

CANON MX870 Printer

Error Message

ISSUE:

Recycled PGI-220/CLI-221 cartridge is installed – message displays ‘cartridge is not recognized’.

SOLUTION:

End-users may receive a message from their printer or computer stating the **PGI-220 or CLI-221** cartridge is not recognized by Canon MX870 printer after using the cartridge for several days. It rarely happens and it only happens on Canon MX870 printer.

To resolve this problem, end-users need to turn off and turn on the printer again or reinstall the cartridge.