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Support





















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HP PageWide Pro 750, MFP 772, 777 - Cartridge issues

Country: **United States** ▲

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Refilled or remanufactured cartridges

HP cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. If you are using a refilled or remanufactured cartridge and are not satisfied with the print quality, replace the cartridge with a genuine HP cartridge.

NOTE:

If you replace a non-HP cartridge with a genuine HP cartridge, the printhead may still contain non-HP residuals until the printhead is depleted and receives supplies from the newly installed, genuine HP cartridge. Until the non-HP residuals are gone, print quality will be affected.

Interpret control panel messages for cartridges

Cartridge Depleted

Description

The indicated cartridges are depleted and must be replaced.

Recommended action

You must replace these depleted cartridges now to continue printing.

NOTE:

Installing new cartridges will replenish the reserves.

Cartridge Low

Description

The indicated cartridges will need to be replaced soon.

Recommended action

Printing can continue, but consider having replacement cartridges on hand. You do not need to replace the cartridges until prompted to.

Cartridge Problem

Description

- The contacts on the cartridge might not be making a connection to the printer.
- The cartridge is not compatible with your printer.

Recommended action

- Carefully clean the contacts on the cartridge by using a soft, lint-free cloth and insert the cartridge again.
- Remove this cartridge and replace with a compatible cartridge.
- Leave the printer powered on until all cartridges are installed so that the printer can perform self-servicing routines to protect the print system.

Cartridge Very Low

Description

The indicated cartridges are depleted and can be replaced now. The printer is using its reserves

to print.

Recommended action

You can replace these depleted cartridges now, without wastage.

NOTE:

After cartridges are depleted, the printer can use its reserves for printing. See the printer control panel for more information about the approximate number of pages you can print using these reserves.

Counterfeit or used [color] cartridge installed

Description

The original HP ink in this cartridge has been depleted.

Recommended action

Replace with genuine HP cartridge, or click OK to continue printing with non-genuine HP cartridge. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

Do not use SETUP cartridges

Description

SETUP cartridges cannot be used after the device has been initialized.

Recommended action

Remove and install non-SETUP cartridges.

Genuine HP cartridge installed

Description

A genuine HP cartridge was installed.

Recommended action

No action necessary.

Incompatible [color]

Description

You have installed a cartridge that is intended for use in a different HP product model. The product will NOT function with this print cartridge installed.

Recommended action

Install the correct cartridge for this product.

Install [color] cartridge

Description

This message can appear during the initial set up of the product and may also appear after the initial set up of the product has been completed.

If this message appears during initial setup, it means one of the color cartridges is not installed with the door closed. The product will not print if a cartridge is missing.

If this message appears after the initial setup of the product, it means that the cartridge is missing or is installed but damaged.

Recommended action

Install or replace the indicated color cartridge.

Non-HP cartridges installed

Description

No action necessary, this is a notification only.

Recommended action

No action necessary, this is a notification only.

However, HP cannot recommend the use of non-HP supplies, either new or remanufactured. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

Printer Failure

Description

The printer refuses to function.

Recommended action

Do a power reset. If this fails, contact the printer administrator or technical support.

Do a power reset. If this fails, visit the [HP Customer Support](#) website.

Problem with Print System

Description

The cartridge identified in the message is missing, damaged, incompatible, or inserted into the wrong slot in the printer.

Recommended action

Printing functionality is disabled. Try replacing the cartridge or doing a power reset. If these fail, contact the printer administrator or technical support.

Printing functionality is disabled. Try replacing the cartridge or doing a power reset. If these fail, visit the [HP Customer Support](#) website.

Problem with Printer Preparation

Description

The printer clock has failed and cartridge preparation may not be complete. The estimated Cartridge Level gauge might be inaccurate.

Recommended action

Check the print quality of your print job. If it is not satisfactory, running the printhead cleaning procedure from the toolbox might improve it.

Problem with SETUP cartridges

Description

There is a problem with the SETUP cartridges and the printer cannot complete system initialization.

Recommended action

Contact the printer administrator or technical support.

Visit the [HP Customer Support](#) website.

Use SETUP cartridges

Description

The SETUP cartridges have been removed before the product has completed initialization.

Recommended action

Use the SETUP cartridges that came with your product for product initialization.

When you first set up the printer, you must install the SETUP cartridges that shipped in the box with the printer. These cartridges calibrate your printer before the first print job. Failure to install the SETUP cartridges during the initial product setup causes an error. If you installed a set of regular cartridges, remove them and install the SETUP cartridges to complete printer setup. After printer setup is complete, the printer can use regular cartridges.

If you still receive error messages and the printer cannot complete system initialization, contact the printer administrator or technical support.

If you still receive error messages and the printer cannot complete system initialization, visit the [HP Customer Support](#) website.





Used [color] installed

Description

A used, but still genuine, HP color cartridge has been installed or moved.

Recommended action

You have a used, but still genuine, HP cartridge installed. No action required.

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