

Operation Description



Photo 1

1. Pull the yellow tape. (Refer to Picture 1)



Photo 2

2. Remove the orange rubber plug.



Photo 3.1

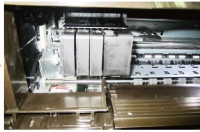


Photo 3.2

3. Insert the cartridge all the way into its corresponding slot at the printer. (Refer to Picture 3).

4. Some printers may show "Non-OEM ink cartridge" or "used ink cartridge" please press "ok" or "continue" to bypass it.



Photo 5



Photo 6

5. For cartridge with ink-level chip:

If there is a "Low on ink" message (Refer to Picture 5) or it is showing cartridge not at full ink level (Refer to Picture 6) after the initial installation, please try the following troubleshooting tips.

Solutions:

1. Press "ok/confirm" button at the printer display or computer to bypass the message. The cartridge is fully filled with ink and you will get full page yield from it.
2. The ink level may display correctly after performing the print head cleaning for 1-2 times.

6. If the "Low on ink" message pops up (Refer to Picture 5) or low ink level is showing at printer (Refer to Picture 6) after the cartridge has been used for a period of time, please install a new cartridge.



Photo 7

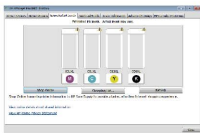


Photo 8

7. For cartridge without ink-level chip, you may see one of the followings.

1. "Low on ink" message (Refer to Picture 5)
2. "Used cartridge" message (Refer to Picture 7)
3. Ink level is not showing full status (Refer to Picture 6)
4. Ink level bar is showing gray color. (Refer to Picture 8)

Press "ok/confirm" button at the printer display or computer to bypass the message. The cartridge is fully filled with ink and you will get full page yield from it. Please note that the printer will no longer show the low ink message or low ink level. Make sure to replace the cartridge when the printout is getting faded.



Photo 9



Photo 10

8. Please install the new ink cartridge when the printer indicates "Ink exhausted" (Refer to Picture 9) or "Use black (color) only" (Refer to Picture 10).

Remarks:

When the ink cartridge is not working fine, please try the following steps:

Problems Type (A) :

Error message

- ① Printer prompt cartridge is not recognized after install ink cartridge
- ② Printer prompt cartridge is not recognized after using compatible ink for several days
- ③ "Printing failure" is showing at the printer.
- ④ "there is a problem with the printer or ink system" is showing at the printer.
- ⑤ And such similar phenomenon which results in disabled usage.

Solutions:

1: For Hp950/951

- ① Restart the printer
 - ② If previous step does not help. Please Reinstall print head.
- How to reinstall print head: (Following printer's internal help)
Touch "?" on printer's panel

Touch "Help Topic"

Touch Change Printer Head

Printer will show a short video to show how to do it.

Please follow the instruction

2: For HP932/933

- ① Power off the printer and power it on again
- ② Unplug power adaptor and plug it again after 2 mins

Problems Type (B) :

The printer pops out "Sensor failure".

Solutions:

1. Press OK button of printer or Click "OK" on printing software
This can enable printer continue working

If the above operation still can not solve the problems, please change into new ink cartridge or have professional repair the printer head.

Note: 1. Clean the printhead while facing color mixture.

2. Don't use this cartridge to initialize a first-new new printer.