Table 2-52 Manage Trays menu (M506/M527) (continued)

First level	Values	Description
Alternative Letterhead Mode	Disabled* Enabled	Use to load letterhead or preprinted paper into the tray the same way for all print jobs, whether you are printing to one side of the sheet or to both sides of the sheet. When this option is selected, load the paper as you would for printing on both sides. See the user documentation that came with the printer for instructions about loading letterhead for printing on both sides. When this option is selected, the printer speed slows to the speed required for printing on both sides.
Duplex Blank Pages	Auto* Yes	Control how the printer handles two-sided jobs (duplexing). Two options are available: Auto: Enables Smart Duplexing, which instructs the printer not to process blank pages. Yes: Disables Smart Duplexing and forces the duplexer to flip the sheet of paper even if it is printed on only one side. This might be preferable for certain jobs that use paper types such as letterhead or prepunched paper.
Override A4/Letter	Yes* No	Prints on letter-size paper when an A4 job is sent but no A4-size paper is loaded in the printer (or to print on A4 paper when a letter-size job is sent but no letter-size paper is loaded). This option will also override A3 with ledger-size paper and ledger with A3-size paper.

Network Settings menu (M506/M527)

To display: At the printer control panel, select the Administration menu, and then select the Network Settings menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 2-53 Network Settings menu (M506/M527)

First level	Values	Description
I/O Timeout	Range: 5 – 300 sec Default = 15	Use to set the I/O timeout period in seconds. I/O timeout refers to the elapsed time before a print job fails. If the stream of data that the printer receives for a print job gets interrupted, this setting indicates how long the printer will wait before it reports that the job has failed.
Embedded Jetdirect Menu	See Table 2-54 Embedded Jetdirect Menu (M506/M527) on page 242 for details. These menus have the same structure. If an additional HP Jetdirect network card is installed in the EIO slot, then both menus are available.	

Table 2-54 Embedded Jetdirect Menu (M506/M527)

First level	Second level	Third level	Fourth level	Values	Description
Information	Print Sec Report			Yes No*	Yes: Prints a page that contains the current security settings on the HP Jetdirect print server. No: A security settings page is not printed.
TCP/IP	Enable			On* Off	On: Enable the TCP/IP protocol. Off: Disable the TCP/IP protocol.
	Host Name			Use the arrow buttons to edit the host name. **NPIXXXXXX***	An alphanumeric string, up to 32 characters, used to identify the printer. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.

Table 2-54 Embedded Jetdirect Menu (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
	IPV4 Settings	Config Method		Bootp	Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server.
				DHCP*	
				Auto IP	
				Manual	
					Bootp (Bootstrap Protocol): Use for automatic configuration from a BootP server.
					DHCP (Dynamic Host Configuration Protocol): Use for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options.
					Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically.
					If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters.
		Manual Settings **NOTE:** This menu is available only if you select the Manual option under the Config Method menu.	IP Address	Enter the address.	(Available only if the Config Method option is set to the Manual option.) Configure parameters directly from the printer control panel:
			Subnet Mask	Enter the address.	
			Default Gateway	Enter the address.	

Table 2-54 Embedded Jetdirect Menu (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Default IP		Auto IP* Legacy	Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP). **NOTE:** This feature assigns a static IP address that might interfere with a managed network. Auto IP: A link-local IP address 169.254.x.x is set. Legacy: The address 192.0.0.192 is set, consistent with older HP Jetdirect products.
		Primary DNS		Range: 0 – 255 Default = **xxx.xxx.xx.xx**	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
		Secondary DNS		Range: 0 – 255 Default = **0.0.0.0**	Specify the IP address (n.n.n.n) of a Secondary DNS Server.
	IPV6 Settings	Enable		Off On*	Use this item to enable or disable IPv6 operation on the print server. Off: IPv6 is disabled. On: IPv6 is enabled.
		Address	Manual Settings	Enable Address	Use this item to enable and manually configure a TCP/IPv6 address.

Table 2-54 Embedded Jetdirect Menu (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		DHCPV6 Policy		Router Specified Router Unavailable* Always	Router Specified: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server. Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server. Always: Whether a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
		Primary DNS			
		Secondary DNS			
	Proxy Server			Select from a provided list.	Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security, for those clients. To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets. For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.

Table 2-54 Embedded Jetdirect Menu (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Proxy Port			Default = **00080**	Enter the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.
	Idle Timeout			Default = **0270**	The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).
Security	Secure Web			HTTPS Required* HTTPS Optional	For configuration management, specify whether the HP Embedded Web Server will accept communications using HTTPS (Secure HTTP) only, or both HTTP and HTTPS. HTTPS Required: For secure, encrypted communications, only HTTPS access is accepted. The print server will appear as a secure site.
	IPSEC			Keep Disable*	Specify the IPSec status on the print server. Keep: IPSec status remains the same as currently configured. Disable: IPSec operation on the print server is disabled.
	802.1X			Reset Keep*	Specify whether the 802.1X settings on the print server are reset to the factory defaults. Reset: The 802.1X settings are reset to the factory defaults. Keep: The current 802.1X settings are maintained.

Table 2-54 Embedded Jetdirect Menu (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Reset Security			Yes No*	Specify whether the current security settings on the print server will be saved or reset to factory defaults. Yes: Security settings are reset to factory defaults. No: The current security settings are maintained.
Diagnostics	Embedded Tests	LAN HW Test		Yes No*	Provides tests to help diagnose network hardware or TCP/IP network connection problems. Embedded tests help to identify whether a network fault is internal or external to the printer. Use an embedded test to check hardware and communication paths on the print server. After you select and enable a test and set the execution time, you must select the Execute option to initiate the test. Depending on the execution time, a selected test runs continuously until either the printer is turned off, or an error occurs and a diagnostic page is printed. CAUTION: Running this embedded test will erase your TCP/IP configuration. This test performs an internal loopback test. An internal loopback test will send and receive packets only on the internal network hardware. There are no external transmissions on your network.

Table 2-54 Embedded Jetdirect Menu (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		HTTP Test		Yes No*	This test checks operation of HTTP by retrieving predefined pages from the printer, and tests the HP Embedded Web Server. Select the Yes option to choose this test, or the No option to not choose it.
		SNMP Test		Yes No*	This test checks operation of SNMP communications by accessing predefined SNMP objects on the printer. Select the Yes option to choose this test, or the No option to not choose it.
		Data Path Test		Yes No*	This test helps to identify data path and corruption problems on an HP postscript level 3 emulation printer. It sends a predefined PS file to the printer, However, the test is paperless; the file will not print. Select the Yes option to choose this test, or the No option to not choose it.
		Select All Tests		Yes No*	Use this item to select all available embedded tests. Select the Yes option to choose all tests. Select the No option to select individual tests.

Table 2-54 **Embedded Jetdirect Menu (M506/M527) (continued)**

First level	Second level	Third level	Fourth level	Values	Description
		Execution Time [H]		Range: 1 – 24 hours Default = 1 hour	Specify the length of time (in hours) that an embedded test will be run. If you select zero (0), the test runs indefinitely until an error occurs or the printer is turned off. Data gathered from the HTTP, SNMP, and Data Path tests is printed after the tests have completed.
		Execute		No* Yes	No: Do not initiate the selected tests. Yes: Initiate the selected tests.
	Ping Test	Dest Type		IPv4 IPv6	This test is used to check network communications. This test sends link-level packets to a remote network host, then waits for an appropriate response. To run a ping test, set the following items: Dest Type Specify whether the target printer is an IPv4 or IPv6 node.
		Dest IPv4		Range: 0 – 255 Default = **127.0.0.1**	Enter the IPv4 address.
		Dest IPv6		Select from a provided list. Default = **::1**	Enter the IPv6 address.
		Packet Size		Default = **64**	Specify the size of each packet, in bytes, to be sent to the remote host. The minimum is 64 (default) and the maximum is 2048.
		Timeout		Default = **001**	Specify the length of time, in seconds, to wait for a response from the remote host. The maximum is 100.

Table 2-54 Embedded Jetdirect Menu (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Count		Default = **004**	Specify the number of ping test packets to send for this test. Select a value from 0 to 100. To configure the test to run continuously, select 0.
		Print Results		Yes No*	
		Execute		Yes No*	No: Do not initiate the selected tests. Yes: Initiate the selected tests.
	Ping Results	Packets Sent		Default = **00000**	Shows the number of packets (0 - 65535) sent to the remote host since the most recent test was initiated or completed.
		Packets Received		Default = **00000**	Shows the number of packets (0 - 65535) received from the remote host since the most recent test was initiated or completed. The default is 0.
		Percent Lost		Default = **000**	Shows the percent (0 to 100) of ping test packets that were sent with no response from the remote host since the most recent test was initiated or completed.
		RTT Min		Default = **0000**	Shows the minimum detected roundtrip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		RTT Max		Default = **0000**	Shows the maximum detected roundtrip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		RTT Average		Default = **0000**	Shows the average round-trip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.

Table 2-54 Embedded Jetdirect Menu (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Ping In Progress		Yes No*	Shows whether a ping test is in progress. Yes Indicates a test in progress. No Indicates that a test completed or was not run.
		Refresh		Yes No*	When viewing the ping test results, this item upgrades the ping test data with current results. Select the Yes option to upgrade the data, or the No option to maintain the existing data. However, a refresh automatically occurs when the menu times out or you manually return to the main menu.
Link Speed				Auto*	The link speed and communication mode of the print server must match the network. The available settings depend on the printer and installed print server. Select one of the following link configuration settings: **CAUTION:** If you change the link setting, network communications with the print server and network printer might be lost. The print server uses auto-negotiation to configure itself with the highest link speed and communication mode allowed. If auto-negotiation fails, either the 100TX Half feature or the 10T Half feature is set depending on the detected link speed of the hub/switch port. (A 1000T half-duplex selection is not supported.)

Table 2-54 Embedded Jetdirect Menu (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
				10T Half	10 Mbps, half-duplex operation.
				10T Full	10 Mbps, full-duplex operation.
				10T Auto	100 Mbps, half-duplex operation.
				100TX Half	100 Mbps, full-duplex operation.
				100TX Full	Limits auto-negotiation to a maximum link speed of 100 Mbps.
				100TX Auto	1000 Mbps, full-duplex operation.

Troubleshooting menu (M506/M527)

To display: At the printer control panel, select the Administration menu, and then select the Troubleshooting menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 2-55 Troubleshooting (M506/M527)

First level	Second level	Third level	Fourth level	Values	Description
Event Log M527 printer				Print	Prints the 50 most recent events in the Event Log. For each event, the printed log shows the error number, page count, error code, and description or personality.
Event Log M506 printer					Prints the 50 most recent events in the Event Log. For each event, the printed log shows the error number, page count, error code, and description or personality.
Paper Path Page				View (M506x and M527 only) Print	Shows how many pages were printed from each tray.
Fax (Fax models only)	Fax T.30 Trace	Print T.30 Report		Print	Use to print or configure the fax T.30 trace report. T.30 is the standard that specifies handshaking, protocols, and error correction between fax machines.
		When to Print Report		Never automatically print* Print after every fax Print only after fax send jobs Print after any fax error Print only after fax send errors Print only after fax receive errors	Configure the T.30 report to print after certain events. You can choose to print the report after every fax job, every fax job sent, every fax job received, every send error, or every receive error.

Table 2-55 Troubleshooting (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Fax V.34			Normal* Off	Use to disable V.34 modulations if several fax failures have occurred or if phone line conditions require it.
	Fax Speaker Mode			Normal* Diagnostic	Used by a technician to evaluate and diagnose fax issues by listening to the sounds of fax modulations
	Fax Log Entries			On Off*	The standard fax log includes basic information such as the time and whether the fax was successful. The detailed fax log shows the intermediate results of the redial process not shown in the standard fax log.
Print Quality Pages	Print Fuser Test Page			Print	Use to print pages that help you resolve problems with print quality.
Diagnostic Tests	Paper Path Sensors			Select from a list of the printer sensors.	Initiates a test of the paper path sensors.
	Paper Path Test	Print Test Page			
		Source Tray		Select from a list of the available trays.	Generates a test page for testing paper handling features. You can define the path that is used for the test in order to test specific paper paths
		Test Duplex Path (Duplex models only)		Off* On	
		Number of Copies		Range: 1–500 Default = 1	Sets the default number of copies for a copy job. This default applies when the Copy or Quick Copy function is initiated from the printer Home screen. The factory default setting is 1.

Table 2-55 Troubleshooting (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Manual Sensor Test			Select from a list of available components Reset	Test the printer sensors and switches for correct operation. Each sensor is displayed on the control-panel screen, along with its status. Manually trip each sensor and watch for it to change on the screen. Press the Stop button to abort the test.
	Tray/Bin Manual Sensor Test			Select from a list of available components Reset	Test the printer sensors and switches for correct operation. Each sensor is displayed on the control-panel screen, along with its status. Manually trip each sensor and watch for it to change on the screen. Press the Stop button to abort the test.
	Component Test			Select from a list of available components.	Use to exercise individual parts independently to isolate noise, leaking, or other issues. To start the test, select one of the components. The test will run the number of times specified by the Repeat option. You might be prompted to remove parts from the printer during the test. Press the Stop button to abort the test.
	Print/Stop Test				Specify the length of time in milliseconds (0-60,000).
	Continuous Scan (M527 only)			2-sided	
	Scanner Tests (M527 only)			Sensors	

Table 2-55 Troubleshooting (M506/M527) (continued)

First level	Second level	Third level	Fourth level	Values	Description
Retrieve Diagnostic Data				Create device data file	Create files that contain information about the printer that can help identify the cause of problems.
				Create zipped debug information file	
				Include crash dump files	
				Clean up debug information	
				Send to E-mail	
				Export to USB	
Generate Debug Data				Start	

Device Maintenance menu (M506/M527)

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Backup/Restore menu (M506/M527)

To display: At the printer control panel, select the Device Maintenance menu, and then select the Backup/ Restore menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 2-56 Backup/Restore menu (M506/M527)

First level	Second level	Third level	Values	Description
Backup Data	Enable Scheduled Backups	Backup Time	Enter a time	
		Days Between Backups	Enter the number of days	
	Backup Now			
	Export Last Backup			
Restore Data			Insert a USB drive that contains the backup file.	

Calibration/Cleaning menu (M506/M527)

To display: At the printer control panel, select the Device Maintenance menu, and then select the Calibration/ Cleaning menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 2-57 Calibration/Cleaning menu (M527)

First level	Second level	Values	Description
Cleaning Settings	Auto Cleaning	Off* On	Use to select the Auto Cleaning menu or the Cleaning Interval menu.
	Cleaning Interval	Select from a list of cleaning intervals.	Use to set the interval when the cleaning page should be printed. The interval is measured by the number of pages printed.
	Cleaning Size	Select from a list of support sizes.	Select the paper size to use for the cleaning page.
	OK Cancel		Select OK to save the settings and exit the menu.
Cleaning Page		Print Cancel	Use to process the cleaning page that was created by using the Create Cleaning Page menu. The process takes up to 1.5 minutes.
Calibrate Scanner (M527 only)	Next Cancel		Touch Next to calibrate the device scanner. Messages on the control-panel display will lead you through the calibration process.
Clean Rollers (M527 only)		Reset Cancel	Maintenance History screen is view only. There are two options: the Reset option to reset the page count, or the Cancel option to go back to the previous screen.
Clean Document Feeder Settings (M527 only)	Clean Rollers	Range: 0 – 100% Default = 10%	Configure cleaning settings for the document feeder.
	Very Low Settings	Stop Prompt* Continue	
	Save Cancel		

USB Firmware Upgrade menu (M506/M527)

To display: At the printer control panel, select the Device Maintenance menu, and then select the USB Firmware Upgrade menu.

Insert a USB storage device with a firmware upgrade bundle into the USB port, and follow the on-screen instructions.

Service menu (M506/M527)

To display: At the printer control panel, select the Device Maintenance menu, and then select the Service menu.

The Service menu is locked and requires a PIN for access. This menu is intended for use by authorized service personnel. See the Service mode function section in the printer troubleshooting manual.

Control panel message document (CPMD)

Control-panel message types

The control-panel messages and event code entries indicate the current printer status or situations that might require action.

📝 **NOTE:** Event log errors do not appear on the control-panel display. Open the event log to view or print the event log errors.

A control-panel message displays temporarily and might require the user to acknowledge the message by touching the OK button to resume printing or by touching the Stop button to cancel the job. With certain messages, the job might not finish printing or the print quality might be affected. If the message is related to printing and the auto-continue feature is on, the printer will attempt to resume printing after the message has appeared for 10 seconds without acknowledgement.

For some messages, restarting the printer might fix the problem. If a critical error persists, the printer might require service.

Control-panel messages and event log entries (M501)

📝 **NOTE:** Some of the messages in the following sections only appear in the event log.

💡 **TIP:** Some control-panel messages and event log entries refer to a specific printer sensor or switch in the recommended action to solve the problem. See the diagrams in the clear jams section of the printer troubleshooting manual for sensor and switch locations.

49.XX.YY Error Messages

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

1. Reset the printer:

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

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

2. If you are using a surge protector:

   a. Power off the printer.

   b. Remove the surge protector.

   c. Plug the product directly into the wall socket and turn the product power on.

3. If the error persists, disconnect any network or USB cables and power cycle. If the product returns to Ready, check the FW version and update if a newer version is available.

4. If the error persists, print a Service Page from the Reports menu. Also, print an Error Report from the 2ndary Service Menu. On the Service Page, look at the xxxx portion of the 49.xxxx errors listed:

- If the numbers are all or mostly different, then power quality is a possible problem; try a different wall socket.

- If the xxxx portion of 49.xxxx contain repeats of the same numbers or groups of numbers, then check the 2ndary Service Error Report printed earlier for indications of a failure in a particular area. The report may indicate whether the error is caused by a network problem or a problem with the job.

5. If the error persists, replace the product.

📝 **NOTE:** If the 49 Error is caused by the network or a specific file, do not replace the product; it will not resolve the issue. Instead, attempt to isolate the issue in a way that demonstrates the error is caused by something in the environment.

6. If the error persists after product replacement, escalate to Level 3 so that Technical Marketing has visibility to the problem.

50.XX fuser errors

50.XX Fuser Error, Turn off then on

Description

The product has experienced an internal fuser hardware error:

- **50.00** = Generic Fuser error

- **50.10** = Low Fuser temperature error

- **50.11** = High sub thermistor area 3 fuser error

- **50.12** = Low sub thermistor area 3 fuser error

- **50.20** = Slow fuser error

- **50.30** = High fuser temperature error

- **50.40** = Fuser drive circuit error

- **50.70** = Fuser open error

- **50.80** = Low sub thermistor fuser error

- **50.90** = High sub thermistor fuser error

Recommended action

1. Reset the product:

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

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

2. If you are using a surge protector:

   a. Power off the product.

   b. Remove the surge protector.

   c. Plug the product directly into the wall socket and turn the product power on.

3. If the error persists, replace the Fusing Assembly:

FUSER ASSEMBLY (110v)	RM2-5679-000CN
FUSER ASSEMBLY (220v)	RM2-5692-000CN

4. If the error persists, replace the product.

51.XX Laser Errors

51.XX Laser Error, Turn off then on

Description

An error with the laser/scanner assembly has occurred in the product.

- **51.00** = Laser error

- **51.20** = Black laser scanner error

- **51.30** = Laser error

Recommended action

1. Reset the printer:

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

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

2. If you are using a surge protector:

   a. Power off the printer.

   b. Remove the surge protector.

   c. Plug the product directly into the wall socket and turn the product power on.

3. If the error persists, replace the product.

55.XXXX Error Messages

55.XXXX Error, Turn off then on

Description

The product has experienced an error with one of the internal sensors.

- **55.0** = DC controller communication error

- **55.0601** = DC controller NVRAM data error

- **55.0602** = DC controller NVRAM access error

- **55.1** = DC controller memory error

- **55.3** = Engine communication error

Recommended action

1. Reset the printer:

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

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

2. If you are using a surge protector:

   a. Power off the printer.

   b. Remove the surge protector.

   c. Plug the product directly into the wall socket and turn the product power on.

3. If the error persists, replace the DC Controller PCB Assembly:

DC CONTROLLER PCB ASSEMBLY (SIMPLEX MODEL)	RM2-8710-000CN
DC CONTROLLER PCB ASSEMBLY (DUPLEX MODEL)	RM2-7950-000CN

4. If the error persists, replace the product.

57.XX Error Messages

57 Fan Error, Turn off then on

Description

The product has experienced an error with its internal fan.

- **57.01** = Fan 1 error

Recommended action

1. Reset the printer:

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

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

2. If you are using a surge protector:

   a. Power off the printer.

   b. Remove the surge protector.

   c. Plug the product directly into the wall socket and turn the product power on.

3. If the error persists, replace the internal cooling fan (HP Part #: RK2-8068-000CN).

4. If the error persists, replace the product.

58.XX Error, Turn off then on

Description

The product has experienced an error with the low voltage power supply.

● **58.04** = Low voltage power supply malfunction

Recommended action

1. Reset the printer:

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

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

2. If you are using a surge protector:

   a. Power off the printer.

   b. Remove the surge protector.

   c. Plug the product directly into the wall socket and turn the product power on.

3. Check the voltage label on the back of the product. If the product is rated 220V and is plugged into a 110V outlet, this error might occur. In most cases, no damage is caused to the product. If a power transformer is used to convert 220V power to 110V, verify that the transformer power rating is sufficient to operate the product.

4. If the error persists, replace the Low Voltage Power Supply PCB Assembly:

L.V.POWER SUPPLY PCB ASSEMBLY (110v)	RM2-7941-000CN
L.V.POWER SUPPLY PCB ASSEMBLY (220v)	RM2-7942-000CN

5. If the error persists, replace the product.

59.XX Error Messages

59.XX Error, Turn off then on

Description

The product has experienced an error with the internal motor.

Recommended action

1. Reset the printer:

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

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

2. If you are using a surge protector:

a.   Power off the printer.

   b.   Remove the surge protector.

   c.   Plug the product directly into the wall socket and turn the product power on.

3.   If the error persists, replace the Main Motor Assembly (HP Part #: RM2-8684-000CN).

79 Errors

79 Error, Turn off then on

Description

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

Recommended action

1.   Reset the printer:

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

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

2.   If you are using a surge protector:

   a.   Power off the printer.

   b.   Remove the surge protector.

   c.   Plug the product directly into the wall socket and turn the product power on.

3.   If the error is intermittent, attempt to isolate the issue to something specific in the customers environment.

> 📝 **NOTE:**   If the 79 Error is caused by the network or a specific file, do not replace the product; it will not resolve the issue. Instead, attempt to isolate the issue in a way that demonstrates the error is caused by something in the environment.

4.   If the error is persistent, replace the Formatter PCA:

M501n	Formatter PCB Assembly	J8H60-67901
M501n (CHINA)	Formatter PCB Assembly	J8H60-67902
M501dn	Formatter PCB Assembly	J8H61-67901
M501dn (CHINA)	Formatter PCB Assembly	J8H61-67902

5.   If the error persists, replace the product.

6.   If the error persists after product replacement, escalate to Level 3 so that Technical Marketing has visibility to the problem.

Alpha Error Messages

<COLOR> cartridge is low.

Description

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

Recommended action

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

<COLOR> cartridge is very low.

Description

The indicated toner cartridge is at the end of its useful life. A customer configurable option on this product is "Prompt to Remind Me in 100 pages, 200 pages, 300 pages, 400 pages, or never." This option is provided as a customer convenience and is not an indication these pages will have acceptable print quality.

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 might 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.

Cleaning.

Description

The product periodically performs a cleaning procedure to maintain the best print quality.

Recommended action

Wait for the cleaning process to finish.

Device error. Press [OK] to continue.

Description

Paper has been delayed as it moves through the product.

Recommended action

Press the OK button to clear the message.

To avoid this problem, try the following solutions:

1. Adjust the paper guides in the tray. Ensure the front paper guide is pushing the paper against the back edge of the tray.

2. Use paper that meets HP specifications. Store paper unopened in its original packaging.

3. Use the product in an area that meets the environmental specifications for this product.

Device is busy. Try again later.

Description

The product is currently in use.

Recommended action

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

2. Turn the product off, then on, to see whether it comes to a **Ready** state.

3. Restore the device to the factory default settings. (Setup Menu -> Service Menu -> Restore Defaults)

4. If the issue persists, upgrade to the latest firmware version.

Door is open.

Description

The products front door is open.

Recommended action

Close the door.

Engine cable connection issue. Contact HP service. Press [OK] to continue.

Description

The print engine cable diagnostics did not pass due to a cable issue.

Recommended action

Press OK to continue to use the device for scanning and faxing, but printing will not be functional. Either replace the product or send to HP service.

Genuine HP supply installed.

Description

A genuine HP supply was just installed.

Recommended action

No action necessary.

Install <COLOR> cartridge.

Description

The indicated toner cartridge is missing or not seated correctly.

Recommended action

Remove and reinstall the indicated supply.

Jam in output bin. Open rear door and clear jam.

Description

A paper jam occurred in the output bin area of the printer.

Recommended action

1. Follow the instructions on the control panel to clear the jammed media.

2. If the issue persists:

    a. Use paper that meets HP specifications. Store paper unopened in its original packaging.

    b. Use the product in an area that meets the environmental specifications for this product.

Jam in Tray 1. Clear jam and then press [OK].

Description

A paper jam occurred while printing from the Tray 1 slot.

Recommended action

1. Follow the instructions on the control panel to clear the jammed media.

2. If the issue persists:

    a. Adjust the side paper guides in the tray 1 slot. Allow the printer to pull the media in when inserted in the Tray 1 slot.

    b. Use paper that meets HP specifications. Store paper unopened in its original packaging.

    c. Use the product in an area that meets the environmental specifications for this product.

3. If the issue persists, check the pick-up rollers for wear or damage and replace if necessary.

Jam in Tray 2. Clear jam and then press [OK].

Description

A paper jam occurred while printing from Tray 2.

Recommended action

1. Follow the instructions on the control panel to clear the jammed media.

2. If the issue persists:

    a. Adjust the paper guides in the tray. Ensure the front paper guide is pushing the paper against the back edge of the tray.

    b. Use paper that meets HP specifications. Store paper unopened in its original packaging.

    c. Use the product in an area that meets the environmental specifications for this product.

3. If the issue persists, replace the Tray 2 Paper Pick-up Roller (HP Part #: RM2-5741-000CN).

Jam in Tray 3, Clear jam and then press [OK]

Description

The product has detected a jam in Tray 3.

Recommended action

1. Follow the instructions on the control panel to clear the jammed media.

2. If the issue persists:

   a. Adjust the paper guides in the tray. Ensure the front paper guide is pushing the paper against the back edge of the tray.

   b. Use paper that meets HP specifications. Store paper unopened in its original packaging.

   c. Use the product in an area that meets the environmental specifications for this product.

3. If the issue persists, replace the Optional Tray 3 Paper Pick-up Roller (HP Part #: RM2-5741-000CN).

Load paper

Description

The tray is empty.

Recommended action

Load paper in the tray.

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.

Load tray 1. Press [OK] to continue.

Description

The tray is empty.

Recommended action

Load paper into the tray and press OK to continue printing.

Load tray 1 <TYPE>, <SIZE>. Press [OK] to continue.

Description

The tray is not configured for the paper type and size that the print job is requesting.

Recommended action

Load the correct paper into Tray 1 and press OK to continue printing.

Load tray 1. Plain, <SIZE> / Cleaning mode. Press [OK] to start.

Description

The product is ready to process the cleaning operation.

Recommended action

Load Tray 1 with plain paper in the size indicated, and then press the OK button.

Manual Duplex. Load Tray <#>. Press [OK] to continue.

Description

The first side of a manual duplex job has printed, and the page needs to be loaded to process the second side.

Recommended action

Load the page in the indicated tray with the side to be printed face up, and the top of the page away from you, and then press the OK button.

Memory is low. Press [OK] to continue.

Description

The product memory is almost full.

Recommended action

Press the OK button to finish the job, or touch the Cancel button to cancel the job. Break the job into smaller jobs that contain fewer pages.

Non-HP supply installed.

Description

A non-HP supply has been installed.

Recommended action

No action necessary.

📝 **NOTE:** If customer believes they purchased a new genuine HP supply, direct them to www.hp.com/go/ anticounterfeit to verify.

📝 **NOTE:** Service or repairs that are required as a result of using unsupported supplies is not covered under HP warranty.

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

Description

The product cannot process the page.

Recommended action

Press the OK button to continue printing the job, but output might be affected.

If the error persists, turn the power off and then on. Resend the print job.

Protected <COLOR> cartridge.

> **Description**
>
> A previously protected cartridge was installed in a printer other than the one that initiated the cartridge protection.
>
> **Recommended action**
>
> The cartridge can only be used in the product or fleet of products that initially protected it using Cartridge Protection.
>
> Install a new or unprotected supply.

Rear door open.

> **Description**
>
> The products rear door is open.
>
> **Recommended action**
>
> Close the door.

Replace <COLOR>.

> **Description**
>
> The indicated 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**
>
> Replace the indicated cartridge or change the Very Low Setting for the supply to something other than Stop.
>
> 📝 **NOTE:** To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing (if Very Low Setting is set to something other than Stop) until you notice a decrease in print quality. Actual cartridge life might 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.

Supply memory error.

> **Description**
>
> There is an error with one of the installed cartridges. 'X' indicates the color of the cartridge.
>
> (X=0: Black, X=1: Cyan, X=2: Magenta, X=3: Yellow)
>
> - **10.000X** (Event Code) — cartridge memory error
>
> - **10.010X** (Event Code) — cartridge memory error
>
> - **10.020X** (Event Code) — cartridge memory error
>
> - **10.030X** (Event Code) — cartridge memory error
>
> - **10.100X** (Event Code) — cartridge memory chip is missing

Recommended action

1. Reset the product:

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

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

2. If the error persists, check the event-log messages to identify the specific cartridge at fault.

3. Verify the indicated cartridge is HP genuine.

4. If the error persists, replace the cartridge.

5. If the error persists, replace the product.

Unauthorized <COLOR> cartridge.

Description

The administrator has configured this product to use only genuine HP supplies. The product has determined there is a supply not meeting this criteria

Recommended action

Change the Cartridge Policy to Off or replace the cartridge to continue printing.

> 📝 **NOTE:** If customer believes they purchased a new genuine HP supply, direct them to www.hp.com/go/anticounterfeit to verify.

> 📝 **NOTE:** Service or repairs that are required as a result of using unsupported supplies is not covered under HP warranty.

Unexpected size in Tray <#>. Load <SIZE>. Press [OK] to continue.

Description

The product has detected paper in the indicated 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 and press OK to continue printing.

Used or counterfeit <COLOR> cartridge in use.

Description

The indicated cartridge is used or counterfeit.

Recommended action

No action necessary.

> 📝 **NOTE:** If customer believes they purchased a new genuine HP supply, direct them to www.hp.com/go/anticounterfeit to verify.

> 📝 **NOTE:** Service or repairs that are required as a result of using unsupported supplies is not covered under HP warranty.

Used or counterfeit <COLOR> cartridge is installed. Press [OK] to continue.

Description

The indicated cartridge is used or counterfeit.

Recommended action

Replace the indicated cartridge with a new genuine HP supply or press OK to continue using the installed cartridge.

Event-log messages

The following product events do not produce a message that appears on the control panel. Instead, they are recorded in the event log. To print the event log, open the secondary service menu, select **Service Reports**, and then select **Error Report**.

Table 2-58 Event-log messages (X=0: black cartridge)

Event code	Description
10.000X	Cartridge memory error
10.010X	Cartridge memory error
10.020X	Cartridge memory error
10.030X	Cartridge memory error
10.100X	Cartridge memory chip is missing
10.300X	Unauthorized cartridge
10.310X	Non-HP supply in use
10.330X	Used or counterfeit cartridge in use
10.350X	Incompatible supply
10.400X	All installed cartridges are genuine HP
10.410X	Unsupported supply
10.700X	Printing past very low
13.0000	Paper jam
20.0000	Memory out in print
20.0003	Memory out in photo
21.0000	Page punt
25.0000	SMTP error
41.2000	Beam detect malfunction
41.3000	Unexpected size
49.<line #>	Firmware asserts
50.0000	Fuser error
50.1000	Low fuser temperature error
50.1100	High subthermistor area 3 fuser error

Table 2-58 Event-log messages (X=0: black cartridge) (continued)

Event code	Description
50.1200	Low subthermistor area 3 fuser 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 subthermistor fuser error
50.9000	High subthermistor fuser error
51.0000	Beam detect or laser error
54.0100	Environmental sensor error
54.0600	Density sensor error
54.1000	Black drum phase control sensor error
54.1100	Black density out of range
54.1200	Black density measurement abnormality
54.1599	Black CPR pattern can't be read
54.1800	Black toner level sensor error
54.1900	Bad TOP sensor
54.2000	Carousel rotation error
54.2100	BD error
54.2500	TOP sensor error
54.2800	Density sensor or CPR contamination warning (54.1C)
55.0000	Engine internal communication error
55.0005	Hardware memory error
55.0601	DC controller NVRAM data error
55.0602	DC controller NVRAM access error
55.1000	DC controller memory error
55.3000	Engine/ formatter communication error
55.4000	Engine communication timeout error
55.9028	DC controller NVRAM restore
56.0100	Illegal input
57.0000	Fan motor error
57.0100	Fan motor error
57.0200	Fan error
57.0600	Fan motor error

Table 2-58 Event-log messages (X=0: black cartridge) (continued)

Event code	Description
58.0400	Low voltage power supply error
59.0160	Main motor rotation error (59.A0)
59.0192	Developer motor rotation error (59.C0)
59.0240	Transfer alienation failure (59.F0)
59.3000	Fuser motor startup error
59.4000	Fuser motor error
59.5000	Image drum motor startup error- black
59.6000	Image drum motor rotation error- black
59.7000	Black developer motor startup error
59.8000	Black developer motor rotation error
59.9000	ETB motor start error
59.9900	T2 Clutch error
65.1200	External device operation error (65.12XX)
66.1200	External device critical error (66.12XX)
66.0015	External device communication error
79.0000	79 service, firmware exception
79.0001	79 service, firmware ASIC fault
90.1101	The cable from the print engine to the formatter is not connected
95.0001	A thermal event has occurred
99.0028	Download error – bad signature accepted
99.0029	Download error – bad signature canceled

Control-panel messages and event log entries (M506/M527)

📝 **NOTE:** Some of the messages in the following sections only appear in the event log.

💡 **TIP:** Some control-panel messages and event log entries refer to a specific printer sensor or switch in the recommended action to solve the problem. See the diagrams in the clear jams section of the printer troubleshooting manual for sensor and switch locations.

10.XX.YZ Error Messages

10.00.00 e-Label Memory Error

Description

The printer is unable to read the cartridge data.

This message indicates that the printer cannot read or write to the e-label of the toner cartridge.

This error can cause the supplies status feature to be disabled.

Recommended action

1. Remove, and then reinstall the indicated print cartridge.

2. If the error reappears, turn the power off, and then on.

3. Check the cartridge memory tag. If it is damaged, replace the cartridge.

4. If the error persists, replace the indicated print cartridge.

10.00.10 e-Label Missing Memory Error

Description

The printer is unable to detect the e-label.

This message indicates that the printer has determined that the e-label is missing.

This error can cause the supplies status feature to be disabled.

Recommended action

1. Remove and the reinstall the indicated print cartridge.

2. If the message displays again, turn the printer off then on.

3. Check the cartridge memory tag. If it is damaged, replace the cartridge.

4. If the error persists, replace the indicated print cartridge.

10.00.15 Install <supply>

Description

The indicated supply has been removed or installed incorrectly.

10.00.15 (event code) Black Toner cartridge

Recommended action

Replace or install the indicated supply.

See the parts chapter in the service manual for the correct supply or kit part number.

10.00.33 Used Supply In Use

Description

A used supply is installed in the printer (end of life).

10.00.33 (event code) Black toner cartridge

Recommended action

No action necessary.

If you believe this is a genuine HP supply, go to www.hp.com/go/anticounterfeit.

Using a cartridge that is near its end-of-life can cause this event code.

10.00.34 Used supply in use

Description

The print cartridge is used.

10.00.34 (event code) Black toner cartridge

Recommended action

If you believe this is a genuine HP supply, go to www.hp.com/go/anticounterfeit.

📝 **NOTE:** Removing a cartridge from one printer and then installing it in a different printer (for testing functionality) will cause this event code.

10.00.35 Incompatible supply in use

Description

An incompatible cartridge is in use.

10.00.35 (event code) Black toner cartridge

Recommended action

Install the correct HP print cartridge for this printer.

📝 **NOTE:** The toner cartridge is not compatible with the printer.

10.00.40 Genuine HP supplies installed

Description

A genuine HP print cartridge has been installed.

10.00.40 (event code) Black toner cartridge

Recommended action

No action necessary.

10.00.41 Unsupported Supply in Use

Description

The installed toner cartridge is for a different printer.

10.00.41 (event code) Black toner cartridge

Recommended action

Remove the toner cartridge, and then install the correct cartridge for this printer.

See the parts chapter in the service manual for the correct cartridge part number.

10.00.60 Black cartridge low

Description

The black cartridge is low.

Recommended action

If print quality is no longer acceptable, replace the print cartridge.

☼ **TIP:**   Advise the customer that HP recommends that they have replacement supplies available to install when the print quality is no longer acceptable.

10.00.69 Black cartridge very low

Description

The black cartridge is very low.

Recommended action

If print quality is no longer acceptable, replace the print cartridge.

☼ **TIP:**   Advise the customer that HP recommends that they have replacement supplies available to install when the print quality is no longer acceptable.

10.00.70 Printing past very low

Description

The printer indicates when a supply level is very low. The actual remaining toner cartridge life might vary.

You do not need to replace the toner cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty ends.

10.00.70 (event code) Black toner cartridge

Recommended action

If print quality is no longer acceptable, the customer must order and pay for a replacement toner cartridge.

See the parts chapter in the service manual for the correct cartridge part number. Advise the customer that HP recommends that they have replacement supplies available to install when the print quality is no longer acceptable.

10.00.91 Cartridge motor stall

Description

Cartridge motor stall.

Recommended action

Replace the toner cartridge.

10.23.15 Install <supply>

Description

The indicated supply has been removed or installed incorrectly.

10.23.15 (event code) Fuser kit

Recommended action

Replace or install the indicated supply.

See the parts chapter in the service manual for the correct supply or kit part number.

10.23.35 Incompatible <supply>

Description

The indicated supply is not compatible with this printer.

10.23.35 (event code) Fuser kit

Recommended action

⚠ **CAUTION:** The fuser might be hot. Be careful when removing the fuser.

Install a supply that is designed for this printer.

See the parts chapter in the service manual for the correct supply part number.

☼ **TIP:** Advise the customer that HP recommends that they have replacement supplies available to install when the print quality is no longer acceptable.

10.23.60

Description

The printer indicates when fuser kit is very low. The actual remaining fuse kit life might vary.

You do not need to replace the fuser kit at this time unless print quality is no longer acceptable.

📝 **NOTE:** After an HP supply has reached the very low threshold, the HP premium protection warranty ends.

Recommended action

If print quality is no longer acceptable, replace the fuser kit. See the parts chapter in the service manual for the fuser kit part number.

☀ **TIP:**   Advise the customer that HP recommends that they have replacement supplies available to install when the print quality is no longer acceptable.

10.23.70 printing past very low

Description

The printer indicates when the fuser kit is very low. The actual remaining fuse kit life might vary.

10.23.70 (event code) Fuser kit

✏ **NOTE:**   After an HP supply has reached the very low threshold, the HP premium protection warranty ends.

Recommended action

If print quality is no longer acceptable, the customer must order and pay for a replacement fuser assembly (fuser kit).

☀ **TIP:**   Advise the customer that HP recommends that they have replacement supplies available to install when the print quality is no longer acceptable.

11.XX.YZ Error Messages

11.00.01 or 11.00.02 Internal clock error

Description

The printer real time clock has experienced an error.

> 01=dead clock

> 02=dead real time clock

Recommended action

1.   Whenever the printer is turned off and then turned on again, set the time and date on the control panel.

2.   If the error persists, remove and reinstall the formatter making sure it is seated properly.

3.   Replace the formatter.

13.XX.YZ Error Messages

13.00.00

Description

Generic jam event code.

Recommended action

Check the printer for a jam. See the clear jams section in the service manual.

13.00.EE

Description

Unknown door open.

Recommended action

Make sure that all of the doors and covers are closed.

13.A2.D2

Description

Tray 2 media feed jam.

This jam occurs when the media does not reach the pre-feed sensor (SR11) in the designated amount of time after the start of media pickup from Tray 2.

This is a no-pick jam from tray 2.

Recommended action

1. Verify the customer has followed steps for clearing jams on control panel.

2. Open Tray 2, remove any jammed paper, and then close the tray.

3. Open and close the upper TOP cover to allow the printer to attempt to clear the jam.

4. Remove the paper from the tray and check that the paper tray size guides are properly set and that the tray is not over filled with paper.

Figure 2-77 Paper Tray guides
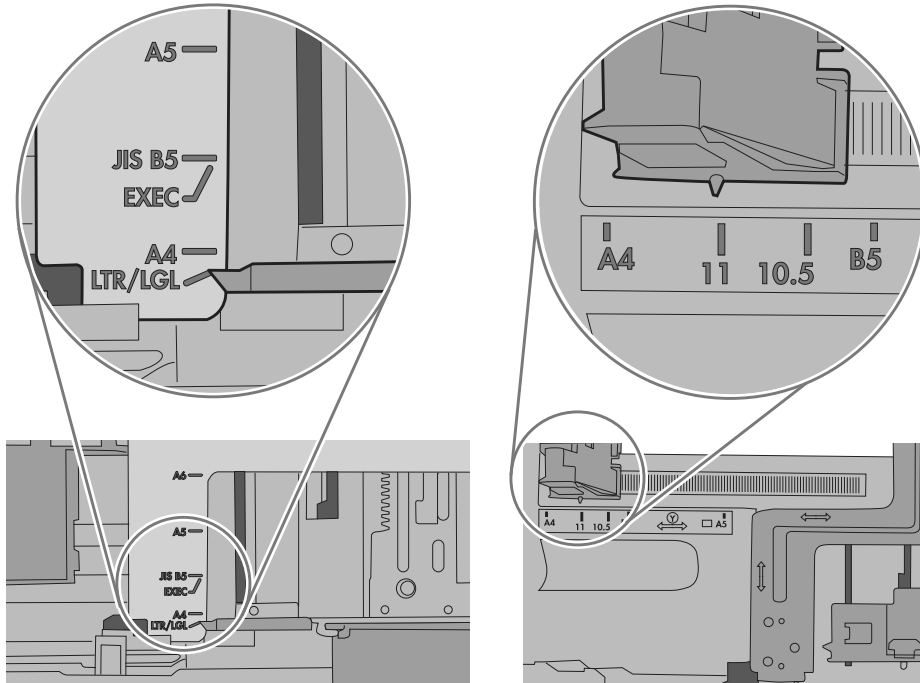
Figure 2-78 Paper Tray overfill guide
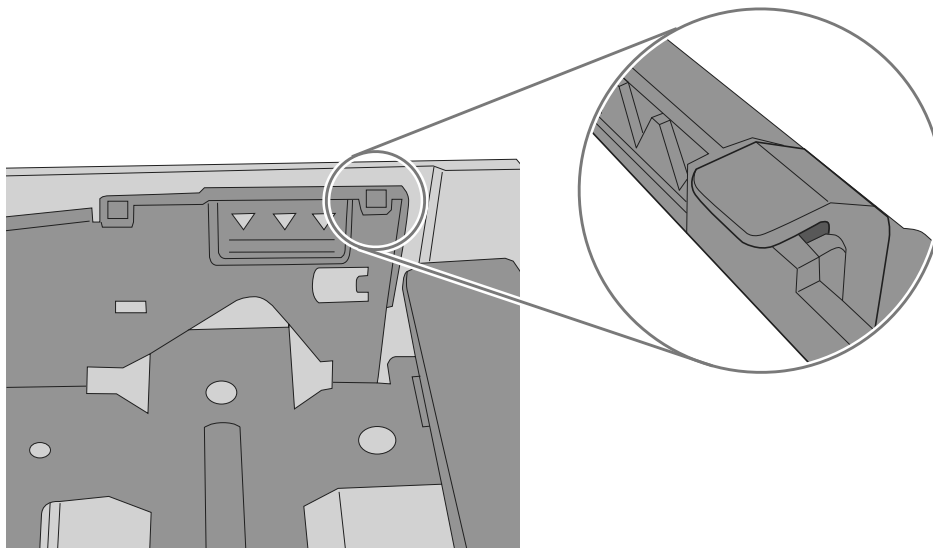
5. Make sure that the Tray 2 pickup, feed, and separation roller are installed correctly and show no damage or wear.

6. Clean or replace the pickup/feed rollers as needed.

Use a damp, lint-free cloth to gently clean the rollers.

7. Verify that the media in use meets the printers specifications.

8. Open the following menus:

- **Administration**

- **Troubleshooting**

- **Diagnostic Tests**

9. Run the Tray 2 pickup/feed motor drive test to verify that the feed motor is functioning correctly. If it is not, replace the pickup assembly.

10. Test SR11 using the Tray/Bin Manual sensor test to verify that the sensor is functioning correctly.

11. If either of the previous steps fail, elevate the issue to HP for possible printer replacement.

> **NOTE:** On-site technicians should check the following connections on the DC Controller before elevating the issue. (J157–SR11) (J110 and J144 — Tray 2 feed drive assy and solenoid)

13.A2.FF

Description

Residual Media Jam in Tray 2.

This jam occurs when residual media is detected at the Tray 2 feed sensor (SR11).

Recommended action

1. Open Tray 2, remove any jammed paper, and then close the tray.

2. Open and close the upper right door to allow the printer to attempt to clear the jam.

3. Remove the paper from the tray and check that the paper tray size guides are properly set and that the tray is not over filled with paper.

Figure 2-79 Paper Tray guides
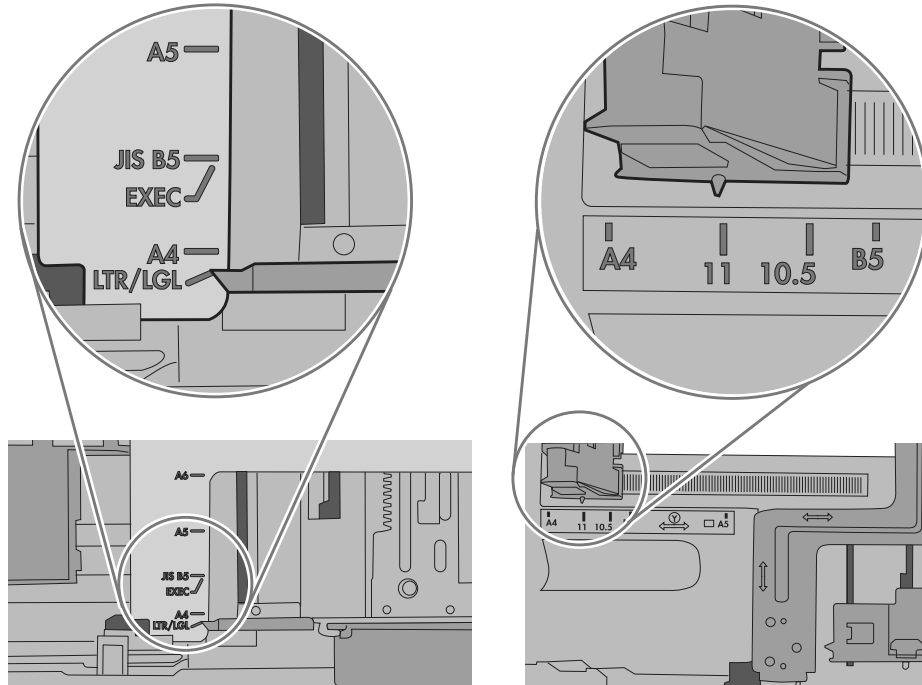
Figure 2-80 Paper Tray overfill guide
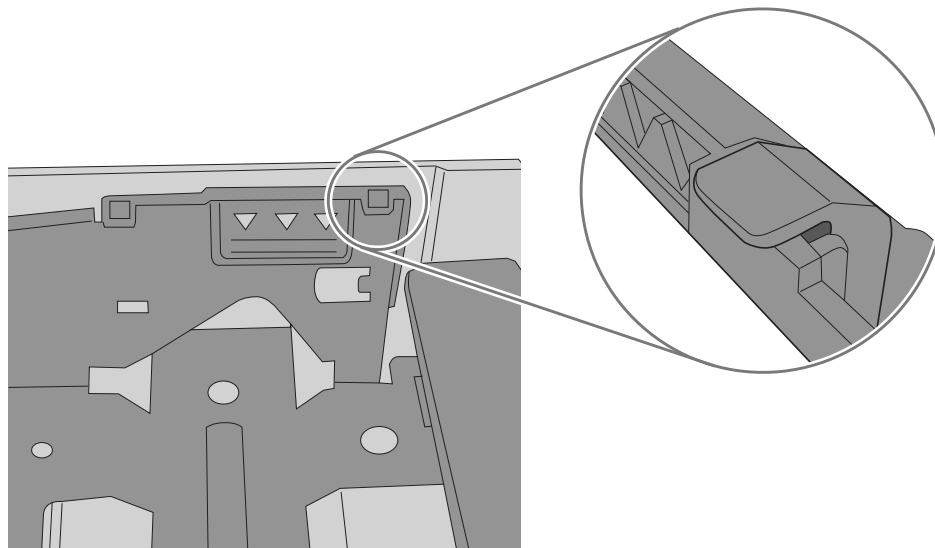
4. Make sure that the Tray 2 pickup, feed, and separation roller are installed correctly and show no damage or wear.

5. Clean or replace the pickup/feed rollers as needed.

   Use a damp, lint-free cloth to gently clean the rollers.

6. Check the connectors at the sensor, feed motor, and the DC controller PCA.

7. Open the following menus:

- **Administration**

- **Troubleshooting**

- **Diagnostic Tests**

8. Test SR11 using the Tray/Bin Manual sensor test to verify that the sensors are functioning correctly.

9. Run the Tray 2 pickup/feed motor drive test to verify that the feed motor is functioning correctly (listen for the motor to activate). If it is not, replace the pickup assembly.

10. If either of the previous steps fail, elevate the issue to HP for possible printer replacement.

NOTE: On-site technicians should check the following connections on the DC Controller before elevating the issue.

(J157–SR11) (J110 and J144) — Tray 2 feed drive assembly and solenoid.

13.A3.FF

Description

Residual Media Jam in Tray 3.

This jam occurs when residual media is detected at the Tray 3 feed sensor (PS432).

Recommended action

1. Open Tray 3, remove any jammed paper, and then close the tray.

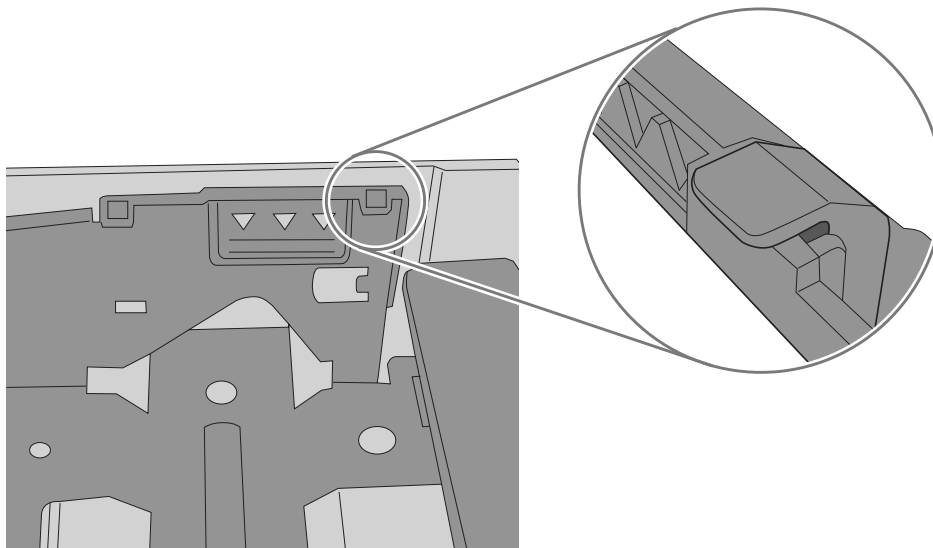2. Open and close the upper right door to allow the printer to attempt to clear the jam.

3. Remove the paper from the tray and check that the paper tray size guides are properly set and that the tray is not over filled with paper.

Figure 2-81 Paper Tray guides
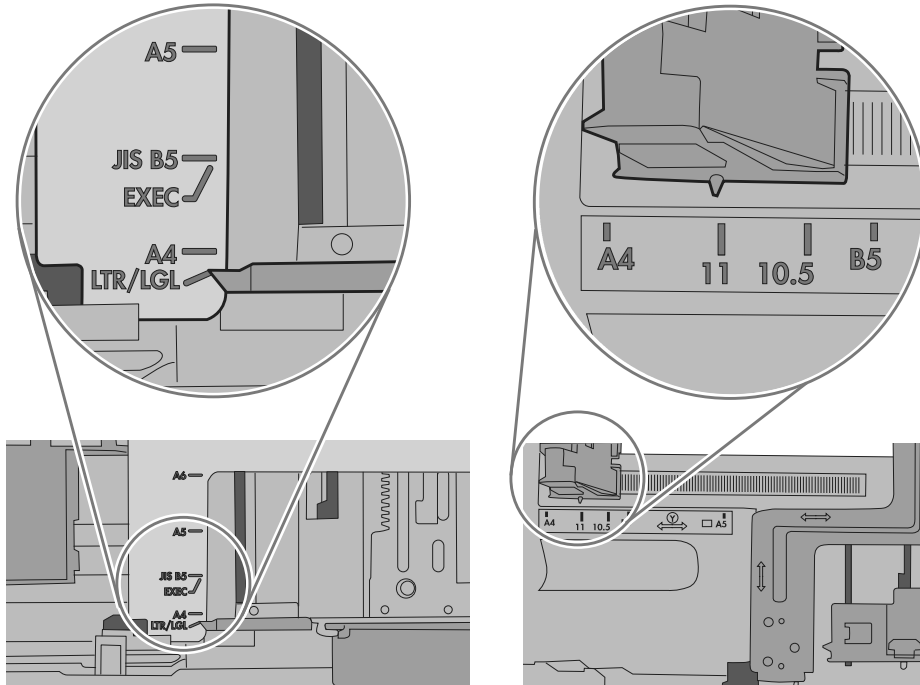
Figure 2-82 Paper Tray overfill guide

4. Make sure that the Tray 3 pickup, feed, and separation roller are installed correctly and show no damage or wear.

5. Clean or replace the pickup/feed rollers as needed.

   Use a damp, lint-free cloth to gently clean the rollers.

6. Check the connectors at the sensor, feed motor, and the DC controller PCA.

7. Open the following menus:

- **Administration**

- **Troubleshooting**

- **Diagnostic Tests**

8. Test PS432 using the Tray/Bin Manual sensor test to verify that the sensors are functioning correctly.

9. Run the Tray 3 pickup/feed motor drive test to verify that the feed motor is functioning correctly (listen for the motor to activate). If it is not, replace the optional paper feeder.

10. If either of the previous steps fail, elevate the issue to HP for possible printer replacement.

> **NOTE:** On-site technicians should check ALL connections on the Paper feed controller PCA before elevating the issue.

13.A4.FF

Description

Residual Media Jam in Tray 4.

This jam occurs when residual media is detected at the Tray 4 feed sensor (PS432).

Recommended action

1. Open Tray 4, remove any jammed paper, and then close the tray.

2. Open and close the upper right door to allow the printer to attempt to clear the jam.

3. Remove the paper from the tray and check that the paper tray size guides are properly set and that the tray is not over filled with paper.

Figure 2-83 Paper Tray guides
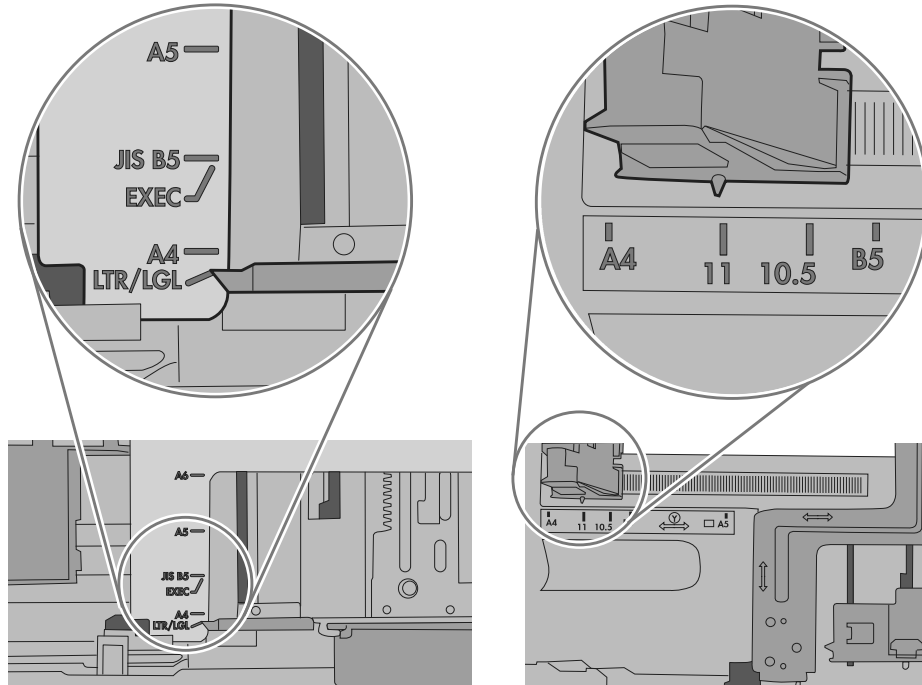
Figure 2-84 Paper Tray overfill guide
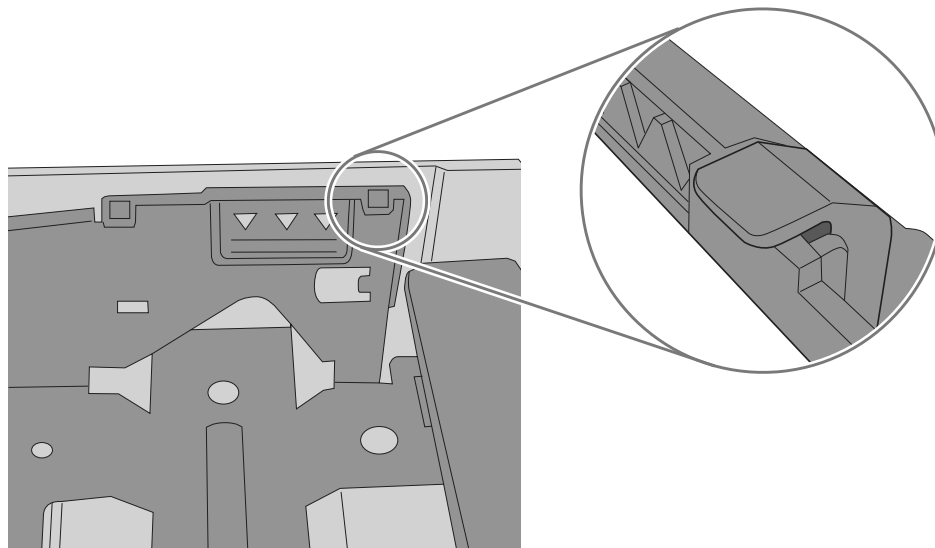
4. Make sure that the Tray 4 pickup, feed, and separation roller are installed correctly and show no damage or wear.

5. Clean or replace the pickup/feed rollers as needed.

   Use a damp, lint-free cloth to gently clean the rollers.

6. Check the connectors at the sensor, feed motor, and the DC controller PCA.

7. Open the following menus:

- **Administration**

- **Troubleshooting**

- **Diagnostic Tests**

8. Test PS432 using the Tray/Bin Manual sensor test to verify that the sensors are functioning correctly.

9. Run the Tray 4 pickup/feed motor drive test to verify that the feed motor is functioning correctly (listen for the motor to activate). If it is not, replace the optional paper feeder assembly.

10. If either of the previous steps fail, elevate the issue to HP for possible printer replacement.

📝 **NOTE:** On-site technicians should check ALL connections on the Paper feed controller PCA before elevating the issue.

### 13.A5.FF

Description

Residual Media Jam in Tray 5.

This jam occurs when residual media is detected at the Tray 3 feed sensor (PS432).

Recommended action

1. Open Tray 5, remove any jammed paper, and then close the tray.

2. Open and close the upper right door to allow the printer to attempt to clear the jam.

3. Remove the paper from the tray and check that the paper tray size guides are properly set and that the tray is not over filled with paper.

Figure 2-85 Paper Tray guides
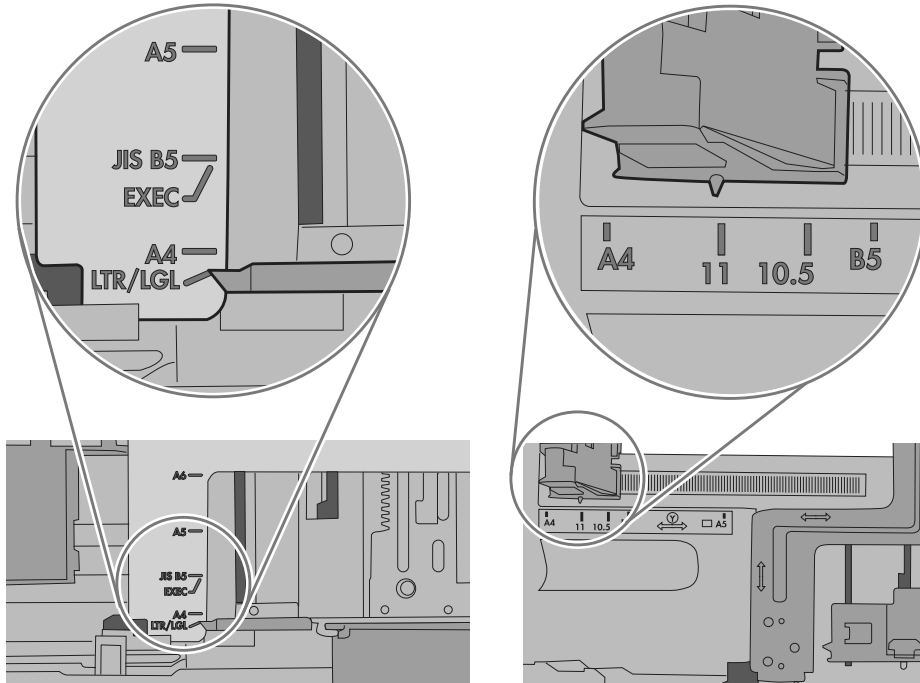
Figure 2-86 Paper Tray overfill guide
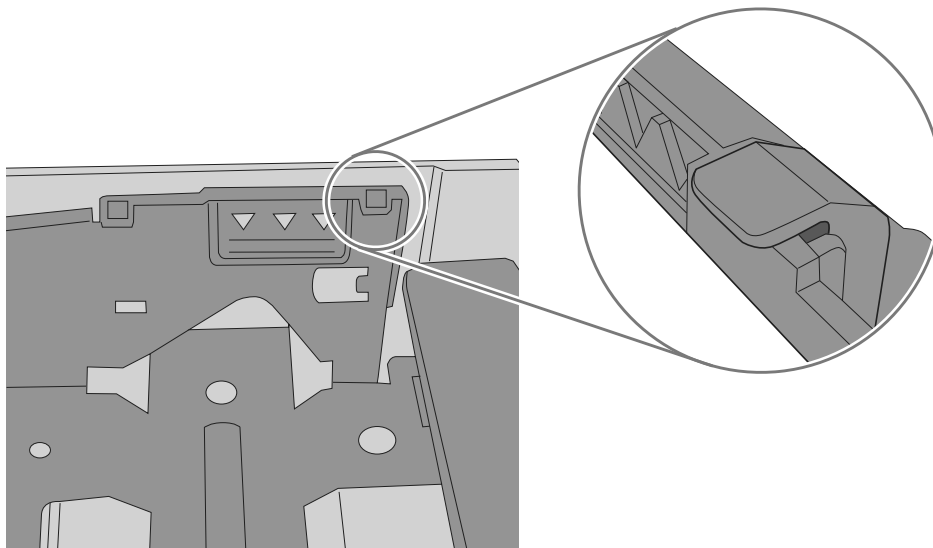
4. Make sure that the Tray 5 pickup, feed, and separation roller are installed correctly and show no damage or wear.

5. Clean or replace the pickup/feed rollers as needed.

   Use a damp, lint-free cloth to gently clean the rollers.

6. Check the connectors at the sensor, feed motor, and the DC controller PCA.

7. Open the following menus:

- **Administration**

- **Troubleshooting**

- **Diagnostic Tests**

8. Test PS432 using the Tray/Bin Manual sensor test to verify that the sensors are functioning correctly.

9. Run the Tray 5 pickup/feed motor drive test to verify that the feed motor is functioning correctly (listen for the motor to activate). If it is not, replace the optional paper feeder assembly.

10. If either of the previous steps fail, elevate the issue to HP for possible printer replacement.

NOTE: On-site technicians should check ALL connections on the Paper feed controller PCA before elevating the issue.

13.Ax.Dz

Description

Optional Tray media feed jam.

This jam occurs when the media does not reach the Tray pre-feed sensor PS432 for trays 3–5 in the designated amount of time after the start of media pickup from Tray.

This is a no-pick jam from the specified tray.

X = Tray sensor jam occurred in.

Z = Tray job was pulling from.

- **13.A3.D3,D4,D5 = Tray 3:**

  Media did not reach Tray 3 Media Feed Sensor (PS432) when pulling from Tray 3-5

- **13.A4.D4,D5, = Tray 4:**

  Media did not reach Tray 4 Media Feed Sensor (PS432) when pulling from Tray 4-5

- **13.A5.D5, = Tray 5**

  Media did not reach Tray 5 Media Feed Sensor (PS432) when pulling from Tray 5

Recommended action

1. Verify the customer has followed steps for clearing jams on control panel.

2. Open and close the upper TOP cover to allow the printer to attempt to clear the jam.
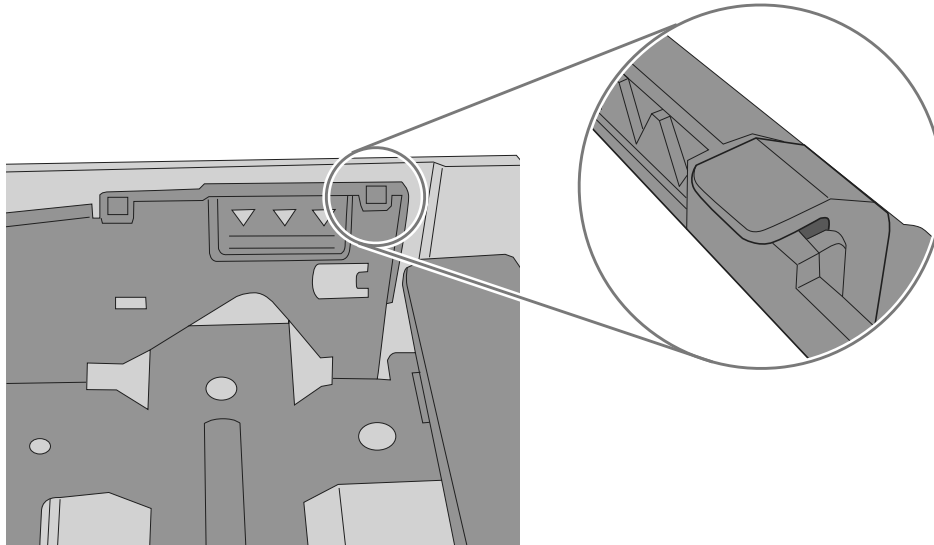
3. Open Tray 2, remove any jammed paper.

Remove the paper from the tray and check that the paper tray size guides are properly set and that the tray is not over filled with paper.

Figure 2-87 Paper Tray guides
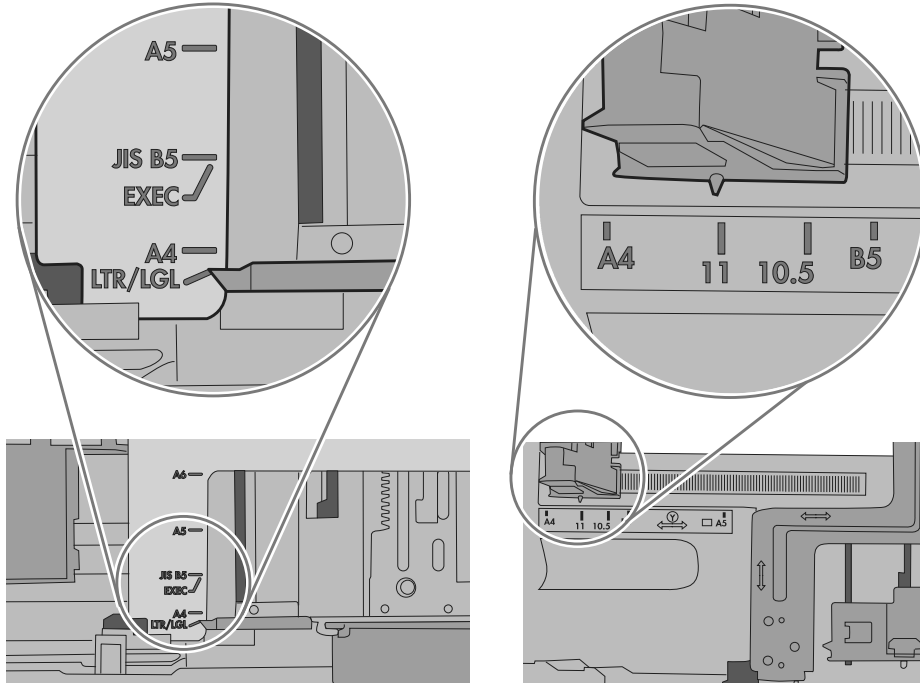
Figure 2-88 Paper Tray overfill guide

4. Make sure that the Tray pickup, feed, and separation roller are installed correctly and show no damage or wear.

5. Clean or replace the pickup/feed rollers as needed.

Use a damp, lint-free cloth to gently clean the rollers.

6. Verify that the media in use meets the printers specifications.

7. Open the following menus:

   ● **Administration**

   ● **Troubleshooting**

   ● **Diagnostic Tests**

8. Run the Tray pickup/feed motor drive test to verify that the feed motor is functioning correctly. If it is not, replace the pickup assembly.

9. Test PS432 using the Tray/Bin Manual sensor test to verify that the sensor is functioning correctly.

10. If either of the previous steps fail, elevate the issue to HP for possible printer replacement.

> **NOTE:** On-site technicians should check ALL connections on the Paper feed controller PCA before elevating the issue.

13.B2.Az Jam in top cover

Description

Media STAY jam in top cover at image area.

Paper present at SR2 after specified time limit passed.

● **13.B2.A1**

   This jam occurs when the media is present longer than "the expected media length plus 50mm" or more is detected at the Registration sensor (SR2) when printing from the Tray 1.

● **13.B2.A2**

   This jam occurs when the media is present longer than" the expected media length plus 50mm" or more is detected at the Registration sensor (SR2) when printing from the Tray 2.

● **13.B2.A3**

   This jam occurs when the media is present longer than "the expected media length plus 50mm" or more is detected at the Registration sensor (SR2) when printing from the Tray 3.

● **13.B2.A4**

   This jam occurs when the media is present longer than "the expected media length plus 50mm" or more is detected at the Registration sensor SR2) when printing from the Tray 4.

● **13.B2.A5**

   This jam occurs when the media is present longer than "the expected media length plus 50mm" or more is detected at the Registration sensor SR2) when printing from the Tray 5.

● **13.B2.AD**

   This jam occurs when the media is present longer than "the expected media length plus 50mm" or more is detected at the Registration sensor (SR2) when printing from the Duplexer.

Recommended action

1. Open top cover and check for media jammed in feed area.

2. Test the top of page sensor (SR2) to ensure that it moves freely.

3. Check under toner cartridge at transfer area, make sure everything is properly seated and there are no damaged parts.

4. Ensure the type and quality of the media that you are using meet HP specifications.

5. Open the following menus:

   - **Administration**

   - **Troubleshooting**

   - **Diagnostic Tests**

6. Test Registration Sensor Test (TOP sensor) (SR2) using the Tray/Bin manual sensor test to verify that the sensor is functioning correctly.

7. Test the Media Width sensors SR1a and SR2b.

8. If either of the sensors steps fail, elevate the issue to HP for possible printer replacement.

   📝 **NOTE:** On-site technicians should check the following connections on the DC controller PCA to ensure they are properly seated and connected before elevating the issue. (J151, J110, J144)

9. If sensors functioning properly, run a few pages to check where the leading edge of the paper actually stops.

10. Test the registration assembly and look for damage, if faulty replace the registration assembly.

11. Look for blockage or damaged parts that stops the media from continuing on through the printer. Check the Fuser input and functionality, if Fuser or other part is found to be defective replace the part.

12. If the error persists, elevate the issue to HP for possible printer replacement.

13.B2.Dz Jam in top cover

Description

Media delay jam in top cover at image area.

Paper did not reach SR2 in specified time.

- **13.B2.D1**

  Media did not reach the Registration sensor in the designated amount of time printing from Tray 1.

- **13.B2.D2**

  Media did not reach the Registration sensor in the designated amount of time printing from Tray 2.

- **13.B2.D3**

  Media did not reach the Registration sensor in the designated amount of time printing from Tray 3.

- **13.B2.D4**

Media did not reach the Registration sensor in the designated amount of time printing from Tray 4.

- **13.B2.D5**

  Media did not reach the Registration sensor in the designated amount of time printing from Tray 5.

- **13.B2.DD**

  Media did not reach the Registration sensor in the designated amount of time printing duplexed.

Recommended action

1. Open top cover and check for media jammed in feed area.

2. Check for worn out Tray Feed and Separation rollers, replace if found worn out.

3. Ensure the type and quality of the media that you are using meet HP specifications.

4. Open the following menus:

   - **Administration**

   - **Troubleshooting**

   - **Diagnostic Tests**

5. Test the top of page sensor (SR2) and the Media Width sensors SR1a and SR2b.

6. If either of the sensors steps fail, elevate the issue to HP for possible printer replacement.

   📝 **NOTE:** On-site technicians should check the following connections on the DC controller PCA to ensure they are properly seated and connected before elevating the issue. (J151, J110, J144)

7. If sensors functioning properly, run a few pages to check where the leading edge of the paper actually stops.

8. Check that the registration assembly is functioning correctly, if not replace the registration assembly.

9. If the error persists, elevate the issue to HP for possible printer replacement.

13.B2.E2 Jam in top cover

Description

Media jam in top cover at image area due to door open.

Recommended action

1. Make sure all doors and covers are closed and re-send job.

2. If all doors are closed and message still persists, Test SW2 top cover open detection switch using the diagnostic tests.

3. If the sensor fails test, elevate the issue to HP for possible printer replacement.

   📝 **NOTE:** On-site technicians should check the following connections on the DC controller PCA to ensure they are properly seated and connected before elevating the issue. (J151, J110, J144)

13.B2.FF Jam in top cover

Description

Media residual jam in top cover at image area.

Paper present at SR2 at power on or after clearing jam.

Recommended action

1. Open top cover and check for media jammed in feed area.

2. Check under toner cartridge at transfer area, make sure everything is properly seated.

3. Test the top of page sensor (SR2).

4. If the sensor fails test, elevate the issue to HP for possible printer replacement.

> **NOTE:** On-site technicians should check the following connections on the DC controller PCA to ensure they are properly seated and connected before elevating the issue. (J151, J110, J144)

13.B9.Az Fuser jam

Description

Fuser delivery stay.

Media stay jam at fuser area.

Paper present at SR13 after specified time limit.

This jam code may be caused by;

An accordion jam at the fuser exit, something blocking the media before the output rollers. The output bin rollers not turning, there is very little distance from the fuser exit and the output bin.

A sticky fuser exit flag, if it stuck or even delayed momentarily in the activated position.

*   **13.B9.A1**

    Paper Stay jam is detected when printing from Tray 1.

*   **13.B9.A2**

    Paper Stay jam is detected when printing from Tray 2.

*   **13.B9.A3**

    Paper Stay jam is detected when printing from Tray 3.

*   **13.B9.A4**

    Paper Stay jam is detected when printing from Tray 4.

*   **13.B9.A5**

    Paper Stay jam is detected when printing from Tray 5.

*   **13.B9.AD**

    Paper Stay jam is detected when printing from the Duplexer.

Recommended action

⚠ **CAUTION:**   Be careful the fuser is HOT, allow it cool if you need to remove debris from in and around the pressure heating components.

1. Open the top and rear covers and then clear any jammed paper.

2. Ensure sure that the paper meets HP printer specifications.

3. Check Fuser delivery sensor for proper functionality and movement.

4. Verify there is no debris from a previous jam stuck in the fuser or rollers leading into or out of the fuser.

5. Confirm the output bin rollers are turning.

6. Perform Manuel Sensor Test and check SR13 Fuser delivery sensor. If found faulty then replace the Fuser assembly.

13.B9.Bz Fuser jam

Description

Multi-feed jam in fuser.

This jam occurs when a near complete overlap (less than 5 to 15 mm of non-overlap) multi-feed jam is detected.

- **13.B9.B1**

  Multi-Feed jam is detected when printing from Tray 1.

- **13.B9.B2**

  Multi-Feed jam is detected when printing from Tray 2.

- **13.B9.B3**

  Multi-Feed jam is detected when printing from Tray 3.

- **13.B9.B4**

  Multi-Feed jam is detected when printing from Tray 4.

- **13.B9.B5**

  Multi-Feed jam is detected when printing from Tray 5.

- **13.B9.BD**

  Multi-Feed jam is detected when printing from the Duplexer.

Recommended action

1. Open the top and rear covers and then clear any jammed paper.

2. Ensure sure that the paper meets HP printer specifications.

3. Check Fuser delivery sensor for proper functionality and movement.

4. Verify there is no debris from a previous jam stuck in the fuser or rollers leading into or out of the fuser.

5. Confirm the output bin rollers are turning.

6. Perform Manuel Sensor Test and check SR13 Fuser delivery sensor. If found faulty then replace the Fuser assembly.

13.B9.Cz

Description

Fuser Wrap Jam.

This jam occurs when the media disappears from the fuser output sensor before a designated amount of time after the media reached the fuser output sensor (SR13).

(The printer has determined that the media is being wrapped around the fuser roller.)

Z = Fuser mode

- **13.B9.C1 (event code)**

  Fuser wrap jam when **Auto Sense (Normal)**.

- **13.B9.C2 (event code)**

  Fuser wrap jam when **Normal**.

- **13.B9.C3 (event code)**

  Fuser wrap jam when **Light 1** or **Light 2** (see event log secondary jam information for specific code).

- **13.B9.C4 (event code)**

  Fuser wrap jam when **Heavy 1**.

- **13.B9.C5 (event code)**

  Fuser wrap jam when **Heavy 2**.

- **13.B9.C6 (event code)**

  Fuser wrap jam when **Heavy media 3**.

- **13.B9.C7 (event code)**

  Fuser wrap jam when **Glossy media 1**.

- **13.B9.C8 (event code)**

  Fuser wrap jam when **Glossy media 2**.

- **13.B9.C9 (event code)**

  Fuser wrap jam when **Glossy media 3**.

- **13.B9.CB (event code)**

  Fuser wrap jam when **Transparency**.

- **13.B9.CC (event code)**

Fuser wrap jam when **Label**.

- **13.B9.CD (event code)**

Fuser wrap jam when **Envelope 1** or **Envelope 2** (see event log secondary jam information for specific code).

Recommended action

1. Open the top and rear covers and then clear any jammed paper.

2. Ensure sure that the paper meets HP printer specifications.

   If the customer media is within specifications, but curls up on the output bin, you can recommend:

   - Open input tray and rotate new media so the top page is now the bottom page.

   - Explain that the media curls and it is better if it curls down than up for printing to avoid fuser wrap jams.

3. Check to see if the paper jam is found wrapped around the fuser roller. If so and the media is within HP specifications for this printer replace the Fuser Assembly.

13.B9.Dz

Description

Fuser delivery delay jam

Media did not reach Fuser sensor SR13 specified time.

- **13.B9.D1**

  Fuser delivery delay jam when printing from Tray 1.

- **13.B9.D2**

  Fuser delivery delay jam when printing from Tray 2.

- **13.B9.D3**

  Fuser delivery delay jam when printing from Tray 3.

- **13.B9.D4**

  Fuser delivery delay jam when printing from Tray 4.

- **13.B9.D5**

  Fuser delivery delay jam is detected when printing from Tray 5.

- **13.B9.DD**

  Fuser delivery delay jam when printing with the Duplexer.

Recommended action

The following are possible causes and areas that should be investigated.

- The paper jam is found wrapped around the fuser roller. In this case it is a sign of a worn out fuser.

- The paper jam is found underneath the toner cartridge or in the transfer area. In this case it could be the drum drive or the white collar that holds the toner cartridge in position has broken or even a damaged or defective toner cartridge.

- Fuser drive or delivery issue.

1. Determine where the Jam is located.

2. Open top cover and check under the toner cartridge.

3. Open rear output bin and check for media or obstructions.

Media stopped in the Toner/transfer area (Stopped BEFORE the Fuser):

1. Open top cover and check under toner cartridge for media or obstructions.

2. Ensure the Toner Cartridge and Transfer Roller are seated properly. If damaged replace toner cartridge or transfer roller.

3. Check the toner cartridge guides and the transfer roller assembly, If either are damaged elevate the issue to HP for possible printer replacement.

4. Inspect the white plastic collar that cradles the drum cartridge that is positioned around the drum drive gear. If the collar portion is broken and missing a section it will allow the cartridge to insert further than designed and not allow the drum drive to engage with the toner cartridge. elevate the issue to HP for possible printer replacement.

5. If collar is not broken, Test the drum drive motor M102 using the diagnostic test. If test fails, elevate the issue to HP for possible printer replacement.

Media Stopped In or At the Fuser

⚠ CAUTION: The fuser might be **HOT**.

1. Remove the Fuser and inspect Fuser sleeve, Pressure roller and delivery roller for blockage and/or damage. Replace Fuser as needed.

2. Verify that fuser inlet guide is not detached or broken. Replace Fuser as needed.

3. Open the following menus:

   - **Administration**

   - **Troubleshooting**

   - **Diagnostic Tests**

4. Check the media path sensors in the sensor test. (SR13) verify the sensor is functioning correctly. If it is not, replace the fuser.

5. Touch **Component Test**.

6. Run the Fuser motor drive test to verify that the Fuser Drive and Gears are functioning correctly. If they are not, elevate the issue to HP for possible printer replacement.

If media Did not Stop "IN FUSER" or at "Toner/Transfer Area.

1. Check Media path between transfer and fuser.

2. If media has stopped in this area and will not progress beyond feed-guide assembly CLEAN the area and retest. If issue persists, elevate the issue to HP for possible printer replacement.

13.B9.FF

Description

Residual Media jam Fuser Output Sensor.

Paper present at SR13 after specified time limit or on power up.

Recommended action

1. Open the top and rear cover and clear the jam in the indicated area.

2. Close the covers to allow the printer to attempt to clear the jam.

3. Verify the media meets HP specification for the printer.

4. Remove the fuser and inspect the fuser sleeve, pressure roller, and delivery roller for blockage and/or damage. Replace the fuser as needed.

    ⚠ **CAUTION:** The fuser might be **HOT**.

5. Open the following menus:

    -   **Administration**

    -   **Troubleshooting**

    -   **Diagnostic Tests**

6. Test the Fuser Delivery sensor (SR13) using the manual sensor test to verify the sensor is functioning correctly. If it is not, replace the fuser.

7. Run the Fuser motor drive test to verify that the Fuser Drive and Gears are functioning correctly. If they are not, elevate the issue to HP for possible printer replacement.

13.D3.Bz

Description

Multi-feed to duplex re-feed jam.

-   **13.D3.B1**

    The fuser is printing in fuser mode **Auto Sense** special case distinguished from "typed" Normal.

-   **13.D3.B2**

    The fuser is printing in fuser mode **Normal**.

-   **13.D3.B3**

    The fuser is printing in fuser mode **Light 1** or **Light 2** (see the event log secondary jam information digits for specific mode).

-   **13.D3.B4**

The fuser is printing in fuser mode **Heavy 1**.

- **13.D3.B5**

  The fuser is printing in fuser mode **Heavy 2**.

- **13.D3.B6**

  The fuser is printing in fuser mode **Heavy media 3**.

- **13.D3.B7**

  The fuser is printing in fuser mode **Glossy media 1**.

- **13.D3.B8**

  The fuser is printing in fuser mode **Glossy media 2**.

- **13.D3.B9**

  The fuser is printing in fuser mode **Glossy media 3**.

Recommended action

1. Make sure that customer is using HP Genuine cartridge and again test this printer with another working or new cartridge.

2. Verify the media meets HP specification for the printer.

3. Perform the continuous test in simplex mode at least 50 pages to make sure that issue is occurring while printing duplex printing only.

4. Test duplexing from multiple trays to see if issue is TRAY specific or not.

   If jam occurs from specific tray Troubleshoot tray pick and feed issue.

5. Make sure Tray is set correctly. If Tray 1 is set to ANY size ANY Type set it to the size customer is trying to print on.

6. Check and Clean the status charge eliminator properly. (Next to transfer roller).

7. Ensure all connections to duplex on the DC are properly seated.

8. If issue persists, elevate the issue to HP for possible printer replacement.

13.D3.Dz

Description

Late to duplex re-feed jam.

- **13.D3.D1**

  The fuser is printing in fuser mode **Auto Sense** special case distinguished from "typed" Normal.

- **13.D3.D2**

  The fuser is printing in fuser mode **Normal**.

- **13.D3.D3**

The fuser is printing in fuser mode **Light 1** or **Light 2** (see the event log secondary jam information digits for specific mode).

- **13.D3.D4**

   The fuser is printing in fuser mode **Heavy 1**.

- **13.D3.D5**

   The fuser is printing in fuser mode **Heavy 2**.

- **13.D3.D6**

   The fuser is printing in fuser mode **Heavy media 3**.

- **13.D3.D7**

   The fuser is printing in fuser mode **Glossy media 1**.

- **13.D3.D8**

   The fuser is printing in fuser mode **Glossy media 2**.

- **13.D3.D9**

   The fuser is printing in fuser mode **Glossy media 3**.

Recommended action

1. Make sure that customer is using HP Genuine cartridge and again test this printer with another working or new cartridge.

2. Verify the media meets HP specification for the printer.

3. Perform the continuous test in simplex mode at least 50 pages to make sure that issue is occurring while printing duplex printing only.

4. Test duplexing from multiple trays to see if issue is TRAY specific or not.

   If jam occurs from specific tray Troubleshoot tray pick and feed issue.

5. Make sure Tray is set correctly. If Tray 1 is set to ANY size ANY Type set it to the size customer is trying to print on.

6. Check and Clean the status charge eliminator properly. (Next to transfer roller).

7. Ensure all connections to duplex on the DC are properly seated.

8. If issue persists, elevate the issue to HP for possible printer replacement.

13.E5.FF

Description

A power on jam has occurred.

Recommended action

Check the printer for a jam. See the clear jams section in the service manual.

13.EA.FF

Description

A door jam has occurred.

Recommended action

Check the printer for a jam. See the clear jams section in the service manual.

Use the component test to isolate a faulty door switch or sensor.

13.EE.FF

Description

A door jam has occurred.

Recommended action

Check the printer for a jam. See the clear jams section in the service manual.

Use the Manual sensors test or Tray/Bin manual sensors test to isolate a faulty door switch or sensor.

13.FF.EE

Description

A power on jam has occurred.

Recommended action

Check the printer for a jam. See the clear jams section in the service manual.

13.FF.FF

Description

A power on residual paper jam has occurred.

This error has no specific sensor designated. It could be any sensor in the media feed path.

Recommended action

1. Check the printer for a jam.

2. Look for media present or obstructions in paper path.

   View event log to determine if other Jam errors are occurring and troubleshoot those errors.

3. Use the Manual sensors test or Tray/Bin manual sensors test to isolate a faulty door switch or sensor.

4. Replace parts as determined by Sensor tests or obstructions.

   If sensor can not be replaced, elevate the issue for possible printer replacement.

20.00.00 Insufficient memory <device>

Description

Event log message 20.00.00.

The printer does not have enough memory to print the page.

The printer received more data than can fit in the available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.

Recommended action

Touch the OK button to print the transferred data. Some data might be lost. Reduce the page complexity or add printer memory.

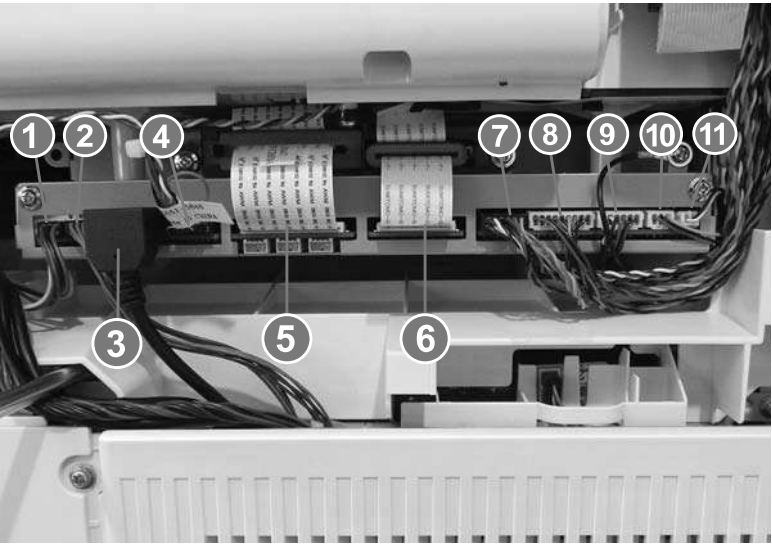## 21.00.00 Page Too Complex Event log error message 21.00.00.

Description

The printer displays this message to indicate that the page decompression process was too slow for the printer.

Recommended action

Touch the OK button to continue. There may be some data loss on the page that was being formatted when the error occurred.

30.XX.YZ Error Messages

1	Stapler power
2	SCB Power (24v)
3	PAB to SCAM Communication (HDMI)
4	Flatbed sensors (ADF open and Flatbed media length_ and Cave LED
5	Flatbed (S1) Flat flexible cable (Scanner data and flatbed motor)

6	ADF (S2) Flat flexible cable (Scanner data)
7	ADF Motors (Feed and Deskew)
8	ADF Sensors (Prescan, media present receiver and top hatch)
9	ADF Ultra sonic sensor receiver and deskew sensor
10	LTR/LGL (letter/legal) Input tray sensor
11	Ultra sonic sensor transmitter

30.01.01

Description

The flatbed cover sensor was interrupted.

The scanner flatbed cover is open.

Message appears only in the event log and is not posted on the control panel.

The control panel will read **Flatbed Cover Open.**

Recommended action

This error message should automatically clear.

If the error persists, open the scanner tests to test the flatbed cover sensor.

1. If the cover is closed, check the cover sensor at the center rear of the scanner for correct mechanical functionality, if sensor is not working, replace the flat bed scanner assembly. To test the sensor use the scanner sensor test in the Administration / Troubleshooting / Diagnostics / Scanner Tests Menu.

2. Check the connectors on the scanner control board (SCB) for loose connections.

3. Replace the scanner control board (SCB).

30.01.08 Home position error

Description

The scanner optic failed to return to the home position.

Recommended action

1. Turn the product off, and then on again.

2. Observe the movement of the optics assembly.

3. If the error persists, run the scanner motor test under component test. Administration / Troubleshooting / Scanner tests / Flatbed motor test.

4. If issue still remains and firmware has been upgraded replace scanner control board (SCB).

5. If the error persists, replace the scanner sub assembly (SSA).

> NOTE: Check all cables on SCB for proper connection and seating before replacing any parts

30.01.14 Scan system EEPROM error

Description

Scanner control board (SCB) EEPROM error.

Recommended action

1. Turn the product off, and then on again.

2. Make sure all connectors on the scanner control board (SCB) are seated fully.

3. Make sure the product has the latest scanner control board (SCB) firmware version.

4. Replace the scanner control board (SCB).

30.01.15 Scanner error

Description

Scanner did not initialize (internal error).

The scanner failed to be initialized due to an internal error.

Recommended action

1. Turn the product off, and then on again.

2. Make sure that all covers are installed correctly and that the document feeder and document feeder jam cover are closed.

3. Check all sensors on the scanner to make sure they are not blocked.

4. Remove the rear cover of the scanner to see if the GREEN LEDs on the scanner control board (SCB) are illuminated.

5. Check all connections for scanner control board (SCB) to print engine.

6. Replace the scanner control board (SCB).

7. Replace SSA (scanner sub assembly)

30.01.18 Scanner Error

Description

Scanner internal optical sensor error.

Recommended action

1. Turn the product off, and then on again.

2. Make sure that all the connectors on the scanner control board (SCB) are seated fully.

3. Make sure that the product has the latest scanner control board (SCB) firmware version.

4. Replace the scanner control board (SCB).

5. If the error persists, replace the image scanner assembly (SSA).

30.01.19 Scanner lamp error

Description

Scanner internal lamp sensor error.

Recommended action

1. Turn the product off, and then on again.

2. Verify that the scanner lamp turns on and off approximately 12 seconds after the product is turned on.

3. Re-seat the interconnect cables between the SSA and the scanner control board (SCB). (The HDMI Cable)

4. Replace the image scanner assembly (SSA).

30.01.30 or 30.01.32

Description

HP image ASIC error.

Recommended action

1. Turn the product off, and then on again.

2. Check the connections on the scanner control board (SCB).

3. Replace the scanner control board (SCB).

30.01.36 Upgrade Error try downloading upgrade again

Description

Scanner firmware upgrade error.

Recommended action

1. Re-send the printer firmware upgrade.

2. If the error persists, replace the scanner control board (SCB).

30.01.41 Scanner error

Description

The formatter lost connections with the scanner control board (SCB) or communication was corrupted.

Recommended action

1. Turn the product off, and then on.

2. Upgrade the firmware.

3. Verify that all cables are connected to the product formatter, and scanner control board (SCB).

4. Verify that the scanner control board (SCB) has power.

5. Replace the scanner control board (SCB).

6. Replace the formatter.

30.01.42 Scanner error

Description

Internal product communication error.

Recommended action

1. Turn the product off, and then on again.

2. If the error persists, turn the product off, and then check the scanner control board (SCB) connectors.

3. If this error occurs after a formatter, fax card or hard disk has been replaced, check that the formatter connectivity LED (smile face icon on the formatter) is illuminated. Check the fax card for proper seating on the formatter. (If fax card is not properly seated it can prevent the formatter from seating properly in the product..

4. If the error persists, replace the scanner control board (SCB).

5. If error persists, replace the formatter.

30.01.43 Scanner memory failure

Description

Scan memory error.

Recommended action

1. Turn the product off, and then on again.

2. If the error persists, turn the product off, and then re-seat the formatter.

3. If the error persists, replace the formatter.

30.01.44

Description

Scanner control board (SCB) communication error.

Recommended action

1. Turn the product off, and then on again.

2. If the error persists, turn the product off, and then check the scanner cable.

3. Upgrade the firmware.

4. If the error persists, turn the product off, and then re-seat the formatter.

5. If the error persists, replace the scanner control board (SCB) or the formatter.

6. If error persists, replace the formatter.

30.01.46 Scanner Error

Description

The Scanner firmware error.

Recommended action

1. Turn the product off, and then on again.

2. f the error persists, turn the product off, and then check all cables on the formatter and SCB for proper connection and seating.

3. If the error persists, replace the scanner control board (SCB).

30.01.48 Scanner error

Description

Scanner error.

Scanner power is not connected.

Recommended action

1. Turn the product off, and then on again.

2. If the error persists, turn the product off, and then check the scanner wire-harness connectors for proper connection and seating. Also check the formatter to SCB cable.

3. If the error persists, replace image scanner assembly.

30.01.50 Scanner error

Description

Internal scanner control board (SCB) error.

Recommended action

1. Turn the product off, and then on again.

2. Upgrade the firmware.

3. If the error persists, replace the scanner control board (SCB).

30.03.14

Description

A non-fatal error has occurred.

A scanner EEPROM (NVM) error has occurred.

Recommended action

This is an informational message, and no action is required.

30.03.20

Description

The firmware cannot communicate with the PCA on the assembly.

Recommended action

1. Turn the product off, and then on again.

2. Verify that the FFCs between scanner and the scanner control board (SCB) are connected.

3. Check to see if there is power to the SCB (green led lights). If no power, check the SCB and DC controller (J108) and LVPS connector. If connectors are properly connected and no power to SCB, replace SCB.

4. Replace the scanner sub assembly.

30.03.22 Scanner failure

Description

Front side illumination calibration failure.

The scan module cannot see the illumination module, or marginal illumination.

The optical assembly may not be parked under the calibration strip.

Recommended action

1. Turn the product off, and then on again.

2. Clean the glass for both the ADF (top of cover and on glass) and clean white strip.

3. Upgrade the firmware.

4. Check the event log for other scanner errors, and then resolve those errors.

5. Check the scan module FFC connection.

6. Replace the scanner sub assembly.

30.03.23 Scanner failure

Description

Calibration error.

Recommended action

1. Turn the product off, and then on again.

2. Upgrade the firmware.

3. Replace the scanner sub assembly.

30.03.30 Scanner Failure

Description

Flatbed motor shutdown.

The scanner control board (SCB) cannot communicate with the flatbed scanner motor.

Recommended action

1. Turn the product off, and then on again. As the product turns on, verify that the scan head moves.

2. Verify that the drive belt is in the correct position.

3. Run diagnostics on the flatbed scanner to see if the scan bar moves.

   (For this test, run the continuous scan from the scanner test menu)

4. Check the cable connection to the scanner control board (SCB).

5. Replace the image scanner assembly.
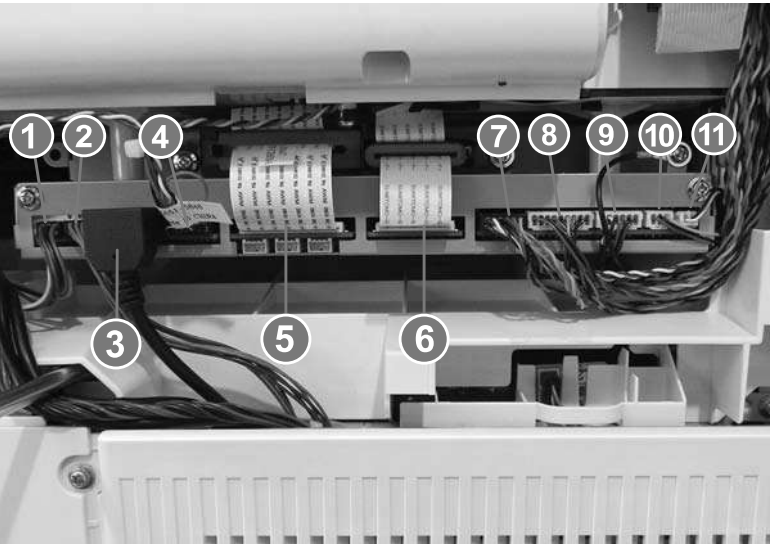
30.03.45 Scanner Error To continue turn off then on

Description

Scanner control board (SCB) firmware assertion failure. SCB firmware assert controls the scan head motor.

Recommended action

1. Turn the product off, and then on again.

2. Upgrade the firmware.

3. Replace the scanner control board (SCB).

4. Replace the image scanner assembly.

31.XX.YZ Error Messages

1	Stapler power
2	SCB Power (24v)
3	PAB to SCAM Communication (HDMI)
4	Flatbed sensors (ADF open and Flatbed media length_ and Cave LED
5	Flatbed (S1) Flat flexible cable (Scanner data and flatbed motor)

6	ADF (S2) Flat flexible cable (Scanner data)
7	ADF Motors (Feed and Deskew)
8	ADF Sensors (Prescan, media present receiver and top hatch)
9	ADF Ultra sonic sensor receiver and deskew sensor
10	LTR/LGL (letter/legal) Input tray sensor
11	Ultra sonic sensor transmitter

31.01.47 Document feeder not detected

Description

The document feeder was not detected, the document feeder might not be connected. The flatbed glass is still available for scanning.

Recommended action

1. Turn the product off and then on.

2. If error persists, replace document feeder.

📝 **NOTE:** Before replacing the document feeder, technicians should verify that the connections between the document feeder and the product are fully seated. The following connections: 6 — ADF (side 2) FFC, 7 — ADF Motors (feed and deskew), 8 — ADF Sensors (pre-scan, media presence and top hatch), 9 — ADF Ultra sonic sensor receiver and deskew sensor)

31.03.14

Description

Backside scanner EEPROM (NVM) error.

A non-fatal error has occurred.

Recommended action

No action required.

31.03.20 backside scanner not detected

Description

Backside scanner not detected.

Recommended action

1. Turn the product off, and then on.

2. Verify the cables between scanner and scanner control board (SCB) are connected.(connection 6 — ADF (side 2) FFC)

3. Replace the document feeder assembly.

31.03.22 Scanner calibration failure

Description

Backside illumination calibration failure.

Recommended action

1. Turn the product off, and then on.

2. Upgrade the firmware.

3. Verify the cables between scanner and scanner control board (SCB) are connected.

4. Replace the document feeder assembly.

31.03.30 Document feeder pick motor error

Description

The document feeder pick motor is not turning.

Recommended action

1. Verify that the paper meets the product specifications.

2. Make sure that the input tray is not overloaded and the tray guides are properly aligned to both edges of the paper.

3. Check the event log for document feeder errors, and then resolve any errors first.

4. Open and close the top cover to see if the pick motor turns without posting this error. If the motor turns, then the motor is good.

5. Verify that the motor cables are connected. 7 — ADF Motor feed and deskew.

6. Re-seat the document feeder connections to the scanner control board (SCB).

7. Replace the document feeder.

31.03.31 Document feeder motor stall

Description

The document feeder feed motor is not turning.

Recommended action

1. Verify that the paper meets the product specifications.

2. Make sure that the input tray is not overloaded and the tray guides are properly aligned to both edges of the paper.

3. Check the event log for document feeder errors, and then resolve those errors first.

4. Verify that the motor cables are connected. 7 — ADF Motor feed and deskew.

5. Re-seat the document feeder connections to the scanner control board (SCB).

6. Replace the document feeder assembly.

31.03.32

Description

The document feeder de-skew motor is not turning.

Recommended action

1. Verify that the paper meets the product specifications.

2. Make sure that the input tray is not overloaded.

3. Check the event log for document feeder errors, and then resolve any errors first.

4. Verify that the motor cables are connected. (7 — ADF feed and deskew motor)

5. Re-seat the document feeder connections to scanner control board (SCB) cables.

6. Replace the document feeder assembly.

31.03.33 Backside scanner calibration area dirty

Description

The white area used for backside scanner calibration is dirty.

Recommended action

1. Clean white strip on platen glass (side 2 glass).

2. Clean the scanner glass.

3. If issue remains replace the document feeder assembly.

31.03.34 Background missing

Description

The removable white backing for the backside scanner is either missing or not fully snapped into place.

Recommended action

1. Remove the white backing and clean it.

2. Clean the backside scanner glass.

3. If issue remains replace the document feeder assembly.

No action necessary.

31.13.00 Document feeder multi-pick error

Description

A multiple pick error was reported by the document feeder assembly.

Recommended action

1. Open the document feeder cover, pull all the sheets back into the tray and then resume the job.

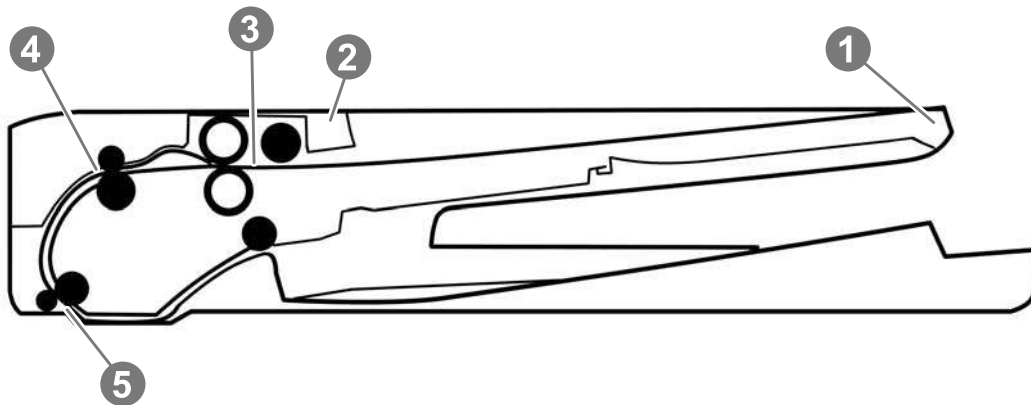2. Verify that the paper meets the product specifications.

3. Make sure that the input tray is not overloaded and the tray guides are properly aligned to both edges of the paper.

4. Check and clean the rollers and separation pad, and test the registration sensor. If needed, replace pickup roller assembly, separation pad.

5. Verify connectors from ADF to SCB are properly connected and seated.

6. Re-seat the document feeder connections to the scanner control board (SCB).

7. Replace the document feeder.

31.13.01

Description

document feeder job error, pick error.

Paper pick was initiated, but the page didn't did not make it to the pick success sensor.

Sensor location 4

Recommended action

1. Open the document feeder lid, pull sheets back into input tray, and then resume the job.

2. Check the paper guides and make sure that they are set to the correct paper width.

3. Make sure that the input tray is not overloaded and the tray guides are properly aligned to both edges of the paper.

4. Check the document feeder page count for roller life.

5. Verify that the paper meets the product specifications.

6. Clean the document feeder pick and feeder rollers and clean separation pad, if worn or damage replace roller kit.

7. Open the following menus:

   ● Administration

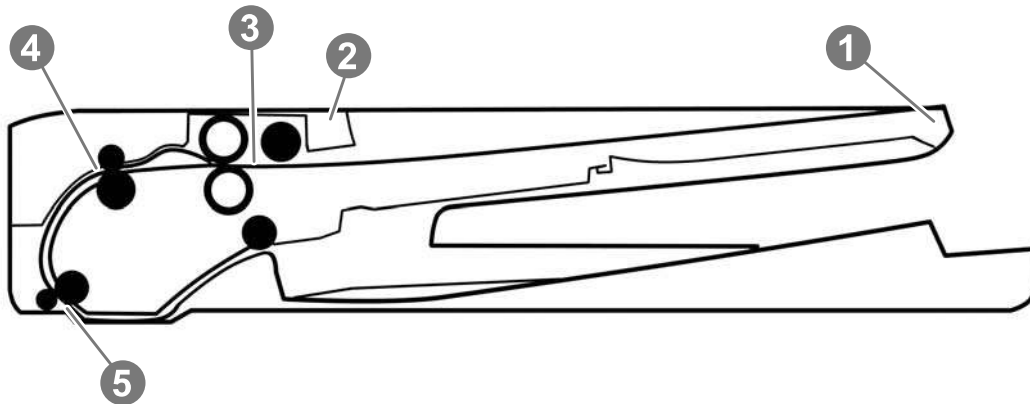   ● Troubleshooting

- ● Diagnostic Tests
- ● Scanner Tests

8. Actuate the pick-success sensor. If the sensor does not show functionality when tested, replace the document feeder.

31.13.02

Description

Document feeder job error, feed jam.

The paper passed the pick success sensor, and then jammed in the document feeder paper path.

Between sensor location 4 and 5

Recommended action

1. Clear the paper path and try feeding the page again.

2. Verify that the paper meets the product specifications.

3. Check the paper guides and make sure that they are set to the correct paper width.

4. Verify that the paper path is clear.

5. Clean the document feeder pick and feeder rollers and clean Separation pad. If worn or damage replace roller kit.

6. Open the following menus:

- ● Administration
- ● Troubleshooting
- ● Diagnostic Tests
- ● Scanner Tests

7. Actuate the pick-success sensor. If the sensor does not show functionality when tested, replace the document feeder.

31.13.13

Description

The document feeder jam access door is open.

Recommended action

1. Verify that the jam access cover is closed.

2. Verify that the flag is not broken off. Open and close jam cover and if sensor status does not change then replace the ADF.

3. Open the following menus:

   ● Administration

   ● Troubleshooting

   ● Diagnostic Tests

   ● Scanner Tests

4. Actuate the pick-success sensor. If the sensor does not show functionality when tested, verify connectors (9) Ulta sonic sensor.

   If sensor still fails, replace the document feeder.

31.13.14

Description

Document feeder job error: over current.

This is a feed jam in the document feeder, and the motor is not turning.

Recommended action

1. Verify that the paper meets the product specifications.

2. Make sure that the document feeder input tray is not overloaded.

3. Check the event log for document feeder errors, and then resolve those errors first.

4. Open and close the top cover to see if the pick motor turns without posting this error. If there is no error, then the motor is good.

5. Verify that the motor cables are connected. (Connector 7 — ADF Motors)

6. Re-seat the document feeder to the scanner control board (SCB).

7. Replace the document feeder.

32.XX.YX and 33.XX.YZ Error Messages

32.1C.XX

Description

32.1C.05 (event code)

The restore job ticket was submitted with invalid credentials.

There was an error during the creation, read, or write of the restore file.

Recommended action

Verify the credentials that were submitted. Check the domain, user name, and password.

Description

32.1C.06 (event code)

The backup job ticket was submitted with invalid credentials.

Recommended action

Verify the credentials that were submitted. Check the domain, user name, and password.

Description

32.1C.07 (event code)

Backup restore permissions error.

Recommended action

Retry the job.

Description

32.1C.08 (event code)

Not enough disk space to perform backup/restore or network share issue.

There was an error during the creation, read, or write of the backup file.

Recommended action

- Retry the job.

- Remove stored jobs and retry.

- Use a larger capacity storage device.

- Check the network share.

Remove any stored jobs, and then retry.

If the error persists, try using a larger capacity storage device and check the network share settings.

Description

32.1C.09 (event code)

Tried to restore a backup file that was not valid for this printer.

The data in the backup file specified in the restore job ticket is no longer valid due to a corruption of the data or no loner present.

Recommended action

Use a valid backup file.

Description

32.1C.0A (event code)

Backup file is invalid

The data in the backup file specified in the restore job ticket is no longer valid due to a corruption of the data or no loner present.

Recommended action

Use a valid backup file.

Reboot, and then observe the state of the printer.

If the error persists, perform a partition clean from the **Preboot** menu.

Description

32.1C.0D (event code)

Backup/restore failed, auto-reboot failed, or the printer might be busy.

Recommended action

Reboot, and then retry the backup/restore.

Description

32.1C.11 (event code)

Backup/restore time-out while communicating with the engine.

The backup was aborted because the printer is busy.

Recommended action

Wait until the printer is idle, and then try again.

Description

32.1C.13 (event code) and **32.1C.14** (event code)

Not enough space exists to perform the backup.

The backup was aborted because the disk is at a critical level or full.

Scheduled backup failure.

Recommended action

Free up disk space, and then try again.

Description

32.1C.15 (event code)

Restore aborted because the backup file was created by a previous version of firmware no longer supported by the feature.

Recommended action

– Use the current backup file.

Description

32.1C.2E (event code)

The restore was aborted because the printer is busy.

Recommended action

Wait until the printer is idle, and then try again.

Turn the printer off then on, and then retry.

Description

32.1C.2F (event code)

Reset failure.

Recommended action

Turn the printer off then on, and then retry.

Description

32.1C.40 (event code)

The backup operation completed successfully (informational).

Recommended action

No action necessary.

Description

32.1C.41 (event code)

The backup operation encountered an error (informational).

Recommended action

No action necessary.

Description

32.1C.42 (event code)

The backup operation completed, but with a warning message (informational).

Recommended action

No action necessary.

Description

32.1C.43 (event code)

A component in the backup file is not supported by the current version of firmware and will not be restored (informational).

Recommended action

No action necessary.

Description

32.1C.44(event code)

A component in the backup file is not transferable to another printer and will not be restored (informational).

Recommended action

No action necessary.

Description

32.1C.45 (event code)

Some data was not included in the backup file (informational).

Recommended action

No action necessary.

Description

32.1C.46 (event code)

An expected component could not be found and was thus not backed up. Because components should be known on backups, this code is a warning (informational).

Recommended action

No action necessary.

Description

32.1C.47 (event code)

Some data was not restored from the backup file (informational).

Recommended action

No action necessary.

Description

32.1C.48 (event code)

The backup job ticket was submitted using an invalid network path.

Recommended action

Check that a share was provided as part of the network path (not blank).

Check that the server and the share exists.

Check that the user has permission to access the share on the provided server.

Description

32.1C.49 (event code)

The backup job ticket was submitted with a bad encryption.

Recommended action

Verify that the encryption personal identification number (PIN) meets the restrictions for the printer.

Description

32.1C.4A (event code)

An error occurred when creating the temporary directories used to store the backup files in transition to and from the compressed (ZIP) file.

Recommended action

Retry the job.

If this does not resolve the issue, turn the printer off then on again and retry the job.

If the error persists, perform a **Partial Clean** using the **Preboot** menu.

Description

32.1C.56 (event code)

Reset aborted. Backup/restore in progress (informational).

Recommended action

No action necessary.

Description

32.1C.57 (event code)

Reset aborted (informational).

Recommended action

No action necessary.

Description

32.1C.58 (event code)

Unknown reset error (informational).

Recommended action

No action necessary.

Description

32.1C.60 (event code)

The restore operation completed successfully (informational).

Recommended action

No action necessary.

Description

32.1C.61 (event code)

The restore operation encountered an error.

Recommended action

Review the error log to see specific details about the failure.

Description

32.1C.62 (event code)

The restore operation completed, but with a warning message.

Recommended action

Review the error log to see specific details about the failure.

Description

32.1C.68 (event code)

The restore job ticket was submitted using an invalid network path.

Recommended action

Check that a share was provided as part of the network path (not blank).

Check that the server and the share exist.

Check that the user has permission to access the share on the provided server.

Check that the path includes the compressed (ZIP) file name as part of the path.

Description

32.1C.69 (event code)

The restore job ticket was submitted with a bad encryption personal identification number (PIN).

Recommended action

Verify the encryption personal identification number (PIN) is the same PIN used to encrypt the backup file.

Description

32.1C.6A (event code)

An error occurred when creating the temporary directories used to store the restore files in transition to and from the compressed (ZIP) file.

Recommended action

Retry the job.

Description

32.1C.6D (event code)

An unusual error occurred when running the restore.

Recommended action

Retry the job.

33.01.XX

Description

- **33.01.01** (event code)

  A restore process has occurred.

- **33.01.02** (event code)

  A save process has occurred.

- **33.01.03** (event code)

  Save recover functionality OK after previously being disabled.

Recommended action

No action necessary.

33.03.XX

Description

- **33.02.01** (event code)

  Save recover engine storage ID unexpected length.

- **33.03.02** (event code)

  Data size mismatch unable to recover DCC MVRAM.

Recommended action

Turn the printer off, and then on again.

If the error persists, replace the image control board (ICB) and return to HP for evaluation.

32.08.A1, 32.08.A2, 32.08.A3

Description

32.08.A1 (event code)

Shutdown event-boot after abnormal shutdown.

32.08.A2 (event code)

Boot from normal shutdown event.

32.08.A3 (event code)

Regular boot event.

Recommended action

No action necessary.

33.02.01 Used board/disk installed

Description

Used board disk installed.

An encrypted board or disk with existing data previously locked to a different printer has replaced the original. If you continue, data is permanently lost.

Recommended action

1. Reinstall the used board or disk back into its original printer.

2. To save the data on the board or disk, turn the printer off. replace the board or disk with another board or disk.

3. To delete the data on the board or disk and continue, touch the OK button.

33.03.03 Incompatible formatter installed.

Description

This is and EFI BIOS event to prevent booting with the wrong formatter installed.

Recommended action

Turn the printer off, and then install the correct formatter in the printer.

📝 **NOTE:** If it is believed that this formatter is the correct part number and model for this printer, install a replacement formatter, and then return the formatter in question to HP for evaluation.

40.XX.YZ Error Messages

40.00.01 USB I/O buffer overflow To continue, touch "OK"

Description

The USB buffer has overflowed.

Recommended action

1. Touch the **OK** button to print the transferred date (some data might be lost).

2. Check the host configuration.

40.00.02 Embedded I/O buffer overflow To continue, touch "OK"

Description

The printer has experienced a JetDirect buffer overflow.

Recommended action

1. Touch the **OK** button to print the transferred date (some data might be lost).

2. Check the host configuration.

40.00.03 EIO <X> buffer overflow To continue, touch "OK"

Description

Too much data was sent to the EIO card in the specified slot (x). An incorrect communications protocol might be in use.

Recommended action

Touch the **OK** button to print the transferred date (some data might be lost).

40.00.04 EIO <X> bad transmission To continue, touch "OK"

Description

The connection between the printer and the USB device has been broken.

Recommended action

1. Touch the **OK** button to clear the error message and continue printing.

2. Remove, and then reinstall the USB device.

40.00.05 Embedded I/O bad transmission To continue, touch "OK"

Description

The USB device has been removed.

Recommended action

1. Touch the **OK** button to clear the error message (data will be lost).

2. Install the USB device.

40.08.0X USB storage accessory removed

Description

X = 0 or ;1 information code.

Secure file erase is enabled.

Recommended action

No action necessary.

40.0X.05 USB storage accessory removed

Description

X = 1, 2, 3, 5, or 6; information code.

The USB storage accessory was removed.

Recommended action

No action necessary.

41.XX.YZ Error Messages

41.01.YZ

Description

Event log error message: 41.01.YZ.

An unknown misprint error occurred on the printer.

Y = Type, Z = Tray

- Y = 0: Photo Media (1, 2, or 3)

- Y = 1: Auto Sense (Normal)

- Y = 2: Normal (typed not from Auto Sense)

- Y = 3: Light media 1, 2, or 3 mode

- Y = 4: Heavy media 1

- Y = 5: Heavy media 2

- Y = 6: Heavy media 3

- Y = 7: Glossy media 1

- Y = 8: Glossy media 2

- Y = 9: Glossy media 3

- Y = A: Glossy film

- Y = B: OHT

- Y = C: Label

- Y = D: Envelope 1, 2, or 3 mode

- Y = E: Rough

- Y = F: Other mode

- Z = 0: From unknown tray

- Z = 1: From Tray 1

- Z = 2: From Tray 2

- Z = 3: From Tray 3

- Z = 4: From Tray 4

- Z = 5: From Tray 5

- Z = 6: From Tray 6

- Z = 7: From Tray 7

- Z = 8: From Tray 8

- Z = 9: From Tray 9

- Z = D: From duplex

Recommended action

1. Touch OK to clear the error.

2. If the error is not cleared, Turn the printer off, and then on again.

3. If the error returns, check the wire harness from the laser scanner to the DC controller.

4. If the error persists, replace the laser/scanner assembly.

5. Replace the DC controller.

41.02.00 Error

Description

A beam detected misprint error occurred.

Recommended action

1. To clear the error message, touch OK.

2. If the error persists, turn the printer off, and then on again.

3. Verify that the toner cartridge is in good condition and the shutter works properly. Swap toner cartridge to test as needed.

4. If the error returns, check the wire harness from the laser/scanners to the DC controller.

5. If the error persists, replace the laser scanner assembly and the Laser Scanner Cable.

Description

Some instances of slow printing and 41.03.02 have been seen caused by timing issues with the correct size media loaded.

Recommended action

1. Touch OK to use another tray.

2. Print a configuration page to verify the size and type to which the trays are set.

3. Make sure that the tray is loaded with the correct paper size and that the sliding paper guides are correctly adjusted to the correct paper size.

4. Verify that the error is not occurring as a result of an unexpected paper size trigger caused by a multi-page feed.

5. Print internal pages from all trays to verify that this error only occurs when printing from the PC.

6. Verify that the Toner cartridge and the transfer roller are seated properly.

7. Check the rollers and make sure they are not worn smooth, or coated with paper dust or other debris. If the rollers are causing the issue, send the customer a roller kit.

8. Use the Tray/Bin manual sensor test to verify that the cassette media switch is correctly functioning.

9. Check paper path sensors for proper operation and that they do not stick at all. If the error persists, elevate issue for printer replacement..

10. Test registration assembly motor and clutch. If not function properly replace the registration assembly. If the error persists, elevate issue for printer replacement.

11. Perform engine test with and without formatter.

    If engine tests does not print with the formatter installed but prints good without the formatter, replace the formatter.

12. Replace DCC if formatter did not resolve the issue.

Description

This is a general misprint error. Either media is loaded off-center with the side guides in the tray or a media width sensor failure occurred from an unknown tray. The error will be one of the following:

● **41.03.F0**

● **41.03.F1**

● **41.03.F2**

● **41.03.F3**

● **41.03.F4**

● **41.03.F5**

● **41.03.FD**

Recommended action

1. Reload the tray, verifying that the guides in the tray are flush with the loaded media in the tray.

2. Try the print job again.

   Watch the mechanism to see if it is functioning correctly. If the linkage is broken, replace the paper tray.

3. If the error persists, print a Configuration Page and note the paper size for the tray in question.

   ● If the size is not reported correctly, run the tray size sensor test in the **Diagnostic** menu.

   ● If the tray size sensors test as **GOOD**, replace the paper tray.

   ● If the tray size sensors test as **BAD**, check the cable connections between the tray size sensor and the DC Controller.

     If the cable connections are plugged in correctly and the cables are not compromised, elevate issue for printer replacement.

41.03.YZ Unexpected size in tray <X>

Description

The printer detected a different paper size than expected.

Y = Type, Z = Tray

● Y = 0 Size mismatch. Detected media is longer or shorter than expected.

● Y = A Size mismatch. Detected media too long.

● Y = B Size mismatch. Detected media too short.

● Y = C Size mismatch. Inter-page gap error.

● Z = D Source is the duplexer.

● Z = E Source is the envelope feeder.

● Z = 1 Source is Tray 1.

● Z = 2 Source is Tray 2.

● Z = 3 Source is Tray 3.

● Z = 4 Source is Tray 4.

● Z = 5 Source is Tray 5.

Recommended action

1. Touch OK to use another tray.

2. Print a configuration page to verify the size and type to which the trays are set.

3. Make sure that the tray is loaded with the correct paper size and that the sliding paper guides are correctly adjusted to the correct paper size.

4. Verify that the error is not occurring as a result of an unexpected paper size trigger caused by a multi-page feed.