

# HP Inkjet Printers - Ink Cartridge Errors

**This document is for HP inkjet printers.**

The printer does not print, and one of the following error messages or alert lights displays on the printer control panel or computer screen.

- Cartridge error
- Cartridges in Wrong Slot
- Cartridge Missing
- Cartridge Problem
- Depleted Ink Cartridge
- Incompatible Cartridge
- Ink Cartridge Failure
- Print cartridge(s) missing or not detected

## Step 1: Verify the ink cartridge numbers

Make sure the ink cartridge numbers match your printer and country/region.

Go to [HP Store](#), and then verify the ink cartridge numbers for your printer model and country/region. Replace any incompatible ink cartridges.

If the error persists, continue to the next step.

## Step 2: Reset the printer

Reset the printer to recover from printer failures.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.

note:

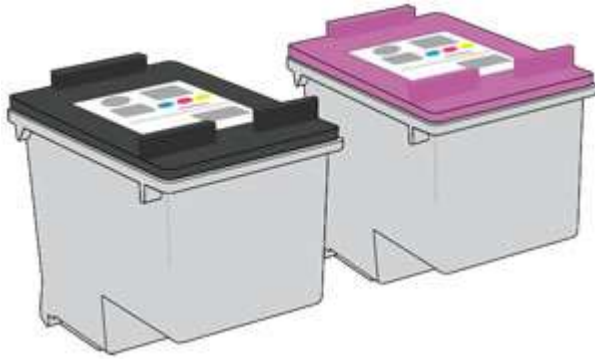
HP recommends plugging the printer directly into a wall outlet.

5. Turn the printer on.

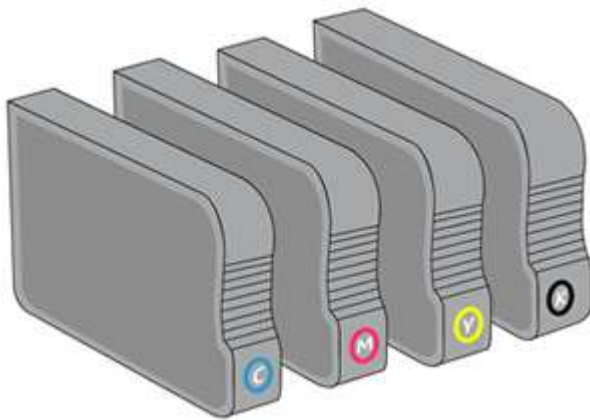
If the error persists, continue to the next step.

## Step 3: Identify your ink cartridges

The steps to troubleshoot vary by the type of ink cartridges your printer uses. Identify your ink cartridge type, and then follow the steps to resolve the issue.



**My ink cartridges are pictured above**



**My ink cartridges are pictured above**

