray (circled below) is missing or incorrectly installed. If you need a new tray, contact our Technical Support at 1-800-DECOPAC.
2. If you leave the print on the tray too long, the rollers may grab the sheet. Remove your finished prints as soon as they are done.



Common Issues

If your printing is off from pre-cut circles, check:

1. The media type and item number on your package match what was chosen on the media selection screen (circled below).
2. The arrows on your media are pointing into the printer.



Common Issues

Ink Pad Replacement Kits

- All Epson printers contain a small internal ink pad tank that is filled with felt pads.
- These pads collect any “waste ink” the printer produces when self-cleaning.
- Eventually they soak up their maximum amount of ink and will need to be replaced.
- The process is simple and only takes a few minutes.

Ink Pad Replacement Guides

Models XP340, XP352, XP410, XP420, XP430, XP440, XP446, XP452, and XP2100

- [PhotoCake Online instructions](#)
- [PhotoCake IV Version 8 software instructions*](#)
- [PhotoCake IV Version 9 software instructions*](#)



Models WF2830, WF2850, XP4100, and XP4105 (both E and U series)

- [English text walkthrough video](#)
- [Spanish text walkthrough video](#)

*If you don't know which software was installed with your current update, start with the Version 8 instructions

Common Issues

- Colors are printing out too light : Perform a Color Test on plain white paper. This will show if one of the ink cartridges needs to be replaced. Contact DecoPac at 1-800-644-1228 for further troubleshooting help, if necessary.



- Media won't peel easily from backing sheet:
 - Before printing, leave the media out of the package in normal room conditions for 5-15 (ideal time depends on humidity in the room, with longer wait times for higher humidity)
 - Place a printed piece of media in a dry freezer for 10-15 seconds
 - Use a blower-type hair dryer on the front and back sides of the of a printed piece of media

Common Issues

- **Power sharing:**
 - PhotoCake IV: A 3-outlet surge protector is included with the system. It is required to use with the system; only plugging in the PhotoCake controller, monitor, and printer into it. No other equipment should be plugged in.
 - PhotoCake Online: A surge protector is not included with the system, however, it is strongly recommended to use one to avoid electrical and/or power surge issues.
- **Missing images:** With every update, we both add and discontinue images. You can find the latest list of what has changed in our Image Guides on DecoPac.com/publications/PhotoCake.
 - PCIV Customers can also locate a copy of this guide in their System. Simple go to 'Documents' → 'Other Information' tab to locate the 'PhotoCake IV Image Guide'.



Common Issues

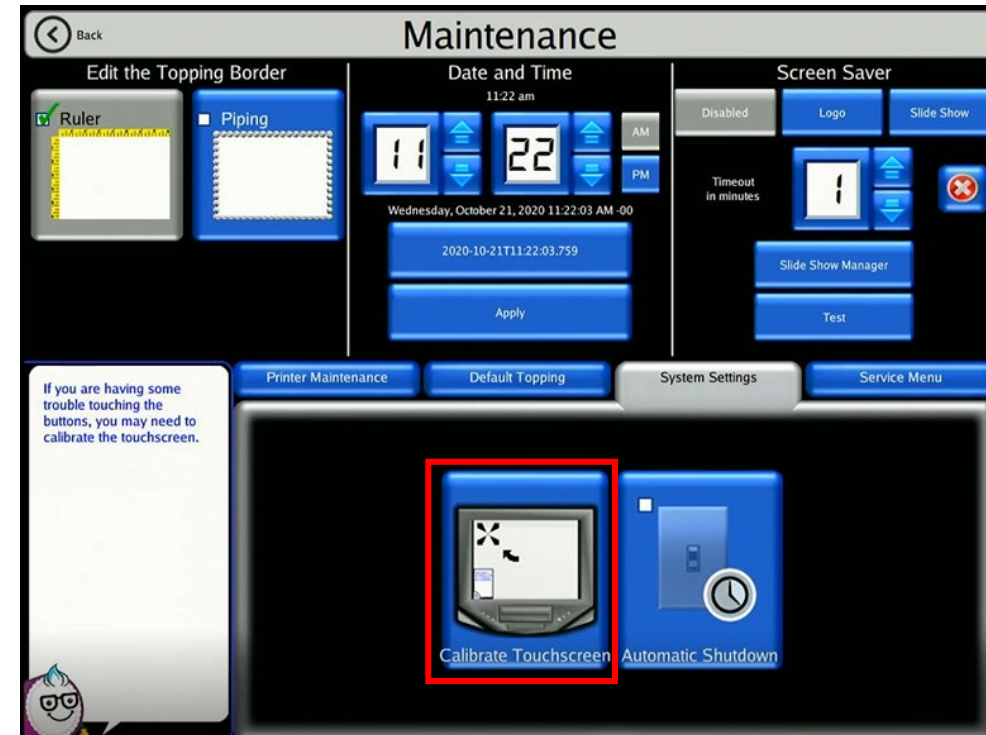
- **Seasonal Printer Storage:** If you store your PhotoCake printer for a long period of time, it is **critical** to follow these steps to keep excess ink from creating a clog over the winter.
 - Storing Printer Prep:
 1. Install PhotoCake Cleaning Cartridges into your printer
 2. Select 'Deep Clean' and repeat until all the colored ink has been purged from the print head. Color bars should print to very faint colors or no colors at all.
 3. Then, power off the printer with the cleaning cartridges still installed.
 4. Store the printer in a temperature-controlled room.
 - Unboxing Printer from Storage:
 1. Set up printer. Power printer on.
 2. Run a print head cleaning with the cleaning cartridges still installed.
 3. Remove cleaning cartridges and install new PhotoCake Ink cartridges.
 4. Run a print head cleaning with the regular ink cartridges installed.

Note: If your colors are not flowing, call Technical Support for assistance.



Common Issues

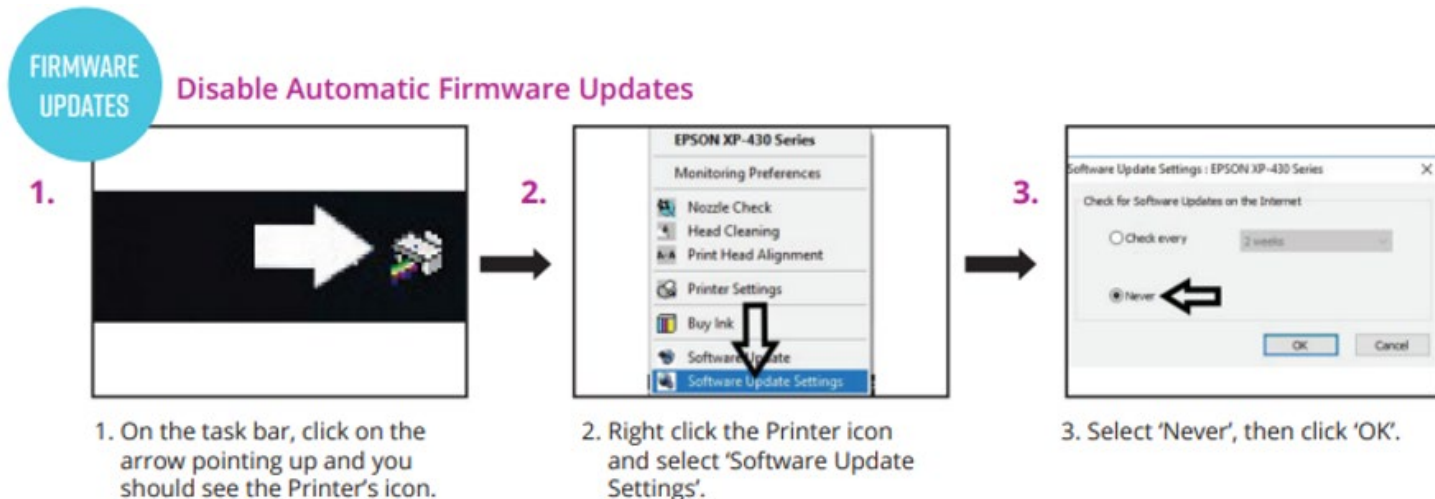
- **Touch screen issues:** If the touch screen isn't as responsive as usual, you can recalibrate it. There are 2 ways to recalibrate:
 - Screen is still responsive but needs fixing:
 1. On the main screen select 'Maintenance'.
 2. Select 'System Settings' tab.
 3. Select 'Touch Screen Calibration'.
 4. This will prompt the calibration process.
 - Screen is completely unresponsive:
 1. Power off the system.
 2. Disconnect the Touch Screen green-labeled USB cable from the back of the controller.
 3. Power on the system.
 4. Wait until you get the 'Required hardware not detected' error message.
 5. Reconnect the green-labeled USB cable to the back of the controller. It may take a few seconds for the calibration screen to appear.




Common Issues

Printer Firmware: Our printers are shipped with a specific version of firmware that will deliver excellent results. Changes to this firmware can cause problems that will result in long calls to Tech Support. To avoid this, follow these three easy bits of advice:

- Connect the printer using the provided printer cable, DO NOT connect through Wi-Fi.
- If you see a message on your printer asking if you want to update the firmware, select No.
- PhotoCake Online users need to ensure that automatic firmware updates are turned off on the computer. The steps to do that can be found below.



Disabling Wi-Fi on the Printer – XP-410/420/430

1. Press the  home button.
2. Press the left or right arrow buttons to select **Wi-Fi Setup** and press the **OK** button. You will see this screen:



3. Press the up or down arrow buttons to select **Disable Wi-Fi** and press the **OK** button.
4. Press the up or down arrow buttons to select **Yes** and press the **OK** button to disable Wi-Fi.




Disabling Wi-Fi on the Printer – XP-340

1. Press the 🏠 home button.
2. Press the arrow buttons to select **Setup** and press the **OK** button.
3. Press the arrow buttons to select **Network Settings** and press the **OK** button.
4. Press the arrow buttons to select **Wi-Fi Setup** and press the **OK** button.
5. Press the arrow buttons to select **Disable Wi-Fi** and press the **OK** button.
6. Press the **OK** button to disable Wi-Fi.



Disabling Wi-Fi on the Printer – XP-440/446/352/452


1. Press the  home button, if necessary.
2. Press the left or right arrow button to select **Setup** and press the **OK** button.
3. Press the up or down arrow button to select **Network Settings** and press the **OK** button.

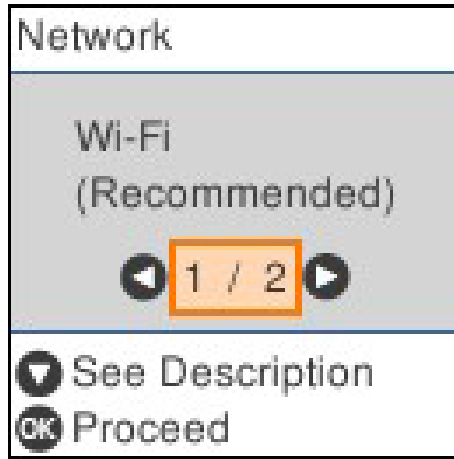



4. Press the up or down arrow button to select **Wi-Fi Setup** and press the **OK** button.
5. Press the up or down arrow button to select **Disable Wi-Fi** and press the **OK** button.
6. Press the up or down arrow button to select **Yes** and press the **OK** button to disable Wi-Fi.



Disabling Wi-Fi on the Printer – WF-2830



1. Press the  home button.
2. Select **Wi-Fi Setup**. You will see this screen:

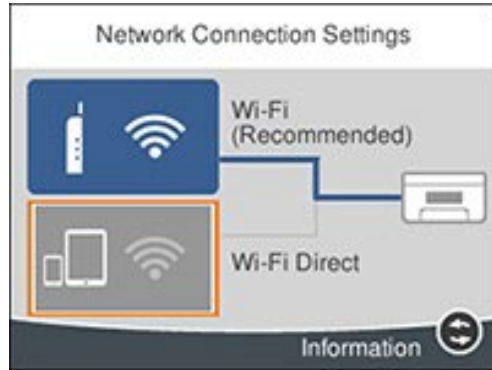



3. Select **Wi-Fi (Recommended)** .
4. Select **Others**
5. Select **Disable Wi-Fi**
6. Select **Start Setup** to disable Wi-Fi
7. When finished, press the  home button to return to the



Disabling Wi-Fi on the Printer – WF-2850



1. Press the  home button, if necessary.
2. Select the  icon. You will see this screen:

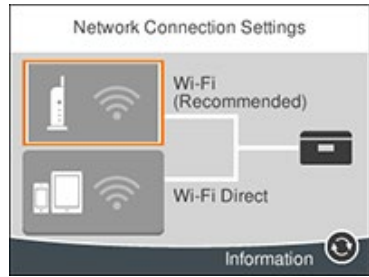



3. Select **Wi-Fi (Recommended)**
4. Select **Change Settings**
5. Select **Others**
6. Select **Disable Wi-Fi**
7. Select **Start Setup** to disable Wi-Fi.
8. When finished, press the  home button to return
9. to the Home screen.



Disabling Wi-Fi on the Printer – XP-4100/4105

1. Press the  home button, if necessary.
2. Select the  icon. You will see this screen:



3. Select **Wi-Fi (Recommended)**.
4. Select **Change Settings**.
5. Select **Others**.
6. Select **Disable Wi-Fi**.
7. Select **Start Setup** to disable Wi-Fi.
8. When finished, press the  home button to return to the Home screen.

