

# HP 920

Dear customer,

Thank you for purchasing a Cartridge World product.

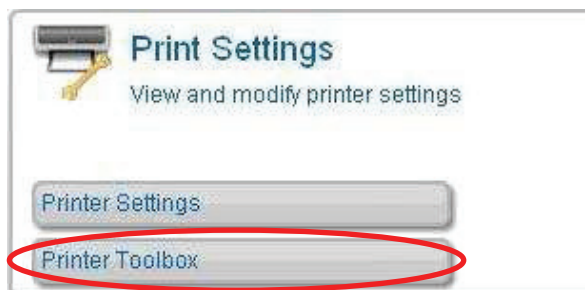
Due to the refilled 920 cartridges being unable to show the ink levels in the status monitor, it is important to ensure you monitor the print quality and ink levels in the cartridges. To establish which of your cartridge(s) may be empty, please follow the procedure below:

## 1 - Go to Start > All Programs > HP > HP® Solution Centre



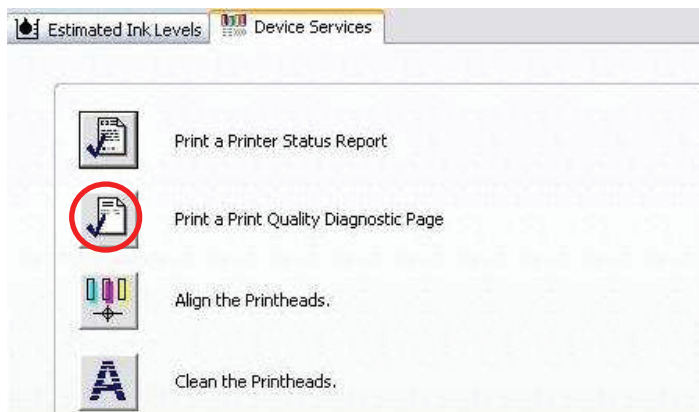
## 2 - Go to Settings

## 3 - Click on Printer Toolbox



## 4 - Click on Print a Print Quality Diagnostic page

## 5 - Click on Print Page



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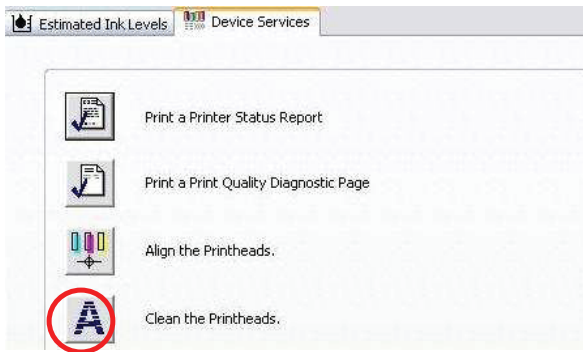
Why pay more to print?

 REFILL - NOT LANDFILL<sup>®</sup>

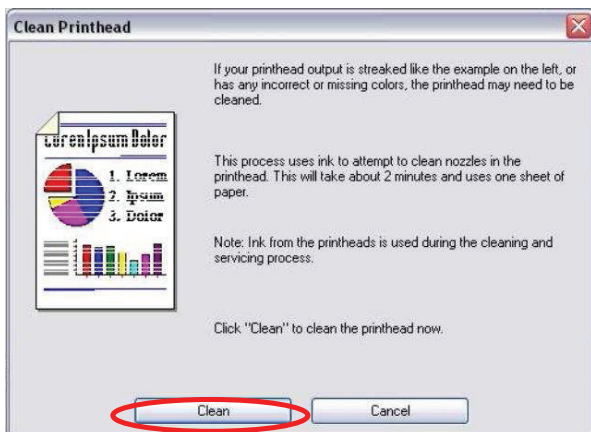
# Cleaning the print head:



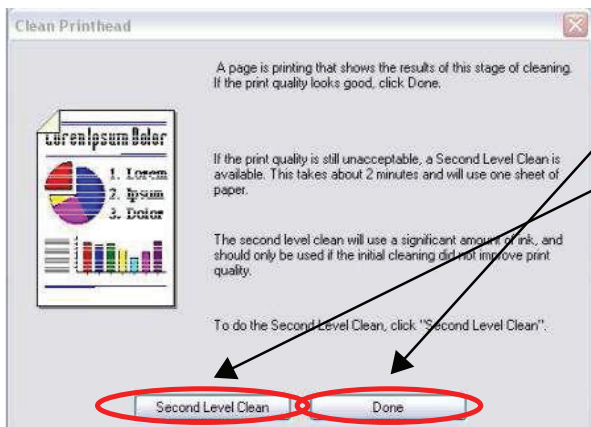
If any of the colours are missing or streaking, then you may need to replace those relevant ink cartridges. Replace those and follow the procedure below:



6 - Click on Clean the Printheads



7 - Click on Clean



A page is printed

8 - If there are no signs of print defects, click Done

9 - If there are signs of print defects, you'll need to do a second clean. Click on Second Level Clean

**Because the ink levels are not shown with refilled cartridges, change your cartridges when the print quality drops. Cartridge World recommends you have another set ready in case in you need to replace one of the cartridges.**



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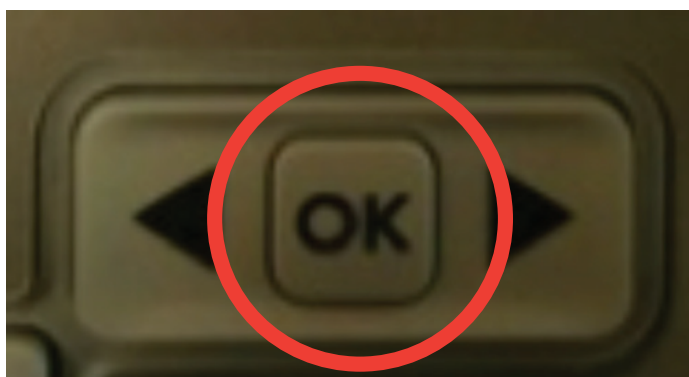
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## HP 920 LCD

Once you've replaced your cartridges with a set of refilled cartridges, the ink level cannot be read by the printer.

The printer will show two messages on its display. After each message, press "OK".



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