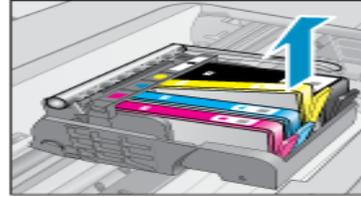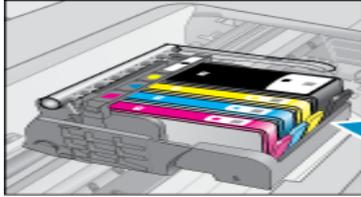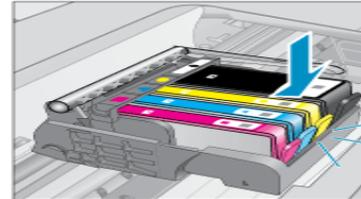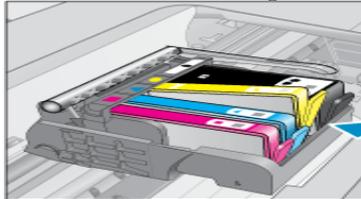**NOTE**: Do not leave the cartridges outside the product longer than 30 minutes. Doing so can result in damage to both the product and the cartridges.

**1.Removing the ink cartridge**: To remove the cartridge, press the tab on the front of the cartridge to release it, and then remove it from the slot
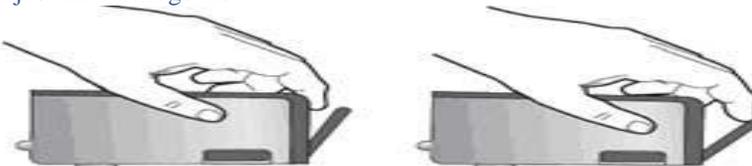


**2.    Reinsert the cartridge in the correct slot**



**NOTE**: If the cartridge does not snap into place, remove the cartridge from the carriage. Gently bend the tab away from the cartridge, and then reinsert the cartridge into the carriage.
Bend the tab away from the cartridge



**CAUTION**: Be careful not to bend the tab out more than 1.27 cm (0.5 inches). Moving the tab too far might damage the cartridge or cause the tab to break off

Gently bend the tab away from the cartridge. Be careful not to bend the tab more than 1.27 cm (0.5 inches).
Adjust the cartridge tab



Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.

**Slide the cartridge into its slot**  **Snap the cartridge into place**

# HP 56/57 AND HP 21/22 CARTRIDGE ISSUE

## CIRCUIT ERROR

Several printer models, primarily those using the HP 21/22 and HP 56/57 combinations, may intermittently display this error "circuit error" when the color cartridge is replaced.  Simply remove the black cartridge, then the color cartridge.  Reinstall the black cartridge first, then reinstall the color cartridge. The error message should go away.

# Updated HP 61, 301, 122 and 802 Ink Cartridges

## Introduction

Beginning in May 2012, HP is updating the following ink cartridges: HP 61, HP 301, HP 122 and HP 802. The updated ink cartridges are compatible with both current and future printers that use these cartridge numbers. They have been designed in conjunction with future printers to deliver new features.

The cartridges available prior to spring 2012 will not be compatible with some printers and All-in-Ones released in 2013. A list of printers compatible with these cartridges will be available in 2013.
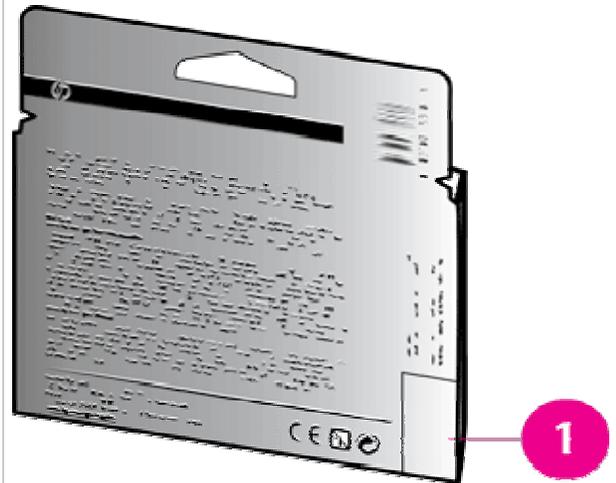
## What should I do?

Simply continue to buy and use the cartridge number that is compatible with your printer. The updated cartridges are compatible with all printers that use the existing cartridges.

## Do I have the updated cartridges?

It is easy to figure out if you have the updated version of these cartridges:

| | |
|---|---|
| If the cartridge is still in the packaging, find the Warranty Ends date on the back of the package. If there is a 'v1' several spaces to the right of the date, then the cartridge is the updated version. | **Figure 1: Cartridge packaging**<br><br>1 - Warranty Ends date |
| If the cartridge has been removed from the packaging and opened, check the Warranty Ends date on the cartridge.<br><br>• HP 61 and HP 802: if the Warranty Ends date is 2014/04/01 or later, then the cartridge is the updated version.<br>• HP 122 and HP 301: if the Warranty Ends date is 2014/07/01 or later, then the cartridge is the updated version. | **Figure 2: Cartridge**<br><br>1 - Warranty Ends date |

# HP 61, 61XL Cartridge Installation & Troubleshooting

**Important:** For best quality don't skip the alignment page.

1. A printer without a scanner does not need alignment. If printer doesn't print when cartridge is installed, press power button 1 time (do not hold); printer will start printing.

2. **Printers with Scanners:** Install cartridge and wait 5 seconds for printer to automatically print an alignment page. If printer doesn't print, press power button 1 time (do not hold); alignment page will print out.

3. Place printed alignment page on scanner and press color scan button on printer panel. The green light button should blink at that time.

4. Wait until the green light power button stops blinking. Printer is now ready to print.

| Message | Action |
|---|---|
| Alignment is not finished | Click "Cancel Print" and follow instructions on screen to do alignment page. |
| Previous used genuine HP cartridge installed | Click "OK" |
| Need Ink | Click "No Thank You" |

Please ignore any pop up message (it should go away within a few seconds) or click "OK" to continue.

| HP 564, 920, 940, CARTRIDGES START-UP MESSAGES and Troubleshooting | |
|---|---|
| **MESSAGE** | **ACTION STEPS** |
| Original HP ink depleted. | Press [OK]. |
| Previously used ink cartridge(s) installed. | Press [OK]. |
| Ink alert. | Replace cartridge(s) or press OK to continue. Press [OK]. |
| Resume button [ 📄 ] light blinking. | Press Resume Button. |

| HP 940 with printer has no LCD control panel | |
|---|---|
| **MESSAGE** | **ACTION STEPS** |
| The power light is on and Resume light blinks. | Press Resume button to print. |
| The power light is on and one or more ink cartridge lights are on. | No action required. |
| The power light is on and ink cartridge light blinks. | Remove cartridge and reinstall if problem continues. Replace the ink cartridge indicated. |

## Questions and Answers:

**Question:**  How does the end user know the cartridge is really out of ink vs. a message that pops up because the chip has not been changed?

**Answer:**  Since the chip is reused and not reset there is no Ink Level Display.  The end user can run a calibration test or clean the print head when the print becomes unacceptable.

**Question:** Will these read as new cartridges?
**Answer:** No, they will be read as used cartridges.

**Question:** Will the Print Head burn out from overriding the Low Ink level?
**Answer:**  No, it doesn't burn out the print head from over riding the low ink level.  That would only happen if the cartridge was left empty and the end user continued to keep printing without ink for a long period. The OEM cartridges still allows the user to continue printing when one of the OEM cartridges is out of ink.  When that happens the following message alert will come up.   (Ink alert message: "Replace cartridge(s) or press OK to continue").  When the user prints out poor quality or missing color they need to replace the empty cartridge in accordance with the below Color Check:

## COLOR CHECK FOR HP CARTRIDGES

**Color Check Test Page.**
REPLACE CARTRIDGE IF ANY COLOR
ON PRINT OUT IS MISSING.

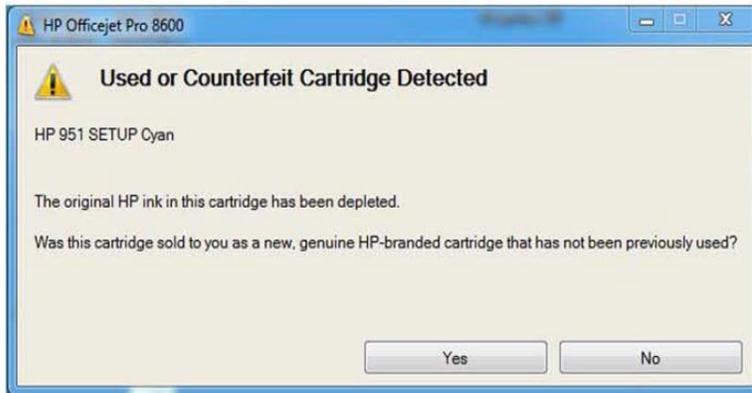Disregard 'Photo' color check if your printer doesn't use a Photo cartridge.

| Photo | Black | Yellow | Cyan | Magenta |
|---|---|---|---|---|

**Error messages:**
**When using refilled HP 932/933/950/951 cartridges you may receive**
**One of the following error messages**



**Used or Counterfeit Cartridges Detected**"
In this case click on NO and continue.
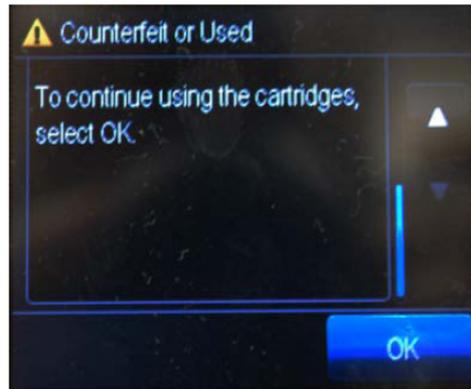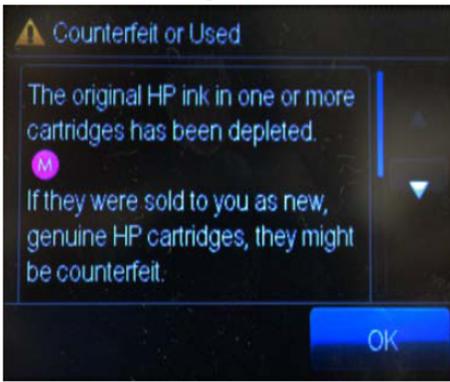Same message appears for Black and Color
cartridges.





**Used, Refilled or Counterfeit Cartridge Detected – Missed Rewards**"
This is the typical "Scare Message".
If you receive this message just click on OK
and your printer will continue printing.
(According our experience   a printer cannot void
your warranty for using non-OEM supplies.  In
addition, it is highly unlikely that a properly used
cartridge will cause damage to a printer.  Click "OK"
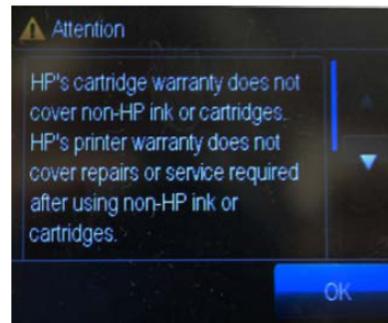to dismiss this message.)

# Cartridge error information for the HP 932/933/950/951..Error Messages Continued

It will however come up with the following messages on the printer screen itself if using refilled cartridges.



In this case just press OK and the printer will accept the cartridges. This message will come up for every cartridge, so 4 times. Press OK for all.

This screen will occasionally come up as well. It is what we call a scare screen, Press OK.

**The following screens will appear on your computer monitor as well**.



**Used or Counterfeit Cartridges Detected**
This screen is to make sure that you were not sold a refilled cartridge as a new OEM cartridge. Press NO and continue to the next screen. These 2 screens will appear for each cartridge.



**Used, Refilled or Counterfeit Cartridge Detected – Missed Rewards**"
This screen is another "scare message", just click on OK and continue. As stated above, this and the above screen will appear for each refilled cartridge that you insert into the printer

Our main findings are that as long as the cartridges that were removed from the printer are not used, and instead another set of refilled cartridges are used, the printer will accept them and print. Therefore, as long as two sets of cartridges are used they can be circulated using Set A until empty, then replacing with Set B, refilling the Set A

cartridge and replacing an empty Set B cartridge with the refilled Set A cartridge and so on, basically piggybacking the cartridges so that you always have a refilled cartridge ready to use when the other is empty.



In addition, the following screen might come up when the customer uses a refilled cartridge that they have just purchased. Instruct your customer that it is ok to press yes and continue printing. We have tested multiple cartridges. When the cartridge is truly out of ink the printer will state the cartridge is empty, and will not print until another refilled cartridge is inserted

**TROUBLESHOOTING HP#88 CARTRIDGES**

OEMS put an expiration date on the cartridge with a 1-year time period. Once a cartridge is installed, the countdown begins and the cartridge will burn out the chip so it will stop working. Since the OEM is made this way, we have to make it this way.

Now, let's say the expiration date says January 1 and your customer installs it December 31, it will still work. The expiration date is created for 1-year from the date of production. Yet, it will not stop working until 1-year from the date it is installed.

# HP 60 & 901 CARTRIDGES
## Installation and Troubleshooting

**CARTRIDGE INSTALLATION**

1.  Install cartridge. Press [OK] to dismiss any message pop up.
    MESSAGES: 'Previously used', 'Low on Ink', 'Refilled' or 'Depleted'.
    Press [OK] to continue.

2.  Cartridge Alignment: For best quality, don't skip the alignment page.
    Follow instructions on printer LCD or computer. Press [OK] to start alignment page. Wait until
    alignment page completely prints out.
    Printers with scanners: Please follow next step.

3.  Printers with Scanners:  Place alignment page face down on scanner then press [OK]. Process is
    complete when pop up reads 'Alignment done'.

**CARTRIDGE PROBLEM: Performing Printer Reset**

1.  Open printer cover or cartridge door. Remove both black and color cartridges.

2.  Turn off printer. Unplug power cord on the back of the printer.

3.  Use a soft cloth to clean both cartridges and the printer's electrical contact area.

4.  Wait 30 seconds.

5.  Plug in power cord and turn printer power on.

6.  Reinstall the black and color cartridges.

**New part number and the HP 564???**

# Introduction

Beginning in September 2010, HP is updating ink cartridges with these numbers: 564, 364, 178, and 862. The updated ink cartridges are compatible with both current and future printers that use these select ability numbers. They have been designed in conjunction with future printers to deliver new features and will be different from the existing cartridges in several ways:

- The page yield of the updated black XL ink cartridge will be reduced, with a reduced price* to be consistent with the current estimated cost per page based on ISO yield. For more information on page yields, see the page yield section on.
- The updated black XL cartridge body is physically smaller and will use less plastic than the existing black XL cartridge body. For more information, click this link New Smaller Body for HP 178, 364, 564, and 862 Black XL Ink Cartridges (c02750681) (in English).

The cartridges originally introduced and available prior to autumn 2010 will not be compatible with certain printers and all-in-one devices released in 2011. A list of printers compatible with these cartridges will be available in 2011.

# What should I do?

Simply continue to buy and use the cartridge number that is compatible with your printer. The updated cartridges are compatible with all printers that use the existing cartridges.

# Do I have the updated cartridges?

It is easy to figure out if you have the updated version of these cartridges:

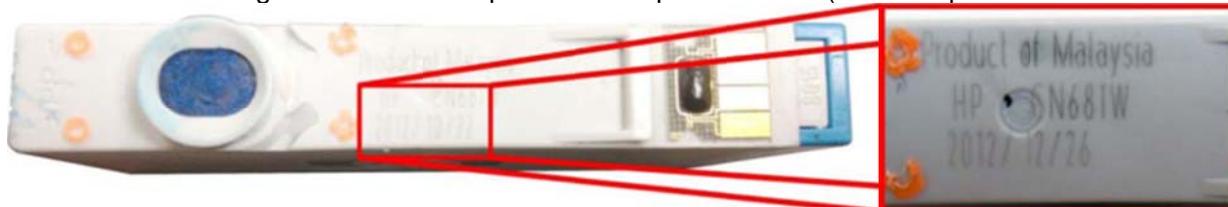If the cartridge is still in the packaging:

- **Cartridges other than Black XL** : find the Warranty Ends date on the back of the package. If there is a 'v1' several spaces to the right of the date, then the cartridge is the updated version. If 'v1' is absent, refer to the Warranty Ends date. If the date is September 2012 or later, then the cartridge is the updated version.
- **Black XL cartridges:** find the sales product number on the bottom of the package. If a Black XL cartridge has a sales product number beginning with 'CN684', then the cartridge is the updated version.
- If the cartridge has been removed from the packaging and opened, check the product number on the bottom of the cartridge. If it begins CN680, CN681, CN682, CN683, CN684, CN685, CN686, CN687, CR276, or CR277 then the cartridge is the updated version.

**NOTE:** the product number on the bottom of the cartridge will not match the sales product number on the product packaging, except for Black XL ink cartridge.

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**Example of the updated black XL cartridge installation with space on both sides**

HP has put expiration dates (and new part numbers) on the 564/564XL cartridges. Stamped onto the bottom of the cartridge between the chip and the ink port is a date (and new part number



If the date is 2012/09 or earlier, your customer may get an error message stating that the cartridge they
have installed is an "older generation cartridge". Again, this message will only occur when the customer is
using one of **the new printer models**, not any of the pre-existing printer models for this cartridge. Please see the chart below for the current part numbers ("older generation") and the new part numbers. Please note that at this time, this only affects a limited number of printers

**CB319WN**

**CN682WN**

| | New part numbers |
|---|---|



Inks with expiration date of
**2012/09 and prior**
are going to be sold as:

CB316WN  (HP #564 Black)
CB317WN  (HP #564 Photo Black )
CB318WN  (HP #564 Cyan )
CB319WN (HP #564 Magenta )
CB320WN (HP #564 Yellow )
CB321WN (HP #564XL Black )
CB322WN (HP #564XL Photo Black )
CB323WN (HP #564XL Cyan )
CB324WN (HP #564XL Magenta)
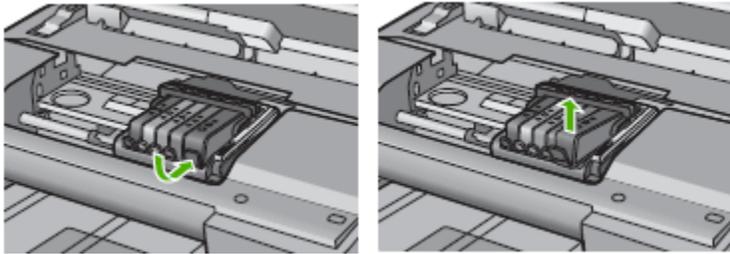CB325WN (HP #564XL Yellow )



Inks with expiration date of
**2012/10 and later** are going to be
sold as:

CN680WN (HP #564 Black)
CR276WN (HP #564 Photo Black )
CN681WN (HP #564 Cyan )
CN682WN HP #564 Magenta )
CN683WN HP #564 Yellow )
CN684WN (HP #564XL Black )
CR277WN (HP #564XL Photo Black)
CN685WN (HP #564XL Cyan )
CN686WN (HP #564XL Magenta)
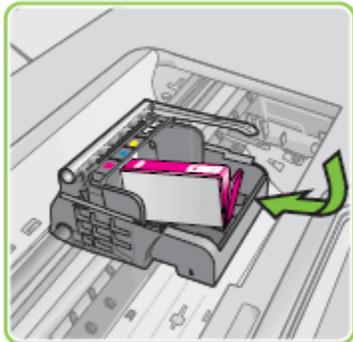CN687WN (HP #564XL Yellow )

Press in the tab on the front of the cartridge, and then pull it out and up to remove it from its slot.

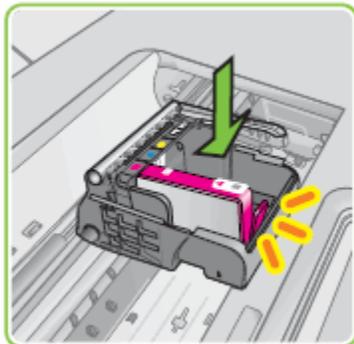**Figure: Remove the cartridge from its slot**



**CAUTION:** Do not lift the gray latch next to the carriage to install the cartridges. Doing so can result in incorrectly seated cartridges and printing problems. The latch must remain down to correctly install the cartridges

1. **Figure : Insert the cartridge**



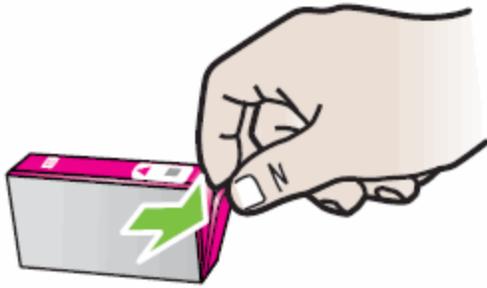2. Press down on the cartridge until it clicks firmly into place.

**Figure : Press the cartridge into place**



NOTE: If the cartridge does not snap into place, remove the cartridge from the carriage.

Gently bend the tab away from the cartridge, and then reinsert the cartridge into the

carriage.

Figure 13: Bend the tab away from the cartridge

⚠️ **CAUTION: Be careful not to bend the tab out more than 1.27 cm (0.5 inches). Moving the tab too far might damage the cartridge or cause the tab to break off.**

**NOTE:** If the cartridge does not snap into place, remove the cartridge from the carriage. Gently bend the tab away from the cartridge, and then reinsert the cartridge into the carriage. Bend the tab away from the cartridge:

⚠️ CAUTION: Be careful not to bend the tab out more than 1.27 cm (0.5 inches). Moving the tab too far might damage the cartridge or cause the tab to break off