Menu item	Sub-menu item	Sub-menu item	Sub-menu item	Description
	Store Usage Data	On Supply* Not on Supply		The product automatically stores toner cartridge usage data in its internal memory. It can also store this data on memory chips in the toner cartridges. Select the Not on Supply option to store the data only in the product memory. The information stored on the toner cartridge memory chip helps HP design future products to meet our customers' printing needs. HP collects a sampling of memory chips from toner cartridges returned to HP's free return and recycling program. The memory chips from this sampling are read and studied in order to improve future HP products. The data collected from the toner cartridge memory chip does not contain information that can be used to identify a customer or user of the toner cartridge or their product.
Courier Font	Regular Dark			Sets Courier font values.
Color Copy	On Off			Enables or disables color copying.

Service menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

Menu item	Sub-menu item	Sub-menu item	Description
Fax Service	Clear Saved Faxes		Clears all faxes in memory.
	Run Fax Test		Performs a fax test to verify that the phone cord is plugged in the correct outlet and that there is a signal on the phone line. A fax test report is printed indicating the results.
	Print T.30 Trace	Now	Prints or schedules a report that is used to troubleshoot fax transmission issues.
		Never*	
		If Error	
		At End of Call	
	Error Correction	On*	The error correction mode allows the sending device to re-transmit data if it detects an error signal.
		Off	
	Fax Service Log		The fax service log prints out the last 40 entries in the fax log.
Cleaning Page			Cleans the product when specks or other marks appear on printed output. The cleaning process removes dust and excess toner from the paper path.
			When selected, the product prompts you to load plain Letter or A4 paper in Tray 1. Touch the OK button to begin the cleaning process. Wait until the process completes. Discard the page that prints.
			NOTE: For models that do not have an automatic duplexer, the product prints the first side and then prompts you to remove the page from the output bin and reload it in Tray 1, keeping the same orientation.
USB Speed	High*		Sets the USB speed for the USB connection to the computer. For the product to actually operate at high speed, it must have high speed enabled and be connected to an EHCI host controller that is also operating at high speed. This menu item also does not reflect the current operating speed of the product.
	Full		
Less Paper Curl	On		When printed pages are consistently curled, this option sets the product to a mode that reduces curl.
	Off*		
Archive Print	On		When printing pages that will be stored for a long time, this option sets the product to a mode that reduces toner smearing and dusting.
	Off*		
Firmware Datecode			Displays the current firmware datecode

Menu item	Sub-menu item	Sub-menu item	Description
Restore Defaults			Sets all settings to the factory default values
HP Smart Install	On*		Enable or disable the HP Smart Install tool.
	Off		Disable the tool if you want to connect to a network by using an Ethernet cable.
			If you disable HP Smart Install, you must use the product software CD to install the product software.

Network Setup menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

Menu item	Sub-menu item	Sub-menu item	Description
Wireless Menu NOTE: You can also access this menu by touching the Wireless ⟨ᵖ⟩ button on the control panel.	Wireless Direct Settings	Wireless Direct On/Off	Enables or disables the Direct Wi-Fi wireless access feature.
		Wireless Direct Name	Set the product's Direct Wifi name, so you can access it from other wireless devices that support the Wi-Fi Direct protocol.
		Wireless Direct Mode	Set the product's Direct Wifi mode. ● Select the Print Only option (the default setting) to allow wireless access to only the product print functions from a mobile device. ● Select the Open Network option to allow wireless access to all product functions and settings from a mobile device.
	Wireless Setup Wizard		Guides you through the steps to set up the product on a wireless network
	Wi-Fi Protected Setup		If your wireless router supports this feature, use this method to set up the product on a wireless network. This is the simplest method.
	Run Network Test		Tests the wireless network and prints a report with the results.
	Turn Wireless On/Off		Enables or disables the wireless network feature.
TCP/IP Config	Automatic* Manual		Automatic: The product automatically configures all the TCP/IP settings via DHCP, BootP or AutoIP. Manual: You can manually configure the IP address, subnet mask, and default gateway. The control panel prompts you to specify values for each address section. As each address is completed, the product prompts for address confirmation before moving to the next one. After all three addresses are set, the network reinitializes.
Auto Crossover	On* Off		Enables or disables the use of a standard 10/100 network cable when the product is directly connected to a computer.
Network Services	IPv4 IPv6		Enable or disable the IPv4 and IPv6 protocols. By default, each protocol is enabled.
Link Speed	Automatic* 10T Full 10T Half 100TX Full 100TX Half		Sets the link speed manually if needed. After setting the link speed, the product automatically restarts.

Menu item	Sub-menu item	Sub-menu item	Description
HTTPS Enforcement	Yes		Sets the product so that it communicates only with Web sites that use hypertext transfer protocol secure (HTTPS).
	No*		
Restore Defaults			Resets all network configurations to their factory defaults.

Function specific menus

The product features function-specific menus for copying, faxing, and scanning. To open these menus, touch the button for that function on the control panel.

Copy menu

To open this menu, touch the Copy button, and then touch the Settings... button.

NOTE: Settings that you change by using this menu expire 2 minutes after the last copy completes.

Menu item	Sub-menu item	Sub-menu item	Description
ID Copy NOTE: This item is available from the main Copy screen. You do not need to touch the Settings... button to access it.			Copies both sides of identification cards, or other small-size documents, onto the same side of one sheet of paper.
Number of Copies	(1–99)		Specifies the number of copies
Reduce/Enlarge	Original=100%*		Specifies the size of the copy.
	Legal to Letter=78%		
	Legal to A4=83%		
	A4 to Letter=94%		
	Letter to A4=97%		
	Full Page=91%		
	Fit to Page		
	2 Pages per Sheet		
	4 Pages per Sheet		
	Custom: 25 to 400%		
Lighter/Darker			Specifies the contrast of the copy.

Menu item	Sub-menu item	Sub-menu item	Description
Optimize	Describe Original	Auto Select*	Specifies the type of content in the original document, so the copy is the best match for the original.
		Mixed	
		Text	
		Picture	
Paper	Paper Size		Specifies the paper size and type for copies.
	Paper Type		
Multi-Page Copy	Off*		When this feature is on, the product prompts you to load another page onto the scanner glass or to indicate that the job is complete.
	On		
Collation	On*		Specifies whether to collate copy jobs
	Off		
Tray Select	Auto Select*		Specifies which tray to use for copies.
	Tray 1		
	Tray 2		
Two Sided	1-Sided to 1-Sided*		Specifies the duplex setting for copies.
	1-Sided to 2-Sided		NOTE: This item is available for duplex models only.
	2-Sided to 1-Sided		
	2-Sided to 2-Sided		
Draft Mode	Off*		Specifies whether to use draft-quality printing for copies
	On		
Image Adjustment	Lightness		Adjusts the image quality settings for copies
	Contrast		
	Sharpen		
	Background Removal		
	Color Balance		
	Grayness		
Set as New Defaults			Saves any changes you have made to this menu as the new defaults
Restore Defaults			Restores the factory defaults for this menu

Fax menu

To open this menu, touch the Fax button, and then touch the Fax Menu button.

Menu item	Sub-menu item	Sub-menu item	Description
Fax Reports	Fax Confirmation	On Every Fax	Sets whether the product prints a confirmation report after a fax job.
		On Send Fax Only	
		On Receive Fax Only	
		Never*	
	Include First Page	On*	Sets whether the product includes a thumbnail image of the first page of the fax on the report.
		Off	
	Fax Error Report	On Every Error*	Sets whether the product prints a report after a failed fax job.
		On Send Error	
		On Receive Error	
		Never	
	Print Last Call Report		Prints a detailed report of the last fax operation, either sent or received.
	Fax Activity Log	Print Log Now	Print Log Now: Prints a list of the faxes that have been sent from or received by this product.
		Auto Log Print	
			Auto Log Print: Automatically prints a report after every fax job.
	Print Phone Book		Prints a list of the speed dials that have been set up for this product.
	Print Junk Fax list		Prints a list of phone numbers that are blocked from sending faxes to this product.
	Print Billing Report		Prints a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code. This menu item displays only when the billing codes feature is turned on.
	Print All Fax Reports		Prints all fax-related reports.
Send Options	Send Fax Later		Allows a fax to be sent at a later time and date.
	Broadcast Fax		Sends a fax to multiple recipients.

Menu item	Sub-menu item	Sub-menu item	Description
	Fax Job Status		Displays pending fax jobs, and allows you to cancel pending fax jobs.
	Fax Resolution	Standard Fine Superfine Photo	Sets the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the document size is smaller.
Receive Options	Print Private Faxes		Prints stored faxes when the private-receive feature is on. This menu item displays only when the private-receive feature is turned on. The product prompts you for the system password.
	Block Junk Faxes	Add Number Delete Number Delete All Numbers Print Junk Fax list	Modifies the junk fax list. The junk fax list can contain up to 30 numbers. When the product receives a call from one of the junk fax numbers, it deletes the incoming fax. It also logs the junk fax in the activity log along with job-accounting information.
	Reprint Faxes		Prints the received faxes stored in available memory. This item is available only if you have turned on the Allow Fax Reprint feature in the Fax Setup menu.
	Forward Fax	On Off*	Sets product to send all received faxes to another fax machine.
	Polling Receive		Allows the product to call another fax machine that has polling send enabled.
Phone Book Setup	Individual Setup		Edits the fax phone book speed dials and group-dial entries. The product supports up to 120 phone book entries, which can be either individual or group entries.
	Group Setup		
	Delete Entry	Deletes a specific phone book entry.	
	Delete All Entries	Deletes all entries in the phone book.	

Menu item	Sub-menu item	Sub-menu item	Description
	Print Report Now	Prints a list of all the individual and group dial entries in the phone book.	
Change Defaults			Opens the Fax Setup menu.

Scan menu

Menu item	Sub-menu item	Sub-menu item	Description
Scan to USB Drive NOTE: Touch the Settings… button to access the sub menus.	Scan File Type	JPEG PDF	Scans a document and stores it as a .PDF document or .JPEG image on the USB flash drive.
	Scan Resolution	75 dpi 150 dpi 300 dpi	Specifies the resolution to use for the scanned image. Scan quality increases by using higher resolution, but the document size also increases.
	Scan Paper Size	Letter Legal A4	Specifies the size of the page to use for the scanned document.
	Scan Source	Document Feeder Flatbed Scanner	Specifies whether the scanned page is in the document feeder or on the scanner glass.
	File Name Prefix		Provides a way to set a standard name prefix for scan job files.
	Output Color	Color Black & White	Specifies whether the scan output document will be a color image or a monochrome image.
	Set as New Defaults		Saves any changes you have made to this menu as the new defaults.

USB Flash Drive

Menu item	Description
Print Documents	Prints documents stored on the USB drive. Use the arrow buttons to scroll through the documents. Touch the names of documents that you want to print. Touch the summary screen to change settings such as the number of copies, the paper size, or the paper type. Touch the Print button when you are ready to print the documents.
View and Print Photos	Previews photos on the USB drive. Use the arrow buttons to scroll through the photos. Touch the preview image for each photo that you want to print. You can adjust the settings, and you can save the changes as the new default settings. When you are ready to print the photos, touch the Print button.
Scan to USB Drive	Scans a document and stores it as a .PDF document or .JPEG image on the USB flash drive.

Interpret control panel messages

MANY OF THE SOLUTION SAY PRESS OK, IS THIS CORRECT?

PLEASE PROVIDE SERVICE SOLUTIONS FOR ERRORS THAT NOW HAVE "CONTACT HP" AS THE ACTION ITEM.

Control panel message types

The control panel messages indicate the current product status or situations that might require action.

Alert and warning messages appear temporarily and might require you to acknowledge the message by pressing the OK button to resume or by pressing the Cancel ✕ button to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the product will attempt to resume the printing job after the warning has appeared for 10 seconds without acknowledgement.

Critical error messages can indicate some kind of failure. Turning off and then turning on the power might fix the problem. If a critical error persists, the product might require service.

Control panel messages

10.100X Supply Memory Error

Description

A specific toner cartridge has a faulty or missing memory chip.

"X" indicates the cartridge: 0=black, 1=cyan, 2=magenta, 3=yellow.

Recommended action

Check the memory chip. If it is broken or damaged, replace the cartridge.

Verify that the cartridge is installed in the correct location.

Reinstall the toner cartridge.

Turn off and then turn on the product.

If the error is with a color cartridge, try swapping it with a different color cartridge in the tray. If the same message displays, then there is an engine problem. If a different 10.100X message displays, replace the cartridge.

If the problem is not solved, replace the cartridge.

49 Error, Turn off then on

Description

The product has experienced an internal embedded software error. Under most conditions, the product automatically restarts.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

50.x Fuser Error

Description

The product has experienced an internal hardware error.

Recommended action

1. Turn off the power by using the power switch, and then wait at least 30 seconds.

2. If a surge protector is being used, remove it. Connect the product directly into the wall socket.

3. Turn on the power and wait for the product to initialize.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

52 Scanner Error

Description

The product has experienced an internal hardware error.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If a surge protector is being used, remove it. Connect the product directly into the wall socket. Use the power switch to turn the product on.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

57 Fan Error, Turn off then on

Description

The product has experienced a problem with its internal fan.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

79 Error Turn off then on

Description

The product has experienced an internal firmware error. Under most conditions, the product automatically restarts.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If a surge protector is being used, remove it. Connect the product directly into the wall socket. Use the power switch to turn the product on.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Black Cartridge Low

Description

The toner cartridge is nearing the end of its useful life.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Black in wrong position

Description

The toner cartridge is installed in the incorrect slot.

Recommended action

Make sure that each toner cartridge is installed in the correct slot. From front to back, the toner cartridges are installed in this order: black, cyan, magenta, and yellow.

Black Very Low

Description

The toner cartridge is at the end of its useful life. The product continues printing to prevent fax interruptions.

Recommended action

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Toner cartridge Warranty Statement.

Canceled scan. Clear document

Description

You touched the Cancel ✕ button while scanning, faxing, or copying to cancel the current job while pages were feeding from the document feeder. The cancel process does not automatically clear the document feeder.

Recommended action

Remove the jammed item. Then, clear the items in the document feeder tray and start over.

Canceled send. Clear document

Description

You touched the Cancel ✕ button while faxing to cancel the current job while pages were feeding from the document feeder. The cancel process does not automatically clear the document feeder.

Recommended action

Remove the jammed item. Then, clear the items in the document feeder tray and start over.

Communication error.

Description

A fax communication error occurred between the product and the sender or receiver.

Recommended action

Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Connect the product phone cord into a jack for another phone line.

Try a different phone cord.

Set the Fax Speed option to the Slow (V.29) setting or disable the Fast (V.34) setting.

Turn off the Error Correction feature to prevent automatic error correction.

NOTE: Turning off the Error Correction feature can reduce image quality.

Print the Fax Activity Log report from the control panel to determine if the error occurs by using a specific fax number.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Cyan Cartridge Low

Description

The toner cartridge is nearing the end of its useful life.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Cyan in wrong position

Description

The toner cartridge is installed in the incorrect slot.

Recommended action

Make sure that each toner cartridge is installed in the correct slot. From front to back, the toner cartridges are installed in this order: black, cyan, magenta, and yellow.

Cyan Very Low

Description

The toner cartridge is at the end of its useful life. When a color toner cartridge becomes very low, the product prints in black only to prevent fax interruptions. When you choose to replace the very low toner cartridge, color printing resumes automatically.

Recommended action

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.

Device error, press OK

Description

Generic engine error.

Recommended action

This is a warning message only. Job output might be affected.

Device is busy. Try again later

Description

The product is currently in use.

Recommended action

Wait for the product to finish the current job, or to finish initializing.

Document feeder door is open.

Description

The document feeder cover is open, or a sensor is malfunctioning.

Recommended action

Make sure that the document feeder cover is closed.

If the message persists, turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Document feeder jam. Clear and reload.

Description

A piece of paper is jammed in the document feeder tray.

Recommended action

Clear the jam.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/
LJColorMFPM475 or the support flyer that came in the product box.

Document feeder mispick. Reload

Description

The product did not pick up the paper in the document feeder.

Recommended action

Remove the paper from the document feeder tray, and then reload it.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/
LJColorMFPM475 or the support flyer that came in the product box.

Door open

Description

The toner cartridge door is open.

Recommended action

Close the toner cartridge door.

Engine Communication Error

Description

The product has experienced an engine communication timeout error.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power
and wait for the product to initialize.

If a surge protector is being used, remove it. Connect the product directly into the wall socket. Use the
power switch to turn the product on.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/
LJColorMFPM475 or the support flyer that came in the product box.

Engine error. Press OK to continue.

Description

The product experienced a print engine error.

Recommended action

This is a warning message only. Job output might be affected.

Fax is busy. Canceled send.

Description

The fax line to which you were sending a fax was busy. The product has canceled sending the fax.

Recommended action

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Check that the Redial if Busy option is enabled.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax is busy. Redial pending.

Description

The fax line to which you were sending a fax was busy. The product automatically redials the busy number.

Recommended action

Allow the product to retry sending the fax.

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax receive error.

Description

An error occurred while trying to receive a fax.

Recommended action

Ask the sender to resend the fax.

Try faxing back to the sender or another fax machine.

Check that the telephone cord is securely connected by unplugging and replugging the cord.

Make sure that you are using the telephone cord that came with the product.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

Decrease the fax speed. Ask the sender to resend the fax.

Turn off error-correction mode. Ask the sender to resend the fax.

NOTE: Turning off error-correction mode can reduce the quality of the fax image.

Connect the product to a different phone line.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax Send error.

Description

An error occurred while trying to send a fax.

Recommended action

Try resending the fax.

Try faxing to another fax number.

Check that the telephone cord is securely connected by unplugging and replugging the cord.

Make sure that you are using the telephone cord that came with the product.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

Connect the product to a different phone line.

Set the fax resolution to Standard instead of the default of Fine.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax storage is full. Canceling the fax receive.

Description

The amount of available memory for storing faxes is insufficient to store an incoming fax.

Recommended action

If you are using the Private Receive feature, print all received faxes to regain some memory.

If you still need more memory, clear faxes from memory. Open the Service menu. In the Fax Service menu, select the Clear Saved Faxes option.

Fax storage is full. Canceling the fax send.

Description

During the fax job, the memory filled. All pages of the fax have to be in memory for a fax job to work correctly. Only the pages that fit into memory were sent.

Recommended action

Cancel the current job. Turn the product off, and then turn it on again. Try sending the job again.

If the error reoccurs, cancel the job and turn the product off and then on a second time. The product might not have enough memory for some jobs.

Fit to Page on flatbed only

Description

The copy reduce/enlarge feature (called "Fit to Page") applies only to copies made from the flatbed scanner.

Recommended action

Use the flatbed or select another reduction/enlargement setting.

Genuine HP supply installed

Description

A genuine HP supply was installed.

Recommended action

No action necessary.

Incompatible <color>

Description

You have installed a toner cartridge that is intended for use in a different HP product model. The product might not function correctly with this toner cartridge installed.

Recommended action

Install the correct toner cartridge for this product.

Install [color] cartridge

Description

One of the color cartridges is not installed with the door closed.

Recommended action

Install the indicated color cartridge.

Invalid driver Press OK

Description

You are using the incorrect printer driver.

Recommended action

Select the printer driver that is appropriate for your product.

Invalid entry

Description

Invalid data or response.

Recommended action

Correct the entry.

Jam in (area), Open door and clear jam

Description

There is a paper jam in the print paper path or output bin.

Recommended action

Clear the jam from the area indicated on the product control panel, and then follow the control panel instructions.

Jam in Tray 1, Clear jam and then press OK

Description

The product has detected a jam in Tray 1.

Recommended action

Clear the jam, and then follow the control panel instructions.

Load paper

Description

The tray is empty.

Recommended action

Load paper in the tray.

Load Tray 1 <TYPE> <SIZE>, Press OK to use available media

Description

Device is processing a job, but no trays match.

Recommended action

Load paper in the correct orientation.

Touch the OK button to use existing tray settings.

Load Tray 1, <PLAIN> <SIZE> / Cleaning mode, OK to start

Description

Cleaning mode paper prompt.

Recommended action

Load a clean sheet of paper in the correct orientation, then touch the OK button to begin the cleaning procedures.

Load tray <X> Press [OK] for available media

Description

The tray is empty.

Recommended action

Load paper into the tray to continue printing. Press the OK button to select a different tray.

Magenta Cartridge Low

Description

The toner cartridge is nearing the end of its useful life.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Magenta in wrong position

Description

The toner cartridge is installed in the incorrect slot.

Recommended action

Make sure that each toner cartridge is installed in the correct slot. From front to back, the toner cartridges are installed in this order: black, cyan, magenta, and yellow.

Magenta Very Low

Description

The toner cartridge is at the end of its useful life. When a color toner cartridge becomes very low, the product prints in black only to prevent fax interruptions. When you choose to replace the very low toner cartridge, color printing resumes automatically.

Recommended action

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.

Manual Duplex Load Tray 1, Press OK

Description

Manual duplex mode.

Recommended action

Load paper in the correct orientation.

Manual feed <SIZE> <TYPE>, Press OK to use available media

Description

Print Manual Feed mode.

Recommended action

Load paper into Tray 1.

Memory is low. Press OK.

Description

The product memory has been almost completely filled.

Recommended action

Touch the OK button to cancel the job.

Break the job into smaller jobs that contain fewer pages.

Turn the product off and then on to clear the memory.

Memory is low. Try again later

Description

The product does not have enough memory to start a new job.

Recommended action

Wait until the current job is finished before starting a new job.

Turn the product off and then on to clear the memory.

Memory low Only 1 copy made. Press OK to continue.

Description

The product does not have enough memory to complete the collated copy job.

Recommended action

Break the job into smaller jobs that contain fewer pages.

Turn the product off and then on to clear the memory.

Misprint, Press OK

Description

Feed delay misprint.

Recommended action

Verify that paper is loaded in the input tray.

Reload paper.

No dial tone.

Description

The product could not detect a dial tone.

Recommended action

Check for a dial tone on the phone line by touching the Start Fax button.

Unplug the telephone cord from both the product and the wall and replug the cord.

Make sure that you are using the telephone cord that came with the product.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax answer. Canceled send.

Description

Attempts to redial a fax number failed, or the Redial if No Answer option was turned off.

Recommended action

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Check that the redial option is enabled.

Unplug the telephone cord from both the product and the wall and replug the cord.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax answer. Redial pending.

Description

The receiving fax line did not answer. The product attempts to redial after a few minutes.

Recommended action

Allow the product to retry sending the fax.

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

If the product continues to redial, unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax detected.

Description

The product answered the incoming call but did not detect that a fax machine was calling.

Recommended action

Allow the product to retry receiving the fax.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Print failure, press OK. If error repeats, turn off then on.

Description

The product could not print the current page because of its complexity.

Recommended action

Touch the OK button to clear the message.

Remove shipping lock from <color> cartridge

Description

A toner cartridge shipping lock is installed.

Recommended action

Pull the orange tab to remove the shipping lock from the cartridge.

Remove shipping locks from cartridges

Description

A toner cartridge shipping lock is installed on one or more toner cartridges.

Recommended action

Pull the orange tab to remove the shipping lock from the cartridge.

Replace [color]

Description

The toner cartridge is at the end of its useful life, and the product is customer-configured to stop printing when it reaches the very low state.

Recommended action

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.

Scanner error #, Turn off then on

Description

The product has experienced an error in the scanner sub-assembly area.

Recommended action

Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.

Do not open the scanner lid until the initialization process is complete.

If a surge protector is being used, remove it. Connect the product directly into the wall socket. Use the power switch to turn the product on.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Scanner reserved for PC scan

Description

A computer is using the product to create a scan.

Recommended action

Wait until the computer scan has finished, or cancel the scan from the computer software, or touch the Cancel ✕ button.

Scanning error Cannot connect

Description

The product cannot transmit scan information to a computer.

Recommended action

Verify that the connection cable is not loose or damaged. Replace the cable if necessary, and try the scan again.

Settings cleared

Description

The product has cleared job settings.

Recommended action

Re-enter any appropriate job settings.

Unexpected size in tray # Load <size> Press [OK]

Description

The product has detected paper in the tray that does not match the configuration for the tray.

Recommended action

Load the correct paper into the tray, or configure the tray for the size that you have loaded.

Unsupported <color> Press [OK] to continue

Description

The product has detected a toner cartridge that was not made by HP.

Recommended action

Press the OK button to continue printing.

If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit. Service or repairs that are required as a result of using unsupported supplies is not covered under HP warranty.

Used <color> in use

Description

You are using a toner cartridge that reached the default low threshold while it was installed in a product.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Used [color] installed, to accept press OK

Description

A used color toner cartridge has been installed or moved.

Recommended action

Touch the OK button to return to the Ready state.

Used supplies in use

Description

You are using more than one toner cartridge that reached the default low threshold while it was installed in a product.

Recommended action

Printing can continue, but consider having replacement supplies on hand.

Yellow Cartridge Low

Description

The toner cartridge is nearing the end of its useful life.

Recommended action

Printing can continue, but consider having a replacement supply on hand.

Yellow in wrong position

Description

The toner cartridge is installed in the incorrect slot.

Recommended action

Make sure that each toner cartridge is installed in the correct slot. From front to back, the toner cartridges are installed in this order: black, cyan, magenta, and yellow.

Yellow Very Low

Description

The toner cartridge is at the end of its useful life. When a color toner cartridge becomes very low, the product prints in black only to prevent fax interruptions. When you choose to replace the very low toner cartridge, color printing resumes automatically.

Recommended action

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP supply has reached very low, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.

Event-log messages

Accessing the event log requires touching the Left Arrow ◄ button and the Cancel ✕ button on the touchscreen when they are not illuminated. Use the figure below to locate these buttons on the touchscreen.

Figure 2-16 Control-panel test

Print the event log

> **NOTE:** You can use HP ToolboxFX to view the event log from a computer.

1.   Make sure the product is in the Ready state.

2.   Touch the Setup ⚒ button.

3.   Simultaneously touch the Left Arrow ◄ button and the Cancel ✕ button.

4.   Touch the Setup ⚒ button.

5.   Open the 2ndry Service menu.

6.   Open the Service Reports menu.

7.   Touch the Error Report item.

Event log messages

The following table contains all event log codes for this product. Many event log codes correspond to a control-panel error message.

Some product events do not produce a message that displays on the control panel. Instead, they are only recorded in the event log.

Table 2-7 **Event-log messages**

Event code	Description
13.0000	Paper jam
20.0000	Memory out
21.0000	Page misfeed or mispick
41.2000	Beam detect malfunction
41.3000	Unexpected size
50.1000	Low fuser temperature error
50.2000	Slow fuser error
50.3000	High fuser temperature error
50.4000	Fuser drive circuit error
50.7000	Fuser open error
50.8000	Low sub-thermistor fuser error
50.9000	High sub-thermistor fuser error
51.2000	Black scanner laser error (inline devices only)
51.2100	Cyan scanner laser error (inline devices only)
51.2200	Magenta scanner laser error (inline devices only)

Table 2-7 Event-log messages (continued)

Event code	Description
51.2300	Yellow scanner laser error (inline devices only)
54.0100	Environmental sensor error
54.0600	Density sensor error
54.1100	Black density out of range
54.1101	Cyan density out of range
54.1102	Magenta density out of range
54.1103	Yellow density out of range
54.1200	Black density measurement abnormality
54.1201	Cyan density measurement abnormality
54.1202	Magenta density measurement abnormality
54.1203	Yellow density measurement abnormality
54.1400	Color plane registration sensor error (inline devices only)
54.1599	Black CPR pattern cannot be read
54.1501	Cyan CPR pattern cannot be read
54.1502	Magenta CPR pattern cannot be read
54.1503	Yellow CPR pattern cannot be read
54.1500	Yellow toner level sensor error
54.1600	Magenta toner level sensor error
54.1700	Cyan toner level sensor error
54.1800	Black toner level sensor error
54.1900	Bad top-of-page (TOP) sensor
54.2100	Beam detect (BD) error
54.2500	Top-of-page sensor error
55.0000	Engine internal communication error
55.0601	DC controller NVRAM data error
55.0602	DC controller NVRAM access error
55.1000	DC controller memory error
57.0100	Fan motor error
57.0200	Fan error
59.0160	ITB or main motor rotation error (59.A0)
59.0192	Developer motor rotation error (59.C0)
59.0240	Transfer alienation failure (59.F0)

Table 2-7 Event-log messages (continued)

Event code	Description
59.3000	Fuser motor startup error
59.4000	Fuser motor error
59.5000	Image drum motor startup error—black
59.5300	Image drum motor startup error—yellow
59.6000	Image drum motor rotation error—black
59.6300	Image drum motor rotation error—yellow
59.7000	Black developer motor startup error
59.7300	Yellow developer motor startup error
59.8000	Black developer motor rotation error
59.8300	Yellow developer motor rotation error
59.9000	ITB motor start error

Table 2-8 Event-log-only messages

Event code	Description	Solution
20.0000	Memory out	1. Turn off the power by using the power switch, and then wait at least 30 seconds.
		2. Turn on the power and wait for the product to initialize.
		If the error persists, break the job into smaller jobs that contain fewer pages.
		If the error persists, update the firmware.
		NOTE: For memory-card models, adding memory to the DIMM slot might help solve this problem.
54.0100	Environmental sensor error	Verify that the DC controller connectors are firmly connected.
		If the error persists, replace the temperature/humidity sensor.
		If the error persists, replace the DC controller.

Table 2-8 Event-log-only messages (continued)

Event code	Description	Solution
54.0600	Density sensor error	Verify that the cables between the DC controller and the ITB are firmly connected.
54.1100	Black density out of range	
54.1101	Cyan density out of range	If the error persists, replace the color misregistration sensor.
54.1102	Magenta density out of range	If the error persists, replace the ITB. If the error persists, replace the DC controller.
54.1103	Yellow density out of range	
54.1200	Black density measurement abnormality	
54.1201	Cyan density measurement abnormality	
54.1202	Magenta density measurement abnormality	
54.1203	Yellow density measurement abnormality	
54.1400	Color plane registration sensor error (inline devices only)	1. Turn off the power by using the power switch, and then wait at least 30 seconds. 2. Turn on the power and wait for the product to initialize.
54.1501	Cyan CPR pattern cannot be read	If the error persists, verify that the cables between the color misregistration sensor and the DC controller are firmly connected.
54.1502	Magenta CPR pattern cannot be read	If the error persists, replace the color misregistration sensor.
54.1503	Yellow CPR pattern cannot be read	If the error persists, replace the ITB. If the error persists, replace the toner cartridge tray.
54.1599	Black CPR pattern cannot be read	If the error persists, replace the DC controller.
54.2100	Beam detect (BD) error	If the error persists, replace the DC controller. If the error persists, replace the product.
54.2500	Top-of-page sensor error	Verify that the DC controller connectors are firmly connected. If the error persists, replace the DC controller.

Clear jams

Common causes of jams

To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this product.

2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

3. Use paper that has not previously been printed or copied on.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

6. Make sure that the tray is fully inserted in the product.

7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

Jam locations

Jams can occur in these locations:
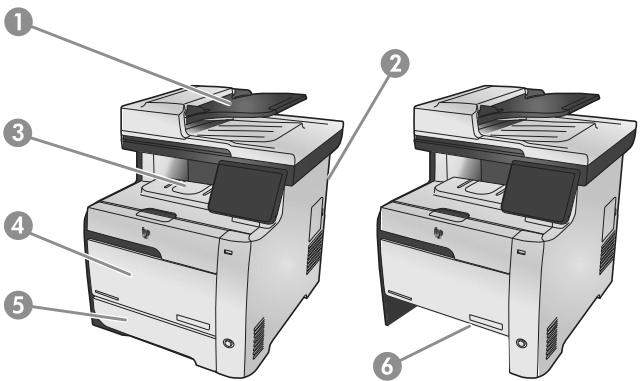
1	Document feeder
2	Rear door
3	Output bin
4	Tray 1

5	Tray 2
6	Tray 2 jam-access area

Loose toner might remain in the product after a jam. This problem typically resolves itself after a few sheets have been printed.

Clear jams from the document feeder

1. Turn the product off.
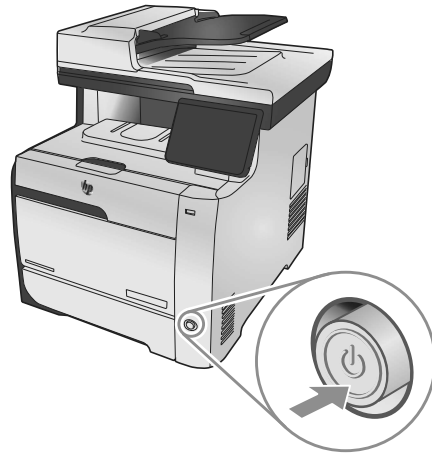
2. Open the document feeder cover.
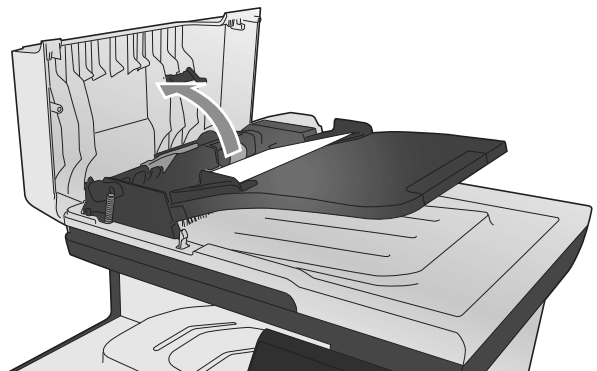
3. Lift the document feeder roller assembly, and gently pull the jammed paper out.
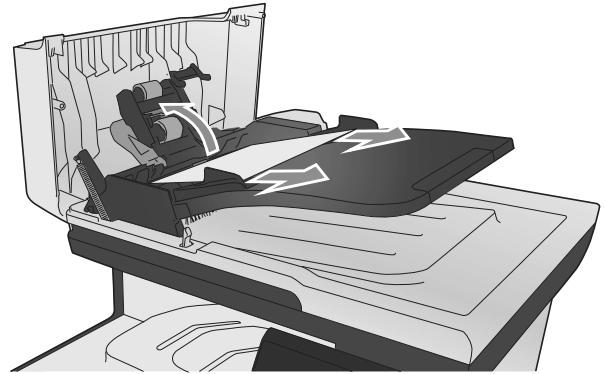
4. Close the document feeder roller assembly.
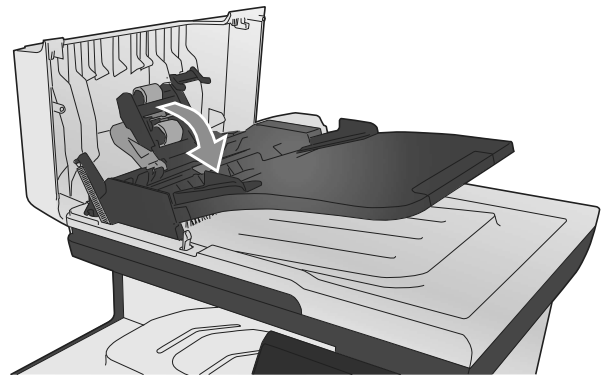
5. Close the document feeder cover.
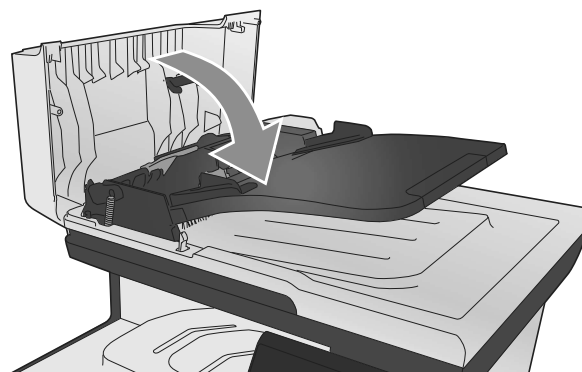
6. Open the scanner lid. If paper is jammed behind the white plastic backing, gently pull it out.
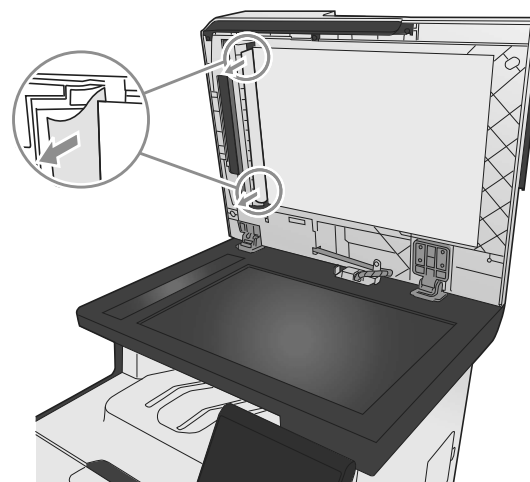
Clear jams in Tray 1

1. Pull the jammed sheet from Tray 1.

   NOTE: If the sheet tears, make sure that all of the fragments are removed before you resume printing.
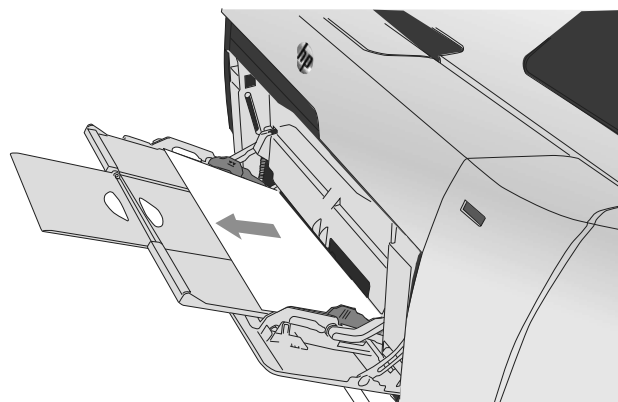
2. Pull out Tray 2 and place it on a flat surface.
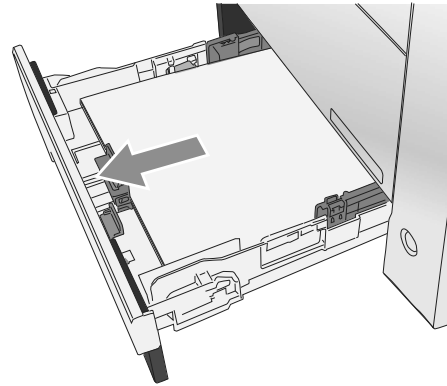
3. Lower the jam-access tray.
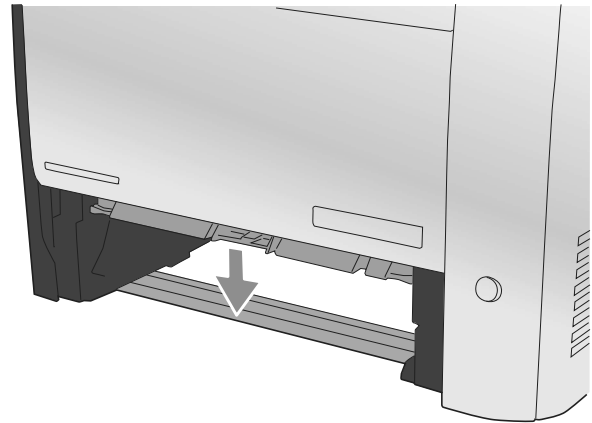
4. Remove the jammed sheet by pulling it straight out.
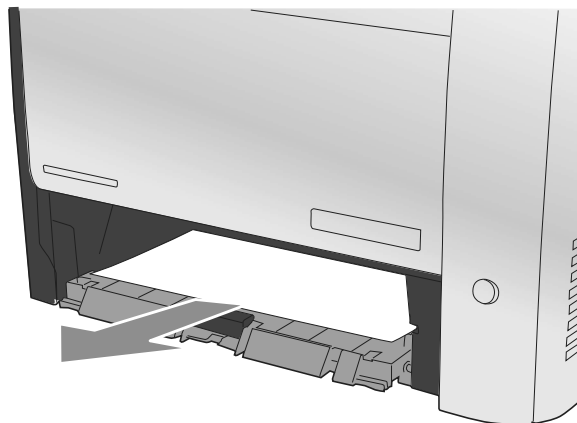
5. Push the jam-access tray up to close it, and then replace Tray 2.

   NOTE: To close the tray, push in the middle or with even pressure on both sides. Avoid pushing on one side only.
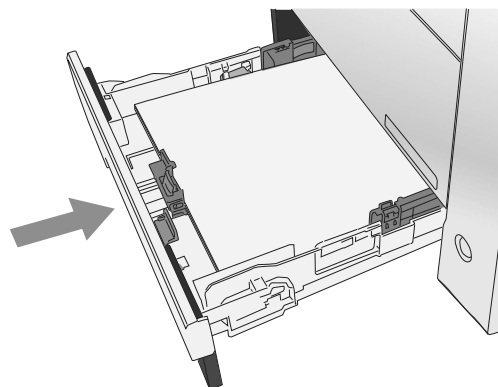
Clear jams in Tray 2

1. Open Tray 2.
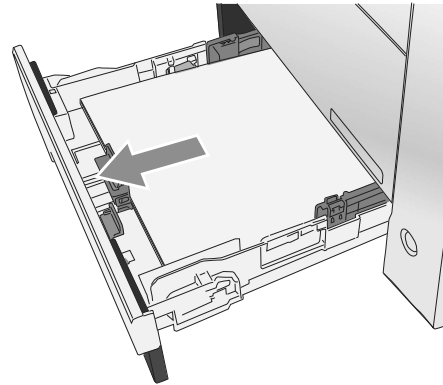
2. Remove the jammed sheet by pulling it straight out.
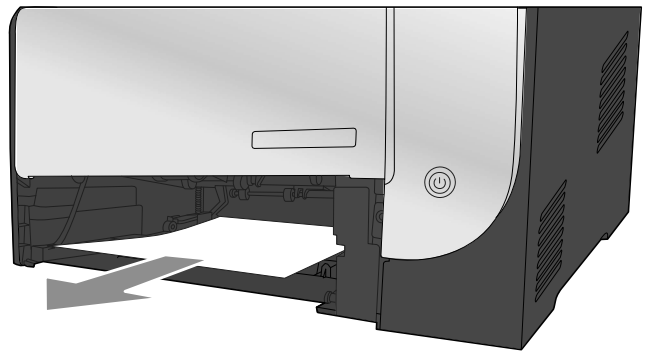
3. Close Tray 2.

   NOTE: To close the tray, push in the middle or with even pressure on both sides. Avoid pushing on one side only.
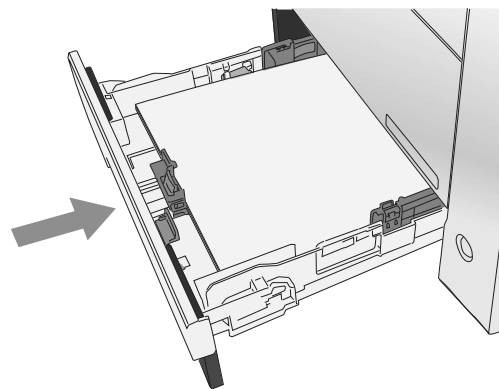
Clear jams in the fuser area

1. Open the rear door.

   CAUTION: The fuser, located in the back of the product, is hot. Wait for the fuser to cool before continuing.
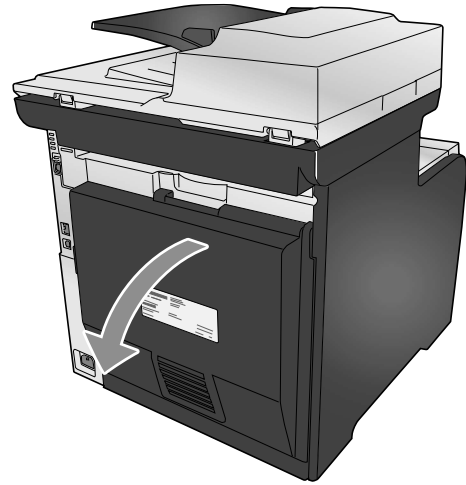
2. If necessary, push the guide (callout 1) and remove any visible paper (callout 2) from the bottom of the delivery area.

   NOTE: If the sheet tears, make sure that all fragments are removed before you resume printing. Do not use sharp objects to remove fragments.
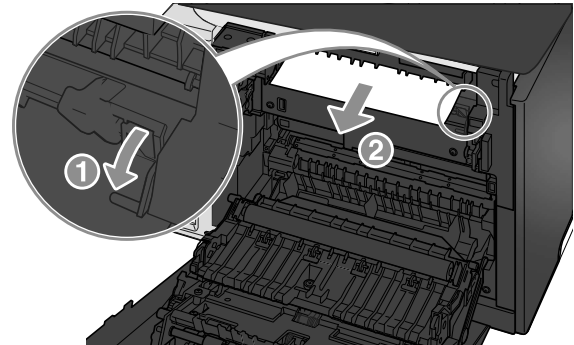
3. Close the rear door.
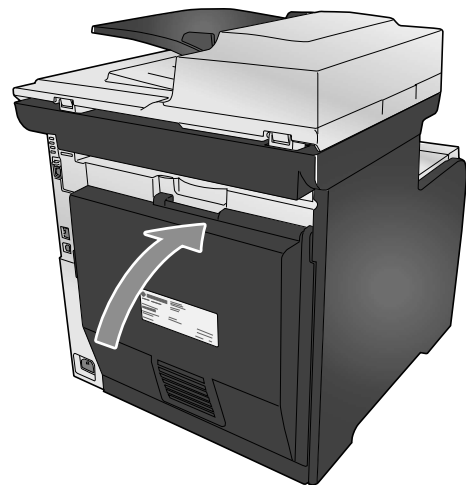
Clear jams in the output bin

1. Look for jammed paper in the output bin area.

2. Remove any visible media.

    NOTE: If the sheet tears, make sure that all fragments are removed before resuming printing.

3. Open and then close the rear door to clear the message.
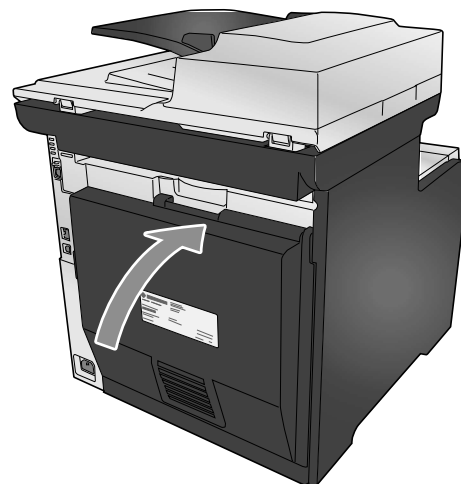
Clear jams in the duplexer (duplexing models only)

1. Open the rear door.

    CAUTION: The fuser, located in the back of
    the product, is hot. Wait for the fuser to cool
    before continuing.
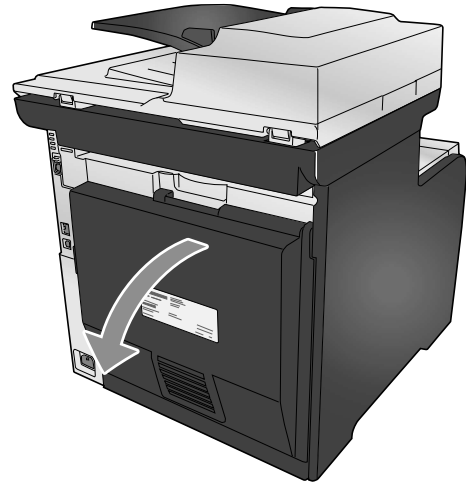
2. If necessary, pull the guide (callout 1) and
    remove any visible paper (callout 2) from the
    bottom of the delivery area.
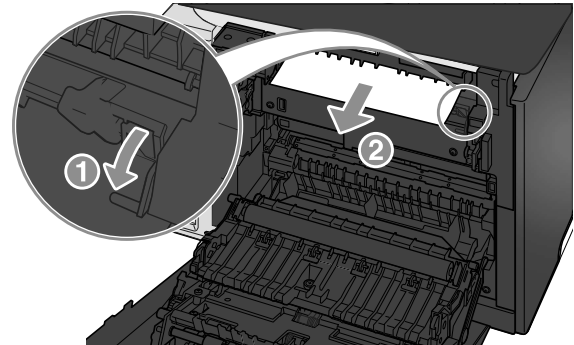
3. If necessary, remove any visible paper from
    bottom side of the duplexing unit.
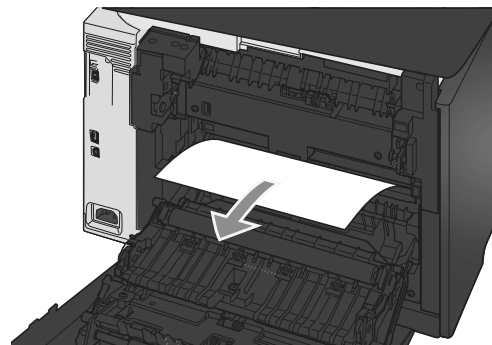
4. If you can not see any jammed paper, lift the duplexing unit using the tab on the side of the duplexing unit.
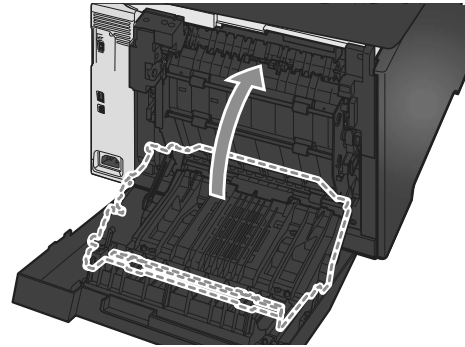
5. If you can see the trailing edge of the paper, remove the paper from the product.
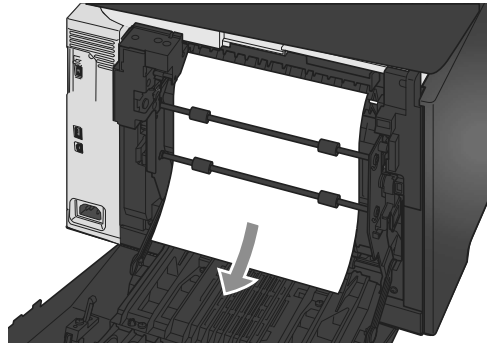
6. If you can see the leading edge of the paper, remove it from the product.
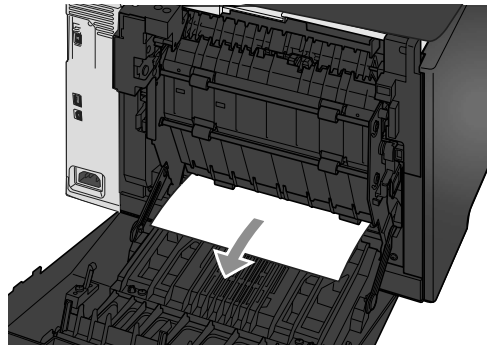
7. Close the rear door.
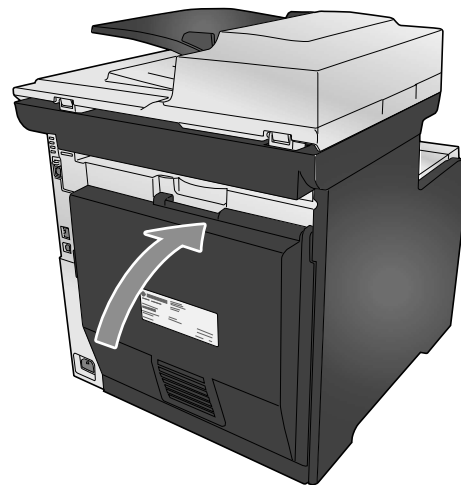
Solve paper-handling problems

The product picks up multiple sheets of paper

If the product picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.

2. Use only paper that meets HP specifications for this product.

3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Align the guides with the paper-size markings in the bottom of the tray.

The product does not pick up paper
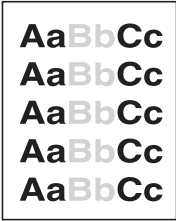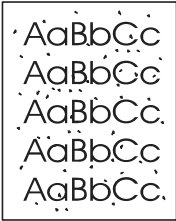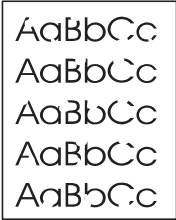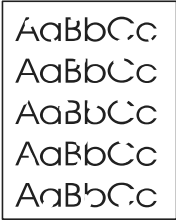
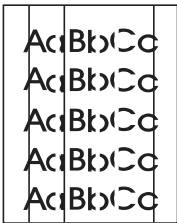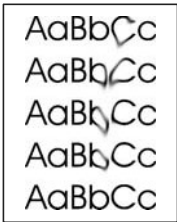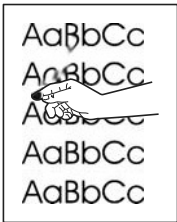If the product does not pick up paper from the tray, try these solutions.

1. Open the product and remove any jammed sheets of paper.

2. Load the tray with the correct size of paper for your job.

3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Align the guides with the paper-size markings in the bottom of the tray.

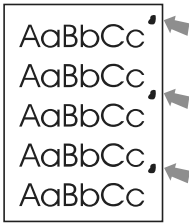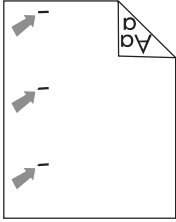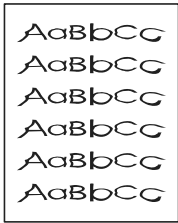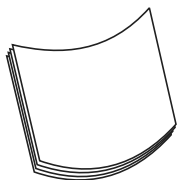4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.
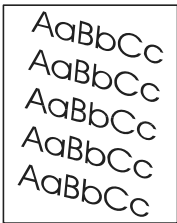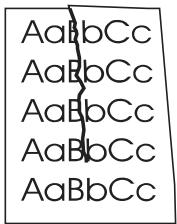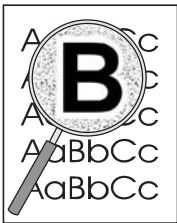
Solve image-quality problems

Print quality examples

The following examples depict Letter-size paper that has passed through the product short-edge first. These examples illustrate problems that would affect all the pages that you print, whether you print in color or in black only. The topics that follow list the typical cause and solution for each of these examples.

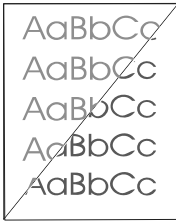| Problem	Cause	Solution
Print is light or faded. **Aa**Bb**Cc** **Aa**Bb**Cc** **Aa**Bb**Cc** **Aa**Bb**Cc** **Aa**Bb**Cc**	The media might not meet HP specifications.	Use media that meets HP specifications.
	One or more toner cartridges might be defective.	Print the Supplies status page to check the remaining life. Replace any low toner cartridges.
	The product is set to override the **Replace [color]** message and to continue printing.	Replace any low toner cartridges.
	The print density settings might have been changed.	Set the print density setting to **0**.
	The product might need to be calibrated.	Run a calibration.
Toner specks appear. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The media might not meet HP specifications.	Use only media that meets HP specifications.
	The paper path might need cleaning.	Clean the paper path. See the complete version of the English service manual.
	One or more of the cartridges might be leaking.	Try to verify the color of the toner specks and check the cartridge for leaks.
	The cartridge waste tank might be overfilled.	Check for error code 10.98.XX in the event log. The XX portion of the code identifies the cartridge (00 is black, 01 is cyan, 02 is magenta, 03 is yellow). If the error was logged, replace the appropriate cartridge.
Dropouts appear. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	A single sheet of print media might be defective.	Try reprinting the job.
	The moisture content of the paper is uneven or the paper has moist spots on its surface.	Try different paper, such as high-quality paper that is intended for color laser printers.
	The media is flawed. The media manufacturing processes can cause some areas to reject toner.	Try different paper, such as high-quality paper that is intended for color laser printers.

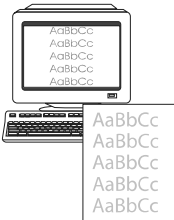| Problem	Cause	Solution
Vertical streaks or bands appear on the page. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	One or more toner cartridges might be defective.	Print the Supplies status page to check the remaining life. Replace any low toner cartridges.
	The product is set to override the **Replace [color]** message and to continue printing.	Replace any low toner cartridges.
The amount of background toner shading becomes unacceptable. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	Extreme dry (low humidity) conditions can increase the amount of background shading.	Check the device environment.
	The extended print mode setting is incorrect.	Try the print job again using the Transfer extended print mode, Dry paper setting.
	One or more toner cartridges might be defective.	Replace any low toner cartridges.
	The product is set to override the **Replace [color]** message and to continue printing.	Replace any low toner cartridges.
	Smooth media shows more background than plain media	Think about using rougher media.
Toner smears appear on the media. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The media might not meet HP specifications.	Use only media that meets HP specifications.
	If toner smears appear on the leading edge of the paper, the media guides are dirty, or debris has accumulated in the print path.	Clean the media guides. Clean the paper path.
The toner smears easily when touched. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The device is not set to print on the type of media on which you want to print.	In the printer driver, select the **Paper** tab and set **Type is** to match the type of media on which you are printing. Print speed might be slower if you are using heavy paper.
	The media might not meet HP specifications.	Use only media that meets HP specifications.
	The paper path might need cleaning.	Clean the paper path.

Problem	Cause	Solution
Marks repeatedly appear at even intervals on the printed side of the page. AaBbCc` AaBbCc, AaBbCc` AaBbCc, AaBbCc	The device is not set to print on the type of media on which you want to print.	In the printer driver, select the **Paper** tab and set **Type is** to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.
	Internal parts might have toner on them.	The problem typically corrects itself after a few more pages.
	The paper path might need cleaning.	Clean the paper path.
	The fuser might be damaged or dirty.	To determine if the fuser has a problem. Print-quality diagnostics page. Clean the paper path.
	A toner cartridge might have a problem.	To determine which cartridge has a problem. Print the print-quality diagnostics page.
Marks repeatedly appear at even intervals on the unprinted side of the page.	Internal parts might have toner on them.	The problem typically corrects itself after a few more pages.
	The paper path might need cleaning.	Clean the paper path.
	The fuser might be damaged or dirty.	To determine if the fuser has a problem. Print the print-quality diagnostics page. Clean the paper path.
The printed page contains misformed characters. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers.
	If characters are incorrectly formed so that they produce a wavy effect, the laser scanner might need service.	Verify that the problem also occurs on the configuration page.
The printed page is curled or wavy.	The device is not set to print on the type of media on which you want to print.	In the printer driver, select the **Paper** tab and set **Type is** to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.
	The **Service** menu item **Less Paper Curl** is set to **Off**.	Use the control-panel menus to change the setting.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers.
	Both high temperature and humidity can cause paper curl.	Check the device environment.

Problem	Cause	Solution
Text or graphics are skewed on the printed page.	The media might be loaded incorrectly.	Ensure that the paper or other print media is loaded correctly and that the media guides are not too tight or too loose against the stack.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers.
The printed page contains wrinkles or creases.	The media might be loaded incorrectly.	Verify that the media is loaded correctly and that the media guides are not too tight or too loose against the stack.
		Turn over the stack of paper in the input tray, or try rotating the paper 180° in the input tray.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers.
Toner displays around the printed characters.	The media might be loaded incorrectly.	Turn over the stack of paper in the tray.
	If large amounts of toner have scattered around the characters, the paper might have high resistivity.	Use a different paper, such as high-quality paper that is intended for color laser printers.
An image that displays at the top of the page (in solid black) repeats farther down the page (in a gray field).	Software settings might affect image printing.	In your software program, change the tone (darkness) of the field in which the repeated image displays.
		In your software program, rotate the whole page 180° to print the lighter image first.
	The order of images printed might affect printing.	Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page.
	A power surge might have affected the device.	If the defect occurs later in a print job, turn the device off for 10 minutes, and then turn on the device to restart the print job.
		Use non-glossy media to help reduce the severity of the defect

Color image defects

This section describes issues that can occur when you print in color.

Problem	Cause	Solution
Only black is printing when the document should be printing in color. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	Color mode is not selected in your program or printer driver.	Select color mode instead of gray scale mode.
	The correct printer driver might not be selected in the program.	Select the correct printer driver.
	The device might not be correctly configured.	Print a configuration page to check whether color displays on the configuration page.
	The color supply is out and the **Color Supply Out** menu setting is set to **Continue Black**.	Replace the color supply.
One or more colors are not printing, or are inaccurate. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	Sealing tape might be on the toner cartridges.	Verify that the sealing tape has been completely removed from the toner cartridges.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers.
	The device might be operating in excessively humid conditions.	Verify that the device environment is within humidity specifications.
	One or more toner cartridges might be defective.	Replace any low toner cartridges.
	The product is set to override the **Replace [color]** message and to continue printing.	Replace any low toner cartridges.
	One or more of the cartridges might not have been engaged properly by the print engine.	Remove and reinstall the cartridges.
A color is printing inconsistently after you load a new toner cartridge. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	Another toner cartridge might be defective.	Remove the toner cartridge for the color that is printing inconsistently and reinstall it.
	The product is set to override the **Replace [color]** message and to continue printing.	Replace any low toner cartridges.

Problem	Cause	Solution
The colors on the printed page do not match the colors as they appear on the screen.	The colors on your computer monitor might differ from the device output.	See the product user guide.
	If extremely light colors or extremely dark colors on-screen are not printing, your software program might interpret extremely light colors as white or extremely dark colors as black.	If possible, avoid using extremely light or extremely dark colors.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers.
The finish on the printed color page is inconsistent.	The media might be too rough.	Use a smooth paper or print media, such as a high-quality paper that is made for color laser printers. Generally, smoother media produces better the results.

Clean the product

Clean the pickup and separation rollers

1. Turn off the product, unplug the power cable from the product, and then remove the rollers.

2. Dab a lint-free cloth in isopropyl alcohol, and then scrub the roller.

   ⚠ **WARNING!** Alcohol is flammable. Keep the alcohol and cloth away from an open flame. Before you close the product and connect the power cable, allow the alcohol to dry completely.

   📝 **NOTE:** In certain areas of California (USA), air pollution control regulations restrict the use of liquidisopropyl alcohol (IPA) as a cleaning agent. In those areas of California, please disregard theprevious recommendations and use a dry, lint free cloth, moistened with water, to clean thepickup roller.

3. Use a dry, lint free cloth, to wipe the rollers and remove loose dirt.

Clean the paper path

During the printing process, paper, toner, and dust particles can accumulate inside the product. Over time, this buildup can cause print-quality problems such as toner specks or smearing. This product has a cleaning mode that can correct and prevent these types of problems.

Clean the paper path from the product control panel

1. From the Home screen, touch the Setup 🔧 button.

2. Touch the Service menu.

3. Touch the Cleaning Page button.

4. Load plain letter or A4 paper when you are prompted.

5. Touch the OK button to begin the cleaning process.

   A page feeds through the product slowly. Discard the page when the process is completed.

   📝 **NOTE:** For models that do not have an automatic duplexer, the product prints the first side and then prompts you to remove the page from the output bin and reload it in Tray 1, keeping the same orientation.

Clean the scanner glass strip and platen

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner glass and white plastic backing.

1. Use the power switch to turn off the product, and then unplug the power cable from the electrical socket.

2. Open the scanner lid.

3. Clean the scanner glass and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.
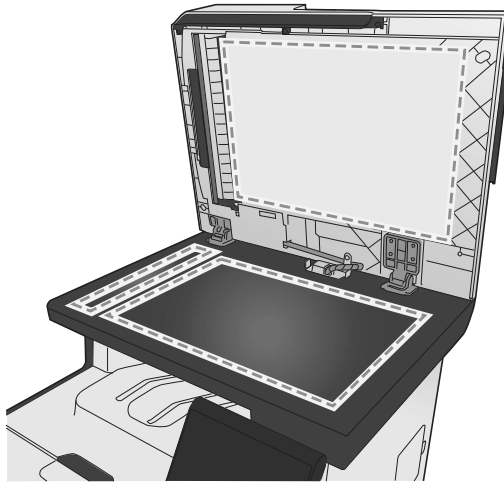

⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

4. Dry the glass and white plastic backing with a chamois or a cellulose sponge to prevent spotting.

5. Connect the product, and then use the power switch to turn on the product.

Clean the document feeder pickup rollers and separation pad

If the product document feeder experiences paper-handling problems, such as jams or multiple-page feeds, clean the document feeder rollers and separation pad.
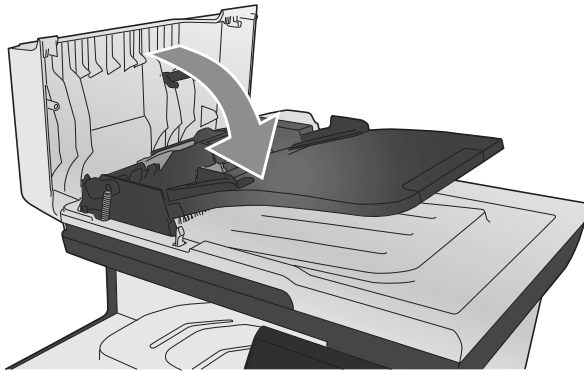
1. Open the document feeder cover.
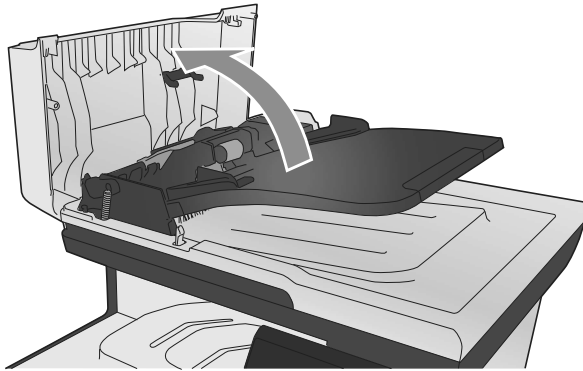
2. Use a moist, lint-free cloth to wipe both pickup rollers and the separation pad to remove dirt.
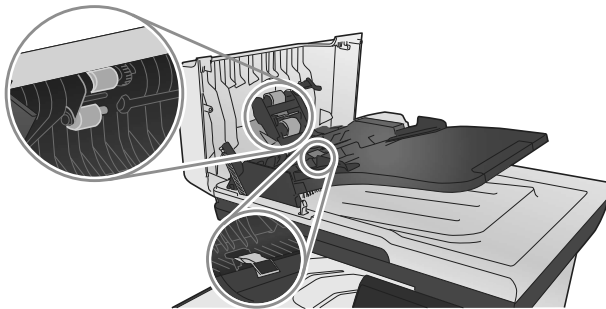
3. Close the document feeder cover.

Clean the touch screen

Clean the touch screen whenever it is necessary to remove fingerprints or dust. Wipe the touch screen gently with a clean, water-dampened, lint-free cloth.

⚠ CAUTION: Use water only. Solvents or cleaners can damage the touch screen. Do not pour or spray water directly onto the touch screen.

Solve performance problems

Factors affecting print performance

Problem	Cause	Solution
Pages print but, are totally blank.	The sealing tape might still be in the toner cartridges.	Verify that the sealing tape has been completely removed from the toner cartridges.
	The document might contain blank pages.	Check the document that you are printing to see if content displays on all of the pages.
	The product might be malfunctioning.	To check the product, print a Configuration page.
Pages print very slowly. NOTE: The product print speed is effected by various factors (for example, media size or page complexity).	Heavier media types can slow the print job.	Print on a different type of media.
	Complex pages can print slowly.	Proper fusing might require a slower print speed to ensure the best print quality.
	Paper type not set correctly.	Select the type to match the paper.
Pages did not print.	The product might not be pulling media correctly.	Ensure paper is loaded in the tray correctly. If the problem persists, you might need to replace the pickup rollers and the separation pad.
	The media is jamming in the device.	Clear the jam.
	The USB cable might be defective or incorrectly connected.	● Disconnect the USB cable at both ends and reconnect it. ● Try printing a job that has printed in the past. ● Try using a different USB cable.
	Other devices are running on your computer.	The product might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, you must disconnect the other device or you must use two USB ports on the computer.

Print speeds

Print speed is the number of pages that print in one minute. Print speed depends on different engine-process speeds or operational pauses between printed pages during normal product operation. Factors that determine the print speed of the product include the following:

- Page formatting time

  The product must pause for each page to be formatted before it prints. Complex pages take more time to format, resulting in reduced print speed. However, most jobs print at full engine speed (21 ppm on Letter-size media or 20 ppm on A4-size media).

- Color mode

  Monochrome printing (black only) provides the maximum print speed. Full color print jobs cause a reduction in print speed.

- Media size

  Legal-size media reduces print speed because it is longer than the standard Letter- or A4–size media. A reduce print speed is used when printing on narrow media to prevent the edges of the fuser from overheating.

- Media mode

  Some media types require a reduced print speed to achieve maximum print quality on that media. For example, glossy, heavy, and specialty media (for example, envelopes or photos) require a reduced print speed. To maximize the print speed for special media types, ensure that you select the correct media type in the print driver.

- Product temperature

  To prevent product damage, print speed is reduced if the product reaches a specific internal temperature (thermal slow down). The starting temperature of the product, ambient environment temperature, and the print job size effect the number of pages that can be printed before the product reduces the print speed. Thermal slow down reduces print speed by printing four pages and then pausing for an amount of time before printing continues.

- Other print speed reduction factors

  Other factors (especially during large print jobs) that can cause reduced print speeds include:

  - ITB cleaning and lubrication; occurs every 50 to 80 pages and takes about 60 seconds.

  - CPR control sequence; occurs every 450 pages and takes about 90 seconds.

  - Density control sequence; occurs every 150 pages and takes about 120 seconds.

The product does not print or it prints slowly

The product does not print

If the product does not print at all, try the following solutions.

1. Make sure the product is turned on and that the control panel indicates it is ready.

    ◦   If the control panel does not indicate the product is ready, turn the product off and then on again.

    ◦   If the control panel indicates the product is ready, try sending the job again.

2. If the control panel indicates the product has an error, resolve the error and then try sending the job again.

3. Make sure the cables are all connected correctly. If the product is connected to a network, check the following items:

    ◦   Check the light next to the network connection on the product. If the network is active, the light is green.

    ◦   Make sure that you are using a network cable and not a phone cord to connect to the network.

    ◦   Make sure the network router, hub, or switch is turned on and that it is working correctly.

4. Install the HP software from the CD that came with the product. Using generic printer drivers can cause delays clearing jobs from the print queue.

5. From the list of printers on your computer, right-click the name of this product, click **Properties**, and open the **Ports** tab.

    ◦   If you are using a network cable to connect to the network, make sure the printer name listed on the **Ports** tab matches the product name on the product configuration page.

    ◦   If you are using a USB cable and are connecting to a wireless network, make sure the box is checked next to **Virtual printer port for USB**.

6. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.

7. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

The product prints slowly

If the product prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475.

2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.

3. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

Solve product connectivity problems

Solve direct-connect problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.

- Verify that the cable is not longer than 5 m (16.4 ft). Try using a shorter cable.

- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page from the product control panel and locate the product IP address that is listed on this page.

- Poor physical connection

- The computer is using the incorrect IP address for the product

- The computer is unable to communicate with the product

- The product is using incorrect link and duplex settings for the network

- New software programs might be causing compatibility problems

- The computer or workstation might be set up incorrectly

- The product is disabled, or other network settings are incorrect

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.

2. Verify that cable connections are secure.

3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.

4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.

2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes.**

3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.

4. If the IP address is correct, delete the product and then add it again.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.

   a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.

   b. Type `ping` followed by the IP address for your product.

   c. If the window displays round-trip times, the network is working.

2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

The product is using incorrect link and duplex settings for the network

Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct printer driver.

The computer or workstation might be set up incorrectly

1. Check the network drivers, printer drivers, and the network redirection.

2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.

2. Change the network settings if necessary.

Solve wireless network problems

- Wireless connectivity checklist
- The control panel displays the message: The wireless feature on this product has been turned off
- The product does not print after the wireless configuration completes
- The product does not print, and the computer has a third-party firewall installed
- The wireless connection does not work after moving the wireless router or product

- Cannot connect more computers to the wireless product

- The wireless product loses communication when connected to a VPN

- The network does not appear in the wireless networks list

- The wireless network is not functioning

Wireless connectivity checklist

- The product and the wireless router are turned on and have power. Also make sure the wireless radio in the product is turned on.

- The service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.

- With secured networks, make sure the security information is correct. If the security information is incorrect, run the wireless setup again.

- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.

- The encryption method (AES or TKIP) is the same for the product as it is for the wireless access point (on networks using WPA security).

- The product is within the range of the wireless network. For most networks, the product must be within 30 m (100 ft) of the wireless access point (wireless router).

- Obstacles do not block the wireless signal. Remove any large metal objects between the access point and the product. Make sure poles, walls, or support columns containing metal or concrete do not separate the product and wireless access point.

- The product is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.

- The printer driver is installed on the computer.

- You have selected the correct printer port.

- The computer and product connect to the same wireless network.

The control panel displays the message: The wireless feature on this product has been turned off

1. Touch the Wireless Menu button.

2. Touch the Turn Wireless On/Off button, and then touch the On button.

The product does not print after the wireless configuration completes

1. Make sure the product is turned on and in the ready state.

2. Make sure you are connecting to the correct wireless network.

3. Make sure that the wireless network is working correctly.

   a. Open the Network Setup menu, and then open the Wireless Menu item.

   b. Select the Run Network Test item to test the wireless network. The product prints a report with the results.

4. Make sure that the correct port or product is selected.

   a. From the list of printers on your computer, right-click the name of this product, click **Properties**, and then open the **Ports** tab.

   b. Make sure the box is checked next to **Virtual printer port for USB**.

5. Make sure that your computer is working correctly. If necessary, restart your computer.

The product does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.

2. If programs request firewall access when you install the product or try to print, make sure you allow the programs to run.

3. Temporarily turn off the firewall, and then install the wireless product on the computer. Enable the firewall when you have completed the wireless installation.

The wireless connection does not work after moving the wireless router or product

Make sure that the router or product connects to the same network that your computer connects to.

1. Open the Reports menu, and select the Configuration Report item to print the report.

2. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.

3. If the SSIDs are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.

Cannot connect more computers to the wireless product

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.

2. Make sure the product is turned on and in the ready state.

3. Turn off any third-party firewalls on your computer.

4. Make sure that the wireless network is working correctly.

   a. On the product control panel, open the Network Setup menu, and then open the Wireless Menu item.

   b. Select the Run Network Test item to test the wireless network. The product prints a report with the results.

5. Make sure that the correct port or product is selected.

    a. From the list of printers on your computer, right-click the name of this product, click **Properties**, and then open the **Ports** tab.

    b. Click the **Configure Port** button to verify that the IP address matches the IP address listed on the Run Network Test report.

6. Make sure that your computer is working correctly. If necessary, restart your computer.

The wireless product loses communication when connected to a VPN

● Typically, you cannot connect to a VPN and other networks at the same time.

The network does not appear in the wireless networks list

● Make sure the wireless router is turned on and has power.

● The network might be hidden. However, you can still connect to a hidden network.

The wireless network is not functioning

1. To verify if the network has lost communication, try connecting other devices to the network.

2. Test network communication by pinging the network.

    a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type cmd.

    b. Type ping followed by the service set identifier (SSID) for your network.

    c. If the window displays round-trip times, the network is working.

3. Make sure that the router or product connects to the same network that your computer connects to.

    a. Open the Reports menu, and select the Configuration Report item to print the report.

    b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.

    c. If the SSIDs are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.

Service mode functions

Service menu

Use the control-panel Service menu to troubleshoot product problems.

Service menu settings

The Service menu is used to calibrate, restore factory default settings, and clean the print paper path.

The following Service menu items are available:

- Fax Service—used to test, diagnose, and maintain the fax functionality.

- Cleaning Page—used to remove dust and toner from the print paper path

- PowerSave Time—used to configure the amount of idle time before the engine enters sleep mode

- USB Speed—used to set the USB speed

- Less Paper Curl—used to decrease the fuser temperature, which can reduce paper curl

- Archive Print—used to decrease the likelihood of toner smearing on a print job

- Restore Defaults—used to reset all customer-accessible menu settings back to the factory default settings (except language) via the control panel or software

NOTE: This menu item does not reset factory-settable settings, including formatter number, page counts, factory paper settings, language, and so on.

Secondary service menu

Accessing the Secondary service menu requires touching the Left Arrow ◄ button and the Cancel ✕ button on the touchscreen when they are not illuminated. Use the figure below to locate these buttons on the touchscreen.

Figure 2-17 Control-panel test

Open the secondary service menu

1. Make sure the product is in the Ready state.

2. Touch the Setup ⚒ button.

3. Simultaneously touch the Left Arrow ◄ button and the Cancel ✕ button.

4. Touch the Setup ⚒ button.

5. Open the 2ndry Service menu.

6. Use the arrow keys to scroll through the menu.

Secondary service menu structure

Table 2-9 **Secondary service menu**

Menu item	Sub-menu item	Description
Service Reports	Cont. Self-Test	This item prints a continuous configuration page.
	Extended Keymap (fax/memory-card models only)	This item prints an extended key map for the alphanumeric keypad on the control panel.
	Error Report	This item prints an error report.
Scan Calibration	**Calibrate**	This item calibrates the product.
	Corrected	
	Tables	
	Test	
Location	A list of available locations displays	This item sets certain product parameters that are dependent on the location, such as the default paper size and the symbol set.
		Scroll to the appropriate location and select Yes to set the location. The product automatically restarts after you change the location.
Dispaly Test		This test verifies that the LEDs and characters on the control-panel display function correctly.
		At the beginning of the test, each of the LEDs is turned on one-at-time. Touch OK to continue to the next LED.
		After the LED test is complete, the character test begins by testing the pixels on each line. Then, each of the 255 characters is displayed in groups of 16. Touch OK to continue to the next group of 16 characters. You can cancel the test at any time by touching Cancel ✕ .
Button Test		This test verifies that the control-panel buttons function correctly. The display prompts you to touch each button.
Show Firmware Version		This item shows the current date code of the firmware.
Ethernet Reset (network models only)		This item resets the ethernet driver. This should be used when the network is not accessible. This is a low-level, internal reset and does not affect network settings.

Table 2-9 Secondary service menu (continued)

Menu item	Sub-menu item	Description
Memory Cards (fax/memory-card models only)	Enable	This item enables or disables the product memory-card functions.
	Disable	
Color Calibrate	Adjust Color	This item adjusts density settings for contrast, highlights, midtones, and shadows. Adjust each color individually.
	Timing	This item specifies how frequently the product should automatically perform a color calibration. The default setting is 48 hours. You can turn automatic calibration off.
Clean Belt		This item runs additional belt-cleaning cycles.
Pick Roller		This item puts the pickup roller in position for replacement.

Product resets

The product resets—Restore Defaults and the NVRAM initialization—perform the same function. If possible, use the Restore Defaults function in the Service menu. If that menu is not accessible, use the NVRAM sequence.

Restore the factory-set defaults

NOTE: Before restoring defaults, print a menu structure report and a configuration page. Use the information on these pages to reset customer-specific settings.

CAUTION: All onboard network settings are also reset. Be sure to print a configuration page before restoring defaults. Make note of the IP address that is listed on the Jetdirect configuration page. You might need to restore the IP address after restoring the defaults.

1.   Touch the Setup 🔧 button.

2.   Open the Service menu.

3.   Touch the Restore Defaults item.

The product automatically restarts.

NVRAM initialization

Performing an NVRAM initialization resets the following settings and information:

- All menu settings are reset to factory default values.

- All localization settings, including language and country/region, are reset.

CAUTION: All onboard network settings are also reset. Be sure to print a configuration page before restoring defaults. Make note of the IP address that is listed on the Jetdirect configuration page. You might need to restore the IP address after an NVRAM initialization.

After performing an NVRAM initialization, reconfigure any computers that print to this product. Uninstall and then reinstall the product software on the computers.

1. Turn the product off.

2. Simultaneously touch the Right Arrow ▶ button and the Cancel ✕ button. Continue touching these buttons, and then turn the product on.

3. When the **Permanent Strorage Intitialization** message displays, release both buttons.

When the product has finished the NVRAM initialization, it returns to the Ready state.

Solve fax problems

Fax troubleshooting checklist

- Several possible fixes are available. After each recommended action, retry faxing to see if the problem is resolved.

- For best results during fax problem solving, make sure the line from the product is plugged directly into the wall phone port. Disconnect all other devices that are connected to the product.

1. Verify that the telephone cord is plugged into the correct port on the back of the product.

2. Check the phone line by using the fax test:

   a. On the control panel, open the Setup 🔧 menu, and then open the Service menu.

   b. Select the Fax Service option.

   c. Select the Run Fax Test option. The product prints a fax test report.

      The report contains the following possible results:

      - **Pass**: The report contains all of the current fax settings for review.

      - **Fail**: The cord is in the wrong port. The report contains suggestions for how to resolve the issue.

      - **Fail** : The phone line is not active. The report contains suggestions for how to resolve the issue.

3. Verify that the product firmware is current:

   a. Print a configuration page from the control panel Reports menu to obtain the current firmware date code.

   b. Go to www.hp.com.

      1. Click the **Support & Drivers** link.

      2. Click the **Download drivers and software (and firmware)** link option.

      3. In the **For product** box, type the product model number, and then click the **Go** button.

4. Click the link for your operating system.

5. Scroll to the Firmware section of the table.

   ◦ If the listed version matches the version on the configuration page, you have the most current version.

   ◦ If the versions are different, download the firmware upgrade and update the firmware on the product following the instructions onscreen.

     NOTE: The product must be connected to a computer with internet access to upgrade firmware.

   ◦ Resend the fax.

4. Verify that the fax was set up when the product software was installed.

   From the computer, in the HP program folder, run the Fax Setup Utility.

5. Verify that the telephone service supports analog fax.

   ● If using ISDN or digital PBX, contact your service provider for information about configuring to an analog fax line.

   ● If using a VoIP service, change the Fax Speed setting to Slow (V.29) or disable Fast (V.34) from the control panel. Ask if your service provider supports fax and for the recommended fax modem speed. Some companies might require an adapter.

   ● If using a DSL service, ensure that a filter is included on the phone line connection to the product. Contact the DSL service provider or purchase a DSL filter if you do not have one. If a DSL filter is installed, try another because these filters can be defective.

6. If the error persists, find more detailed problem-solving solutions in the sections that follow this one.

Fax error messages

Alert and warning messages appear temporarily and might require you to acknowledge the message by touching the OK button to resume or by touching the Cancel ✕ button to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the product will attempt to resume printing the job after the warning has appeared for 10 seconds without acknowledgement.

Communication error.

Description

A fax communication error occurred between the product and the sender or receiver.

Recommended action

Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Connect the product phone cord into a jack for another phone line.

Try a different phone cord.

Set the Fax Speed option to the Slow (V.29) setting or disable the Fast (V.34) setting.

Turn off the Error Correction feature to prevent automatic error correction.

> **NOTE:** Turning off the Error Correction feature can reduce image quality.

Print the Fax Activity Log report from the control panel to determine if the error occurs with a specific fax number.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Document feeder door is open. Canceled fax.

Description

The cover at the top of the document feeder is open, and the product cannot send the fax.

Recommended action

Close the cover, and send the fax again.

Fax is busy. Canceled send.

Description

The fax line to which you were sending a fax was busy. The product has canceled sending the fax.

Recommended action

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Check that the Redial if Busy option is enabled.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax is busy. Redial pending.

Description

The fax line to which you were sending a fax was busy. The product automatically redials the busy number.

Recommended action

Allow the product to retry sending the fax.

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax receive error.

Description

An error occurred while trying to receive a fax.

Recommended action

Ask the sender to resend the fax.

Try faxing back to the sender or another fax machine.

Check for a dial tone on the phone line by touching the Start Fax button.

Check that the telephone cord is securely connected by unplugging and replugging the cord.

Make sure that you are using the telephone cord that came with the product.

Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.

Decrease the fax speed. Ask the sender to resend the fax.

Turn off error-correction mode. Ask the sender to resend the fax.

NOTE: Turning off error-correction mode can reduce the quality of the fax image.

Connect the product to a different phone line.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax Send error.

Description

An error occurred while trying to send a fax.

Recommended action

Try resending the fax.

Try faxing to another fax number.

Check for a dial tone on the phone line by touching the Start Fax button.

Check that the telephone cord is securely connected by unplugging and replugging the cord.

Make sure that you are using the telephone cord that came with the product.

Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.

Connect the product to a different phone line.

Set the fax resolution to Standard instead of the default of Fine.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Fax storage is full. Canceling the fax receive.

Description

During the fax transmission, the product ran out of memory. Only the pages that fit into memory will be printed.

Recommended action

Print all of the faxes, and then have the sender resend the fax. Have the sender divide the fax job into multiple jobs before resending. Cancel all fax jobs or clear the faxes from memory.

Fax storage is full. Canceling the fax receive.

Description

The amount of available memory for storing faxes is insufficient to store an incoming fax.

Recommended action

If you are using the Private Receive feature, print all received faxes to regain some memory.

If you still need more memory, clear faxes from memory. Open the Service menu. In the Fax Service menu, select the Clear Saved Faxes option.

Fax storage is full. Canceling the fax send.

Description

During the fax job, the memory filled. All pages of the fax have to be in memory for a fax job to work correctly. Only the pages that fit into memory were sent.

Recommended action

Cancel the current job. Turn the product off, and then turn it on again. Try sending the job again.

If the error reoccurs, cancel the job and turn the product off and then on a second time. The product might not have enough memory for some jobs.

No dial tone.

Description

The product could not detect a dial tone.

Recommended action

Check for a dial tone on the phone line by touching the Start Fax button.

Unplug the telephone cord from both the product and the wall and replug the cord.

Make sure that you are using the telephone cord that came with the product.

Unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

Make sure that the phone cord from the wall telephone jack is plugged into the line ⊟ port.

Connect the product phone cord into a jack for another phone line.

Check the phone line by using the Run Fax Test option from the Service menu on the control panel.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No fax answer. Canceled send.

Description

Attempts to redial a fax number failed, or the Redial if No Answer option was turned off.

Recommended action

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

Check that the redial option is enabled.

Unplug the telephone cord from both the product and the wall and replug the cord.

Unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

Make sure that the phone cord from the wall telephone jack is plugged into the line ⊡ port.

Connect the product phone cord into a jack for another phone line.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/ LJColorMFPM475 or the support flyer that came in the product box.

No fax answer. Redial pending.

Description

The receiving fax line did not answer. The product attempts to redial after a few minutes.

Recommended action

Allow the product to retry sending the fax.

Call the recipient to ensure that the fax machine is on and ready.

Check that you are dialing the correct fax number.

If the product continues to redial, unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

Make sure that the phone cord from the wall telephone jack is plugged into the line ⊡ port.

Connect the product phone cord into a jack for another phone line.

Try a different phone cord.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/ LJColorMFPM475 or the support flyer that came in the product box.

No fax detected.

Description

The product answered the incoming call but did not detect that a fax machine was calling.

Recommended action

Allow the product to retry receiving the fax.

Try a different phone cord.

Connect the product phone cord into a jack for another phone line.

If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Troubleshoot fax codes and trace reports

View and interpret fax error codes

Use fax error codes from the fax activity log to solve problems with the product fax features.

Code number	Description
232	Possible causes include the following: • A communication failure has occurred between the two machines. • The user at the remote machine may have pressed the Stop button. • The power at the remote machine has been interrupted, or deliberately turned off causing the fax session to be interrupted. To solve the issue, try the following steps: 1. Resend the fax at a different time when telephone line conditions have improved. 2. If the error persists, and error correction is in use for the fax session, disable the Error Correction setting.
282	The product has not received any data at the start of a page during reception in error correction mode, but the modem has not detected a remote disconnect. The remote machine is probably transmitting sync frames instead of data and has either jammed or broken. The remote machine is probably transmitting sync frames instead of data and has either jammed or broken. Have the sender resend the fax after first requesting that the sender verify that the sending machine is working correctly.
321	There was a communication error with the receiving fax machine due to poor telephone line conditions. Resend the fax at a different time when telephone line conditions have improved.

Code number	Description
344-348	Possible causes include the following: • The remote machine has failed to respond to a fax command from the local machine due to the connection being interrupted. • The user at the remote machine may have pressed the Stop button. • In rare instances, incompatibility between the two machines can cause the remote machine to simply terminate the call. To solve the issue, try the following steps: 1. Resend the fax at a different time when telephone line conditions have improved. 2. If the error persists, and error correction is in use for the fax session, disable the Error Correction setting.
381	Possible causes include the following: • The remote machine has failed to respond to a fax command from the local machine due to the connection being interrupted. • The user at the remote machine may have pressed the Stop button. To solve the issue, try the following steps: 1. Resend the fax at a different time when telephone line conditions have improved. 2. If the error persists, and error correction is in use for the fax session, disable the Error Correction setting.

Fax trace report

A fax T.30 trace report has information that can help resolve fax transmission problems. If you call HP for help in resolving these problems, print a T.30 trace report before you call.

1. Touch the Setup ⚒ button.

2. Open the Service menu.

3. Open the Fax Service menu.

4. Open the Print T.30 Trace menu, and then touch the Now item.

📝 NOTE: This procedure prints a report for the last fax job, successful or not. To generate a report for each unsuccessful fax job, select the If Error setting. To generate a report for each fax job, select the At End of Call setting.

Fax logs and reports

Use the following instructions to print fax logs and reports:

Print all fax reports

Use this procedure to print all of the following reports at one time:

- Last Call Report
- Fax Activity Log
- Phone Book Report
- Junk Fax List
- Billing Report (when Billing Codes are turned on)
- Configuration Report
- Usage Page

1. Touch the Fax button.

2. Open the Fax Menu menu.
3. Open the Fax Reports menu.
4. Touch the Print All Fax Reports item.

Print individual fax reports

1. Touch the Fax button.

2. Open the Fax Menu menu.
3. Open the Fax Reports menu.
4. Touch the name of the report that you want to print.

Set the fax error report

A fax error report is a brief report that indicates the product experienced a fax job error. You can set it to print after the following events:

- Every fax error (the factory-set default)

- Send fax error

- Receive fax error

- Never

  > **NOTE:** With this option, you will have no indication that a fax failed to be transmitted unless you print a fax activity log.

1. Touch the Fax button.

2. Open the Fax Menu menu.

3. Open the Fax Reports menu.

4. Open the Fax Error Report menu, and then touch the printing option that you want to use.

Change error correction and fax speed

Set the fax-error-correction mode

Usually, the product monitors the signals on the telephone line while it is sending or receiving a fax. If the product detects an error during the transmission and the error-correction setting is On, the product can request that the portion of the fax be resent. The factory-set default for error correction is On.

You should turn off error correction only if you are having trouble sending or receiving a fax, and you are willing to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection.

1. Touch the Setup ⚙ button.

2. Open the Service menu.

3. Open the Fax Service menu.

4. Open the Error Correction menu, and then touch the On button.

Change the fax speed

The fax-speed setting is the modem protocol that the product uses to send faxes. It is the worldwide standard for full-duplex modems that send and receive data across telephone lines at up to 33,600 bits per second (bps). The factory-set default for the fax-speed setting is Fast (V.34).

You should change the setting only if you are having trouble sending a fax to or receiving a fax from a particular device. Decreasing the fax speed might be useful when you are trying to send a fax overseas, or receive one from overseas, or if you are using a satellite telephone connection.

1. Touch the Setup ⚙ button.

2. Open the Fax Setup menu.

3. Open the Advanced Setup menu.

4. Open the Fax Speed menu, and then touch the speed setting that you want to use.

Solve problems sending faxes

- An error message displays on the control panel

- The control panel displays a Ready message with no attempt to send the fax

- The control panel displays the message "Storing page 1" and does not progress beyond that message

- Faxes can be received, but not sent

- Unable to use fax functions from the control panel

- Unable to use speed dials

- Unable to use group dials

- Receive a recorded error message from the phone company when trying to send a fax

- Unable to send a fax when a phone is connected to the product

An error message displays on the control panel

The Communication error. message displays

- Allow the product to retry sending the fax. Re-sending temporarily reduces the fax speed.

- Unplug the product telephone cord from the wall, connect a telephone, and try making a call. Connect the product phone cord into a jack for another phone line.

  If the product is connected to a digital phone line, verify that you are using the correct filter and settings provided by the digital service provider.

- Try a different phone cord.

- From the control panel, change the Fax Speed option to the Medium (V.17) setting or Slow (V.29) setting.

    a. Touch the Setup ⚙ button.

    b. Open the Fax Setup menu.

    c. Open the Advanced Setup menu.

    d. Open the Fax Speed menu.

    e. Select the correct setting.

- Turn off the Error Correction option.

    a. Touch the Setup ⚙ button.

    b. Open the Service menu.

    c. Open the Fax Service menu.

    d. Open the Error Correction menu.

    e. Touch the Off setting.

> 📝 **NOTE:** Turning off the Error Correction option can reduce image quality.

- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

No dial tone.

- Make sure that the telephone cord is plugged into the correct port on the product.

- Make sure that the telephone cord from the product is plugged directly into the wall telephone jack.

- Check for a dial tone on the phone line by using the Start Fax button.

- Unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

- Unplug the telephone cord from both the product and the wall and replug the cord.

- Make sure that you are using the telephone cord that came with the product.

- Connect the product phone cord into a jack for another phone line.

- Check the phone line by using the Run Fax Test option from the Service menu on the control panel.

    a. Touch the Setup ⚙ button.

    b. Open the Service menu.

    c. Open the Fax Service menu.

    d. Select the Run Fax Test item.

The Fax is busy. message displays

- Try sending the fax again.

- Call the recipient to ensure that the fax machine is on and ready.

- Check that you are dialing the correct fax number.

- Check for a dial tone on the phone line by using the Start Fax button.

- Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.

- Connect the product phone cord into a jack for another phone line, and try sending the fax again.

- Try a different phone cord.

- Send the fax at a later time.

- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

The No fax answer. message displays

- Try to resend the fax.

- Call the recipient to ensure that the fax machine is on and ready.

- Check that you are dialing the correct fax number.

- Unplug the product telephone cord from the wall, connect a telephone, and try making a voice call.

- Connect the product phone cord into a jack for another phone line.

- Try a different phone cord.

- Make sure that the phone cord from the wall telephone jack is plugged into the line ⊡ port.

- Check the phone line by using the Run Fax Test option from the Service menu on the control panel.

  a. Touch the Setup ⚒ button.

  b. Open the Service menu.

  c. Open the Fax Service menu.

  d. Select the Run Fax Test item.

- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

Document feeder paper jam

- Verify that the paper meets product size requirements. The product does not support pages longer than 381 mm (15 in) for faxing.

- Copy or print the original to letter, A4, or legal size paper, and then resend the fax.

The Fax storage is full. message displays

- Turn the product off then on.

- Print stored faxes that have not been printed.

    a. Touch the Fax button, and then open the Fax Menu menu.

    b. Open the Receive Options menu.

    c. Select the Print Private Faxes item.

    d. Provide the password when the product prompts you.

- Delete stored faxes from memory.

    a. Touch the Setup 🔧 button.

    b. Open the Service menu.

    c. Open the Fax Service menu.

    d. Select the Clear Saved Faxes item.

- Divide the large fax job into smaller sections, and then fax them individually.

Scanner error

- Verify that the paper meets product size requirements. The product does not support pages longer than 381 mm (15 in) for faxing.

- Copy or print the original onto letter, A4, or legal size paper and then resend the fax.

The control panel displays a Ready message with no attempt to send the fax

- Check the fax activity log for errors.

    a. Touch the Fax button, and then open the Fax Menu item.

    b. Open the Fax Reports menu.

    c. Open the Fax Activity Log menu.

    d. Select the Print Log Now option.

- If a phone is connected to the product, make sure that the phone is hung up.

- Disconnect all other lines between the fax and the product.

- Connect the product directly into the wall telephone jack and resend the fax.

The control panel displays the message "Storing page 1" and does not progress beyond that message

- Delete stored faxes from memory.

  a. Touch the Setup ⚒ button.

  b. Open the Service menu.

  c. Open the Fax Service menu.

  d. Select the Clear Saved Faxes item.

Faxes can be received, but not sent

Send fax and nothing happens.

1. Check for a dial tone on the phone line by using the Start Fax button.

2. Turn the product off then on.

3. Use the control panel or the HP Fax Setup Wizard to configure the fax time, date, and fax header information.

   a. Touch the Setup ⚒ button.

   b. Open the Fax Setup menu.

   c. Open the Basic Setup menu.

   d. Open the Fax Header menu.

   e. Enter the correct settings.

4. Verify that any extension phones on the line are hung up.

5. If using a DSL service, make sure that the phone line connection to the product includes a high-pass filter.

Unable to use fax functions from the control panel

- The product might be password protected. Use the HP Embedded Web Server, HP Toolbox software, or the control panel to set a password.

- If you do not know the password for the product, contact your system administrator.

- Verify with the system administrator that the fax functionality has not been disabled.

Unable to use speed dials

- Make sure that the fax number is valid.

- If an outside line requires a prefix, turn on the Dial Prefix option or include the prefix in the speed dial number.

    a. Touch the Setup ⚙ button.

    b. Open the Fax Setup menu.

    c. Open the Basic Setup menu.

    d. Open the Dial Prefix menu.

    e. Select the On setting.

Unable to use group dials

- Make sure that the fax number is valid.

- If an outside line requires a prefix, turn on the Dial Prefix option or include the prefix in the speed dial number.

    a. Touch the Setup ⚙ button.

    b. Open the Fax Setup menu.

    c. Open the Basic Setup menu.

    d. Open the Dial Prefix menu.

    e. Select the On setting.

- Set up all entries in the group with speed dial entries.

    a. Open an unused speed dial entry.

    b. Enter the fax number for the speed dial.

    c. Touch the OK button to save the speed dial.

Receive a recorded error message from the phone company when trying to send a fax

- Make sure you dial the fax number correctly, and make sure that the phone service is not blocked. For example, some phone services might prevent long distance calling.

- If an outside line requires a prefix, turn on the Dial Prefix option or include the prefix in the speed dial number.

    a. Touch the Setup ⚙ button.

    b. Open the Fax Setup menu.

    c. Open the Basic Setup menu.

    d.   Open the Dial Prefix menu.

    e.   Select the On setting.

> **NOTE:**   To send a fax without a prefix, when the Dial Prefix option is turned on, send the fax manually.

- Send a fax to an international number

    a.   If a prefix is required, manually dial the telephone number with the prefix.

    b.   Enter the country/region code before dialing the phone number.

    c.   Wait for pauses as you hear the tones on the phone.

    d.   Send the fax manually from the control panel.

Unable to send a fax when a phone is connected to the product

- Make sure that the telephone is hung up.

- Make sure that the telephone is not being used for a voice call when faxing.

- Unplug the phone from the line, and then try sending the fax.

Solve problems receiving faxes

- The fax does not respond

- An error message displays on the control panel

- A fax is received but does not print

- Sender receives a busy signal

- No dial tone

- Cannot send or receive a fax on a PBX line

The fax does not respond

The fax has a dedicated phone line

- Set the Answer Mode option to the Automatic setting from the control panel.

  a. Touch the Setup ⚒ button.

  b. Open the Fax Setup menu.

  c. Open the Basic Setup menu.

  d. Open the Answer Mode menu.

  e. Select the Automatic setting.

An answering machine is connected to the product

- Set the Answer Mode option to the TAM setting and plug the answering machine into the "telephone" port.

  a. Touch the Setup ⚒ button.

  b. Open the Fax Setup menu.

  c. Open the Basic Setup menu.

  d. Open the Answer Mode menu.

  e. Select the TAM setting.

  If the TAM setting is unavailable, set the Answer Mode option to the Automatic setting.

- Set the Rings to Answer setting to at least one ring more than the number of rings for which the answering machine is set.

  a. Touch the Setup ⚒ button.

  b. Open the Fax Setup menu.

  c. Open the Basic Setup menu.

d. Open the Rings to Answer menu.

e. Select the correct setting.

● Connect the answering machine into the "telephone" port.

● If the product has a telephone handset connected, set the Answer Mode option to the Fax/Tel setting to route calls to the correct device. When detecting a voice call, the product generates a ring tone that alerts you to pick up the telephone handset.

a. Touch the Setup ⚙ button.

b. Open the Fax Setup menu.

c. Open the Basic Setup menu.

d. Open the Answer Mode menu.

e. Select the Fax/Tel setting.

A telephone handset is connected to the product

Set the Answer Mode option to the Automatic setting.

1. Touch the Setup ⚙ button.

2. Open the Fax Setup menu.

3. Open the Basic Setup menu.

4. Open the Answer Mode menu.

5. Select the Automatic setting.

The Answer Mode setting is set to the Manual setting

● Touch the Start Fax button on the control panel.

Voice mail is available on the fax line

● Add a distinctive ring service to your telephone line and change the Distinctive Ring setting on the product to match the ring pattern supplied by the telephone company. Contact your telephone company for information.

a. Verify that the answer mode is set to the Automatic setting.

b. Touch the Setup ⚙ button.

c. Open the Fax Setup menu.

d. Open the Basic Setup menu.