Important Notice to HP Inkjet Customers

What is HP cartridge protection?

HP Cartridge protection or the message, '**ink cartridges locked to another printer '**, is the message that appears on your printer when one of the following things happen:-

1. The ink cartridges that you are trying to use are not original HP ink cartridges and….

2. Your printer has the cartridge protection setting **enabled** (this is by default on all printers)

3. The chip on the cartridges you are trying to use were made from empty original HP ink cartridges that have been used in a previous printer with the cartridge protection setting enabled. This in turn locks those cartridges to the last printer it had been used in rendering them unusable in your printer.

Why does this happen…?

With new printer models that are continuously connected to the internet, software and firmware (permanent software that is built into hardware devices) updates are routinely installed. These updates can change the way your printer operates or as in this case add new features. **In almost most cases it will also block remanufactured cartridges from being used in the printer!!**

How to disable Cartridge Protection (two steps)

To remove, disable or bypass the cartridge protection setting on your HP printer you will need to use either the settings on the printer control panel (for printers not connected to the internet) or you will need the printers i.p address for printers that are connected to the internet.

1. **For non-internet connected printers** – Find the devices and printers section in your control panel, then select your hp printer. Find the cartridge protection tab in the HP toolbox and click the disable cartridge protection option & save.

2. **For internet connected printers** – Go to your printer and in the 'settings menu' find your printers ip address. Note this down and type it into a browser search bar which will take you to your printer configuration page. Click settings and disable cartridge protection

Printer Range	Models
Envy 4500 range	HP Envy 4500, 4502, 4503, 4504, 4507, 4508
Envy 5500 range	HP Envy 5530, 5532, 5534, 5535, 5536, 5540, 5542, 5543, 5544, 5546
Envy 5600 range	HP Envy 5640, 5642, 5646
Envy 7600 range	HP Envy 7640, 7644
HP Deskjet 1000 range	HP Deskjet 1000, 1010, 1050, 1510, 1512, 1514, 1517
HP Deskjet 2000 range	HP Deskjet 2050, 2054, 2510,2540, 2542, 2443, 2544, 2545, 2547
HP Deskjet 3000 range	HP Deskjet 3000, 3050, 3052, 3054, 3057
HP Deskjet F range	HP Deskjet F2410, F2418, F2423, F2430, F2476, F2483, F2488, F2492, F2493, F4583
HP Officejet	HP Officejet 2610, 2620, 4630, 4632, 4634, 4636
HP Officejet Pro	HP Officejet Pro all models
HP Officejet Pro X	HP Officejet Pro X all models