


Troubleshooting menu

To display: At the product control panel, press the Home  button, select the **Administration** menu, and then select the **Troubleshooting** menu.


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


Table 3-31 Troubleshooting menu

First level	Second level	Third level	Values
Print Event Log			
View Event Log			
Print Paper Path Page			
Print Quality Pages	Print Fuser Test Page		
Diagnostic Tests	Paper Path Sensors	Select from a list of the product sensors.	
	Paper Path Test	Print Test Page	
		Source	Select from a list of the available trays.
		Destination	Select from a list of the available bins.
		Duplex	Off* On
		Copies	1 * 10 50 100 500
		Stacking	Off On
	Manual Sensor Test		
	Manual Tray/Bin Sensor Test		
	Component Test		
	Print/Stop Test		
			Range: 0 – 60,000

Device Maintenance menu

Backup/Restore menu

 **CAUTION:** Data backup and restoration is the responsibility of the customer/administrator of the product. Service personnel should not back up or restore customer data under any circumstances.

To display: At the product control panel, press the Home  button, select the **Device Maintenance** menu, and then select the **Backup/Restore** menu.

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

Table 3-32 Backup/Restore menu

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

Calibrate/Cleaning menu

To display: At the product control panel, press the Home  button, select the **Device Maintenance** menu, and then select the **Calibrate/Cleaning** menu.

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

Table 3-33 Calibrate/Cleaning menu

First level	Second level	Values
Cleaning Settings	Auto Cleaning	Off*
		On
	Cleaning Interval	From the list, select the number of pages at which to automatically clean the product.
	Cleaning Size	Letter
		A4
Print Cleaning Page		


USB Firmware Upgrade menu

To display: At the product control panel, press the Home  button, 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



To display: At the product control panel, press the Home  button, 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.

Interpret control-panel messages, status-alert messages, and event code errors

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



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

Control-panel messages appear temporarily and might require that you acknowledge the message by pressing the **OK** button to resume printing or by pressing 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 product will attempt to resume printing after the message has appeared for 10 seconds without acknowledgement.

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

10.00.33

Description

A used supply is in use (end of life).

Recommended action

No action necessary.

10.00.35

Description

An incompatible supply is in use.

Recommended action

Install the correct HP print cartridge for this product (CE390A or CE390X).



NOTE: The CE390X cartridge is not compatible with the HP LaserJet Enterprise 600 M601.

10.00.60

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

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.

10.00.91

Description

Cartridge motor stall.

Recommended action

Replace the print cartridge.

10.0X.Y0 Supply memory error

Description

The product cannot read or write to at least one print cartridge memory tag or a memory tag is missing from the print cartridge.

Memory error (Y = 0)

- **10.00.00** (event code)
Black print cartridge

Memory tag missing (Y = 1)

- **10.00.10** (event code)
Black print cartridge

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.

10.23.35

Description

An incompatible fuser is in use.

Recommended action

Replace the fuser.



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

10.23.50

Description

The fuser kit life was reset above the order threshold.

Recommended action

No action necessary.

10.23.51

Description

The fuser kit life was reset above the replace threshold.

Recommended action

No action necessary.

10.23.52

Description

The fuser kit life was reset above the reset threshold.

Recommended action

No action necessary.

10.23.60

Description

The product 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 product indicates when the 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.


10.26.15

Description

The product indicates when the maintenance might need to be replaced.

Recommended action

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

10.26.50

Description

The maintenance kit was reset.

Recommended action

No action required.

10.26.60

Description

The product indicates when the maintenance kit is very low. The actual remaining maintenance kit life might vary.

You do not need to replace the maintenance 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 maintenance kit. See the parts chapter in the service manual for the maintenance 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.XX.34 Used Supply In Use

Description

The print cartridge is used.

- **10.00.34** (event code)

Black print 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 product and then installing it in a different product (for testing functionality) will cause this event code.

10.XX.40 Genuine HP Supplies Installed

Description

A genuine HP print cartridge has been installed.

- **10.00.40** (event code)

Black print cartridge

Recommended action

No action necessary.

10.XX.41 Unsupported Supply In Use

Description


The installed print cartridge is for a different product.

- **10.00.41** (event code)

Black print cartridge

Recommended action

Remove the print cartridge, and then install the correct cartridge for this product.


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

10.XX.70 Printing past very low

Description

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

You do not need to replace the print cartridge 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.

- **10.00.70** (event code)

Black print cartridge

Recommended action

If print quality is no longer acceptable, replace the print cartridge. See the parts chapter in the service manual for the correct cartridge 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.YY.15 Install <supply>

Description

The indicated supply has been removed or installed incorrectly.

- **10.00.15** (event code)

Black print cartridge

- **10.23.15**

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.YY.35 Incompatible <supply>**Description**

The indicated supply is not compatible with this product.

- **10.00.35** (event code)

Black print cartridge

- **10.23.35** (event code)

Fuser

Recommended action

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

Install a supply that is designed for this product.

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

11.00.YY Internal clock error**Description**

The product real time clock has experienced an error.

- 01=dead clock
- 02=dead real time clock

Recommended action

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

If the error persists, you might need to replace the formatter.

13.00.00**Description**

Generic jam event code.

Recommended action

Check the product 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.A3.FF

Description

Power on jam at the Tray 3 feed sensor.

Recommended action

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

13.D3.DZ

Description

Late to duplex re-feed jam

- **13.D3.D1** (event code)
- **13.D3.D2** (event code)
- **13.D3.D3** (event code)
- **13.D3.D4** (event code)
- **13.D3.D5** (event code)
- **13.D3.D6** (event code)
- **13.D3.DD** (event code)
- **13.D3.DE** (event code)

Recommended action

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

13.E5.FF

Description

A power on jam has occurred.

Recommended action

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

13.EA.EE

Description

A door jam has occurred.

Recommended action

Check the product 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 power on jam has occurred.

Recommended action

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

13.FF.EE

Description

A door jam has occurred.

Recommended action

Check the product 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.FF

Description

A power on residual paper jam has occurred (sensor).

Recommended action

Check the product 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.WX.EE

Description

This jam occurs when a door is opened during printing.

Recommended action

Make sure that the doors are fully closed.

13.WX.FF

Description

Power on residual paper jam

This jam occurs when the paper exists at any of the paper path jam sensors at power on or door close. Due to the current FW timing requirements, the displayed jam code is always 13.FF.FF, only the event log will have 13.WX.FF

Recommended action

Clear the jam. See the clear jams section in the service manual.

13.WX.YZ Fuser Area Jam

Description

A jam in the fuser area has occurred.

Recommended action

Clear the jam. See the clear jams section in the service manual.

Make sure media is within specifications, check for obstructions in the fuser, check that the T2 roller is installed properly.

13.WX.YZ Fuser wrap jam

Description

Recommended action

Clear the jam. See the clear jams section in the service manual.

13.WX.YZ Jam below control panel

Description

- **13.B2.9Z** (event code)
Page at duplex switchback jam.
Z = the source tray number

Recommended action

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

13.WX.YZ Jam in Tray 1

Description

- **13.B2.D1** (event code)

Late to registration jam, from Tray 1

This jam occurs when the paper does not reach the TOP sensor in designated amount of time from the start of paper pickup at printing from Tray 1 and duplex printing.

Recommended action

Clear the jam. See the clear jams section in the service manual.

13.WX.YZ Jam in Tray <X>

Description

A misfeed jam has occurred.

Recommended action

Clear the jam. See the clear jams section in the service manual.

13.WX.YZ Jam inside envelope feeder

Description

A jam exists inside the envelope feeder.

Recommended action

Clear the jam. See the clear jams section in the service manual.

13.WX.YZ Jam inside top cover

Description

A jam exists inside the top cover.

Recommended action

Clear the jam. See the clear jams section in the service manual.

14.00.XX

Description

A feed roller error has occurred.

- **14.00.01** (event code)
- **14.00.02** (event code)
- **14.00.03** (event code)
- **14.00.04** (event code)
- **14.00.05** (event code)
- **14.00.06** (event code)

Recommended action

Check the product and accessories feed rollers for dirt or damage. Clean or replace the rollers as necessary.

20.00.00 Insufficient memory: <Device> To continue, touch "OK"

Description

The product has experienced a memory error. You might have tried to transfer too many fonts or macros.

Recommended action

Touch the OK button to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.

21.00.00 Page Too Complex

Description

The page decompression process was too slow for the printer.

Recommended action

Touch the OK button to continue printing (some data might be lost).

32.08.AX

Description

- **32.08.A1** (event code)
Shutdown event
- **32.08.A2** (event code)
Boot from normal shutdown event
- **32.08.A3** (event code)
Boot from abnormal shutdown event

Recommended action

No action necessary.

32.1C.XX

Description

- **32.1C.01** (event code)
NVRAM backup/restore service backup started
- **32.1C.02** (event code)
NVRAM backup/restore service restore started
- **32.1C.03** (event code)
NVRAM backup/restore administrator backup started
- **32.1C.04** (event code)
NVRAM backup/restore administrator restore started
- **32.1C.05** (event code)
Backup/restore complete
- **32.1C.06** (event code)
Data model failed to clone job ticket
- **32.1C.07** (event code)
Backup restore permissions error
- **32.1C.08** (event code)
Not enough disk space to perform backup/restore or network share issue
- **32.1C.09** (event code)
Tried to restore a backup file that was not valid for this product
- **32.1C.0A** (event code)
Backup file is invalid
- **32.1C.0B** (event code)
Backup is from newer version of FW than what is currently on the product
- **32.1C.0C** (event code)
Backup cancelled from the HP Embedded Web Server
- **32.1C.0D** (event code)
Backup/restore failed, auto-reboot failed, or the product might be busy
- **32.1C.0E** (event code)
Backup/restore timeout while communicating with the formatter

- **32.1C.0F** (event code)
Backup/restore timeout while communicating with the finisher firmware
- **32.1C.10** (event code)
Backup/restore timeout while communicating with the scanner firmware
- **32.1C.11** (event code)
Backup/restore timeout while communicating with the engine
- **32.1C.12** (event code)
Backup/restore timeout while communicating with the disk
- **32.1C.13** (event code)
Scheduled backup failure
- **32.1C.14** (event code)
NVRAM restore timeout while communicating with the formatter
- **32.1C.15** (event code)
NVRAM restore timeout while communicating with the finisher firmware
- **32.1C.16** (event code)
NVRAM restore timeout while communicating with the scanner firmware
- **32.1C.17** (event code)
NVRAM restore timeout while communicating with the engine
- **32.1C.18** (event code)
Backup of copy subsystem failed
- **32.1C.19** (event code)
Backup of fax subsystem failed
- **32.1C.1A** (event code)
Backup of digital send subsystem failed
- **32.1C.1B** (event code)
Backup of print subsystem failed
- **32.1C.1C** (event code)
Backup of networking subsystem failed
- **32.1C.1D** (event code)
Backup of finishing subsystem failed

- **32.1C.1E** (event code)
Restore of copy subsystem failed
- **32.1C.1F** (event code)
Restore of fax subsystem failed
- **32.1C.20** (event code)
Restore of digital send subsystem failed
- **32.1C.21** (event code)
Restore of print subsystem failed
- **32.1C.22** (event code)
Restore of networking subsystem failed
- **32.1C.24** (event code)
NVRAM backup/restore successful
- **32.1C.25** (event code)
Reset of copy subsystem failed
- **32.1C.26** (event code)
Reset of fax subsystem failed
- **32.1C.27** (event code)
Reset of digital send subsystem failed
- **32.1C.28** (event code)
Reset of print subsystem failed
- **32.1C.29** (event code)
Reset of networking subsystem failed
- **32.1C.2A** (event code)
Reset of finishing subsystem failed
- **32.1C.2B** (event code)
Reset formatter timeout
- **32.1C.2C** (event code)
Reset finisher timeout
- **32.1C.2D** (event code)
Reset scanner timeout

- **32.1C.2E** (event code)

Reset engine timeout

- **32.1C.2F** (event code)

Reset failure

Recommended action

- **32.1C.01** (event code)

No action necessary

- **32.1C.02** (event code)

No action necessary

- **32.1C.03** (event code)

No action necessary

- **32.1C.04** (event code)

No action necessary

- **32.1C.05** (event code)

No action necessary

- **32.1C.06** (event code)

Retry

- **32.1C.07** (event code)

Retry

- **32.1C.08** (event code)

Remove stored jobs and retry

Use larger capacity storage device

Check network share

- **32.1C.09** (event code)

Use a valid backup file

- **32.1C.0A** (event code)

Use a valid backup file

Reboot and observe state of product

Do a partition clean using the **Preboot** menu.

- **32.1C.0B** (event code)

Use a valid backup file or put correct firmware version on the product.

- **32.1C.0C** (event code)
No action necessary
- **32.1C.0D** (event code)
Reboot and then retry the backup/restore
- **32.1C.0E** (event code)
Turn the product off then on and retry
- **32.1C.0F** (event code)
Turn the product off then on and retry
- **32.1C.10** (event code)
Turn the product off then on and retry
- **32.1C.11** (event code)
Turn the product off then on and retry
- **32.1C.12** (event code)
Turn the product off then on and retry
- **32.1C.13** (event code)
Turn the product off then on and retry
- **32.1C.14** (event code)
Turn the product off then on and retry
- **32.1C.15** (event code)
Turn the product off then on and retry
- **32.1C.16** (event code)
Turn the product off then on and retry
- **32.1C.17** (event code)
Turn the product off then on and retry
- **32.1C.18** (event code)
Turn the product off then on and retry
- **32.1C.19** (event code)
Turn the product off then on and retry
- **32.1C.1A** (event code)

- Turn the product off then on and retry

 - **32.1C.1B** (event code)

Turn the product off then on and retry

 - **32.1C.1C** (event code)

Turn the product off then on and retry

 - **32.1C.1D** (event code)

Turn the product off then on and retry

 - **32.1C.1E** (event code)

Turn the product off then on and retry

If the error persists, clear the firmware image from the active partition by using the **Partial Clean** item in the **Preboot** menu.

 - **32.1C.1F** (event code)

Turn the product off then on and retry

If the error persists, clear the firmware image from the active partition by using the **Partial Clean** item in the **Preboot** menu.

 - **32.1C.20** (event code)

Turn the product off then on and retry

If the error persists, clear the firmware image from the active partition by using the **Partial Clean** item in the **Preboot** menu.

 - **32.1C.21** (event code)

Turn the product off then on and retry

If the error persists, clear the firmware image from the active partition by using the **Partial Clean** item in the **Preboot** menu.

 - **32.1C.22** (event code)

Turn the product off then on and retry

If the error persists, clear the firmware image from the active partition by using the **Partial Clean** item in the **Preboot** menu.

 - **32.1C.24** (event code)

Turn the product off then on and retry.

 - **32.1C.25** (event code)

Turn the product off then on and retry.

 - **32.1C.26** (event code)

- Turn the product off then on and retry.
- **32.1C.27** (event code)
Turn the product off then on and retry.
- **32.1C.28** (event code)
Turn the product off then on and retry.
- **32.1C.29** (event code)
Turn the product off then on and retry.
- **32.1C.2A** (event code)
Turn the product off then on and retry.
- **32.1C.2B** (event code)
Turn the product off then on and retry.
- **32.1C.2C** (event code)
Turn the product off then on and retry.
- **32.1C.2D** (event code)
Turn the product off then on and retry.
- **32.1C.2E** (event code)
Turn the product off then on and retry.
- **32.1C.2f** (event code)
Turn the product off then on and retry.

32.21.00

Description

Corrupt firmware in external accessory

Recommended action

Turn the product off, then on, and retry.

If the error persists, clear the firmware image from the active partition by using the **Partial Clean** item in the **Preboot** menu

33.01.XX

Description

- **33.01.01** (event code)
A restore process has occurred.
- **33.01.02** (event code)
A save process has occurred.

Recommended action

No action necessary.

33.XX.YY Used board/disk

Description

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

Recommended action

To save the data on the board or disk, turn the product off. Replace the board or disk with another board or disk.

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

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

Description

The USB buffer has overflowed.

Recommended action

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

Check the host configuration.

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

Description

The product has experienced a JetDirect buffer overflow.

Recommended action

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

Check the host configuration.

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

Description

The USB device has been removed.

Recommended action

Touch the OK button to clear the error message. (Data will be lost.)

Install the USB device.

41.02.00 Error

Description

A beam detected misprint error.

Recommended action

Turn the product off, and then on.

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

41.03.YZ Unexpected size in envelope feeder To use another tray, touch "Options"

Description

The product detected a different paper size than expected.

- 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 duplexer
- Z = E
Source is envelope feeder
- 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

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

Use the Tray/Bin manual sensor test to verify that the envelope feeder paper sensor (PS1802) is correctly functioning.

If the error persists, replace the envelope feeder.

41.03.YZ Unexpected size in tray <X>

Description

The product detected a different paper size than expected.

- 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 duplexer

- Z = E

Source is 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

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

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

If the error persists, replace the lifter assembly.

41.05.YZ Unexpected type in tray <X>

Description

The product detected a different paper type than expected.

- Y = 0 (expected type)
Unknown
- Y = 1 (expected type)
Normal media
- Y = 3 (expected type)
LBP OHT
- Y = 6 (expected type)
Non-assured OHT
- Y = 7 (expected type)
Heavy media
- Y = 8 (expected type)
Light media
- Y = 9 (expected type)
Rough media

- Y = C (expected type)
Heavy media 3
- Y = D (expected type)
Heavy media 2
- Z = 1 (detected type)
Normal media
- Z = 3 (detected type)
LBP OHT
- Z = 6 (detected type)
Non-assured OHT
- Z = 7 (detected type)
Heavy media
- Z = 8 (detected type)
Light media
- Z = 9 (detected type)
Rough media
- Z = B (detected type)
Heavy glossy media (glossy media 2)
- Z = C (detected type)
Heavy media 3
- Z = D (detected type)
Heavy media 2

Recommended action

Load the tray with the size and type of paper indicated, or use another tray if available.

If this message appears and the tray is loaded with the correct paper type, check the print driver settings to make sure they match the tray type settings.

Clean the Media Sensor.

If the error persists, replace the paper pickup assembly.

41.XX.YZ Error To continue, touch “OK”

Description

A product error has occurred.

- XX = error type
- Y = fuser mode
- Z = input tray
- XX = 02
Beam detect misprint
- XX = 09
Sub thermistor abnormally high
- XX = 18
Scan line inclination adjustment
- XX = 20
Image drum HV
- Y = 2
Normal typed (not AutoSense)
- Y = 3)
Light media 1, 2, 3: typed or AutoSense
- Y = 4
Heavy media 1: typed or AutoSense
- Z = 0
Envelope feeder
- Z = 1
Tray 1
- Z = 2
Tray 2
- Z = 3
Tray 3
- Z = 4
Tray 4

- Z = 5
Tray 5
- Z = 6
Tray 6
- Z = D
Duplexer

Recommended action

Turn the product off, and then on.

If the error persists, replace the DC controller PCA.

42.XX.YY

Description

Internal system failure

Recommended action

Turn the product off, then on, and retry.

If the error persists, clear the firmware image from the active partition by using the **Partial Clean** item in the **Preboot** menu.

47.00.XX

Description

Back channel internal error

Recommended action

Turn the product off, and then on again. Resend the print job.

If the error persists, execute the **Partial Clean** item in the **Preboot** menu.

47.01.XX

Description

Image transformer internal error

Recommended action

Turn the product off, and then on again. Resend the print job.

If the error persists, execute the **Partial Clean** item in the **Preboot** menu.

47.02.XX

Description

Job parser internal error

Recommended action

Turn the product off, and then on again. Resend the print job.

If the error persists, execute the **Partial Clean** item in the **Preboot** menu.

47.03.XX

Description

Print job internal error

Recommended action

Turn the product off, and then on again. Resend the print job.

If the error persists, execute the **Partial Clean** item in the **Preboot** menu.

47.04.XX

Description

Print spooler 9100 internal error

Recommended action

Turn the product off, and then on again. Resend the print job.

If the error persists, execute the **Partial Clean** item in the **Preboot** menu.

47.05.00

Description

Print spooler framework internal error

Recommended action

Turn the product off, and then on again. Resend the print job.

If the error persists, execute the **Partial Clean** item in the **Preboot** menu.

47.06.XX

Description

Print App internal error

Recommended action

Turn the product off, and then on again. Resend the print job.

If the error persists, execute the **Partial Clean** item in the **Preboot** menu.

47.WX.YZ Printer Calibration Failed To continue, touch "OK"

Description

The device is unable to access or implement one of the image patterns files.

Y = calibration type, Z = event

- **47.FC.20** (event code)
Error Diffusion Image not found at system initialization
- **47.FC.21** (event code)
Error Diffusion Store image failure
- **47.FC.22** (event code)
Error Diffusion Image not found
- **47.FC.23**
Error Diffusion Print engine execution failure
- **47.FC.300** (event code)
Drum Speed Adjustment Image not found at system initialization
- **47.FC.31** (event code)
Drum Speed Adjustment Store image failure
- **47.FC.32** (event code)
Drum Speed Adjustment Image not found
- **47.FC.33** (event code)
Drum Speed Adjustment Print engine execution failure
- **47.FC.40** (event code)
Pulse Width Modulation Image not found at system initialization
- **47.FC.41** (event code)
Pulse Width Modulation Store image failure
- **47.FC.42** (event code)
Pulse Width Modulation Image not found
- **47.FC.43** (event code)

Pulse Width Modulation Print engine execution failure

Recommended action

Turn the product off, and then on.

If the error persists, reload the firmware.

49.XX.YY To continue turn off then on

Description

A firmware error has occurred.

Recommended action

1. Turn the product off, and then on.
2. If the error returns, check the following:
 - The error might be caused by a network connectivity problem.
 - Damaged interface cable
 - Damaged USB port
 - Invalid network configuration setting
 - The error might be caused by the print job.
 - Invalid printer driver
 - Problem with the software application
 - Problem with the file
3. If the error persists, perform a firmware upgrade.

50.WX.YZ Fuser error To continue turn off then on

Description

The fuser has experienced an error.

W = fuser error code, X = fuser mode, Y = previous printer sleep state, Z = next printer sleep state

Recommended action

W = 2

Fuser warm up failure

1. Reconnect the connector (J128) between the fuser and the DC controller PCA.
2. Turn the product off. Remove the fuser and then reinstall it. If the error persists, replace the fuser.
3. If the error persists, replace the low-voltage power supply.

W = 3

Low temperature thermistor 1

1. Reinstall the fuser. Check the connector (J128) between the fuser and the product. If it is damaged, replace the fuser.
2. Reconnect the connector (J82) on the DC controller PCA.
3. Replace the fuser.
4. W = 2: Reconnect the connector (J62) on the low-voltage power supply PCA.
5. If the error persists, replace the low-voltage power supply.

W = 4

High temperature thermistor 1

1. Reinstall the fuser. Check the connector (J128) between the fuser and the product. If it is damaged, replace the fuser.
2. Reconnect the connector (J82) on the DC controller PCA.
3. Replace the fuser.
4. If the error persists, replace the low-voltage power supply.

W = 6

Drive circuit fault

1. Check the power source. Make sure the power source meets product requirements.



NOTE: If the power source does not meet the power frequency requirement of 40 to 70Hz, the fuser temperature control does not work properly and causes this error.

2. Reconnect connectors J51, J52, J53, and J162 and DC controller PCA connectors J85, J95, and J96.
3. If the error persists, replace the low-voltage power supply.

W = 10

Low temperature thermistor 2

1. Reinstall the fuser. Check the connector (J128) between the fuser and the product. If it is damaged, replace the fuser.
2. Reconnect the connector (J62) on the low-voltage power supply PCA.
3. If the error persists, replace the low-voltage power supply.

W = 11

High temperature thermistor 2

1. Reinstall the fuser. Check the connector (J128) between the fuser and the product. If it is damaged, replace the fuser.
2. Reconnect the connector (J62) on the low-voltage power supply PCA.
3. If the error persists, replace the low-voltage power supply.

W = 12

Fuser pressure release mechanism failure

1. Reconnect the fuser connector (J128) and the DC controller PCA connector (J62).
2. Check the fuser pressure release sensor flag. If the flag is damaged or not properly working, replace the fuser.
3. Reconnect the fuser motor connector (J221) and the DC controller PCA connector (J89).
4. Use the **Component Test** item in the **Troubleshooting** menu to test the fuser motor. If the motor fails the test, replace the fuser motor.
5. If the error persists replace the fuser.

51.00.YY Error

Description

Laser/scanner error

- YY = 20

Black laser/scanner error

Recommended action

1. Reconnect connector (J145) on the laser/scanner.
2. Reconnect connectors (J86 and J93) on the DC controller.
3. If the error persists, replace the laser/scanner.

52.XX.00 Error To continue turn off then on

Description

Laser/scanner error

- XX = 00

laser/scanner motor startup error

- XX = 20

Laser/scanner rotation error

Recommended action

1. Reconnect connector (J145) on the laser/scanner.
2. Reconnect connectors (J86 and J93) on the DC controller.
3. Use the scanner motor (M108) drive test in the component test to verify that the scanner motor is properly functioning. If it is not, replace the laser/scanner.



NOTE: Listen for a high pitched whine from the motor.

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

54.XX.YY Error

Description

A sensor error has occurred.

Recommended action

54.00.03

Environmental sensor (TH3) failure

1. Turn the product off, and then reconnect the connector (J63) on the DC controller PCA. Turn the product on.
2. If the environment sensor has been removed or replaced, check the connector (J199) on the environment sensor and the connector (J63) on the DC controller PCA.
3. If the error persists, replace the environment sensor assembly.

54.06.21

Primary laser/scanner beam detect abnormality

1. Turn the product off, and then on.
2. If the product has had parts removed or replace, check the connector (J93) on the DC controller PCA.
3. If the error persists, replace the laser/scanner assembly.

55.00.YY DC controller error To continue turn off then on

Description

DC controller PCA error

- **55.00.01** (event code)
DC controller memory error
- **55.00.03** (event code)
DC controller no engine response
- **55.00.04** (event code)
DC controller communications timeout

Recommended action

Turn the product off, and then on.

If the error persists, replace the DC controller PCA.

55.0X.YY DC controller error To continue turn off then on

Description

DC controller PCA error

- **55.01.06** (event code)
NVRAM memory data error warning
- **55.02.06** (event code)
NVRAM memory access error warning

Recommended action

Turn the product off, and then on.

If the error persists, replace the DC controller PCA.

56.00.YY Error To continue turn off then on

Description

Optional paper trays communication error

Recommended action

Turn the product off, and then on.

If the error persists, reseal the optional paper trays (1 x 500-sheet feeder and/or 3 x 500-sheet feeder).

Check the input connectors for damage. If a connector is damaged, replace the connector.

57.00.0Y Error To continue turn off then on

Description

Fan error

Recommended action

57.00.03

Main fan (FN101) failure

1. Turn the product off, and then on. Listen for fan noise at the back corner of the product. If no noise is heard, replace the power supply fan (FN101).
2. If the fan has been removed or replaced, check the connector (J64) on the DC controller PCA.
3. If the error persists, replace the main fan (FN101).

57.00.04

Laser/scanner fan (FN102) failure

1. If this part has been removed or replace, check the connector (J75) on the DC controller PCA.
2. If the error persists, replace the laser/scanner fan (FN102).

57.00.06

Cartridge fan (FN301) failure

1. If this part has been removed or replace, check the connector (J95) on the DC controller PCA.
2. If the fan has been removed or replaced, check the connector (J66) on the DC controller PCA.
3. If the error persists, replace the cartridge fan (FN301).

57.00.05

Cartridge front-side fan (FN103) failure

1. Turn the product off, and then on. Listen for fan noise at the middle back of the product. If no noise is heard, replace the cartridge front-side fan (FN103).
2. If the fan has been removed or replaced, check the connector (J79) on the DC controller PCA.
3. If the error persists, replace the cartridge front-side fan (FN103).

57.00.07

Duplex fan (FN107) failure

1. Turn the product off, and then on. Listen for fan noise at the left side of the product. If no noise is heard, replace the duplex fan (FN107).
2. If the fan has been removed or replaced, check the connector (J64) on the DC controller PCA.
3. If the error persists, replace the duplexer.

58.00.0Y Error To continue turn off then on

Description

A sensor error has occurred.

Recommended action

58.00.05

Environmental sensor (TH3) failure

1. Turn the product off.
2. If this part has been removed or replace, check the connector (J63) on the DC controller PCA.
3. If the error persists, replace the environmental sensor (TH3).

58.00.03

DC controller CPU failure

1. Turn the product off.
2. Check all of the connectors on the DC controller PCA.
3. If the error persists, replace the DC controller PCA.

58.00.04

LVPS failure

1. Turn the product off.
2. If this part has been removed or replace, check the connector (J50) on the LVPS, and then check the connector (J85 and J95) on the DC controller PCA.
3. If the error persists, replace the LVPS.

59.00.YY error To continue turn off then on

Description

A motor error has occurred.

- YY = 00

Paper path malfunction

Recommended action

59.00.20 or 59.00.30

Feed motor (M101) failure (start-up or rotational)

1. Reconnect the connector (J191) on the feed motor and the connector (J91) on the DC controller PCA.
2. Use the feed motor (M101) drive test in the Component test to verify that the motor is properly functioning. If is not, replace the feed motor (M101).

59.00.40 or 59.00.50

Fuser motor (M299) failure (start-up or rotational)

1. Reconnect the connector (J221) on the feed motor and the connector (J89) on the DC controller PCA.
2. Use the fuser motor (M299) drive test in the Component test to verify that the motor is properly functioning. If it is not, replace the fuser motor (M299).

59.00.60 or 59.00.70

Drum motor (M102) failure (start-up or rotational)

1. Reconnect the connector (J187) on the drum motor and the connector (J87) on the DC controller PCA.
2. Use the drum motor (M102) drive test in the Component test to verify that the motor is properly functioning. If it is not, replace the drum motor (M102).

59.A2.0x Error

Description

A product error has occurred.

Recommended action

59.A2.02 or 59.A2.11

Lifter driver assembly Tray 2 failure

1. Use the Tray/Bin manual sensor test to verify that the Tray 2 paper (PS107 and PS907) surface sensors are properly functioning.
2. If this part has been removed or replace, check the connector (J73 and J94) on the on the DC controller PCA.
3. Check the media stack surface sensor lever and place it in the correct position to move smoothly. Replace the media stack surface sensor lever if it is damaged.
4. If the error persists, replace the lifter drive assembly (Tray 2).

59.A2.12 to 59.A2.15

Lifter driver assembly Tray 3 to 6 motor failure

1. Reconnect the connectors (J1605 and J1608) on the paper feeder drive PCA.
2. Reconnect the connectors (J1703 and J1707) on the paper cassette drive PCA.
3. Replace the sheet feeder media stack surface sensor.
4. If the error persists, replace the lifter motor for the specific sheet feeder.

60.00.0Y Tray <Y> lifting error

Description

A tray lift motor error has occurred.

Recommended action

60.00.02

Lifter driver assembly Tray 2 failure

1. Use the Tray/Bin manual sensor test to verify that the Tray 2 paper (PS107 and PS907) surface sensors are properly functioning.
2. If this part has been removed or replace, check the connector (J73 and J94) on the on the DC controller PCA.
3. Check the media stack surface sensor level and place it in the correct position to move smoothly. Replace the sensor lever if it is damaged.
4. Replace the media stack surface sensor.
5. If the error persists, replace the lifter drive assembly (Tray 2).

60.00.12 to 60.00.15

Lifter driver assembly Tray 3 failure

1. Use the Tray/Bin manual sensor test to verify that the Tray 3 paper (SR1 and SR2) surface sensors are properly functioning.
2. If this part has been removed or replace, check the connector (1605 and 1608) on the on the paper feeder controller PCA.
3. Reconnect the connectors (J1703 and J1707) on the sheet feeder PCA.
4. Replace the sheet feeder media stack surface sensor.
5. If the error persists, replace the lifter drive assembly (Tray 3-6).

62.00.00 No system To continue turn off then on

Description

Internal system failure

Recommended action

Turn the product off, and then on.

If the error persists, reload the firmware. If the error still persists, perform a firmware upgrade.

If the firmware upgrade does not resolve the problem, replace the hard disk.

65.X0.A1 Output accessory disconnected**Description**

An external paper handling accessory connection has been interrupted.

Recommended action

1. Turn the product off.
2. Make sure that all packing materials have been removed from the paper handling accessory.
3. Check the paper path for obstructions, or jammed paper.
4. Check the accessory cable connection.
5. Turn the product on. If the error persists, replace the accessory.

66.80.YY Stapler/Stacker failure**Description**

An external paper handling accessory error has occurred.

- **66.80.01** (event code)
Y-align malfunction
- **66.80.02** (event code)
Jogger malfunction
- **66.80.03** (event code)
Stapler malfunction
- **66.80.21** (event code)
Lift up malfunction
- **66.80.22** (event code)
Lift down malfunction
- **66.80.23** (event code)
Lift sensor malfunction
- **66.80.33** (event code)

Output roller malfunction

- **66.80.35** (event code)

Self priming malfunction

- **66.80.51** (event code)

System error (FW error)

- **66.80.55** (event code)

System error 5 (FW error)

- **66.80.56** (event code)

System error 6 (FW error)

- **66.80.57** (event code)

System error 7 (FW error)

- **66.80.58** (event code)

System error 8 (FW error)

- **66.80.59** (event code)

System error 9 (FW error)

- **66.80.60** (event code)

System error 10 (inter-page delay mismatch)

- **66.80.61** (event code)

System error 11 (lifter task trouble)

- **66.80.62** (event code)

System error 12 (inter-page delay mismatch)

- **66.80.63** (event code)

System error 13 (FW error)

- **66.80.64** (event code)

System error 14 (FW error)

- **66.80.65** (event code)

System error 15 (FW error)

- **66.80.70** (event code)

Page-info in flush

- **66.80.71** (event code)

Flush request in PDLV

- **66.80.72** (event code)

Delivery notice error

- **66.80.73** (event code)

Flush request in checking paper path

- **66.80.74** (event code)

Checking paper path start in PDLV

- **66.80.75** (event code)

Flush request in flush

- **66.80.76** (event code)

Non-flush complete

Recommended action

Turn the product off, and then on.

If the error persists, replace the paper handling device.

69.11.YY Error To continue turn off then on

Description

Duplexer error

Recommended action

Turn the product off, and then on.

If the error persists, replace the duplexer.

70.00.00 Error To continue turn off then on

Description

DC controller failure

Recommended action

Turn the product off, and then on.

If the error persists, replace the DC controller.

79.XX.YY Error To continue turn off then on

Description

This error can be caused by corrupted print jobs, software application issues, non-product specific printer drivers, poor-quality USB or network cables, bad network connections or incorrect network configurations, invalid firmware operations, or unsupported accessories.

Recommended action

1. Turn the product off, and then on.
2. If the error persists, check the following:
 - The error might be caused by a network connectivity problem, such as a bad interface cable, a bad USB port, or an invalid network configuration setting.
 - The error might be caused by the print job, an invalid print driver, a problem with the software application, or a problem with the file you are printing.

Make sure you are using the correct printer driver. Try printing using a different software application. Try printing a different file or print job.
 - Upgrading the product firmware might resolve the problem.

80.0X.YY Embedded JetDirect error

Description

Embedded HP JetDirect print server critical error

- **80.01.80** (event code)
No heartbeat
- **80.01.81** (event code)
Reclaim timeout
- **80.01.82** (event code)
Invalid data length
- **80.01.8B** (event code)
Invalid max outstanding packet header field
- **80.01.8C** (event code)
Invalid channel mapping response
- **80.03.01** (event code)
No PGP buffers
- **80.03.02** (event code)

- Channel table full
- **80.03.03** (event code)
Producer index not reset
- **80.03.04** (event code)
Consumer index not reset
- **80.03.05** (event code)
Queue position size too small
- **80.03.06** (event code)
Transport overflow
- **80.03.07** (event code)
No overflow packets
- **80.03.08** (event code)
Invalid identify response
- **80.03.09** (event code)
Invalid channel map return status
- **80.03.10** 80.03.10 (event code)
Invalid reclaim return status
- **80.03.12** (event code)
Datagram invalid buffer
- **80.03.13** (event code)
Max stream channels
- **80.03.14** (event code)
Max datagram channels
- **80.03.15** (event code)
Card reset failed
- **80.03.16** (event code)
Self test failure
- **80.03.17** (event code)
Unknown PGP packet
- **80.03.18** (event code)

Duplicate I/O channel.

Recommended action

Turn the product off, and then on.

If the error persists, replace the formatter.

81.YY.ZZ EIO-1 Card Failure

Description

An EIO error has occurred.

- **81.01.80** (event code)
No heartbeat
- **81.01.81** (event code)
Reclaim timeout
- **81.01.82** (event code)
Invalid data length
- **81.01.8B** (event code)
Invalid max outstanding
- **81.01.8C** (event code)
Invalid channel mapping
- **81.03.01** (event code)
No PGP buffers
- **81.03.02** (event code)
Channel table full
- **81.03.03** (event code)
Producer index not reset
- **81.03.04** (event code)
Consumer index not reset
- **81.03.05** (event code)
Queue position size
- **81.03.06** (event code)
Transport overflow
- **81.03.07** (event code)

- No overflow packets
- **81.03.08** (event code)
Invalid identify response
- **81.03.09** (event code)
Invalid channel map return
- **81.03.10** (event code)
Invalid reclaim return status
- **81.03.12** (event code)
Datagram invalid buffer
- **81.03.13** (event code)
Max stream channels
- **81.03.14** (event code)
Max datagram channels
- **81.03.15** (event code)
Card reset failed
- **81.03.16** (event code)
Self test failure
- **81.03.17** (event code)
Unknown PGP packet
- **81.03.18** (event code)
Duplicate I/O channel

Recommended action

Turn the product off, and then on.

If the error persists, replace the EIO device..

82.73.46 OR 82.73.47

Description

A hard disk or compact flash disk cleaning failed. Usually caused by a failure of the disk hardware.

Recommended action

1. Turn the product off, and then on.
2. Use the **Clean Disk** item in the **Preboot** menu.
3. Reload the firmware.

98.00.01 Corrupt data in firmware volume**Description**

Data corruption has occurred in the firmware volume

Recommended action

Turn the product off, and then on.

Use the **Clean Disk** item in the **Preboot** menu.

Reload the firmware.

98.00.02 Corrupt data in solutions volume**Description**

Data corruption has occurred in the solutions volume

Recommended action

Turn the product off, and then on.

Use the **Clean Disk** item in the **Preboot** menu.

Reload the firmware.

98.00.03 Corrupt data in configuration volume**Description**

Data corruption has occurred in the configuration volume

Recommended action

Turn the product off, and then on.

Use the **Clean Disk** item in the **Preboot** menu.

Reload the firmware.

98.00.04 Corrupt data in job data volume**Description**

Data corruption has occurred in the job data volume

Recommended action

Turn the product off, and then on.

Rerun the file erase function.

99.00.01 Upgrade not performed file is corrupt**Description**

A remote firmware upgrade (RFU) was not performed.

CRC error in the firmware image (bad image).

Recommended action

Download the RFU file and attempt the upgrade again.

99.00.02 Upgrade not performed timeout during receive**Description**

A remote firmware upgrade (RFU) was not performed.

I/O timeout when reading header number and size. Indicates a problem with the network environment, not the device.

Recommended action

The most common cause is an issue with the network environment. Make sure that there is a good connection to the device and attempt the upgrade again, or upgrade using the USB walk-up port.

99.00.03 Upgrade not performed error writing to disk**Description**

A remote firmware upgrade (RFU) was not performed.

Disk error. May indicate a problem or a hard disk failure. It might be necessary to check the connection to the hard disk or replace the hard disk.

Recommended action

1. Download the RFU file and attempt the upgrade again.
2. If the error persists, perform the **Clean Disk** process. You will then need to download firmware from the **Preboot** menu.
3. If the error persists, replace the hard disk.

99.00.04 Upgrade not performed timeout during receive**Description**

A remote firmware upgrade (RFU) was not performed.

I/O timeout when reading rest of header.

Recommended action

The most common cause is an issue with the network environment. Make sure that there is a good connection to the device and attempt the upgrade again, or upgrade using the USB walk-up port.

99.00.05 Upgrade not performed timeout during receive

Description

A remote firmware upgrade (RFU) was not performed.

I/O timeout when reading image data.

Recommended action

The most common cause is an issue with the network environment. Make sure that there is a good connection to the device and attempt the upgrade again, or upgrade using the USB walk-up port.

99.00.06 Upgrade not performed error reading upgrade

Description

A remote firmware upgrade (RFU) was not performed.

Unexpected read error when reading header number and size.

Recommended action

1. Download the RFU file and attempt the upgrade again.
2. If the error persists, replace the hard disk.

99.00.07 Upgrade not performed error reading upgrade

Description

A remote firmware upgrade (RFU) was not performed.

Unexpected read error when reading rest of header.

Recommended action

1. Download the RFU file and attempt the upgrade again.
2. If the error persists, replace the hard disk.

99.00.08 Upgrade not performed error reading upgrade

Description

A remote firmware upgrade (RFU) was not performed.

Unexpected read error when reading image data.

Recommended action

1. Download the RFU file and attempt the upgrade again.
2. If the error persists, replace the hard disk.

99.00.09 Upgrade canceled by user**Description**

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled by the user.

Recommended action

Resend the RFU.

99.00.10 Upgrade canceled by user**Description**

A remote firmware upgrade (RFU) was not performed.

Job canceled when reading header number and size.

Recommended action

Resend the RFU.

99.00.11 Upgrade canceled by user**Description**

A remote firmware upgrade (RFU) was not performed.

Job canceled when reading rest of header.

Recommended action

Resend the RFU.

99.00.12 Upgrade not performed the file is invalid**Description**

A remote firmware upgrade (RFU) was not performed.

Header number is 1 but header size doesn't match version 1 size.

Recommended action

Download the RFU file again. Make sure that you download the file for the correct product model.
Resend the RFU.

99.00.13 Upgrade not performed the file is invalid

Description

A remote firmware upgrade (RFU) was not performed.

Header number is 2 but header size doesn't match version 2 size.

Recommended action

Download the RFU file again. Make sure that you download the file for the correct product model.
Resend the RFU.

99.00.14 Upgrade not performed the file is invalid

Description

A remote firmware upgrade (RFU) was not performed.

The file is invalid.

Recommended action

Download the RFU file again. Make sure that you download the file for the correct product model.
Resend the RFU.

99.00.2X

Description

- **99.00.20** (event log)
The bundle is not for this product
- **99.00.21** (event log)
The bundle is not signed with the correct signature, or the signature is invalid
- **99.00.22** (event log)
The bundle header version is not supported by this firmware
- **99.00.23** (event log)
The package header version is not supported by this firmware
- **99.00.24** (event log)
- The format of the bundle is invalid
- **99.00.25** (event log)
The format of the package is invalid
- **99.00.26** (event log)

A CRC32 check did not pass

- **99.00.27** (event log)

An I/O error occurred while downloading the bundle

Recommended action

Download the correct firmware file from www.hp.com/go/lj600Series_firmware, and then resend the firmware upgrade.

99.00.27 only: Turn the product off, and then on again. Resend the firmware upgrade. If the error persists, try the sending the upgrade by another method (USB or Embedded Web Server).

99.09.60 Unsupported disk

Description

Preboot menu error.

The hard disk currently installed is not recognized or supported by the product.

Recommended action

Install the correct hard disk for this product.

99.09.61 Unsupported disk

Description

Preboot menu error.

The installed disk is installed in a product configured for a encrypted hard disk.

Recommended action

Access the **Preboot** menu and then select **Lock Disk** to lock the disk.

99.09.62 Unknown disk

Description

Preboot menu error.

The installed disk was previously locked in another product.

Recommended action

Install a new disk or use the **Preboot** menu to unlock this disk. If the disk is to be reused in a different product, execute the **Clean Disk** procedure from the **Preboot** menu, then reload firmware and lock the disk.

99.09.63 Incorrect disk

Description

A new or blank disk has been installed in a device which previously had an encrypted disk.

Recommended action

Follow the procedure to load firmware on a new hard disk and then lock it to this product.

99.09.64 Disk malfunction

Description

A fatal hard disk failure has occurred.

Recommended action

Replace the hard disk drive.

99.09.65 Disk data error

Description

Disk data corruption has occurred.

Recommended action

Execute the **Clean Disk** procedure from the **Preboot** menu, and then resend the RFU.

99.09.66 No disk installed

Description

A disk drive is not installed in the product.

Recommended action

Install a compatible hard disk drive.

99.09.67 Disk is not bootable please download firmware

Description

The product has a non-secure disk (solid state disk) installed as the boot disk, and it has been replaced with a new service part. A new firmware image needs to be downloaded to the device.

Recommended action

1. Press any key to continue to the main **Preboot** menu.
2. Press the **Help** button to see the help text for the error.
3. Select the Administrator menu.



NOTE: If there is a password assigned to the Administrator, a prompt to enter the password displays.

4. Select the Download item.
5. The user can now download a new firmware bundle to the product.

99.XX.YY

Description

Firmware installation error

Recommended action

Reload the firmware.

<binname> full Remove all paper from bin

Description

The specified output bin is full.

Recommended action

Empty the bin to continue printing.

<Supply> low OR Supplies low

Description

The product indicates when a supply level, or more than one supply, is low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable.

When multiple supplies are low, more than one event code is recorded.

- **10.00.60** (event code)

Black print cartridge

- **10.23.60** (event code)

Fuser Kit

Recommended action

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

HP recommends that the customer have a replacement supply available to install when print quality is no longer acceptable.



NOTE: When an HP supply has reached its approximated end of life, the HP Premium Protection Warranty ends.

<Supply> very low OR Supplies very low

Description

The product indicates when a supply level, or more than one supply, is very low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable.

When multiple supplies are low, more than one event code is recorded.

- **10.00.70** (event code)
Black print cartridge
- **10.23.70** (event code)
Fuser Kit

Recommended action

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

HP recommends that the customer have a replacement supply available to install when print quality is no longer acceptable.



NOTE: When an HP supply has reached its approximated end of life, the HP Premium Protection Warranty ends.

[File System] device failure To clear press “OK”

Description

The specified device has failed.

Recommended action

Touch the OK button to clear the error.

[File System] file operation failure To clear press “OK”

Description

A PjL file system command attempted to perform an illogical operation.

Recommended action

Touch the OK button to clear the error.

[File System] file system is full To clear press “OK”

Description

A PjL file system command could not store something on the file system because the file system was full.

Recommended action

Touch the OK button to clear the error.

[File System] is not initialized**Description**

This file-storage component must be initialized before use.

Recommended action

Use the HP Embedded Web Server or HP Web Jetadmin to initialize the file system.

[File System] is write protected**Description**

The file system device is protected and no new files can be written to it.

Recommended action

Press the OK button to clear the error.

Accept bad signature**Description**

The product is performing a remote firmware upgrade, and the code signature is invalid.

Recommended action

Download the correct firmware upgrade file for this product, and then reinstall the upgrade. See the product user guide for more information.

Bad optional tray connection**Description**

The optional tray is not connected, not connected correctly, or a connection is not working correctly.

Recommended action

1. Turn the product off.
2. Remove and then reinstall the optional tray.
3. Reconnect connectors for the tray.
4. If the problem continues, replace the connector for the tray.

Canceling

Description

The product is canceling the current job.

Recommended action

No action is necessary.

Canceling... <jobname>

Description

The product is canceling the current job <jobname>.

Recommended action

No action is necessary.

Cartridge Low

Description

This message appears even though the print cartridge is new.

Recommended action

1. Remove, and then reinstall the print cartridge.
2. Make sure a genuine HP supply is used.
3. If the error persists, replace the print cartridge.

Cartridge Memory Abnormal

Description

This message appears even though the print cartridge is new.

Recommended action

1. Remove, and then reinstall the print cartridge.
2. Reconnect connector (J74) on the DC controller PCA.
3. If the error persists, replace the print cartridge.

Cartridge Out

Description

This message appears even though the print cartridge is new.

Recommended action

1. Remove, and then reinstall the print cartridge.
2. Make sure a genuine HP supply is used.
3. If the error persists, replace the print cartridge.

Checking engine**Description**

The product is conducting an internal test.

Recommended action

No action is necessary.

Checking paper path**Description**

The product is checking for possible paper jams.

Recommended action

No action is necessary.

Chosen personality not available To continue, touch "OK"**Description**

A print job requested a product language (personality) that is not available for this product. The job will not print and will be cleared from memory.

Recommended action

Print the job by using a print driver for a different language, or add the requested language to the product (if possible). To see a list of available personalities, print a configuration page.

Cleaning do not grab paper**Description**

The product is performing an automatic cleaning cycle. Printing will continue after the cleaning is complete.

Recommended action

No action is necessary.

Cleaning...

Description

The product is performing an automatic cleaning cycle. Printing will continue after the cleaning is complete.

Recommended action

No action is necessary.

Clearing event log

Description

This message is displayed while the event log is cleared. The product exits the menus when the event log has been cleared.

Recommended action

No action is necessary.

Clearing paper path

Description

The product is attempting to eject jammed paper.

Recommended action

Check progress at the bottom of the display.

Close stapler/stacker multi bin mailbox door

Description

This message appears even though the stapler/stacker multi bin mailbox door is closed.

Recommended action

1. Reconnect the connector (J465) on the stapler/stacker controller PCA.
2. Check the stapler/stacker door sensor flag. If the flag is damaged, replace the sensor flag.

Close top cover

Description

This message appears even though the top cover is closed.

Recommended action

1. Verify that the switch (SW101) is properly functioning (open and close the top cover). If the switch fails the test, replace the switch.
2. Make sure that the switch flag—at the right-side of the top cover assembly, behind the control-panel display— is not damaged or missing. If the flag is damaged or missing, replace the top cover assembly.
3. Reconnect the connector (J78) on the DC controller PCA.
4. If the problem persists, replace the top cover switch (SW101).

Cooling device**Description**

The product is cooling.

Recommended action

No action is necessary.

Creating cleaning page...**Description**

A cleaning page is being generated.

Recommended action

No action is necessary.

Data received To print last page press "OK"**Description**

The product is waiting for the command to print the last page.

Recommended action

Touch the OK button to print the last page of the job.

Event log is empty**Description**

No product events are in the log.

Recommended action

No action is necessary.

Expected drive missing

Description

The product cannot find the encrypted hard drive.

Recommended action

Install the encrypted hard drive.

External device initializing

Description

An external device is initializing.

Recommended action

No action necessary.

Face Down Tray Full

Description

This message is displaying even though the tray is not full.

Recommended action

1. Check the face down tray media full sensor flag and place it in the correct position to move smoothly. Replace sensor flag if damaged.
2. Use the Output bin full sensor (PS104) test in the Manual sensor test to verify that the sensor is properly functioning. If it is not, replace the sensor (PS104).
3. Reconnect the connector (J176) at face down tray media full sensor and DC controller PCA (J76).
4. Reconnect the connector (J176) at face down tray media full sensor and DC controller PCA (J76).

FIM Load Error Send full FIM on <X> port

Description

The product displays this message before the firmware is loaded at startup if an error has occurred during a firmware upgrade.

Recommended action

Resend the firmware upgrade.

Fuser Kit low


Description

10.23.60 (event code)

The product indicates when a supply is low.

Recommended action

Replace the fuser.


 **NOTE:** After replacing the fuser, reset the fuser page counter by selecting **New Fuser Kit** in the **Reset Supplies** sub-menu.

Fuser Kit very low To continue, touch “OK”

Description


10.23.70 (event code)

The product indicates when a supply is very low.

 **NOTE:** After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended.

Recommended action

Replace the fuser.

 **NOTE:** After replacing the fuser, reset the fuser page counter by selecting **New Fuser Kit** in the **Reset Supplies** sub-menu.

Genuine HP cartridge installed

Description

A new HP print cartridge has been installed. The message appears for about 6 seconds before the product returns to the **Ready** state.

Recommended action

No action necessary.

Genuine HP supply installed

Description

10.XX.40 (event code)

A new genuine HP print cartridge has been installed.

Recommended action

Touch the **Hide** button to remove this message.

HP Secure hard drive disabled

Description

The drive has been encrypted for another product.

Recommended action

Remove the drive or use the Embedded Web Server for more information.

Incompatible <supply>**Description**

The indicated supply <supply> is not compatible with this product.

- **10.00.35** (event code)

Black print cartridge

- Fuser kit

10.23.35 (event code)

Recommended action

Replace the supply with one that is designed for this product.

Incompatible supplies**Description**

Print cartridges or other supply items are installed that were not designed for this product. The product cannot print with these supplies installed.

Event codes are supply specific.

Recommended action

Touch the OK button to identify the incompatible supplies.

Replace the supplies with those that are designed for this product.

Initializing...**Description**

The product is starting.


Recommended action

No action necessary.

Install fuser unit**Description**

The fuser has been removed or installed incorrectly.

Recommended action

 **CAUTION:** The fuser can be hot while the product is in use. Turn the product off, and then wait for the fuser to cool before handling it.

1. Remove the output bin or stapler/stacker.
2. Remove the fuser entrance guide.
3. Remove the fuser.

Install supplies

Description

More than one supply is missing or is installed incorrectly.

Recommended action

Touch the OK button to identify the supplies that need to be replaced.

Touch the OK button a second time for more information about the specific supply.

Insert the supply or make sure it is correctly installed and fully seated.

Install supply

Description

A supply item is either not installed or installed incorrectly.

- Black cartridge

10.00.15 (event code)

Recommended action

Install the supply item or make sure that the installed supply item is fully seated.

Internal disk device failure To clear press "OK"

Description

The internal disk failed.

Recommended action

Touch the OK button to clear the error.

Internal disk file operation failed

Description

A PJJ system command attempted to perform an illogical operation, such as downloading a file to a non-existent directory.

Recommended action

Touch the OK button to clear the error.

Internal disk file system is full**Description**

A PJL system command attempted to write data to the internal disk but was unsuccessful because the disk is full.

Recommended action

Touch the OK button to clear the error.

Internal disk is write protected**Description**

The internal disk is write protected and no new files can be written to it.

Recommended action

Touch the OK button to clear the error.

Internal disk not found**Description**

The internal disk was not found at start up.

Recommended action

Turn the product off, and then on again.

Internal disk not functional**Description**

82.0X.YY (event code)

The internal hard drive is not correctly functioning.

Recommended action

Turn the product off, remove and then reinstall the hard drive.

If the error persists, replace the internal hard drive.

Internal disk not initialized**Description**

The internal disk file system must be initialized before it can be used.

Recommended action

Initialize the internal disk file system.

Internal disk spinning up**Description**

Internal disk device is spinning up its platter. Jobs that require disk access must wait.

Recommended action

No action is necessary.

Job not stapled due to mixed sizes**Description**

This message is displayed when the job to staple has more than one paper size (paper width).

Recommended action

Paper with different widths cannot be stapled. Use the same width paper for the entire print job.

Load Tray <X>: [Type], [Size]**Description**

This message appears even though there is media loaded in the tray.

Recommended action

Use the sensor tests to verify that the sensor is correctly functioning.

Make sure that the sensor flag on the media presence sensor is not damaged and moves freely.

Reconnect the corresponding connector:

- MP tray: connector (J191) on the MP tray media feed sensor and the connector (J91) on the DC controller PCA.
- Printer cassette: connectors (J22) on the cassette media feed sensor and the connector (J1605) on the DC controller PCA.
- 1 X 500-sheet paper feeder cassette: connector (J32) on the paper feeder cassette media feed sensor and the connector (J1602) on the paper feeder controller PCA.
- Paper deck cassette 1: connector (J32) on the paper deck cassette 1 media feed sensor and connector (J1602) on the paper deck controller PCA 1
- Paper deck cassette 2: connector (J13) on the paper deck cassette 2 media feed sensor and connector (J1607) on the paper deck controller PCA 2.
- Paper deck cassette 3: connector (J13) on the paper deck cassette 3 media feed sensor and connector (J607) on the paper deck controller PCA 3.

Load Tray <X>: [Type], [Size] To use another tray, press "OK"

Description

This message appears when the indicated tray is selected but is not loaded, and other paper trays are available for use. It also appears when the tray is configured for a different paper type or size than the print job requires.

Recommended action

Load the correct paper in the tray.

If prompted, confirm the size and type of paper loaded.

Otherwise, press the OK button to select another tray.

Loading program <XX>

Description

Programs and fonts can be stored on the product's file system and are loaded into RAM when the product is turned on. The number <XX> specifies a sequence number indicating the current program being loaded.

Recommended action

No action necessary.



NOTE: Do not turn the product off.

Manually feed output stack Then touch "OK" to print second side

Description

The product has printed the first side of a manual duplex job and is waiting for the user to insert the output stack to print the second side.

Recommended action

1. Maintaining the same orientation, remove pages from the output bin.
2. Flip document printed side up.
3. Load document in Tray 1.
4. Touch the OK button to print the second side of the job.

Manually feed: <Type><Size>

Description

This message appears when manual feed is selected, Tray 1 is not loaded, and other trays are empty.

Recommended action

Load tray with requested paper.

If paper is already in tray, press the **Help** button to exit the message and then press the **OK** button to print.

To use another tray, clear paper from Tray 1, press the **Help** button to exit the message and then press the **OK** button.

Manually feed: <Type><Size> To use another tray, press "OK"**Description**

This message appears when manual feed is selected, Tray 1 is loaded, and other trays are available.

Recommended action

Load tray with requested paper.

If paper is already in tray, press the **Help** button to exit the message and then press the **OK** button to print.

To use another tray, clear paper from Tray 1, press the **Help** button to exit the message and then press the **OK** button.

Moving solenoid**Description**

The solenoid is moving as part of a component test.

Recommended action

To exit press ⊗

Moving solenoid and motor**Description**

The solenoid and a motor are moving as part of a component test.

Recommended action

To exit press ⊗

No job to cancel**Description**

You have pressed the stop button but the product is not actively processing any jobs.

Recommended action

No action necessary.

NON HP SUPPLY INSTALLED

Description

10.99.31 (event code)

This message is displayed for about 6 seconds when a new non HP supply is installed.

Recommended action

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

Output Bin Full

Description

This message appears even though the output bin is not full.

Recommended action

1. Make sure that the output bin sensor flag is not damaged and can move freely. If the flag is damaged, replace the flag.
2. Use the output bin full sensor (PS104) test in the Manual sensor test to test the sensor. If it does not respond, replace the output bin full sensor (PS104).
3. Reconnect connector (J76) on the DC controller PCA.

Paused...

Description

The product is paused, and there are no error messages pending at the display. The I/O continues receiving data until memory is full.

Recommended action

Press the **Stop** button (⊗).

Performing Paper Path Test...

Description

A paper-path test is being performed.

Recommended action

No action necessary.

Please Wait...

Description

The product is in the process of clearing data.

Recommended action

No action necessary.

Printing Configuration...**Description**

The product is printing the Configuration page.

Recommended action

No action necessary.

Printing Event Log...**Description**

The product is printing the Event Log page.

Recommended action

No action necessary.

Printing File Directory...**Description**

The product is printing the File Directory pages.

Recommended action

No action necessary.

Printing Font List...**Description**

The product is printing the Font List pages.

Recommended action

No action necessary.

Printing Fuser Test Page...**Description**

The product is printing the Fuser Test page.

Recommended action

No action necessary.

Printing Help Page...

Description

The product is printing the Help page.

Recommended action

No action necessary.

Printing Menu Map...

Description

The product is printing the Menu Map pages.

Recommended action

No action necessary.

Printing Registration Page...

Description

The product is printing the Registration pages.

Recommended action

No action necessary.

Printing stopped

Description

Time has expired on the Print/Stop test.

Recommended action

Touch the OK button to continue.

Printing Supplies Status Page...

Description

The product is printing the Supplies Status page.

Recommended action

No action necessary.

Printing Usage Page...

Description

The product is printing the Usage page.

Recommended action

No action necessary.

Printing...engine test**Description**


The product is printing an engine test page.

Recommended action

No action necessary.

Processing duplex job Do not grab paper until job completes**Description**

Paper temporarily comes into the output bin while printing a duplex job.

 **CAUTION:** Do not grab paper as it temporarily comes into the output bin. The message disappears when the job is finished.

Recommended action

No action necessary.

Processing job from tray <X>... Do not grab paper until job completes**Description**

The product is actively processing a job from the designated tray.

Recommended action

No action necessary.

Processing...**Description**

The product is currently processing a job but is not yet picking pages. When paper motion begins, this message is replaced by a message that indicates the tray the job is using.

Recommended action

No action necessary.

Processing... copy <X> of <Y>**Description**

The product is currently processing or printing collated copies. The message indicates that copy number <X> of total copies <Y> is currently being processed.

Recommended action

No action necessary.

RAM disk device failure To clear press “OK”**Description**

The specified device failed.

Recommended action

Touch the OK button to remove the message.

RAM disk file operation failed To clear press “OK”**Description**

A PJI command was received that attempted to perform an illegal operation, such as downloading a file to a non-existent directory.

Recommended action

Touch the OK button to clear the error.

RAM disk file system is full To clear press “OK”**Description**

The hard disk is full.

Recommended action

Touch the OK button to clear the error.

RAM disk is write protected To clear press “OK”**Description**

The device is protected and no new files can be written to it.

Recommended action

Touch the OK button to clear the error.

RAM disk not initialized**Description**

The RAM disk file system must be initialized before it can be used.

Recommended action

Initialize the RAM disk file system.

Ready

Description

The product is online and ready for data. No status or product attendance messages are pending at the display.

Recommended action

No action necessary.

Ready <IP Address>

Description

The product is online and ready for data. No status or product attendance messages are pending at the display. The product IP address displays.

Recommended action

No action necessary.

Receiving Upgrade

Description

The product is receiving a firmware upgrade.

Recommended action

Do not turn the product off until it reaches the **Ready** state.

Remove one print cartridge

Description

The product is testing the print-cartridge motor.

Recommended action

To perform the test, remove the print cartridge. To cancel the test, press the **Stop** button ⊗.

To exit press ⊗

Remove USB accessory

Description

This message displays when an unsupported USB device is inserted into a host USB port on the product.

Recommended action

Remove the unsupported USB device.

Replace <supply>


Description

This alert appears only if the product is configured to stop when a supply reaches the very low threshold. The product indicates when a supply level is at its estimated end of life. The actual life remaining might be different than estimated.

The supply does not need to be replaced now unless the print quality is no longer acceptable.

HP recommends that the customer have a replacement supply available to install when print quality is no longer acceptable.

The product can be configured to stop when the supply level is very low. The supply might still be able to produce acceptable print quality.

 **NOTE:** When an HP supply has reached its approximated end of life, the HP Premium Protection Warranty on that supply ends.

- **10.00.70** (event code)

Black print cartridge

- **10.23.70** (event code)

Fuser Kit

Recommended action

Replace the specified supply.

Or, configure the product to continue printing by using the **Manage Supplies** menu.


Replace supplies

Description

This alert appears only if the product is configured to stop when a supply reaches the very low threshold. The product indicates when a supply level is at its estimated end of life. The actual life remaining might be different than estimated.

The supply does not need to be replaced now unless the print quality is no longer acceptable.

HP recommends that the customer have a replacement supply available to install when print quality is no longer acceptable.

 **NOTE:** When an HP supply has reached its approximated end of life, the HP Premium Protection Warranty on that supply ends.

Recorded event codes depend on which supplies are at the end of life.

- **10.00.70** (event code)

Black print cartridge

- **10.23.70** (event code)

Fuser Kit

Recommended action

Touch the **OK** button to find out which supplies need to be replaced.

Or, configure the product to continue printing by using the **Manage Supplies** menu.

Resend external accessory firmware

Description

An external accessory requires a firmware upgrade. Printing can continue, but jams might occur if the job uses the external accessory.

Recommended action

Perform a firmware upgrade.

Resend Upgrade

Description

A firmware upgrade did not complete successfully.

Recommended action

Upgrade the firmware again.

Restore Factory Settings

Description

The product is restoring factory settings.

Recommended action

No action necessary.

ROM disk device failed To clear press "OK"

Description

The specified device failed.

Recommended action

Touch the **OK** button to clear the error.

ROM disk file operation failed To clear press "OK"

Description

A PJL command was received that attempted to perform an illegal operation, such as downloading a file to a non-existent directory.

Recommended action

Touch the OK button to clear the error.

ROM disk file system is full To clear press “OK”**Description**

The hard disk is full.

Recommended action

Touch the OK button to clear the error.

ROM disk is write protected To clear press “OK”**Description**

The device is protected and no new files can be written to it.

Recommended action

Touch the OK button to clear the error.

ROM disk not initialized To clear press “OK”**Description**

The ROM disk file system must be initialized before it can be used.

Recommended action

Initialize the ROM disk file system.

Rotating Motor**Description**

The product is executing a component test and the component selected is a motor.

Recommended action

Press the **Stop** button ⊗ when ready to stop this test.

To exit press ⊗

Size Mis-Match**Description**

This message appears even though the correct size paper is loaded in the correct paper tray.

Recommended action

1. Use the Tray 2 size switch (SW102) test in the Tray/Bin manual sensor test to test the switch. If it does not respond, replace the lifter drive assembly.
2. Reconnect connector (J122) on the Tray 2 media size switch, and then reconnect connector (J72) on the DC controller.
3. If the error persists, replace the lifter drive assembly.

Size mismatch in Tray <X>**Description**

The paper in the listed tray does not match the size specified for that tray.

Recommended action

1. Load the correct paper.
2. Verify the paper is positioned correctly.
3. Close the tray, and then verify that the control panel lists the correct size and type for the specified tray.
4. If necessary, use the control-panel menus to reconfigure the size and type settings for the specified tray.

Sleep mode on**Description**

The product is in sleep mode. Pressing a control-panel button, receiving of a print job, or an error condition clears this message.

Recommended action

No action necessary.

Staple Cartridge low**Description**

The product indicates when a supply level is low. 20 to 50 staples remain in the cartridge.

Recommended action

Replace the staple cartridge.

Staple Cartridge very low**Description**

The product staple cartridge is at end of life.



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

Recommended action

Replace the staple cartridge.

Stapler/Stacker staple jam

Description

A stapler/stacker jam exists.

Recommended action

13.89.33

Clear the jam. See the clear jams section in the service manual.

Supplies low

Description

Multiple supplies on the product have reached the **User defined low** threshold.

Recommended action

Replace the supply when print quality is no longer acceptable.

SUPPLY MEMORY WARNING

Description

The product cannot read or write to the e-label or the e-label is missing.

Recommended action

No action necessary.

The unit has corrupt data

Description

98.00.0X (event code)

Data corruption has occurred in the firmware volume

- **98.00.01**
Corrupt data in the firmware volume
- **98.00.02**
Corrupt data in the solutions volume
- **98.00.03**

Corrupt data in the configuration volume

- **98.00.04**

Corrupt data in the job data volume

Recommended action

- **98.00.01** or **98.00.02** or **98.00.03**

1. Turn the product off, and then on again.
2. Use the **Clean Disk** item in the **Preboot** menu.
3. Reload the firmware.

- **98.00.04**

1. Turn the product off, and then on again.
2. Run the file erase function.

Tray <X> empty: [Type], [Size]

Description

The specified tray is empty and the current job does not need this tray to print.

- X = 1

Tray 1

- X = 2

Tray 2

- X = 3

Tray 3

- X = 4

Tray 4

- X = 5

Tray 5

Recommended action

Refill the tray at a convenient time.



NOTE: This could be a false message. If the tray is loaded without removing the shipping lock, the product does not sense that the paper is loaded. Remove the shipping lock and then load the tray.

Tray <X> lifting

Description

The product is in the process of lifting paper in the indicated tray.

- X = 2
Tray 2
- X = 3
Tray 3
- X = 4
Tray 4
- X = 5
Tray 5

Recommended action

No action necessary.

Tray <X> open

Description

The specified tray is open or not closed completely.

- X = 2
Tray 2
- X = 3
Tray 3
- X = 4
Tray 4
- X = 5
Tray 5

Recommended action

Close the tray.



NOTE: If this message appears after lifter drive assembly was removed or replaced, make sure that the connector on the assembly is correctly connected and fully seated.

If the error persists, use the Media size switches (SW102, SW2 , SW3,) test in the Tray/Bin manual sensor test to test the switches. If they do not respond, replace associated the lifter drive assembly.

Tray <X> overfilled

Description

The tray is filled above the stack-height mark.

- X = 2

Tray 2

- X = 3

Tray 3

- X = 4

Tray 4

- X = 5

Tray 5

Recommended action

Remove enough paper so that the paper stack does not exceed the limit for the tray.



NOTE: If this message appears after lifter drive assembly was removed or replaced, make sure that the connector on the assembly is correctly connected and fully seated.

Type mismatch Tray

Description

The specified tray contains a paper type that does not match the configured type.

Recommended action

The specified tray will not be used until this condition is addressed. Printing can continue from other trays.

1. Load the correct paper in the specified tray.
2. At the control panel, verify the type configuration.

Unsupported drive installed To continue, touch "OK"

Description

A non-supported hard drive has been installed. The drive is unusable by this product.

Recommended action

1. Turn the product off.
2. Remove the hard drive.
3. Turn the product on.

Unsupported supply in use OR Unsupported supply installed To continue, touch "OK"

Description

A non-supported supply has been installed.

OR

The print cartridge is for a different HP product.

- XX = 00

Black print cartridge

Recommended action

Install the correct supplies for this product. See the parts chapter in the service manual for supply part numbers.

Unsupported tray configuration

Description

The product has too many optional trays installed.

Recommended action

Turn the product off, remove the unsupported trays, and then turn the product on.

Unsupported USB accessory detected Remove USB accessory

Description

A non-supported USB accessory has been installed.

Recommended action

Turn the product off, remove the USB accessory, and then turn the product on.

Upgrade Error

Description

30.01.36 (event code)

SCB upgrade error

Recommended action

1. Turn the product off, and then on.
2. Resend the upgrade.
3. If the error persists, replace the SCB.

USB accessory not functional

Description

A parameter in the USB accessory is not correctly functioning.

Recommended action

1. Turn the product off.
2. Remove the USB accessory.
3. Insert a replacement USB accessory.

USB hubs are not fully supported Some operations may not work properly

Description

Some USB hubs require more power than the product has available.

Recommended action

Remove the USB hub.

USB is write protected To clear press "OK"

Description

The device is protected and no new files can be written to it.

Recommended action

Touch the OK button to clear the error.

USB needs too much power

Description

Power requirements for the USB device attached to the product are beyond supported limits.

Recommended action

Remove the USB device and then turn the product off and then on again. Try a similar accessory that has its own power supply or requires less power.

USB needs too much power Remove USB and Then Turn Off then On

Description

A USB accessory is drawing too much electrical current. Printing cannot continue.

Recommended action

Turn the product off, remove the USB accessory, and then turn the product on.

Use a USB accessory that uses less power or that contains its own power supply.

USB not initialized

Description

The USB device file system must be initialized before it can be used.

Recommended action

Use the EWS or HP Web Jetadmin to initialize the component.

USB storage accessory removed Clearing any associated data

Description

This message displays for about 6 seconds after a USB device is removed.

Recommended action

Touch the **Hide** button to remove this message.

USB storage device failure To clear press "OK"

Description

The specified device failed.

Recommended action

Touch the OK button to clear this error.

USB storage file operation failed To clear press "OK"

Description

A PJL file system command was received that attempted to perform an illegal operation, such as downloading a file to a non-existent directory.

Recommended action

Touch the OK button to clear this error.

USB storage file system is full To clear press "OK"

Description

The file system on the installed USB device is full.

Recommended action

Touch the OK button to clear this error.

Used supply installed To continue, touch “OK” OR Used supply in use

Description

One of the print cartridges has been previously used.

- XX = 00

Black print cartridge

Recommended action

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

Waiting for tray <X> to lift

Description

The specified tray is in the process of lifting paper to the top of the tray (so it can properly feed).

Recommended action

No action necessary

Windows Login Required to Use this Feature

Description

Windows login required.

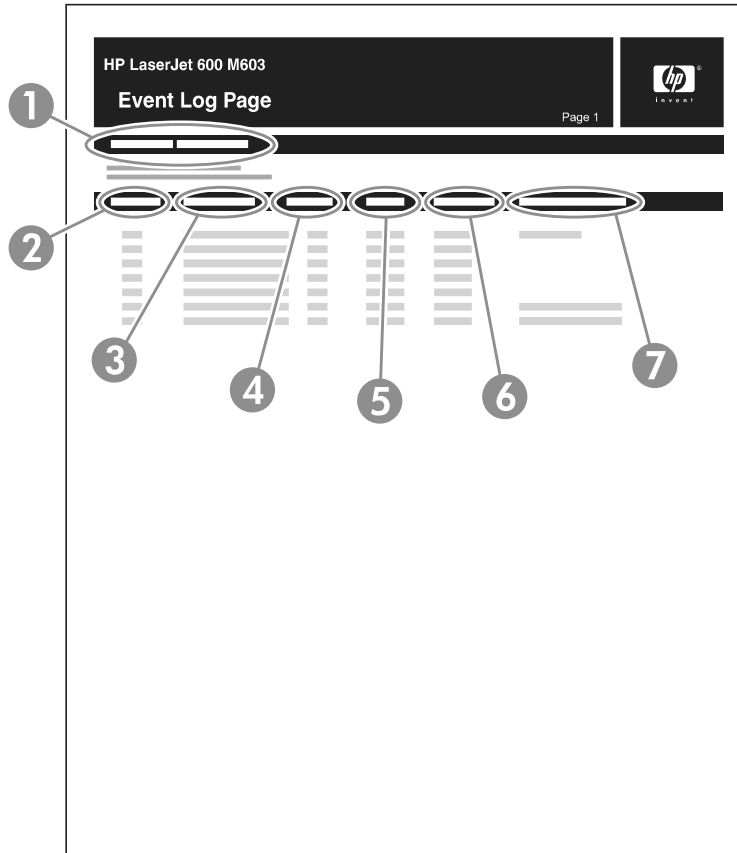
Recommended action

Enter your windows login.

Event-log messages

This section describes messages that only appear in the event log. For additional numeric messages, see the control-panel message section of this manual

Figure 3-38 Sample event log




1	Product information
2	Event number
3	Date and time
4	Engine cycles
5	Event log code
6	Firmware version number
7	Description of personality
8	Consecutive Repeats


Print an event log

 **NOTE:** Printing an event log by using the **Administration** menu shows only a subset of events. To print a complete event log, use the **Service** menu.

Print the event log from the Administration menu


1. Press the Home  button.
2. Open the following menus:
 - **Administration**
 - **Troubleshooting**
3. Scroll to the **Print Event Log** item, and then press the **OK** button.

Print the event log from the Service menu


1. Press the Home  button.
2. Open the following menus:
 - **Device Maintenance**
 - **Service**

The PIN for the HP LaserJet Enterprise 600 M601, M602, and M603 Series Printer is 10060111, 10060211, or 10060311 depending on your model.
3. Scroll to the **Print Event Log** item, and then press the **OK** button.


View an event log

 **NOTE:** Viewing an event log by using the **Administration** menu shows only a subset of events. To print a complete event log, use the **Service** menu.

View an event log from the Administration menu

1. Press the Home  button.
2. Open the following menus:
 - **Administration**
 - **Troubleshooting**
3. Scroll to the **View Event Log** item, and then press the OK button.


Viewing the event log from the Service menu

1. Press the Home  button.
2. Open the following menus:
 - **Device Maintenance**
 - **Service**

The PIN for the HP LaserJet Enterprise 600 M601, M602, and M603 Series Printer is 10060111, 10060211, or 10060311 depending on your model.
3. Scroll to the **View Event Log** item, and then press the OK button.

Clear an event log

Clearing the event log from the Service menu

1. Press the Home  button.
2. Open the following menus:
 - **Device Maintenance**
 - **Service**

The PIN for the HP LaserJet Enterprise 600 M601, M602, and M603 Series Printer is 10060111, 10060211, or 10060311 depending on your model.
3. Scroll to the **Clear Event Log** item, and then press the OK button.

Clear jams

The product closely monitors the paper path for jams. The product displays a jam error message when one of the following conditions occurs.

- Paper is detected at a paper path sensor when paper is not expected.
- Paper fails to clear a sensor within a specified time period.
- Paper fails to arrive at a sensor within a specified time period.

If the product is experiencing frequent jams, use the following steps to assist you in resolving the causes of the jam.

- Review the event log to determine a cause for the jams.
- Inspect each of the paper path sensors to determine if the sensor flags are free from obstructions and functioning correctly. See [Component diagnostics on page 199](#).
- Use the manual sensor diagnostic test to determine if all paper path motors and solenoids are functioning correctly.
-

The sensors below monitor the product paper path.

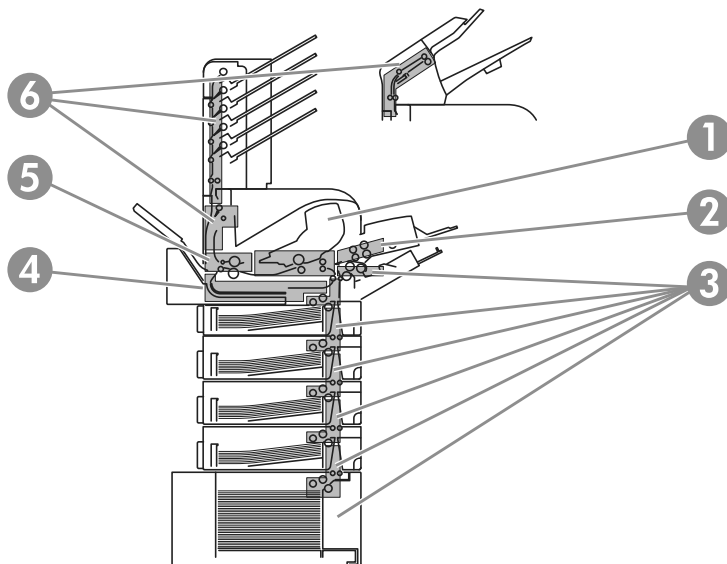
- PS102, pre-feed sensor
- PS103, top-of-page sensor
- PS106, media-width sensor
- PS108, media-width sensor
- PS700, fusing delivery sensor
- PS1603, optional 500-sheet feeder media path sensors
- PS1502, duplex sensor
- PS1704, optional 1,500-sheet feeder media path sensors

 **NOTE:** To locate the sensors listed above, see [Paper path sensors test \(automatic\) on page 206](#).


Jam locations

If a jam message appears on the control-panel display, look for jammed paper or other print media in the locations that are indicated in the following illustration. Then follow the procedure for clearing the jam. You might need to look for paper in other locations than those that are indicated in the jam message. If the location of the jam is not obvious, look first in the top-cover area underneath the print cartridge.

When clearing jams, be very careful not to tear jammed paper. If a small piece of paper is left in the product, it could cause additional jams.



1	Top-cover and print-cartridge areas
2	Optional envelope feeder
3	Tray areas (Tray 1, Tray 2, and optional trays)
4	Optional duplexer
5	Fuser area
6	Output areas (top bin; rear bin; and optional stacker, stapler/stacker, or 5-bin mailbox)

 **NOTE:** Loose toner might remain in the product after a jam and cause temporary print-quality problems. These problems should clear up within a few pages.

Common causes of jams

Many jams are caused by using paper that does not meet HP specifications. For complete paper specifications for all HP LaserJet products, see the *HP LaserJet Printer Family Print Media Guide*. This guide is available at www.hp.com/support/lipaperguide.

The product is jammed.¹

Cause	Solution
The paper does not meet specifications.	Use only paper that meets HP specifications.
A component is installed incorrectly.	Verify that all print cartridges, the transfer unit, and the fuser are correctly installed.
You are using paper that has already passed through a product or copier.	Do not use paper that has been previously printed on or copied.
A tray is loaded incorrectly.	Remove any excess paper from the tray. Make sure that the stack is below the maximum stack height mark in the tray.
The paper is skewed.	The tray guides are not adjusted correctly. Adjust them so they hold the stack firmly in place without bending it.
The paper is binding or sticking together.	Remove the paper, flex it, rotate it 180°, or flip it over. Reload the paper into the tray. NOTE: Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.
The paper is removed before it settles into the output bin.	Reset the product. Wait until the page completely settles in the output bin before removing it.
During two-sided printing, you removed the paper before the second side of the document was printed.	Reset the product and print the document again. Wait until the page completely settles in the output bin before removing it.
The paper is in poor condition.	Replace the paper.
The internal rollers from the tray are not picking up the paper.	Remove the top sheet of paper. If the paper is too heavy, it might not be picked from the tray.
The paper has rough or jagged edges.	Replace the paper.
The paper is perforated or embossed.	Perforated or embossed paper does not separate easily. Feed single sheets from Tray 1.
Product supply items have reached the end of their useful life.	Check the product control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies.
Paper was not stored correctly.	Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment.

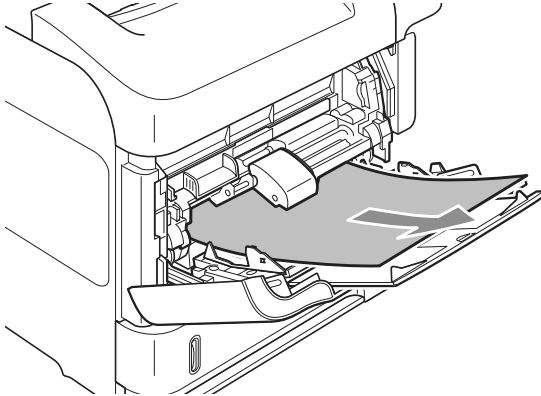
¹ If the product continues to jam, contact HP Customer Support or your authorized HP service provider.

Clear jams from the input trays

Use these procedures to clear jams from the trays.

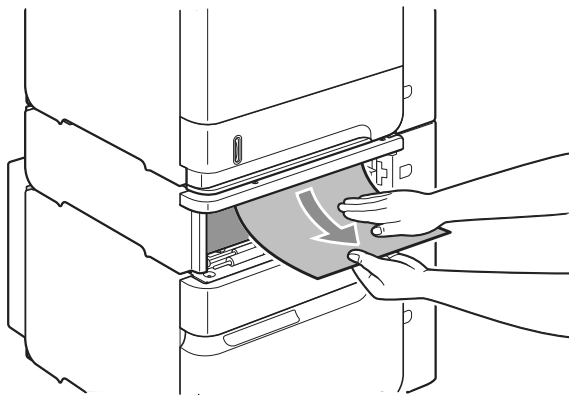
Clear jams from Tray 1

Slowly pull the jammed paper or other print media out of the product. If part of the paper has already been pulled into the product, see [Clear jams from the print-cartridge \(top cover\) on page 373](#).

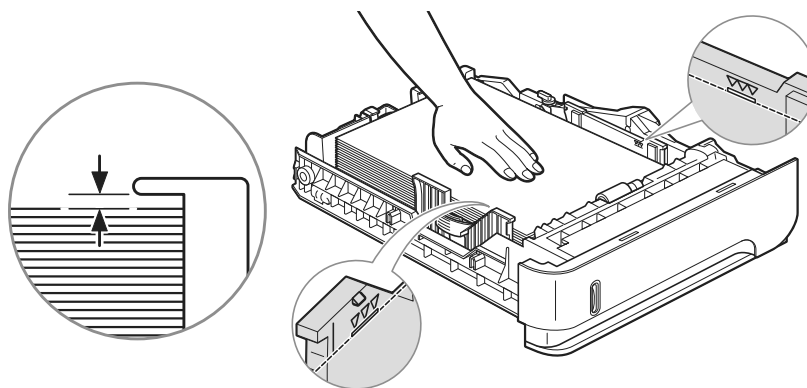


Clear jams from Tray 2 or an optional 500-sheet tray

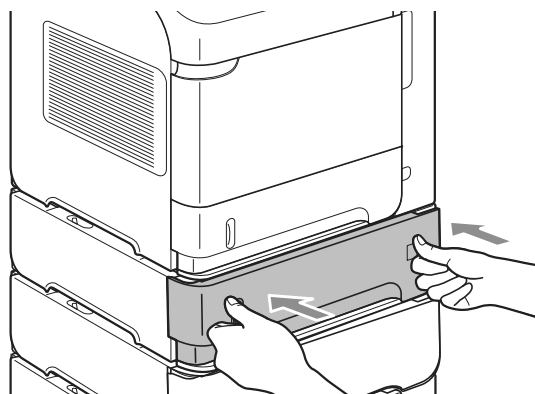
1. Slide the tray out of the product, lift it slightly, and remove any damaged paper from the tray.
2. If the edge of the jammed paper is visible in the feed area, slowly pull the paper down and out of the product. (Do not pull the paper straight out, or it will tear.) If the paper is not visible, look in the next tray or in the top-cover area. See [Clear jams from the print-cartridge \(top cover\) on page 373](#).



3. Make sure that the paper is flat in the tray at all four corners and below the maximum-height indicators.



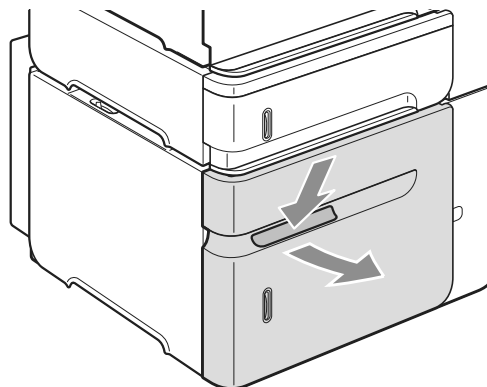
4. Slide the tray into the product.



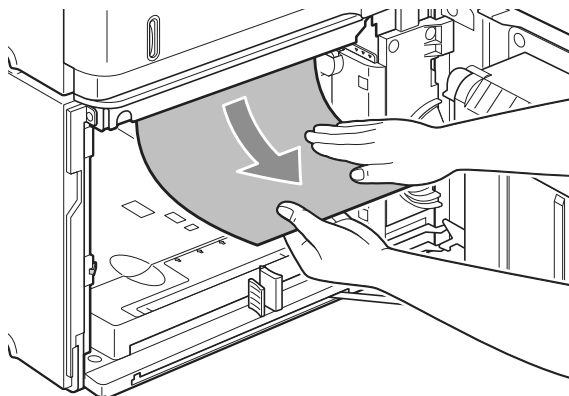
5. Press **OK** to clear the jam message.
6. If a jam message persists, a sheet is still jammed in the product. Look for the jam in another location.

Clear jams from the optional 1,500-sheet tray

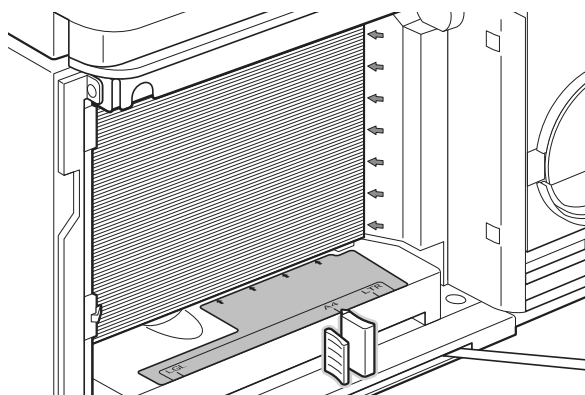
1. Open the front door of the tray.



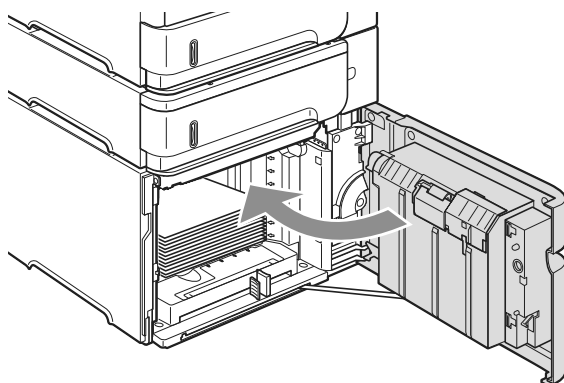
2. If the edge of the jammed paper is visible in the feed area, slowly pull the paper down and out of the product. (Do not pull the paper straight out, or it will tear.) If the paper is not visible, look in the top-cover area.



3. Make sure that the paper does not exceed the fill marks on the paper guides, and that the front edge of the stack is aligned with the arrows.



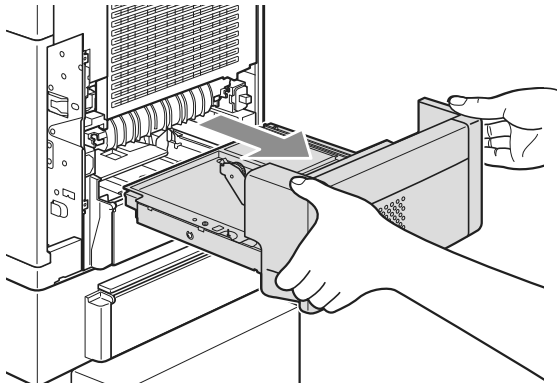
4. Close the front door of the tray.



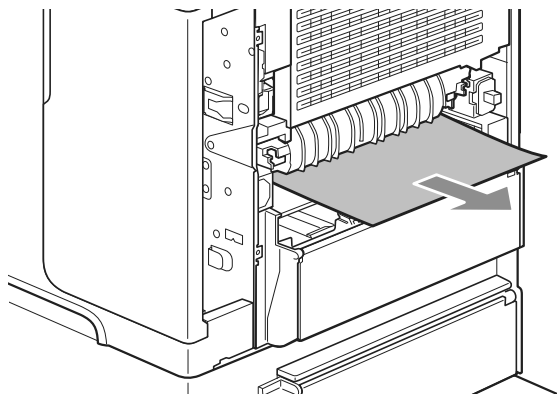
5. Press **OK** to clear the jam message.
6. If a jam message persists, a sheet is still jammed in the product. Look for the jam in another location.

Clear jams from the optional duplexer

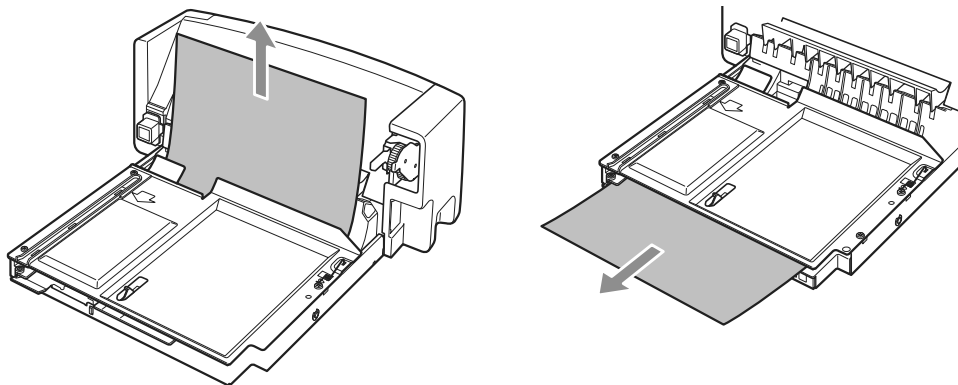
1. Lift the optional duplexer up and then pull it out to remove it.



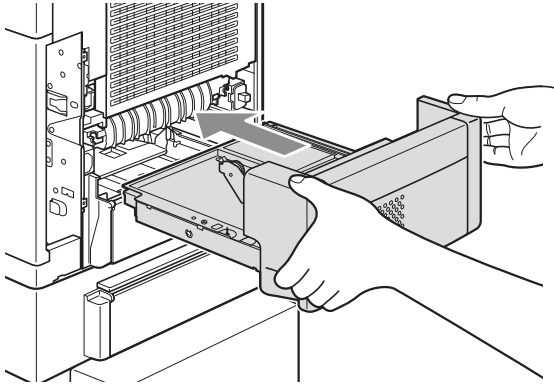
2. Remove any paper that is on top of Tray 2. (You might need to reach inside the product.)



3. Slowly pull any paper out of the optional duplexer.



4. Insert the optional duplexer into the product.

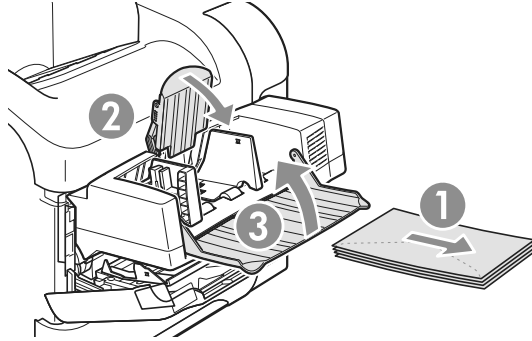


5. If a jam message persists, a sheet is still jammed in the product. Look for jam in another location.

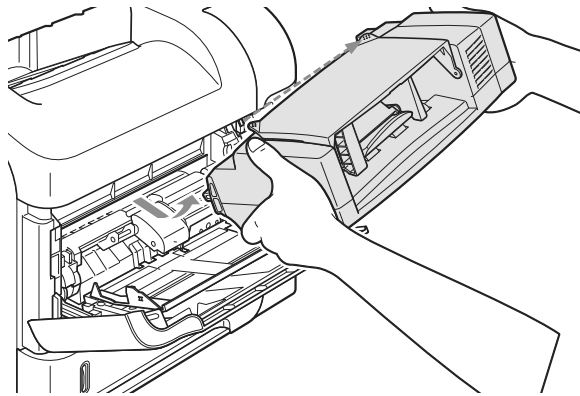
Clear jams from the optional envelope feeder

This procedure applies only to jams that occur when you are using an optional envelope feeder.

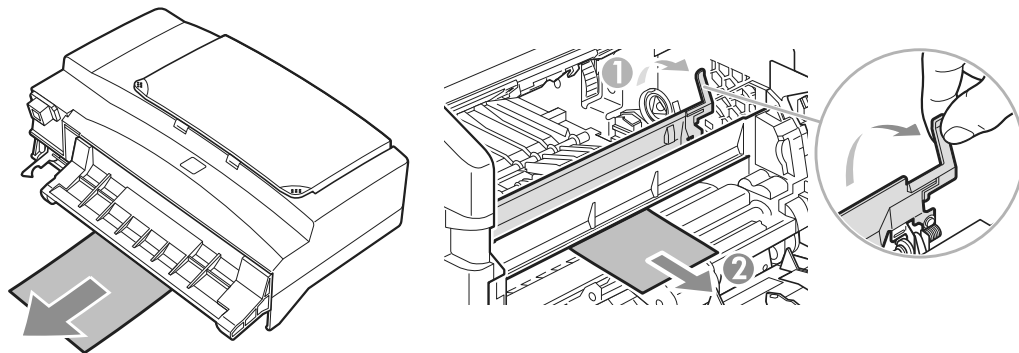
1. Remove any envelopes that are loaded in the optional envelope feeder. Lower the envelope weight and lift the tray extension up, to the closed position.



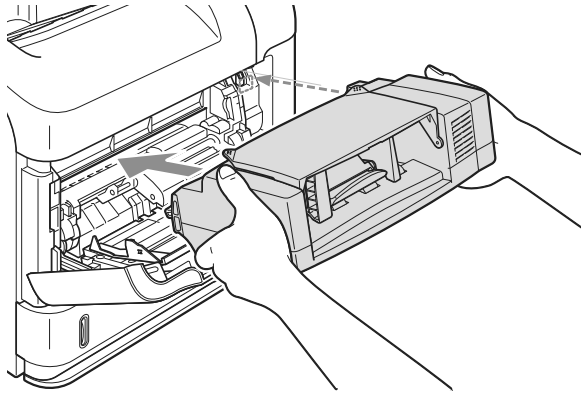
2. Grasp both sides of the optional envelope feeder and carefully lift it up, and then pull it out of the product.



3. Slowly remove any jammed envelopes from the optional envelope feeder and the product.



4. Reinstall the envelope feeder.



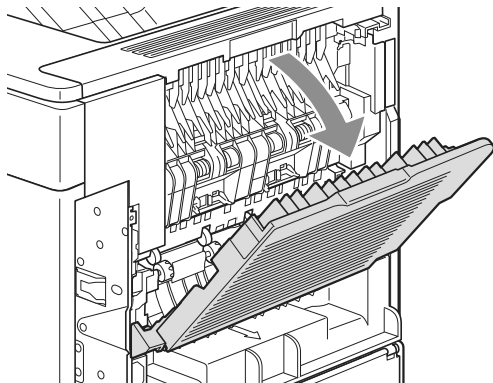
5. Press **OK** to clear the jam message.
6. If a jam message persists, an envelope is still jammed in the product. Look for the jam in another location.
7. Replace the envelopes, making sure that you push the bottom envelopes in slightly further than the top envelopes.


Clear jams from the output areas

Use these procedures to clear jams that occur in the rear output bin or in the optional stacker, stapler/stacker, or 5-bin mailbox.

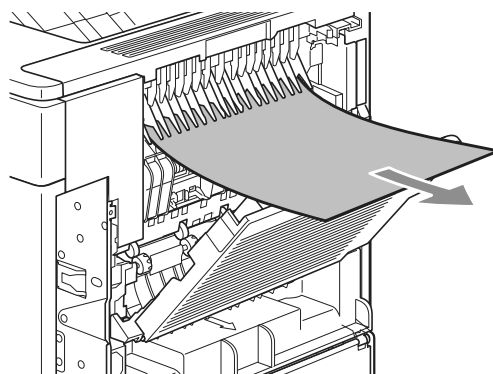
Clear jams from the rear output bin


1. Open the rear output bin.



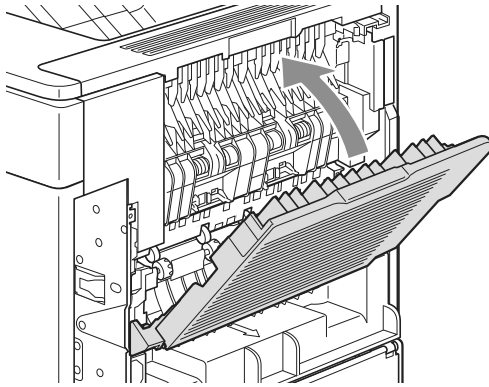
 **NOTE:** If most of the paper is still inside the product, it might be easier to remove it through the top-cover area.

2. Grasp both sides of the paper, and slowly pull the paper out of the product. Loose toner might be on the sheet. Be careful not to spill it on yourself or into the product.



 **NOTE:** If the jammed paper is difficult to remove, try opening the top cover all the way to release pressure on the paper. If the sheet has torn, or if you still cannot remove it, see [Clear jams from the fuser on page 369](#).

3. Close the rear output bin.



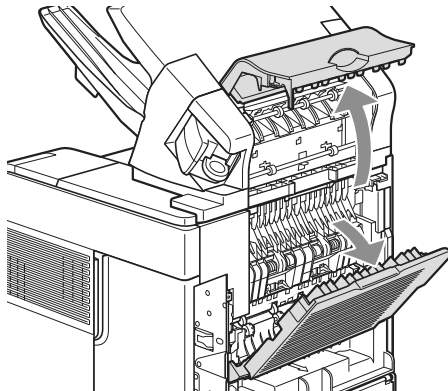
4. If a jam message persists, a sheet is still jammed in the product. Look for the jam in another location.

Clear jams from the optional stacker or stapler/stacker

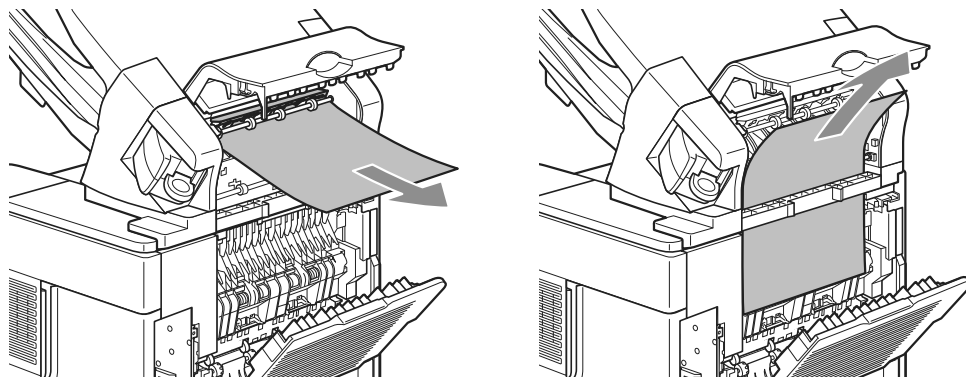
Paper jams can occur in the optional stacker or the optional stapler/stacker. Staple jams can occur only in the optional stapler/stacker.

Clear paper jams from the optional stacker or stapler/stacker

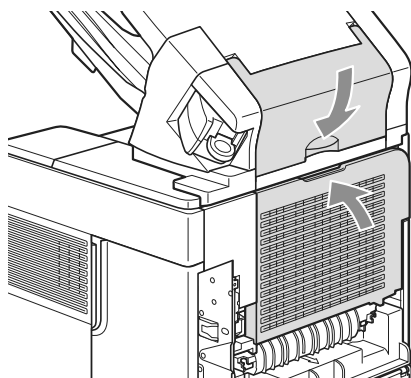
1. At the back of the product, open the door on the stacker or stapler/stacker, and open the rear output bin.




2. Carefully remove any jammed paper.



3. Close the door on the stacker or stapler/stacker, and close the rear output bin.

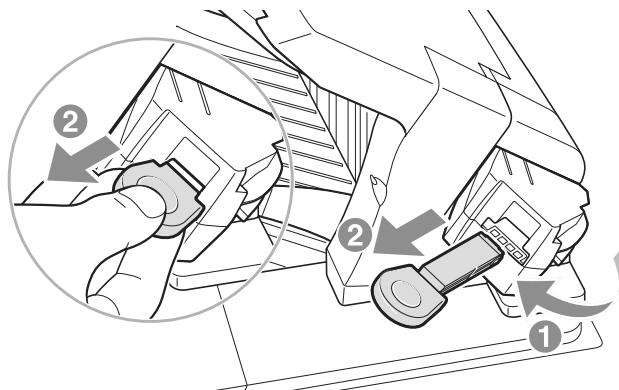


4. If a jam message persists, a sheet is still jammed. Look for it in another location. Check the front of the accessory and carefully remove any jammed paper.

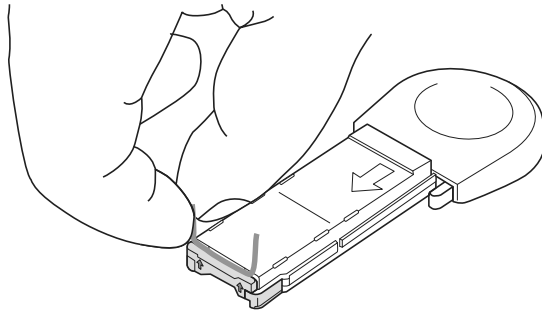
 **NOTE:** The output bin must be pushed down into the lowest position for printing to continue.

Clear staple jams from the optional stapler/stacker

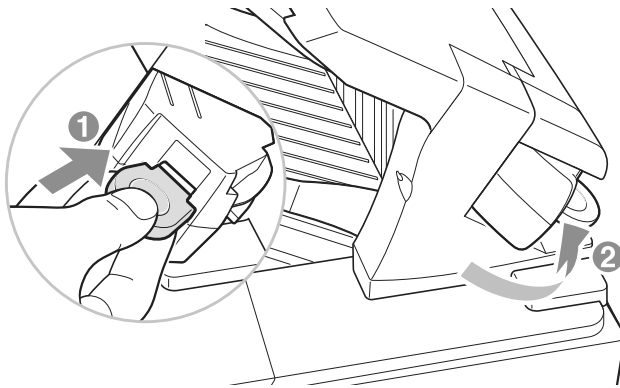
1. On the right side of the stapler/stacker, turn the stapler unit toward the front of the product until the unit clicks into the open position. Pull outward on the blue staple cartridge to remove it.



2. Rotate the green cover on the end of the staple cartridge upward, and remove the jammed staple.



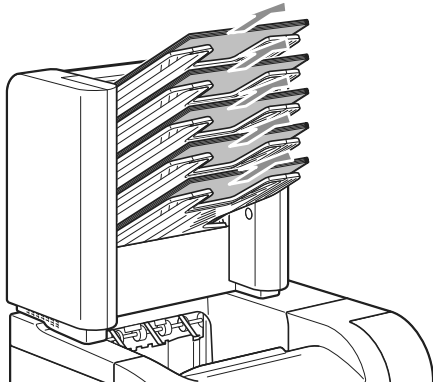
3. Insert the staple cartridge into the stapler unit, and rotate the stapler unit toward the rear of the product until the unit snaps into place.



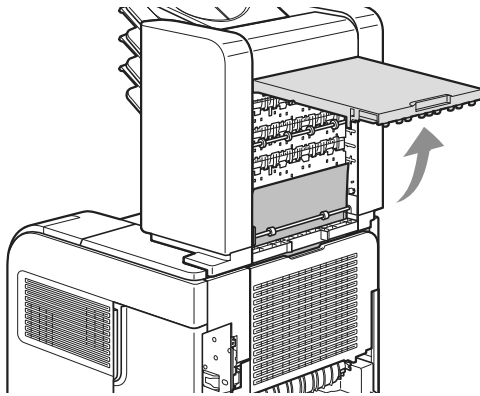
The stapler needs to reload after clearing a staple jam, so the first few documents might not be stapled. If a print job is sent and the stapler is jammed or is out of staples, the job will still print as long as the path to the stacker bin is not blocked.

Clear jams from the optional 5-bin mailbox

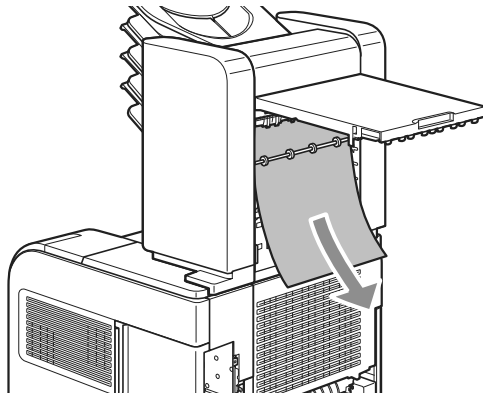
1. Remove any paper that is in the output bins.



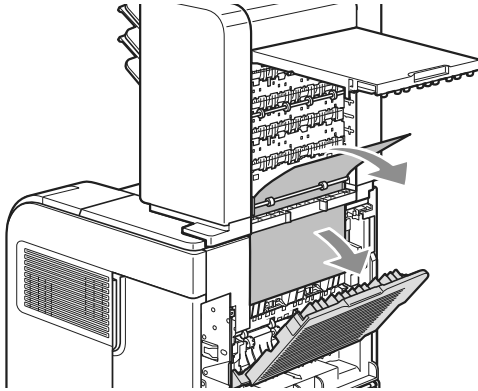
2. On the back of the 5-bin mailbox, open the jam-access door.



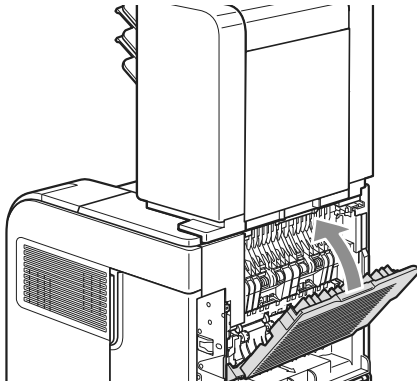
3. If the paper is jammed at the top of the 5-bin mailbox, pull it straight down to remove it.



4. If the paper is jammed at the bottom of the 5-bin mailbox, open the rear output bin, and then pull straight up on the paper to remove it.



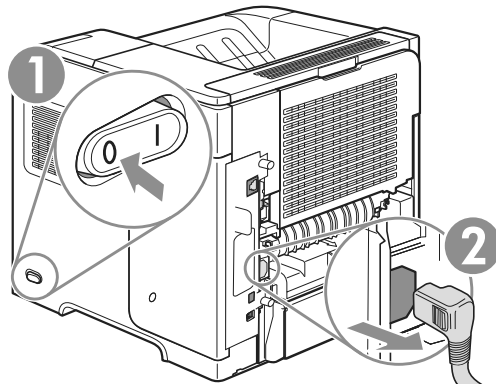
5. Close the jam-access door and the rear output bin.



Clear jams from the fuser

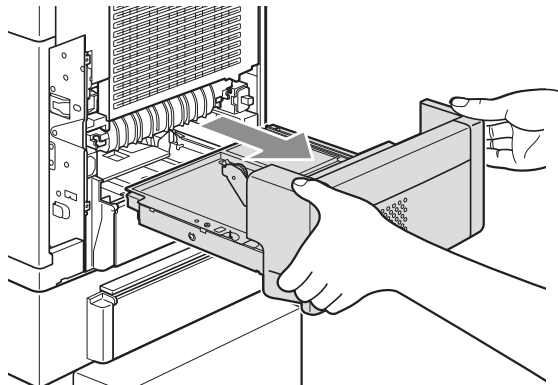
Use this procedure only in these situations:

- Paper has jammed inside the fuser and cannot be removed from the top-cover area or the rear-output area.
 - A sheet of paper has torn while you were trying to clear a jam from the fuser.
1. Turn the product off and unplug the power cord from the product.

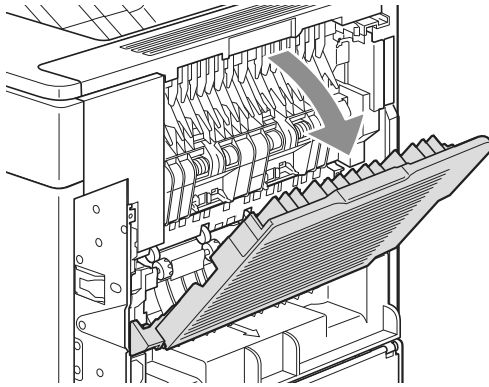


⚠ WARNING! The fuser is very hot. To avoid minor burns, wait 30 minutes for the fuser to cool before removing it from the product.

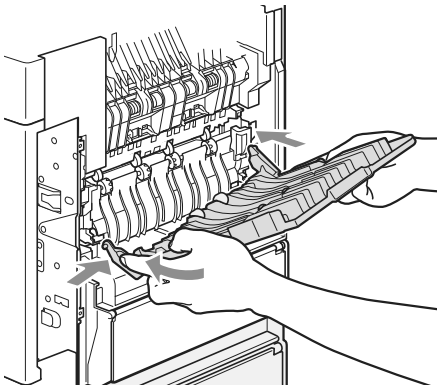
2. Rotate the product so the rear is facing you. If an optional duplexer is installed, lift it and pull it straight out. Set it aside.



3. Open the rear output bin.

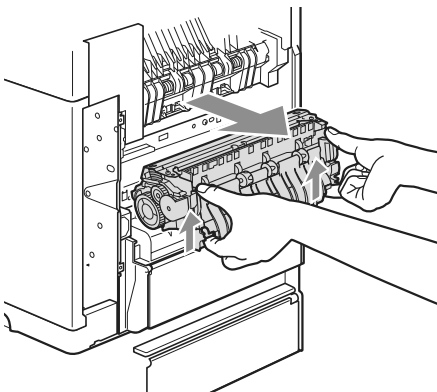


4. Remove the rear output bin. Place your finger near the left-side hinge, and push firmly to the right until the hinge-pin clears the hole inside the product. Rotate the output bin outward to remove it.

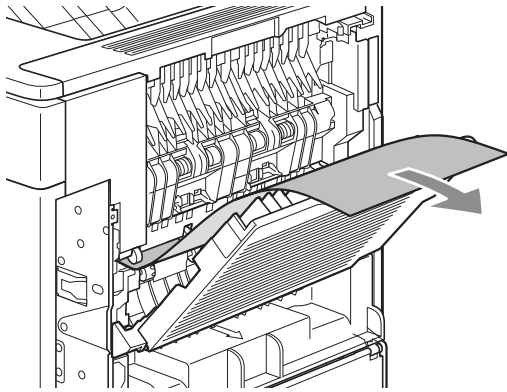


5. If paper is visible, remove it.

If paper is not visible, push up on the two blue levers on the sides of the fuser, and pull the fuser straight out.

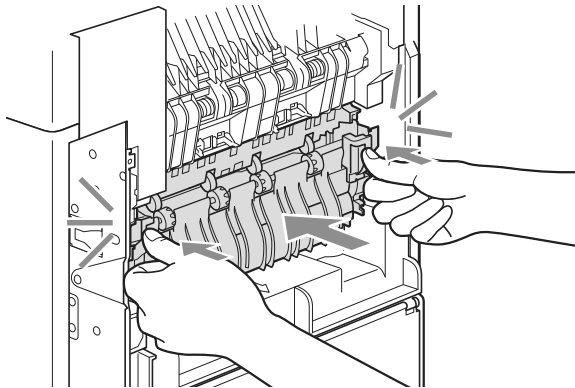


6. Remove the jammed paper. If necessary, lift the black plastic guide that is located on the top of the fuser to gain access to the jammed sheet.

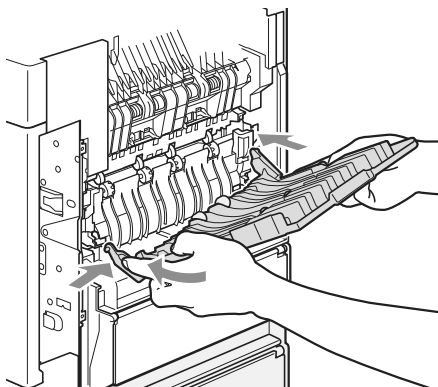


⚠ CAUTION: Do not use a sharp or metal object to clear paper from the fuser area. You might damage the fuser.

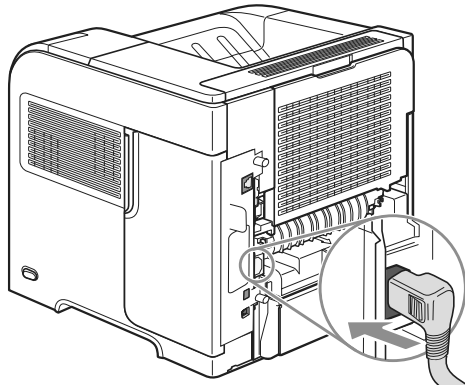
7. Push the fuser firmly into the product until the blue levers on both sides click into place.



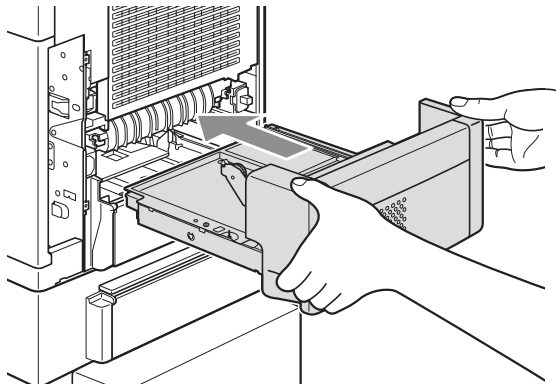
8. Reinstall the rear output bin. Insert the right hinge-pin into the hole inside the product. Push inward on the left hinge, and slide it into the hole inside the product. Close the rear output bin.



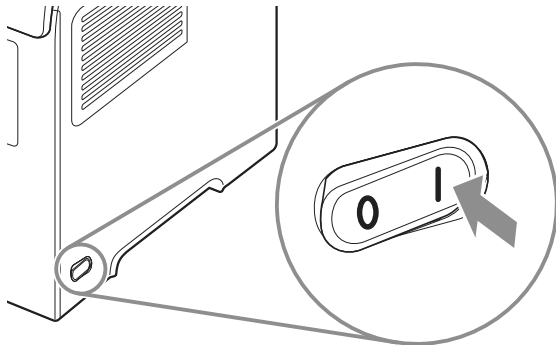
- 9.** Plug the power cord into the product.



- 10.** Replace the optional duplexer, if it was removed.



- 11.** Turn the product on.

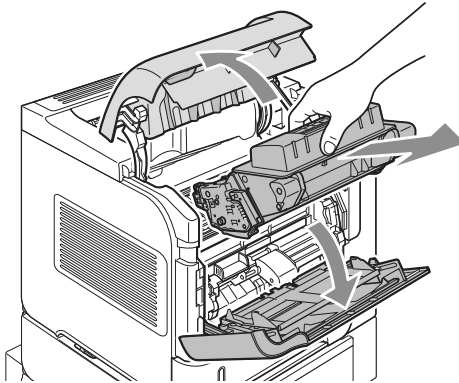


- 12.** If a jam message persists, a sheet is still jammed in the product. Look for the jam in another location.

After clearing all jams, you need to send the print job again because the product power has been turned off.

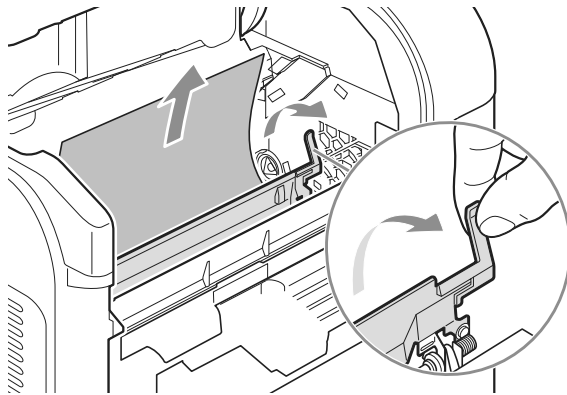
Clear jams from the print-cartridge (top cover)

1. Open the top cover and remove the print cartridge.

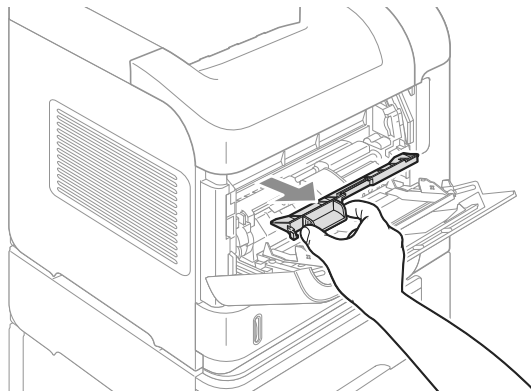


⚠ CAUTION: To prevent damage to the print cartridge, do not expose it to light for more than a few minutes. Cover the print cartridge with a sheet of paper while it is outside of the product.

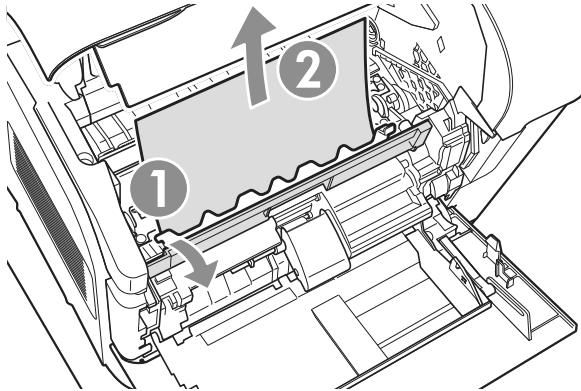
2. Use the green handle to lift the paper-access plate. Slowly pull the jammed paper out of the product. Do not tear the paper. If paper is difficult to remove, try clearing it from the tray area.



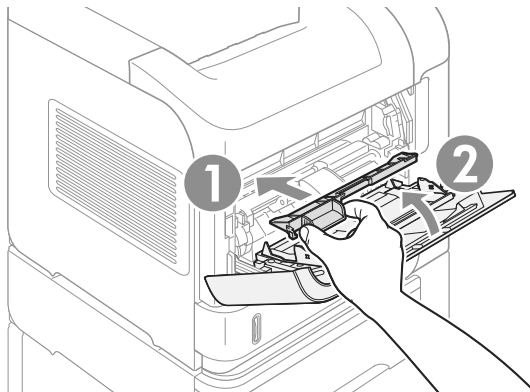
3. Open Tray 1 and remove the envelope accessory cover. If paper is present, remove it.



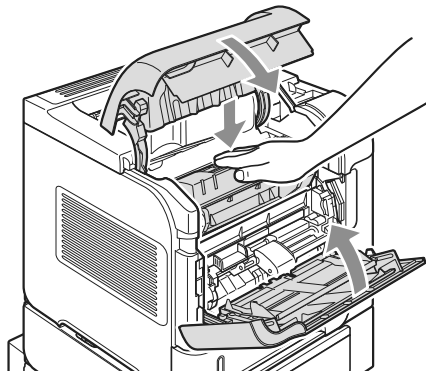
4. Rotate the paper guide to check for additional jammed paper underneath. If jammed paper is present, remove it.



5. Replace the envelope accessory cover and close Tray 1.



6. Reinstall the print cartridge and close the top cover.



7. If a jam message persists, jammed paper is still in the product. Look for the jam in another location.

Change jam recovery

This product provides a jam recovery feature that reprints jammed pages. The following options are available:



- **Auto** — The product attempts to reprint jammed pages when enough memory is available. This is the default setting.
- **Off** — The product does not try to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.



NOTE: When using this option, if the product runs out of paper and the job is being printed on both sides, some pages can be lost.

- **On** — The product always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause overall performance to suffer.

Set the jam recovery feature

1. Press the Home  button.
2. Open the following menus:
 - **Administration**
 - **General Settings**
 - **Jam Recovery**
3. Scroll to the appropriate setting, and then press the **OK** button.
4. Press the Home  button to return to the **Ready** state.

Paper does not feed automatically

- [The product does not pick up paper](#)
- [The product picks up multiple sheets of paper](#)
- [Prevent paper jams](#)

The product does not pick up paper

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

1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.

The product picks up multiple sheets of paper

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

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

Prevent paper jams

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

1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the product.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

Use manual print modes

Try the following multi-purpose (MP) modes to see if they solve the image-quality problems. To access the manual print modes, open the following menus:

- **Administration**
- **General Settings**
- **Print Quality**
- **Adjust Paper Types**

Table 3-34 MP modes under the Adjust Paper Types sub menu

Print Mode	<ul style="list-style-type: none">• NORMAL MODE• HEAVY MODE• SHELF EDGE MODE 2• CARDSTOCK MODE• TRANSPARENCY MODE• ENVELOPE MODE• LABEL MODE• LIGHT MODE• EXTRA LIGHT MODE• ROUGH MODE• HEAVY GLOSSY MODE• HEAVY ROUGH MODE• BOND MODE <p>NOTE: Not all print modes are available for all paper types.</p>
RESISTANCE MODE	<p>Set to Up to resolve print-quality issues caused by poor secondary transfer in low-humidity environments with resistive or rough surface media.</p>

Table 3-34 MP modes under the Adjust Paper Types sub menu (continued)

HUMIDITY MODE	<p>With glossy film, set to High when the product is in a high-humidity environment and print-quality defects occur on HP Tough Paper or Opaque film.</p> <p>With transparencies, set to High when the product is in a high-humidity environment and print-quality defects occur on color transparencies on the first page of a print job.</p> <p>With all other paper types, set to High when the product is in a high-humidity environment and light density occurs on the first page of a print job.</p>
FUSER TEMP MODE	<p>If you are seeing a faint image of the page repeated at the bottom of the page or on the following page, first make sure the Paper Type and Print Mode settings are correct for the type of paper you are using. If you continue to see ghost images on your print jobs, set the Fuser Temp feature to one of the Alternate settings. Try the ALTERNATE 1 setting first and see if it solves the problem. If you continue to see the problem, try ALTERNATE 2 and then ALTERNATE 3. Using the ALTERNATE 2 and ALTERNATE 3 settings might cause an extra delay between jobs.</p>

Table 3-35 MP modes under the Optimize submenu

LINE DETAIL	Use this setting to improve line detail.
RESTORE OPTIMIZE	Use this setting to restore default settings.

Solve image-quality problems

Occasionally, you might encounter problems with print quality. The information in the following sections helps you identify and resolve these issues.

Print-quality examples

These examples identify the most common print-quality problems. If you still have problems after trying the suggested solutions, contact HP Customer Support.

Table 3-36 Image defect examples

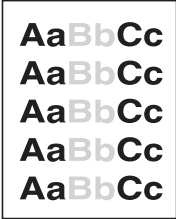

Problem	Image example	Solution
Light print (partial page)		<ol style="list-style-type: none">1. Make sure that the print cartridge is fully installed.2. The toner level in the print cartridge might be low. Replace the print cartridge.3. The paper might not meet HP specifications (for example, the paper is too moist or too rough).
Light print (entire page)		<ol style="list-style-type: none">1. Make sure that the print cartridge is fully installed.2. Make sure that the Economode setting is turned off at the control panel and in the printer driver.3. Open the following menus:<ul style="list-style-type: none">◦ Administration◦ General Settings◦ Print Quality◦ Toner Density<ul style="list-style-type: none">• Select from a range of density settings.4. Try using a different type of paper.5. The print cartridge might be almost empty. Replace the print cartridge.6. Clean the product paper path.7. If the error persists, replace the transfer roller and clean the contacts.8. If the error persists, replace the high-voltage power supply.9. If the error persists, replace the DC controller.10. If the error persists, replace the laser/scanner.

Table 3-36 Image defect examples (continued)

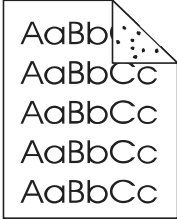
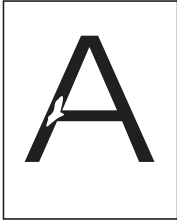
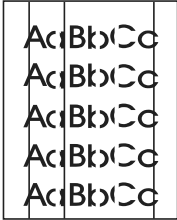
Problem	Image example	Solution
Specks		<p>Specks might appear on a page after a jam has been cleared.</p> <ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Clean the inside of the product and run a cleaning page to clean the fuser. 3. Try using a different type of paper. 4. Clean the cassette pickup roller. If the roller is dirty and can not be cleaned, replace the roller. 5. Check the print cartridge for leaks. If the print cartridge is leaking, replace it. 6. Clean the product paper path several times.
Dropouts		<ol style="list-style-type: none"> 1. Make sure that the environmental specifications for the product are being met. 2. Open the following menus: <ul style="list-style-type: none"> ◦ Administration ◦ General Settings ◦ Print Quality ◦ Adjust Paper Types <ul style="list-style-type: none"> • Scroll to the desired paper type, and then press the OK button. ◦ Print Mode <ul style="list-style-type: none"> • Scroll to the print mode, and then press the OK button. 3. Try using a smoother paper that you know will work in the product. 4. Try using the Print/Stop Test in the Troubleshooting menu to determine if a image-formation component is malfunctioning. Replace the failed component. 5. If the error persists, replace the transfer roller. 6. The fuser pressure roller might not be within nip width specifications. If the error persists, replace fuser.
Lines		<ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Clean the inside of the product and run a cleaning page to clean the fuser. 3. Replace the print cartridge. 4. Replace the print cartridge.

Table 3-36 Image defect examples (continued)


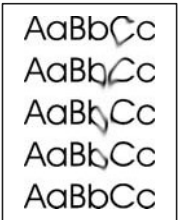
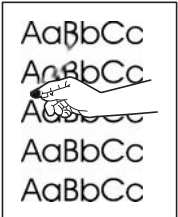
Problem	Image example	Solution
Gray background		<ol style="list-style-type: none"> 1. Do not use paper that has already been run through the product. 2. Try using a different type of paper. 3. Print a few more pages to see if the problem corrects itself. 4. Turn over the paper in the tray. Also, try rotating the paper 180°. 5. Open the following menus: <ul style="list-style-type: none"> ◦ Administration ◦ General Settings ◦ Print Quality ◦ Toner Density <ul style="list-style-type: none"> • Select form a range of density settings. 6. Make sure that the environmental specifications for the product are being met. 7. Clean the product paper path. 8. If the error persists, replace the laser/scanner. 9. If the error persists, replace the DC controller PCA. 10. If the error persists, replace the high-voltage power supply.
Toner smear		<ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Try using a different type of paper. 3. Make sure that the environmental specifications for the product are being met. 4. Clean the inside of the product and run a cleaning page to clean the fuser. 5. Replace the print cartridge.
Loose toner		<p>Loose toner, in this context, is defined as toner that can be rubbed off the page.</p> <ol style="list-style-type: none"> 1. Open the following menus: <ul style="list-style-type: none"> ◦ Administration ◦ General Settings ◦ Print Quality

Table 3-36 Image defect examples (continued)

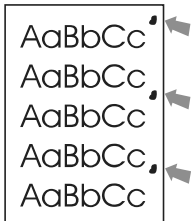

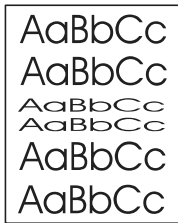
Problem	Image example	Solution
		<ul style="list-style-type: none"> ◦ Adjust Paper Types <ul style="list-style-type: none"> • Scroll to the desired paper type, and then press the OK button. ◦ Print Mode <ul style="list-style-type: none"> • Scroll to the print mode, and then press the OK button. <ol style="list-style-type: none"> 2. If you have observed a rougher texture on one side of your paper, try printing on the smoother side. 3. Make sure that the environmental specifications for the product are being met. 4. Make sure that the type and quality of the paper you are using meet HP specifications.
Repeat defects		<ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Clean the inside of the product and run a cleaning page to clean the fuser. 3. The print cartridge might need to be replaced.
Repeat image		<p>This type of defect might occur when using preprinted forms or a large quantity of narrow paper.</p> <ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Make sure that the type and quality of the paper you are using meet HP specifications. 3. The print cartridge might need to be replaced. 4. Clean the delivery roller.
Misformed characters		<ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Make sure that the environmental specifications for the product are being met. 3. Make sure that the type and quality of the paper you are using meet HP specifications. 4. Try using another input tray. 5. If the error persists, reconnect the connectors (J143, J144, and J145) on the laser/scanner. 6. If the error persists, reconnect the connectors (J83 and J84) on the DC controller PCA. 7. If the error persists, replace the laser/scanner. 8. If the error persists, replace the DC controller PCA.

Table 3-36 Image defect examples (continued)

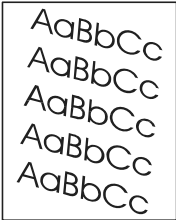
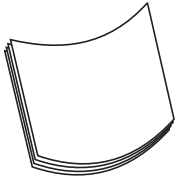
Problem	Image example	Solution
Page skew		<ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Verify that no torn pieces of paper are inside the product. 3. Make sure that paper is loaded correctly and that all adjustments have been made. Make sure that the guides in the tray are not too tight or too loose against the paper. 4. Turn over the paper in the tray. Also, try rotating the paper 180°. 5. Make sure that the type and quality of the paper you are using meet HP specifications. 6. Make sure that the environmental specifications for the product are being met. 7. If the error persists, replace the registration assembly.
Curl or wave		<ol style="list-style-type: none"> 1. Turn over the paper in the tray. Also, try rotating the paper 180°. 2. Make sure that the type and quality of the paper you are using meet HP specifications. 3. Make sure that the environmental specifications for the product are being met. 4. Try printing to a different output bin. 5. Open the following menus: <ul style="list-style-type: none"> ◦ Administration ◦ General Settings ◦ Print Quality ◦ Adjust Paper Types <ul style="list-style-type: none"> ● Scroll to the desired paper type, and then press the OK button. ◦ Print Mode <ul style="list-style-type: none"> ● Scroll to the print mode, and then press the OK button.

Table 3-36 Image defect examples (continued)

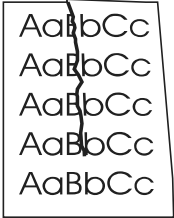
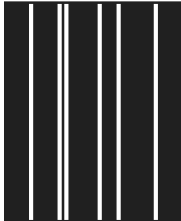
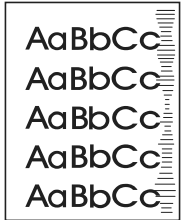
Problem	Image example	Solution
Wrinkles or creases		<ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Make sure that the environmental specifications for the product are being met. 3. Turn over the paper in the tray. Also, try rotating the paper 180°. 4. Make sure that paper is loaded correctly and all adjustments have been made. 5. Make sure that the type and quality of the paper you are using meet HP specifications. 6. Try using another input tray. 7. If envelopes are creasing, try storing envelopes so that they lie flat. 8. Open the following menus: <ul style="list-style-type: none"> ◦ Administration ◦ General Settings ◦ Print Quality ◦ Adjust Paper Types <ul style="list-style-type: none"> • Scroll to the desired paper type, and then press the OK button. ◦ Print Mode <ul style="list-style-type: none"> • Scroll to the print mode, and then press the OK button.
Vertical white lines		<ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Make sure that the type and quality of the paper you are using meet HP specifications. 3. Replace the print cartridge. 4. If the error persists, the fuser sleeve might be scratched. Replace the fuser. 5. If the error persists, the mirror in the laser scanner might be contaminated. Replace the laser/scanner.
Tire tracks		<p>This defect typically occurs when the print cartridge has far exceeded its rated life. For example, if you are printing a very large quantity of pages with very little toner coverage.</p> <ol style="list-style-type: none"> 1. Replace the print cartridge. 2. Reduce the number of pages that you print with very low toner coverage.

Table 3-36 Image defect examples (continued)

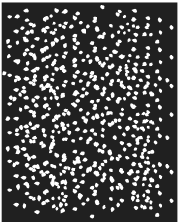



Problem	Image example	Solution
White spots on black		<ol style="list-style-type: none"> 1. Print a few more pages to see if the problem corrects itself. 2. Make sure that the type and quality of the paper you are using meet HP specifications. 3. Make sure that the environmental specifications for the product are being met. 4. Clean the product paper path. 5. Replace the print cartridge.
Scattered lines		<ol style="list-style-type: none"> 1. Make sure that the type and quality of the paper you are using meet HP specifications. 2. Make sure that the environmental specifications for the product are being met. 3. Turn over the paper in the tray. Also, try rotating the paper 180°. 4. Open the following menus: <ul style="list-style-type: none"> ◦ Administration ◦ General Settings ◦ Print Quality ◦ Toner Density <ul style="list-style-type: none"> • Select form a range of density settings. 5. Open the CONFIGURE DEVICE menu at the product control panel. On the PRINT QUALITY submenu, open OPTIMIZE and set LINE DETAIL=ON. <ul style="list-style-type: none"> ◦ Administration ◦ General Settings ◦ Print Quality ◦ Optimize <ul style="list-style-type: none"> • Select form a list of settings. 6. If the error persists, the transfer roller might be deformed or deteriorated. Replace the transfer roller. 7. If the error persists, replace the DC controller PCA. 8. If the error persists, replace the high-voltage power supply.

Table 3-36 Image defect examples (continued)

Problem	Image example	Solution
Blurred print		<ol style="list-style-type: none">1. Make sure that the type and quality of the paper you are using meet HP specifications.2. Make sure that the environmental specifications for the product are being met.3. Turn over the paper in the tray. Also, try rotating the paper 180°.4. Do not use paper that already has been run through the product.5. Open the following menus:<ul style="list-style-type: none">◦ Administration◦ General Settings◦ Print Quality◦ Toner Density<ul style="list-style-type: none">• Select form a range of density settings.
Random image repetition		<p>If an image that appears at the top of the page (in solid black) repeats further down the page (in a gray field), the toner might not have been completely erased from the last job. (The repeated image might be lighter or darker than the field it appears in.)</p> <ul style="list-style-type: none">• Print the job several times to determine if the problem persists.• Change the tone (darkness) of the field that the repeated image appears in.• Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page.• From your software program, rotate the whole page 180° to print the lighter image first.• If the defect occurs later in a print job, turn the product off for 10 minutes, and then turn it on to restart the print job.

Clean the product

Over time, particles of toner and paper accumulate inside the product. This can cause print-quality problems during printing. Cleaning the product eliminates or reduces these problems.

Clean the paper path and print-cartridge areas every time that you change the print cartridge or whenever print-quality problems occur. As much as possible, keep the product free from dust and debris.


To clean the product exterior, use a soft, water-moistened cloth.

Clean the paper path





NOTE: If you are processing a cleaning page to clean the fuser, repeat the process 1 to 6 times until the paper comes out clean.

Process a cleaning page

1. Press the Home  button.
2. Open the following menus:
 - **Device Maintenance**
 - **Calibrate/Cleaning**
3. Scroll to the **Print Cleaning Page** item, and then press the **OK** button.
4. The product prints a cleaning page, and then returns to the main menu. Discard the printed page.

Set up an auto cleaning page

Use the procedure in this section to set up an automatic cleaning page.

1. Press the Home  button.
2. Open the following menus:
 - **Device Maintenance**
 - **Calibrate/Cleaning**
3. Press the **Down** arrow  to highlight the **Auto Cleaning** item, and then select the **Enabled** item. Press the **OK** button.
4. Scroll to the **Cleaning Interval** item, and then use the arrow buttons to select an interval. Press the **OK** button.



TIP: HP recommends processing a cleaning page after every 5000 printed pages.

5. Scroll to the **Auto Cleaning Size** item, and then use the arrow buttons to select the cleaning page size. Press the **OK** button.

Solve performance problems

Problem	Cause	Solution
Pages print but are totally blank.	The document might contain blank pages.	Check the document that you are printing to see if content appears on all of the pages.
	The product might be malfunctioning.	To check the product, print a Configuration page.
	All of the print cartridges might be very low on toner.	Replace the toner cartridges if a Supplies very low message is displayed.
Pages print very slowly.	Heavier paper types can slow the print job.	Print on a different type of paper. Proper fusing may require a slower print speed to ensure the best print quality.
	Complex pages can print slowly.	Simplify the page.
Pages did not print.	The product might not be pulling paper correctly.	Make sure paper is loaded in the tray correctly.
	The paper is jamming in the product.	Clear the jam.
	The USB cable might be defective or incorrectly connected.	<ul style="list-style-type: none"> • Disconnect the USB cable at both ends and reconnect it. • Try printing a job that has printed in the past. • Try using a different USB cable.
	Other devices are running on your computer.	The product might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, you must disconnect the other device or you must use two USB ports on the computer.

Solve connectivity problems

Solve direct-connect problems

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

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 m (6.5 ft). Replace the cable if necessary.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve network problems


Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page. See [Internal print-quality test pages on page 241](#).

Problem	Solution
Poor physical connection	<p>Verify that the product is attached to the correct network port using a cable of the correct length.</p> <p>Verify that cable connections are secure.</p> <p>Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.</p> <p>If the problem continues, try a different cable or port on the hub.</p>
The computer is unable to communicate with the product.	<p>Use the command prompt to ping the product from your computer. For example:</p> <pre>ping 192.168.45.39</pre> <p>Verify that the ping displays round-trip times, which indicates that it is working.</p> <p>If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.</p>
Incorrect link and duplex settings	<p>Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). See the user guide.</p>
Incorrect IP address for the product on the computer	<p>Use the correct IP address. The IP address is listed on the configuration page.</p> <p>If the IP address is correct, delete the product and then add it again.</p>
New software programs have caused compatibility problems.	<p>Verify that any new software programs are correctly installed and that they use the correct printer driver.</p>
Your computer or workstation is set up incorrectly.	<p>Check the network drivers, printer drivers, and the network redirection.</p> <p>Verify that the operating system is configured correctly.</p>
The protocol is disabled, or other network settings are incorrect.	<p>Review the configuration page to check the status of the protocol. Enable it if necessary.</p> <p>Reconfigure the network settings if necessary. See the user guide.</p>


Service mode functions

Service menu

The **Service** menu is PIN-protected for added security. Only authorized service people have access to the **Service** menu. When you select **Service** from the list of menus, the product prompts you to enter an eight-digit PIN number (**Service Access Code**). The PIN for the HP LaserJet Enterprise 600 M601, M602, and M603 Series Printer is 10060111, 10060211, or 10060311 depending on your model.

1. Press the Home  button.
2. Open the following menus:
 - **Device Maintenance**
 - **Service**
 - **Service Access Code**
3. Enter the eight-digit PIN using the arrow buttons or numeric keypad.

After entering a digit, press the **OK** button. Repeat for each digit in the PIN.

 **NOTE:** Only the **Service Access Code** can be used to access the **Service** menu. The message **Your user account does not have permission to access the selected item** displays if the correct **Service Access Code** is not used.

4. Press the **OK** button to enter the PIN and open the **Service** menu.


The following menu items appear in the **Service** menu:

First level	Second level	Third level	Description
User Access Code			Only the Service Access Code can be used to access the Service menu. The message Your user account does not have permission to access the selected item displays if the correct Service Access Code is not used.
Administrator Access Code			Only the Service Access Code can be used to access the Service menu. The message Your user account does not have permission to access the selected item displays if the correct Service Access Code is not used.
Service Access Code			This item allows access to the Service sub menus.

First level	Second level	Third level	Description
	Print Event Log		Use this item to print the service event log.
	View Event Log		Use this item to view the service event log.
	Clear Event Log		Use this item to clear (erase) the service event log.
	Cycle Counts	Mono Cycle Counts	Use this item to reset the mono print job page count.
		Refurbish Cycle Count	Use this item to reset the refurbish print job page count.
	Serial Number		Use this item to reset the product serial number.
	Service ID		Use this item to reset the product service identification number.
	Cold Reset Paper		Use this item to set the cold reset paper size.
Test Support	Continuous Print from USB		Use this item to test print from an external USB.

Product resets

Restore factory-set defaults

1. Press the Home  button.
2. Open the following menus:
 - **Administration**
 - **General Settings**
 - **Restore Factory Settings**
3. Scroll to type of reset from a list, and then press the OK button.
4. Scroll to the **Reset** item, and then press the OK button.

Restore factory-set defaults values

- **General**
 - Display and sound settings for the control panel
 - Localization settings (for example, clock format and date format)

- Error and warning log behavior
- Default media settings
- Sleep mode and delay setting
- Internal backup file maximum size
- Oxp installer solutions, tasks and pending tasks
- Http job defaults
- Clears the error, warning and info logs
- Supported media types
- Resets JetLink connected external devices
- **Print**
 - Print default job, stored job and quick set settings
 - Some print job usage data
 - Print system configuration settings
- **Security**
 - Default Authentication agent
 - Authentication agents
 - Policy agents

Clean Disk and Partial Clean functions

Active and repository firmware locations


The firmware bundle now consists of multiple parts. The main components are the Windows CE Operating System and the printer/peripheral firmware files.

There are two locations/partitions on the hard drive where the firmware components are stored:

- The Active – where the Operating System and firmware currently are executing
- The Repository – the recovery location

If the Active location is damaged, or a **Partial Clean** was performed, the printer automatically copies over the OS and firmware files from the Repository location and the printer recovers.

If both the Active and Repository locations are damaged, or a **Clean Disk** was performed, then both locations are gone and the error message **99.09.67** appears on the control-panel display. The user must upload the firmware to the printer in order for it to function again


 **CAUTION:** The **Clean Disk** option performs a disk initialization for the entire disk. The operating system, firmware files, and third party files (among other files) will be completely lost. HP does not recommend this action.

Partial Clean

The **Partial Clean** option erases all partitions and data on the disk drive, except for the firmware repository where a backup copy of the firmware file is stored. This allows the disk drive to be reformatted without having to download a firmware upgrade file to return the product to a bootable state.

Characteristics of a Partial Clean

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.
- Rebooting the product restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- For previous HP products, a Hard Disk Initialization is similar to executing the **Partial Clean** function for this product.

 **CAUTION:** HP recommends backing-up product configuration data before executing a **Partial Clean** if you need to retain customer-defined settings. See the **Backup/Restore** item in the **Device Maintenance** menu.

Reasons for performing Partial Clean

- The product continually boots up in an error state.




NOTE: Try clearing the error prior to executing a **Partial Clean**.

- The product will not respond to commands from the control panel.
- Executing the **Partial Clean** function is helpful for troubleshooting hard disk problems.
- To reset the product by deleting all solutions and customer-defined settings.
- The product default settings are not properly working.

Execute a Partial Clean

1. Turn the product on.
2. When the Ready, Data, and Attention LEDs are illuminated solid, press the **Stop** button.
3. Scroll to **Administration**, and then press the **OK** button.
4. Scroll to **Partial Clean**, and then press the **OK** button.

5. Press the **OK** button again.
6. Press the **Back** button to highlight **Continue**, and then press the **OK** button.

 **NOTE:** The product initializes.


Clean Disk

The **Clean Disk** option erases the entire disk drive.


 **CAUTION:** After executing a **Clean Disk** option, the product is *not* bootable.

Characteristics of a Partial Clean

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.

 **NOTE:** Rebooting the product *does not* restore the firmware files.


- Rebooting the product restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- After executing the **Clean Disk** function, the message **99.09.67** displays on the control panel.
- After executing the **Clean Disk** function, the product firmware must be reloaded.

 **CAUTION:** HP recommends that you do not use the **Clean Disk** option unless an error occurs and the solution in the product service manual recommends this solution. After executing the **Clean Disk** function, the product is unusable.

HP recommends backing-up product configuration data before executing a **Clean Disk** if you need to retain customer-defined settings. See the **Backup/Restore** item in the **Device Maintenance** menu.

Reasons for performing Clean Disk

- The product continually boots up in an error state.

 **NOTE:** Try clearing the error prior to executing a **Clean Disk**.

- The product will not respond to commands from the control panel.
- Executing the **Clean Disk** function is helpful for troubleshooting hard disk problems.
- To reset the product by deleting all solutions and customer-defined settings.

Execute a Clean Disk

1. Turn the product on.
2. When the Ready, Data, and Attention LEDs are illuminated solid, press the **Stop** button.
3. Scroll to **Administration**, and then press the **OK** button.

4. Scroll to **Clean Disk**, and then press the OK button.
5. Press the OK button again.



NOTE: When the **Clean Disk** operation is complete, you will need to reload the product firmware.

Product updates

To download the most recent firmware upgrade for the product, go to www.hp.com/go/lj600Series_firmware.

Determine the installed revision of firmware

Print a configuration page to determine the installed revision of firmware. See [Internal print-quality test pages on page 241](#).

On the configuration page, look in the section marked Device Information for the firmware datecode and firmware revision.

Firmware datecode and firmware revision examples

- 20100831 (firmware datecode)
- 103067_104746 (firmware revision)

Perform a firmware upgrade

The firmware bundle is a `xxxxxxx.bdl` file. This file requires an interactive upgrade method. You cannot upgrade the printer using the traditional FTP, LPR or Port 9100 methods of upgrading. Use one of the following methods to upgrade the firmware for this product.

Embedded Web Server

1. Open an browser window.
2. Enter the product IP address in the URL line.
3. Select the **Firmware upgrade** link from within the **Troubleshooting** tab.



NOTE: If you get a warning screen, follow the instructions for setting an administrator password from the **Security** tab.

4. Browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file. Select the Install button to perform the upgrade.



NOTE: Do not close the browser window until the Embedded Web Server (EWS) displays the confirmation page.


5. Select **Restart Now** from the EWS confirmation page, or turn the product off, and then on again using the power button.


USB storage device (Preboot menu)

1. Copy the `xxxxxxx.bdl` file to a portable USB flash memory storage device (thumb drive).
2. Turn the product on.
3. Press the **Stop** button when the *Ready*, *Data* and *Attention* LEDs illuminate solid.
4. Scroll to the **Administrator** menu, and then press the **OK** button.
5. Scroll to the **Download** item, and then press the **OK** button.
6. Insert the portable USB storage device with the `xxxxxxx.bdl` file on it.

 **NOTE:** If the error message **No USB Thumbdrive Files Found** appears on the control-panel display, you might need to connect the storage device to the external USB connection on the formatter or try using a different portable storage device.


7. Scroll to the **USB Thumbdrive** item, and then press the **OK** button.
8. Scroll to the `xxxxxxx.bdl` file, and then press the **OK** button.

 **NOTE:** The upgrade process can take up to 10 minutes to complete.

 **TIP:** If there is more than one `xxxxxxx.bdl` file on the storage device, make sure that you select the correct file for this product.

9. When the message **Complete** appears on the control-panel display, press the **Back** button 3 times.
10. When the message **Continue** appears on the control-panel display, press the **OK** button. The product will initialize.
11. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed. See [Print configuration page on page 243](#) and [Determine the installed revision of firmware on page 397](#).

USB storage device (control-panel menu)

1. Copy the xxxxxxxx.bdl file to a portable USB flash memory storage device (thumbdrive).
2. Turn the product on, and then wait until it reaches the Ready state.
3. Press the Home  button or OK button.
4. Scroll to the **Device Maintenance** item, and then press the OK button.
5. Scroll to the **USB Firmware Upgrade** item, and then press the OK button.
6. Insert the portable USB storage device with the xxxxxxxx.bdl file on it into the USB port on the front of the product, and then press the OK button.
7. Scroll to the xxxxxxxx.bdl file item, and then press the OK button.



TIP: If there is more than one xxxxxxxx.bdl file on the storage device, make sure that you select the correct file for this product.

8. A prompt to upgrade an older, newer, or reinstall the same version appears. Press the down arrow ▼ button to highlight the desired option, and then press the OK button.

When the upgrade is complete, the product will initialize.



NOTE: The upgrade process can take up to 10 minutes to complete.

9. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed. See [Internal print-quality test pages on page 241](#) and [Determine the installed revision of firmware on page 397](#).

4 Parts and diagrams

- [Order parts by authorized service providers](#)
- [How to use the parts lists and diagrams](#)
- [Assembly locations](#)
- [Covers](#)
- [Internal components](#)
- [Input devices](#)
- [Duplexer](#)
- [Envelope feeder](#)
- [Output devices](#)
- [Alphabetical parts list](#)
- [Numerical parts list](#)

Order parts by authorized service providers

Order parts, accessories, and supplies

Table 4-1 Order parts, accessories, and supplies

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using HP software	For information about using the HP software to order parts, accessories, and supplies, see the product user guide.

Supplies part numbers

Table 4-2 Supplies part numbers

Item	Description	Part number
HP LaserJet print cartridge with HP ColorSphere toner	Black print cartridge (standard)	CE390A (new)
		CE390-67901 (service)
	Black print cartridge (high capacity)	CE390X (new)
		CE390-67902 (service)

Customer-self repair parts

Each kit includes parts and installation instructions. The customer-self repair (CSR) level indicates the expected difficulty the customer will experience when replacing this part:

- A = Mandatory
- B = Optional
- C = Very difficult

Item	Part number	CSR level
Transfer roller kit	CE988-60793	A
<ul style="list-style-type: none">• Transfer roller assembly (with removal tool)• Installation instructions		
Output bin assembly kit	CE988-67909	A
<ul style="list-style-type: none">• Output bin• Installation instructions		

Item	Part number	CSR level
Formatter kit	CE988-67906	A
<ul style="list-style-type: none"> • Formatter assembly • Installation instructions 	CE988-67908 (China)	
Fuser kit	CE988-67901 (110 V)	A
<ul style="list-style-type: none"> • Fuser assembly • Installation instructions 	CE988-67902 (220 V)	
Tray 2-X pickup and feed rollers kit	CE988-67904	A
<ul style="list-style-type: none"> • Paper pickup rollers • Paper feed rollers • Installation instructions 		
Tray 1 rollers kit	CE988-67905	B
<ul style="list-style-type: none"> • Tray 1 pickup roller • Tray 1 feed roller • Tray 1 separation roller • Installation instructions 		
Solid state memory kit	CE988-67907 	B
<ul style="list-style-type: none"> • Solid state memory, 8 GB • Installation instructions 		
Hard disk drive encrypted kit	CE502-67915	B
<ul style="list-style-type: none"> • Hard disk drive encrypted, 250 GB • Installation instructions 		
Preventative maintenance service kits	110 volt: CF064-67901	A
<ul style="list-style-type: none"> • Fuser • Transfer roller (and tool) • Tray 2-X pickup and feed rollers kit • Disposable gloves • Installation instructions 	220 volt: CF065-67901	
1x500-sheet feeder kit	CE998-67901	A
Custom media cassette kit	CB527-67901	A
Staple cartridge kit	Q3216-67901	A
512 MB memory kit	CE483-67901	A
Envelope feeder kit	CE399-67901	A

Item	Part number	CSR level
Duplex kit	CF062-67901	A
500-sheet stacker kit	CE404-67901	A
500-sheet stapler/stacker kit	CE405-67901	A
5-bin mailbox kit	CE997-67901	A
Product stand kit	CF063-67901	A

Accessories part numbers

Table 4-3 Accessories part numbers

Item	Description	Part number
1x500-sheet feeder	Optional feeder to increase paper capacity. The product can accommodate up to four optional 500-sheet feeders	CE998A
1x1500-sheet feeder	Optional feeder to increase paper capacity.	CE398A
Custom media cassette	Enables the product to print A6-size paper from Tray 2.	CE527A
1,000-staple cartridge	Staple cartridge refill	Q3216A
44 X 32-PIN DDR2 memory DIMM, 512 mb	Memory DIMM	CE483A
Envelope feeder	Optional input accessory to increase paper handling.	CE399A
Duplexer (duplex printing accessory)	Allows automatic printing on both sides of the paper.	CF062A
500-sheet stacker	Provides an additional output bin that holds 500 sheets.	CE404A
500-sheet stapler/stacker	Allows for high-volume output with automatic job finishing. Staples up to 15 sheets of paper.	CE405A
HP 5-bin mailbox	Provides five output bins that you can use to sort jobs.	CE997A

Table 4-3 Accessories part numbers (continued)

Item	Description	Part number
Printer stand	Provides stability when multiple optional trays are installed. The stand has casters so you can easily move the product.	CF063A
Power cords	China 220V - 10A	8121-0951
	Thailand 122V - 10A	8121-0952
	Argentina 220V - 10A	8121-0953
	Switzerland 220V - 10A	8121-0947
	Denmark 220V - 10A	8121-0949
	South Africa 220V - 10A	8121-0954
	Malaysia, Hong Kong, Singapore 220V - 10A	8121-0946
	Korea, Vietnam, Indonesia, Europe 220V - 10A	8121-0950
	Peru, Chile 220V - 10A	8120-5301
	Israel 220V - 10A	8121-1005
	Australia 220V - 10A	8121-0872
	China 220V - 10A	8121-0945
	Taiwan 110V - 13A	8121-0971
	Brazil 110V - 10A	8121-1070
	India 220V - 6A	8121-1083
	US, Saudia Arabia, Canada, Mexico 110V - 13A	8121-1142
	Japan 110V - 12A	8121-1144

Related documentation and software

Table 4-4 Related documentation and software

Item	Description	Part number
<i>HP LaserJet Enterprise 600 M601, M602, and M603 Series Printer User Guide</i>	Product user guide	CE988-90901
<i>HP LaserJet Enterprise M600 M601, M602, and M603 Series Printer Service Manual</i>	English service manual (this manual)	CE988-90945