

READ ME FIRST

For use with compatible W2020A/X, W2110A/X and W2310A Color Series with New Chip

HP Laser printer have a "cartridge policy" and "Cartridge Protection" build into their software that blocks aftermarket toner cartridge. If both function are not turned off, you will get a "cartridge unrecognized", "supply memory error" or "cartridge protected" message when using aftermarket toner cartridge. Please turn off both function on your printer before installing a new replacement toner cartridge.

How to disable cartridge policy

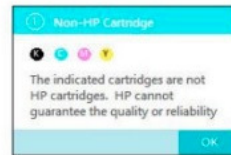
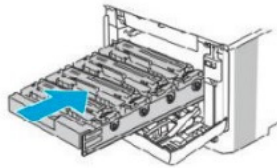
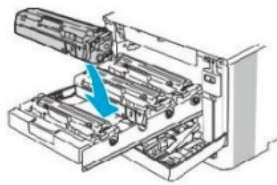
- Step 1: Go to main page and select "Setup"
- Step 2: On Setup Menu, select "System Setup"
- Step 3: On System Setup, select "Supply Settings"
- Step 4: On Supply Settings, select "Cartridge Policy"
- Step 5: On Cartridge Policy, select "Off" to disable
- Step 6: Restart the printer to complete the changes

How to disable cartridge protection

- Step 1: Go to main page and select "Setup"
- Step 2: On Setup Menu, select "System Setup"
- Step 3: On System Setup, select "Supply Settings"
- Step 4: On Supply Settings, select "Cartridge Protection"
- Step 5: On Cartridge Protection, select "No" to disable
- Step 6: Restart the printer to complete the changes

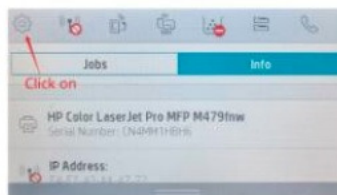
Cartridge Installation

- Step 1: Make sure the power in on when replacing a new toner cartridge
- Step 2: Install the new replacement cartridge into the printer and wait for 1-2 minutes
- Step 3: The LCD display should prompts "The indicated cartridge are None-HP Cartridge" message, press OK to continue

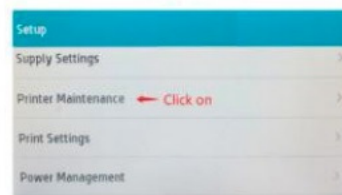


NOTE

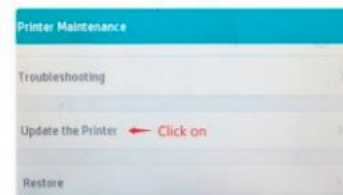
Often time, the OEM HP will release a new firmware update to block out the aftermarket chip solution. This is to prevent the user from enjoying the continuous saving of the aftermarket toner cartridge. To avoid such problems from happening in the future, it is highly recommended to disable the printer's automatic firmware update feature on your printer.



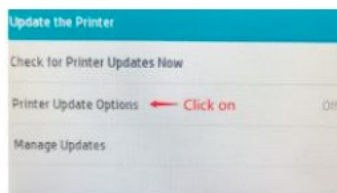
1 Click on the "Setup" icon



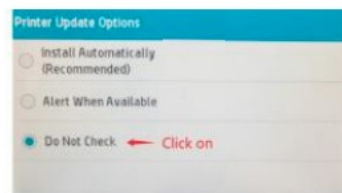
2 Click on the "Printer Maintenance"



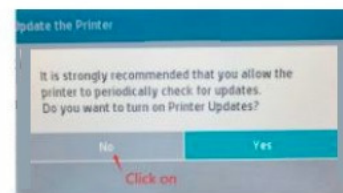
3 Click on the "Update the Printer"



4 Click on the "Printer Update Options"



5 Click on the "Do Not Check"



6 Select "No" disable auto firmware update feature on your printer