

Glossy media

- $Y = 5$ (expected type)

Gloss film

- $Y = 6$ (expected type)

Non-assured OHT

- $Y = 7$ (expected type)

Heavy media

- $Y = 8$ (expected type)

Light media

- $Y = 9$ (expected type)

Rough media

- $Y = A$ (expected type)

Extra heavy glossy media (glossy media 3)

- $Y = B$ (expected type)

Heavy glossy media (glossy media 2)

- $Y = C$ (expected type)

Heavy media 3

- $Y = D$ (expected type)

Heavy media 2

- $Z = 1$ (detected type)

Normal media

- $Z = 3$ (detected type)

LBP OHT

- $Z = 4$ (detected type)

Glossy media

- $Z = 5$ (detected type)

Gloss film

- $Z = 6$ (detected type)

Non-assured OHT

- $Z = 7$ (detected type)

Heavy media

- Z = 8 (detected type)

Light media

- Z = 9 (detected type)

Rough media

- Z = A (detected type)

Extra heavy glossy media (glossy media 3)

- Z = B (detected type)

Heavy glossy media (glossy media 2)

- Z = C (detected type)

Heavy media 3

- Z = D (detected type)

Heavy media 2

Recommended action

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

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

Clean the Media Sensor.

If the error persists, replace the paper pickup assembly.

41.07.YZ Error To continue, press OK

Description

A media transportation error has occurred.

- Y = 0

Photo media 1, Photo media 2, Photo media 3, Designated media 2, Designated media 3, or N/A, typed or AutoSense

- Y = 1

AutoSense (Normal): special case distinguished from typed Normal

- Y = 2

Normal: typed (not AutoSense)

- Y = 3

Light media 1, 2, or 3: typed or AutoSense

- Y = 4

Heavy media 1: typed or AutoSense

- Y = 5

Heavy media 2: typed or AutoSense

- Y = 6

Heavy media 3: typed or AutoSense

- Y = 7

Glossy media 1: typed or AutoSense

- Y = 8

Glossy media 2: typed or AutoSense

- Y = 9

Glossy media 3: typed or AutoSense

- Y = A

Glossy film: typed or AutoSense

- Y = B

OHT: typed or AutoSense

- Y = C

Label

- Y = D

Envelope 1, Envelope 2, or Envelope 3

- Y = E

Rough (designated media 1): typed or AutoSense

- Z = 1

Tray 1

- Z = 2

Tray 2

- Z = 3

Tray 3

Recommended action

Turn the product off, and then on.

If the error persists, replace the DC controller PCA.

42.XX.YY**Description**

Internal system failure

Recommended action

Turn the product off, then on, and retry.

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

47.00.XX**Description**

Backchannel internal error

Recommended action

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

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

47.01.XX**Description**

Image transformer internal error

Recommended action

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

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

47.02.XX**Description**

Job parser internal error

Recommended action

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

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

47.03.XX

Description

Print job internal error

Recommended action

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

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

47.04.XX

Description

Print spooler 9100 internal error

Recommended action

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

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

47.05.00

Description

Print spooler framework internal error

Recommended action

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

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

47.06.XX

Description

Print App internal error

Recommended action

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

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

47.WX.YZ Printer calibration error To continue, press OK

Description

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

Y = calibration type, Z = event

- **47.FC.00** (event code)
Color plane registration (CPR) Image not found at system initialization
- **47.FC.01** (event code)
CPR Store Image failure
- **47.FC.02** (event code)
CPR Image not found
- **47.FC.03** (event code)
CPR Print engine execution failure
- **47.FC.10** (event code)
Consecutive Dmax Dhalf Image not found at system initialization
- **47.FC.11** (event code)
Consecutive Dmax Dhalf Store image failure
- **47.FC.12** (event code)
Consecutive Dmax Dhalf Image not found
- **47.FC.13** (event code)
Consecutive Dmax Dhalf Print engine execution failure
- **47.FC.20** (event code)
Error Diffusion Image not found at system initialization
- **47.FC.21** (event code)
Error Diffusion Store image failure
- **47.FC.22** (event code)
Error Diffusion Image not found
- **47.FC.23**
Error Diffusion Print engine execution failure
- **47.FC.30** (event code)
Drum Speed Adjustment Image not found at system initialization
- **47.FC.31** (event code)
Drum Speed Adjustment Store image failure
- **47.FC.32** (event code)

Drum Speed Adjustment Image not found

- **47.FC.33** (event code)

Drum Speed Adjustment Print engine execution failure

- **47.FC.40** (event code)

Pulse Width Modulation Image not found at system initialization

- **47.FC.41** (event code)

Pulse Width Modulation Store image failure

- **47.FC.42** (event code)

Pulse Width Modulation Image not found

- **47.FC.430** (event code)

Pulse Width Modulation Print engine execution failure

Recommended action

Turn the product off, and then on.

If the error persists, reload the firmware.

49.XX.YY To continue, turn off then on

Description

A firmware error has occurred.

Recommended action

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

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

Description

The fuser has experienced an error.

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

Recommended action

W = 2

Fuser warm-up failure

1. Reconnect the connector (J50) between the fuser and the DC controller PCA.
2. Turn the product off. Remove the fuser, and then reinstall it.
3. If the error persists, replace the fuser wire harness.
4. If the error persists, replace the fuser.

W = 3

Low fuser temperature 1

1. Remove and then reseal the fuser.
2. Check the paper type setting using the product menus and in the printer driver. Make sure that they match and are correct for the type of media being used.
3. Replace the fuser.
4. If this product has been previously serviced, check the connector (J50) on the DC controller PCA.

W = 4

High fuser temperature 1

1. Remove and then reseal the fuser.
2. Check the paper type setting using the product menus and in the printer driver. Making sure that they match and are correct for the type of media being used.
3. Replace the fuser.
4. If this product has been previously serviced, check the connector (J50) on the DC controller PCA.

W = 6

Drive circuit fault

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



NOTE: If the power source does not meet the power frequency requirement of 43 to 67Hz, the fuser temperature control does not work properly and causes this error.

2. If the error persists, replace the low-voltage power supply.
3. If this product has been previously serviced, check the connector (J101) on the DC controller PCA.

W = 8

Fuser type mis-match

1. Remove and then reseal the fuser.
2. Check the paper type setting using the product menus and in the printer driver. Making sure that they match and are correct for the type of media being used.
3. If this product has been previously serviced, check the connectors (J50; J139) on the DC controller PCA.
4. If the error persists, replace the fuser.

W = 10

Low fuser temperature 2

1. Remove and then reseal the fuser. Make sure there is no residual paper in the fuser. Make sure the device is not located in front of a vent or window where cool air may interfere with the ability of the fuser to heat up.
2. Check the product power source. Make sure the power source meets product requirements. Make sure this is the only device using the circuit.
3. Replace the fuser.
4. Check the connector (J50) between the fuser and the product. If it is damaged, replace the fuser.
5. If this product has been previously serviced, check the connector (J50) on the DC controller PCA.

W = 12

Fuser pressure-release mechanism failure

1. Remove and then reseal the fuser. Make sure there is no residual paper in the fuser.
2. Check the fuser pressure-release sensor flag. If it is damaged, replace the fuser.
3. Use the sensor test in the Manual sensor test to verify that the fuser pressure-release sensor (PS7) is properly functioning. If it is not, replace the fuser.
4. Use the fuser pressure-release drive test in the component test to verify that the fuser motor (M2) is properly functioning. If it is not, replace the fuser motor (M2).

5. If the error persists, replace the fuser.
6. If this product has been previously serviced, check the connector (J117; J123) on the DC controller PCA.

W = 11

High fuser temperature 2

1. Remove and then reseal the fuser. Make sure there is no residual paper in the fuser. Make sure the device is not located in front of a vent or window where cool air may interfere with the ability of the fuser to heat up.
2. Check the product power source. Make sure the power source meets product requirements. Make sure this is the only device using the circuit.
3. Replace the fuser.
4. Check the connector (J50) between the fuser and the product. If it is damaged, replace the fuser.
5. If this product has been previously serviced, check the connector (J50) on the DC controller PCA.

W = 13

Low fuser temperature 3

1. Remove and then reseal the fuser. Remove any residual paper in the product.
2. Check the paper type setting using the product menus and in the printer driver. Making sure that they match and are correct for the type of media being used.
3. If this product has been previously serviced, check the connector (J50) on the DC controller PCA.
4. If the error persists, replace the fuser.

W = 14

High fuser temperature 3

1. Remove and then reseal the fuser. Remove any residual paper in the product.
2. Check the paper type setting using the product menus and in the printer driver. Making sure that they match and are correct for the type of media being used.
3. If this product has been previously serviced, check the connector (J50) on the DC controller PCA.
4. If the error persists, replace the fuser.

51.00.YY Error

Description

Laser/scanner error

- YY = 20 or 21
Cyan/black laser/scanner error (C/K)
- YY = 22 or 23
Yellow/magenta laser/scanner error (Y/M)

Recommended action

51.00.20 or 51.00.21

1. Check the connector (J501) on the laser/scanner driver PCA and the connector (J111) on the DC controller PCA.
2. If the error persists, replace the C/K laser/scanner.

51.00.22 or 50.00.23

1. Check the connector (J501) on the laser/scanner driver PCA and the connector (J110) on the DC controller PCA.
2. If the error persists, replace the Y/M laser/scanner.

52.00.XX To continue, turn off then on

Description

Laser/scanner motor startup error

- XX = 04 or 05
laser/scanner motor startup error
- XX = 05
Laser/scanner rotation error

Recommended action

XX = 04

1. Check the connector (J501) on the laser/scanner driver PCA and the connector (J106) on the DC controller PCA.
2. If the error persists, replace the appropriate laser/scanner.

XX = 05

1. Check the connector (J50-Y/K or J503-C/M) on the laser/scanner driver PCA and the connectors (J106; J110-C/K or J111-C/M) on the DC controller PCA.
2. If the error persists, replace the appropriate laser/scanner.

54.XX.YY Error**Description**

A sensor error has occurred.

Recommended action**54.00.03**

Environmental sensor failure

1. Turn the product off, and then on.
2. If the error persists, replace the environment sensor assembly.
3. If the environment sensor has been removed or replaced check the connector (J2) on the environment sensor and the connector (J108) on the DC controller PCA.

54.00.06 or 54.00.14 or 54.00.19

Registration density sensor failure

1. Open and close the right door (or turn on and then off the power switch) to perform the color plane registration.
2. If the error persists, replace the registration density sensor assembly.

54.01.05

Media sensor is out of calibration range

1. Turn the product off, and then clean the media sensor with a lint-free cloth. Turn the product on.
2. If the error persists, replace the paper pickup assembly.

54.06.21

Primary laser/scanner beam detect abnormality

1. Turn the product off, and then on.
2. If the error persists, replace the laser/scanner assembly.
3. If the product has had parts removed or replace, check the connector (J110-C/M or J111-C/M) on the DC controller PCA.

54.0X.0B or 54.0X.0C

Density sensor out of range error or Dhalf calibration failure

X = 0 black, X = 1 cyan, X = 2 magenta, X = 3 yellow

1. Check the supplies status page to make sure the toner cartridges are not past their useful life.
2. Check the ITB for damage.
3. Make sure the CPR sensor is not contaminated with toner or paper dust. Clean the sensor with compressed air and soft brush.
4. If error persists, replace the registration sensor assembly.

54.0X.0D or 54.0X.0E

Optical memory element abnormal or CPR sensor out of range

X = 0 black, X = 1 cyan, X = 2 magenta, X = 3 yellow

1. Check the supplies status page to make sure the toner cartridges are not past their useful life.
2. Check the ITB for damage.
3. Make sure the CPR sensor is not contaminated with toner or paper dust. Clean the sensor with compressed air and soft brush.
4. If error persists, replace the registration sensor assembly.

54.0X.0B or 54.0X.0C

Density sensor out of range error or Dhalf calibration failure

X = 0 black, X = 1 cyan, X = 2 magenta, X = 3 yellow

1. Check the supplies status page to make sure the toner cartridges are not past their useful life.
2. Check the ITB for damage.
3. Make sure the CPR sensor is not contaminated with toner or paper dust. Clean the sensor with compressed air and soft brush.
4. If error persists, replace the registration sensor assembly.

54.0X.0D or 54.0X.0E

Optical memory element abnormal or CPR sensor out of range

X = 0 black, X = 1 cyan, X = 2 magenta, X = 3 yellow

1. Check the supplies status page to make sure the toner cartridges are not past their useful life.
2. Check the ITB for damage.
3. Make sure the CPR sensor is not contaminated with toner or paper dust. Clean the sensor with compressed air and soft brush.
4. If error persists, replace the registration sensor assembly.

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

Description

DC controller PCA error

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

Recommended action

Turn the product off, and then on.

If the error persists, replace the DC controller PCA.

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

Description

DC controller PCA error

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

Recommended action

Turn the product off, and then on.

If the error persists, replace the DC controller PCA.

56.00.YY Error To continue, turn off then on

Description

Optional paper tray communication error

Recommended action

Turn the product off, and then on.

If the error persists, reseal the optional paper tray (1 x 500-sheet feeder).

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

57.00.0Y Error To continue, turn off then on

Description

Fan error

Recommended action

57.00.03

Power supply fan (FM1) failure

1. Turn the product off, and then on. Listen for fan noise at the front lower-left corner of the product. If no noise is heard, replace the power supply fan (FM1).
2. If this part has been removed or replace, check the connector (J119) on the DC controller PCA.
3. Measure the voltage between the connectors (J119-1 and J119-3) on the DC controller PCA immediately after the product power is turned on. If the voltage changes from 0 VDC to approximately 24 VDC, replace the fan (FM1).

57.00.04

Cartridge fan (FM2) failure

1. Turn the product off, and then on. Listen for fan noise at the front lower-right corner of the product. If no noise is heard, replace the cartridge fan (FM2).
2. If this part has been removed or replace, check the connector (J26) on the cartridge fan, connector (J262) on the high-voltage power supply (lower), and the connector (J114) on the DC controller.
3. Measure the voltage between the connectors (J262-1 and J262-3) on the high-voltage power supply (lower) immediately after the product power is turned on. If the voltage changes from 0 VDC to approximately 24 VDC, replace the fan (FM2).

57.00.05

Delivery fan (FM3) failure

1. Turn the product off, and then on. Listen for fan noise at the lower back-center of the product. If no noise is heard, replace the delivery fan (FM3).
2. If this part has been removed or replace, check the connector on the intermediate connect board.
3. Measure the voltage between the connectors (J262-1 and J262-3) on the high-voltage power supply (lower) immediately after the product power is turned on. If the voltage changes from 0 VDC to approximately 24 VDC, replace the fan (FM3).

58.00.04

Description

The low-voltage power supply is defective.

Recommended action

1. Turn the product off, and then on.
2. Check the connector (J143) on the DC controller PCA.
3. If the error persists, replace the low-voltage power supply.

59.00.YY Error To continue, turn off then on**Description**

Printing error

Recommended action**59.00.04 or 59.00.05**

Fuser motor (M2) start up error or fuser motor (M2) rotational error--pressure roller, delivery roller, fuser pressurization, primary transfer roller disengagement

1. Use the fuser motor (M2) drive test in the component test to verify that the fuser motor is properly functioning. If it is not, replace the fuser motor assembly.
2. If the product has been serviced, check the connector (J15) on the fuser motor and the connector (J17) on the DC controller PCA.

59.05.XX**Description**

A drum startup or drum rotational error has occurred.

- XX = 06 Black drum startup error (M3); XX = 07 Black drum rotational error (M3)
- XX = 08 Yellow drum startup error (M1); XX = 09 Yellow drum rotational error (M1)
- XX = 10 Magenta drum startup error (M1); XX = 11 Magenta drum rotational error (M1)
- XX = 12 Cyan drum startup error; XX = 13 Cyan drum rotational error (M1)
- XX = B0 Residual toner feed motor error (M12)

Recommended action**59.05.06 or 59.05.07**

1. Turn the product off, and then on.
2. Check the connector (J121) on the DC controller PCA.
3. Use the motor drive test in the component test to verify that the motor is properly functioning. If it is not, replace the drum motor (M3).

59.05.08 or 59.05.09

1. Turn the product off, and then on.
2. Check the connector (J120) on the DC controller PCA.
3. Use the motor drive test in the componet test to verify that the motor is properly functioning. If it is not, replace the drum motor (M1).

59.05.10 or 59.05.11

1. Turn the product off, and then on.
2. Check the connector (J120) on the DC controller PCA.
3. Use the motor drive test in the componet test to verify that the motor is properly functioning. If it is not, replace the drum motor (M1).

59.05.12 or 59.05.13

1. Turn the product off, and then on.
2. Check the connector (J120) on the DC controller PCA.
3. Use the motor drive test in the componet test to verify that the motor is properly functioning. If it is not, replace the developing disengagement motor (M10).
4. Use the Manual sensor test to verify that the ITB alienation sensor (SR17) is properly functioning. If it is not, replace the ITB alienation sensor (SR17).

59.05.B0

1. Turn the product off, and then on.
2. Check the connector (J89) on the residual feed motor (M12), intermediate connectors (J75 and J77), and the connector (J137) on the DC controller.
3. Use the motor drive test in the componet test to verify that the motor is properly functioning. If it is not, replace the developing disengagement motor (M12).
4. Use the Manual sensor test to verify that the ITB alienation sensor (SR17) is properly functioning. If it is not, replace the ITB alienation sensor (SR17).

60.00.0Y Tray <Y> lifting error

Description

Tray lift motors error

Recommended action

60.00.11

Lifter motor failure (M7)

1. Turn the product off, and then on.
2. Check the connector (J141) on the DC controller PCA.
3. Check the connector (J78) on the lifter motor (M7).
4. Use the Cassette lifter sensor sensor (SR9) test in the Tray/Bin manual sensor test to verify that the sensor is properly functioning. If it is not, replace the lifter drive assembly.
5. If the error persists, replace the lifter drive assembly.

61.00.01

Description

Color table read failure

Recommended action

Turn the product off, and then on.

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

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

62.00.00 No system To continue, turn off then on

Description

Internal system failure

Recommended action

Turn the product off, and then on.

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

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

70.00.00 Error To continue, turn off then on

Description

DC controller failure

Recommended action

Turn the product off, and then on.

If the error persists, replace the DC controller.

81.0X.YY Embedded JetDirect error

Description

Embedded HP JetDirect print server critical error

- **81.01.00** (event code)
EIO Networking Event: <UVWXYZ>
- **81.02.00** (event code)
Wireless Networking Event: <UVWXYZ>
- **81.03.00** (event code)
Access Point Wireless Networking Event: <UVWXYZ>
- **81.04.00** (event code)
JetDirect Inside Networking Event: <UVWXYZ>
- **81.06.00** (event code)
Internal EIO Networking Event: <UVWXYZ>
- **81.07.00** (event code)
Internal Wireless Networking Event: <UVWXYZ>
- **81.08.00** (event code)
Internal Access Point Wireless Networking Event: <UVWXYZ>
- **81.09.00** (event code)
Internal JetDirect Inside Networking Event: <UVWXYZ>

Recommended action

Turn the product off, and then on.

If the error persists, replace the formatter.

98.00.01 Corrupt data in firmware volume

Description

Data corruption has occurred in the firmware volume

Recommended action

Turn the product off, and then on.

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

Reload the firmware.

98.00.02 Corrupt data in solutions volume

Description

Data corruption has occurred in the solutions volume

Recommended action

Turn the product off, and then on.

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

Reload the firmware.

98.00.03 Corrupt data in configuration volume

Description

Data corruption has occurred in the configuration volume

Recommended action

Turn the product off, and then on.

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

Reload the firmware.

98.00.04 Corrupt data in job data volume

Description

Data corruption has occurred in the job data volume

Recommended action

Turn the product off, and then on.

Rerun the file erase function.

99.00.01 Upgrade not performed file is corrupt

Description

A remote firmware upgrade (RFU) was not performed.

CRC error in the firmware image (bad image).

Recommended action

Download the RFU file and attempt the upgrade again.

99.00.02 Upgrade not performed timeout during receive

Description

A remote firmware upgrade (RFU) was not performed.

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

Recommended action

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

99.00.03 Upgrade not performed error writing to disk

Description

A remote firmware upgrade (RFU) was not performed.

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

Recommended action

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

99.00.04 Upgrade not performed timeout during receive

Description

A remote firmware upgrade (RFU) was not performed.

I/O timeout when reading rest of header.

Recommended action

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

99.00.05 Upgrade not performed timeout during receive

Description

A remote firmware upgrade (RFU) was not performed.

I/O timeout when reading image data.

Recommended action

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

99.00.06 Upgrade not performed error reading upgrade**Description**

A remote firmware upgrade (RFU) was not performed.

Unexpected read error when reading header number and size.

Recommended action

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

99.00.07 Upgrade not performed error reading upgrade**Description**

A remote firmware upgrade (RFU) was not performed.

Unexpected read error when reading rest of header.

Recommended action

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

99.00.08 Upgrade not performed error reading upgrade**Description**

A remote firmware upgrade (RFU) was not performed.

Unexpected read error when reading image data.

Recommended action

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

99.00.09 Upgrade canceled by user**Description**

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled by the user.

Recommended action

Resend the RFU.

99.00.10 Upgrade canceled by user**Description**

A remote firmware upgrade (RFU) was not performed.

Job canceled when reading header number and size.

Recommended action

Resend the RFU.

99.00.11 Upgrade canceled by user**Description**

A remote firmware upgrade (RFU) was not performed.

Job canceled when reading rest of header.

Recommended action

Resend the RFU.

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

A remote firmware upgrade (RFU) was not performed.

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

Recommended action

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

Resend the RFU.

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

A remote firmware upgrade (RFU) was not performed.

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

Recommended action

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

Resend the RFU.

99.00.14 Upgrade not performed the file is invalid

Description

A remote firmware upgrade (RFU) was not performed.

The file is invalid.

Recommended action

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

99.00.2X

Description

- **99.00.20** (event log)
The bundle is not for this product
- **99.00.21** (event log)
The bundle is not signed with the correct signature, or the signature is invalid
- **99.00.22** (event log)
The bundle header version is not supported by this firmware
- **99.00.23** (event log)
The package header version is not supported by this firmware
- **99.00.24** (event log)
The format of the bundle is invalid
- **99.00.25** (event log)
The format of the package is invalid
- **99.00.26** (event log)
A CRC32 check did not pass
- **99.00.27** (event log)
An I/O error occurred while downloading the bundle

Recommended action

Download the correct firmware file from HP website, and then resend the firmware upgrade.

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

99.09.60 Unsupported disk

Description

Preboot menu error.

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

Recommended action

Install the correct hard disk for this product.

99.09.61 Unsupported disk

Description

Preboot menu error.

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

Recommended action

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

99.09.62 Unknown disk

Description

Preboot menu error.

The installed disk was previously locked in another product.

Recommended action

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

99.09.63 Incorrect disk

Description

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

Recommended action

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

99.09.64 Disk malfunction

Description

A fatal hard disk failure has occurred.

Recommended action

Replace the hard disk drive.

99.09.65 Disk data error**Description**

Disk data corruption has occurred.

Recommended action

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

99.09.66 No disk data installed**Description**

A disk drive is not installed in the product.


Recommended action

Install a compatible hard disk drive.

99.09.67 Disk is not bootable please download firmware**Description**

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

Recommended action

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



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

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

99.XX.YY**Description**

Firmware installation error

Recommended action

Reload the firmware.

99.XX.YY

Description

Firmware install error

Recommended action

reload the firmware.

<Binname> Full Remove all paper from bin

Description

The specified output bin is full.

Recommended action

Empty the bin to continue printing.

<Supply> almost full

Description

Toner Collection bottle is almost full.

- **10.31.60** (event code)

Toner collection unit

Recommended action

Replace the toner collection unit

<Supply> low OR Supplies low

Description

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

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

- **10.00.60** (event code)

Black print cartridge

- **10.01.60** (event code)

Cyan print cartridge

- **10.02.60** (event code)

Magenta print cartridge

- **10.03.60** (event code)
Yellow print cartridge
- **10.23.60** (event code)
Fuser Kit
- **10.22.60** (event code)
Transfer kit

Recommended action

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

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



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

<Supply> very low OR Supplies very low

Description

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

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

- **10.00.70** (event code)
Black print cartridge
- **10.01.70** (event code)
Cyan print cartridge
- **10.02.70** (event code)
Magenta print cartridge
- **10.03.70** (event code)
Yellow print cartridge
- **10.23.70** (event code)
Fuser Kit
- **10.22.70** (event code)
Transfer kit

Recommended action

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

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



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

<Tray X> lifting**Description**

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

- X = 2

Tray 2

- X = 3

Tray 3

Recommended action

No action necessary.

[File System] device failure To clear, press OK**Description**

The specified device has failed.

Recommended action

Press the OK button to clear the error.

[File System] file operation failed To clear, press OK**Description**

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

Recommended action

Press the OK button to clear the error.

[File System] file system is full To clear, press OK**Description**

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

Recommended action

Press the OK button to clear the error.

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

This file-storage component must be initialized before use.

Recommended action

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

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

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

Recommended action

Press the OK button to clear the error.

Accept bad signature**Description**

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

Recommended action

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

Bad optional tray connection**Description**

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

Recommended action

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

Calibration reset pending

Description

A calibration reset occurs when all jobs are processed.

Recommended action

To begin the reset sooner, cancel all jobs by pressing the **Stop** button ⊗.

Canceling

Description

The product is canceling the current job.

Recommended action

No action is necessary.

Canceling... <jobname>

Description

The product is canceling the current job <jobname>.

Recommended action

No action is necessary.

Checking engine

Description

The product is conducting an internal test.

Recommended action

No action is necessary.

Checking paper path

Description

The product is checking for possible paper jams.

Recommended action

No action is necessary.

Chosen personality not available To continue, press OK

Description

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

Recommended action

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

Cleaning do not grab paper

Description

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

Recommended action

No action is necessary.

Cleaning...

Description

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

Recommended action

No action is necessary.

Clearing event log

Description

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

Recommended action

No action is necessary.

Clearing paper path

Description

The product is attempting to eject jammed paper.

Recommended action

Check progress at the bottom of the display.

Close front door

Description

The front door of the product is open.

Recommended action

Close the door.

Use the switch test in the manual sensor test to verify that the front-door switch is properly functioning. If the switch fails the test, replace the switch.

Check the sensor flag on the front-door assembly. If it is damaged, replace the front-door assembly.

If the product has been recently serviced, check the connector (j62) on the 24V interlock switch and the connectors (J61, J100, and J118) on the DC controller PCA.

Close lower right door

Description

The 1 x 500-sheet optional paper feeder right door is open.

Recommended action

Open, and then close the door.

Use the right-door switch (SW1) test in the Tray/Bin manual sensor test to verify that the switch is properly functioning. If the switch fails the test, replace the switch.

Check the sensor flag on the right door assembly. If it is damaged, replace the lower right door assembly.

Close upper right door

Description

The message appears even though the 1 x 500-sheet optional paper feeder right door is closed.

Recommended action

open, and then close the door.

Check the connector (J62) on the 24V interlock switch (SW2) and the connectors (J61, J100, and J118) on the DC controller.

Check the sensor flag on the upper right door assembly. If it is damaged, replace the upper right door assembly.

Creating cleaning page

Description

A cleaning page is being generated.

Recommended action

No action is necessary.

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

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

Recommended action

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

EIO <X> disk initializing**Description**

The specified EIO disk device is initializing.

Recommended action

No action is necessary.

Event log is empty**Description**

No product events are in the log.

Recommended action

No action is necessary.

Expected drive missing**Description**

The product cannot find the encrypted hard drive.

Recommended action

Install the encrypted hard drive.

HP Secure Hard Drive disabled**Description**

The drive has been encrypted for another product.

Recommended action

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

Incompatible <supply>

Description

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

- **10.00.35** (event code)

Black print cartridge

- **10.01.35** (event code)

Cyan print cartridge

- **10.02.35** (event code)

Magenta print cartridge

- **10.03.35** (event code)

Yellow print cartridge

- Fuser kit

10.23.35 (event code)

Recommended action

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

Incompatible supplies

Description

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

Event codes are supply specific.

Recommended action

Press the **OK** button to identify the incompatible supplies.

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

Install <supply>

Description

A supply item is either not installed or installed incorrectly.

- Black cartridge
10.00.15 (event code)
- Cyan cartridge
10.10.15 (event code)
- Magenta cartridge
10.02.15 (event code)
- Yellow cartridge
10.03.15 (event code)
- Fuser kit
10.23.15 (event code)

Recommended action

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

Install <supply> Close rear door

Description

The toner collection unit has been removed or has been installed incorrectly.

- Toner collection unit
10.31.15 (event code)

Recommended action


Replace or reinstall the toner collection unit correctly to continue printing.

Install Fuser Unit

Description

The fuser has been removed or installed incorrectly.

Recommended action

 **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.

1. Open the right door.
2. Install or adjust the fuser.
3. Close the right door.

Install supplies

Description

More than one supply is missing or is installed incorrectly.

Recommended action

Press the **OK** button to identify the supplies that need to be replaced.

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

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

Install Transfer Unit

Description

The transfer unit is either not installed or not installed correctly.

Recommended action

1. Open the right door.
2. Install the ITB.



NOTE: If the ITB is already installed, remove it, and then reinstall the ITB.

3. Close the right door.
4. If the error persists, use the ITB alienation sensor (SR17) in the manual sensor test to verify that the sensor is properly functioning. If it is not, replace the ITB.
5. If the error persists, use the ITB alienation test in the component test to verify that the ITB alienation mechanism is properly functioning. If it is not, replace the ITB.

Internal disk not functional

Description

The internal hard drive is not correctly functioning.

Recommended action

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

If the error persists, replace the internal hard drive.

Internal disk spinning up

Description

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

Recommended action

No action is necessary.

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

Description

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

Recommended action

Use the cassette media present sensor test in the Tray/bin manual sensor test to verify that the sensor is correctly functioning.

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

Reconnect the corresponding connector:

- MP tray: connector (J85, J90) on the MP tray media out sensor and the connector (J107) on the DC controller PCA.
- Printer cassette: connectors (J6) on the cassette media out sensor and the connector (J131) on the DC controller PCA.
- 1 X 500-sheet paper feeder cassette: connector (J55D) on the paper feeder cassette media out sensor and the connector (J106) on the paper feeder controller PCA.

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

Description

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

Recommended action

Load the correct paper in the tray.

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

Otherwise, press the **OK** button to select another tray.

Manually feed output stack Then press OK to print second sides

Description

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

Recommended action

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


Manually feed: [Type], [Size]


Description

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

Recommended action

Load tray with requested paper.

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

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


Manually feed: [Type], [Size] To use another tray, press OK


Description

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

Recommended action

Load tray with requested paper.

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

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

Moving solenoid

Description

The solenoid is moving as part of a component test.

Recommended action

To exit press ▼

Moving solenoid and motor**Description**

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

Recommended action

To exit press ▼

No job to cancel**Description**

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

Recommended action

No action necessary.

Paused**Description**

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

Recommended action

Press the **Stop** button ☒.

Performing Color Band Test...**Description**

A color-band test is being performed.

Recommended action

No action necessary.

Performing Paper Path Test...**Description**

A paper-path test is being performed.

Recommended action

No action necessary.

Please wait...

Description

The product is in the process of clearing data.

Recommended action

No action necessary.

Printing CMYK samples...

Description

The product is printing the CMYK Sample pages.

Recommended action

No action necessary.

Printing Color Usage Log...

Description

The product is printing the Color Usage log.

Recommended action

No action necessary.

Printing Configuration...

Description

The product is printing the Configuration page.

Recommended action

No action necessary.

Printing Demo Page...

Description

The product is printing the Demo page.

Recommended action

No action necessary.

Printing Diagnostics Page...

Description

The product is printing the Diagnostics page.

Recommended action

No action necessary.

Printing Engine Test...**Description**

The product is printing an engine test page.

Recommended action

No action necessary.

Printing Event Log...**Description**

The product is printing the Event Log page.

Recommended action

No action necessary.

Printing File Directory...**Description**

The product is printing the File Directory pages.

Recommended action

No action necessary.

Printing Font List...**Description**

The product is printing the Font List pages.

Recommended action

No action necessary.

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

The product is printing the Fuser Test page.

Recommended action

No action necessary.

Printing Help Page...

Description

The product is printing the Help page.

Recommended action

No action necessary.

Printing Menu Map...

Description

The product is printing the Menu Map pages.

Recommended action

No action necessary.

Printing PQ Troubleshooting...

Description

The product is printing the PQ Troubleshooting pages.

Recommended action

No action necessary.

Printing Registration Page...

Description

The product is printing the Registration pages.

Recommended action

No action necessary.

Printing RGB Samples...

Description

The product is printing the RGB Sample pages.

Recommended action

No action necessary.

Printing stopped

Description

Time has expired on the Print/Stop test.

Recommended action

Press the OK button to continue.

Printing Supplies Status Page...**Description**

The product is printing the Supplies Status page.

Recommended action

No action necessary.

Printing Usage Page...**Description**


The product is printing the Usage page.

Recommended action

No action necessary.

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

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

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

Recommended action

No action necessary.

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

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

Recommended action

No action necessary.

Processing...**Description**

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

Recommended action

No action necessary.

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

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

Recommended action

No action necessary.

Ready**Description**

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

Recommended action

No action necessary.

Ready <IP Address>**Description**

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

Recommended action

No action necessary.

Remove all print cartridges**Description**

The product is testing the transfer unit assembly.

Recommended action

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

To exit press ▼

Remove at least one print cartridge**Description**

The product is testing the print-cartridge motor.

Recommended action

To perform the test, remove at least one print cartridge. To cancel the test, press the **Stop** button ⓧ.

To exit press ▼

Remove shipping lock from Tray 2

Description

The Tray 2 shipping lock was not removed before you turned the product on.

Recommended action

Open Tray 2, and then remove the shipping lock.

Replace <supply>


Description

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

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

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

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

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

- **10.00.70** (event code)
Black print cartridge
- **10.01.70** (event code)
Cyan print cartridge
- **10.02.70** (event code)
Magenta print cartridge
- **10.03.70** (event code)
Yellow print cartridge
- **10.23.70** (event code)
Fuser Kit
- **10.31.70** (event code)

Toner collection unit

- **10.22.70** (event code)

Transfer kit

Recommended action

Replace the specified supply.

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

Replace Supplies

Description

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

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

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



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

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

- **10.00.70** (event code)

Black print cartridge

- **10.01.70** (event code)

Cyan print cartridge

- **10.02.70** (event code)

Magenta print cartridge

- **10.03.70** (event code)

Yellow print cartridge

- **10.23.70** (event code)

Fuser Kit

- **10.31.70** (event code)

Toner collection unit

- **10.22.70** (event code)

Transfer kit

Recommended action

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

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

Restore Factory Settings**Description**

The product is restoring factory settings.

Recommended action

No action necessary.

Restricted from printing in color**Description**

This message displays when color printing is disabled for the product or when it is disabled for a particular user or print job.

Recommended action

To enable color printing for the product, change the **Restrict Color Use** setting in the **Manage Supplies** menu.

Rotating <color> motor**Description**

A component test is in progress. the component selected is the indicated <color> cartridge motor.

<color> =

- Black
- Cyan
- Magenta
- Yellow

Recommended action

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

To exit press ▼

Rotating motor**Description**

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

Recommended action

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

To exit press ▼

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

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

Recommended action

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

Sleep mode on**Description**

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

Recommended action

No action necessary.

Supplies in wrong positions**Description**

Two or more print-cartridge slots contain the wrong print cartridge.

From left to right, the print cartridges should be installed in the following order:

- Yellow
- Magenta
- Cyan
- Black

Recommended action

Install the correct cartridge in each slot.

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

Description

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

- X = 1

Tray 1

- X = 2


Tray 2

- X = 3

Tray 3

Recommended action

Refill the tray at a convenient time.

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

Tray <X> open

Description

The specified tray is open or not closed completely.

- X = 2


Tray 2

- X = 3

Tray 3

Recommended action

Close the tray.

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

If the error persists, use the Media size switches (SW2,3 - SW82,83 - SW92,93) test in the Tray/Bin manual sensor test to test the switches. If they do not respond, replace associated the lifter drive assembly.

Tray <X> overfilled

Description

The tray is filled above the stack-height mark.

- X = 2

Tray 2

- X = 3

Tray 3

Recommended action

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



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

Troubleshooting

Description

The product is in the Troubleshooting process.

Recommended action

Press the **Stop** button ⊗.

To exit press ▼

Type mismatch Tray <X>

Description

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

Recommended action

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

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

Unsupported drive installed To continue, press OK

Description

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

Recommended action

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

Unsupported supply in use OR Unsupported supply installed To continue, press OK**Description**

A non-supported supply has been installed.

OR

One of the print cartridges is for a different HP product.

- XX = 00
Black print cartridge
- XX = 01
Cyan print cartridge
- XX = 02
Magenta print cartridge
- XX = 03
Yellow print cartridge

Recommended action

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

Unsupported tray configuration**Description**

The product has too many optional trays installed.

Recommended action

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

Unsupported USB accessory detected Remove USB accessory**Description**

A non-supported USB accessory has been installed.

Recommended action

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

USB accessory needs too much power Remove USB and turn off then on**Description**

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

Recommended action

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

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

USB accessory not functional**Description**

A parameter in the USB accessory is not correctly functioning.

Recommended action

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

Used supply installed To continue, press OK OR Used supply in use**Description**

One of the print cartridges has been previously used.

- XX = 00
Black print cartridge
- XX = 01
Cyan print cartridge
- XX = 02
Magenta print cartridge
- XX = 03
Yellow print cartridge

Recommended action

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

Wrong cartridge in <color> slot

Description

The indicated slot for a print cartridge contains a cartridge that is not the correct color.

From left to right, the print cartridges should be installed in the following order:

- Yellow

10.03.25 (event code)

- Magenta

10.02.25 (event code)

- Cyan

10.01.25 (event code)

- Black

10.00.25 (event code)

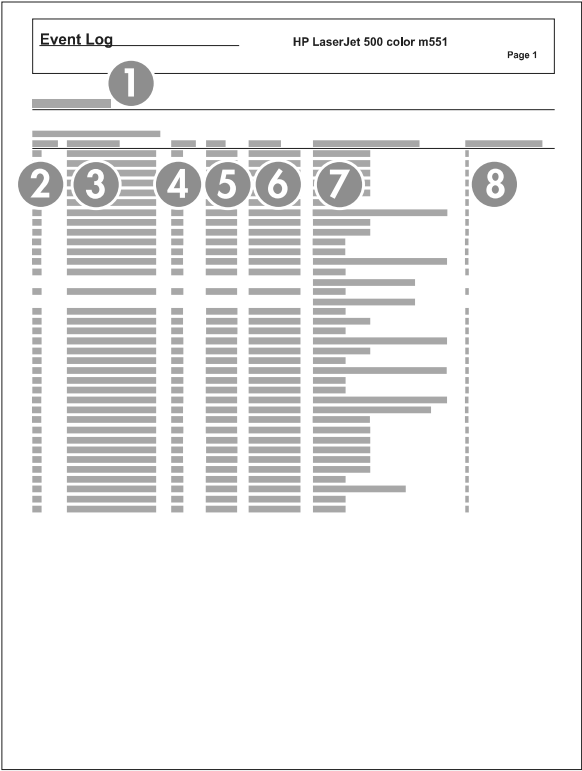
Recommended action

Remove the print cartridge from that slot, and install a cartridge that is the correct color.

Event log messages


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

Figure 3-48 Sample event log



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


Print an event log

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

Print the event log from the Administration menu

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

Print the event log from the Service menu

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

The PIN required for the **Service** menu is 09055111.
3. Use the Down arrow ▼ button to select the **Print Event Log** item, and then press the OK button.

View an event log




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

View an event log from the Administration menu


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

Viewing the event log from the Service menu

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

The PIN required for the **Service** menu is 09055111.
3. Use the Down arrow ▼ button to select the **View Event Log** item, and then press the OK button.

Clear an event log

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

The PIN required for the **Service** menu is 09055111.
3. Use the Down arrow ▼ button to select the **Clear Event Log** item, and then press the OK button.

Clear jams

Common causes of jams

The product is jammed.

Cause	Solution
The paper does not meet specifications.	Use only paper that meets HP specifications.
A component is installed incorrectly.	Verify that the transfer belt and transfer roller 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.
An input tray is loaded incorrectly.	Remove any excess paper from the input tray. Make sure that the stack is below the maximum stack height mark in the tray.
The paper is skewed.	The input-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 input tray.
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 tray rollers are not picking up the paper.	If the paper is heavier than 220 g/m ² (58 lb), it might not be picked from the tray. The rollers are worn. Replace the rollers.
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.
Paper was not stored correctly.	Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment.
Not all product packing material was removed.	Verify that the packing tape, cardboard, and plastic shipping locks have been removed from the product.

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

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.


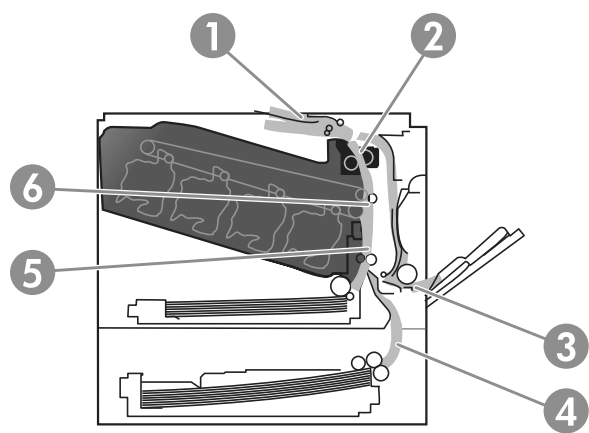
 **NOTE:** Internal areas of the product that might need to be opened to clear jams have green handles or green labels.

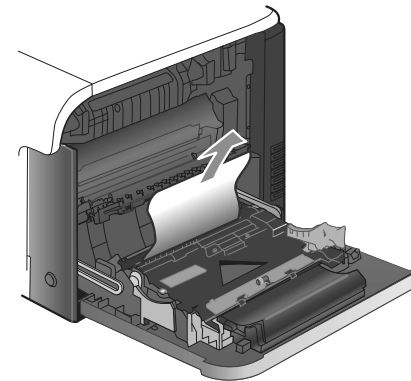
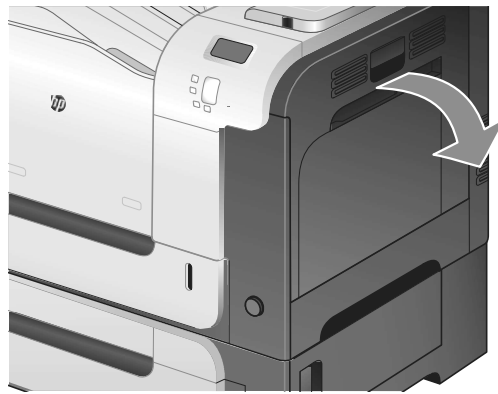
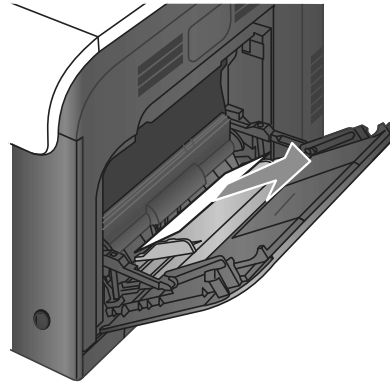
Figure 3-49 Jam locations



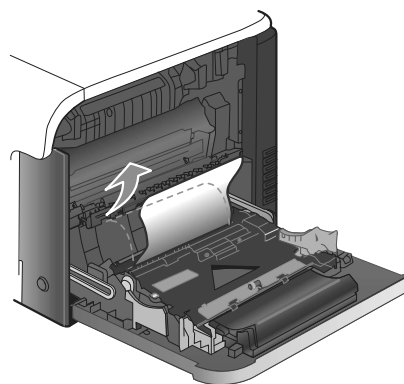
1	Output-bin area
2	Fuser area
3	Tray 1 area
4	Optional 500-sheet paper and heavy media tray (Tray 3)
5	Registration area
6	Transfer area

Clear jams in Tray 1

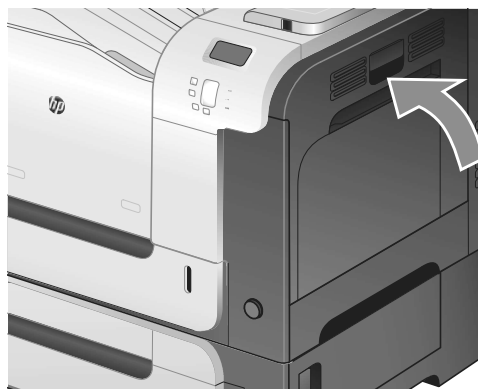
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out. Touch the **OK** button to clear the message.
2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the right door.
3. If paper is visible inside the right door, gently pull the trailing edge to remove it.



4. Gently pull the paper out of the pick up area.

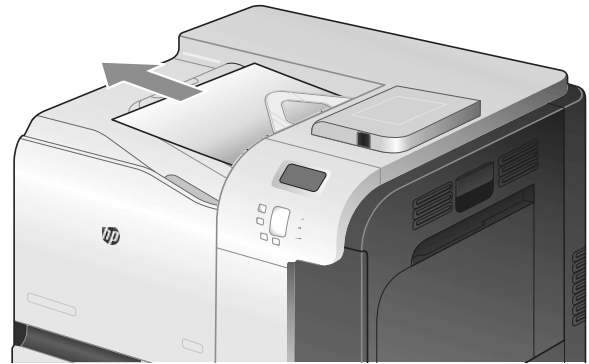


5. Close the right door.

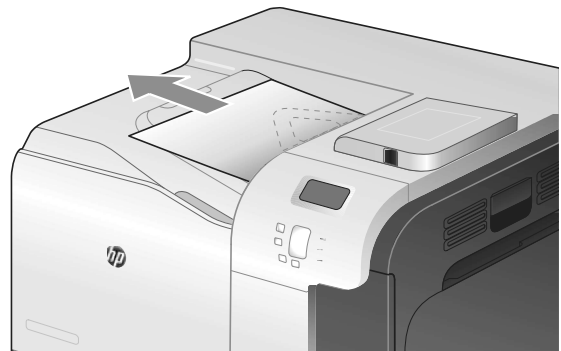


Clear jams in the output bin area

1. If paper is visible from the output bin, grasp the leading edge and remove it.



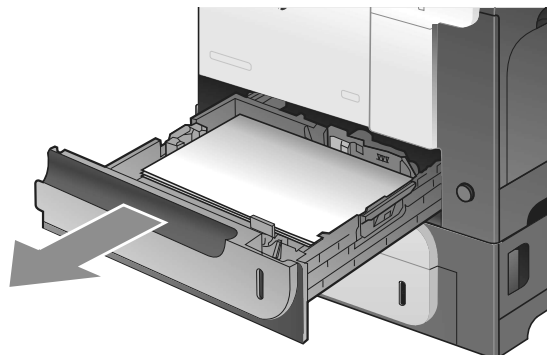
2. If jammed paper is visible in the duplex output area, gently pull it to remove it.



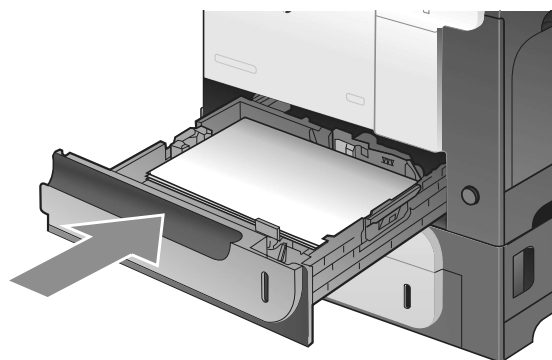
Clear jams in Tray 2

⚠ CAUTION: Opening a tray when paper is jammed can cause the paper to tear and leave pieces of paper in the tray, which might cause another jam. Be sure to clear jams before opening the tray.

1. Open Tray 2 and make sure that the paper is stacked correctly. Remove any jammed or damaged sheets of paper.



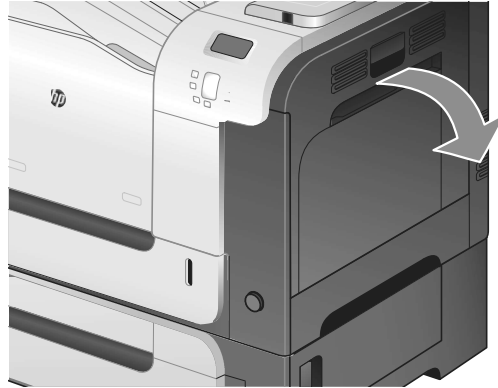
2. Close the tray.



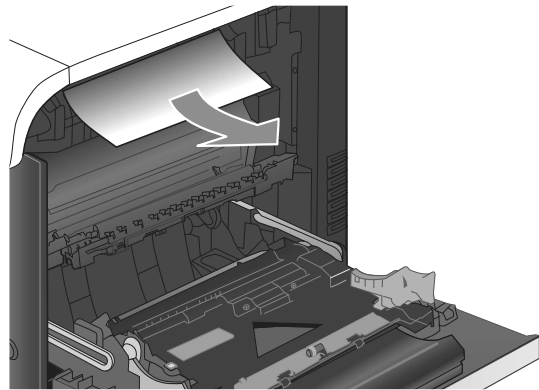
Clear jams in the right door

⚠ CAUTION: The fuser can be hot while the product is in use. Wait for the fuser to cool before clearing jams.

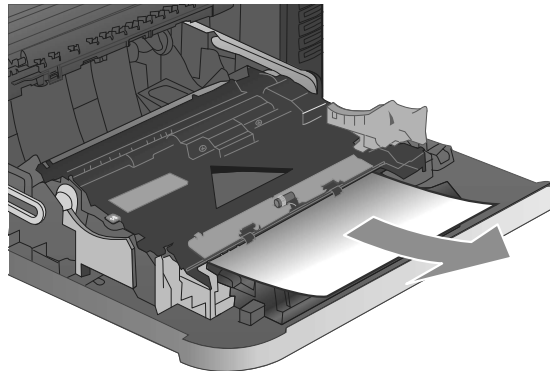
1. Open the right door.



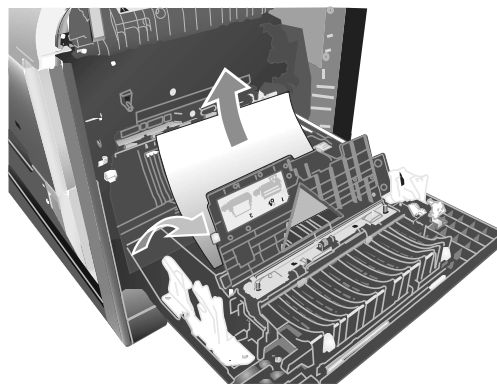
2. If paper is jammed as it enters the output bin, gently pull the paper downward to remove it.



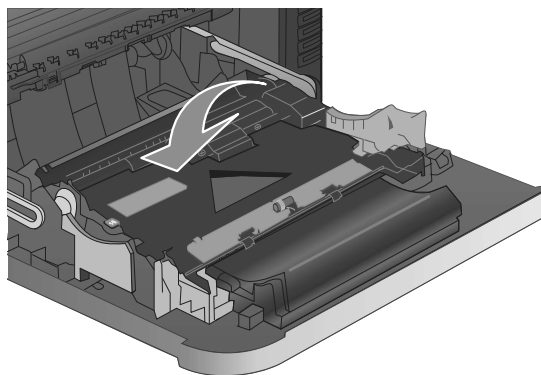
3. If paper is jammed inside the right door, gently pull the paper to remove it.



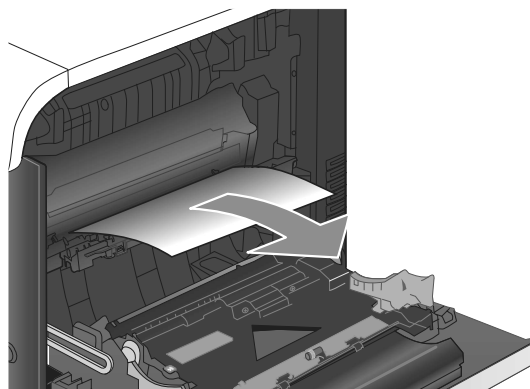
4. Lift the paper-feed cover on the inside of the right door. If jammed paper is present, gently pull the paper straight out to remove it.



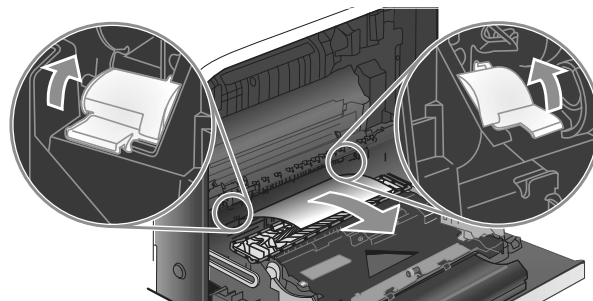
5. Close the paper-feed cover.



6. Gently pull the paper out of the pickup area.

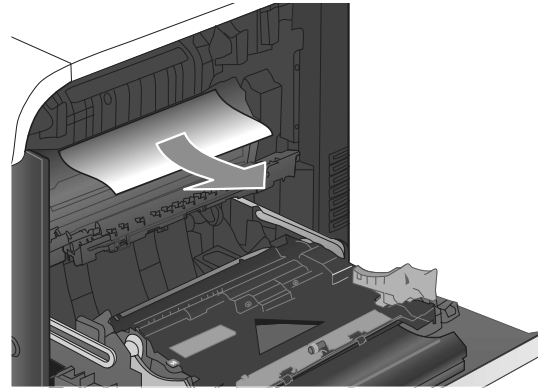


7. Look for paper in the Tray 2 roller area. Push up on the two green levers to release the jam-access door. Remove any jammed paper, and close the door.



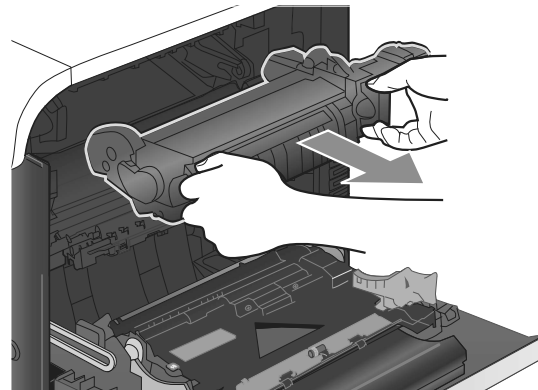
8. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

CAUTION: Do not touch the rollers on the transfer roller. Contaminates can affect print quality.



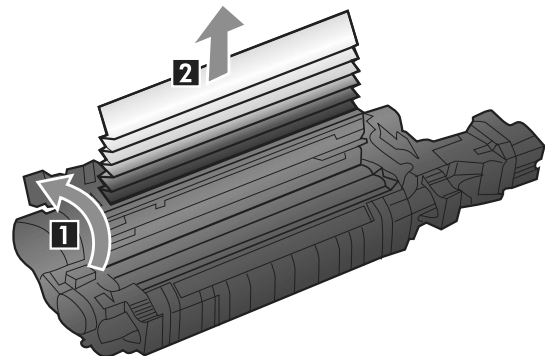
9. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and pull straight out to remove the fuser.

CAUTION: The fuser can be hot while the product is in use. Wait for the fuser to cool before clearing jams.

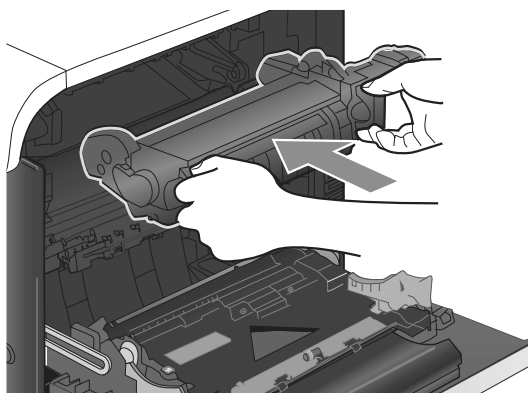


10. Open the jam-access door (callout 1). If paper is jammed inside the fuser, gently pull it straight up to remove it (callout 2). If the paper tears, remove all paper fragments.

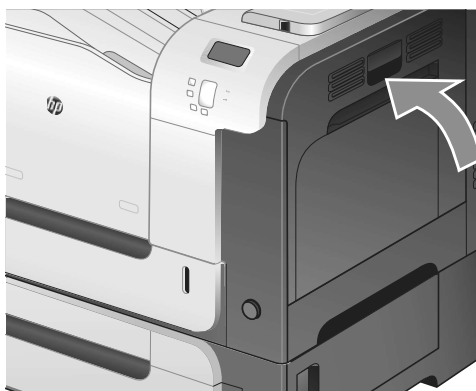
CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



- 11.** Close the jam-access door, and push the fuser completely into the product.

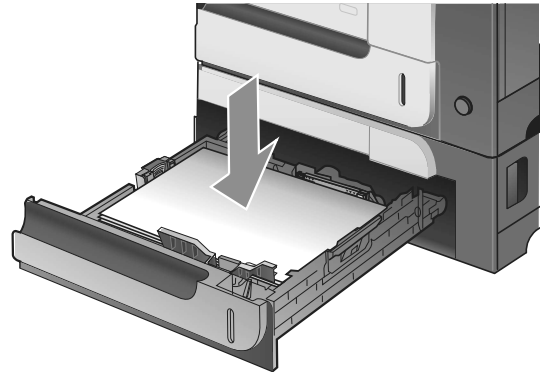


- 12.** Close the right door.

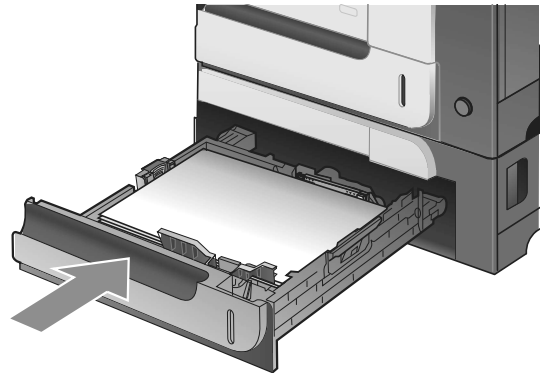


Clear jams in the optional 500-sheet paper and heavy media tray (Tray 3)

1. Open Tray 3 and make sure that the paper is stacked correctly. Remove any damaged or jammed sheets of paper.



2. Close Tray 3.

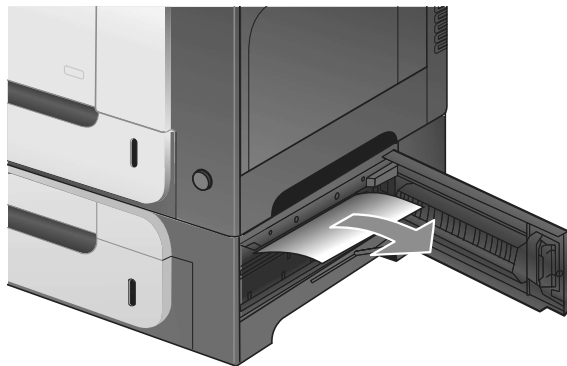


Clear jams in the lower right door (Tray 3)

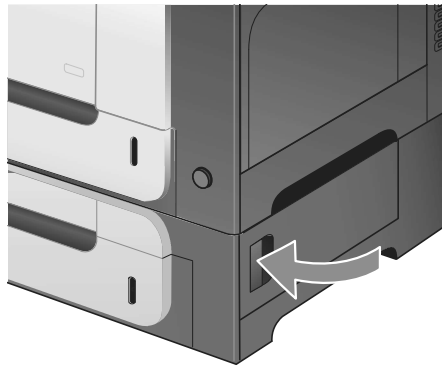
1. Open the lower right door.



2. If paper is visible, gently pull the jammed paper up or down to remove it.



3. Close the lower right door.



Jam causes and solutions

Jams in the output bin

Table 3-33 Causes and solutions for delivery delay jam

Cause	Solution
The output-bin media-full sensor lever is damaged.	Replace the paper delivery assembly. See Delivery assembly on page 228 .
Poor contact of the output-bin media-full sensor connector.	Reconnect the connectors of the output bin full sensor (SR6) (J47) to DCC PCA (J123).
The output-bin media-full sensor is defective.	Check the output-bin full sensor (SR6) by using the manual sensor test. Toggle the sensor to determine if the value changes for "F." If the value does not change, replace paper delivery assembly.
Poor contact of the fuser-motor (M2) connector.	Reconnect the connectors of the fuser motor (J117), (J15), and the DC controller PCA (J105).
The fuser motor (M2) is defective.	Execute the fuser-motor driving test in the actuator-drive mode. If the motor is defective, replace the fuser motor (M2).

Jams in the fuser and transfer area

Table 3-34 Causes and solutions for fuser delivery delay jams

Cause	Solution
The lever for the loop-sensors (loop 1 and loop 2) is not set correctly.	Check the loop-sensor lever and place it in the correct position. If the jam persists, replace the fuser.
The spring of the fuser-delivery-sensor lever is unhooked.	Check the spring of the fuser and right-door sensor levers and place them in the correct position. If the jam persists, replace the fuser.
The fuser-delivery-sensor lever is damaged	Replace the fuser.
Poor contact with the fuser-delivery connector	Reconnect the connectors of the fuser output sensor (SR5) (J45), intermediate (J95) and the DC controller PCA (J123).
The fuser-delivery sensor is defective	Check the fuser-delivery sensor with the sensor monitor mode. If the sensor is defective, replace the sensor (SR5).
Poor contact of the fuser-motor connector (M2)	Reconnect the connectors of the fuser motor (J15) and the DC controller PCA (J117).
The fuser motor is defective	Execute the fuser-motor driving test in the actuator-drive mode. If the motor is defective, replace the fuser motor (M2).
The fuser pressure release sensor (SR7) is defective.	Execute a manual sensor test to verify the sensor is working by manually toggling the sensor. Check "H" to see if the value changes. If not, replace the sensor.

Table 3-35 Causes and solutions for wrapping jams

Cause	Solution
The fuser roller or pressure roller is dirty.	Execute a fuser roller cleaning.
The guide of the fuser delivery unit is dirty.	Clean the guide.
The fuser roller or the pressure roller is worn or deformed.	Replace the fuser.

Table 3-36 Causes and solutions for fuser delivery stationary jams

Cause	Solution
The fuser roller or pressure roller is worn or deformed.	Replace the fuser.
The fuser delivery roller is deformed.	
The gear of the fuser delivery roller is damaged.	
The fuser output sensor lever is set incorrectly or damaged.	Check the sensor lever to make sure it is set correctly. If it is damaged, replace the fuser.
The spring of the fuser output sensor lever is unhooked.	Check the spring and place it in correct position.
Poor contact of the fuser delivery sensor connector.	Reconnect the intermediate connector (J95) of the fuser output sensor and the connector (J123) on the DC controller PCA.
The fuser output sensor is defective.	Run the sensor test to verify that the fuser output sensor is functioning properly. If it is not replace the fuser output sensor.

Table 3-37 Causes and solutions for residual media jams

Cause	Solution
The fuser loop sensor is defective.	Check the fuser loop sensor using the sensor monitor mode. If the sensor is defective, replace the fuser.
The spring of the fuser-delivery-sensor lever is unhooked.	Check the spring of the fuser and place it in the correct position.
The fuser-delivery-sensor lever is damaged.	Replace the sensor (SR5).
Poor contact of the fuser-delivery-sensor connector.	Reconnect the connectors of the fuser-delivery media-feed connector (J46), intermediate (J95) and the DC controller PCA (J123).
The fuser-output sensor is defective.	Check the fuser output sensor using the sensor monitor mode. If the sensor is defective, replace the sensor (SR5).
Poor contact of the duplexing repick sensor connector.	Reconnect the connectors of the duplexing media-reverse sensor (J8 and J9) and the duplexing driver PCA (J107).
The duplexer re-feed is defective.	Check the duplexer re-feed sensor. If the sensor is defective, replace the right door.

Table 3-37 Causes and solutions for residual media jams (continued)

Cause	Solution
The sensor detecting a residual media jam is set incorrectly or damaged.	<p>Run the sensor test to verify which sensor detects the media. Check the sensor lever to make sure it is set correctly. If it is damaged, replace the following corresponding part:</p> <ul style="list-style-type: none"> Registration sensor (SR8): Replace the registration assembly. Fuser output sensor (SR5): Replace the fuser. Fuser loop sensor 1 or 2 (SR14 and SR15): Replace the fuser. Duplexer re-feed sensor (SR22): Replace the MP tray pickup assembly.
The spring of the residual media jam detective sensor lever is unhooked.	Run the sensor test to verify which sensor detects the media. Check the spring of the sensor lever to make sure it is set correctly.
Poor contact of the residual media jam detective sensor connector.	<p>Run the sensor test to verify which sensor detects the media. Reconnect the following corresponding sensor connector:</p> <ul style="list-style-type: none"> Registration sensor (SR8): Connector (J109) on the DC controller PCA Fuser output sensor (SR5): Intermediate connector (J95) and connector (J123) on the DC controller PCA Fuser loop sensor 1 or 2 (SR14 and SR15): Connector (J139) on the DC controller PCA Duplexer re-feed sensor (SR22): Connector (J107) on the DC controller PCA.
The residual media jam detective sensor is defective.	<p>Run the sensor test to verify which sensor detects the media. Replace the following corresponding part:</p> <ul style="list-style-type: none"> Registration sensor (SR8): Replace the registration assembly. Fuser output sensor (SR5): Replace the fuser. Fuser loop sensor 1 or 2 (SR14 and SR15): Replace the fuser. Duplexer re-feed sensor (SR22): Replace the MP tray pickup assembly.

Table 3-38 Causes and solutions for pickup delay jams 2

Cause	Solution
The registration roller is worn or deformed.	Replace the secondary-transfer unit.
The spring of the registration shutter is unhooked.	Check the spring and place it in correct position.
Poor contact of the pickup motor drive connector.	Reconnect the connectors of the registration motor (J6), intermediate, and the DC controller PCA (J131).
The pickup motor is defective.	Execute the pickup-motor driving test in the actuator-drive mode. If the motor is defective, replace the pickup motor.
The cassette pickup roller is worn or deformed.	Replace the cassette pickup roller.

Table 3-38 Causes and solutions for pickup delay jams 2 (continued)

Cause	Solution
The cassette separation roller is worn or deformed.	Replace the cassette separation roller.
Poor contact of the registration sensor connector.	Reconnect the connector (J109) on the DC controller PCA.
The registration sensor is defective.	Run the sensor test to verify that the registration sensor is functioning properly. If it is not, replace the registration assembly.
Poor contact of the cassette pickup solenoid drive connector.	Reconnect the connector (J140) on the DC controller PCA.
The cassette pickup solenoid is defective.	Run the solenoid drive test in the actuator drive mode to verify that the cassette pickup solenoid is functioning properly. If it is not, replace the cassette-pickup drive assembly.
Poor contact of the pickup motor drive connector.	Reconnect the connector (J131) on the DC controller PCA.
The pickup motor is defective.	Run the pickup motor drive test in the actuator drive mode to verify that the pickup motor is functioning properly. If it is not, replace the pickup motor.

Table 3-39 Causes and solutions for pickup stationary jams

Cause	Solution
Multiple feed of media.	<p>Replace any worn or deformed parts (tray separation roller, tray feed roller, MP-tray pickup roller or MP-tray separation roller).</p> <p>Check the separation roller and MP-tray separation roller to see if they are firmly seated and coupled with the torque limiter.</p> <p>Replace the separation roller and feed roller in Tray 2.</p> <p>Replace the MP-tray pickup roller and MP-tray separation roller.</p>
The secondary transfer roller is not set correctly.	Place the secondary-transfer-roller unit in the correct position.
The secondary transfer roller is worn or deformed.	Replace the secondary-transfer-roller unit.
Poor contact of the drum motor 3 drive connector.	Reconnect the connectors of the drum motor 3 (J42) and the DC controller PCA (J121).
The drum motor 3 is defective.	Execute the drum motor 3 driving test in the actuator-drive mode. If the motor is defective, replace the drum motor 3.
The ITB does not rotate smoothly.	Replace the ITB.
Multiple-feed of media.	If the Tray 2 pickup roller or separation roller are worn or deformed, replace any defective parts. If the Tray 1 pickup roller or separation pad are worn or deformed, replace any defective parts.
The registration sensor lever is set incorrectly or damaged.	Check the sensor lever to make sure it is set correctly. If it is damaged, replace the registration assembly.

Table 3-39 Causes and solutions for pickup stationary jams (continued)

Cause	Solution
The spring of the registration sensor lever is unhooked.	Check the spring and place it in correct position.
Poor contact of the registration sensor connector.	Reconnect the connector (J109) on the DC controller PCA.
The registration sensor is defective.	Run the sensor test to verify that the registration sensor is functioning properly. If it is not, replace the registration assembly.

Jams in the duplex area (duplex models)

Table 3-40 Causes and solutions for duplexing reverse jams

Cause	Solution
The duplex reverse roller is worn or deformed.	Replace the delivery assembly.
The duplex feed roller is worn or deformed.	Replace the duplex feed unit.
Poor contact of the duplex reverse-motor connector.	Reconnect the connectors (J202 and J201) on the high-voltage power supply (upper) PCA and connector (J113) on the DC controller PCA.
The duplex reverse motor is defective.	Replace the duplex drive assembly.
Poor contact of the duplexing reverse-motor connector.	Reconnect the connectors of the duplexing reverse motor (J20) and the duplexing driver PCA (J202).
The duplexing reverse motor is defective.	Replace the right door assembly.

Table 3-41 Causes and solutions for duplex refeed jams

Cause	Solution
The duplexer re-feed sensor lever is set incorrectly or damaged.	Check the sensor lever to make sure it is set correctly. If it is damaged, replace the right door assembly.
The spring of the duplexer re-feed sensor lever is unhooked.	Check the spring and place it in correct position.
Poor contact of the duplexer re-feed sensor connector.	Reconnect the intermediate connector (J90) and connector (J107) on the DC controller PCA.
The duplexer re-feed sensor is defective.	Run the sensor test to verify that the duplexer re-feed sensor is functioning properly. If it is not, replace the right door assembly.
The spring of the duplexer-refeed-sensor lever is unhooked.	Check the spring and place it in the correct position.
The duplexer-refeed-sensor lever is damaged.	Replace the duplexer re-feed sensor.
Poor contact of the duplexer-refeed-sensor connector.	Reconnect the intermediate connector (J90) and connector (J107) on the DC controller PCA. If the problem persists, replace duplexer re-feed sensor.
The duplexer re-feed sensor is defective.	Check the duplexer re-feed sensor. If the sensor is defective, replace the duplexer re-feed sensor.

Table 3-41 Causes and solutions for duplex repick jams (continued)

Cause	Solution
Poor contact of the duplex reverse connector.	Reconnect the connectors of the duplex repick motor (J20), intermediate (J202 and J201) and the duplex driver PCA (J113).
The duplex-repick motor is defective.	Replace the duplex drive assembly.

Table 3-42 Causes and solutions for residual media jams

Cause	Solution
Poor contact of the loop-sensor connector and fuser loop sensors 1 and 2.	Reconnect the connectors of the fuser loop sensors (1 and 2): <ul style="list-style-type: none"> Loop 1 (J11, J352, J350, J50) and the DC controller (J139) Loop 2 (J10, J352, J350, J50) and the DC controller (J139)
The fuser loop sensor is defective.	Check the fuser loop sensor. If the sensor is defective, replace fuser.
The spring of the fuser output sensor lever is unhooked.	Check the spring of the fuser and right door and place it in the correct position.
The fuser-output-sensor lever is damaged.	Replace the sensor (SR5).
Poor contact of the fuser-output sensor connector.	Reconnect the connectors of the fuser-output sensor (J46), intermediate (J95) and the DC controller PCA (J123).
The fuser-output sensor is defective.	Check the fuser-output sensor. If the sensor is defective, replace the fuser.
The spring of the duplexer re-feed sensor lever is unhooked.	Check the spring and place it in the correct position. The sensor is located in the right door behind the cover close to the engine side.
The duplexer re-feed sensor lever is damaged.	Replace the right door assembly.
Poor contact of the duplexing media-reverse-sensor connector.	Reconnect the connectors of the duplexing media-reverse sensor (J8) and (J90) and the duplexing driver PCA (J107).
The duplexer re-feed sensor is defective.	Check the duplexer re-feed sensor. If the sensor is defective, replace the duplexer re-feed sensor.



NOTE: Even if jammed paper is visible in Tray 1, clear the jam from the inside of the product by opening the right door.

Jams in Tray 1, Tray 2 and internal paper path

Table 3-43 Causes and solutions for pickup delay jam 1: tray pickup

Cause	Solution
The MP tray pick up roller or the MP tray separation pad is worn or deformed.	Replace the MP tray pick up roller and separation pad.
Poor contact of the Tray 1 paper sensor.	Reconnect the connectors of the tray media-feed sensor (J7), intermediate (J85), and DC controller (J107).
The Tray 1 paper sensor is defective (SR21).	Check the Tray 1 paper sensor. If the sensor is defective, replace the right door assembly.

Table 3-43 Causes and solutions for pickup delay jam 1: tray pickup (continued)

Cause	Solution
The arm spring of the MP pickup solenoid is unhooked.	Check the spring and place it in the correct position.
Poor contact of the MP-pickup-solenoid drive connector.	Reconnect the connectors of the tray pickup solenoid (J84) and the DC controller PCA (J107).
The MP-pickup solenoid is defective.	Execute the tray-pickup-solenoid driving test in the actuator-drive mode. If the solenoid is defective, replace the right door assembly.
Poor contact of the pickup-motor drive connector (M13).	Reconnect the connectors of the pickup motor (J1705), intermediate (J6) and the DC controller PCA (J131).
The pickup motor (M13) is defective.	Execute the pickup-motor driving test in the actuator-drive mode. If the motor is defective, replace the pickup motor.

Table 3-44 Causes and solutions for pickup stationary jams

Cause	Solution
Multiple feed of media.	<p>Replace any worn or deformed parts (tray separation pad, tray feed roller, MP tray pickup roller or MP tray separation pad). If replacing the MP tray separation pad, you must replace the right door assembly.</p> <p>Check the separation pad and MP tray separation pad to see if they are firmly seated and coupled with the torque limiter.</p> <p>Replace the separation pad and feed roller for Tray 2 and Tray 3.</p> <p>If the MP tray pickup roller is defective, replace the roller. If the MP tray separation pad is defective, replace the right door assembly.</p>
The secondary transfer roller is not set correctly.	Place the secondary-transfer-roller unit in the correct position.
The secondary-transfer roller is worn or deformed.	Replace the secondary-transfer-roller assembly..
Poor contact of the drum 3 drive connector.	Reconnect the connectors of the ITB motor (J42) and the DC controller PCA (J121).
The drum motor 3 is defective.	Execute the drum 3 driving test in the actuator-drive mode. If the motor is defective, replace the ITB motor.
The ITB does not rotate smoothly.	Replace the ITB.

Table 3-45 Causes and solutions for pickup delay jam 1; MP tray pickup

Cause	Solution
The MP tray pickup roller or MP tray separation pad is worn or deformed.	If the MP tray pickup roller is defective, replace the roller. If the MP tray separation pad is defective, replace the right door assembly.
Poor contact of the MP tray media-presence-sensor connector.	Reconnect the connectors of the MP tray media-presence sensor (J2007), intermediate (J85) and the DC controller PCA (J1071).

Table 3-45 Causes and solutions for pickup delay jam 1; MP tray pickup (continued)

Cause	Solution
The Tray 1 paper sensor is defective (SR21).	Check the Tray 1 paper sensor using the sensor monitor mode. If the sensor is defective, replace the right-door assembly.
The arm spring of the MP tray pickup solenoid is unhooked.	Check the spring and place it in the correct position.
Poor contact of the MP tray-pickup-solenoid drive connector.	Reconnect the connectors of the MP tray pickup solenoid (J84) and the DC controller PCA (J107).
The MP tray pickup solenoid is defective.	Execute the MP tray-pickup-solenoid driving test in the actuator-drive mode. If the solenoid is defective, replace the right door assembly.
Poor contact of the pickup-motor (M13) drive connector.	Reconnect the connectors of the pickup motor (J1705), intermediate (J6) and the DC controller PCA (J131).
The pickup motor (M13) is defective.	Execute the pickup-motor (M13) driving test in the actuator-drive mode. If the motor is defective, replace the pickup motor.

Jams in Tray 3

Table 3-46 Causes and solutions for pickup delay and pickup stationary jams

Cause	Solution
The paper-feeder pickup roller is worn or deformed.	Replace the Tray 3 pickup roller.
The paper-feeder separation roller is worn or deformed.	Replace the Tray 3 separation roller.
The paper-feeder feed roller 1 is worn or deformed.	Replace the Tray 3 feed roller.
Poor contact of the Tray 3 feed sensor connector.	Reconnect the connector (J405) on the paper feeder driver PCA, intermediate connector (J13) and connector (J20) of the Tray 3 feed sensor.
The Tray 3 feed sensor is defective.	Run the sensor test to verify that the Tray 3 feed sensor is functioning properly. If it is not, replace the paper-feeder feed assembly.
Poor contact of the paper-feeder pickup solenoid drive connector.	Reconnect the connector (J405) on the paper feeder driver PCA and connector (J18). Replace the paper feeder assembly.
The paper-feeder pickup solenoid is defective.	Run the solenoid drive test in the actuator drive mode to verify that the paper-feeder pickup solenoid is functioning properly. If it is not, replace the paper feeder assembly.
Poor contact of paper-feeder pickup motor drive connector.	Reconnect the connector (J406) on the paper feeder driver PCA and connector (J14). Replace the paper feeder assembly.
The paper-feeder pickup motor is defective.	Run the pickup motor drive test in the actuator drive mode to verify that the paper-feeder pickup motor is functioning properly. If it is not, replace the paper-feeder assembly.
Multiple feed of media.	If the Tray 3 pickup roller, separation roller or feed roller is worn or deformed, replace any defective parts.


Table 3-46 Causes and solutions for pickup delay and pickup stationary jams (continued)


Cause	Solution
The Tray 3 feed sensor lever is set incorrectly or damaged.	Check the sensor lever to make sure it is set correctly. If it is damaged, replace the paper-feeder assembly.
The spring of the Tray 3 feed sensor lever is unhooked.	Check the spring and place it in correct position.
Poor contact of the Tray 3 feed sensor connector.	Reconnect the connector (J405) on the paper feeder driver PCA intermediate connector (J13) and connector (J20) of the Tray 3 feed sensor.
The Tray 3 feed sensor is defective.	Run a sensor test to verify that the Tray 3 feed sensor is functioning properly. If it is not, replace the paper-feeder assembly.

Change jam recovery

This product provides jam recovery, a feature that you can use to reprint jammed pages. The following options are available:

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

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

- **On** — The product always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause overall performance to suffer.
1. At the product control panel, press the Home  button.
 2. Open the following menus:
 - **Administration**
 - **General Settings**
 - **Jam Recovery**
 3. Select the appropriate setting, and then press the **OK** button.

Solve paper handling problems

Product feeds multiple sheets

Product feeds multiple sheets	
Cause	Solution
The input tray is overfilled. Open the tray and verify that the paper stack is below the maximum stack height mark.	Remove excess paper from the input tray.
Print paper is sticking together.	Remove paper, flex it, rotate it 180 degrees or flip it over, and then reload it into the tray. NOTE: Do not fan paper. Fanning can cause static electricity, which can cause paper to stick together.
Paper does not meet the specifications for this product.	Use only paper that meets HP paper specifications for this product.
Trays are not properly adjusted.	Make sure that the paper guides match the size of paper being used.
Tray 2 feeds multiple sheets.	Make sure Tray 2 is not overfilled. Open the tray and verify that the paper stack is below the maximum stack height mark. Remove paper from Tray 2 to avoid jams.

Paper does not feed automatically

Paper does not feed automatically	
Cause	Solution
Manual feed is selected in the software program.	Load Tray 1 with paper, or, if the paper is loaded, press the OK button.
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper into the input tray.
Paper from a previous jam has not been completely removed.	Open the product and remove any paper in the paper path.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width paper guides are touching the paper.

Paper does not feed automatically

Cause	Solution
The Manually Feed Prompt item is set to Always . The product always prompts for manual feed, even if the tray is loaded.	Open the tray, reload the media, and then close the tray. Or, change the Manually Feed Prompt setting to Unless loaded , so that the product prompts for manual feed only when the tray is empty.
The Use Requested Tray setting on the product is set to Exclusively , and the requested tray is empty. The product will not use another tray.	Load the requested tray. Or, change the setting from Exclusively to First on the Trays menu. The product can use other trays if no media is loaded in the specified tray.

Use manual print modes

Try the following manual print modes to see if they solve the image-quality problems.

Select a manual print mode


1. Press the Home  button.
2. Open the following menus:
 - **Administration**
 - **General Settings**
 - **Print Quality**
 - **Adjust Paper Types**
3. Press the Down arrow ▼ button to highlight a paper type, and then press the OK button.
4. Select a print mode, and then press the OK button.

Table 3-47 Print modes under the Adjust Paper Types sub menu

Print Mode	
	<ul style="list-style-type: none">• Auto sense mode• Normal mode• Light mode• Heavy mode• Cardstock mode• Transparency mode• Transparency 2 mode• Envelope mode• Label mode• Tough mode• Extra tough mode• Heavy glossy mode• Extra heavy mode• Rough mode• Card Glossy Mode• 4 mm trans mode• Light rough mode
NOTE: Not all print modes are available for all paper types.	

Table 3-47 Print modes under the Adjust Paper Types sub menu (continued)

Resistance Mode	Set to Up to resolve print-quality issues caused by poor secondary transfer in low-humidity environments with resistive or rough surface media.
Humidity Mode	<p>With glossy film, set to High when the product is in a high-humidity environment and print-quality defects occur on HP Tough Paper or Opaque film.</p> <p>With transparencies, set to High when the product is in a high-humidity environment and print-quality defects occur on color transparencies on the first page of a print job.</p> <p>With all other paper types, set to High when the product is in a high-humidity environment and light density occurs on the first page of a print job.</p>
Pre-Rotation Mode	<p>Set to Alternate 1 when horizontal banding occurs with the drum pitch.</p> <p>Set to Alternate 2 when problems like fade finger (trailing edge toner starvation) occurs after high coverage continuous printing.</p>
Fuser Temp Mode	<p>If you are seeing a faint image of the page repeated at the bottom of the page or on the following page, first make sure the paper type (Adjust Paper Types menu) and Print Mode settings are correct for the type of paper you are using. If you continue to see ghost images on your print jobs, set the Fuser Temp feature to one of the settings.</p> <p>Normal</p> <p>Up</p> <p>Down</p>
Paper Curl Mode	Use in high-humidity and high-temperature environments. The Reduced setting decreases fuser temperature and increases the interpage gap.

Table 3-48 MP modes under the Optimize submenu

Normal Paper	Set to Smooth when printing on smooth paper of normal weight.
Heavy Paper	Set to Smooth when printing on smooth, heavy media types.
Envelope Control	<p>Use this mode if envelopes are sticking together due to moisture in the envelope adhesive.</p> <p>Normal</p> <p>Reduced Temperature Multipurpose Mode</p>
Environment	Set to Low Temp if the product is operating in a low-temperature environment and you are having problems with print quality such as blisters in the printed image.

Table 3-48 MP modes under the Optimize submenu (continued)

Line Voltage	Set to Low Voltage if the product is operating in a low-voltage environment and you are having problems with print quality such as blisters in the printed image.
Tray 1	Set to Alternate if you are seeing marks on the back side of the paper when printing from Tray 1. This sets the product to initiate a clean sequence every time a job finishes when the product is set for Any Size and Any Type for Tray 1.
Background	Set to Alternate 1 when a background occurs all over the page. Set to Alternate 2 when thin vertical lines appear on the page. Set to Alternate 3 when the other alternatives do not correct the problem.
Uniformity Control	Set to Alternate 1 to improve uniformity on any paper type. Set to Alternate 2 to improve uniformity on normal and light paper types. Set to Alternate 3 when the other alternatives do not correct the problem.
Tracking Control	The default setting is On . This item is for manufacturing use only.
Registration	Set to Alternate when color misregistration occurs.
Transfer Control	Set to Alternate 1 to reduce primary transfer bias and to resolve low density or blotchy images. Set to Alternate 2 to resolve ghosting outlines that look like a finger or fingers. Set to Alternate 3 when the other alternatives do not correct the problem.
Fuser Temp	The default setting for this item is Normal . Use the Alternate setting to reduce the occurrence of first-page fuser wrinkle or toner blister.
Restore Optimize	Use this item to reset the menu defaults.

Solve image quality problems

This section helps you define print-quality problems and what to do to correct them. Often print-quality problems can be handled easily by making sure that the product is maintained, using paper that meets HP specifications, or running a cleaning page.

Image defects table

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

Table 3-49 Image defects table





Problem	Sample	Cause	Solution
Print is light or faded on entire page.		Poor contacts exist on the ITB unit and the product grounding unit.	Clean the grounding contacts. If the problem remains after cleaning, check the contacts for damage. Replace any deformed or damaged parts.
		Poor secondary transfer contacts exist on the secondary transfer roller and the ITB.	Clean the contacts. If the problem remains after cleaning, check the contacts for damage. Replace any deformed or damaged parts.
Print is light or faded in a particular color.		Poor primary transfer bias contacts on the ITB unit and product.	Clean the contacts of the color that produces the light print. If the problem remains after cleaning, check the contacts for damage. Replace any deformed or damaged parts.
		Poor primary charging bias contacts with the print cartridge and product.	
		Poor developing bias contacts with the print cartridge and product.	
Image is too dark.		The RD sensor is defective.	Replace the RD sensor.
Page is blank.		The high-voltage power-supply lower is defective (no developing bias output).	Replace the high-voltage power-supply lower.

Table 3-49 Image defects table (continued)


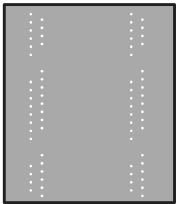


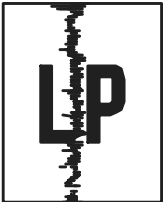
Problem	Sample	Cause	Solution
The page is all black or a solid color.		Poor contact exists in the primary charging bias or developing bias contacts between the print cartridge and the product.	Clean each contact of the color that produces the all black or solid color. If the problem remains after cleaning, check the contacts for damage. Replace any deformed or damaged parts. Replace the affected print cartridge.
White spots appear in an image		<p>The primary transfer roller is deformed or has deteriorated.</p> <p>The secondary transfer roller is deformed or has deteriorated.</p>	<p>Replace the ITB.</p> <p>Replace the secondary-transfer-roller.</p>
The back of the page is dirty.		<p>The secondary transfer roller is dirty.</p> <p>The fuser inlet guide or separation guide is dirty.</p> <p>The pressure roller is dirty.</p>	<p>Replace the secondary transfer roller.</p> <p>Clean the dirty parts. If the dirt does not come off, replace the guide.</p> <p>Run the cleaning page several times. If the issue persists, replace the fuser.</p>
Vertical streaks or bands appear on the page.	 	<p>Scratches are present on the circumference of the photosensitive drum.</p> <p>Scratches are present on the circumference of the fuser roller.</p> <p>Scratches are present on the circumference of the ITB.</p> <p>The ITB drive roller is deformed or has deteriorated.</p> <p>The ITB cleaning mechanism is malfunctioning.</p>	<p>Replace the print cartridge of the color that matches the defect.</p> <p>Replace the fuser.</p> <p>Replace the ITB.</p>

Table 3-49 Image defects table (continued)

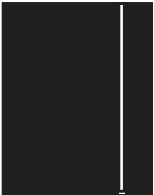


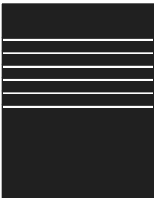
Problem	Sample	Cause	Solution
Vertical white lines appear in a particular color.		The laser beam window is dirty.	Clean the window and remove any foreign substances.
		Scratches are present on the circumference of the developing cylinder or photosensitive drum.	Remove the affected print cartridge and re-install. The PGCs will clean the glass.
		White scratch down the page could mean the scanner glass needs to be cleaned.	If the problem persists, replace the affected print cartridge.
		The laser/scanner-unit mirror is dirty.	Replace the laser/scanner assembly.
Vertical white lines appear in all colors.		Horizontal scratches on the fuser roller.	Replace the fuser.
		Scratches are present on the circumference of the ITB.	Remove the affected print cartridge and re-install. The PGCs will clean the glass.
		White scratch down the page could mean the scanner glass needs to be cleaned.	Replace the ITB.
Horizontal lines appear on the page.		Repetitive horizontal lines appear.	Use the repetitive defects ruler to identify the dirty roller. Clean the roller. If the roller cannot be cleaned, replace the fuser.
		Horizontal scratches are present on the photosensitive drum.	Replace the print cartridge of the color that matches the defect.
		Horizontal scratches are present on the fuser roller.	Replace the fuser.
A horizontal white line appears on the page.		Repetitive horizontal white lines appear.	Use the repetitive defects ruler to identify the dirty roller. Clean the roller. If the roller cannot be cleaned, replace the roller.
		Horizontal scratches are present on the photosensitive drum.	Replace the print cartridge of the color that matches the defect.
		Scratches are present on the circumference of the ITB.	Replace the ITB.

Table 3-49 Image defects table (continued)

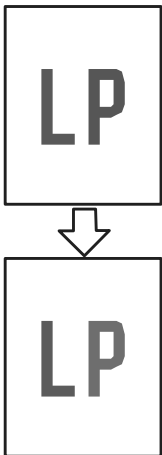

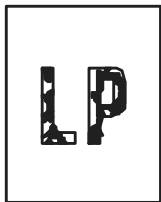
Problem	Sample	Cause	Solution
Image in a particular color does not print in the correct color.		Poor contact exists in the primary charging bias or developing bias contacts between the print cartridge and the product.	Clean each contact of the color that produces the missing color. If the problem remains after cleaning, check the contacts for damage. Replace any deformed or damaged parts.
		The print cartridge (primary charging roller, developing roller, or photosensitive drum) is defective.	Replace the print cartridge of the color that matches the defect.
		The high-voltage power-supply lower is defective (no primary charging bias or developing bias output).	Replace the high-voltage power-supply lower.
		The laser/scanner unit is defective.	Replace the laser/scanner assembly.
Dropouts appear.		The secondary transfer roller is deformed or has deteriorated.	Replace the secondary-transfer-roller.
		The primary charging roller, developing roller, or photosensitive drum is deformed or has deteriorated.	Replace the print cartridge of the color that matches the defect.
		The fuser roller is deformed or has deteriorated.	Replace the fuser.
		The high-voltage power-supply T PCA is defective (no transfer bias output).	Replace the high-voltage power-supply upper.
The toner is not fully fused to the paper.		The fuser roller or pressure roller is scarred or deformed.	Replace the fuser.
		The thermistor is defective.	Replace the fuser.
		The fuser heater is defective.	

Table 3-49 Image defects table (continued)


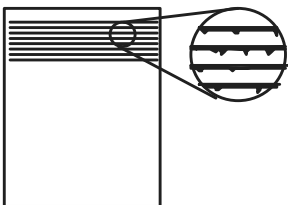


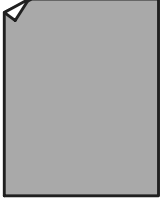
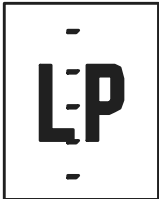
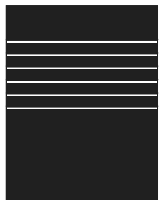
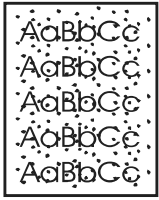
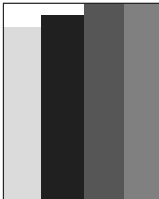
Problem	Sample	Cause	Solution
Some color is misregistered.		The product is incorrectly calibrated.	Calibrate the product.
		The ITB unit is defective.	If the ITB does not rotate smoothly or a cleaning malfunction occurs (ITB is dirty), replace the ITB.
		The drive gear of the ITB motor is worn or chipped.	Check each drive gear between the ITB drive roller and the ITB motor. If the gear is worn or chipped, replace the drive unit.
		The RD sensor is defective.	Open and close the front door several times to clean the RD sensor. If the problem persists, replace the RD sensor.
		The laser/scanner unit is defective.	Replace the laser/scanner assembly.
		The print cartridge is defective.	Replace the print cartridge of the affected color.
Toner smears appear on the media.		The product has residual media.	Remove the residual media.
		The fuser inlet guide is dirty.	Clean the fuser inlet guide.
The printed page contains misformed characters.		The product is experiencing page skew.	See the "Text or graphics are skewed on the printed page" row in this table.
		The laser/scanner unit is defective.	Replace the laser/scanner assembly.
Text or graphics are skewed on the printed page.		The registration shutter spring is unhooked.	Check the spring and place it in the correct position.
		The registration shutter spring is deformed.	Replace the secondary transfer assembly.
The printed page contains wrinkles or creases.		The roller or media feed guide is dirty.	Clean any dirty components.
		A feed roller is deformed or has deteriorated.	Replace any deformed or deteriorated rollers.
		The paper feed guide is damaged.	Replace the paper-feed-guide unit.

Table 3-49 Image defects table (continued)

Problem	Sample	Cause	Solution
The front of the page is dirty.		<p>The photosensitive drum is dirty.</p> <p>The fuser roller or pressure roller is dirty.</p>	<p>Replace the print cartridge.</p> <p>Execute a Pressure roller clean mode. If the dirt does not come off, replace the fuser.</p> <p>NOTE: Cleaning the fuser with HP tough paper provides better results than with plain paper. You might need to execute the cleaning process several times to remove all contaminants on the fuser.</p>
Repetitive horizontal lines			<p>See repetitive image defect ruler. Clean the indicated roller. If the contaminate does not come off, replace appropriate roller or assembly.</p>
Pages have flecks of toner			<p>Execute a cleaning page to clean the contaminate off the fuser. The cleaning page may need to be run several time to clean the fuser. Do not replace the fuser.</p> <p>NOTE: Cleaning the fuser with HP tough paper provides better results than with plain paper. You might need to execute the cleaning process several times to remove all contaminants on the fuser.</p>
Pages have one or more skewed color planes (can appear on the right or left side of the page)			<p>Remove, and then reinstall the print cartridge associated with the defect.</p>


Clean the product

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


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

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

Clean the paper path


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


Process a cleaning page

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

Set up an auto cleaning page

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

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

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

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

Solve performance problems

Table 3-50 Solve performance problems

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

Solve connectivity problems

Solve direct connect problems

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

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 meters (6 feet). Replace the cable if necessary.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page.

1. Are there any physical connection problems between the workstation or file server and the product?

Verify that the network cabling, connections, and router configurations are correct. Verify that the network cable lengths meet network specifications.

2. Are your network cables connected properly?

Make sure that the product is attached to the network using the appropriate port and cable. Check each cable connection to make sure it is secure and in the right place. If the problem continues, try a different cable or ports on the hub or transceiver. The amber activity light and the green link status light next to the port connection on the back of the product should be lit.

3. Are the link speed and duplex settings set correctly?

Hewlett-Packard recommends leaving this setting in automatic mode (the default setting).

4. Can you "ping" the product?

Use the command prompt to ping the product from your computer. For example:

```
ping 192.168.45.39
```

Ensure that the ping displays round-trip times.

If you are able to ping the product, verify that the IP address configuration for the product is correct on the computer. If it is correct, delete and then add the product again.

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

5. Have any software applications been added to the network?

Make sure they are compatible and that they are installed correctly with the correct printer drivers.

6. Are other users able to print?

The problem may be workstation-specific. Check the workstation network drivers, printer drivers, and redirection (capture in Novell NetWare).

7. If other users are able to print, are they using the same network operating system?

Check your system for proper network operating system setup.

8. Is your protocol enabled?

Check the status of your protocol on the Configuration page. You can also use the embedded Web server to check the status of other protocols.


9. Does the product appear in HP Web Jetadmin or other management application?


- Verify network settings on the Network configuration page.
- Confirm the network settings for the product using the product control panel (for products with control panels).

Service mode functions

Service menu

The **Service** menu is PIN-protected for added security. Only authorized service people have access to the **Service** menu. When you select **Service** from the list of menus, the product prompts you to enter an eight-digit PIN number (**Service Access Code**). The PIN for the HP LaserJet Enterprise 500 color M551 is 09055111.

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

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


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

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

First level	Second level	Third level	Description
	View Event Log		Use this item to view the service event log.
	Clear Event Log		Use this item to clear (erase) the service event log.
	Cycle Counts	Mono Cycle Counts	Use this item to reset the mono print job page count.
		Color Cycle Count	Use this item to reset the color print job page count.
		Refurbish Cycle Count	Use this item to reset the refurbish print job page count.
	Serial Number		Use this item to reset the product serial number.
	Service ID		Use this item to reset the product service identification number.
	Cold Reset Paper		Use this item to set the cold reset paper size.
	New Registration Roller		Use this item to reset the registration roller page count.
	Media Sensor Value		Use this item to record the media sensor value found on a replacement paper pickup assembly.
	Manual Laser Glass Cleaning		Use this item to execute a manual laser glass cleaning. The laser shutters are moved away from the laser glass windows so that they can be manually cleaned.
Test Support	Continuous Print from USB		Use this item to test print from an external USB.
	Automatic Calibrations		Use this item to enable automatic calibrations.

Product resets

Restore factory-set defaults

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

Restore factory-set defaults values

- **Calibration**
 - Persisted calibration engine data
 - Engine color density data
 - LaserJet engine calibration data
- **General**
 - Display and sound settings for the control panel
 - Localization settings (for example, clock format and date format)
 - Error and warning log behavior
 - Default media settings
 - Sleep mode and delay setting
 - Internal backup file maximum size
 - Oxp installer solutions, tasks and pending tasks
 - Http job defaults
 - Clears the error, warning and info logs
 - Supported media types
 - Resets JetLink connected external devices

- **Print**
 - Print default job, stored job and quick set settings
 - Some print job usage data
 - Print system configuration settings
- **General Security**
 - Default Authentication agent
 - Authentication agents
 - Policy agents
 - Color access control

Product cold reset

Cold reset using the Preboot menu

1. Turn the product on.
2. Press the **Stop** ⊗ button when the Ready, Data, and Attention LEDs are illuminated solid.
3. Use the **Down** arrow ▼ button to highlight **Administrator**, and then press the OK button.
4. Scroll to the **Startup Options** item, and then press the OK button.
5. Scroll to the **Cold Reset** item, and then press the OK button.
6. Press the back arrow ↵ button twice to highlight **Continue**, and then press the OK button.

 **NOTE:** The product will initialize.

Clean Disk and Partial Clean functions

Active and repository firmware locations


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

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

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

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

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


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

Partial Clean

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

Characteristics of a Partial Clean

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

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

Reasons for performing Partial Clean




- The product continually boots up in an error state.




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

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

Execute a Partial Clean

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

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

 **NOTE:** The product initializes.

Clean Disk

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


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

Characteristics of a Partial Clean

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

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


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

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

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

Reasons for performing Clean Disk

- The product continually boots up in an error state.

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

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

Execute a Clean Disk

1. Turn the product on.
2. When the Ready, Data, and Attention LEDs are illuminated solid, press the Stop ⊗ button.
3. Press the Down arrow ▼ button to highlight **Administration**, and then press the OK button.

4. Press the Down arrow ▼ button to highlight **Clean Disk**, and then press the OK button.
5. Press the OK button again.



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

Preboot menu options

If an error occurs while the product is initializing, an error message appears on the control-panel display. The user can access the **Preboot** menus. The error menu item will not be seen if an error did not occur.

Table 3-51 Preboot menu options (1 of 5)

Menu option	First level	Second level	Third level	Description
Continue				<p>Selecting the Continue item exits the Preboot menu and continues the normal boot process.</p> <p>If a selection is not made in the initial menu within 30 seconds, the product returns to a normal boot (the same as selecting Continue).</p> <p>If the user navigates to another menu, the timeout does not apply.</p>
Sign In				<p>Enter the administrator PIN or service PIN if one is required to access the Preboot menu.</p>