

# Troubleshooting Guide: INK

## Error Messages

Always start by getting pictures of the error message and cartridge labels:



Full error message and any numerical codes.



Clear view of the cartridge label and date code.

### Addressing Common Errors Messages

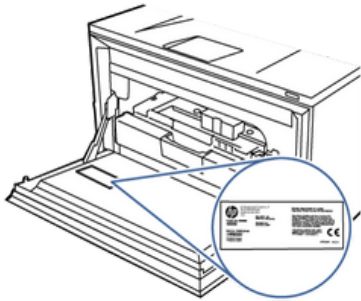
<b>"This cartridge is missing or damaged"</b>	<p>Have the customer update their printer to the latest firmware.</p> <p>If this does not resolve the issue, and the cartridge is 9 to 12 months old or we have made an update to this cartridge model, exchange the cartridges for an updated model.</p>
<b>"Non- Original" or "Non-Genuine"</b>	<p>Have the customer dismiss the message with "Next" or "OK" at the bottom of the warning message to continue printing.</p>
<b>"This printer is not designed to use a continuous ink system"</b>	<p>This is a catastrophic failure mode that HP introduced that can be induced by both HP OEM and 3rd party cartridges. Once this error condition has been triggered the printer is unrecoverably damaged and must be replaced.</p>
<b>"Your cartridge is empty" or "Low Ink" warning</b>	<p>Have the customer dismiss the message with "Next" or "OK" at the bottom of the warning message to continue printing.</p>
<b>"Supplies memory error"</b>	<p>Have the customer update to the latest firmware, remove the cartridges, restart the printer, and reinstall the cartridges.</p> <p>If error persists, exchange indicated cartridge(s)</p>

If these troubleshooting attempts do not resolve the issue, please send the photos and a description of the issue to [isabella.lurie@vadic.virginia.gov](mailto:isabella.lurie@vadic.virginia.gov).

# Troubleshooting Guide: INK

## Print Defects and Fit Issues

Always start by getting photos of the printer serial number, the cartridges with the VCE label, chip, and nozzle clearly visible, and examples of any print defects:



Serial number will be on a sticker inside the printer (as pictured) or on the back.



Pictures of the cartridge from multiple angles.



Examples of print defects when relevant.

## Addressing Common Print Defects and Fit Issues

### Print Defects: Smudging, Steaking, Fading, Incorrect Colors

Have customer run 3 cleaning and alignment cycles per their printer's instructions, waiting 30 minutes between cycles. Send them these instructions from their printer's user manual.

If there is some improvement but the issue is not resolved, run 3 more cycles as before.

If still unresolved, check cartridge age. If they are 9-12 months old, exchange cartridges. If they are newer, their printhead is likely clogged and they will need to replace it or the printer.

### Fit Issues

1. Using pictures of cartridges and serial number, check that they ordered the correct cartridges for their printer.
2. Check that there are no visible defects on the cartridges which would prevent it from inserting properly.
3. Check that they have removed all shipping protections and the nozzle is unobstructed.
4. If all of these things are fine, have the customer or an IT person from their office check for any obstructions in the cartridge slot.

If these troubleshooting attempts do not resolve the issue, please send the photos and a description of the issue to [isabella.lurie@vadic.virginia.gov](mailto:isabella.lurie@vadic.virginia.gov).

# Troubleshooting Guide: TONER

## ERROR MESSAGES

Always start by getting photos of error message and the cartridge with the label and barcode clearly visible:



Full error message and any numerical codes.



Clear view of the cartridge label and barcode/QR code.

### Addressing Common Error Messages

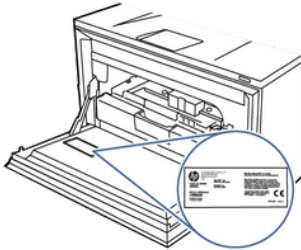
<b>Cartridge is not recognized by printer or "Supply Memory Error"</b>	<p>First, ensure that there are no recent firmware updates to this cartridge model. If there have been updates, exchange the cartridge for the updated model.</p> <p>If not, press check button until message clears. If message will not clear, then try replacing the cartridge.</p>
<b>"Remove Shipping Lock"</b>	<p>Ensure that the orange shipping lock has been removed. If still receiving the error, then try restarting the printer and reinserting the cartridge.</p>

If these troubleshooting attempts do not resolve the issue, please send the photos and a description of the issue to [isabella.lurie@vadoc.virginia.gov](mailto:isabella.lurie@vadoc.virginia.gov).

# Troubleshooting Guide: TONER

## Print Defects and Fit Issues

Always start by getting pictures of the barcode on the cartridge, pictures of the full cartridge from multiple angles, the printer serial number, and examples of the print defects when relevant:



Serial number will be on a sticker inside the printer (as pictured) or on the back.



Pictures of the cartridge from multiple angles, including the barcode.



Examples of print defects when relevant.

### Addressing Common Print Defects and Fit Issues

<b>Cartridge will not fit properly into the printer</b>	Ensure the cartridge model number is correct for the given printer model. Ensure the orange shipping protector has been removed
<b>Prints too light</b>	<ol style="list-style-type: none"><li>1. Confirm printer density setting is correct per printer's user manual.</li><li>2. Check if the cartridge is empty or nearly empty by having the customer remove the cartridge and gently rock the cartridge back and forth on a horizontal axis to redistribute remaining toner.</li></ol>
<b>Prints too dark</b>	Check that printer density setting is correct per printer's user manual.
<b>Fuzzy print/characters not formed</b>	Paper type may not be recommended by printer manufacturer. Confirm in printer owner's manual.
<b>Other print defects (streaks, lines, fading, etc.)</b>	Please collect examples and send them to <a href="mailto:isabella.lurie@vadoc.virginia.gov">isabella.lurie@vadoc.virginia.gov</a>

If these troubleshooting attempts do not resolve the issue, please send the photos and a description of the issue to [isabella.lurie@vadoc.virginia.gov](mailto:isabella.lurie@vadoc.virginia.gov).