

Printers, monitors & devices | Medium | 2 min read

My printer says the ink is not recognised or not genuine

Sometimes a printer shows a message saying a cartridge is not recognised, is not genuine, or cannot be used. It looks alarming, but there are a few possible causes.

Why it can happen

- The cartridge is not fitted properly
- The contacts on the cartridge are dirty
- The cartridge is the wrong type for your printer
- It is a compatible or refilled cartridge, and the printer is set to reject those
- The cartridge was used in a different printer, or has been registered to another account

Simple checks first

1. Turn the printer off, then take the cartridge out.
2. Check the model number printed on the cartridge matches your printer's manual.
3. Look at the metal contacts. If they look dusty, wipe gently with a dry, lint-free cloth. Do not use water or cleaners.
4. Put it back until it clicks, then switch the printer on.

Genuine or compatible ink: a fair view

Genuine cartridges from the printer maker are made to work with your printer, and are the safest choice if you want no fuss. They tend to cost more.

Compatible cartridges from other companies are cheaper, and many people use them with no problems. However, some printers are designed to refuse them, and a software update can make a cartridge that worked yesterday stop working today. Quality varies too, and a poor cartridge can leak or give weaker colours.

It is your choice. If you buy compatible ones, buy from a seller with a clear returns policy, so you can get your money back if the printer rejects them.

Be careful with updates

Printer updates may block certain cartridges. If you rely on compatible ones, check your seller's advice before accepting a printer update.

What to avoid

Do not try to bypass messages by taping over contacts or using unknown tricks. They can damage the printer.

When to get more help

If a cartridge from the maker is still rejected, the printer may have a fault. Please tell us the make and model, the exact words on the screen, and where the cartridge came from.

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.