


HP 564, 920, 940, CARTRIDGES START-UP MESSAGES and Troubleshooting

MESSAGE	ACTION STEPS
Original HP ink depleted.	Press [OK].
Previously used ink cartridge(s) installed.	Press [OK].
Ink alert.	Replace cartridge(s) or press OK to continue. Press [OK].
Resume button [] light blinking.	Press Resume Button.

HP 940 with printer has no LCD control panel

MESSAGE	ACTION STEPS
The power light is on and Resume light blinks.	Press Resume button to print.
The power light is on and one or more ink cartridge lights are on.	No action required.
The power light is on and ink cartridge light blinks.	Remove cartridge and reinstall if problem continues. Replace the ink cartridge indicated.

Questions and Answers:

Question: How does the end user know the cartridge is really out of ink vs. a message that pops up because the chip has not been changed?

Answer: Since the chip is reused and not reset there is no Ink Level Display. The end user can run a calibration test or clean the print head when the print becomes unacceptable.

Question: Will these read as new cartridges?

Answer: No, they will be read as used cartridges.

Question: Will the Print Head burn out from overriding the Low Ink level?

Answer: No, it doesn't burn out the print head from over riding the low ink level. That would only happen if the cartridge was left empty and the end user continued to keep printing without ink for a long period. The OEM cartridges still allows the user to continue printing when one of the OEM cartridges is out of ink. When that happens the following message alert will come up. (Ink alert message: "Replace cartridge(s) or press OK to continue"). When the user prints out poor quality or missing color they need to replace the empty cartridge in accordance with the below Color Check:

COLOR CHECK FOR HP CARTRIDGES

Refer to www.cartridgesupport.com
and print Color Check Test Page.

Go to section: HP

Click link: [HP Cartridges Color Check Test Page Printout](#)

REPLACE CARTRIDGE IF ANY COLOR
ON PRINT OUT IS MISSING.

Disregard 'Photo' color check if your printer doesn't use a Photo cartridge.

Photo Black Yellow Cyan Magenta

