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Hp photosmart print cartridge missing or not detected

I have both the black and color cartridges installed on this printer. My Photosmart d110 swas saying the cartridges were out of alignment. It provided an animation on how to re-align them. This animation showed you moving the cartridges all the way to the left, then all the way to the right. I did this, as it showed. HOwever, there was resistance from the printer. It definitely felt I was moving the cartridges not as they were intended to be moved. Never to less, I moved them just as the animation showed. Now my printer says "Catridge missing or not detected." I'm thinking maybe by forcefully moving them, I messed something up even worse. Is there a fix to this? Getting frustrated with this printer... My Photosmart d110 swas saying the cartridges were out of alignment. It provided an animation on how to re-align them. This animation showed you moving the cartridges all the way to the left, then all the way to the right. I did this, as it showed. HOwever, there was resistance from the printer. It definitely felt I was moving the cartridges not as they were intended to be moved. Never to less, I moved them just as the animation showed. Slight misunderstanding on the alignment procedure Stealthz, you don´t align the cartridges, the printer does, see guide here I did what is on the instructions on the HP website. I placed the cartridges in place, made sure they were in and contacts points were clear. However, the printer said the cartridges were out of alignment and showed an animation of opening the door, a hand moving the cartridges to the left, then to the right. The animation clearly showed a hand moving the cartridges, so I followed what I saw in the animation. Now it says "cartridge missing or not detected" when the cartridges are definitely in there. I did what is on the instructions on the HP website. I placed the cartridges in place, made sure they were in and contacts points were clear. However, the printer said the cartridges were out of alignment and showed an animation of opening the door, a hand moving the cartridges to the left, then to the right. The animation clearly showed a hand moving the cartridges, so I followed what I saw in the animation. Now it says "cartridge missing or not detected" when the cartridges are definitely in there. I'd take a close look. Maybe the carriages are out of alignment? Sent from my Pixel XL using Tapatalk When you say out of alignment, do you mean not snapped in all the way? I've checked thoroughly to make sure they are clipped in securely. If anything, the cartridges are slid to the side, when they were more centered before. I feel like when I followed the animation, I forced them to be where they aren't intended to be. and heard some cranking when I slid it over. However, I'm not sure how to re-align everything. Advice? I would look at the sockets (I said carriages) where the ink cartridges are inserted. Compare what you see to what is shown in the you tube videos. Does the carriage assembly move left and right smoothly? Does the mechanism on your printer match the house tube? Finally are the contact strips in the same orientation? And are they obstructed by a piece of tape or anything? You might try cleaning them carefully with rubbing alcohol on a Q tip. Sent from my Pixel XL using Tapatalk Recommend using something other than a Q-Tip. Something with no lint, like a microfiber cloth. Recommend using something other than a Q-Tip. Something with no lint, like a microfiber cloth. True enough but the you tube view suggests poking something too large in that space would be a non-starter. Sent from my Pixel XL using Tapatalk I lost site of this thread, as I've been using my work printer. However, y printer is still having this problem. I've removed the cartridges, cleaned the slots. I honestly think when I slid the cartridges over, it wasn't meant to move that way. Even though the animation on the printer clearly showed a hand moving the cartridges to the side, when I did it, there was resistance, and I heard a "crank." Now I'm wondering if the slider that the catridges move left to right on is messed up. Any ideas? Bear with me here ... A long, little toothed rubber-band-type belt is wrapped around two nylon/plastic toothed pulleys, one on either end inside the printer. The ink cartridge carrier is fastened to this toothed belt. A little motor spins one of the toothed pulleys clockwise and counterclockwise to move the cartridge carrier left and right as it prints. The "crank" you heard was probably the little toothed belt being forced to jump teeth on the pulleys. Whether or not this "crank" did any serious damage is bit hard to determine from where I sit. The printer may have been designed to simply re-calibrate itself when it's turned back on. Maybe something like pulling the cartridge carrier to one end and then the other where it touches a cat-whisker type switch on either end ... and it now knows exactly where it is on the path. The only damage that might have occurred could be a bit of wear on some of the teeth on the belt. Don't really know ... Just an idea ... Hi sylvia1852,Follow the steps below to clean the contacts on the cartridges.Clean the Cartridges and CarriageClean the cartridges If the contacts on a cartridge are dirty or do not seat correctly, the alignment might fail. Follow these steps in the order presented to clean and reinstall the cartridges.Gather the following materials:Soft, lint-free materials, such as foam-tipped swabs, that do not stick to the contactsClean, lint-free paper to rest the cartridges on (coffee filters work well)Distilled waterCAUTION:Do not use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.5. Inspect the cartridge contacts for ink and debris buildup.6. Dip a clean foam rubber swab or lint-free cloth into the distilled water.7. Squeeze any excess water from the swab or lint-free cloth.8. Hold the print cartridge by its sides.9. Clean only the copper-colored contacts.CAUTION:Do not try to clean the nozzles.Figure 8: Clean the contacts1 - Copper-colored contacts2 - Nozzles (do not clean)Step five: Reinstall the cartridgesSlide each cartridge forward into its empty slot.Push the upper part of the cartridge forward until the cartridge clicks into the socket.Figure 9: Push the cartridge into its slotNOTE:If the contacts on the cartridge do not touch the contacts on the carriage, make sure that the cartridges seat fully in their slots.3. Close the cartridge door. I am an HP employee.Say Thanks by clicking the Kudos Star in the post that helped you.Please mark the post that solves your problem as "Accepted Solution" Page 2 Hello, Thank you for posting in this thread. Unfortunately based on when the last response was made, I have closed this thread to help keep comments current and up to date. We recommend starting a new thread for your issue by clicking here. To be more helpful with your post, you can add key information if you desire: 1. Product Name and Number (please do not post Serial Number) • Example: HP Pavilion DV2-1209AX or HP Deskjet 3000 Printer CH393A 2. Operating System installed (if applicable) • Example: Windows XP, Windows Vista 32-bit, Windows 7 64-bit 3. Error message (if any) • Example: ""Low disk space"" error in Windows 4. Any changes made to your system before the issue occurred • Examples: Upgrading your Operating System or installing a new software; or installing new hardware like a printer, modem, or router. If you have any other questions about posting in the community, please feel free to send me a private message! Thank you I work on behalf of HP If you are a lucky owner of an HP printer, you might have faced some situations when it simply refused to work properly. In this article, we will share some common strategies to make your printing experience easier and override HP ink cartridge errors.Non-Original Ink errorAfter installing the cartridge, a "Non-Original Ink" error message may appear. Yet, you can easily get rid of this message, just press "Proceed", "Continue", or "OK", and then resume the printing process. In case you still get the message, remove the ink cartridges from the printer. Use cotton swabs dipped in warm water or isopropyl alcohol to clean the contacts on the cartridges and carriage. Allow them to dry for several minutes, and place them back into the device.And voila! Get back to printing those family pics and enjoy the vibrant colors!Depleted Ink Cartridge. Incompatible Cartridge. Ink Cartridge FailureThese errors may appear due to a communication breakdown between the printer and the chip on the cartridge. Still, there is a simple fix.If you get such an HP printer cartridge problem, first, reset the printer to recover from any errors or failures. Then, with the printer turned on, disconnect the power cord from the printer. Unplug the power cord from the power source and wait 60 seconds. As your printer had some "rest", reconnect the power cord to a wall outlet and the device. Finally, turn on the printer to complete the reset. If it didn't help, remove and reinstall the indicated cartridge 2-3 times until it firmly seats in the slot. Then turn off the printer and remove all cartridges. Take a lint-free cloth and dump it in distilled water. Gently wipe the contacts on the cartridge and carriage to remove any dirt or residue.Wait 10 minutes for the contacts to dry, and then replace the cartridge and make sure it clicks securely into the designated slot. Turn on the printer and keep on working.Ink out. Empty Ink. Low InkOne of the errors you can notice during your printing routine is "Low Ink". It may seem a bit strange if you've recently changed the cartridge for the fresh one, so let's find a way to change the situation. To fix an HP printer cartridge problem, remove and reinstall the indicated cartridge until it firmly sits into the slot. If all the cartridges are installed properly, press "OK" or "Continue" to clear the message and resume printing.Fix HP incompatible print cartridge error The "Incompatible Cartridge" message may signal you that the cartridge was placed in the wrong slot.In case you get such an error, make sure the cartridge model numbers match your printer model and your country/region. After that, check if they are installed correctly in the corresponding slots.HP defective ink cartridge The errors "Cartridge problem. Remove and reinstall" or "Depleted Ink Cartridge" may happen because of the dirt accumulated during the exploitation period. To override HP ink cartridge error, remove and reinstall the indicated cartridge 2-3 times until it firmly seats in the slot. Then turn off the printer and remove all cartridges. Gently, with a dry lint-free cloth, wipe the contacts on the cartridge and carriage to remove any dirt or residue. Replace the cartridge and make sure it clicks securely into the designated slot. The printer is ready to work!If this didn't help, the error might be caused by the recent update. Please feel free to contact our Customer Care Team so that they guide you through the whole process and help you get back to regular printing.Missing or damaged cartridges errorOther popular HP printer errors are "Cartridge Problem. One or more cartridges may be missing or damaged" and "Ink Cartridge Failure. Print cartridge(s) missing or not detected".When you see this HP ink cartridge failure message, turn off the printer and inspect the internal side of the carriage for visible damage to the contact pins. If one (or more) of the contact pins is slightly bent, repair it with the tool until the pin is easily connected to the cartridge chip. Wipe the contacts with a damp lint-free cloth and get back to work.Finally, if your printer is reporting errors across the whole set, visit the official HP website and choose Support > Software and Drivers > Printers. Then select your printer model. When the download page appears, choose "Firmware" and download the latest one. When the installation is completed, the cartridges should be recognized by the printer.NOTE: If you have 902/903 or 952/953 cartridges, you should contact our Customer Care Team to clarify the issue since firmware update will not fully resolve the situation.At the end, we want to remind you that every single day thousands of users all over the world face ink cartridges problems. In any case, you should stay positive, as there is no error our experienced Customer Care Team can't fix. Feel free to contact us anytime – we work 24/7 for you! ??? Please ensure that cartridges are not mixed with genuine cartridges.Compatible inks should not be mixed with genuine cartridges. This is because original cartridges and compatible cartridges may contain different formulations of ink, each designed to be used together like for like. Therefore mixing them may produce variations in colour and quality.Please could you try the following:-Step 1Press the power button to turn on the printerLift the cartridge access door until it snaps into place, the carriage moves to the centre of the product.Make sure that the cartridges sit in the correct slots. Match the shape & colour of the icon on the cartridge with the slot that has the same shape and colour icon.Run a finger along the top of the cartridges.Press down on any cartridge sticking up, they should snap down into place.If cartridge doesn't snap into place , you might need to readjust the cartridge tab. Follow these steps to readjust the cartridge tab.   Remove cartridge, & gently bend the tab away from the cartridge, being careful not to bend the tab more that 1.27cm & reinstall until it snap into place.Close the cartridge access door.Check the product control panel display. If the error message has disappeared, you do not need to trouble shoot further.If the error message has not disappeared, press down the power button, to turn off the power, wait 30 seconds, then turn the printer on again. If the error message displays again, continue with the next step.Step 2Make sure that the latch securing the printhead to the carriage is securely closed. Leaving the latch handle raised can result in incorrectly seated cartridges & printing issues. The latch must remain down in order to correctly install the cartridges.Step 3CAUTION: The cleaning procedure should only take a few minutes. Reinstall the cartridges on the product as soon as possible. Do not leave the cartridges outside the product longer than 30 minutes. Doing so can result in damage to both the product and the cartridges.You will need several clean lint free cloths or papers & distilled or bottle water. 9Do not use tap water, because it can contain contaminants that can damage the printhead.Lift the cartridge access door until it snaps into place.Press the Power button to turn off the product.Press the tab on the front of the cartridge indicated in the error message to release it and remove it from the slot.Hold the cartridge by its sides with the bottom pointing up, locate the electrical contact on the cartridge. These are four small rectangles of copper or gold coloured metal at the bottom of the cartridge.Carefully wipe the electrical contacts with a lint free cloth.CAUTION: be careful not to move any ink or other debris onto the clear plastic ink window next to the contacts.On the inside of the product, locate the electrical contact on the printhead. The electrical contact look like a set of four copper or gold coloured pins positioned to coincide with the electrical contacts on the cartridge.Use a dry swab or lint free cloth to wipe the contact.Reinstall cartridge until it snaps into place and seats firmly in the slot.Close the cartridge access door.Press the Power button to turn on the productCheck the product control panel.Most printers have a print head cleaning program, accessible either on the printer itself or in the attached computer, depending on make and model. This, with the ink cartridge installed, can be ran three or four times (for best results) to clean the heads and to push ink through, clearing any blockages.

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