

HP, Canon, Epson & Brother printers | Medium | 2 min read

Canon PIXMA says ink is not recognised or low after replacing a cartridge

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Canon inkjets can show a message that a cartridge is not recognised, or that ink is low, even after you fit a new one. Often it is a seating or compatibility problem that can be sorted out.

Quick checks

- Check you bought the correct Canon cartridge numbers for your exact PIXMA model.
- Remove the protective tape and cap from the new cartridge.
- Check the cartridge is in the right slot and clicks in firmly, following the colour marks in the printer.

Reseat the cartridge

1. Switch the printer on and open the cover. The holder should move to the middle and stop.
2. Do not force the holder.
3. Remove the cartridge and put it back until it clicks.
4. Close the cover and wait while the printer checks.

If the message remains, switch the printer off, wait a minute and switch it back on.

About low ink warnings

Printers estimate ink use, so a low-ink warning is a guide and you may be able to carry on printing. Some Canon models let you continue after you confirm. Your model may differ; check the display or the maker's manual.

Refilled and compatible cartridges

Compatible and refilled cartridges can cost much less. The trade-offs are that some are not recognised, ink level readings can be wrong, and quality and page counts vary. Using one does not on its own cancel your rights in the UK, but if the maker can show a cartridge caused damage, the repair might not be covered under the manufacturer's warranty. Check your warranty terms and buy from a seller with a clear returns policy. Genuine cartridges tend to be more predictable but cost more.

Avoid tricks

Avoid online advice to cover contacts or bypass chips, as these can damage the printer.

When to get more help

Get help if the holder will not move, if ink leaks, or if the message continues with a genuine cartridge. Ink stains, so wash skin and keep it away from children. Do not open the printer casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.