


Component tests

Half self-test

Perform a half self-test to determine which image-formation process might be malfunctioning.

 **NOTE:** It might be easier to perform the print/stop test to stop the product during the printing process. See [Print/stop test on page 157](#).

1. Print a configuration page from the control panel.
2. Open the cartridge door after the paper advances half-way through the product, which is about 3 to 5 seconds after the main motor begins to rotate. The leading edge of the paper should have advanced past the print cartridge.
3. Remove the print cartridge.
4. Open the print cartridge drum shield to view the drum surface.

If a dark and distinct toner image is present on the drum surface, assume that the cleaning, conditioning, writing, and developing functions of the electrophotographic process are functioning correctly. Troubleshoot the failure as a transfer or fusing problem. If no image is present on the drum, perform the drum rotation test check. See [Drum rotation test check on page 158](#).

Drum rotation test check

 **NOTE:** This test is especially important if refilled print cartridges are in use.


The photosensitive drum, which is located in the print cartridge, must rotate in order for the print process to work. The photosensitive drum receives its drive from the main gear assembly. Use this procedure to determine whether the drum is rotating.

1. Open the cartridge door.
2. Remove the print cartridge.
3. Mark the cartridge drive gear with a felt-tipped marker. Note the position of the mark.
4. Install the print cartridge, and then close the cartridge door. The start-up sequence should rotate the drum enough to move the mark on the gear.
5. Open the product and inspect the mark on the cartridge drive gear.

Verify that the mark moved. If there was no movement, inspect the main gear assembly to make sure that it connects with the print-cartridge gears. If the drive gears function but the drum does not move, replace the print cartridge.

Diagnostics menu components test

Use this diagnostic test to isolate and test individual product components.

1. Press the **Menu** button .
2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **DIAGNOSTICS** menu, and then press the **OK** button.
3. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **COMPONENT TEST** sub menu, and then press the **OK** button.

4. Press the down arrow ▼ button or the up arrow ▲ button to select a component to test.

Table 3-6 Components test

Component test	Item	Control-panel display message	Description
Main motor test	M8001	DRUM MOTOR	Activates the main motor for 10 seconds.
Scanner motor test	Not applicable	LASER SCANNER MOTOR	Activates the laser/scanner motor for 10 seconds.
Fuser motor test	M8002	FUSER MOTOR	Activates the fuser motor for 10 seconds.
Clutch drive test	CL1	INT FEED ROLLER CLUTCH	Activates the main motor to activate the paper feeder pickup clutch for 10 seconds.
Tray 1 (multipurpose tray) pickup solenoid test	SL1	MP TRAY SOLENOID DRIVE	Activates the Tray 1 pickup solenoid for 10 seconds.
Tray 2 pickup solenoid test	SL2	TRAY 2 PICKUP SOLENOID	Activates the Tray 3 cassette pickup solenoid for 10 seconds.
Tray 3 pickup solenoid test	SL3 ¹	TRAY 3 PICKUP SOLENOID	Activates the Tray 4 cassette pickup solenoid for 10 seconds.
Tray 4 pickup solenoid test	SL3 ¹	TRAY 4 PICKUP SOLENOID	Activates the Tray 2 cassette pickup solenoid for 10 seconds.

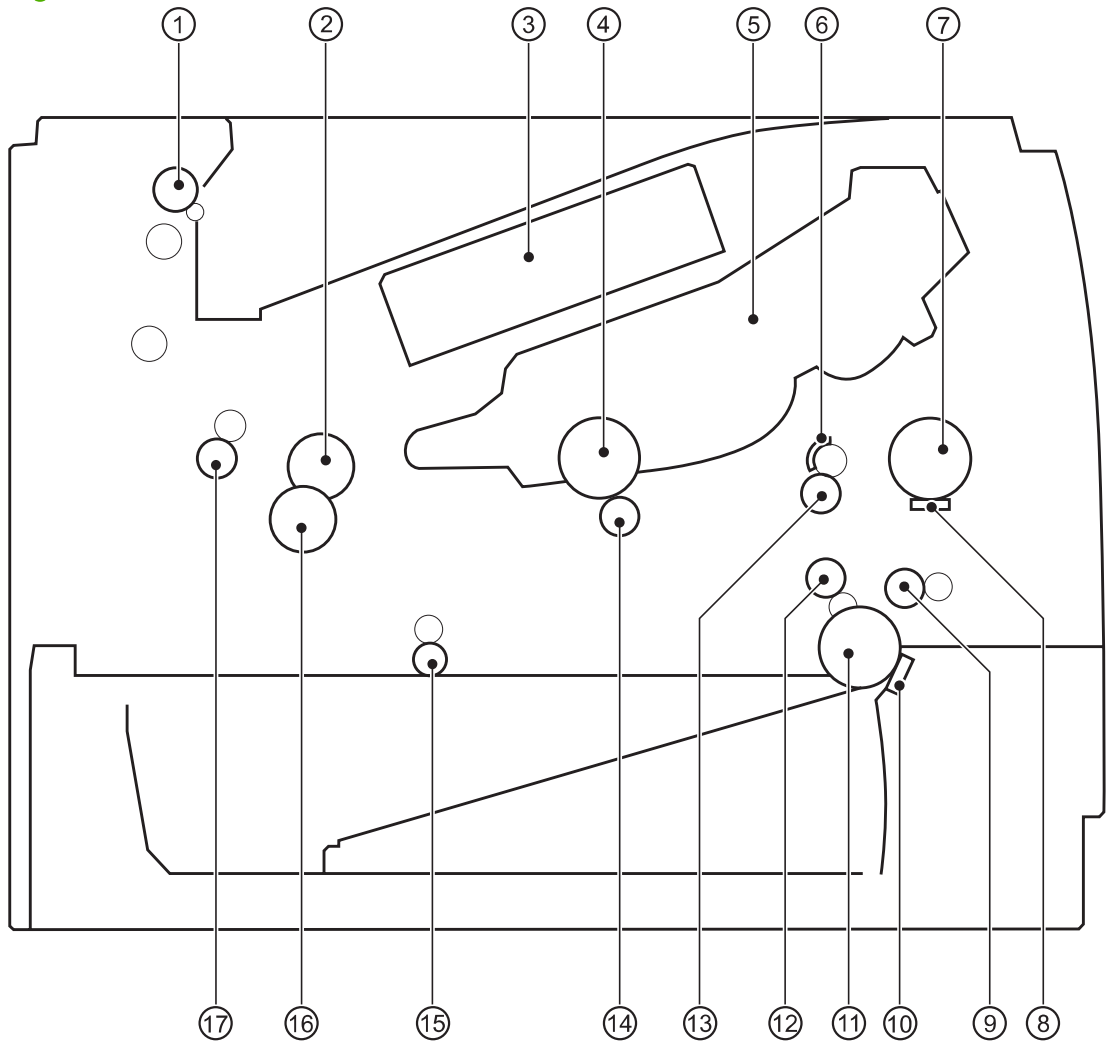
¹ Tray 3 and Tray 4 both use a SL3.

5. Press the **OK** button to start the test.

Diagrams

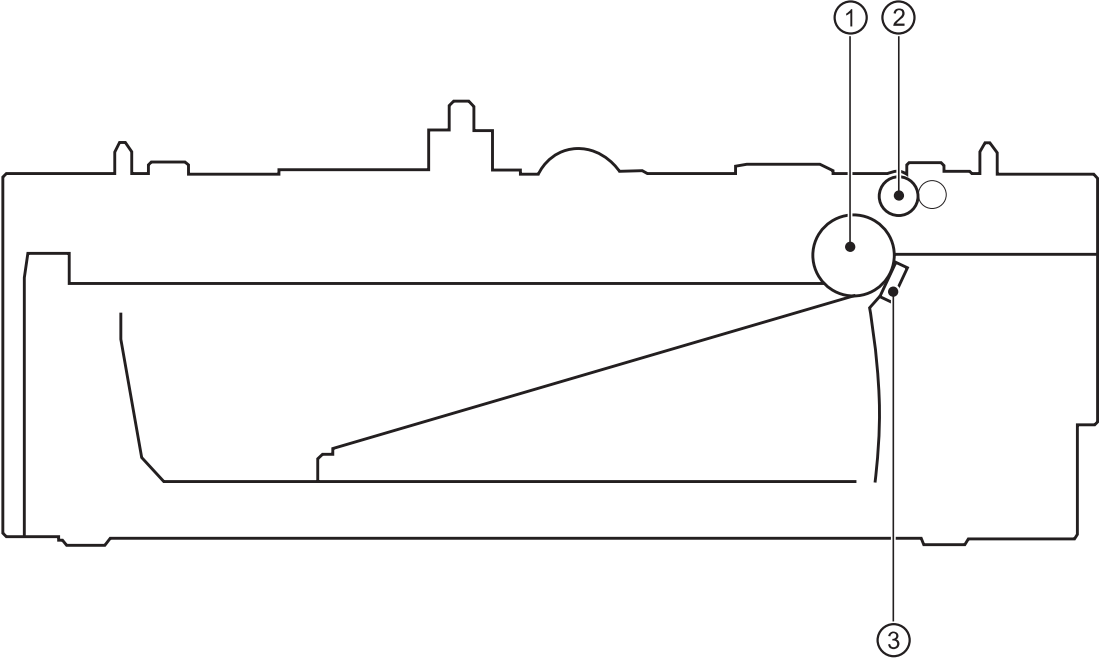
Block diagrams

Figure 3-21 Product cross section



Item	Description	Item	Description
1	Face-down delivery roller	10	Cassette (Tray 2) separation pad
2	Fuser film	11	Cassette (Tray 2) pickup roller
3	Laser/scanner	12	Duplex repickup roller (duplex models)
4	Photosensitive drum	13	Registration roller
5	Print cartridge	14	Transfer roller
6	Registration shutter	15	Duplex-feed roller (duplex models)
7	Tray 1 (multipurpose tray) pickup roller	16	Pressure roller
8	Tray 1 (multipurpose tray) separation pad	17	Fuser delivery roller
9	Feed roller		

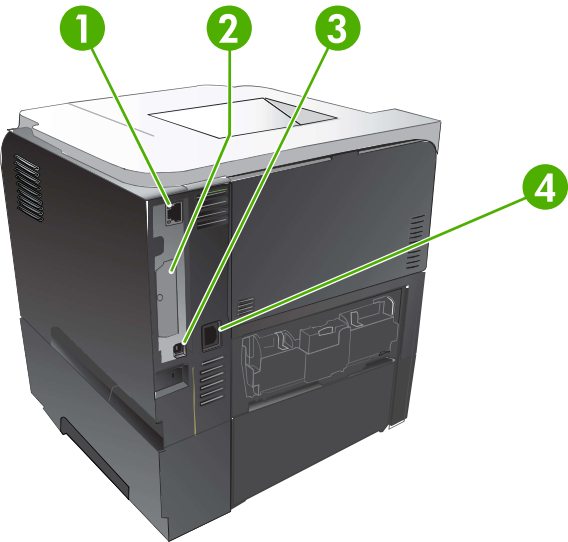
Figure 3-22 Optional paper feeder (Tray 3 and Tray 4) cross section



Item	Description
1	Pickup roller
2	Feed roller
3	Separation pad

Plug/jack locations

Figure 3-23 Plug/jack locations



Item	Description
1	RJ.45 network connection (network models only)
2	EIO slot (covered)
3	Hi-Speed Host USB 2.0 connection
4	Power connection

ECU controller connections

The diagram illustrates the rear panel of the 1000 Series Base Unit, showing the following components and connections:

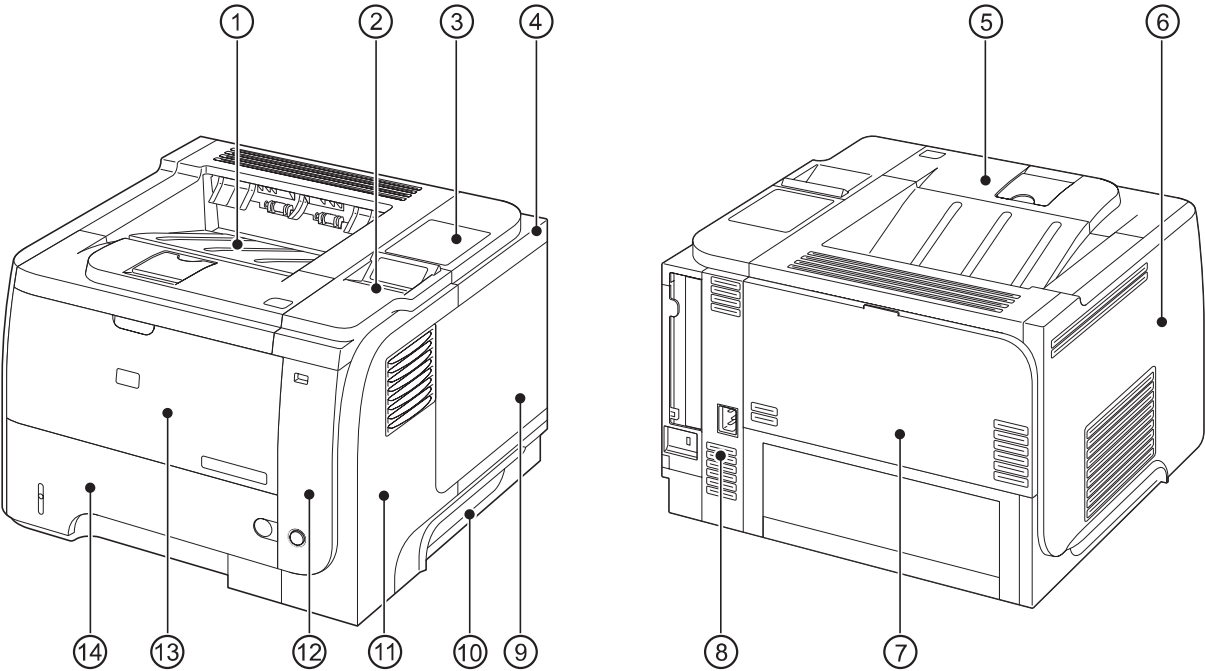
- Connectors:** J1002, J1702, J1802, J1701, J1506, J1605, J4209, J1504, J1503, J1505, J1608, J1602, J1606, J1613, J1614, J1703, J1302, J1303, J1304, J1305, J1306, J1610, J1604, J1603, J1601, J1801, J1501, J1612, J1803, FT1, and FT2.
- Connections:**
 - J1702, J1802, J1701, and J1506 are connected to J4209.
 - J1605 is connected to J4209.
 - J1504, J1503, J1505, and J1608 are connected to J1613.
 - J1602 and J1606 are connected to J1614.
 - J1703 is connected to J1614.
 - J1302 is connected to J1303, J1304, J1305, and J1306.
 - J1610 is connected to J1604, J1603, J1601, J1801, J1501, J1612, and J1803.
 - FT1 and FT2 are connected to J1612.

Item	Description	Item	Description	Item	Description
J1002	Fuser	J1601	SL2 Casette (Tray 2) pickup solenoid	J1701	Formatter
J1302	SW240 Power switch	J1602	SL1 Tray 1 pickup solenoid	J1702	Laser drive PCA
J1303	+3.3 A Formatter	J1603	PS 3 Cassette media-presence sensor	J1703	Memory tag
J1304	+3.3 A Formatter	J1604	PS205 Tray 1 media-presence sensor	J1801	Paper feeder
J1305	GND Formatter	J1605	PS1 Face-up sensor and PS4 Face-down sensor	J1802	RLTEST; RLDRV2; SJIG_CLK; SJIG_RXD; SJIG_TXD; GND; NC; +24 v
J1306	GND Formatter	J1606	FM1 Main fan	J1803	TH3 Environmental sensor
J1501	+3.3 V; OTRX0; OTTX0; MD0; MD2; GND	J1608	PS2, TH1, TH2 Fuser	J4209	Formatter

Item	Description	Item	Description	Item	Description
J1503	Main motor	J1610	High-voltage power supply circuit; includes PS225 Media width sensor and PS215 TOP sensor	FT1	SW501 Cartridge-door switch (print-cartridge door)
J1504	Fuser motor	J1612	SW235 Cassette (Tray 2) presence switch	FT2	SW501 Cartridge-door switch (print-cartridge door)
J1505	FM2 Sub fan, PS8001 Rear door sensor, and M3 Scanner motor	J1613	+24 V to FT1		
1506	SW250 Test-print switch	J1614	+24 V to FT2		

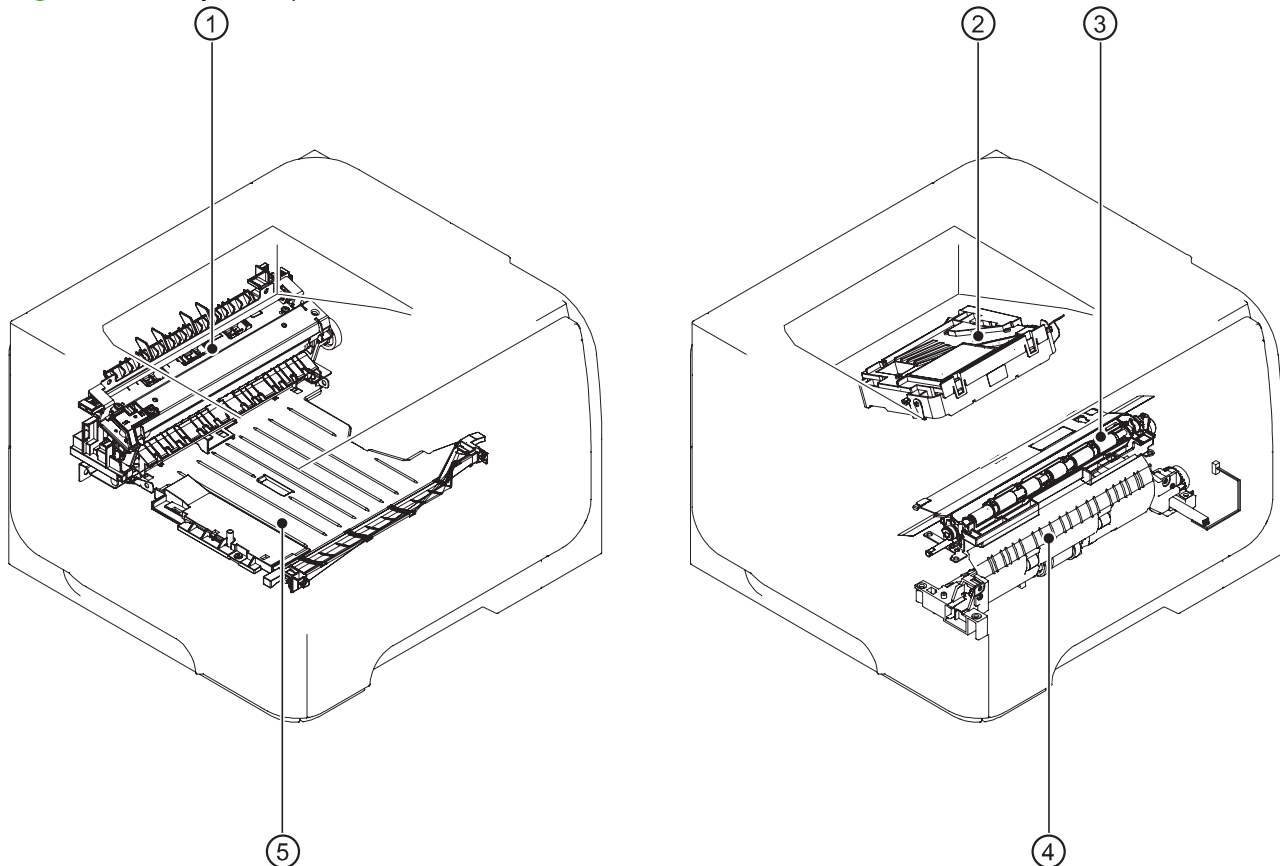
Locations of major components

Figure 3-25 External component locations



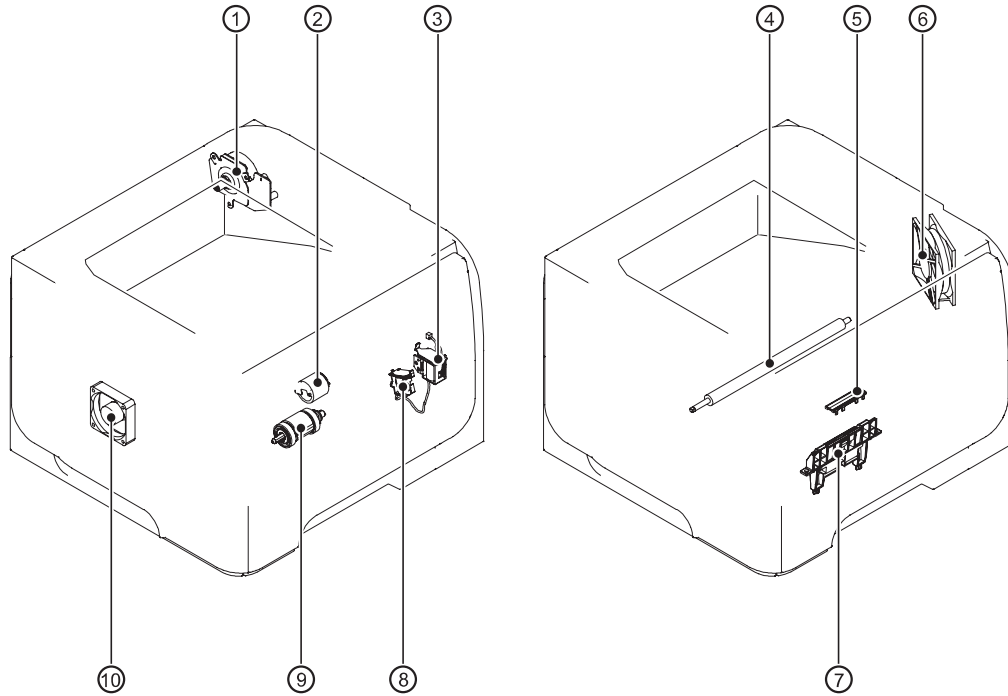
Item	Description	Item	Description
1	Top cover	8	Right-rear cover
2	Control panel	9	DIMM cover
3	Top-right cover	10	Lower-right cover
4	Formatter cover	11	Right cover
5	Cartridge-door assembly	12	Front-right and right-side cover assembly
6	Left cover	13	Tray 1 (multipurpose tray)
7	Rear-door assembly	14	Cassette (Tray 2)

Figure 3-26 Major component locations



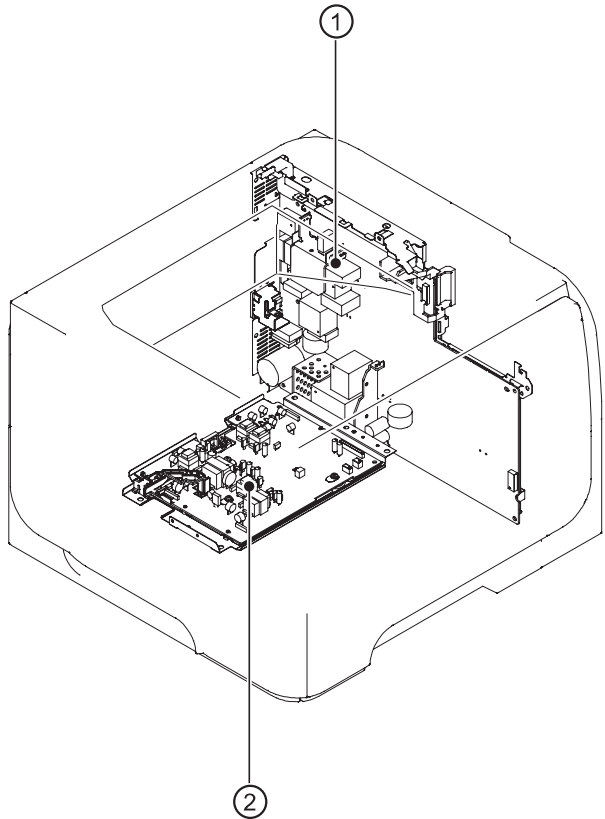
Item	Description
1	Fuser
2	Laser/scanner
3	Registration assembly
4	Pickup assembly
5	Duplex media-feed assembly (duplex models only)

Figure 3-27 Motors, fans, solenoids, and rollers component locations



Item	Description	Item	Description
1	Fuser motor	6	Main fan
2	Tray 1 (multipurpose tray) pickup roller	7	Cassette (Tray 2) separation pad
3	Tray 1 (multipurpose tray) pickup solenoid	8	Cassette (Tray 2) pickup solenoid
4	Transfer roller	9	Cassette (Tray 2) pickup roller
5	Tray 1 (multipurpose tray) separation pad	10	Sub fan

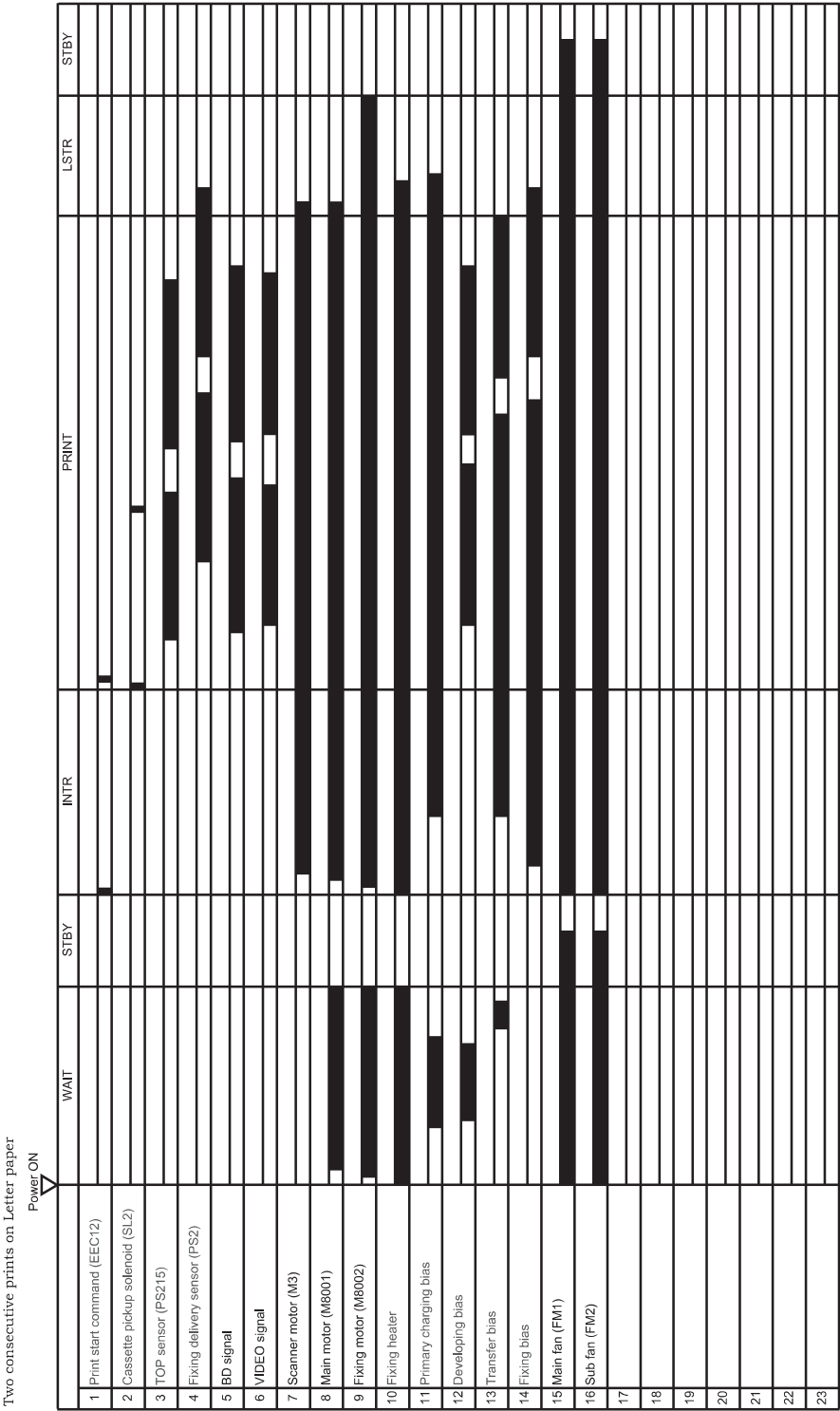
Figure 3-28 PCA component locations



Item	Description
1	Engine controller unit (ECU)
2	High-voltage power supply

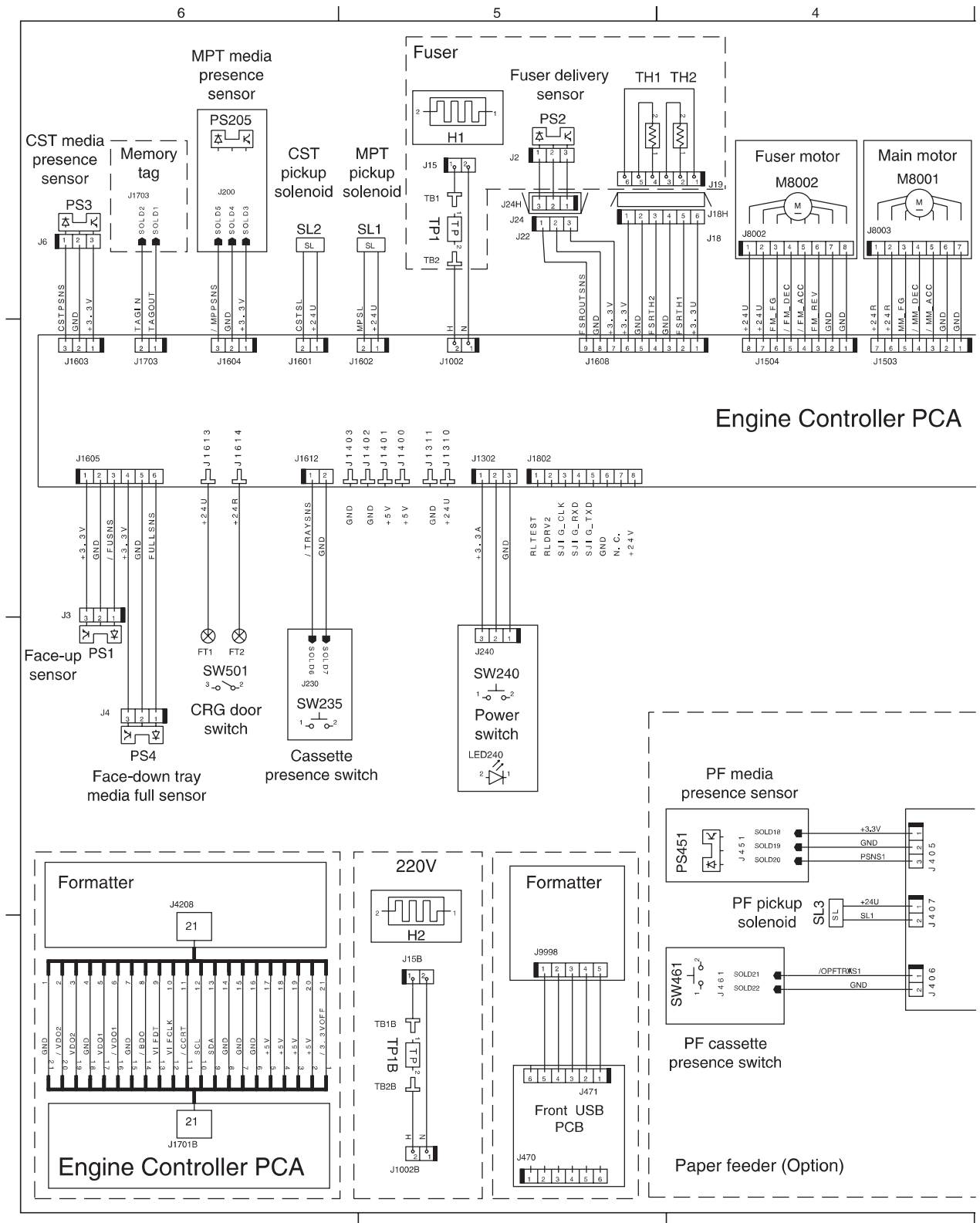
General timing charts

Figure 3-29 General timing chart



General circuit diagram

Figure 3-30 General circuit diagram (1 of 2)




[illegible]

Internal print quality test pages


Cleaning page

Create and use the cleaning page

1. Press the **Menu** button .
2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **CONFIGURE DEVICE** menu, and then press the **OK** button.
3. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **PRINT QUALITY** menu, and then press the **OK** button.
4. If the product does not have automatic two-sided printing, press the down arrow ▼ button or the up arrow ▲ button to navigate to the **CREATE CLEANING PAGE** option, and then press the **OK** button. If the product has automatic two-sided printing, go to step 5.
5. Press the up arrow or down arrow ▲/▼ buttons to highlight the **PROCESS CLEANING PAGE** option, and then press the **OK** button. The cleaning process takes several minutes.
6. Discard the printed page. The task is complete.

Configuration page


Print the configuration page

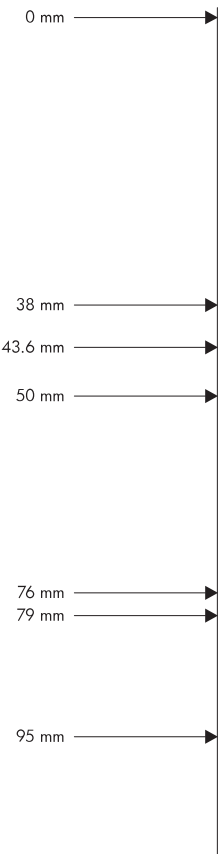
1. Press the **Menu** button .
2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **INFORMATION** menu, and then press the **OK** button.
3. Press the down arrow ▼ button or the up arrow ▲ button to highlight the **PRINT CONFIGURATION** option, and then press the **OK** button to print the page.

Print quality troubleshooting tools

Repetitive image-defect ruler

Use a ruler to measure occurrences of repetitive image defects to help solve image quality problems. Place the ruler next to the first occurrence of the defect on the page. Find the distance between identical defects and use the figure below to identify the component that is causing the defect.

 **NOTE:** When printing this defect ruler, verify that any scaling options in the printer driver are disabled.





Distance between defects	Product components that cause the defect
38 mm	Print cartridge (primary charging roller)
43.6 mm	Print engine (transfer roller)
50 mm	Print cartridge (developer roller)
76 mm	Fuser (fuser film)
79 mm	Fuser (pressure roller)
95 mm	Print cartridge (OPC)

Control-panel menus

You can perform most routine printing tasks from the computer through the printer driver or software program. This is the most convenient way to control the product, and it overrides the product control-panel settings. See the help files for the software program, or for more information about opening the printer driver, see the product user guide.

You can also control the product by changing settings in the product's control panel. Use the control panel to access features not supported by the printer driver or software program, and to configure trays for paper size and type.

Use the menus

1. Press the **Menu** button .
2. Press the down arrow ▼ button or the up arrow ▲ button to navigate the listings.
3. Press the **OK** button to select the option.
4. Press the back arrow ↶ button to return to the previous level.
5. Press the **Menu** button  to exit the menu.
6. Press the help button ? to see more information about an item.

The following are the main menus.

Main menus	SHOW ME HOW
	RETRIEVE JOB
	INFORMATION
	PAPER HANDLING
	MANAGE SUPPLIES
	CONFIGURE DEVICE
	DIAGNOSTICS
	SERVICE

Show Me How menu

Use the **SHOW ME HOW** menu to print instructions for using the product.


To display: Press the **Menu** button , and then select the **SHOW ME HOW** menu.

Item	Explanation
CLEAR JAMS	Provides instructions for clearing jams on the product.
LOAD TRAYS	Provides instructions for loading and configuring trays.
LOAD SPECIAL MEDIA	Provides instructions for loading special print media such as envelopes, transparencies, and labels.
PRINT BOTH SIDES	Provides instructions for printing on both sides of the paper (duplex printing).

Item	Explanation
SUPPORTED PAPER	Provides a list of the supported paper and print media.
PRINT HELP GUIDE	Prints a page that shows links to additional help on the Web.
PRODUCT VIEWS	Prints a page that explains the product components.

Retrieve job menu

Use the **RETRIEVE JOB** menu to view listings of all stored jobs.


To display: Press the **Menu** button , and then select the **RETRIEVE JOB** menu.

Item	Sub-item	Options	Description
<USER NAME>			Each user who has stored jobs is listed by name. Select the appropriate user name to see a list of stored jobs.
	ALL JOBS (WITH PIN)	PRINT	<p>This message appears if a user has two or more stored jobs that require a PIN.</p> <p>Either the PRINT option or the PRINT AND DELETE option displays, depending on the type of jobs listed.</p> <p>Use the COPIES option to specify the number of copies of the job to print.</p>
		PRINT AND DELETE	
		DELETE	
	ALL JOBS (NO PIN)	PRINT	<p>This message appears if a user has two or more stored jobs that do not require a PIN.</p> <p>Either the PRINT option or the PRINT AND DELETE option displays, depending on the type of jobs listed.</p> <p>Use the COPIES option to specify the number of copies of the job to print.</p>
		PRINT AND DELETE	
		DELETE	
	<JOB NAME X>	PRINT	<p>Each job is listed by name.</p> <p>Either the PRINT option or the PRINT AND DELETE option displays, depending on the type of jobs listed.</p> <p>Use the COPIES option to specify the number of copies of the job to print.</p>
		PRINT AND DELETE	
		DELETE	

Item	Sub-item	Options	Description
		COPIES	<p>Specifies the number of copies of the job to print. The default is 1.</p> <p>For the ALL JOBS (NO PIN) and ALL JOBS (WITH PIN) menus, two more options are available:</p> <ul style="list-style-type: none"> If you select the JOB option, the number of copies specified in the driver are printed. If you select the CUSTOM VALUE menu, another setting displays where you can specify the number of copies of the job to be printed. The number of copies that were specified in the driver are multiplied by the number of copies specified on the control panel. For example, if you specified two copies in the driver and specify two copies on the control panel, a total of four copies of the job are printed.
USB STORAGE	<FOLDER NAME> <JOB NAME>	COPIES	<p>This menu displays if you have connected a USB storage accessory to the front of the product. Select the folder and the name of the file, and then select the number of copies to print.</p>

Information menu

Use the **INFORMATION** menu to access and print specific product information.


To display: Press the **Menu** button , and then select the **INFORMATION** menu.


Item	Description
PRINT MENU MAP	Prints the control-panel menu map, which shows the layout and current settings of the control-panel menu items.
PRINT CONFIGURATION	Prints the product configuration pages, which show the printer settings and installed accessories.
PRINT SUPPLIES STATUS PAGE	<p>Prints the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information.</p> <p>HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different than the approximations provided.</p>
PRINT USAGE PAGE	Prints a count of all paper sizes that have passed through the product, lists whether they were one-sided or two-sided, and reports the page count.
PRINT DEMO PAGE	Prints a demonstration page.
PRINT FILE DIRECTORY	Prints the name and directory of files stored in the product.

Item	Description
PRINT PCL FONT LIST	Prints the available PCL fonts.
PRINT PS FONT LIST	Prints the available PS fonts.

Paper handling menu

Use this menu to configure input trays by size and type. It is important to correctly configure the trays with this menu before you print for the first time.


To display: Press the **Menu** button , and then select the **PAPER HANDLING** menu.


 **NOTE:** If you have used other HP LaserJet products, you might be accustomed to configuring Tray 1 to **First** mode or **Cassette** mode. On HP LaserJet P3010 Series printers, setting Tray 1 to **ANY SIZE** and **ANY TYPE** is equivalent to **First** mode. Setting Tray 1 to a setting other than **ANY SIZE** or **ANY TYPE** is equivalent to **Cassette** mode.

Menu item	Value	Description
TRAY 1 SIZE	Select a paper size from the list.	Configure the paper size for Tray 1. The default is ANY SIZE . See the product user guide for a complete list of available sizes.
TRAY 1 TYPE	Select a paper type from the list.	Configure the paper type for Tray 1. The default is ANY TYPE . See the product user guide for a complete list of available types.
TRAY <X> SIZE X = 2 or optional 3 or 4	Select a paper size from the list.	Configure the paper size for the indicated tray. The default size is LETTER or A4 , depending on your country/region. See the product user guide for a complete list of available sizes.
TRAY <X> TYPE X = 2 or optional 3 or 4	Select a paper type from the list.	Configure the paper type for the indicated tray. The default is PLAIN . See the product user guide for a complete list of available types.

Manage supplies menu

Use this menu to configure how the product alerts you when supplies are approaching the estimated end of life.

To display: Press the **Menu** button , and then select the **MANAGE SUPPLIES** menu.

 **NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

Menu item	Sub-menu item	Values	Description
AT VERY LOW	BLACK CARTRIDGE	STOP	Select what the product should do when the print cartridge is very near the end of its estimated life.
		PROMPT TO CONTINUE	
		CONTINUE*	
			STOP: The product stops until you replace the cartridge.
			PROMPT TO CONTINUE: The product stops until you clear the prompt message.
			CONTINUE: The product provides an alert message, but it continues printing.
USER DEFINED LOW	BLACK CARTRIDGE		Use the arrow buttons or the numeric keypad to enter the percentage of estimated cartridge life at which you want the product to alert you.

Configure device menu


Use the **CONFIGURE DEVICE** menu for the following tasks:

- Change the default printing settings.
- Adjust the print quality.
- Change the system configuration and I/O options.
- Reset the default settings.

Printing menu

These settings affect only jobs without identified properties. Most jobs identify all of the properties and override the values set from this menu.

To display: Press the **Menu** button , select the **CONFIGURE DEVICE** menu, and then select the **PRINTING** menu.

 **NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

Menu item	Values	Description
COPIES	Range: 1 - 32000	Set the default number of copies for print jobs. The default number is 1.
DEFAULT PAPER SIZE	A list of available sizes appears.	Set the default paper size.
DEFAULT CUSTOM PAPER SIZE	• UNIT OF MEASURE	Set the default size for any custom print job.
	• X DIMENSION	
	• Y DIMENSION	

Menu item	Values	Description
DUPLEX	OFF*	Enable or disable two-sided printing.
	ON	NOTE: This menu is available only on the d, dn, and x models.
DUPLEX BINDING	LONG EDGE*	Change the binding edge for two-sided printing.
	SHORT EDGE	NOTE: This menu is available only on the d, dn, and x models.
OVERRIDE A4/LETTER	NO	Set the product to print an A4 job on letter-size paper when no A4 paper is loaded.
	YES*	
MANUAL FEED	OFF*	Makes the MANUAL FEED setting the default for jobs that do not select a tray.
	ON	
EDGE TO EDGE OVERRIDE	NO*	Change the printable area of Letter and A4-size paper to 2 mm from the left and right edges for single-sided printing. The standard printable area is 4 mm from the left and right edges.
	YES	
COURIER FONT	REGULAR*	Select a version of the Courier font.
	DARK	The DARK setting is an internal Courier font available on HP LaserJet Series III printers and older.
WIDE A4	NO *	Change the printable area of A4 paper.
	YES	NO: The printable area is seventy-eight 10-pitch characters on a single line. YES: The printable area is eighty 10-pitch characters on a single line.
PRINT PS ERRORS	OFF*	Print PS error pages.
	ON	
PRINT PDF ERRORS	OFF*	Print PDF error pages.
	ON	

PCL sub-menu

This menu configures settings for the printer control language.

To display: Press the **Menu** button , select the **CONFIGURE DEVICE** menu, select the **PRINTING** menu, and then select the **PCL** menu.




NOTE: Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

Item	Values	Description
FORM LENGTH		Sets vertical spacing from 5 to 128 lines for default paper size. The default is 60.

Item	Values	Description
ORIENTATION	PORTRAIT*	Set the default page orientation.
	LANDSCAPE	
FONT SOURCE	A list of available font sources displays.	Selects the font source. The default is INTERNAL .
FONT NUMBER		The product assigns a number to each font and lists the numbers on the PCL font list. The range is 0 to 102. The default is 0.
FONT PITCH		Selects the font pitch. This item might not appear, depending on the font selected. The range is 0.44 to 99.99. The default is 10.00.
SYMBOL SET	A list of available symbol sets displays.	Selects any one of several available symbol sets at the product control panel. A symbol set is a unique grouping of all the characters in a font. PC-8 or PC-850 is recommended for line-draw characters. The default is PC-8 .
APPEND CR TO LF	NO*	Append a carriage return to each line-feed that is encountered in backward-compatible PCL jobs (pure text, no job control). Some environments indicate a new line by only the line-feed control code.
	YES	
SUPPRESS BLANK PAGES	NO*	When generating your own PCL, extra form feeds are included that would cause a blank page to be printed. Select YES for form feeds to be ignored if the page is blank.
	YES	
MEDIA SOURCE MAPPING		The PCL5 MEDIA SOURCE MAPPING command selects an input tray by a number that maps to the various available trays and feeders.
	STANDARD*	The numbering is based on newer HP LaserJet printers with updated changes to the numbering of trays and feeders.
	CLASSIC	The numbering is based on HP LaserJet 4 printers and earlier models.

Print Quality menu

To display: Press the **Menu** button , select the **CONFIGURE DEVICE** menu, and then select the **PRINT QUALITY** menu.

 **NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

Item	Sub-item	Sub-item	Values	Description
SET REGISTRATION				For each tray, setting the registration shifts the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back.


Item	Sub-item	Sub-item	Values	Description
	ADJUST TRAY <X>	PRINT TEST PAGE	Shift from -20 to 20 along the X or Y axes. 0 is the default.	Print a test page and perform the alignment procedure for each tray.
		X1 SHIFT		When it creates an image, the product scans across the page from side to side as the sheet feeds from top to bottom into the product.
		Y1 SHIFT		
		X2 SHIFT		
		Y2 SHIFT		The scan direction is referred to as X. X1 is the scan direction for a single-sided page or for the first side of a two-sided page. X2 is the scan direction for the second side of a two-sided page.
				The feed direction is referred to as Y. Y1 is the feed direction for a single-sided page or for the first side of a two-sided page. Y2 is the feed direction for the second side of a two-sided page.
FUSER MODES	A list of paper types displays.		NORMAL HIGH2 HIGH1 LOW LOW1	Each paper type has a default fuser mode. Change the fuser mode only if you are experiencing problems printing on certain paper types. After you select a type of paper, you can select a fuser mode that is available for that type.
	RESTORE MODES			Return all fuser-mode settings to the factory-default settings.
OPTIMIZE				Optimize various print modes to solve print-quality issues.
	RESTORE OPTIMIZE			Return all the settings in the OPTIMIZE menu to the factory-default values.
RESOLUTION			300 600 FASTRES 1200* PRORES 1200	Sets the resolution at which the product prints. 300: Produces draft print quality. 600: Produces high print quality for text. FASTRES 1200: Produces 1200-dpi print quality for fast, high-quality printing of business text and graphics. PRORES 1200: Produces 1200-dpi print quality for fast, high-quality printing of line art and graphic images.
RET			OFF LIGHT MEDIUM* DARK	Use the Resolution Enhancement technology (REt) setting to produce print with smooth angles, curves, and edges. REt does not affect print quality if the resolution is set to the FASTRES 1200 or PRORES 1200 settings. All other print resolutions benefit from REt.

Item	Sub-item	Sub-item	Values	Description
ECONOMODE			OFF* ON	<p>EconoMode is a feature that allows the product to use less toner per page. Selecting this option extends the life of the toner supply and might reduce the cost per page. However, it also reduces print quality. The printed page is adequate for printing drafts.</p> <p>HP does not recommend full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the print cartridge. If print quality begins to degrade under these circumstances, you will need to install a new print cartridge, even if there is toner supply remaining in the cartridge.</p>
TONER DENSITY			1 to 5	<p>Lighten or darken the print on the page. The lightest setting is 1, and the darkest setting is 5. The default setting of 3 usually produces the best results.</p>
AUTO CLEANING			OFF* ON	<p>When auto-cleaning is on, the product prints a cleaning page when the page count reaches the CLEANING INTERVAL setting.</p>
CLEANING INTERVAL			500* 1000 2000 5000 10000 20000	<p>When AUTO CLEANING is on, this option specifies the number of pages that are printed before a cleaning page is automatically printed.</p>
AUTO CLEANING SIZE			LETTER* A4	<p>When AUTO CLEANING is on, this option specifies the paper size that is used to print the cleaning page.</p>
CREATE CLEANING PAGE				<p>Prints a page of instructions for cleaning excess toner off the pressure roller in the fuser.</p> <p>NOTE: Only available for non-duplex products.</p>
PROCESS CLEANING PAGE				<p>Create and process a cleaning page for cleaning the pressure roller in the fuser. When the cleaning process runs, a cleaning page is printed. This page can be discarded.</p>

System setup menu

Use the **SYSTEM SETUP** menu to change product-configuration defaults such as sleep mode, product personality (language), and jam recovery.

To display: Press the **Menu** button , select the **CONFIGURE DEVICE** menu, and then select the **SYSTEM SETUP** menu.

 **NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

Item	Sub-item	Values	Description
DATE/TIME	DATE	- - - -/[MMM]/[DD] YEAR = [YYYY]/- -/[DD] MONTH= [YYYY]/[MMM]/- - DAY=	Set the correct date. The range for the year is 2009 to 2037.
	DATE FORMAT	YYYY/MMM/DD* MMM/DD/YYYY DD/MMM/YYYY	Choose the order in which the year, month, and day appear in the date.
	TIME	- -:[MM] [PM] HOUR = [HH]:- -[PM] MINUTE= [HH]:[MM]- - AM/PM=	Select a configuration for displaying the time.
	TIME FORMAT	12 HOUR* 24 HOUR	Select whether to use the 12 HOUR or the 24 HOUR format.
JOB STORAGE LIMIT		Continuous value Range: 1–100 Default = 32	Specify the number of Quick Copy jobs that can be stored on the product.
JOB HELD TIMEOUT		OFF* 1 HOUR 4 HOURS 1 DAY 1 WEEK	Set the amount of time that Quick Copy jobs are kept before being automatically deleted from the queue. This menu item only appears when a hard disk is installed.
SHOW ADDRESS		AUTO OFF*	Specify whether the product's IP address is shown on the display with the Ready message.
QUIET MODE		OFF* ON	Reduce noise during printing. When this setting is turned on, the product prints at a slower speed.
TRAY BEHAVIOR			Control how the product handles paper trays and related prompts at the control panel.

Item	Sub-item	Values	Description
	USE REQUESTED TRAY	EXCLUSIVELY* FIRST	<p>Set how to handle jobs that have specified an input tray.</p> <ul style="list-style-type: none"> ● EXCLUSIVELY: The product never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty. ● FIRST: The product can pull from another tray if the specified tray is empty, even though the user specifically indicated a tray for the job.
	MANUALLY FEED PROMPT	ALWAYS* UNLESS LOADED	<p>Specify when a manual feed message should appear when the type or size for a job does not match the size or type configured for Tray 1.</p> <ul style="list-style-type: none"> ● ALWAYS: A prompt always appears before printing a manual-feed job. ● UNLESS LOADED: A message appears only if the multipurpose tray is empty or does not match the size or type of the job.
	PS DEFER MEDIA	ENABLED* DISABLED	<p>Specify how paper is handled when printing from an Adobe PS print driver.</p> <ul style="list-style-type: none"> ● ENABLED: Use HP's paper-handling model. ● DISABLED: Use the Adobe PS paper-handling model.
	SIZE/TYPE PROMPT	DISPLAY* DO NOT DISPLAY	<p>Specify whether the tray configuration message appears whenever a tray is closed.</p> <ul style="list-style-type: none"> ● DISPLAY: The tray configuration message displays when a tray is closed. You can configure the tray size or type directly from this message. ● DO NOT DISPLAY: The tray configuration message does not display.


Item	Sub-item	Values	Description
	USE ANOTHER TRAY	ENABLED* DISABLED	<p>Turn on or off the control-panel prompt to select another tray when the specified tray is empty.</p> <ul style="list-style-type: none"> ENABLED: The product prompts either to add paper to the selected tray or to choose a different tray. DISABLED: The product prompts the user to add paper to the tray that was initially selected.
	DUPLEX BLANK PAGES	AUTO* YES	<p>Control how the product handles two-sided jobs (duplexing).</p> <ul style="list-style-type: none"> AUTO: Enables Smart Duplexing, which instructs the product not to process both sides if the second side is blank. This can improve print speed. YES: Disables Smart Duplexing and forces the duplexer to flip the sheet of paper even if it is printed on only one side.
	IMAGE ROTATION	STANDARD* ALTERNATE	<p>Select the ALTERNATE setting if you are having trouble aligning images on preprinted forms.</p>
SLEEP DELAY		1 MINUTE 15 MINUTES 30 MINUTES* 45 MINUTES 60 MINUTES 90 MINUTES 2 HOURS	<p>Reduces power consumption when the product has been inactive for the selected period.</p>
WAKE TIME	<DAY OF THE WEEK>	OFF* CUSTOM	<p>Configure the daily wake time for the product.</p>
DISPLAY BRIGHTNESS		Range is 1 through 10.	<p>Set the brightness of the control panel display. The default is 5.</p>
PERSONALITY		AUTO* PCL PDF PS	<p>Set the default personality.</p>


Item	Sub-item	Values	Description
CLEARABLE WARNINGS		JOB*	Sets whether a warning is cleared on the control panel or when another job is sent.
		ON	
AUTO CONTINUE		OFF	Determines product behavior when the system generates an Auto Continuable error.
		ON*	
JAM RECOVERY		AUTO*	Set whether the product tries to reprint pages after a jam. AUTO: The product reprints pages if enough memory is available for full-speed two-sided printing.
		OFF	
		ON	
RAM DISK		AUTO*	Sets how the RAM disk feature is configured. This is only available if there is no hard disk installed and the printer has at least 8 MB of memory. AUTO: The product determines the optimal RAM disk size based on the amount of available memory. OFF: The RAM disk is disabled, but a minimal RAM disk is still active.
		OFF	
LANGUAGE		A listing of available languages appears.	Set the language for the product. The default language is ENGLISH .

I/O menu

Items on the I/O (input/output) menu affect the communication between the product and the computer. If the product contains an HP Jetdirect print server, you can configure basic networking parameters by using this submenu. You can also configure these and other parameters through HP Web Jetadmin or the embedded Web server.

For more information on these options, see the product user guide.

To display: Press the **Menu** button , select the **CONFIGURE DEVICE** menu, and then select the **I/O** menu.

 **NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

Item	Sub-item	Values	Description
I/O TIMEOUT		Range: 5 - 300	Set the product I/O TIMEOUT in seconds. The default is 15 seconds. Adjust timeout for the best performance. If data from other ports appears in the middle of your print job, increase the timeout value.

EMBEDDED JETDIRECT MENU See the next table for a list of options.

EIO <X> JETDIRECT MENU

Embedded Jetdirect and EIO <X> Jetdirect menus

Item	Sub-item	Sub-item	Values	Description
INFORMATION	PRINT SEC PAGE		YES*	YES: Prints a page that contains the current security settings on the HP Jetdirect print server.
			NO	NO: A security settings page is not printed.
TCP/IP	ENABLE		ON*	ON: Enable the TCP/IP protocol.
			OFF	OFF: Disable the TCP/IP protocol.
	HOST NAME			An alphanumeric string, up to 32 characters, used to identify the product. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.

Item	Sub-item	Sub-item	Values	Description
	IPv4 Settings	CONFIG METHOD	BOOTP	Specify the method that TCP/IPv4 parameters are configured on the HP Jetdirect print server. BOOTP: Automatic configuration from a BootP (Bootstrap Protocol) server. DHCP: Automatic configuration from a DHCPv4 (Dynamic Host Configuration Protocol) server. If selected and a DHCP lease exists, the DHCP RELEASE and DHCP RENEW menus are available to set DHCP lease options. AUTO IP: Automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically. MANUAL: Use the MANUAL SETTINGS menu to configure TCP/IPv4 parameters.
			DHCP*	
			AUTO IP	
			MANUAL	
		MANUAL SETTINGS	IP ADDRESS	(Available only if the CONFIG METHOD menu is set to the MANUAL option) Configure parameters directly from the product control panel: IP ADDRESS: The unique IP address (n.n.n.n) of the product, where n is a value from 0 to 255. SUBNET MASK: The subnet mask (n.n.n.n) for the product, where n is a value from 0 to 255. DEFAULT GATEWAY: The IP address of the gateway or router used for communications with other networks.
			SUBNET MASK	
			DEFAULT GATEWAY	
	DEFAULT IP		AUTO IP*	Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP). NOTE: This feature assigns a static IP address that might interfere with a managed network. AUTO IP: A link-local IP address 169.254.x.x is set. LEGACY: The address 192.0.0.192 is set, consistent with older HP Jetdirect products.
			LEGACY	
	DHCP RELEASE		YES	Specify whether to release the current DHCP lease and the leased IP address. NOTE: This menu displays if the CONFIG METHOD is set to the DHCP option and a DHCP lease for the print server exists.
			NO*	

Item	Sub-item	Sub-item	Values	Description
		DHCP RENEW	YES NO*	Specify whether the print server requests to renew the DHCP lease. NOTE: This menu appears if the CONFIG METHOD menu is set to the DHCP option and a DHCP lease for the print server exists.
		PRIMARY DNS		Specify the IP address (n.n.n.n) of a Primary DNS Server.
		SECONDARY DNS		Specify the IP address (n.n.n.n) of a Secondary Domain Name System (DNS) Server.
	IPV6 SETTINGS	ENABLE	ON* OFF	Enable or disable IPv6 operation on the print server.
		ADDRESS	MANUAL SETTINGS <ul style="list-style-type: none">• ENABLE• ADDRESS	Enable and manually configure a TCP/IPv6 address. ENABLE: Choose ON to enable manual configuration, or OFF to disable manual configuration. The default is OFF . ADDRESS: Type a 32 hexadecimal digit IPv6 node address that uses the colon hexadecimal syntax.
		DHCPV6 POLICY	ROUTER SPECIFIED* ROUTER UNAVAILABLE ALWAYS	ROUTER SPECIFIED: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server. ROUTER UNAVAILABLE: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server. ALWAYS: Whether or not a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
		PRIMARY DNS		Specify an IPv6 address for a primary DNS server that the print server should use.
		SECONDARY DNS		Specify an IPv6 address for a secondary DNS server that the print server should use.

Item	Sub-item	Sub-item	Values	Description
	PROXY SERVER			<p>Specifies the proxy server to be used by embedded applications in the product. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security, for those clients.</p> <p>To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets.</p> <p>For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.</p>
	PROXY PORT			Type the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.
	IDLE TIMEOUT			Configure the time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).
IPX/SPX	ENABLE		ON*	Enable or disable the IPX/SPX protocol.
			OFF	
	FRAME TYPE		AUTO*	Select the frame-type setting for your network.
			EN_8023	AUTO : Automatically sets and limits the frame type to the first one detected.
			EN_II	
			EN_8022	EN_8023 , EN_II , EN_8022 , and EN_SNAP are frame-type selections for Ethernet networks
			EN_SNAP	
APPLETALK	ENABLE		ON*	Configures an AppleTalk network.
			OFF	
DLC/LLC	ENABLE		ON*	Enable or disable the DLC/LLC protocol.
			OFF	
SECURITY	SECURE WEB		HTTPS REQUIRED*	For configuration management, specify whether the embedded Web server will accept communications using HTTPS (Secure HTTP) only, or both HTTP and HTTPS.
			HTTPS OPTIONAL	
	IPSEC		KEEP	Specify the IPsec status on the print server.
			DISABLE*	<p>KEEP: IPsec status remains the same as currently configured.</p> <p>DISABLE: IPsec operation on the print server is disabled.</p>
	802.1X		RESET	Specify whether to keep the 802.1X settings on the print server or to reset them to the factory defaults.
			KEEP*	

Item	Sub-item	Sub-item	Values	Description
	RESET SECURITY		YES NO*	Specify whether the current security settings on the print server will be saved or reset to factory defaults.
DIAGNOSTICS	EMBEDDED TESTS			<p>This menu provides tests to help diagnose network hardware or TCP/IP network connection problems.</p> <p>Embedded tests help to identify whether a network fault is internal or external to the product. Use an embedded test to check hardware and communication paths on the print server. After you select and enable a test and set the execution time, you must select the EXECUTE option to initiate the test.</p> <p>Depending on the execution time, a selected test runs continuously until either the product is turned off, or an error occurs and a diagnostic page is printed.</p>
		LAN HW TEST	YES NO*	<p>CAUTION: Running this embedded test will erase your TCP/IP configuration.</p> <p>Perform an internal loopback test, which sends and receives packets only on the internal network hardware. There are no external transmissions on your network.</p>
		HTTP TEST	YES NO*	Check operation of HTTP by retrieving predefined pages from the product, and test the embedded Web server.
		SNMP TEST	YES NO*	Check operation of SNMP communications by accessing predefined SNMP objects on the product.
		DATA PATH TEST	YES NO*	Identify data path and corruption problems on an HP postscript level 3 emulation product. This test sends a predefined PS file to the product. However, the test is paperless; the file does not print.
		SELECT ALL TESTS	YES NO*	Select all available embedded tests.
		EXECUTION TIME [M]		<p>Specify the length of time (in minutes) that an embedded test will run. You can select a value from 0 to 24 minutes. If you select zero (0), the test runs indefinitely until an error occurs or the product is turned off.</p> <p>Data gathered from the HTTP, SNMP, and Data Path tests is printed after the tests have completed.</p>
		EXECUTE	YES NO*	Select whether to initiate the selected tests.


Item	Sub-item	Sub-item	Values	Description
PING TEST				Check network communications. This test sends link-level packets to a remote network host, then waits for an appropriate response. To run a ping test, set the following items:
		DEST TYPE	IPV4 IPV6	Specify whether the target product is an IPv4 or IPv6 node.
		DEST IPV4		Type the IPv4 address.
		DEST IPV6		Type the IPv6 address.
		PACKET SIZE		Specify the size of each packet, in bytes, to be sent to the remote host. The minimum is 64 (default) and the maximum is 2048.
		TIMEOUT		Specify the length of time, in seconds, to wait for a response from the remote host. The default is 1 and the maximum is 100.
		COUNT		Specify the number of ping test packets to send for this test. Select a value from 0 to 100. The default is 4. To configure the test to run continuously, select 0.
		PRINT RESULTS	YES NO*	If the ping test was not set for continuous operation, you can print the test results.
		EXECUTE	YES NO*	Specify whether to initiate the ping test.
PING RESULTS				View the ping test status and results on the control panel display. You can select the following items:
		PACKETS SENT		Shows the number of packets (0 - 65535) sent to the remote host since the most recent test was initiated or completed. The default is 0.
		PACKETS RECEIVED		Shows the number of packets (0 - 65535) received from the remote host since the most recent test was initiated or completed. The default is 0.
		PERCENT LOST		Shows the percent (0 to 100) of ping test packets that were sent with no response from the remote host since the most recent test was initiated or completed. The default is 0.
		RTT MIN		Shows the minimum detected round-trip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response. The default is 0.
		RTT MAX		Shows the maximum detected round-trip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response. The default is 0.

Item	Sub-item	Sub-item	Values	Description
		RTT AVERAGE		Shows the average round-trip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response. The default is 0.
		PING IN PROGRESS	YES NO*	Select whether the control panel indicates when a ping test is in progress.
		REFRESH	YES NO*	When viewing the ping test results, this item updates the ping test data with current results. A refresh automatically occurs when the menu times out or you manually return to the main menu.
LINK SPEED			AUTO* 10T HALF 10T FULL 100TX HALF 100TX FULL 100TX AUTO 1000TX FULL	<p>The link speed and communication mode of the print server must match the network. The available settings depend on the product and installed print server.</p> <p>CAUTION: If you change the link setting, network communications with the print server and network product might be lost.</p> <p>AUTO: The print server uses auto-negotiation to configure itself with the highest link speed and communication mode allowed. If auto-negotiation fails, either 100TX HALF or 10T HALF is set depending on the detected link speed of the hub/switch port. (A 1000T half-duplex selection is not supported.)</p> <p>10T HALF: 10 Mbps, half-duplex operation.</p> <p>10T FULL: 10 Mbps, full-duplex operation.</p> <p>100TX HALF: 100 Mbps, half-duplex operation.</p> <p>100TX FULL: 100 Mbps, full-duplex operation.</p> <p>100TX AUTO: Limits auto-negotiation to a maximum link speed of 100 Mbps.</p> <p>1000TX FULL: 1000 Mbps, full-duplex operation.</p>

Resets menu

Use the **RESETS** menu to reset factory settings, disable and enable sleep mode, and update the product after new supplies are installed.


To display: Press the **Menu** button , select the **CONFIGURE DEVICE** menu, and then select the **RESETS** menu.


 **NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

Item	Sub-item	Values	Description
RESTORE FACTORY SETTINGS			Clear the page buffer, remove all perishable personality data, reset the printing environment, and return all default settings to factory defaults.
SLEEP MODE		OFF ON*	Select whether the product can enter sleep mode. If you turn this setting off, you cannot change any settings in the SLEEP DELAY menu.

Diagnostics menu

Use the **DIAGNOSTICS** menu to run tests that can help you identify and solve problems with the product.

To display: Press the **Menu** button , and then select the **DIAGNOSTICS** menu.


 **NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

Item	Sub-item	Values	Description
PRINT EVENT LOG			Prints a report containing the last 50 entries in the product's event log, starting with the most recent.
SHOW EVENT LOG			Displays the last 50 events; the most recent event is listed first.
PAPER PATH SENSORS			Performs a test on each of the product's sensors to determine if they are working correctly and displays the status of each sensor.
PAPER PATH TEST			Tests the paper-handling features of the product, such as the configuration of the trays.
	PRINT TEST PAGE		Generates a page for testing the paper-handling features. You must define the path for the test to test specific paper paths.

Item	Sub-item	Values	Description
	SOURCE	ALL TRAYS TRAY 1 TRAY 2* TRAY 3 TRAY 4	Specifies whether the test page is printed from all trays or from a specific tray.
	DUPLEX	OFF ON	Determines whether the duplexer is used in the test.
	COPIES	1* 10 50 100 500	Determines how many pages should be sent from the specified source as part of the test.
MANUAL SENSOR TEST			Performs tests to determine whether the paper-path sensors are operating correctly.
MANUAL SENSOR TEST 2			Performs additional tests to determine whether the paper-path sensors are operating correctly.
COMPONENT TEST	A list of available components appears.		Activate individual parts independently to isolate noise and other hardware issues.
PRINT/STOP TEST		Range is 0 - 60,000 milliseconds. The default is 0.	Isolates print quality faults more accurately by stopping the product in midprint cycle, which allows you to see where the image begins to degrade. This causes a jam message that might need to be manually cleared. A service representative should perform this test.
PRINT FUSER TEST PAGE			Tests the fuser for offset problems or contamination.

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 type an eight-digit PIN number.

- The PIN for the HP LaserJet P3015 models is 07301509.
- 1. Press the **Menu** button .
- 2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **SERVICE** menu, and then press the **OK** button.
- 3. Type the PIN using the alphanumeric keypad (for the base model, use the arrow keys).
- 4. Press the **OK** button to accept the PIN and open the **SERVICE** menu.

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

- **CLEAR EVENT LOG:** Use this item to clear the product event log.
- **CLEAR BOOTLOADER PASSWORD:** Use this item to clear the password that was set to prevent someone from performing an unauthorized cold reset, resetting factory defaults, or changing sleep mode settings from the **RESETS** menu.
- **TOTAL PAGE COUNT:** After replacing the formatter, use this item to reset the page count so that the figure continues to represent the page count for the product engine.
- **REFURBISH CYCLE COUNT:** Use this item to record the page count when the product was refurbished.
- **SERIAL NUMBER:** After replacing the formatter, use this item to reset the product serial number.
- **SERVICE ID:** See [Service ID on page 261](#), [Restore service ID on page 261](#), and [Convert the service ID to an actual date on page 261](#).
- **COLD RESET PAPER:** Select this item to reset the default paper size when the formatter is replaced or factory settings are restored (see [Resets menu on page 194](#)).

When a formatter is replaced or factory settings are restored in a country/region that uses A4 as the standard paper size, use this item to reset the default paper size.

Interpret control-panel messages

Control-panel message types

Four types of control-panel messages can indicate the status of or problems with the product.

Message type	Description
Status messages	Status messages reflect the current state of the product. They inform you of normal product operation and require no interaction to clear them. They change as the state of the product changes. Whenever the product is ready, not busy, and has no pending warning messages, the status message Ready appears if the product is online.
Warning messages	Warning messages inform you of data and scan errors. These messages typically alternate with the Ready or status messages and remain until you touch the OK button. Some warning messages are clearable. If CLEARABLE WARNINGS is set to JOB on the product SYSTEM SETUP menu, the next job clears these messages.
Error messages	Error messages communicate that some action must be performed, such as clearing a jam. Some error messages are auto-continuable. If AUTO CONTINUE is set on the menus, the device will continue normal operation after an auto-continuable error message appears for 10 seconds. NOTE: Pressing any button during the 10-second auto-continuable error message overrides the auto-continue feature, and the button function takes precedence. For example, pressing the stop button pauses scanning and offers the option to cancel the job.
Critical-error messages	Critical error messages inform you of a product failure. Some of these messages can be cleared by turning the product off and then on. These messages are not affected by the AUTO CONTINUE setting. If a critical error persists, service is required.

Control-panel messages

Table 3-7 Control-panel messages

Control panel message	Description	Recommended action
10.10.00 ERROR	The product cannot read or write to the print cartridge e-label, or the e-label is missing from the print cartridge.	<ol style="list-style-type: none">1. Verify that a genuine HP print cartridge is installed in the product.2. Install another print cartridge.3. Verify that the memory tag PCA is installed in the product.4. Verify that the memory tag connector is firmly seated in connector J1703 on the ECU. You might have to remove the main cooling fan to see this connection.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
10.91.00 CARTRIDGE ERROR REPLACE BLACK CARTRIDGE	An error has occurred in the cartridge	<ol style="list-style-type: none"> 1. Open the cartridge door. 2. Remove the print cartridge, and then reinstall it. 3. Close the cartridge door. 4. Turn the product off and then on. 5. Verify that a genuine HP print cartridge is installed in the product. 6. Install another print cartridge. 7. Verify that the memory tag PCA is installed in the product. 8. Verify that the memory tag connector is firmly seated in connector J1703 on the ECU. You might have to remove the main cooling fan to see this connection.
10.XX.YY SUPPLY MEMORY ERROR	<p>The product cannot read or write to the print cartridge memory tag, or the memory tag is missing.</p> <p>10.00.0Y = memory is defective</p> <p>10.10.0Y = memory is missing</p>	<ol style="list-style-type: none"> 1. Open the cartridge door. 2. Remove the print cartridge, and then reinstall it. 3. Close the cartridge door. 4. Turn the product off and then on. 5. Verify that a genuine HP print cartridge is installed in the product. 6. Verify that the memory tag PCA is installed in the product. 7. Verify that the memory tag connector is firmly seated in connector J1703 on the ECU. You might have to remove the main cooling fan to see this connection. 8. Install another print cartridge.
11.XX INTERNAL CLOCK ERROR To continue press OK	<p>The real time clock has experienced an error.</p> <p>XX = 01: Dead clock battery</p> <p>XX = 02: Dead real time clock</p>	<p>Printing can continue, but a prompt appears every time you turn on the product. To resolve the issue:</p> <ol style="list-style-type: none"> 1. Power cycle the product to see if the prompt clears. 2. If possible, print a configuration page to record product information, and then perform an NVRAM initialization routine. If the initialization routine is successful, you must re-enter several configuration parameters (such as the page count and the serial number). 3. If the error persists, replace the formatter PCA.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
13.JJ.NT JAM IN <LOCATION>	A jam has occurred in the specified location.	Remove the jammed paper. See Jam locations on page 220 .
13.JJ.NT JAM INSIDE <LOCATION>	<ul style="list-style-type: none"> 13.JJ.NT JAM INSIDE REAR DOOR 13.JJ.NT JAM IN FUSER 13.JJ.NT JAM INSIDE TOP COVER 13.JJ.NT JAM IN TRAY 1 13.JJ.NT JAM IN TRAY <X> 13.JJ.NT JAM IN TRAY 2 13.JJ.NT JAM INSIDE DUPLEXER 	<p>If the message persists after you have cleared all jams, a sensor might be stuck or broken. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.</p>
13.JJ.NT PAPER JAM OPEN INPUT TRAYS alternates with Open all trays	A jam has occurred in a tray.	<ol style="list-style-type: none"> 1. Open each tray and check for jammed paper. 2. Open the cartridge door. 3. Remove the print cartridge and any paper. 4. Reinstall the print cartridge and close the cartridge door. 5. Close all trays. 6. Remove the jammed paper. See Jam locations on page 220. 7. If the message persists after you have cleared all jams, a sensor might be stuck or broken. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.
21 PAGE TOO COMPLEX For help press ? alternates with 21 PAGE TOO COMPLEX To continue press OK	The data in the print job is too complex. Note: EIO 0 is reserved for the HP Jetdirect embedded print server.	<ol style="list-style-type: none"> 1. Press the OK button to print the transferred data (some data might be lost). 2. If this message displays often, simplify the print job or install more memory.
22 EIO X BUFFER OVERFLOW To continue press OK	Too much data was sent to the EIO card in the specified slot [X]. An improper communications protocol might be in use. Note: EIO 0 is reserved for the HP Jetdirect embedded print server.	<ol style="list-style-type: none"> 1. Press the OK button to clear the message. (The job does not print.) 2. Check the host configuration. If the message persists, contact an HP-authorized service or support provider.
22 EMBEDDED I/O BUFFER OVERFLOW To continue press OK	Too much data was sent to the product's internal HP Jetdirect.	Press the OK button to continue printing. Some data might be lost.
22 USB I/O BUFFER OVERFLOW To continue press OK	Too much data was sent to the USB port.	Press the OK button to clear the error message. (The job does not print.)

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
40 EIO X BAD TRANSMISSION To continue press OK	<p>The connection has been broken between the product and the EIO card in the specified slot [X].</p> <p>Note: EIO 0 is reserved for the HP Jetdirect embedded print server.</p>	<p>Press the OK button to clear the error message and continue printing.</p>
40 EMBEDDED I/O BAD TRANSMISSION To continue press OK	<p>The connection has been broken between the product and HP Jetdirect print server.</p>	<ol style="list-style-type: none"> 1. Print the configuration and Embedded JetDirect pages to verify that the card status is "Ready," and that the protocol reads "Ready." 2. Verify that all the configuration parameters (IP address, configuration method, and domain) are correct. 3. Verify that you are using a working network cable. 4. Verify you can "ping" a network address from the product. 5. Verify that the HP JetDirect print server has the latest firmware. HP JetDirect firmware is part of the product firmware. Find the latest product firmware at www.hp.com.
41.3 UNEXPECTED SIZE IN TRAY 1 MANUALLY FEED <TYPE> <SIZE>	<p>You have configured Tray 1 for a different size of paper than the print job requires.</p> <p>NOTE: This error can be caused by a multi feed problem. Open, and then close, the cartridge door to clear the error message. If the error persists, and the tray is correctly configured, try cleaning the Tray 1 pickup roller (or you might have to replace the roller).</p>	<p>Reload the tray with the correct paper size.</p> <p>If another tray contains the correct size, the product prompts you to press the OK button to use another tray.</p>
41.3 UNEXPECTED SIZE IN TRAY <X> For help press ? alternates with LOAD TRAY <X> [TYPE] [SIZE] To use another tray press OK	<p>You have configured the tray for a different size of paper than the print job requires.</p> <p>NOTE: This error can be caused by a multi feed problem. Open, and then close, the cartridge door to clear the error message. If the error persists, and the tray is correctly configured, try cleaning the Tray 1 pickup roller (or you might have to replace the roller).</p>	<ol style="list-style-type: none"> 1. Reload the tray with the correct paper size. 2. Make sure the paper size that is specified in the software program, the printer driver, and the control panel are all the same. 3. Press the OK button and scroll to the TRAY <X> SIZE = <Size> option. Reconfigure the size in a tray to match the size required for the print job. 4. If the error does not clear, turn the product off and then on. 5. If the message persists, contact an HP-authorized service or support provider.

Table 3-7 Control-panel messages (continued)


Control panel message	Description	Recommended action
41.X ERROR For help press ? alternates with 41.X ERROR To continue press OK	A temporary printing error occurred.	<ol style="list-style-type: none"> 1. Press the OK button to see if the page will print. If necessary, turn the product off and then on. 2. Verify that the correct size paper is loaded in the input tray. 3. Verify that the loaded paper meets HP specifications. If the paper sticks together, the paper defect sensors will detect a sheet of paper longer than what is expected in the product. 4. Verify that all paper size settings on the control panel, in the print driver settings, and in the software program match.
49.XXXX ERROR To continue turn off then on	A critical firmware error has occurred that caused the processor on the formatter to cease operation. This error can be caused by invalid print commands, corrupt data, or invalid operations. Sometimes electrical "noise" in the cable can corrupt data during transmission to the product. Other causes can be poor-quality cables, poor connections, or home-grown programs. On rare occasions, the formatter is at fault.	<ol style="list-style-type: none"> 1. Turn off the product, and then turn it on. 2. Press the stop button  to clear the print job from the product memory. 3. Turn off the product, and then turn it on. 4. Print a document from a different software program. If the job prints, return to the first program and try to print a different file. If the message displays only with a certain program or print job, contact the software vendor for assistance. 5. If the message persists with different software programs and print jobs, disconnect the cables to the product that connect it to the network or computer. 6. Turn off the product. 7. Remove all EIO devices from the product. 8. Turn on the product. 9. If the error no longer exists, replace each EIO device one at a time, making sure to turn the product off and on again as you install each device. 10. Replace an EIO device if you determine that it causes the error.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
50.X FUSER ERROR For help press ?	<p>A fuser error has occurred. The values for X are listed below.</p> <ul style="list-style-type: none"> ● 50.1: Low fuser temperature of thermistor (TH1) ● 50.2: Fuser warm-up service ● 50.3: High fuser temperature of thermistor (TH1) ● 50.4: Faulty fuser (drive circuit failure) ● 50.8: Lower fuser temperature of thermistor (TH2) ● 50.9: High fuser temperature of thermistor (TH2) 	<ol style="list-style-type: none"> 1. Power cycle the product to determine if the error is persistent. 2. Verify that the correct fuser model is installed in the product. 3. Verify that the correct voltage fuser is installed in the product. 4. 50.2 errors: Make sure that the connectors J8002 and J1505 are fully seated on the ECU, and connector J18 is fully seated on the fuser. 5. 50.1, 50.3, 50.8, and 50.9 errors: Make sure that the connectors J18 and J1608 are fully seated on the ECU. 6. 50.8 errors: Remove the fuser and make sure that there is no residual media or toner has built up on the fuser. 7. 50.4 errors: Make sure that the power to the product meets the specifications for the product. NOTE: If the power supplied to the product is outside the specifications, the fuser temperature control circuit will not properly work, causing a fuser malfunction. Make sure that the connector J1002 and J1505 are fully seated on the ECU. If the error persists, replace the ECU. 8. If the error persists, replace the fuser.
51.XY ERROR To continue turn off then on	<p>A laser/scanner error has occurred.</p>	<ol style="list-style-type: none"> 1. From the DIAGNOSTICS menu, run the laser/scanner motor component test. Verify that you can hear the motor rotate. 2. If you cannot hear the motor rotate, verify that connector J1702 and connector J1505 are fully seated on the DC controller PCA (ECU). 3. Verify that the connector J100 on the laser/scanner assembly is securely attached. 4. If the error persists, replace the laser/scanner assembly.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
52.XY ERROR For help press ? alternates with 52.XY ERROR To continue turn off then on	A laser/scanner error has occurred. X = 0, Y = 0: scanner error X = 2, Y = 0: scanner rotation error	<ol style="list-style-type: none"> 1. From the DIAGNOSTICS menu, run the laser/scanner motor component test. Verify that you can hear the motor rotate. 2. If you cannot hear the motor rotate, verify that connector J1702 and J1505 are fully seated on the DC controller PCA (ECU). 3. Verify that the connector J12 on the laser/scanner assembly is securely attached. 4. If the error persists, replace the laser/scanner assembly.
53.X0.01 ERROR UNSUPPORTED DIMM	The product does not support the DIMM.	Replace the DIMM with one that the product supports.
55.XX.YY DC CONTROLLER ERROR For help press ? alternates with 55.XX.YY DC CONTROLLER ERROR To continue turn off then on	A temporary printing error occurred.	<ol style="list-style-type: none"> 1. Turn the product off and then on. 2. Remove any third-party memory or USB device, and then turn the product off and then on. 3. Remove and then reinstall the formatter. 4. If the error persists, remove the formatter and perform an engine test (see Engine-test button on page 134). If the engine test page fails to print, replace the DC controller (part of the ECU). If the engine test page prints, replace the formatter.
56.X ERROR For help press ? alternates with 56.X ERROR To continue turn off then on	The input device is unknown. 56.1 = unknown input device	<ol style="list-style-type: none"> 1. Turn the product off and then on. 2. Reinstall all the input devices. 3. Remove all non-HP paper handling devices.
57.XX ERROR For help press ? alternates with 57.XX ERROR To continue turn off then on	A temporary printing error occurred in one of the two product fans (main fan FM1 or sub fan FM2). 57.03: sub fan FM2 error 57.04: main fan FM1 error	<ol style="list-style-type: none"> 1. Turn the product off and then on. 2. Verify that the main fan connection at connector J1606 on the DC controller PCA (ECU) is firmly seated. 3. Verify that the sub fan connection at connector J1505 on the DC controller PCA (ECU) is firmly seated. 4. Turn the printer on and verify each fan is spinning. 5. Replace the main fan or the sub fan if they are not operational.

Table 3-7 Control-panel messages (continued)


Control panel message	Description	Recommended action
58.XX ERROR For help press ? alternates with 58.XX ERROR To continue turn off then on	A product error has occurred where a memory tag CPU error was detected, or there is a problem with the air sensor or power supply. <ul style="list-style-type: none"> 58.02 = check environmental sensor TH3 58.04 = check low-voltage power supply (ECU) 	<p>Make sure the line voltage and current source meet the electrical specifications for the product.</p> <p>To resolve problems with the power supply:</p> <ol style="list-style-type: none"> 1. Remove the product from any UPS supplies, additional power supplies, or power strips. Plug the product into a wall outlet and see if this resolves the problem. 2. If the product is already plugged into a wall outlet, try another power source in the building that is independent of the one being used. 3. Replace the ECU.
59.XY ERROR For help press ? alternates with 59.XY ERROR To continue turn off then on	A temporary printing error occurred. <ul style="list-style-type: none"> 59.30 = fuser motor start up error (M8002) 59.40 = fuser motor rotation error (M8002) 59.50 = main motor start up error (M8001) 59.60 = main motor rotation error (M8001) 	<p>59.30 and 59.40 errors</p> <ol style="list-style-type: none"> 1. Turn the product off and then on. 2. Make sure that connectors J8002 and J1504 are fully seated on the ECU. 3. Use the COMPONENT TEST (in the DIAGNOSTICS menu) to test the fuser motor functionality. If necessary, replace the motor (M8002). <p>59.50 and 59.60 errors</p> <ol style="list-style-type: none"> 1. Make sure that connector J1503 is fully seated on the ECU. 2. Use the COMPONENT TEST (in the DIAGNOSTICS menu) to test the main motor functionality. If necessary, replace the motor (M8001).
68.X PERMANENT STORAGE FULL For help press ? alternates with 68.X PERMANENT STORAGE FULL To continue press OK	The permanent storage is full. Some settings might have been reset to the factory defaults.	<ol style="list-style-type: none"> 1. If the error does not clear, turn the product off and then on. 2. Print a configuration page and check the product settings to determine which values have changed. 3. To clean up permanent storage, turn the product off, and then press and hold the Menu button  while turning the product on. 4. If the message persists, contact an HP-authorized service or support provider.
68.X PERMANENT STORAGE WRITE FAIL To continue press OK	The storage device is failing to write. Printing can continue, but there might be some unexpected behaviors because an error occurred in permanent storage.	<p>Press the OK button to continue.</p> <p>If the error does not clear, turn the product off and then on.</p>

Table 3-7 Control-panel messages (continued)


Control panel message	Description	Recommended action
68.X STORAGE ERROR SETTINGS CHANGED For help press ? alternates with 68.X STORAGE ERROR SETTINGS CHANGED To continue press OK	An error occurred in the product permanent storage and one or more product settings has been reset to its factory default.	Press the OK button to resume printing. Print a configuration page, a menu map, and check the product settings to determine which values have changed. If the error does not clear, turn the product off and then on.
69.X ERROR	Duplexer mechanism has failed.	Turn the product off and then on.
79.XXXX ERROR To continue turn off then on	The product detected a critical hardware error.	<ol style="list-style-type: none"> 1. Press the stop button  to clear the print job from the product memory. Turn the product off and then on. 2. Try printing a job from a different program. If the job prints, go back to the first program and try printing a different file. If the message displays only with a certain program or print job, contact the software vendor for assistance. <p>If the message persists with different programs and print jobs, try these steps.</p> <ol style="list-style-type: none"> 1. Turn the product off. 2. Disconnect all cables to the product that connect it to the network or computer. 3. Remove all the memory DIMMs or third-party DIMMs from the product. Then reinstall the memory DIMM. 4. Remove the EIO device from the product. 5. Turn the product on. <p>If the error no longer exists, follow these steps.</p> <ol style="list-style-type: none"> 1. Install the DIMM and EIO device one at a time, making sure to turn the product off and then on as you install each device. 2. Replace the DIMM or EIO device that you determine caused the error. 3. Reconnect all cables that connect the product to the network or computer.

Table 3-7 Control-panel messages (continued)



Control panel message	Description	Recommended action
8X.YYYY EIO ERROR	The EIO accessory card in slot [X] has encountered a critical error.	<ol style="list-style-type: none"> 1. Turn the product off and then on. 2. Turn the product off, reseal the EIO accessory in slot [X], and then turn the product on. 3. Turn the product off, remove the EIO accessory from slot [X], install it in a different EIO slot, and then turn the product on. 4. Replace the EIO accessory in slot [X].
8X.YYYY EMBEDDED JETDIRECT ERROR	The embedded HP Jetdirect print server has encountered a critical error.	Turn the product off and then on.
<BINNAME> FULL	This message appears on the control-panel display, but the bin is not full.	<ol style="list-style-type: none"> 1. Make sure that the media full sensor flag is not damaged and can freely move. If the sensor flag is damaged, replace the top-cover assembly. 2. Make sure that the connector J4 on is fully seated on the sensor and connector J1605 is fully seated on the ECU. 3. Use the G FD tray full sensor test in the MANUAL SENSOR TEST menu (in the DIAGNOSTICS menu) to test the sensor functionality. If necessary, replace the sensor (PS1).
ACCEPT BAD SIGNATURE? Yes press OK alternates with ACCEPT BAD SIGNATURE? No press 	The product is performing a remote firmware upgrade, the first-time code signing does not match the signature, and the SIGNATURE CHECK menu is set to the PROMPT IF BAD option.	Download the correct firmware upgrade file for this product, and then reinstall the upgrade.
Access denied MENUS LOCKED	The product control-panel function you are trying to use has been locked to prevent unauthorized access.	See your system administrator.
Action not currently available for tray x Tray size cannot be ANY SIZE/ANY CUSTOM	Duplexing is not available when the tray size is set to the ANY SIZE setting or the ANY CUSTOM setting.	Change tray settings. <ol style="list-style-type: none"> 1. Press the Menu button . 2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the PAPER HANDLING menu, and then press the OK button. 3. Press the down arrow ▼ button to highlight the specified tray, and then press the OK button. 4. Change the selected tray's size and type settings.
BAD OPTIONAL TRAY CONNECTION	An optional tray is not connected correctly.	Remove the product from the tray, and reinstall it. Turn the product off and then on.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
Bad signature Upgrade cancelled	The firmware upgrade code does not match the product signature.	Download the correct firmware upgrade file for this product, and then reinstall the upgrade.
BLACK CARTRIDGE VERY LOW	The product indicates when a supply level is very low. Actual print cartridge life might vary. Consider having a replacement print cartridge available to install when print quality is no longer acceptable. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended.	If print quality is no longer acceptable, replace the print cartridge.
Canceling...	The product is canceling a job. The message continues while the product clears the paper path and clears any remaining incoming data.	No action is necessary.
CANNOT DUPLEX CLOSE REAR DOOR For help press ?	The rear door must be closed to duplex.	Close the rear door.
Checking paper path	The product is checking for possible jams or paper that was not cleared from the product.	No action is necessary.
Checking printer	The product is checking for possible jams or paper that was not cleared from the product.	No action is necessary.
CHOSEN PERSONALITY NOT AVAILABLE To continue press OK	The product received a request for a personality (product language) that does not exist. The print job is canceled.	Print the job using a printer driver for a different product language, or add the requested language to the product (if available). To see a list of available personalities, print a configuration page.
CLEANING DISK <X>% COMPLETE Do not power off alternates with CLEANING DISK <X>% COMPLETE For help press ?	The storage device is being sanitized or cleaned. Do not turn off. Product functions are unavailable. The product automatically turns off and then on when finished.	No action is necessary.
CLEANING PAGE ERROR Open rear door	You are processing a cleaning page with the rear door closed.	Open the rear output bin to begin creating or processing the cleaning page.
CLEANING... DO NOT GRAB PAPER	The product is performing an automatic cleaning.	No action is necessary.
Clearing event log	The product is clearing the event log.	No action is necessary.
Clearing paper path	The product jammed or was turned on and paper was detected in a wrong location. The product is automatically attempting to eject the pages.	Wait for the product to finish trying to clear the pages. If it cannot, a jam message displays on the control panel.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
CLOSE REAR DOOR	This message appears on the control-panel display, but the rear door is closed.	<ol style="list-style-type: none"> 1. Make sure that the connectors J8001 and J1505 are fully seated on the ECU. 2. Use the J Rear cover open sensor test in the MANUAL SENSOR TEST menu (in the DIAGNOSTICS menu), to check the rear door sensor functionality. If necessary, replace the sensor (PS8001).
CLOSE TOP COVER	This message appears on the control-panel display, but the cartridge door is closed.	<ol style="list-style-type: none"> 1. Make sure that connectors FT1 and FT2 are fully seated on the cartridge door switch SW501. 2. Make sure that the tab on the cartridge door that activates the switch is not missing or damaged. Replace the cartridge-door assembly if necessary. 3. Replace the door switch (SW501).
CODE CRC ERROR	An error occurred during a firmware upgrade.	Resend the firmware upgrade.
SEND RFU UPGRADE ON USB DEV PORT		
DATA RECEIVED To print last page press OK alternates with <Current status message>	The product is waiting for the print command.	Press the OK button to continue.
DATE/TIME = YYYY/MMM/DD HH:MM To change press OK To skip press ⊗	The current date and time.	Set the date and time or press the stop button ⊗ to skip.
Deleting...	Product is deleting a stored job.	No action is necessary.
DUPLEX OPERATION FAILED To continue press OK alternates with DUPLEX OPERATION FAILED For help press ?	A timing error has occurred during a duplex printing job.	Press the OK button to continue printing. If the error occurs again, cancel the job and print it as a single-sided job.
EIO <X> DISK NOT FUNCTIONAL For help press ?	The EIO disk in slot X is not working correctly.	<ol style="list-style-type: none"> 1. Turn the product off. 2. Make sure the EIO disk is inserted correctly and securely fastened. 3. If the control panel message continues to appear, replace the disk.
EIO <X> DISK SPINNING UP alternates with <Current status message>	The disk accessory in EIO slot [X] is initializing.	No action is necessary.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
EIO DEVICE FAILURE To clear press OK	The specified device has failed.	Press the OK button to continue.
EIO FILE OPERATION FAILED To clear press OK	A command attempted an illogical operation.	Press the OK button to continue.
EIO FILE SYSTEM IS FULL To clear press OK	The specified file system is full and cannot be written to.	Press the OK button to continue.
EIO IS WRITE PROTECTED To clear press OK	The file system cannot be written to.	Press the OK button to continue.
Event log empty	You are attempting to view an empty event log by selecting the SHOW EVENT LOG option from the control panel.	No action is necessary.
INCOMPATIBLE BLACK CARTRIDGE	The print cartridge is for another product.	Replace the print cartridge with a print cartridge for this product.
Incorrect	The wrong PIN number was entered.	Reenter PIN number.
INFLATE FAILURE SEND RFU UPGRADE ON USB DEV PORT	An error occurred during a firmware upgrade.	Resend the firmware upgrade.
Initializing	Individual tasks are being initialized.	No action is necessary.
INSERT OR CLOSE TRAY <X> For help press ?	The specified tray is open or missing.	Insert or close the tray for printing to continue.
INSTALL BLACK CARTRIDGE For help press ?	The print cartridge is missing.	<ol style="list-style-type: none"> 1. Open the cartridge door. 2. Install the cartridge. 3. Close the cartridge door.
INSUFFICIENT MEMORY TO LOAD FONTS/DATA For help press ? alternates with <DEVICE> To continue press OK	The product received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	<p>Press the OK button to print the transferred data (some data might be lost).</p> <p>Simplify the print job or install additional memory.</p>
LOAD TRAY 1 [TYPE] [SIZE] To continue press OK alternates with LOAD TRAY 1 [TYPE] [SIZE] For help press ?	Tray 1 is empty.	<p>Load Tray 1 with the requested paper.</p> <p>If the paper is already in the Tray 1, press the help button ?, and then press the OK button to print.</p> <p>To use another tray, remove paper from Tray 1, and then press the OK button to continue.</p>

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
LOAD TRAY 1 [TYPE] [SIZE] To use another tray press OK alternates with LOAD TRAY 1 [TYPE] [SIZE] For help press ?	Tray 1 is empty and other trays are available.	Press the OK button to use another tray. To use Tray 1, load it with the requested paper. If the paper is already in the Tray 1, press the help button ? , and then press the OK button to print. To use another tray, remove paper from Tray 1, and then press the OK button to use another tray.
LOAD TRAY <X> [TYPE] [SIZE] For help press ?	The indicated tray is configured for a specific type and size of paper required by a print job, but the tray is empty. All other trays are also empty.	Load the requested paper in the tray.
LOAD TRAY <X> [TYPE] [SIZE] To use another tray press OK alternates with LOAD TRAY <X> [TYPE] [SIZE] For help press ?	A job is sent that requires a specific type and size that is not available in the tray that is indicated.	Press the OK button to use a type and size that are available in another tray.
MANUALLY FEED <TYPE> <SIZE>	The product is waiting for you to load paper in Tray 1.	If paper is already in the Tray 1, press the help button ? , and then press the OK button to print. To use another tray, remove paper from Tray 1, and then press the OK button.
MANUALLY FEED <TYPE> <SIZE> To continue press OK alternates with MANUALLY FEED <TYPE> <SIZE> For help press ?	The product is waiting for you to load paper in Tray 1.	Load the requested paper into Tray 1 and press the OK button.
MANUALLY FEED <TYPE> <SIZE> To use another tray press OK alternates with MANUALLY FEED <TYPE> <SIZE> For help press ?	The product is waiting for you to load paper in Tray 1.	Press the OK button to use a type and size that are available in another tray.
MANUALLY FEED OUTPUT STACK Then press OK to print second sides	The first side of a manual duplex job has been printed and the product is waiting for you to insert the output stack to complete the second side.	<ol style="list-style-type: none"> 1. Load the output stack into Tray 1, maintaining the same orientation with printed side down. 2. To continue printing, press the OK button.
MEM TEST FAILURE REPLACE DIMM <X>	The product has detected an error with the DIMM.	Replace the DIMM.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
No job to cancel	The stop button (⊗) was pressed, but there is no active job or buffered data to cancel. The message is displayed for about 2 seconds before the product returns to the ready state.	No action is necessary.
Non-HP supply installed	You have installed a print cartridge that Hewlett-Packard did not make.	If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit .
OUTPUT BIN FULL Remove all paper from bin	This message appears on the control-panel display, but the bin is not full.	<ol style="list-style-type: none"> 1. Make sure that the media full sensor flag is not damaged and can freely move. If the sensor flag is damaged, replace the top-cover assembly. 2. Make sure that the connector J4 on is fully seated on the sensor and connector J1605 is fully seated on the ECU. 3. Use the G FD tray full sensor test in the MANUAL SENSOR TEST menu (in the DIAGNOSTICS menu) to test the sensor functionality. If necessary, replace the sensor (PS1).
OUTPUT BIN FULL Remove all paper from bin alternates with <Current status message>	The output bin is full, but it is not needed for the current print job.	Empty the bin before sending a job to that bin.
Paper Wrapped Around Fuser For help press ?	Paper is wrapped around the fuser, and the product has jammed.	Remove the jam. If the message persists after you have cleared all jams, replace the fuser.
Please wait	The product is going offline.	No action is necessary.
Processing Upgrade <component> <XXX> % Do not power off	Firmware is being upgraded in several stages.	No action is necessary.
RAM DISK DEVICE FAILURE To clear press OK	The specified device has failed.	Press the OK button to continue.
RAM DISK FILE OPERATION FAILED To clear press OK	A command attempted an illogical operation.	Press the OK button to continue.
RAM DISK FILE SYSTEM IS FULL To clear press OK	The specified file system is full and cannot be written to.	Press the OK button to continue.
RAM DISK IS WRITE PROTECTED To clear press OK	The device cannot be written to.	Press the OK button to continue.
READING <DIRECTORY> XXXX files found XXXX supported	The product is reading the files in the USB folder.	No action is necessary.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
Request accepted please wait	The request to print an internal page is waiting to print.	Wait for the current job to finish printing.
Restoring factory settings	Factory settings are being restored.	No action is necessary.
Restoring...	The specific settings are being restored.	No action is necessary.
RFU LOAD ERROR	An error occurred during a firmware upgrade.	Resend the firmware upgrade.
SEND RFU UPGRADE ON USB DEV PORT		
ROM DISK DEVICE FAILURE	The specified device has failed.	Press the OK button to continue.
To clear press OK		
ROM DISK FILE OPERATION FAILED	A command attempted an illogical operation.	Press the OK button to continue.
To clear press OK		
ROM DISK FILE SYSTEM IS FULL	The specified file system is full and cannot be written to.	Press the OK button to continue.
To clear press OK		
ROM DISK IS WRITE PROTECTED	The device cannot be written to.	Press the OK button to continue.
To clear press OK		
SANITIZING DISK <X>% COMPLETE	A hard disk is being sanitized.	No action is necessary.
Do not power off		
alternates with		
SANITIZING DISK <X>% COMPLETE		
For help press ?		
SIZE MISMATCH IN TRAY X	The tray indicated is loaded with a different size of paper than the size configured for the tray.	Load the tray with the size configured for the tray.
For help press ?		Make sure that the guides are positioned correctly in the specified tray. Printing can continue from other trays.
alternates with		
<Current status message>		<ol style="list-style-type: none"> 1. Make sure that connectors J513, J507, and J501 are fully seated on the high-voltage power supply. 2. Make sure that connector J601 is fully seated on the ECU. 3. If the error persists, replace the high-voltage power supply. 4. If the error persists, replace the ECU.
Sleep mode on	The product is in Sleep mode.	No action is necessary.
SUPPLY MEMORY WARNING	The product cannot read the memory in the print cartridge.	If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit .
Economode disabled		

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
Too many trays installed Turn power off and uninstall a tray	<p>You have installed more optional trays than the product supports.</p> <p>The product can accept up to two optional 500-sheet trays.</p>	Remove one of the optional trays.
Too many USB accessories For help press ?	The does not support this many USB storage accessories.	Remove the extra USB storage accessories until this message goes away. Then, remove and reinsert the new USB storage accessory.
Too many USB hubs Remove latest USB hub	The product has detected that a USB hub is connected to another USB hub.	Remove the extra USB hub. The product does not support USB hubs connected to other USB hubs.
TRAY <X> [TYPE] [SIZE] To change size or type press OK alternates with TRAY <X> [TYPE] [SIZE] To accept settings press ↵	<p>This message states the current type and size configuration of the paper tray, and allows you to change the configuration.</p>	<p>To change the paper size or type press the OK button while the message is present. To clear the message, press the back arrow ↵ while the message is present.</p> <ul style="list-style-type: none"> Select the ANY SIZE and ANY TYPE settings if the tray is used frequently for different sizes or types. Set size and type to a specific setting if printing with only one type of paper.
TRAY <X> OPEN For help press ? alternates with <Current status message>	<p>The tray cannot feed paper to the product because tray [X] is open and must be closed for printing to continue.</p>	Check the trays and close any that are open.
Unable to add more files to print Wait for a job to finish printing	The print queue has the maximum number of jobs.	Wait for a job to finish before adding another job to the print queue.
UNABLE TO READ ENTIRE DIRECTORY To continue press OK	The list of files on the USB accessory is longer than the product can display.	<ol style="list-style-type: none"> To print a file from the partial list, press the OK button and then select a file from the list. To prevent this problem, remove files from the USB accessory.
UNABLE TO STORE JOB alternates with <Current status message>	The print job named cannot be stored because of a memory, disk, or configuration problem.	Correct the error and then try again to store the job.
UNSUPPORTED SUPPLY IN USE	The print cartridge is for a different HP product.	If print quality is no longer acceptable, replace the print cartridge.
UNSUPPORTED SUPPLY INSTALLED	The print cartridge is for a different HP product.	If print quality is no longer acceptable, replace the print cartridge.

Table 3-7 Control-panel messages (continued)


Control panel message	Description	Recommended action
USB ACCESSORY NEEDS TOO MUCH POWER Remove USB accessory and then turn off then on alternates with USB ACCESSORY NEEDS TOO MUCH POWER For help press ?	The USB accessory is drawing too much electrical current. Printing cannot continue.	Remove the USB accessory, and then restart the product. Use a USB accessory that uses less power or that contains its own power supply.
USB accessory not recognized For help press ? alternates with USB accessory not recognized To clear press OK	The product does not support plug and Play operation for the type of USB accessory in the host USB port, or the accessory is not supported	With the USB accessory connected, turn the product off and then on. If the message reappears, remove the USB accessory. NOTE: Secure USB drives are not supported for walk-up print with this product. Secure USB drives usually start specialized programs that require a password, and these programs can not open on this product.
USB printing unavailable For help press ?	The administrator has disabled printing from USB accessories.	Print the job from a computer that is connected to the product.
USB storage accessory removed Clearing any unassociated data	You have removed the USB accessory from the product. The product cancels any jobs from the accessory that are in the print queue.	To print the remaining jobs, reinsert the USB accessory and select the jobs again.
USB STORAGE DEVICE FAILURE To clear press OK	The specified device has failed.	Press the OK button to continue.
USB STORAGE FILE OPERATION FAILED To clear press OK	A command attempted an illogical operation.	Press the OK button to continue.
USE TRAY <X> [TYPE] [SIZE] To change press ▲/▼. To use press OK	The product did not detect the type and size of paper requested. The message shows the most likely type and size available and the tray in which they are available.	Press the OK button to accept the values in the message, or press the up or down arrow ▲/▼ buttons to scroll through the available choices.
USED SUPPLY IN USE Economode disabled	The print cartridge has been previously used.	If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit .
USED SUPPLY INSTALLED	The print cartridge has been previously used.	Press the OK button to use this cartridge, or install a new cartridge. If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit .

Table 3-7 Control-panel messages (continued)


Control panel message	Description	Recommended action
Wait for printer to reinitialize	This message can appear for a variety of reasons: <ul style="list-style-type: none">• The RAM DISK settings changed before the product restarted.• The product is restarting after changing external product modes.• You have exited the DIAGNOSTICS menu.• A new formatter has been installed with an old product, or a new product has been installed with an old formatter.	No action is necessary.
WARMING UP alternates with <Current status message>	The product is coming out of sleep mode. Printing continues when it is done.	No action is necessary.

Event-log messages

Print an event log

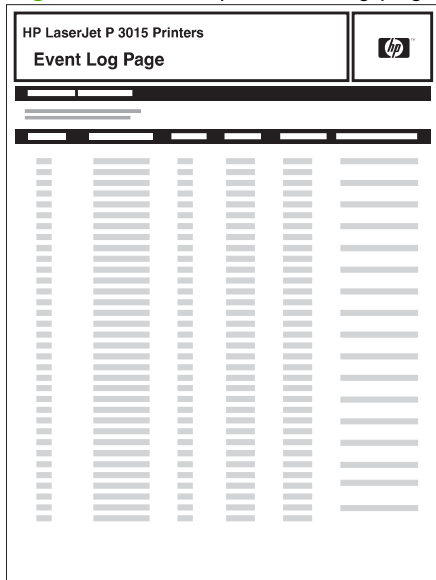
1. Press the **Menu** button .
2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **DIAGNOSTICS** menu, and then press the **OK** button.
3. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **PRINT EVENT LOG** menu, and then press the **OK** button to print.

Show an event log



1. Press the **Menu** button .
2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **DIAGNOSTICS** menu, and then press the **OK** button.
3. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **SHOW EVENT LOG** sub menu, and then press the **OK** button to print.

Sample event-log page

Figure 3-32 Sample event-log page



Clear an event log

1. Press the **Menu** button .
 2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **SERVICE** menu, and then press the **OK** button.
 3. Type the product service PIN, and then press the **OK** button.
-
-  **NOTE:** For the HP LaserJet P3015 base model, use the arrow buttons to type the product service PIN.
-
4. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **CLEAR EVENT LOG** sub menu, and then press the **OK** button.

Event-log messages


 **NOTE:** Unless otherwise noted, the event log messages in the following table do not have a corresponding control-panel message.

Table 3-8 Event log only messages

Event log message	Description	Comments
10.10.0Y	Memory error on supply	The memory tag is missing or defective. See 10.XX.YY SUPPLY MEMORY ERROR in Interpret control-panel messages on page 197 .
10.30.00	Non-HP supply in use	Transition from all HP to at least one non-HP consumable.
10.31.00	Non-HP supply in use	Transition to at least one cloned print cartridge.
10.32.00	Unauthorized supply in use	Transition to at least one unauthorized cloned print cartridge.
10.40.00	Genuine HP Supplies Installed	Transition from at least one non-HP to all genuine HP supplies.
10.41.00	Unsupported supply in use	Transition at least one unsupported HP consumable in use.
13.05.00	Jam in the fuser area	<ul style="list-style-type: none"> For jam location information, see Jam locations on page 220. If the error persists, a sensor might be damaged. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.
13.31.00	Jam in the fuser area	<ul style="list-style-type: none"> For jam location information, see Jam locations on page 220. If the error persists, a sensor might be damaged. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.
13.20.00	Jam inside the rear door	<ul style="list-style-type: none"> For jam location information, see Jam locations on page 220. If the error persists, a sensor might be damaged. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.
13.21.00	Jam inside the rear door	<ul style="list-style-type: none"> For jam location information, see Jam locations on page 220. If the error persists, a sensor might be damaged. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.

Table 3-8 Event log only messages (continued)

Event log message	Description	Comments
13.02.00	Jam inside the top cover	<ul style="list-style-type: none"> For jam location information, see Jam locations on page 220. If the error persists, a sensor might be damaged. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.
13.98.00	Paper jam open input trays	<ul style="list-style-type: none"> For jam location information, see Jam locations on page 220. If the error persists, a sensor might be damaged. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.
14.X	Feed roller error	
54.01	The humidity-environment sensor (TH3) is abnormal.	<ol style="list-style-type: none"> Make sure that the product is in an environment that meets the specifications in Environmental specifications on page 309. Make sure that connector J1803 is fully seated on the ECU. If the error persists, replace the environment sensor. See Main fan, fan duct, and environmental sensor on page 98.
55 901C	DCC restored	DCC NVRAM was restored from the formatter.
68 8X04	The permanent storage date does not match the engine.	
68 8X05	The permanent storage date does match the engine.	
73.00.00	Printer error	Power cycle the product.
8x7345	Disk clean successful	X denotes the slot number (0 is internal).
8x7346	Disk clean failed	A hard disk or compact flash disk cleaning failed. Usually caused by a hardware failure of the disk. X denotes the slot number.
8x7347	Some of the sanitized disk did not correctly verify.	
88.00.XX	FailCode from engine self-test execution.	

Clear jams

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/ljpaperguide.

The product is jammed.

Cause	Solution
The paper does not meet specifications.	Use only paper that meets HP specifications. See the product user guide.
A component is installed incorrectly.	Verify that all components 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. See the product user guide.
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 alerting you of supplies status, or print a supplies status page (see the product user guide) 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.

Jam locations

Use this illustration to identify locations of jams. In addition, instructions appear on the control panel to direct you to the location of jammed paper and how to clear it.


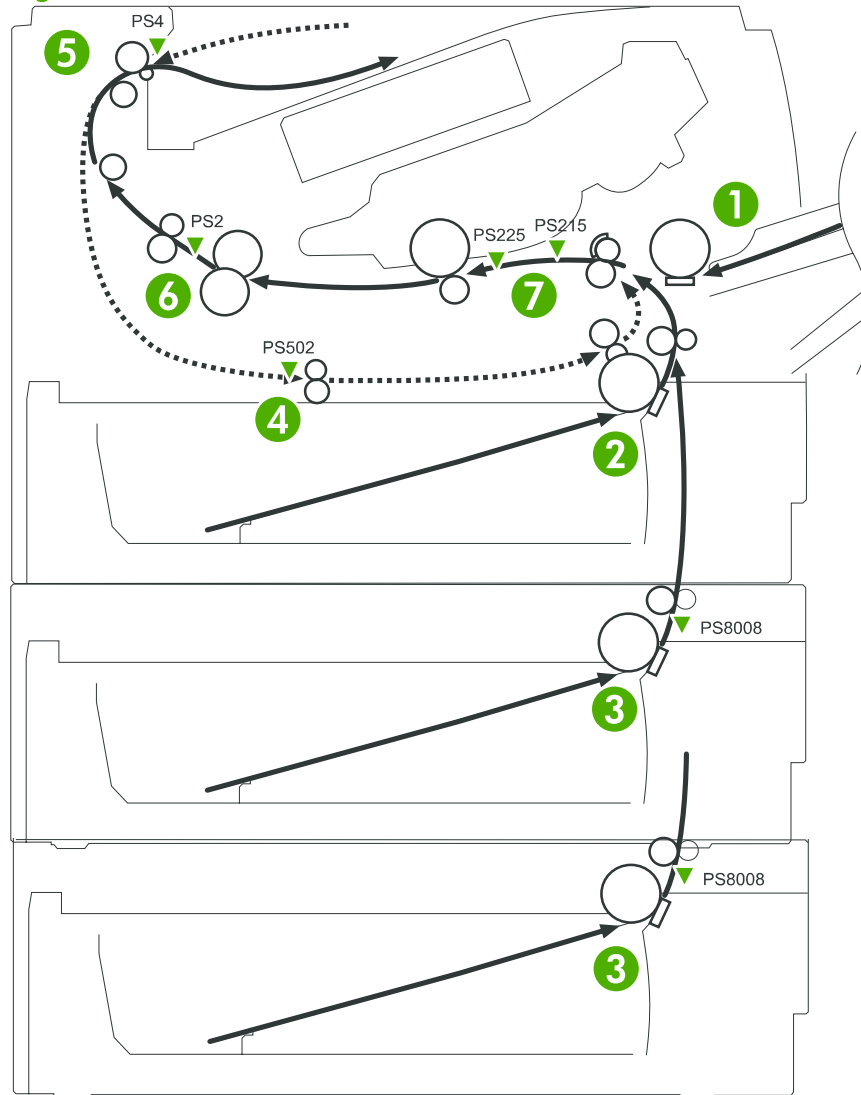
 **NOTE:** Internal areas of the product that might need to be opened to clear jams have green handles or green labels.

Figure 3-33 Jam locations




- | | |
|---|--|
| 1 | Tray 1 (multipurpose tray) area
13.JJ.NT JAM IN TRAY 1
13.JJ.NT JAM IN TRAY <X>
13.JJ.NT PAPER JAM OPEN INPUT TRAYS
See Clear jams from Tray 1 on page 222 . |
|---|--|

2	<p>Tray 2 area</p> <p>13.JJ.NT JAM IN TRAY 2</p> <p>13.JJ.NT JAM IN TRAY <X></p> <p>13.JJ.NT PAPER JAM OPEN INPUT TRAYS</p> <p>See Clear jams from Tray 2 or an optional 500-sheet tray on page 223.</p>
3	<p>Optional 500-sheet input tray (Tray 3 or Tray 4) area</p> <p>13.JJ.NT JAM IN TRAY <X></p> <p>13.JJ.NT PAPER JAM OPEN INPUT TRAYS</p> <p>See Clear jams from Tray 2 or an optional 500-sheet tray on page 223.</p>
4	<p>Duplex feed area</p> <p>13.JJ.NT JAM INSIDE DUPLEXER</p> <p>See Clear jams from the duplexer on page 226.</p>
5	<p>Output-bin area</p> <p>13.JJ.NT JAM INSIDE REAR DOOR</p> <p>See Clear jams from the output areas on page 231.</p>
6	<p>Fuser area</p> <p>13.JJ.NT JAM IN FUSER</p> <p>See Clear jams from the output areas on page 231.</p>
7	<p>Registration and transfer area</p> <p>13.JJ.NT JAM INSIDE TOP COVER</p> <p>See Clear jams from inside the product on page 234.</p>

Clear jams from the input trays

Clear jams from Tray 1

 **TIP:** To see an animation of this procedure go to this Web site: www.hp.com/go/ljp3010-tray1-jams.


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 [Registration and transfer area on page 234](#).



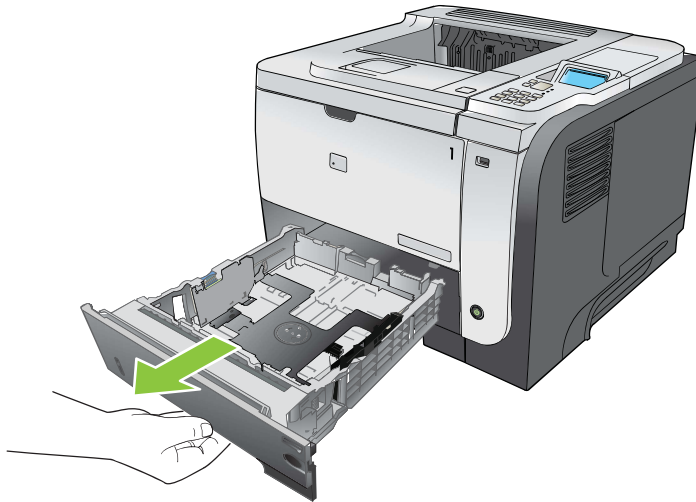
2. Press the **OK** button to clear the message.



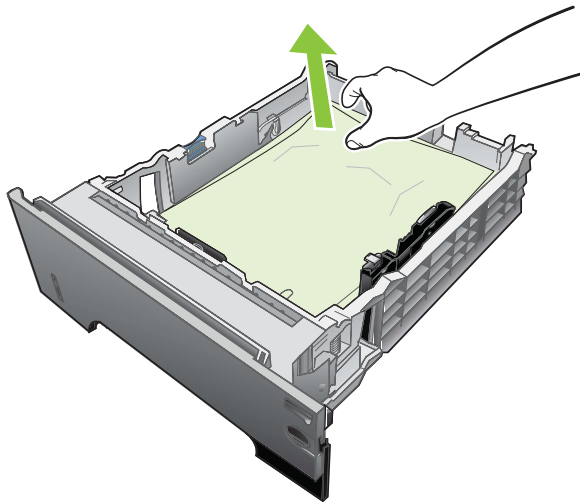
Clear jams from Tray 2 or an optional 500-sheet tray

 **TIP:** To see an animation of this procedure go to this Web site: www.hp.com/go/ljp3010-tray2-jams.

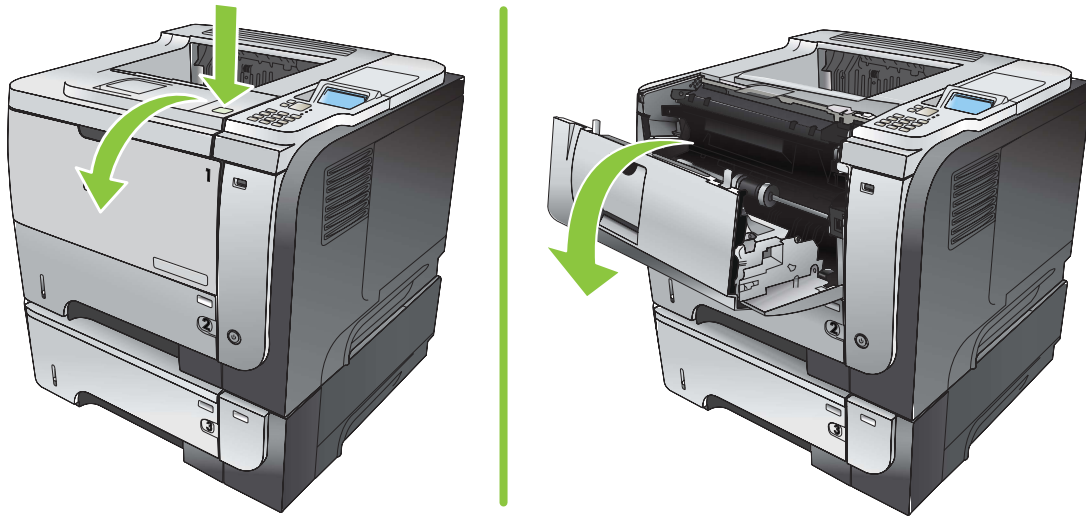
1. Remove the tray from the product.



2. Remove any damaged paper from the tray, and then reinsert the tray.



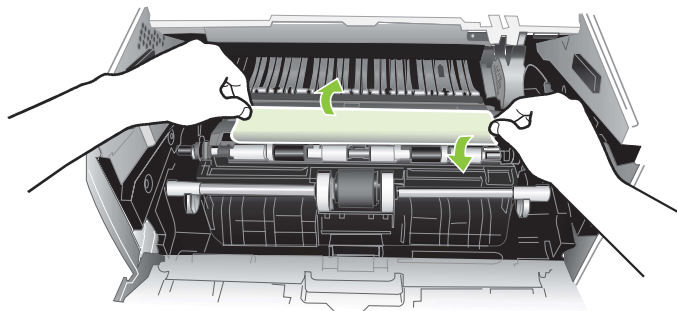
3. Press the cartridge-door-release button, and open the cartridge door.



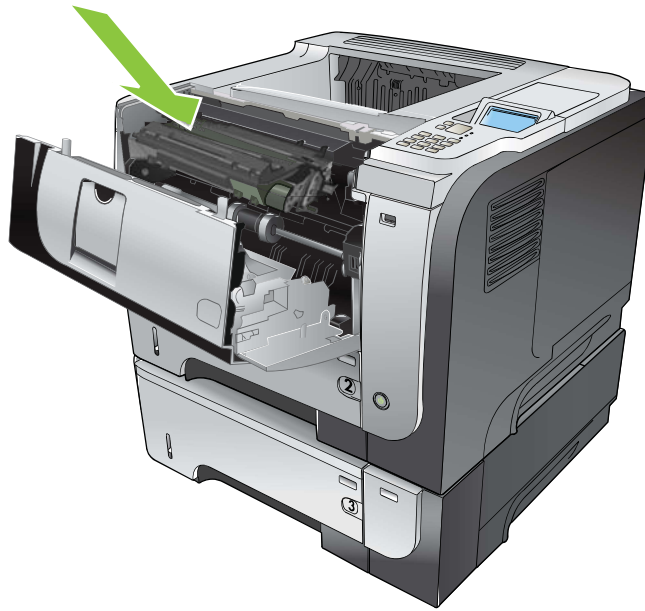
4. Remove the print cartridge.



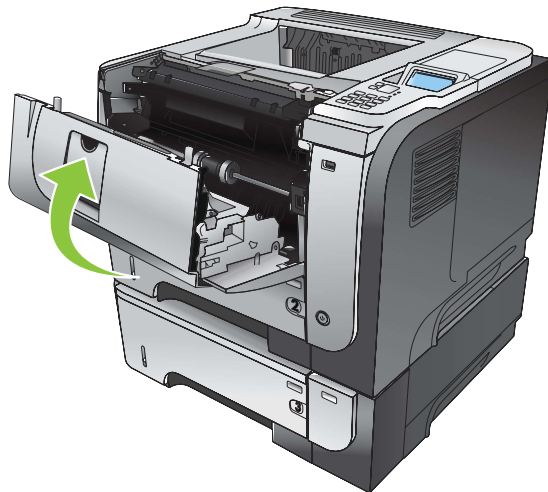
5. Remove any jammed paper.




6. Reinsert the print cartridge.



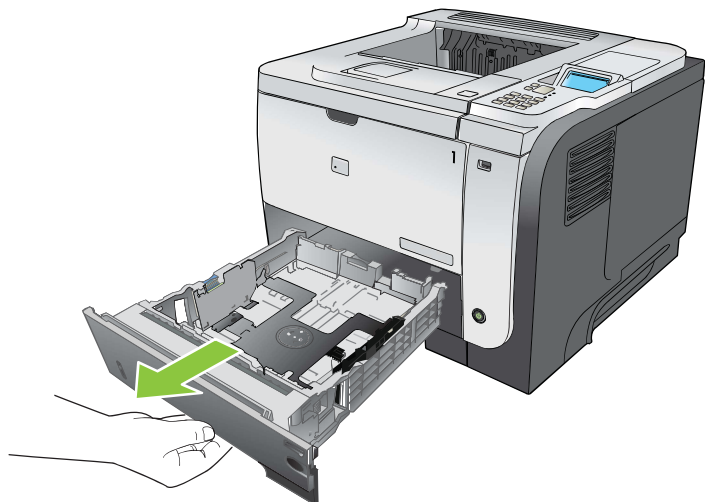
7. Close the cartridge door.



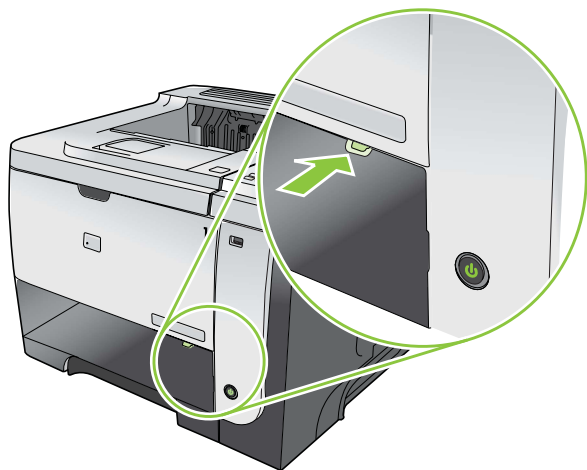
Clear jams from the duplexer

 **TIP:** To see an animation of this procedure go to this Web site: www.hp.com/go/ljp3010-jams-duplexer.

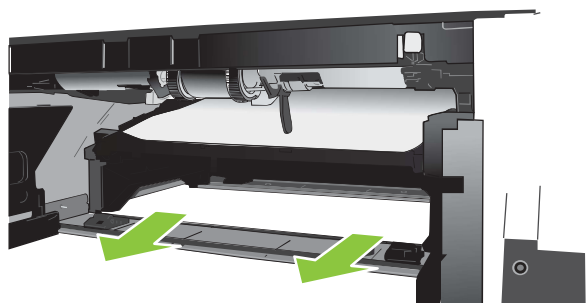
1. Remove Tray 2 completely from the product.



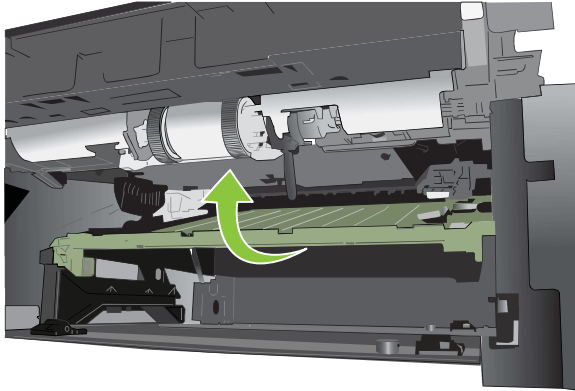
2. Push the green button to release the duplex pan.



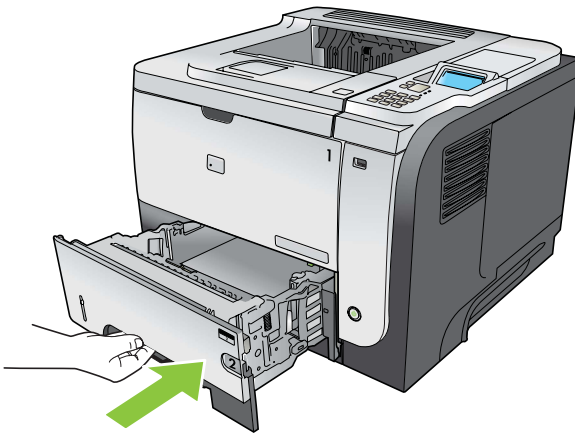
3. Remove any jammed paper.




4. Close the duplex pan.

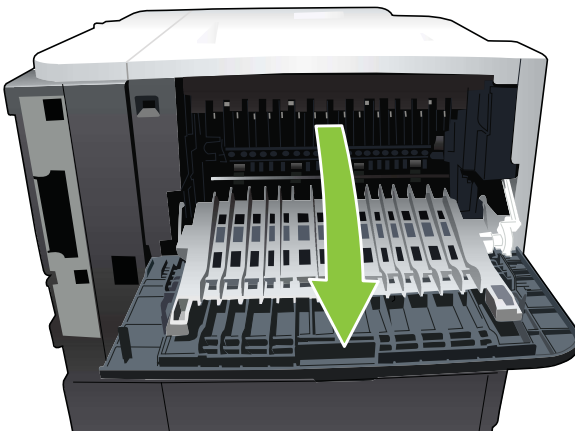


5. Reinsert Tray 2.

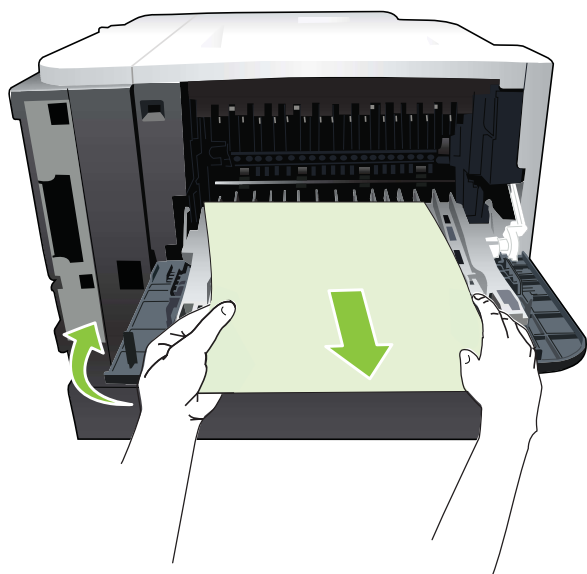


6. Open the rear door, and push down so it is fully opened to a 90° angle.

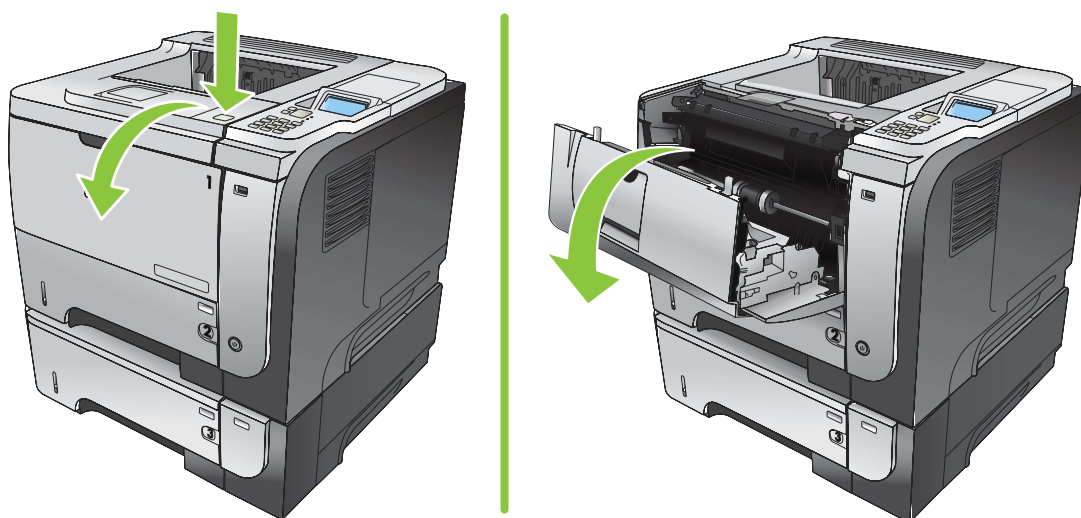
 **NOTE:** The rear door has two positions. It opens to a 45° angle for the rear output bin and to a 90° angle for clearing jams.



7. Remove any jammed paper.



8. Press the cartridge-door-release button, and open the cartridge door.



9. Close the rear door.

