

## HP 932-933-950-951 Spare Cartridge Swap FAQs

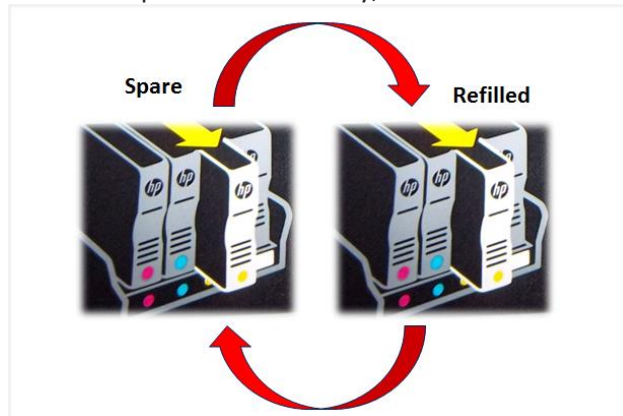
**ALERT!** - You **MUST** have spare cartridges to activate the refilled ink cartridges

HP *rejects* an empty cartridge that is removed from the printer, refilled, and *immediately* put back in the printer. But if a same color *spare cartridge* is put in the printer *before inserting* the refill, then the refill works normally\*.



### 1) How does the swap procedure work?

- Keep a spare cartridge of each color\*.
- As each in-printer cartridge is depleted, remove it to get a refill.
- Put the same color spare into the printer.
- Get the refill; save the refill as the spare.
- Continue this two-set rotation pattern indefinitely, for each color.



\*A spare cartridge can be a setup, new, empty or refilled ink cartridge of the same type/color.

### 2) If I have not kept spares, why should I spend more money “up front” for expensive new cartridges?

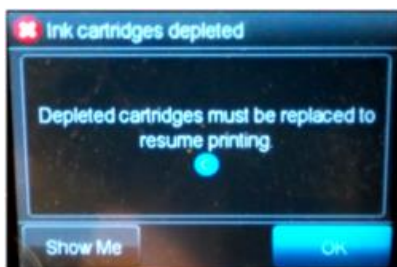
You will buy new cartridges repeatedly if you do not refill. But with refilling you only buy once more to get the second set. Then these rotated cartridge sets can be inexpensively refilled indefinitely, never buying a full price new cartridge again.

### 3) When a refill is a swap spare, how long can it last before it has to be used?

Spare cartridge refills have no expiration date.

### 4) Can I swap only 1 color to make the entire color set to work, or do I need to swap each color?

Each of the four color refills must be activated/re-set via the swap, by a same color. Typically you will receive an “Ink Cartridges Depleted” alert indicating that a cartridge swap is required.



**5) Does the swap for each color need to happen at the same time?**

No, each color cartridge is independent. One color at a time can be swapped as each color runs out.

**6) What types of cartridges can be used as the spare swap?**

A spare cartridge can be previously refilled, a new original never refilled, a Set-Up, or an empty; each has a different identity versus the in-printer cartridge. (Re-setting via empties is not recommended - possible printing issues may occur.)

**7) During the swap, can the spare size (standard vs. XL) be different?**

Yes, spare swap sets for the same color can be a combination of standard and XL.

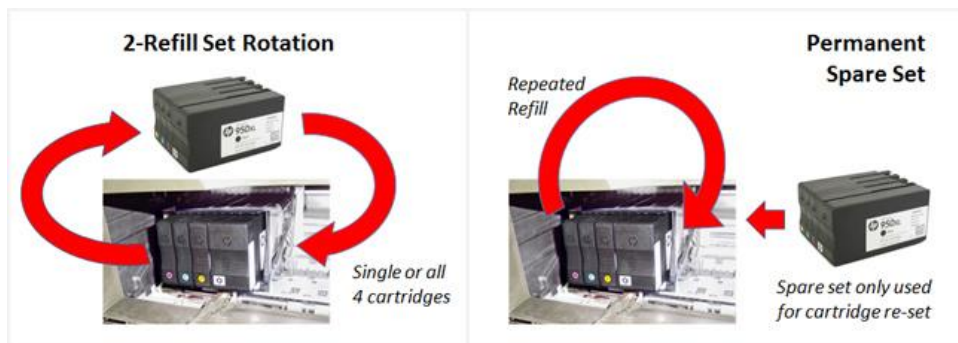
**8) Does the printer eventually stop allowing swapped cartridges to work?**

No, extensive testing by refillers and users has shown that this swapping re-set procedure works indefinitely, regardless of the type of printing usage: low vs. high volume, inactivity vs. continuous printing, etc. However, if prompted with the following question (*“Was this cartridge sold to you as a new genuine HP-branded cartridge that has not been previously used?”*), you must select **‘No’** or the refilled ink cartridges may not initially work.



**9) How long does the swap cartridge need to be in the printer to make the subsequent refill work?**

Only long enough to register it's identity in the printer (~10-30 seconds). There are two main swap usage options: **A) 2-Refill Set rotation**, as described above in Question 1, and **B) Permanent Spare Set** - the second set can be temporarily used to re-set the printer, then removed, then the refill set can be inserted and used until empty.

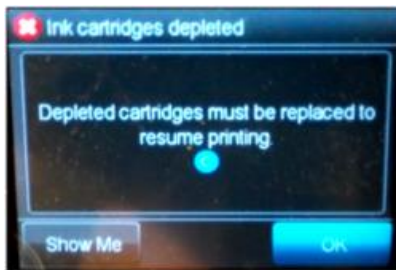


### 10) Why is a refill locked out without a spare swap to activate the refill?

The HP printer recognizes each cartridge as a unique identity. If an empty cartridge is refilled without reprogramming and immediately re-inserted back into that printer, then the printer logic assumes it is the same empty cartridge and it rejects the refill. An inserted spare cartridge has a different identity, so it works. When the spare is removed and the refill is re-inserted, the refill is recognized as a different identity compared to the spare (the printer does not retain memory of the “empty” refill cartridge previous identity), so the refill works.

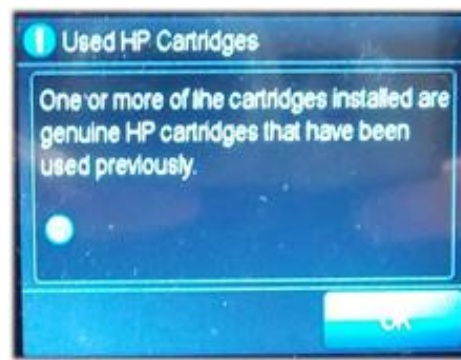
## Refilled Cartridge Activation & Usage

**NOTE:** Typically, you will be initially be prompted by an “Ink Cartridges Depleted” alert, with Red X, indicating that a cartridge swap is required. Install Spare cartridge for 30 seconds to reset printer. Remove spare and install your refilled ink cartridge. Common messages - see 1-8 below.

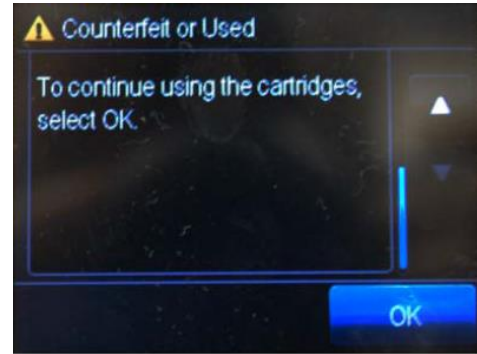
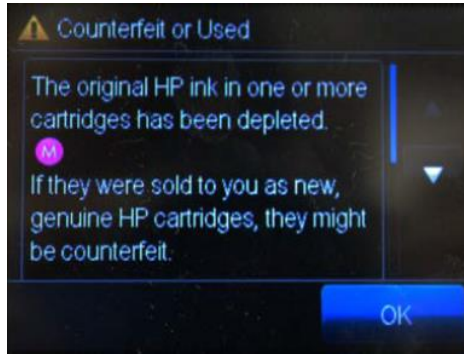


1) After the refilled cartridge(s) is installed, select 'OK' for cartridge alert messages such as “Empty Ink Cartridge?”, “Counterfeit”, or “Used” to ignore. These are standard nuisance messages when using refilled ink cartridges.

The following alert may be displayed immediately following refilled ink cartridge installation into the printer. Select 'OK' to bypass.



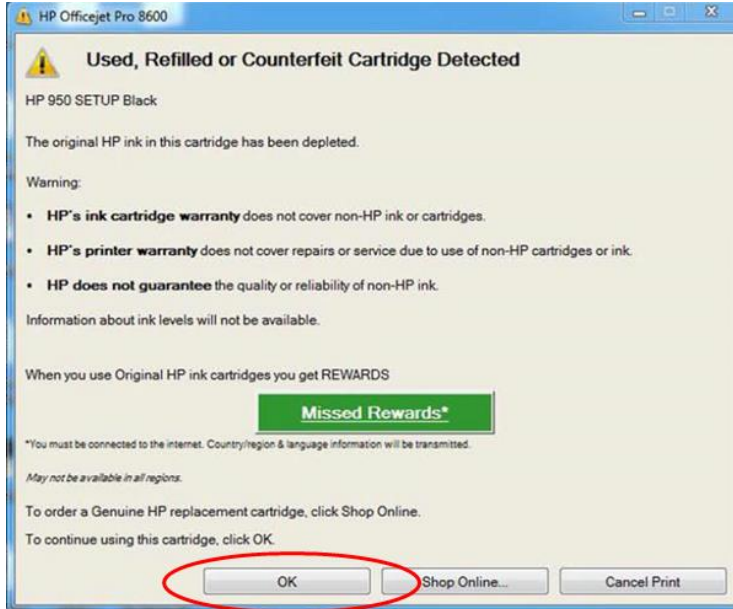
The following alerts may be subsequently displayed on the printer's control panel display when using refilled cartridges. Select 'OK' to bypass.



2) **VERY IMPORTANT!** During your first print job, the following Window's pop-up message (at computer) will be displayed - press 'No' when prompted with the following question: "Was this cartridge sold to you as a new genuine HP-branded cartridge that has not been previously used?" You must select 'No' to allow refilled cartridge to initially function.

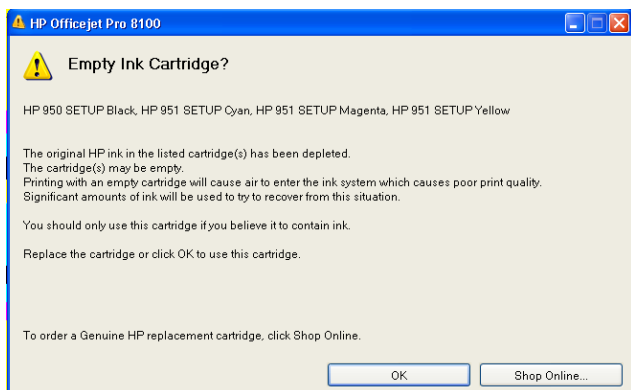


3) Select 'OK' for cartridge messages such as "Used", "Refilled", or "Counterfeit" to ignore – these are merely nuisance/annoyance messages. If "Counterfeit Cartridge Advisory" alert message is also observed, select 'Continue' to bypass.



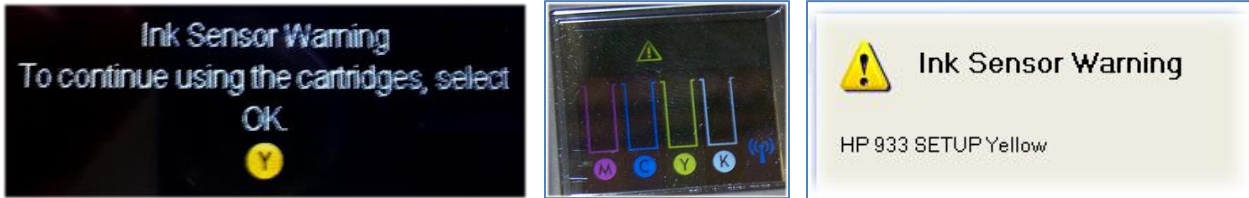
4) An initial "Empty Ink Cartridge" and/or "Previously Used Genuine HP Cartridges Installed" alerts may also be displayed – both alerts may be bypassed by selecting 'Ok'.

**NOTE:** if the ink cartridge is truly empty, an "Ink Cartridges Depleted" or "Ink Cartridge Empty" alert may be displayed and cannot be bypassed – a full ink cartridge will need to be installed.



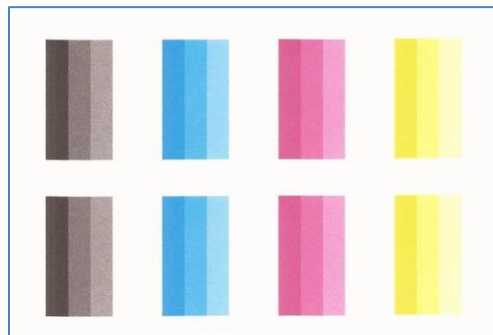
**5) When using refilled ink cartridges the printer cannot track the ink level during normal printing [except when the ink cartridge(s) begins to approach the ink empty state].**

Ignore ink low/depleted alert messages (i.e. “Refilled or Depleted Cartridge Detected”), visual indicators or ink sensor warnings, by pressing ‘OK’.

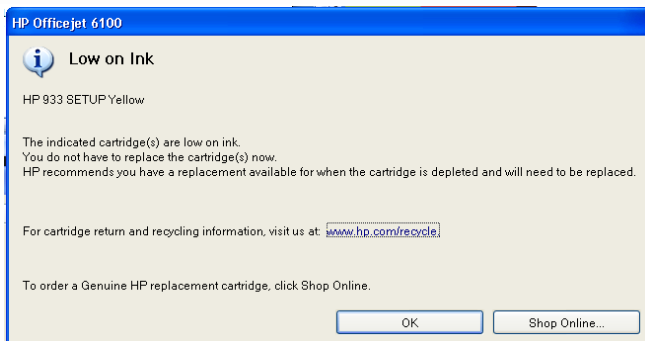


**6) As long as each color is printing then your refilled ink cartridge(s) are fine and may continue to be used.**

HP OJ PRO 8600 Print Quality Diagnostics page (partial) is pictured below. Stop printing as soon as you notice one of the colors is missing and return the cartridge for refilling.



**7) Printer ink level sensors will detect when actual cartridge ink levels are low and will eventually stop the printer from printing when ink levels are too low.**



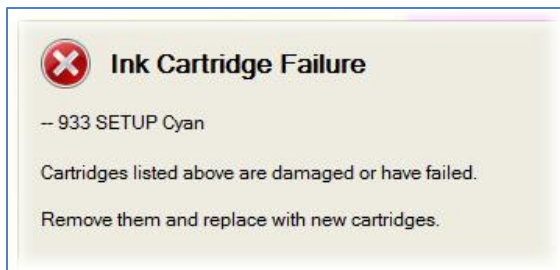
8) Printer ink level sensors will detect when actual cartridge ink level is out and will display “Ink Cartridges Depleted” or “Ink Cartridge Empty” (Red X will be displayed indicating which cartridge is out of ink) and will stop the printer from printing – no bypass is available. A refilled ink cartridge will need to be installed into the printer to overcome this alert condition.



## ADDITIONAL NOTES

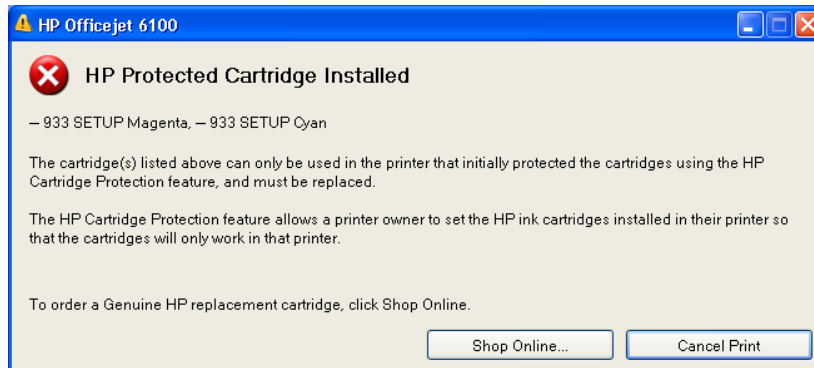
**NOTE 1:** If you observe an “Ink Cartridge Failure” alert message, the ink cartridge likely has a connectivity problem (Red X will be displayed).

It is suggested you remove the respective ink cartridge from the printer and thoroughly clean the cartridge’s smart chip electrical surface using an isopropyl dampened lint-free towel. Ensure no ink residue is present on surface of the chip.



**NOTE 2: If you enable 'HP Cartridge Protection' this will lock your cartridges to your printer.**

...meaning the cartridges cannot be used in any other printer (i.e. another similar printer model within your home/office or an identical replacement printer). It is therefore suggested you keep this feature **disabled**.



**NOTE 3: Disabling certain ink level monitoring/usage alerts.**

The ink level monitor may be turned off within the printer driver. This may be achieved as follows:

1. **HP OfficeJet Pro 8100**
  1. On the printer control panel, press and hold the (Wireless) and (Resume) buttons.
  2. The ink supply icons will blink four times.
  3. Press and hold the (Wireless) and (Resume) buttons again to turn usage information collection back on.
2. **HP OfficeJet Pro 8600**
  1. On the printer control panel, touch (right arrow), and then touch (Setup).
  2. Select (Preferences), and then select (Cartridge Chip Information).
  3. Touch (OK) to turn off usage information collection.

*This information is on page 93 of the HP OJPRO 8600 printer manual.*