

HP 950/951 Problem Resolution

1. HP Cartridge Lockout.

HP locks out a HP950/951 ink cartridge that has been newly refilled and been recently placed back into the printer. But if any same-color spare cartridge is used in the printer prior to reinserting the new refill, then the new refill will work routinely.

2. Rotate Ink Cartridges.

To use refilled cartridges in your printer you must have spare cartridges (i.e. manufacturer new and not empty) to activate your refilled cartridges:

- Keep a full set of spare cartridges.
- As an in-printer cartridge is depleted, get a new refill.
- Put the spare into the printer (temporarily for the manufacturer's new cartridge).
- Save the new refill as the spare.
- Continue this two-set rotation pattern indefinitely.





NOTE 1: When using refilled 950/951 cartridges you may receive one of the following error messages:

4 HP Officejet Pro 8600	August P	
Used or Counterfeit Cartridge I	Detected	
HP 951 SETUP Cyan		
The original HP ink in this cartridge has been depleted.		
Was this cartridge sold to you as a new, genuine HP-bra	anded cartridge that has r	not been previously used?
	Yes	No

In this case click on **NO** and continue. Same message appears for Black and Color cartridges:

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4 HP Officejet Pro 8600		
Used, Refilled or Counterfeit Ca	artridge Detected	
HP 950 SETUP Black		
The original HP ink in this cartridge has been depleted.		
Warning:		
HP's ink cartridge warranty does not cover non-	HP ink or cartridges.	
• HP's printer warranty does not cover repairs or se	ervice due to use of non-HP cartr	idges or ink.
HP does not guarantee the quality or reliability of	non-HP ink.	
Information about ink levels will not be available.		
When you use Original HP ink cartridges you get REWAR	RDS	
Missed	Rewards*	
"You must be connected to the internet. Country/region & language informa	tion will be transmitted.	
May not be available in all regions.		
To order a Genuine HP replacement cartridge, click Sho	p Online.	
To continue using this cartridge, click OK.		
ок	Shop Online	Cancel Print

This is merely a "Scare Message". If you receive this message just click on OK and your printer will continue printing.

NOTE 2: After cartridges are removed from the printer, refilled and placed back into the printer, printing will not be allowed (refer to sample message below). The printer marks the cartridges on the chip as being empty, so another set of refilled cartridges must be used. Once the second set of cartridges are used, the first set will now be able to be refilled and used in the printer.





In addition, the following error messages may be displayed on the printer's control panel display when 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.



NOTE 3: the following screen might come up when you use a refilled cartridge that you just purchased. It is ok to press yes and continue printing. As long as each of the primary colors are being printed then your cartridge(s) are fine.





NOTE: The following procedures are based on 3rd party suggestions for correcting ink level monitoring issues.

3. Ink Level Monitor (i.e. low ink warning messages):

In order to get the cartridge to work again after refilling, the ink level monitor must be switched off within the printer driver. This could be done in the following way (depending on the printer):

1. HP OfficeJet Pro 8100

- 1. On the printer control panel, press and hold the (Wireless) and (Resume) buttons.
- 2. The ink supply icons will blink four times.

3. Press and hold the (Wireless) and (Resume) buttons again to turn usage information collection back on.

2. HP OfficeJet Pro 8600

- 1. On the printer control panel, touch (right arrow), and then touch (Setup).
- 2. Select (Preferences), and then select (Cartridge Chip Information).
- 3. Touch (OK) to turn off usage information collection.

This information is on page 93 of the 8600 printer manual located here:

http://www.refillinstructions.com/HP/8600-Printer-Manual.pdf

You can cycle cartridges through to reset the level. For each color, you will need two extra cartridges (i.e. manufacturer new and not empty) and the one you refilled. First, put the refilled cartridge in the printer. Allow it to recognize the cartridge and print an alignment page. Take that cartridge out and place in the first extra cartridge. Allow it to recognize and print an alignment page. Take the first extra cartridge out and place the second extra cartridge in. Allow it to recognize and print an alignment page. Take the first extra cartridge. Take the second extra



cartridge out. Place the refilled cartridge back in the printer. It will print an alignment page and then the estimated ink level will be reset to full.

An alternative method is to remove the side panel and remove the battery for the memory for a minute or so with the power plug pulled. This method will be too difficult for most persons to do.

4. Cartridge Protection Feature.

The HP Officejet 8600 includes a "cartridge protection" feature. In the toolbox there is a tab named "HP Cartridge Protection", where you can choose if you want to enable or disable this function. The default setting here is 'enable' which results in the cartridges to work only in this particular printer. If you install the cartridges treated with this "protection" feature in another printer, they will not work and a message pops up.

Estimated Ink levels Printhead Health Device	e Information Advanced Setting HP Ca	tridge Protection
mer to set the HP ink cartridges installed in the to use your Protected Cartridge is a be used in the original printier. <u>Note Job</u>	in their printer so that the cartisdges in another printer, cartridge use will be amation	will only blocked
ion		
d HP carbidges will be permanently prote	cted and will only work in this printer.	2
🖛 🛹 Choose th	his option	
e protected. Previously protected cartrid	ges will remain protected.)	
		Save Setting
with the the	when to set the HP ink cartridges installed one these to use your Protected Cartridge is to be used in the original printer. <u>Nove Info</u> tion ad HP cartridges will be permanently prote ton Choose ti be protected. Previously protected cartrid	when to set the FP ink cartridges installed in their printer so that the cartridges into this to use your Protected Cartridge in another printer, cartridge use will be to used in the original printer. <u>More Information</u> tion ad HP cartridges will be permanently protected and will only work in this printer. ton Choose this option be protected. Prevously protected cartridges will remain protected.)

For more information, visit <u>http://www.refillinstructions.com/HP/H03.JPG</u>

5. Additional Information.

HP Set-Up cartridges can be refilled.

After refilling, the printer cannot track the ink level. Ignore any incorrect low/empty alert messages, and any ink sensor warnings, by pressing 'OK'.

