



FIDELITY
E X P R E S S

Agent How-To Guide

Changing a Certex Printer Ribbon

Insert your key and unlock the lid.

Lift away the lid and set it aside.

Remove your paper from the Certex printer.

Adjust the head-gap level down.

Lift away the old ribbon.

Replace the new ribbon.

Make sure that the ribbon goes between the print head and the paper.

Turn the ribbon tension post clockwise until it's smoothly between the print head and the paper.

Adjust your head-gap back to position five (5).

Load your paper back into your printer.

Replace the printer lid and lock and remove your key.

To view a video of this guide, [click here](#).

If you have questions, please call our Help Desk at 800.621.8030.