



# HP 920XL TIP SHEET

CWS H 2

## SPLASH SCREENS YOU MIGHT SEE WHEN PRINTING

windows 8

After installing an HP920XL inkjet cartridge and you go to print for the first time, you may get an HP solution centre pop up splash screen as shown in fig.2 below. If the screen appears just hit the 'OK' button.

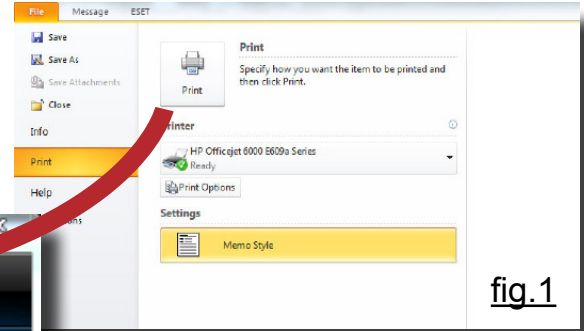


fig.1

The screen was originally designed to pop up if fake / counterfeit HP cartridges were installed. If you ever purchase a cartridge in an HP original box and this message pops up then you have been sold a fake copy. It is estimated that worldwide around 5% of OEM cartridges are fake copies.

fig.2



Once you have used around 50% of the ink in a cartridge you may also get an "Ink Alert" pop up screen ( fig.3 ) to remind you to have a new cartridge ready for when you actually run out of ink. Just hit " OK " to continue printing.

This low ink alert warning seems to come up quite early compared to most low ink warnings on other printers. It may confuse or scare some customers into thinking they need to change cartridges. If you just hit " OK " and continue printing you will get many more pages out of the installed cartridge before needing to change to a new cartridge.

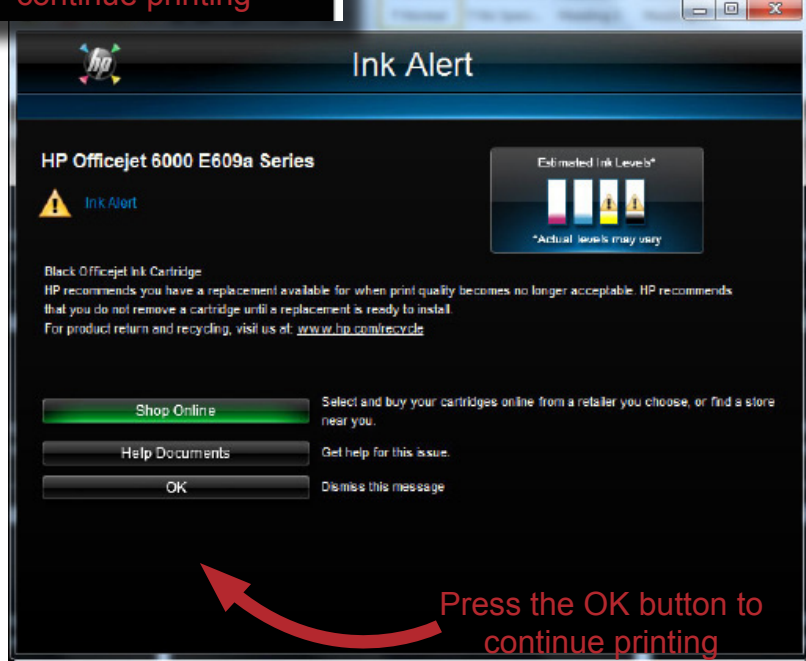


fig.3

If you experience printing problems don't remove any cartridges and potentially waste time on an unnecessary trip to the store. Call the store where you purchased the cartridges from. Remember all Cartridge World cartridges come with a full satisfaction guarantee.