

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.



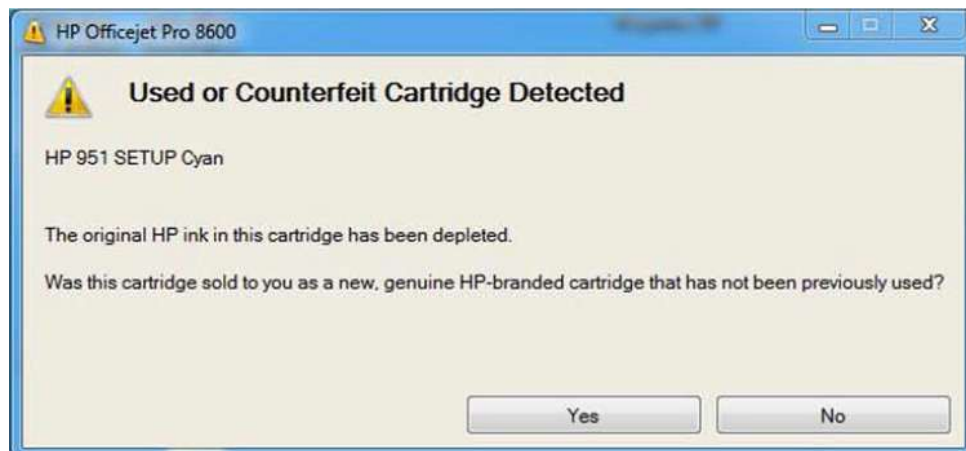
2. Rotate Ink Cartridges.

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.

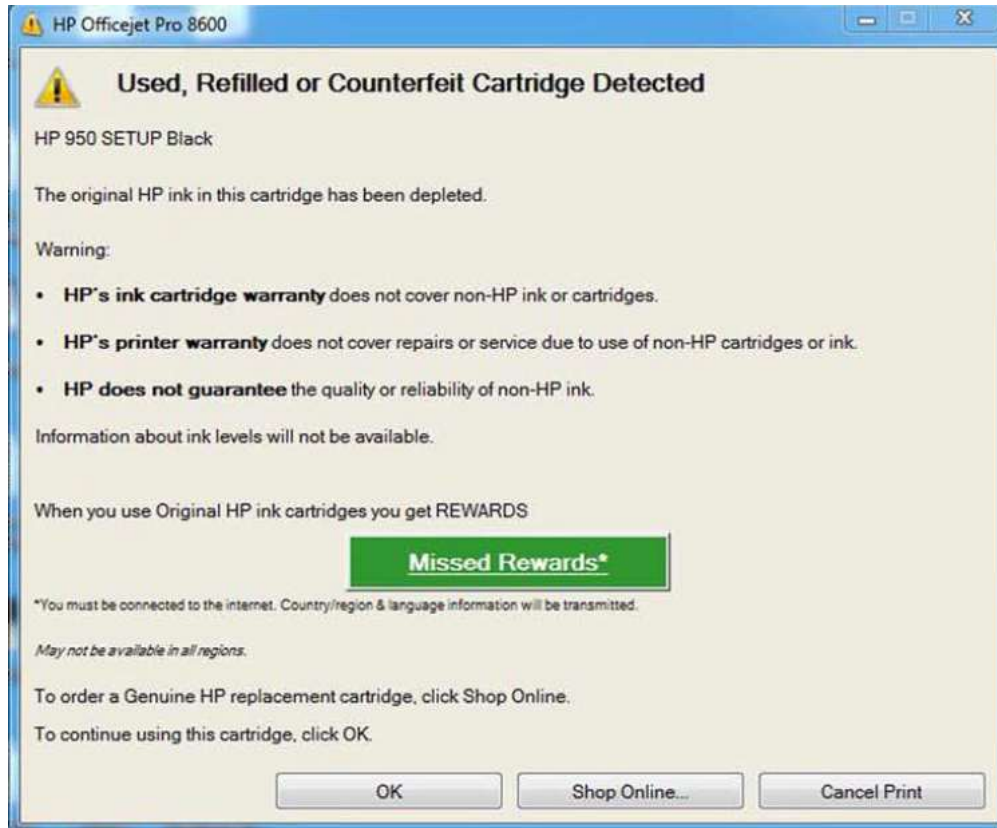


NOTE 1: When using refilled 950/951 cartridges you may receive one of the following error messages:



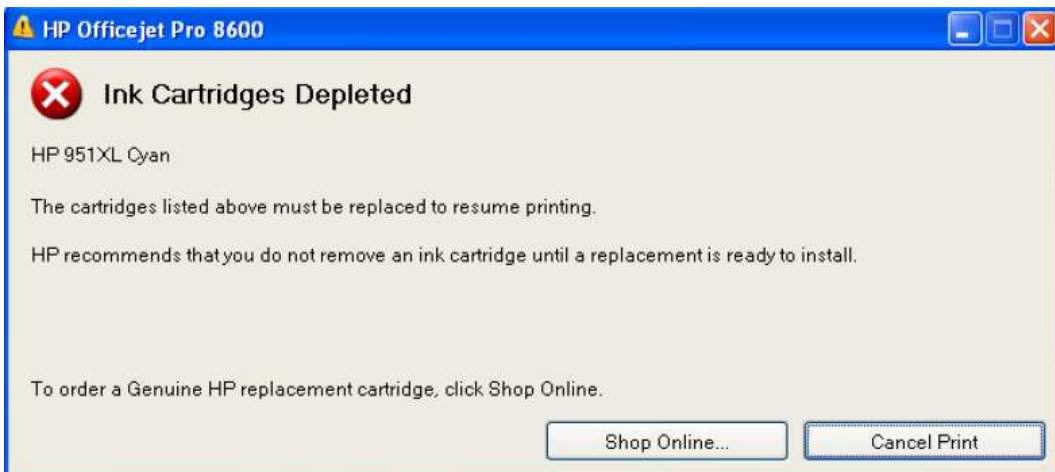
In this case click on **NO** and continue. Same message appears for Black and Color cartridges:

Inkjet 411



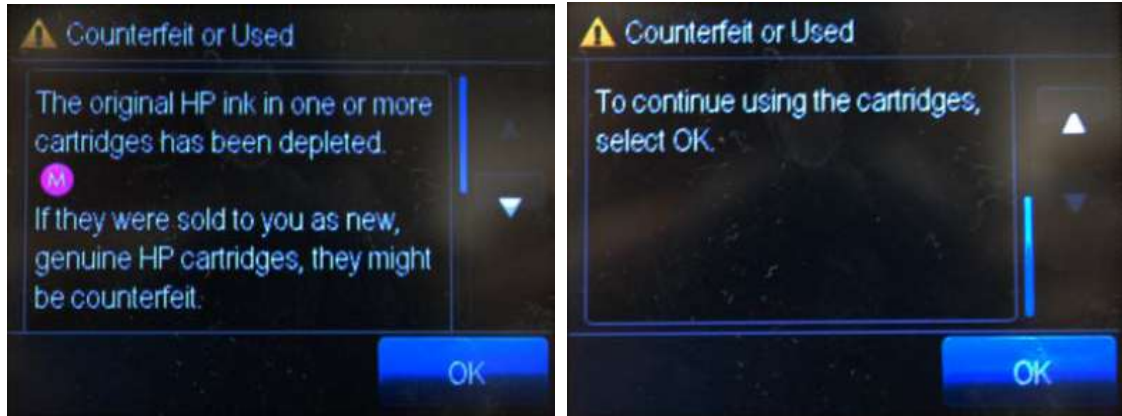
This is merely a "Scare Message". If you receive this message just click on OK and your printer will continue printing.

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.



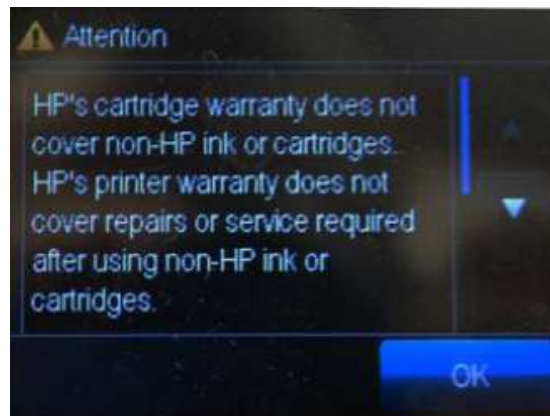
Inkjet 411

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 second extra

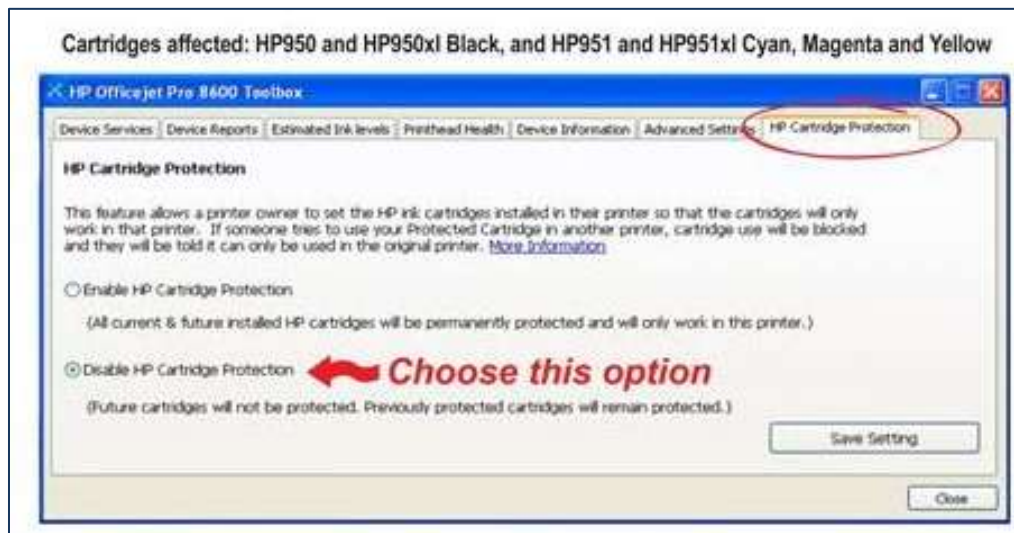
Inkjet 411

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.



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

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’.

