WHY IS MY DOTMARK PRINTER NOT DETECTING THE INK CARTRIDGE?

This is a great question, and there are many reasons why this is happening. The operator should always start by clicking on the red droplet to verify the error code. If a cartridge has been exhausted, it will be displayed in this menu, which is why the droplet is red. If an error code is present, the operator will need to go through a few troubleshooting steps to identify the root cause of the issue. The first step is to identify that the ink cartridge is properly inserted. The ink cartridge must be fully seated, which can be verified by a click (when working with a dust cover). If the printhead has a latch, this will need to be upright to lock in the ink cartridge. If the operator still has the issue after verifying the ink cartridge is properly seated. The next step is to check that the cable connecting the printhead to the controller is properly connected. Many times, one of the connectors has been improperly inserted. Either it is upside down or not locked in place. It is a good practice to unplug the connector from both ends and then reinsert the cables ensuring the pins match the holes. If the issue persists, it may be a software programming issue or a faulty hardware component. At this point, the operator should reach out to DALEMARK Technical Support to help them further.