This document is for HP OfficeJet 7720, 7730 Wide Format printers.

After installing a new printhead, the printer does not print, and the following error message displays on the printer control panel:

❌**Printhead Problem**

The printhead appears to be missing, not detected, or incorrectly installed.

Step 1: Use genuine HP cartridges

Incompatible ink cartridges can cause a printhead error message. Make sure genuine ink cartridges are in use.

HP recommends that you use genuine HP ink or toner supplies. HP cannot guarantee the quality or reliability of non-HP or refilled cartridges. If you do not use genuine HP cartridges, the steps in this document might not resolve the issue. To check the authenticity of your cartridges, go to hp.com/go/anticounterfeit.

Visit HP SureSupply to check ink or toner cartridge compatibility or purchase replacement cartridges and other supplies.

1. Go to HP SureSupply.
2. If necessary, select your country/region.

3. Follow the on-screen instructions to order new supplies or check cartridge compatibility with your printer.

You can also purchase genuine HP cartridges and supplies from other retailers.

If these steps resolved the issue, you do not need to continue troubleshooting.

Step 2: Reset the printer

Resetting the printing mechanism might resolve the error.

1. Turn the printer on, if it is not already on.
2. Wait until the printer is idle and silent before you continue.
3. **With the printer turned on**, disconnect the power cord from the rear of the printer.
4. Unplug the power cord from the wall outlet.
5. Wait at least 60 seconds.
6. Plug the power cord back into the wall outlet.

   note:

   HP recommends connecting the printer power cord directly to the wall outlet.

7. Reconnect the power cord to the rear of the printer.
8. Turn on the printer, if it does not automatically turn on.
9. Wait until the printer is idle and silent before you proceed.

Try to print. If these steps resolved the issue, you do not need to continue troubleshooting.

Step 3: Unseat the printhead

Unseat the printhead from the carriage, and then reseat the printhead.

 note:

You do not need to remove the printhead from the carriage.

1. Open the ink cartridge access door.
2. Unplug the power cord from the rear of the printer. Unplugging the printer prevents the carriage from moving.

    warning:

    You must disconnect the power cord before reaching inside the printer to avoid risk of injuries or electric shock.

3. Lift the carriage latch.

Figure : Lift the carriage latch
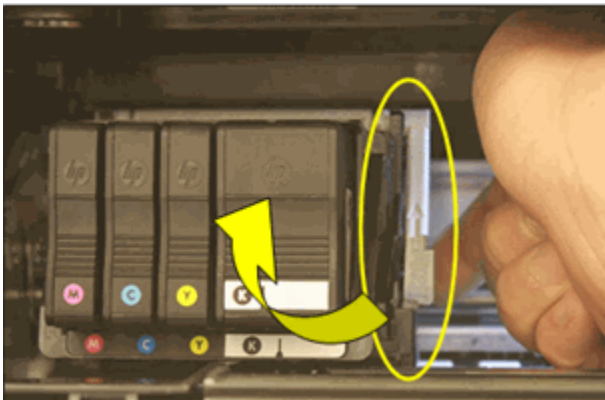
4. Grasp the sides of the printhead, and then **slightly lift** the printhead without fully removing it from the carriage.

Figure : Slightly lift the printhead

Step 4: Reseat the printhead, and then lower the carriage latch
Reseat the printhead to make sure the printhead and carriage contacts are positioned correctly.

1. Reinsert the printhead into the carriage to reseat it. As you guide the printhead into the carriage, it settles into the carriage as it seats.

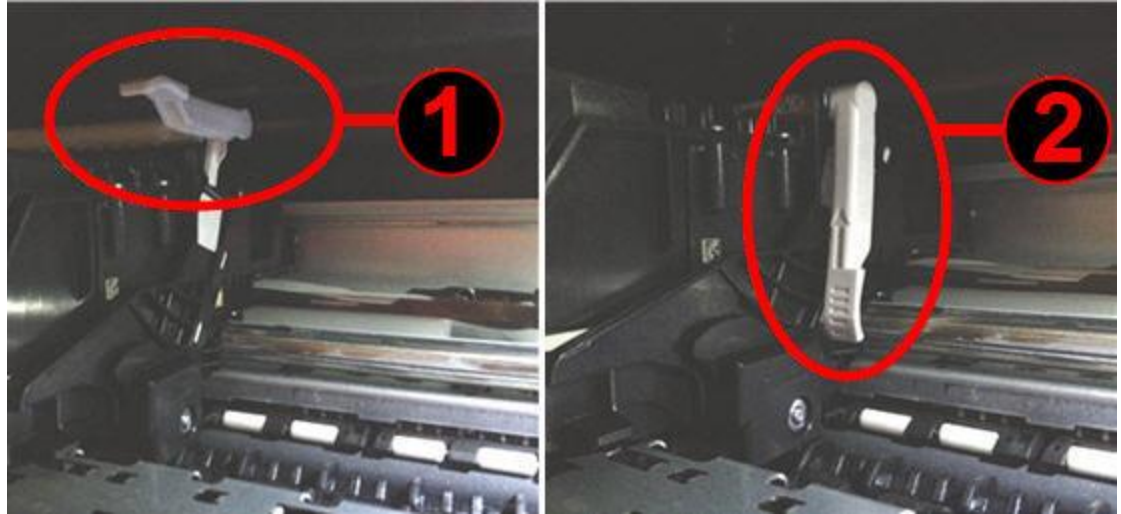   **Figure : Reseat the printhead**
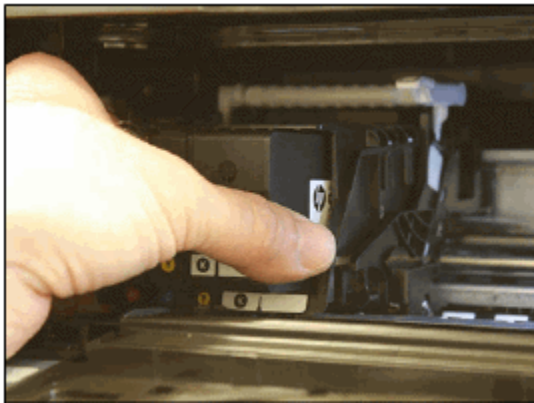
2. **Gently rock the printhead to the left and right** to make sure the printhead fully seats in the carriage.
3. Lower the carriage latch.

   Figure : Lower the carriage latch
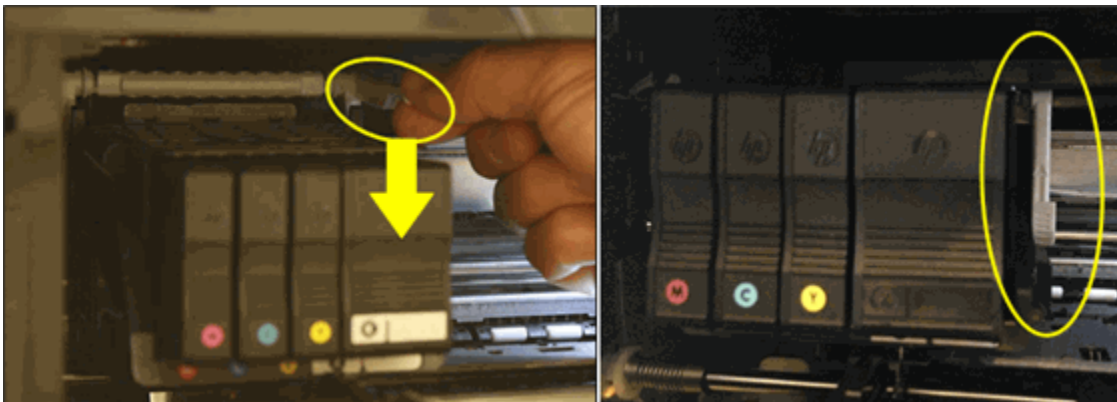
4. Make sure the **carriage latch is down**.

   Figure : Carriage latch positions

1. **Carriage latch is up**
2. **Carriage latch is down**

5. Close the ink cartridge access door.
6. Reconnect the power cord to the rear of the printer.
7. If the printer does not turn on by itself, press the Power button to turn it on.
8. Wait until the warm-up period finishes and your printer is idle and silent before you proceed.

Try to print. If these steps resolved the issue, you do not need to continue troubleshooting.
Step 5: Reseat the printhead up to three times
Sometimes error messages persist after inserting the printhead. To clear any error messages, repeat **the previous steps to reseat the printhead** up to three times.
Examples of error messages on the printer control panel:
❌**Problem with Ink System**
❌**Printhead Problem**
❌**Ink System Failure**
❌**Printer Failure**
❌**Carriage Jam**

- Try to print. If these steps resolved the issue, you do not need to continue troubleshooting.
- If the error messages persist or change, continue to the next step.

Step 6: Remove the ink cartridges, and then check the error message
Removing the ink cartridges and checking for an error message can help diagnose the printer issue. Remove the ink cartridges, and then check for the error message.
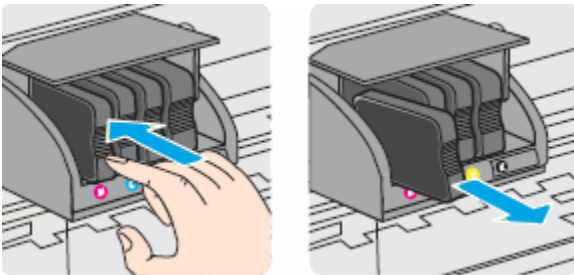
1. Open the ink cartridge access door.
2. Make sure the colored dot and letter on the ink cartridge label matches the correct carriage slot.

Figure : The letter on the cartridge label should match its slot
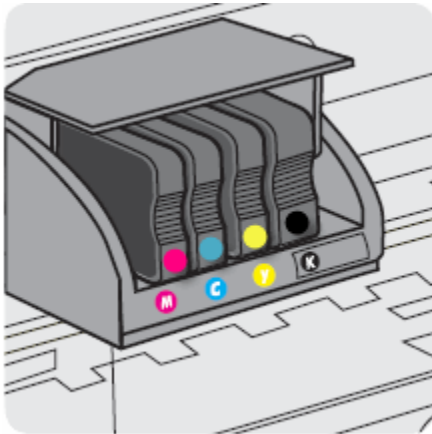
3. Push in on the front of the ink cartridge to release it, and then pull the ink cartridge toward you to remove it from its slot.

Figure : Removing the cartridge from its slot

4. Repeat these steps for the other ink cartridges.
5. Close the ink cartridge access door.
6. Look at the control panel.
   - If the printer displays a The printhead appears to be missing, not detected, or incorrectly installed. message on the control panel, then skip to <u>Update the printer firmware</u>.
   - If the message has changed to Replace [K/C/M/Y] Ink Cartridge then continue to the next step.

Step 7: Clean the ink cartridge contacts, and then check the error message
Cleaning the ink cartridge contacts, and replacing the ink cartridges one at a time can help determine if a specific ink cartridge is causing the error message.
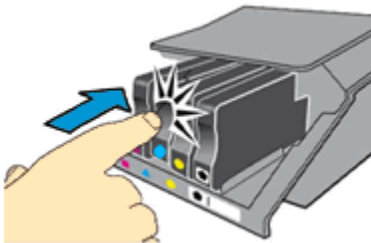
1. Open the ink cartridge access door.
2. Lightly dampen a clean, lint-free cloth with bottled or distilled water.
3. Gently wipe the copper-colored contact on the ink cartridge.

Figure : Copper-colored contact on the ink cartridge
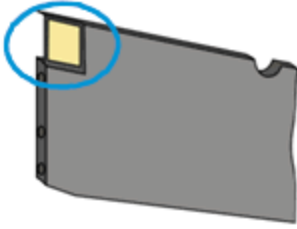
4. Wipe the contact with a dry lint-free cloth.
5. Wait at least 10 minutes for the cartridge to dry before proceeding to the next step
6. Repeat the cleaning steps for all of the ink cartridges.
7. Carefully reinsert one of the ink cartridges into its slot, and then push the ink cartridge forward until it snaps into place.

Figure : Push the ink cartridge forward in the slot until it clicks into place

8. Close the ink cartridge access door.
9. Check the printer control panel to see if the error message persists.
   o If The printhead appears to be missing, not detected, or incorrectly installed. displays, replace the ink cartridge that was just reinstalled.

   The test has determined that the reinstalled ink cartridge was causing the problem.

   o If the Replace [K/C/M/Y] Ink Cartridge displays, repeat steps 5-7 for the three remaining ink cartridges.

Step 8: Update the printer firmware
Updating the printer firmware might resolve printhead problems.

 note:

The printer must connect to a wired (Ethernet) or wireless network with an active Internet connection to receive updates. However, you do not need to connect the printer to a computer.

1. On the control panel, swipe down to open the Dashboard, and then touch the Setup icon ⚙.
2. Swipe up on the display, and then touch Printer Maintenance.
3. Touch Update the Printer, and then touch Check for Printer Updates Now.
4. Wait while the printer checks for any available updates.

o If the printer **finds an update**, the update installs automatically. The printer might turn off and on depending on the type of update being installed.

Try to print. If these steps resolved the issue, you do not need to continue troubleshooting.

o If the printer **does not find an update**, the printer returns to the Home screen. Continue to the next step.

Step 9: Order the printhead
If the previous troubleshooting steps did not resolve the issue, order a new printhead for replacement.

 caution:

Wait until you have a new printhead assembly available before removing the cartridges. HP recommends that you do not leave the cartridges outside the printer longer than 30 minutes. This could damage both the printer and the cartridges.

If you have a defective cartridge or printhead, it might be under warranty. To check the warranty on your ink or toner supplies, go to hp.com/go/learnaboutsupplies, and then review the limited warranty information for your supplies.
If your printhead assembly is no longer under warranty, you can purchase a new one online.

1. Go to HP Parts Store (in English), and then select your country/region and language combination, if prompted.
2. In the Find your part search box, type M0H91A, and then press Enter.
3. Follow the on-screen instructions to order the printhead assembly.

When you have the replacement printhead, go to Replacing the Printhead.
If replacing the printhead did not resolve the error, continue to the next step.
Step 10: Service the printer
Service or replace your HP product if you completed all preceding steps.
To see if your product is still under warranty, go to the warranty check website http://www.support.hp.com/checkwarranty. Contact HP Support to schedule a repair or replacement. If you are in Asia Pacific, Contact HP Support to find a local service center in your area.
Repair fees might apply for out-of-warranty products.