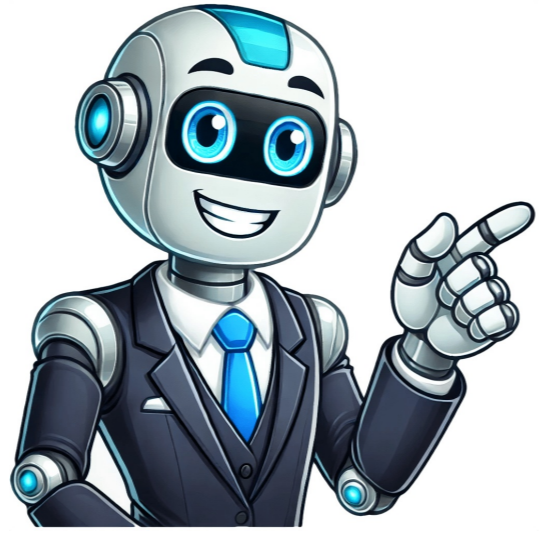


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The message on my printer screen reads: printhead appears to be missing, not-detected, or incorrectly installed.I have followed all the recommended steps, 3 times, but it does not respond. Plus the message (when turning on the printer, does not show the main screen (with all the icons)I downloaded QJ8600 1315-1 to update the drivers (its in my download folder); but I do not think it is installed because I did not see the figure 3, in the install window example.My wireless icon on the printer is not lit, which may be why the installation isn't complete, actually the wireless icon is not on the printer screen but to the left of the screen.I can still use the printer's scan functions, so I know the wireless printer is talking to my wireless pc. All of my ink cartridges are full and I would hate to loose the \$\$\$ spent on them, if I need to get a new printer. The printer was purchased from HP Home Store on 6/11/2012, with a 2-year warranty (which has expired), I am old and not very computer savvy. Hope someone can help. Thank you Page 2 I have gone through the cleaning and reseeding, still not working. My question is, before I invest in a replacement, will that actually fix the problem or is the issue on the printer side? Page 3 My 8610 is also displaying the "printhead appears to be missing, not-detected, or incorrectly installed" message.I tried the reset process with no results.I replaced the printhead with a new one. Still getting the same error message.It seems to be doing "some" communication with the printer because the printer knows when the ink cartridges are not installed, but it continues to say the printhead is missing or incorrectly installed.I tried a factory reset, but no change.Is there anything else that I can do, other than replacing the printer? Page 4 I had the same issue and tried all the suggested fixes, such as powering off, unplugging the printer, removing the printhead and checking the connections, and nothing worked...until...I deactivated my HP Instant Ink account. I obviously did this because my printer was no longer working. However, as soon as I did this, the error message my printer display had been showing that indicates it could not connect to the server disappeared immediately, and I was instantly able to print. So I suspect there was some software glitch caused by the Instant Ink service that was corrected after I deactivated my account. I am back to using my 8610 but am buying my own ink rather than reactivating the Instant Ink service. In fact, I purchased some non-HP print cartridges from Amazon that are working just fine. I liked the Instant Ink service but it seems to have been the culprit of our printhead error messages in our case. The "missing or failed printhead" error in printers is a common issue that plagues many Windows 10 users. Users get an error message saying "The printhead appears to be missing, not detected, or incorrectly installed". Here I shall discuss how you can easily solve the hp printhead missing error.We have shown a VIDEO walk through at the end of the post for easy solution. How To Fix Hp Printer Missing Or Failed Printhead Error?The printhead refers to the small nozzle like component that fires the ink droplets on the paper. When you get the missing printhead error for your printer, it can be caused by either a software issue or a damaged printhead. Here are the simple solutions that you can use to troubleshoot the missing or failed printhead error.Solution 1: Reset The PrinterOne of the simplest solutions you can try to solve the printer error is to reset the printer. This should clear any locked cache data which may be the cause behind this error. To reset the printer, follow these steps:Switch on the printer by connecting the power outlet and pressing the power button on the printer.Now, locate and press the reset button on your printer if there is one present on your printer.If there is no reset button on your printer, you can power cycle the printer for the same. To do so, simply unplug the printer from the power socket.Next, unplug the power cord from the printer as well.Wait for some time while the residual power drains as well.Plug the cable back into the printer and the power socket as well.Switch the power back on to your printer.This will reset the printer software and should solve your error.Solution 2: Check Ink LevelsWhile the printhead is responsible for spraying the ink on the paper, the failed printhead error can occur if the ink levels are insufficient for a print job. If this is the case for you, you can easily solve this by making sure that the ink cartridges have enough ink in them.Some recent printer models have a screen or an indicator that displays the ink levels. Or you can also check the printer software for any indication about the ink levels. Refill all the cartridges to the maximum amount, and attempt the print job again. You should see the printer print without any errors.Solution 3: Update Printer FirmwareIf resetting the printer and the ink levels did not help you, there might be some other software error that is causing the hp printhead missing error. If you suspect this is the case, you can try updating the printer firmware to replace any corrupt or missing printer files from your computer.You can find the latest printer drivers on the official site of your printer manufacturer. Go to the Printer section of the website, and download the latest version of the drivers hosted on the site.Once you have updated the firmware, check if you still get the error message. You should be able to print without any difficulty this time.Solution 4: Reinstall The PrintheadIf the solutions presented above did not help you, you might have to reinstall the printhead to solve the error on your computer. This might be a little difficult if you do not know how to operate the device, so if you do not feel confident, take the help of an expert. You can refer to the instruction manual that accompanied the printer, or follow this article from HP to find out how to reset the printhead.Check if the error persists after reseating the printhead.If the printheads were misaligned or became loose, it might be the reason why you were unable to print and getting the error.Solution 5: Contact The Technical TeamIf the solutions provided above did not help you, there might be some hardware issue that needs to be resolved. If your printer recently suffered from some physical damage, the printheads or some other component of the printer might be damaged leading to the missing printhead error on your computer.Contact the technical team or take the printer to an authorized service center to get the printer repaired. The new printheads should work flawlessly. Wrapping UpSo there you have it. Now you know how to troubleshoot when you see the missing or failed printhead error on your computer. Comment below if you found this useful, and to discuss further the same. Some HP users may encounter the missing or failed printhead error with the description of "The printhead appears to be missing, not detected, or incorrectly installed." How do I fix a missing or failed printhead? Well, this post from MiniTool Partition Wizard will offer you several solutions to fix this error.If you encountered the missing or failed printhead error on your HP printers, you could not print anything. Luckily, this post is going to tell you how to fix the HP missing or failed printhead error. Scroll down for details.Method 1: Reset Your HP PrinterTo fix the HP missing or failed printhead error, the simplest and easiest way is to reset your HP printer. How to do that? Here is the guide:Step 1: Turn on your HP printer and let the printer be in the ideal zone and we will try to answer them as soon as possible.14 Best All-in-one HP Printers to Buy | HP Printer Setup HP printer users can access across the missing or failed printhead error. This error appears on the control panel display and as a result, users become unable to print anything. The proper error message that gets displayed is the following: "The printhead appears to be missing, not detected, or incorrectly installed". When you face this error, don't worry as in this article I have discussed how to fix it. Follow the troubleshooting methods mentioned here and it should fix this error. For other printer issues, check out these articles: How To Fix Missing Or Failed Printhead Error? There isn't much you can do to fix this error. I have provided some solutions but if these don't work, then you will have to take the printer to an HP service center. Solution 1: Reset The HP Printer The first thing you can do is try resetting the HP printer. Resetting fixes most minor bugs and errors and hopefully, it will also fix this. To reset your HP printer, follow the steps given below: Turn off the printer and unplug the power cable, both from the back of the printer and the wall. Wait a few minutes and then plug in the power cable. Now, switch on the Printer. After the printer restarts, try printing and check if it fixes the printhead problem. Solution 2: Reseat The Printer's Printhead Printhead appears to be missing error that can appear if the printhead is not seated correctly. If this is the case, you will have to reseat the printhead. To do it, follow the steps given below: Turn off the printer and unplug the power cable from the back of the printer. Lift the latch of the printer, on the right side of the carriage. Slowly pull out the printhead from the carriage, be careful while doing it. DON'T remove it completely from the carriage. Now, gently place the printhead back into the carriage to properly seat it. Close the carriage latch and then close the carriage access door. Plug back the power cable and turn on the printer. Check if reseating the printer's printhead fixed the printhead problem. If the problem with printhead remains, then try the next solution. Solution 3: Clean The Ink Cartridge Some users have reported that cleaning the ink cartridge fixed the missing or failed printhead error for them. You can also try that and hopefully it will fix this issue for you. To clean the ink cartridge, follow the steps given below very carefully. Turn off the printer. Remove the ink cartridges from the printhead. Use a lint-free cloth and distilled water to wipe the copper contacts of the cartridges. After that, use a dry cloth to dry the cartridges. Insert the cartridges back into the printhead. Turn on the printer and check whether the error persists. Solution 4: Update Printer Firmware If you are using an old printer, it likely has a new firmware version available. Try updating the printer firmware and see whether it fixes this issue or not. To update the printer firmware, follow the steps given below: Visit this website on your browser. Click on the Printer option. Enter the product name and model number of the printer in the search box and click on Submit. Expand the Firmware category on the printer's software page and click on the Download option to save the firmware version listed there. Open the downloaded folder and install the firmware. Does the printhead problem continue? If yes, try the last solution. Solution 5: Change Non-HP Cartridges If any of the cartridges you are using is not from HP then you should try replacing them. Maybe this error is triggering because of incompatibility with the cartridges. Use a genuine HP cartridge pack and see whether this error persists or not. Wrapping Up So, there you have it. Now you know how to fix the missing or failed printhead error in your HP printers. If you have any other questions regarding this article, ask them in the comment section below. Readers help support Windows Report. We may get a commission if you buy through our links. Read our disclosure page to find out how can you help Windows Report sustain the editorial team. Read more Key notes HP produces several color inkjet all-in-one printers. Their most famous line is called OfficeJet. Depending on your HP printer model, ensure the printhead latch is securely closed, or the cartridges are firmly installed. If a printhead error still shows, reset the printer and update the drivers. The Missing or failed printhead error arises for some HP printers. That error message appears on the printer's control panel display and states the printhead appears to be missing, not detected, or incorrectly installed. The error is generally seen with old printers, but several users reported seeing the message with their printer after only a few months of use. So, why does this happen, and what triggers it? Don't worry, we'll try to cover everything in the solutions below. What causes printhead failure? Printhead failures are generally due to physical issues; most commonly, it's the ink nozzle's clogging. If the printer is not used regularly, the ink might dry out and block the nozzle. Also, excessive usage of the printer can lead to damage to the printhead. Every time you print a sheet of paper, the physical contact between it and the printhead nozzle will cause minor wear and tear, affecting its functioning in the long run. Besides, the printhead may be loose, or the cartridges incorrectly identified, and both these would seem like a missing or failed printhead. So, make sure to check for these as well. And it's a known fact that the printhead will eventually fail. While some may print as many as 15,000 sheets before failure, others might stop working at 2000-3000 runs. It all depends on maintenance and the usage frequency. First, try resetting the HP printer. To do that, switch on the printer if it's off. Then remove the power cord from the back of the printer. After that, unplug the power cord from the wall. Then, plug the printer's power cable back into the wall socket for a few minutes. Plug the power cable into the back of the printer. Then switch the printer on. This should fix the HP Missing or failed printhead error. In case it doesn't work, head to the following method. Some users might need to reset the printer's printhead. Users need to open the cartridge access door by pulling the slot forward to the left of the printer. Pull the power cable out from the back of the printer to unplug it, ensuring that the carriage will not move in any way. Next, lift the latch on the right of the carriage. Pull the printhead slightly out of the carriage, but don't altogether remove it from the carriage. Then place the printhead firmly back into its carriage so it's fully seated. Remember to flick the carriage latch down before closing the cartridge access door. Then users can insert the power cable back into the printer. Turn the printer on. Read more about this topic: Cleaning ink cartridges might also resolve the Missing or failed printhead error for some users. To do that, remove the ink cartridges from the printhead. Next, gently wipe the cartridges' copper contacts with a lint-free cloth and distilled water. Then dry the cartridges with a dry cloth before inserting them back into the printer. Check if you still see Printhead: missing, failed, or incompatible. If the problem persists, try the following method. Make sure the printer has the latest HP firmware. To do that, open the Software and Driver Downloads page for HP printers in a browser. Click Printers, enter the required model number, and press the Submit button. Expand the Firmware category on the printer's software page. Click Download to save the firmware listed there to a folder. Open the folder that includes the downloaded firmware. Then open the firmware file and follow the on-screen instructions to install the latest firmware. If none of the above resolutions work, users might need to replace their cartridges. That's especially the case if they're using non-HP cartridges. Make sure the replacement is a genuine HP cartridge pack. Those are some fixes that might resolve the Missing or failed printhead error. However, some users might need replacement printheads. Users with printheads covered with warranties can get printhead assembly kits from HP, with which they can install both new printheads and cartridges. Here are some of the known printhead issues shared by users: Missing or failed printhead HP 8600: Simply removing the cartridges and reseating them should fix the problem. Missing or failed printhead HP 8610: A loose printhead can cause the error. Open the printer cover and check if the printhead is suitably seated. HP OfficeJet Pro X476dw MFP Missing or failed printhead: Encountered by several users, the fixes listed here should work. Missing or failed printhead HP 8625: Try resetting the printer in addition to checking for physical issues. Missing or failed printhead HP 6600: Make sure to unplug the printer from the power source for at least 15 seconds and then plug it back in. HP OfficeJet Pro X576dw Missing or failed printhead: Some models have been found to throw errors due to improper cable connections. We recommend you contact HP customer support. Missing or failed printhead HP OfficeJet 8620: The error is generally encountered after changing the cartridges if it disrupts the printhead's position. So, check for that. Missing or failed printhead HP 6700: Make sure the printer is directly connected to the power source, and if that doesn't work, update the firmware. Printheads are indeed an expensive component, and that's the reason many users replace the printers instead of purchasing a new printhead when this problem occurs. Looking at the available options, even the economical printheads cost \$100 or more. A significant reason is that manufacturers initially sell the printer at a low cost, and the consumables and components are priced higher to make a profit. How do you know if your printhead is damaged? The signs are pretty evident even if you don't receive the Missing or failed printhead error. The print quality is affected depending on the severity of the damage to the printhead, and the printer won't work in case of absolute failure. Also, if the prints are hazy, the colors are missing or distorted, or there are stripes on the sheet, it all points to damage to the printhead. Is it worth replacing the printhead? There is no absolute answer to this question, but it depends on several factors. For instance, how long the printer has been in use, whether it's still under warranty, and the cost of replacing the printhead. Say the printer is a few years old and is well past the warranty period; it only makes sense to replace the printer instead of the printhead. The latest printers have several advanced features and offer a low CPP. If the printer is still in the warranty period or is just out of it, it only makes sense to replace the printhead since it would be more economical as the printer still has a few years left. Now that you have a basic understanding of printheads and their issues, here are some resolutions for the Missing or failed printhead error on the HP OfficeJet printer. That's all there's to the Missing or failed printhead error encountered by users. Though the problem is generally faced by HP printers, other printers, like the ones manufactured by Epson, are prone to it. In case you have an HP 6830 printer, our Fixing missing or failed printhead errors on our HP 6830 Printer guide is a great source of information. Also, find the best printers with cheap ink to keep the printing cost low. If you have any other queries or know of a solution that's not listed here, drop a comment below. The printhead assembly is the compartment that houses your printer's ink cartridges. Your printer displays the "Missing or Failed Printhead" error to signal a malfunctioning printhead. The issue could be due to clogged ink nozzles, dirty ink cartridges, internal paper jams, and more. HP printers may also display this error if the printhead pulls air from ink cartridges. This tutorial covers troubleshooting fixes for the "Missing or Failed Printhead" error on HP printers. Rebooting your printer will fix common printer problems, so will restoring its settings to factory default. Note: Factory resetting your HP printer won't reset its page count, language, or tray size. Turn off your printer and unplug its power cord from the wall outlet for at least 30 seconds. Reconnect your printer to its power source and turn it on. If your printer has a Resume button, press and hold it for 10-20 seconds while your printer boots. Release the Resume button when the yellow "Attention" light comes on. The "Attention" and "Ready" lights cycle while your preset resets to factory default. Reseat your printer's printhead if the missing printhead error message persists. HP printers might malfunction if the printhead isn't seated correctly in the carriage. Reseat your printer's printhead and check if that stops the "Missing or Failed Printhead" error. Turn off your printer and unplug its power cable before reseating or realigning the printhead. Open your printer's cartridge access door, lift the latch on the carriage, and gently pull the printhead halfway out. Return the carriage latch to lock the printhead firmly. Try the troubleshooting steps below if reseating the printhead doesn't resolve the "Missing or Failed Printhead" error. Paper jams inside your printer can prevent the detection of the printhead. Turn off your printer, disconnect its power cable, and check the ink or toner cartridge access area for jammed paper. Examine the carriage path and other areas and remove torn pieces of paper inside your printer. Close the cartridge access door, and reconnect your printer's power cable. Dirt, debris, or ink residue on your printer's ink cartridges can also trigger printing errors. Remove your ink cartridges from the printhead and wipe off accumulated dirt or debris. HP recommends cleaning ink cartridges using a clean, dry, and lint-free cloth dampened in distilled water. You should also gently wipe accumulated ink off the copper-colored contacts on the printhead and carriage. Snap the ink cartridges into their color-coded slots, close the cartridge access area, and turn on your printer. Touching the ink nozzles or cleaning past the electrical contacts can cause print quality issues and electrical failures. Likewise, leaving your ink cartridges or printhead outside the printer for an extended period (over 30 minutes) can damage the cartridges and printer. Clean the ink cartridges and printhead quickly (but carefully) and replace them immediately. Refer to this HP Support tutorial for more information on cleaning your printer's ink cartridges and printhead. Some HP Inkjet printers have a "Clean Printhead" function in their control panels. Depending on your printer model, you'll find the cleaning option in the "Tools," "Maintenance," or "Printer Services" section of the control panel. Refer to your printer's manual for instructions on accessing or using its cleaning tool. Check for connectivity issues between the printer and cartridges if the printhead problem persists. Ensure the ink cartridges are connected correctly, and their plastic tabs align with the printhead. Additionally, inspect the cartridge's chip and ensure it's properly fixed and in good condition. You might have to replace the entire cartridge pack, especially if using non-HP cartridges. Updating your printer's firmware to the latest version sometimes resolves printhead errors and other printing malfunctions. You can update your printer's firmware through HP's website or the HP Smart app. Visit HP's website's Software and Driver Download page and select Printer. Enter your HP printer model number or name in the dialog box and select Submit. Expand the "Firmware" category and select Download next to the latest firmware file. Unzip the file and follow the instructions in the attached PDF document to install the firmware update. Restart your computer and printer after installing the firmware update. Keep your printer powered on during the firmware update process. Power failure or turning your printer while updating its firmware can irreversibly damage the printer. The steps for updating your printer's firmware may vary depending on the HP Smart app version and your printer model. Select your printer on the HP Smart app home screen and select Advanced Settings or Printer Home Page (EWS). Next, head to Tools/Web Services > Printer Update(s) and select Check Now. The HP Smart app will automatically download and install any available firmware update onto your printer. You can also install firmware updates from your printer's control panel. This HP Customer Support document highlights different ways to install firmware or driver updates on your HP printer. Contact HP Support or a local service center if the printhead missing error persists. You'll get a new printhead or replacement printer if your printer is defective and under warranty. Use HP's Product Warrant Check tool to verify your printer's warranty or service status. Otherwise, HP will service or repair your printer for a fee if you have an out-of-warranty product. @RoyDI Clean the electrical contacts on the printhead and inside the product Use the following steps to clean the electrical contacts on the printheads. If the error message indicates that a specific printhead is causing the error, clean only the contacts on that printhead. If the error message indicates that both printheads are causing the error, clean the contacts on both printheads. NOTE: The black/yellow printhead is located in the left printhead slot. The magenta/cyan printhead is located in the right printhead slot. Press the Power button () to turn on the product, if it is not already on. Open the carriage access door. Figure : Open the carriage access door Touch Change Printheads on the product control panel. The carriage moves to the access area on the left side of the product. Wait for the carriage to stop moving. Lift the printhead latch. Figure : Lift the printhead latch Lift the handle on the printhead, and then use the handle to pull the printhead out of its slot. CAUTION: The ink nozzles on the printheads might clog if you expose them to air for more than a few minutes. Clean the contacts right after removal to avoid clogging the nozzles. Figure : Remove the printhead After you have removed the printhead, disconnect the power cord from the back of the product. Use a dry, soft, lint-free cloth to remove any ink from the electrical contacts on the printhead. CAUTION: Wipe only the electrical contacts. Wiping the ink nozzles, located on the underside of the printhead, can damage the printhead. Do not touch the nozzles. Doing so permanently damages the ink nozzles, and the ink stains clothing. Figure : Electrical contacts and ink nozzles Electrical contacts Ink nozzles Wipe the electrical contacts with the swab until no ink residue remains. Wipe the electrical contacts with a fresh cloth to dry them and remove lint. After the electrical contacts on the printhead are clean and dry, place the printhead on a sheet of paper or a paper towel. Make sure that the ink nozzles face up and do not touch the paper. Use a fresh, dry, soft, lint-free cloth to clean the electrical contacts inside the product. Figure : Clean the electrical contacts inside the product Allow at least five minutes for the contacts to dry. Check the contacts for lint or debris, and then dry or clean the contacts again if needed. NOTE: Leave the carriage access door open until prompted to close it. Reconnect the power cord to the back of the product. If the product does not turn on automatically after reconnecting the power cord, press the Power button () to turn on the product. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to make sure that the electrical contacts touch. Repeat these steps for the remaining printheads, if necessary. Pull the printhead latch all the way forward, and then press down to engage the latch. Close the carriage access door. The product initializes the printheads, and then prints an alignment page. Figure : Close the carriage access door If these steps resolved the issue, you do not need to continue troubleshooting. If the issue persists, continue to the next solution. Solution three: Replace the printheads Use the following steps to replace the printheads. If the error message indicates that a specific printhead is causing the error, replace only that printhead. If the error message indicates that both printheads are causing the error, replace both printheads. NOTE: The black/yellow printhead is located in the left printhead slot. The magenta/cyan printhead is located in the right printhead slot. Press the Power button () to turn on the product, if it is not already on. Open the carriage access door. Figure : Open the carriage access door Touch Change Printheads on the product control panel. The carriage moves to the access area on the left side of the product. Wait for the carriage to stop moving. Lift the printhead latch. Figure : Lift the printhead latch Lift the handle on the printhead, and then use it to pull the printhead out of its slot. Figure : Remove the printhead Shake the new printhead up and down at least six times while the printhead is still in its packaging. Figure : Shake the printhead six times Remove the printhead from its packaging, and then remove the orange protective caps from the nozzles. Figure : Remove the protective caps CAUTION: Do not touch the nozzles on the printhead. Touching the nozzles can permanently damage the printhead. Figure : Do not touch the printhead nozzles Hold the printhead by its sides with the nozzles toward the product, and then insert the printhead into its color-coded slot. Insert the black/yellow printhead into the slot on the left. Insert the magenta/cyan printhead into the slot on the right. Figure : Insert the printhead into its slot If needed, repeat these steps to install the other printhead. Make sure that you shake the other printhead back and forth six times before installing it. Lower the printhead latch, and then press down until the latch snaps into place. Figure : Lower the printhead latch On the product control panel display, touch Done. Close the carriage access door. The product initializes the printheads and then prints the alignment pages. This could take several minutes. Keep me posted, how it goes! If the information I've provided was helpful, give us some reinforcement by clicking the Accepted Solution and Kudos buttons, that'll help us and others see that we've got the answers! Have a great day! Cheers!) Raj17881 am an HP Employee The printhead assembly is the compartment that houses your printer's ink cartridges. Your printer displays the "Missing or Failed Printhead" error to signal a malfunctioning printhead. The issue could be due to clogged ink nozzles, dirty ink cartridges, internal paper jams, and more. HP printers may also display this error if the printhead pulls air from ink cartridges. This tutorial covers troubleshooting fixes for the "Missing or Failed Printhead" error on HP printers. Rebooting your printer will fix common printer problems, so will restoring its settings to factory default. Note: Factory resetting your HP printer won't reset its page count, language, or tray size. Turn off your printer and unplug its power cord from the wall outlet for at least 30 seconds. Reconnect your printer to its power source and turn it on. If your printer has a Resume button, press and hold it for 10-20 seconds while your printer boots. Release the Resume button when the yellow "Attention" light comes on. The "Attention" and "Ready" lights cycle while your preset resets to factory default. Reseat your printer's printhead if the missing printhead error message persists. HP printers might malfunction if the printhead isn't seated correctly in the carriage. Reseat your printer's printhead and check if that stops the "Missing or Failed Printhead" error. Turn off your printer and unplug its power cable before reseating or realigning the printhead. Open your printer's cartridge access door, lift the latch on the carriage, and gently pull the printhead halfway out. Return the carriage latch to lock the printhead firmly. Try the troubleshooting steps below if reseating the printhead doesn't resolve the "Missing or Failed Printhead" error. Paper jams inside your printer can prevent the detection of the printhead. Turn off your printer, disconnect its power cable, and check the ink or toner cartridge access area for jammed paper. Examine the carriage path and other areas and remove torn pieces of paper inside your printer. Close the cartridge access door, and reconnect your printer's power cable. Dirt, debris, or ink residue on your printer's ink cartridges can also trigger printing errors. Remove your ink cartridges from the printhead and wipe off accumulated dirt or debris. HP recommends cleaning ink cartridges using a clean, dry, and lint-free cloth dampened in distilled water. You should also gently wipe accumulated ink off the copper-colored electrical contacts on the printhead and carriage. Snap the ink cartridges into their color-coded slots, close the cartridge access area, and turn on your printer. Touching the ink nozzles or cleaning past the electrical contacts can cause print quality issues and electrical failures. Likewise, leaving your ink cartridges or printhead outside the printer for an extended period (over 30 minutes) can damage the cartridges and printer. Clean the ink cartridges and printhead quickly (but carefully) and replace them immediately. Refer to this HP Support tutorial for more information on cleaning your printer's ink cartridges and printhead. Some HP Inkjet printers have a "Clean Printhead" function in their control panels. Depending on your printer model, you'll find the cleaning option in the "Tools," "Maintenance," or "Printer Services" section of the control panel. Refer to your printer's manual for instructions on accessing or using its cleaning tool. Check for connectivity issues between the printer and cartridges if the printhead problem persists. Ensure the ink cartridges are connected correctly, and their plastic tabs align with the printhead. Additionally, inspect the cartridge's chip and ensure it's properly fixed and in good condition. You might have to replace the entire cartridge pack, especially if using non-HP cartridges. Updating your printer's firmware to the latest version sometimes resolves printhead errors and other printing malfunctions. You can update your printer's firmware through HP's website or the HP Smart app. Visit HP's website's Software and Driver Download page and select Printer. Enter your HP printer model number or name in the dialog box and select Submit. Expand the "Firmware" category and select Download next to the latest firmware file. Unzip the file and follow the instructions in the attached PDF document to install the firmware update. Restart your computer and printer after installing the firmware update. Keep your printer powered on during the firmware update process. Power failure or turning your printer while updating its firmware can irreversibly damage the printer. The steps for updating your printer's firmware may vary depending on the HP Smart app version and your printer model. Select your printer on the HP Smart app home screen and select Advanced Settings or Printer Home Page (EWS). Next, head to Tools/Web Services > Printer Update(s) and select Check Now. The HP Smart app will automatically download and install any available firmware update onto your printer. You can also install firmware updates from your printer's control panel. This HP Customer Support document highlights different ways to install firmware or driver updates on your HP printer. Contact HP Support or a local service center if the printhead missing error persists. You'll get a new printhead or replacement printer if your printer is defective and under warranty. Use HP's Product Warrant Check tool to verify your printer's warranty or service status. Otherwise, HP will service or repair your printer for a fee if you have an out-of-warranty product.