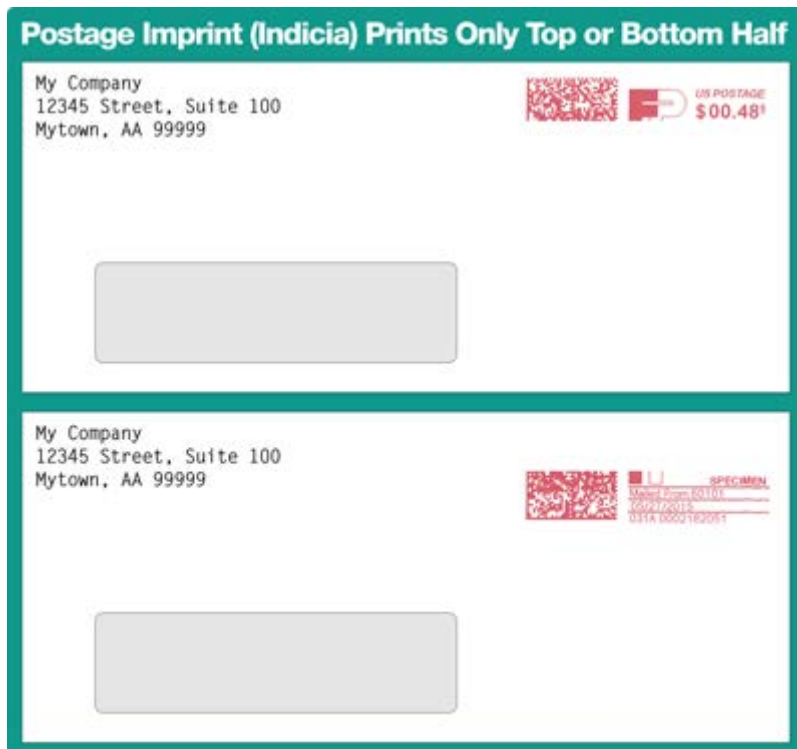


Postage Indicia (Imprint) Prints Only Top or Bottom Half

Does your postage imprint look like one of the envelopes in the illustration below? This often indicates a dirty or clogged ink cartridge in dual-cartridge postage meters*.



This document only applies to dual-cartridge meters (see below). If you have a single-cartridge meter that prints partial postage imprints, [Contact Customer Service](#) for help.

- **Dual-cartridge meters:** PostBase, UltiMail, CentorMail
- **Single-cartridge meters:** PostBase Mini, T-1000, OptiMail, MyMail

How to Diagnose and Fix

To test postage printing below, set the postage amount to \$0.00 to avoid paying for each printing.

Step 1

In dual-cartridge postage meters, swap the two cartridges and try printing postage again. (See your meter's owners manual for instructions on removing and replacing ink cartridges.)

- If the printed area changes from top to bottom (or visa-versa), the problem is with one of the cartridges. Proceed to **Step 2**.

- If the printed area does *not* switch positions, the problem is with the meter's print system, [Contact Customer Service](#) for help.

Step 2

Remove both cartridges and clean according to the instructions in the document below:

[Ink Cartridge Cleaning Instructions](#) (PDF)

Step 3

Try printing postage again.

- If you see a full postage imprint, the cleaning solved the problem.
- If you still see only have of the postage imprint, [Contact Customer Service](#) for help.