

New Toner Cartridge Not Recognised

A printer not recognising a new ink or toner cartridge is one of the most common issues that printer owners experience when changing or replacing an empty one, irrespective of what brand of printer you have. This can mostly affect your printer when you are replacing compatible, remanufactured, generic or refilled ink cartridges but can also occur when replacing original cartridges.

What happens?

Generally, a computer error message will be displayed on your computer screen when the printer cartridge is not recognized but you may also see one or more of the following on your computer screen or on the printer screen:

'toner is not compatible.'

'printer cartridge not detected', or 'printer cannot detect ink'.

A low or empty level of ink/toner is displayed

A message on your printer warning 'no cartridge installed' (or words to that effect).

Flashing warning lights may also be displayed on your printer.

The most common reasons why your printer isn't recognising a cartridge is because the internal memory needs to be reset.

The printer should recognise when a new cartridge has been installed and reset the internal memory automatically, ensuring that full ink/toner levels are displayed. However, sometimes the printer just doesn't do that correctly and 'thinks' that the old cartridge is still installed or that there is no cartridge installed at all.

How to reset the printer memory:

1.
 - i. Remove the cartridge that you have just installed (ie the one that is not being recognized) and replace it with the old cartridge. Leave the printer alone for at least for 10 minutes.
 - ii. Replace the old cartridge with the new one again. These two steps alone often resolve the issue, so see if your printer now recognises your new cartridges. If not ...
2.
 - i. Remove the new cartridge placing it in a clean and safe place where the cartridge or the surface won't be damaged.
 - ii. Turn the printer off using its power button,
 - iii. Unplug your printer at the wall. It's important to do both steps 4 and 5 separately, as some printers can remain in sleep mode if you've only switched off the power button on the printer control panel. Leave your printer like this for about 10 minutes or so.
 - iv. Plug your printer back in at the wall (but don't press the power button just yet)
 - v. Insert your new cartridge
 - vi. Press the power button on your printer

You should be able to now print with your new compatible ink or toner cartridge!