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Hp officejet 4500 print cartridge incorrectly installed

I recently put a new color ink cartridge in my HP 932C and a message pops up everytime I go to print that says ink cartridge incorrectly installed. I've taken it out and put it back in several times but it the message keeps coming back up? Any ideas? Take the cartridge out again and check to see if there's some tape that has to be removed. There is no tape on the cartridge and it prints fine! Hi kevpizza and welcome to TSG.... If I'm following you correctly...you say that the printer is printing fine...so I'm assuming that when you hit the print selection, you are getting flashing messages across your screen about the cartridge not being inserted correctly...otherwise, all is well? That's correct, everything is printing ok but this little window pops up everytime I print and it won't go shut until I click on the close button. I'm having a similar problem with my HP Office Jet 600...a message keeps popping up saying that it is out of paper even though, it has plenty of paper....They just don't make printers like they used to....I would say if it may be under warranty, get hold of HP.... You might try blowing some canned air around inside and making sure you have the most current drivers, maybe changing the cable.....other than that....I don't have any more thoughts..... Thanks Kento! I went to the hp support and they said to take the cartridge out and "UNPLUG THE POWER", clean the contacts on the printer and the cartridge and reinstall the cartridge and then plug the power back in. The pop up window doesn't come up anymore they said this problem has been corrected in newer models that it will reset itself after you correct the problem but the only way to reset it, is following the above directions. Thanks Again!! Kevin Hey Thanks Kento.... Even though I couldn't find my exact problem addressed...a little birdie said to me (ok, maybe it was a kittie) ...maybe if you check for updated drivers....duh...what an absolutely ingenious idea.... So after downloading the new drivers and installing them, the paper out error disappeared.... Jeesh, I tell people all day "update the drivers....." and lol, mine needed updated.... 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! ??? Hey there! @Wooders, Thanks for stopping by the HP Support Forums! I understand you are getting cartridges installed incorrectly error on your printer. Don't worry I'll try to help you out. Did you make any changes to your printer? Have you tried checking with a different ink cartridge? As you mentioned you are getting cartridges installed incorrectly error on your printer. Try the steps recommended below. The printer might display an error if the ink cartridges are not correctly installed. Remove the ink cartridges, check them for any plastic tape, reinstall the ink cartridges, and then try to print again. note: HP cannot guarantee the quality of remanufactured or refilled ink cartridges. Use genuine HP ink cartridges for good print quality. If the printer is off, press the Power button to turn on the printer. Open the exterior door Figure : Open the exterior door Open the ink cartridge access door. The carriage moves to the center of the printer. Wait until the carriage is idle and silent before continuing. Figure : Open the ink cartridge access door Press down on the ink cartridge to release it, and then pull the ink cartridge out to remove it from its slot. Figure : Remove the ink cartridge caution: Do not touch the copper-colored contacts or the ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections. Remove any protective tape that still might be on the nozzles. caution: Do not try to remove the copper electrical strip. Figure : Remove the plastic tape Hold the ink cartridge by its sides with the nozzles toward the printer, and then insert the ink cartridge into its slot. Make sure that the ink cartridge is inserted in the correct slot. The tri-color ink cartridge () goes in the slot on the left. The black ink cartridge () goes in the slot on the right. Figure : Reinsert the ink cartridge Push the ink cartridge forward into its slot until it snaps into place. Repeat these steps to replace the other ink cartridge, if necessary. Close the ink cartridge access door. Figure : Close the ink cartridge access door Close the exterior door. Figure : Close the exterior door Refer this article to further troubleshoot ink cartridge errors with your printer. If the solution provided worked for you, please mark accepted solution for this post. Hope to hear from you soon! I hope you have a great day! Please click "Accept as Solution" if you feel my post solved your issue, it will help others find the solution. Click the "Kudos, Thumbs Up" on the bottom right to say "Thanks" for helping! A4Apollo I am an HP Employee

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