



## **HP Color LaserJet CP2025 shows "Incorrect Supplies" error message in the control panel and is not possible to print at all.**

### Solution

Below are the procedures that have been followed to solve the incorrect supplies error message:

1. Power off the unit
2. Remove all cartridges
3. Close the tray without cartridge
4. Power on the printer
5. When it shows Install Supply load magenta toner and close tray
6. When it shows Install Supply load yellow toner and close tray
7. When it shows Install Supply load magenta toner and close tray
8. When it shows Install Supply load black toner and close tray

If the printer continues to show incorrect supplies error message while installing the toner cartridge one by one, replace the faulty cartridge.