HP Ink Cartridges - 'Use SETUP Cartridges' Error

This document is for HP printers that use HP 178, 364, 564, 655, 670, 685, 862, 902, 903, 904, 905, 934, or 935 SETUP ink cartridges.
The message 'Use SETUP Cartridges' displays on the printer control panel or computer, and the printer does not print.
The SETUP ink cartridges that came with the printer must be used to set up the printer for the first time. SETUP ink cartridges are specially designed to set up and calibrate ink levels on a new HP printer or a replacement printhead kit. SETUP ink cartridges cannot be purchased from retailers. If the printer came without SETUP ink cartridges, return it to the retailer. You **cannot** reuse SETUP ink cartridges to set up a new printer or a replacement printhead.

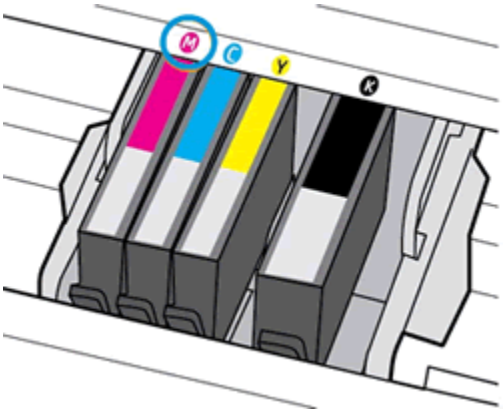
note:

The graphics in this document are examples. Your ink cartridges might not look exactly like the graphics shown. This document shows a carriage that uses four ink cartridges, but the steps are the same for printers with five ink cartridges.

Step 1: Make sure the ink cartridges are correctly installed
The printer might display an error if the ink cartridges are not correctly installed.

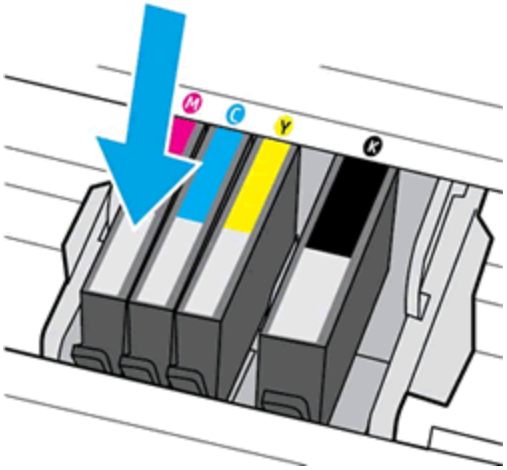
1. Turn on the printer.
2. Open the ink cartridge access door.
3. Wait until the carriage is idle and silent before you continue.
4. Make sure the ink cartridges are marked ‘SETUP'.
5. Make sure the color-coded icon on each ink cartridge label matches the color-coded icon on the carriage slot. If the icons do not match, remove the ink cartridge and insert it in the correct slot.

   Figure : Checking the color-coded icons on the ink cartridges and carriage slot



6. Move your finger along the top of the ink cartridges to check for any unseated ink cartridges in the carriage. Press down on any ink cartridge that is higher than the others to firmly snap the ink cartridge into its slot.

Figure : Pressing down on the unseated ink cartridge



7. If the ink cartridge does not snap into place, remove the ink cartridge from the carriage.
    1. Gently bend the tab away from the ink cartridge.

        caution:

        Be careful not to bend the tab out more than 1.27 cm (0.5 in). Moving the tab too far might damage the ink cartridge or cause the tab to break off.

        Figure : Gently bending the tab away from the ink cartridge

        1. **Bend the tab away from the ink cartridge**
        2. **Do not bend the tab more than 1.27 cm (0.5 in)**

    2. Reinsert the ink cartridge into the carriage until it snaps into place.
8. Close the ink cartridge access door.

Try to print. If the issue persists, continue to the next step.
Step 2: Clean the ink cartridge and printhead contacts
Remove the ink cartridges to clean the ink cartridge and printhead contacts, and then reinstall the ink cartridges into the printer.

caution:

Clean the ink cartridges one at a time. Do not leave an ink cartridge outside of the printer for more than 30 minutes. Also, never turn off the printer when an ink cartridge is removed from its slot. Leaving ink cartridge slots empty might cause damage to the ink cartridge ink system.

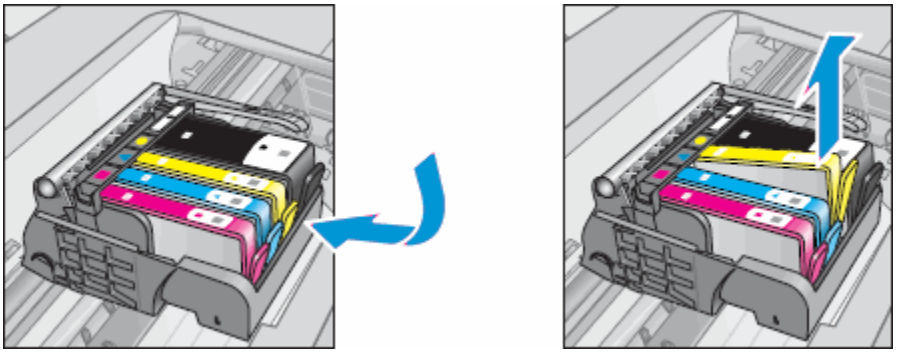
1. Gather the following materials:
    - A clean, lint-free cloth
    - A clean, dry cotton swab
    - Distilled or bottled water

    caution:

    Do not use tap water, platen cleaners, or alcohol because they might contain contaminants that can damage the contacts.

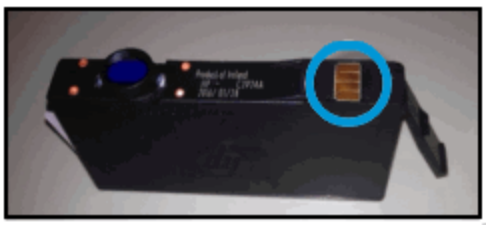
2. Open the ink cartridge access door.
3. Wait until the printer is idle and silent before you proceed.
4. Disconnect the power cord from the rear of the printer.
5. Press the tab inward on the front of the ink cartridge to release it, and then pull up on the ink cartridge to remove it from the slot.

Figure : Removing the ink cartridge



6. Lightly dampen a clean, lint-free cloth with bottled or distilled water, and then clean ink cartridge contact.

Figure : Example of the copper-colored ink cartridge contact



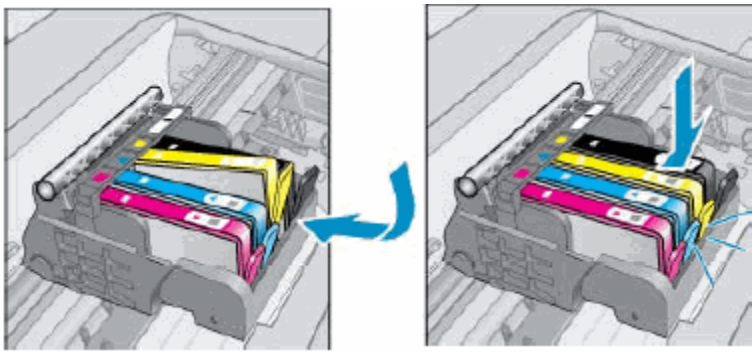
7. Place the ink cartridge to the side with the contacts facing upwards.
8. Moisten a cotton swab, and then wipe the contacts inside the printhead.

Figure : Cleaning the printhead contacts



9. Carefully reinsert the ink cartridge into the correct colored slot, and then press down on the ink cartridge until it clicks into place.

Figure : Insert the ink cartridge



10. Repeat these steps for other ink cartridges.
11. Close the ink cartridge access door.

Try to print. If the issue persists, continue to the next step.

Step 3: Clean the ink cartridge contacts again

Cleaning the ink cartridge contacts a second time can help resolve the issue. Repeat the steps that you performed earlier in this document to clean the ink cartridge contacts.

After cleaning the contacts a second time, try to print. If the issue persists, continue to the next step.

Step 4: Reset the printer

Resetting the printer can resolve an ink cartridge error.

1. Turn the printer on, if it is not already on.
2. Wait until the printer is idle and silent before you continue.

3. **With the printer turned on**, disconnect the power cord from the rear of the printer.
4. Unplug the power cord from the wall outlet.
5. Wait at least 60 seconds.
6. Plug the power cord back into the wall outlet.

note:

HP recommends connecting the printer power cord directly to the wall outlet.

7. Reconnect the power cord to the rear of the printer.
8. Turn on the printer, if it does not automatically turn on.

   The printer might go through a warm-up period. The printer lights might flash, and the carriage might move.

9. Wait until the warm-up period finishes and your printer is idle and silent before you proceed.

Try to print. If the issue persists, continue to the next step.

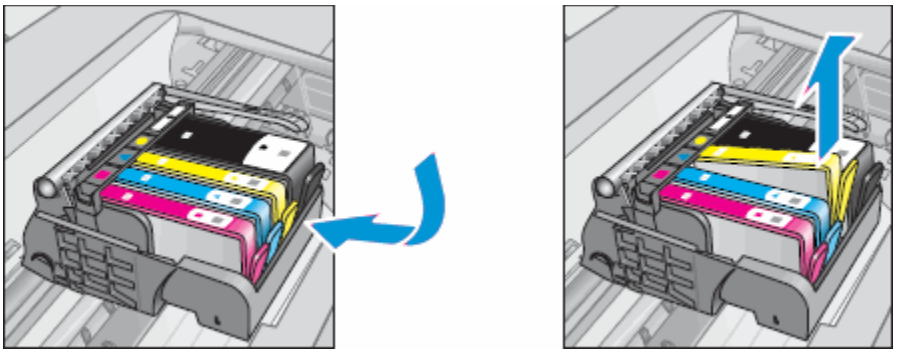
Step 5: Replace the problem ink cartridge

If the previous steps have not helped, replace the ink cartridge indicated on the printer control panel.

If you have a defective cartridge or printhead, it might be under warranty. To check the warranty on your ink or toner supplies, go to hp.com/go/learnaboutsupplies, and then review the limited warranty information for your supplies.

1. Open the ink cartridge access door.
2. Wait until the printer is idle and silent before you proceed.
3. Press the tab inward on the front of the ink cartridge to release it, and then pull up on the ink cartridge to remove it from the slot.

Figure : Removing the ink cartridge



4. Remove a new ink cartridge from its package, and then pull the orange pull-tab straight back.

caution:

Make sure you remove the orange pull-tab and plastic wrap completely before you remove the orange cap in the next step. Otherwise, ink might leak from the ink cartridge. When you remove the plastic wrap, the paper label on the top of the ink cartridge tears slightly, which is necessary to properly vent the ink cartridge.

Figure : Pulling the orange tab on the wrapper straight back



5. Hold the ink cartridge by its sides, and then twist the protective orange cap counter-clockwise to snap it off 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.

Figure : Twisting the orange cap to snap it off the ink cartridge



6. Gently bend the tab away from the ink cartridge.

caution:

Be careful not to bend the tab out more than 1.27 cm (0.5 in). Moving the tab too far might damage the ink cartridge or cause the tab to break off.

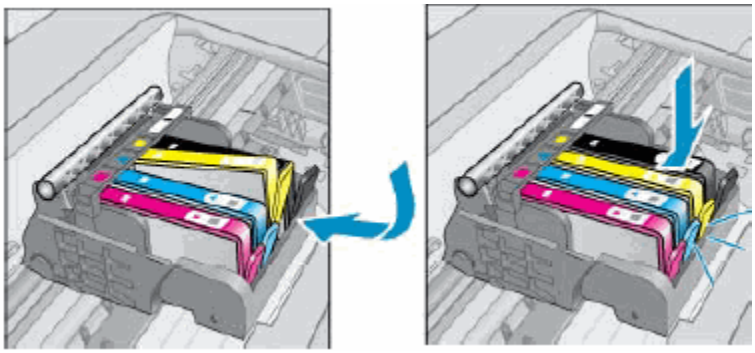
Figure : Gently bending the tab away from the ink cartridge



1. **Bend the tab away from the ink cartridge**
2. **Do not bend the tab more than 1.27 cm (0.5 in)**

7. Carefully reinsert the ink cartridge into the correct colored slot, and then press down on the ink cartridge until it clicks into place.

Figure : Inserting the ink cartridge



8. Repeat these steps to install additional new ink cartridges, if necessary.
9. Close the ink cartridge access door.

Try to print. If the issue persists, continue to the next step.
Step 6: Service the printer
Service or replace your HP product if you completed all preceding steps.
To see if your product is still under warranty, go to the warranty check website http://www.support.hp.com/checkwarranty. Contact HP Support to schedule a repair or replacement. If you are in Asia Pacific, Contact HP Support to find a local service center in your area.
Repair fees might apply for out-of-warranty products.