LASER PROS
INTERNATIONAL

32.49 Unsupported Cartridge Error Message

Lexmark MS610/MS710/MS810 Models

What you will see

After the user performs a firmware update using version **LW71.xx.P025** or **anything higher**, the printer will then post a 32.49 Unsupported Cartridge error message.

Troubleshooting

Make sure to check if the supply is a genuine Lexmark toner cartridge by using the Check to protect tool.

- If the Lexmark toner cartridge is **not genuine**, please replace the printer's toner cartridge with a genuine Lexmark cartridge.

- If the Lexmark toner cartridge is **genuine**, please contact **Technical Support** for assistance.

Should the issue persist after a new cartridge has been replaced, please contact **Technical Support** for assistance.