Miss Deer

HIGH PERFORMANCE **INK**

CARTRIDGE

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ISO 9001 | ISO 14001 | REACH | RoHS | SGS | BV | GMC | CE

User's Guide

Thank you for purchasing our products! We hope you are satisfied with our products and service. If you have questions about the products and using, please feel free to contact us. Our team members will provide you with 24/7 timely assistant.
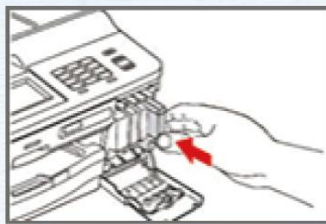
Applicable Product Type 1

About Brother Series: LC103, LC203XL, LC20EXXL, LC3011, LC3013, LC3019XXL, LC3029XXL
LC3033XXL, LC3035XXL, LC3037XXL, LC3039XXL
About HP Series: 962XL, 952XL, 972A/X, 932/933XL, 950/951XL, 970/971XL
About Canon Series: PGI-1200XL, PGI-2200XL

Step 1:
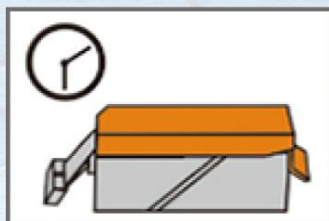Please tear off the color
tape marked "PULL"

Step 2:
Insert the ink cartridges
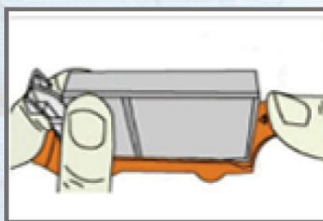into the corresponding slot

Applicable Product Type 2

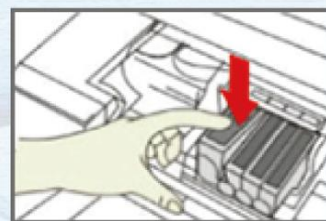About Canon Series: 220/221, 225/226, 250/251XL, 270/271XL, 280/281XXL
About HP Series: 564XL, 902XL, 920XL, 934/935XL, 910XL

Step 1:
Keep the cartridge upside
down for 2 minutes

Step 2:
Remove the orange protective
cap before installing

Step 3:
Insert the ink cartridges
into the corresponding slot

Attention:

Step 1:
Do Not remove the protectve seals
covering the ink ports

Step 2:
Do Not touch the during installation

Note 1: If it is the first time for your printer to install a compatible ink cartridge, please use the set up ink cartridges to initialize the printer at first. Otherwise the printer will not recognize the compatible ink cartridges.

Operation Steps:
1) Remove the current ink cartridges
2) Install the set up ink cartridges
3) Remove the set up ink cartridges and then replace the compatible ink cartridges
Tips: Please find the set up ink cartridges from the new printer packing box.

Note 2: Risk of chip unrecognized may be encountered after printer updated. Please don't let the printer firmware upgrade option deprive of your rights to save costs. No matter when you receive the "**Update Available**" remind, please choose "**No**" to avoid the update operation.

Instruction of Turning off the Automatically Update Function:
1) Click "**Setup**" on printer operation panel and find "**Printer Maintenance**"
2) Click "**Update the Printer**" in "Printer Maintenance" interface
3) Click "**Printer Update Options**" in "Update the Printer" interface
4) Choose "**Do Not Check**" in "Printer Update Options" interface

Note 3: After installing the compatible ink cartridges, if the printer reminds "**NON-HP Cartridges**" or "**NON-HP Ink Cartridges Installed**", please ignore it and click the "**OK**" or "**yes**" button, then the printer will go on working.

Note 4: If the printer reminds "**Low on Ink**", please click "**OK**" and observe the printing effect. If the print quality is very poor or the printer remind "**Ink Cartridge Depleted**", please replace the ink cartridges and stop printing immediately to avoid damaging the printhead.

Note 5: If the printer reminds "**Printer Failure**", "**Supply System Problem**" or "**Problem with Print System**", which means the printhead cannot detect the ink. Please try to install a new ink cartridge and then reinstall the current ink cartridges. Repeat the replacement steps for 3-4 times at most. If the problem still exists, please repair the print head.

Note 6: If the error message reminds "**Ink Cartridges Problem**" or "**Ink Cartridge Failure**" which means the ink cartridges cannot be recognized by printer.

Please try the following steps:
1) Please check whether the ink cartridges are installed into the correct slot firstly.
2) Take out the cartridges and try to clean the contact point and wipe the chips with an eraser or tissue.
3) Reinstall the ink cartridges into the printer.
4) If the problem still exists, please send us the chip photos to confirm the problems and replace a new ink cartridge.

FAQ and Troubleshooting for Brother Series

Note 1: For LC3033XXL, LC3035XXL, LC3037XXL, LC3039XXL the compatible ink cartridges will not display the ink volume on the printer (for patent reasons), the printer will display "**?**" as shown in the Picture 1-2.
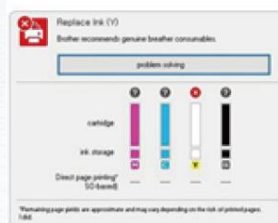- ◆ This does not affect your normal use, please ignore it and go on printing.
- ◆ Please check the ink volume of the ink cartridge on the computer driver (Picture 3).
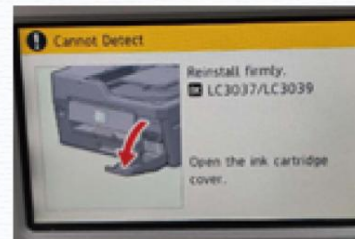

Picture 1:
Ink level display on
Printer
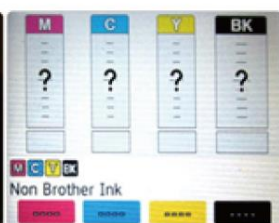
Picture 2:
Ink level display on
Printer

Picture 3:
Ink level display
on computer driver

Picture 4:
Cannot Detect

Note 2: After installing the ink cartridge, if the printer reminds "**Cannot Detect**" (Picture 4), that means the replacement ink cartridge is not installed correctly. Please follow the steps to reinstall it into the correct place.

1) Please try cleaning the contact points of the cartridge chip with an eraser or tissue.
2) Insert the ink cartridge in the direction of the arrow on the label.
3) Gently push the middle lower area until the ink cartridge locks into place.

FAQ and Troubleshooting for Poor Quality Printing

Note 1: If you get poor printing output, such as streak, stain, color fading, and broken lines, please refer to the instruction to clean printhead.

For HP Printer:
1) Click "**Setup**" on printer operation panel and find "**Tools**"
2) Click "**Clean Printhead**" in "**Tools**" interface
3) Click "**Yes**" in "**Perform Cleaning**" interface and wait 2-3 minutes
4) Continue to "**Print Quality Report**" to check the printing quality
5) If print quality is still not satisfied, please repeat step 1-4 for 2-3 times

For Brother & Canon Printer:
1) Choose "**Maintenance**" and find "**Cleaning Nozzle**"
2) Click "**Yes**" in "Cleaning Nozzle" interface and wait 2-3 minutes
3) Continue to "**Nozzle Check**" to check the printing quality
4) If print quality is still not satisfied, please repeat step 1-4 for 2-3 times

Note 2: If the printouts have shadow, please do the "**Print Head Alignment**" to correct it.
Note 3: If the printer print blank page out, please check the data line connection and do the printhead cleaning (refer to Note1).

If you receive any other printing problems or error messages which cannot be fixed, please contact us for assistance as well. We will reply you within 24 hours.