



Troubleshooting

To better help our customers - this HP Color Laserjet 4600 series troubleshooting page is simply a guide / additional information for your convenience, as you search for assistance in repairing your machine. Although this information is provided for your convenience it is recommended, for the most part, that a technician inspects your office equipment.

It is recommended to consult with a professional when ordering your printer part(s).

Chapter contents

- Interface troubleshooting
 - Communications checks
 - EIO troubleshooting
 - AUTOEXEC.BAT standard configurations
 - Printer Job Language (PJM) commands
- Control panel troubleshooting
 - Printing a menu map
 - Information menu
 - Paper handling menu
 - Configure device menu
 - Diagnostics menu
 - Service menu
- Tools for troubleshooting
 - Embedded Web server
 - To access the embedded Web server.
 - Printer Status and Alerts software
 - Printer configuration page
 - Supplies status page
 - Usage page
 - Event log

Interface troubleshooting

Communications checks

Note

Communication problems are normally the customer's responsibility. Time spent attempting to resolve these problems might not be covered by the product's Hewlett-Packard warranty.

Refer the customer to the network administrator for assistance in troubleshooting network problems.

If the printer is not connected to an MS-DOS-based host, proceed to Table 7-37, Communications check.

Table 7-37 Communications check

Check	Action
Is your computer configured to the parameters described in the configuration instructions?	These parameters are required to communicate with the printer. Verify that the configuration of the computer's communications port matches these parameters. Note: If these parameters are not set properly, an error might display on the control panel.

EIO troubleshooting

If the printer contains an optional HP Jetdirect print server, and you cannot communicate with the printer over the network, verify the operation of the print server. Print a configuration page. If the Jetdirect card does not appear under "Installed personalities and options" on the configuration page (indicated by the arrow in Figure 7-5), see the troubleshooting section of the *HP Jetdirect Print Server Software Installation Guide*.

If the host system and printer are still not communicating, replace the formatter PCB and the EIO card and reconfigure the printer. If the problem persists, a protocol analyzer might be needed to find the source of the problem.

CAUTION

HP LaserJet printers are not designed to work with mechanical switch-box products without proper surge protection. These devices generate high transient voltages that cause permanent damage to the formatter PCB. This circumstance is not covered by the Hewlett-Packard warranty.

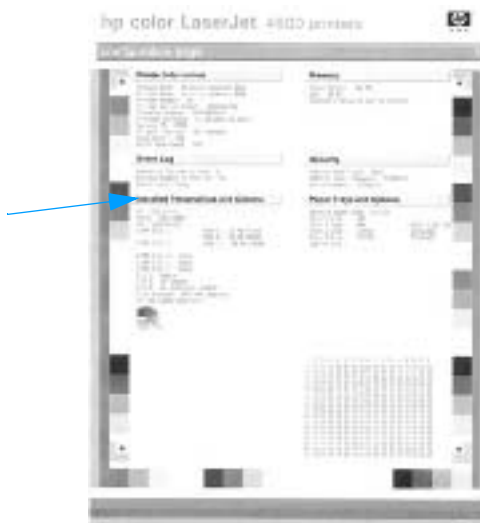


Figure 7-5 HP Color LaserJet 4600 series printer configuration page

AUTOEXEC.BAT standard configurations

Parallel DOS commands

Ensure that the AUTOEXEC.BAT file contains the following statements for parallel interface communications:

```
MODE LPT1: , , P
```

For MS-DOS version 4.0 and above:

```
MODE LPT1: , , B
```

Note

This example assumes that you are using parallel printer port LPT1. If you are using LPT2 or LPT3, replace LPT1 in the example with the appropriate printer port.

Printer Job Language (PJM) commands

See the *HP Printer Job Language Technical Reference Manual* for a complete description of PJL commands. This manual is available with the *HP PCL/PJL Reference Set* on CD-ROM, part number 5021-0337.

@PJL [Enter]

This command enables the specified printer language. If the printer does not receive this command it enables the default language. This ensures the correct operation applications that do not support PJL. The command syntax is:

```
@PJL [Enter] LANGUAGE = {PCL/PostScript} [<CR>] <LF>
```

UEL (universal exit language)

This command (also referred to as the universal exit language command) terminates the current printer language and returns control to PJL. It performs the following actions:

- Prints all data received before this command.
- Performs a reset: <esc>E in PCL, <cntrl>D in PostScript.
- Turns control over to PJL.

This command is also a valid HP-GL/2 terminator.

The UEL command must be immediately followed by the “@PJL” command prefix. Characters or control codes other than @PJL (such as <CR> or <LF>), enable the default language and process the print job in that language. All jobs must begin and end with the UEL command. Besides entering PJL, the UEL command has the same effect as the <esc>E command. However, the <esc>E command should always be included to ensure backward compatibility.

@PJL COMMENT

This command designates the current line as a comment, which is ignored. The syntax is:

```
@PJL COMMENT <words> [<CR>] <LF>
```

@PJL INFO CONFIG

This command solicits a response to describe the installed options and allows the printer to configure the installed options automatically as the applications require.

@PJL INFO ID

This command identifies the printer type to the host for reference when selecting printer drivers for automatic installation. The command syntax is:

```
@PJL INFO ID <CR> <LF>
```

@PJL INFO USTATUS

This command queries the state of unsolicited JOB status. PAGE and TIMED status are not supported. The syntax is:

```
@PJL INFO USTATUS <CR> <LF>
```

@PJL INFO PAGECOUNT

This command returns the number of pages printed by the engine.

@PJL JOB

This command informs the printer of the start of a PJJ job and synchronizes the job status information. The printer counts print jobs, including nested jobs, incrementing the job counter for the @PJJ JOB command and decrementing it for @PJJ EOJ.

The printer accepts the NAME= parameter and returns the name string in the unsolicited JOB start status message (if unsolicited job status is enabled). The printer transmits the unsolicited JOB status message to every I/O channel that has enabled this function. This message's format is:

```
@PJJ USTATUS JOB <CR><LF>  
START<CR><LF>  
[NAME=<job name><CR><LF>]  
<FF>
```

The printer resets the nested job counter whenever it switches the source to a different I/O channel. This prevents a corrupt job on one channel from disrupting the activities on another channel.

@PJJ EOJ

This command identifies the end of a print job and is a hint for the I/O switching algorithm. The printer counts nested jobs and recognizes job boundaries when the counter decrements to zero. The printer ignores isolated EOJ commands. Each EOJ must be preceded by a JOB command.

@PJL ECHO

This printer supports the ECHO command which transmits its parameters over the I/O channel to the host that issued the command.

@PJL USTATUS JOB=ON/OFF

This command enables or disables the JOB status for the I/O channel that delivers the command.

@PJL USTATUSOFF

This command disables the unsolicited JOB status for the I/O channel that delivered the command. For this printer, it duplicates the function of @PJL USTATUS JOB=OFF, AND @PJL USTATUS DEVICE=OFF.

Note

All commands not supported by this printer's PjL command set are returned with the message @PjL XXXX<CR><LF>?<CR><LF>.

Information menu

Use the Information menu to access and print specific printer information.

Table 7-38 Information menu

Menu item	Description
PRINT MENU MAP	Prints the control panel menu map, which shows the layout and current settings of the control panel menu items.
PRINT CONFIGURATION	Prints the printer configuration page.
PRINT SUPPLIES STATUS	Prints the estimated remaining life for the supplies; reports statistics on total number of pages and jobs processed, print cartridge manufacture date, serial number, page counts, and maintenance information.
SUPPLIES STATUS	Displays the supplies status in a scrollable list.
PRINT USAGE	Prints a count of all media sizes that have passed through the printer; lists whether they were simplex, duplex, monochrome, or color; and reports the page count.
PRINT DEMO	Prints a demonstration page.
PRINT FILE DIRECTORY	Prints the name and directory of files stored in the printer on an optional hard disk.
PRINT PCL FONT LIST	Prints the available PCL fonts.
PRINT PS FONT LIST	Prints the available PS (emulated PostScript) fonts.

Paper handling menu

The Paper handling menu allows you to configure input trays by size and type. This menu can also be used to set default media size and type. It is important to configure the trays correctly with this menu before you print for the first time.

Note

If you have used previous HP LaserJet printers, you might be accustomed to configuring Tray 1 to first mode or cassette mode. To mimic the settings for first mode, configure Tray 1 for size = ANY and type = ANY. To mimic the settings for cassette mode, set either the size or type for tray 1 to a setting other than ANY.

Table 7-39 Paper handling menu

Menu item	Value	Description
TRAY 1 SIZE	A list of available sizes appears.	Allows you to configure the media size for tray 1. The default value is ANY.
TRAY 1 TYPE	A list of available types appears.	Allows you to configure the media type for tray 1. The default value is ANY.
TRAY <N> SIZE (N = 2 or 3)	A list of available sizes appears.	Allows you to configure the media size for Tray 2 or Tray 3. The default setting is the size detected by the guides in the tray. To use a custom size, move the switch in the tray to custom.
TRAY <N> TYPE (N = 2 or 3)	A list of available types appears.	Allows you to configure the media type for Tray 2 or Tray 3. The default is PLAIN.

Configure device menu

The Configure device menu has several submenus. These submenus allow you to change the printer's default printing settings, adjust the print quality, change the system's configuration and I/O options, and reset the printer to its default settings.

Printing menu

The settings in the Printing menu affect only jobs without identified properties. Most jobs identify all of the properties and override the values from this menu.

Table 7-40 Printing submenu

Menu item	Values	Description
COPIES	1 - 32000	Allows you to set the default number of copies.
DEFAULT PAPER SIZE	A list of available sizes appears.	Allows you to set the default media size.
DEFAULT CUSTOM PAPER SIZE	UNIT OF MEASURE X DIMENSION Y DIMENSION	Allows you to set the default size for any job without dimensions.
DUPLEX	OFF ON	Allows you to enable or disable the duplex function on models with duplexing capability.
OVERRIDE A4/LETTER	NO YES	Allows you to set the printer to print an A4 job on letter-size paper when no A4 paper is loaded.
MANUAL FEED	ON OFF	Allows you to manually feed media.
COURIER FONT	REGULAR DARK	Allows you to select a version of the Courier font.
WIDE A4	NO YES	Allows you to change the printable area of A4 paper so that eighty 10-pitch characters may be printed on a single line.
PRINT PS ERRORS	OFF ON	Allows you to select to print PS error pages.
PCL	FORM LENGTH ORIENTATION FONT SOURCE FONT NUMBER FONT PITCH SYMBOL SET APPEND CR TO LF	Allows you to configure settings for the printer control language.

Print quality menu

The Print quality menu allows you to adjust all aspects of print quality, including calibration, registration, and color halftone settings.

Table 7-41 Print quality submenu

Menu item	Values	Description
ADJUST COLOR	CYAN DENSITY MAGENTA DENSITY YELLOW DENSITY BLACK DENSITY RESTORE COLOR VALUES	Allows you to modify the halftone settings for each color.
SET REGISTRATION	PRINT TEST PAGE SOURCE ADJUST TRAY 1 ADJUST TRAY 2 ADJUST TRAY 3	Allows simplex and duplex image alignment.
PRINT MODES	A list of available modes appears.	Allows you to associate each media type with a specific print mode.
OPTIMIZE	REDUCE BACKGROUND TRANSFER RESTORE OPTIMIZE	Allows you to optimize certain parameters for all jobs rather than optimizing by media type.
CALIBRATE NOW		Executes all printer calibrations: DMAX, DHALF, color plane registration, and drum phase adjustment

System setup menu

The System setup menu allows you to make changes to general printer configuration default settings such as PowerSave Time, printer personality (language), and jam recovery.

Table 7-42 System setup submenu

Menu item	Values	Description
JOB STORAGE LIMIT	1-100	Sets the limit for the maximum number of jobs stored on the hard disk at the printer.
JOB HELD TIMEOUT	OFF 1 HOUR 4 HOURS 1 DAY 1 WEEK	Sets the period of time that the system keeps files in job storage before deleting them from the queue.
COLOR/MONO MIX =	AUTO MOSTLY COLOR PAGES MOSTLY BLACK PAGES	AUTO will reset the printer to the factory default setting, which is MOSTLY COLOR. MOSTLY COLOR PAGES will exhibit the NEVER SWITCH behavior to maximize performance. MOSTLY BLACK PAGES will exhibit the LOOK AHEAD FIRST behavior to improve cost per page as much as possible while minimizing impact to performance.
TRAY BEHAVIOR	USE REQUESTED TRAY MANUALLY FEED PROMPT	Allows you to specify settings for the tray selection behavior. (This setting allows you to configure the trays to behave like trays in some previous HP printers.)
POWERSAVE TIME	1 MINUTE 5 MINUTES 30 MINUTES 1 HOUR 2 HOURS 4 HOURS	Reduces power consumption when the printer has been inactive for an extended period.
PERSONALITY	AUTO PCL PS	Sets the default personality to automatic switching, PCL, or PostScript emulation.
CLEARABLE WARNINGS	ON JOB	Sets whether a warning is cleared on the control panel or when another job is sent.
AUTO CONTINUE	ON OFF	Determines printer behavior when the system generates an auto continuable error.
SUPPLIES LOW	CONTINUE STOP	Sets low supplies reporting options.
JOB STORAGE LIMIT	1-100	Sets the limit for the maximum number of jobs stored on the hard disk at the printer.
JAM RECOVERY	AUTO ON OFF	Sets whether the printer will attempt to reprint pages after a jam.
LANGUAGE	A list of available languages appears.	Sets the default language.

I/O menu

The I/O menu allows you to configure the printer's I/O options.

Table 7-43 I/O submenu

Menu item	Values	Description
I/O TIMEOUT	5 - 300	Allows you to select the I/O timeout in seconds.
PARALLEL INPUT	HIGH SPEED ADVANCED FUNCTIONS	Allows you to select the speed at which the parallel port communicates with the host, and to enable or disable the bi-directional parallel communication.
EIO X (Where X=1, 2, or 3.)	Possible values are: TCP/IP IPX/SPX APPLETALK DLC/LLC LINK SPEED NOVELL	Allows you to configure EIO devices installed in slot 1, 2, or 3.

Resets menu

The Resets menu allows you to reset factory settings, disable and enable PowerSave, and update the printer after new supplies are installed.

Table 7-44 Resets submenu

Menu item	Values	Description
RESTORE FACTORY SETTINGS	None.	Allows you to clear the page buffer, remove all perishable personality data, reset the printing environment, and return all default settings to factory defaults.
POWERSAVE	ON OFF	Allows you to enable and disable PowerSave.
RESET SUPPLIES	NEW TRANSFER KIT NEW FUSER KIT	Allows you to inform the printer that a new transfer kit or new fuser kit has been installed.

Diagnostics menu





The Diagnostics menu allows you to run tests that can help you identify and solve problems with the printer.

Table 7-45 Diagnostics menu

Menu item	Description
PRINT EVENT LOG	Prints an event log that displays the last 50 entries in the printer's event log, starting with the most recent.
SHOW EVENT LOG	Displays the last 50 events on the control panel display, starting with the most recent.
PQ TROUBLESHOOTING	Prints a series of print quality assessment pages that help troubleshoot any print quality problems.
DISABLE CARTRIDGE CHECK	Allows you to remove a print cartridge to help determine which cartridge is the source of the problem.
PAPER PATH TEST	Used for testing the paper handling features of the printer, such as the configuration of the trays.
SENSOR TEST	Allows you to test the paper path sensors and switches for correct operation.
COMPONENT TEST	Activates individual parts independently to isolate noise, leaking, and other hardware issues.
PRINT/STOP TEST	Isolates print quality faults more accurately by stopping the printer in mid print cycle. Stopping the printer in mid cycle allows you to see where the image begins to degrade.

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, you are prompted to enter your 8-digit PIN number. The PIN for this printer is 04460002.

- 1 Press  or  until the first digit of the PIN is displayed.
- 2 Press  to save the digit. The display will replace the digit with an asterisk.
- 3 Repeat steps 1 and 2 until all eight digits are entered.
- 4 Press  at any time to move to the previous digit.

Use the Service menu to reset counts, clear the event log, enter the serial number, enter the date the printer was first used, and reset the default paper size.

Table 7-46 Service menu

Menu item	Values	Description
CLEAR EVENT LOG		Allows you to clear the printer's internal event log
TOTAL PAGE COUNT	Range: 0 - 9999999	Allows you to reset the page count after replacing the formatter. The page count should reflect the number of pages printed on the print engine rather than the formatter.
TRANSFER KIT COUNT	Range: 0 - 9999999 (120,000 is the maximum number of pages the transfer unit can print)	Allows you to reset the page count of the current transfer unit if the value is lost. This item automatically resets to zero when the transfer unit is replaced and the user selects the choice to reset the transfer count.
FUSER KIT COUNT	Range: 0 - 9999999 (150,000 is the maximum number of pages the fuser can print)	Allows you to reset the page count of the current fuser if the value is lost. This item automatically resets to zero when the fuser is replaced and the user selects the choice to reset the fuser count.
SERIAL NUMBER	XXXXXXXXXX	Allows you to update the serial number if you replace the formatter.
SERVICE ID	YYDDD	If you replace the formatter, this item allows you to set the date to the date the printer was first used, rather than the date the new formatter was installed. See "Service ID" on page 296 for information on the date format.
COLD RESET PAPER	LETTER A4	If the customer uses default paper size of A4 (used in Europe), this item allows you to reset the default if you replace the formatter.

Tools for troubleshooting

Embedded Web server

When the printer is directly connected to a computer, the embedded Web server is supported for Windows 95 and later. In order to use the embedded Web server with a direct connection, you must choose the Custom installation option when you install the printer driver. Select the option to load Printer Status and Alerts. The proxy server is installed as part of the Printer Status and Alerts software.

When the printer is connected to the network, the embedded Web server is automatically available. You may access the embedded Web server from Windows 95 and later.

The embedded Web server allows you to view printer and network status and to manage printing functions from your computer instead of from the printer control panel. Below are examples of what you can do using the embedded Web server:

- view printer control status information
- set the type of paper loaded in each tray
- determine the remaining life on all supplies and order new ones
- view and change tray configurations
- view and change the printer control panel menu configuration
- view and print internal pages
- receive notification of printer and supplies events
- view and change network configuration

To use the embedded Web server, you must have Microsoft Internet Explorer 4 and later or Netscape Navigator 4 and later. The embedded Web server works when the printer is connected to an IP-based network. The embedded Web server does not support IPX-based printer connections. You do not have to have Internet access to open and use the embedded Web server.

To access the embedded Web server

In a supported Web browser on your computer, type the IP address for the printer. (To find the IP address, print a configuration page.)

Note

Once you open the URL, you can bookmark it so that you can return to it quickly in the future.

- 1 The embedded Web server has three tabs that contain settings and information about the printer: the **Information** tab, the **Settings** tab, and the **Network** tab. Click the tab that you want to view.
- 2 See the following sections for more information about each tab.

Information tab

The Information pages group consists of the following pages:

- **Device Status.** Displays the printer status and shows the life remaining of HP supplies, with 0 percent representing that a supply is empty. The page also shows the type and size of print media set for each tray. To change the default settings, click **Change Settings**.
- **Configuration page.** Shows the information found on the printer Configuration page.
- **Supplies Status.** Shows the life remaining of HP supplies, with 0 percent representing that a supply is empty. This page also provides supplies part numbers. To order new supplies, click **Order Supplies** in the **Other Links** area on the left side of the window. To visit any website, you must have Internet access.
- **Event log.** Shows a list of all printer events and errors.
- **Usage page.** Shows a summary of the number of pages the printer has printed, grouped by size and type.
- **Device Information.** Shows the printer network name, address, and model information. To change these entries, click **Device Information** on the **Settings** tab.

Settings tab

This tab allows you to configure the printer from your computer. The **Settings** tab can be password protected. If this printer is networked, always consult with the printer administrator before changing settings on this tab.

The **Settings** tab contains the following pages.

- **Configure Device.** Allows you to configure all printer settings from this page. This page contains the traditional menus found on printers using a control panel display. These menus include **Information**, **Paper Handling**, **Configure Device**, and **Diagnostics**.
- **Alerts.** Network only. Allows you to set up to receive e-mail alerts for various printer and supplies events.
- **E-mail.** Network only. Used in conjunction with the Alerts page to set up incoming and outgoing e-mail, as well as to set e-mail alerts.
- **Security.** Allows you to set a password that must be entered to gain access to the **Settings** and **Networking** tabs. Enable and disable certain features of the EWS.
- **Other Links.** Allows you to add or customize a link to another website. This link is displayed in the **Other Links** area on all embedded Web server pages. These permanent links always appear in the **Other Links** area: **HP Instant Support™**, **Order Supplies**, and **Product Support**.
- **Device Information.** Allows you to name the printer and assign an asset number to it. Enter the name and e-mail address for the primary contact who will receive information about the printer.
- **Language.** Allows you to determine the language in which to display the embedded Web server information.

Networking tab

This tab allows the network administrator to control network-related settings for the printer when it is connected to an IP-based network. This tab will not appear if the printer is directly connected to a computer, or if the printer is connected to a network using anything other than an HP Jetdirect print server card.

Other links

This section contains links that connect you to the Internet. You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the embedded Web server, you must connect before you can visit these websites. Connecting might require that you close the embedded Web server and reopen it.

- **HP Instant Support™** connects you to the HP website to help you find solutions. This service analyzes your printer error log and configuration information to provide diagnostic and support information specific to your printer.
- **Order Supplies** connects to the HP website and order genuine HP supplies, such as print cartridges and paper.
- **Product Support** connects to the support site for the HP Color LaserJet 4600 printer where you can search for help regarding general topics.

Printer Status and Alerts software

Printer Status and Alerts is supported only for Windows 95 and later versions.

The Printer Status and Alerts software is available to users of both networked and directly connected printers. To use Printer Status and Alerts software with a directly connected computer, you must choose the Custom installation option when you install the printer driver. Select the option to install Printer Status and Alerts. For network connections, Printer Status and Alerts is installed automatically with the Typical software installation option.

This software allows you to view the embedded Web server information for a particular printer. It also generates messages on the computer regarding the status of the printer and print jobs. Depending on how the printer is connected, you can receive different messages.

- **Networked printers.** You can receive regular job status messages that appear every time a print job is sent to the printer or every time the print job finishes printing. You can also receive alert messages. These messages appear when you are printing to a particular printer if that printer experiences a problem. In some cases, the printer can continue to print (such as when a tray that is not being used is open, or a print cartridge is low). In other cases, a problem may prevent the printer from printing (such as when paper is out, or a print cartridge is empty).
- **Directly connected printers.** You can receive alert messages that appear when the printer experiences a problem but can continue printing or a problem that prevents it from printing. You can also receive messages indicating the print cartridge is low.

You can set alert options for a single printer that supports Printer Status and Alerts, or you can set alert options for all printers that support Printer Status and Alerts. For networked printers, these alerts only appear for your jobs.

Note that even if you are setting alert options for all printers, not all options you select will apply to all printers. For example, when selecting the option to notify you when the print cartridges are low, directly connected printers that support Printer Status and Alerts will generate a message when the print cartridges are low. However, none of the networked printers will generate this message, unless it affects a user-specific job.

To choose which status messages appear






- 1 Open Printer Status and Alerts in one of these ways:
 - Double-click the **Printer Status and Alerts** tray icon, which is near the clock in the Tray Manager.
 - On the Start menu, point to **Programs**, point to **Printer Status and Alerts**, and click **Printer Status and Alerts**.
- 2 Click the **Options** icon in the left pane.
- 3 In the **For** field, select the printer driver for this printer, or select **All Printers**.
- 4 Clear the options for the messages you do not want to appear, and select the options for the messages you do want to appear.
- 5 Under **Status check rate**, select how frequently you want the software to update the printer status information that the software uses to generate the messages. Status Check Rate might not be available if the printer administrator has restricted the rights to this function.

To view status messages and information

On the left side of the window, select the printer for which you want to see information. Information provided includes status messages, supplies status, and printer capabilities. You can also click the Job History (clock) icon at the top of the window to view a list of previous jobs sent to the printer from your computer.

Printer configuration page

Use the configuration page to view current printer settings, to help troubleshoot printer problems, or to verify installation of optional accessories, such as memory (DIMMs), paper trays, and printer languages.

- 1 Press  to enter the MENU.
- 2 Press  to highlight INFORMATION.
- 3 Press  to select INFORMATION.
- 4 Press  to highlight PRINT CONFIGURATION.
- 5 Press  to select PRINT CONFIGURATION.

The message PRINTING... CONFIGURATION appears on the display until the printer finishes printing the configuration page. The printer returns to the READY state after printing the configuration page.

Note

If the printer is configured with EIO cards (for example, an HP Jetdirect Print Server) or an optional hard disk drive, an additional configuration page will print that provides information about those devices.

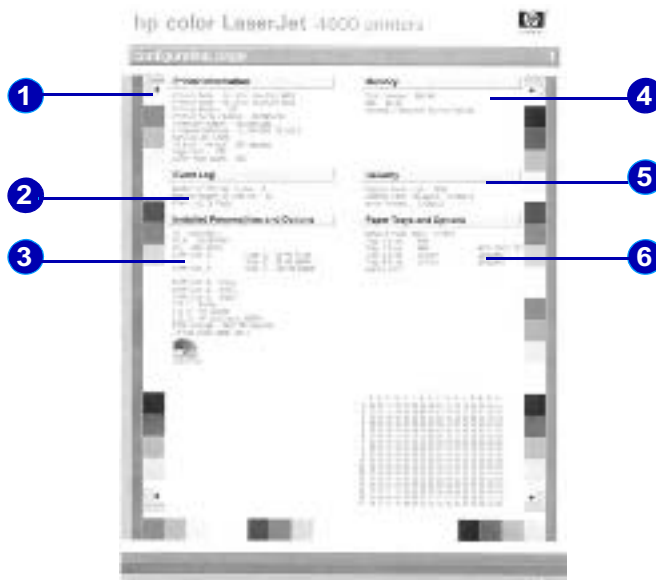


Figure 7-7 Printer configuration page






- 1 printer information
- 2 event log
- 3 installed personalities and options
- 4 memory
- 5 security
- 6 paper trays and options

Supplies status page

The supplies status page illustrates the remaining life for the following printer supplies:

- print cartridges (all colors)
- transfer unit
- fuser

To print the supplies status page:

- 1 Press  to enter the MENUS.
- 2 Press  to highlight INFORMATION.
- 3 Press  to select INFORMATION.
- 4 Press  to highlight PRINT SUPPLIES STATUS.
- 5 Press  to select PRINT SUPPLIES STATUS.

The message PRINTING... SUPPLIES STATUS appears on the display until the printer finishes printing the supplies status page. The printer returns to the Ready state after printing the supplies status page.

Note

If you are using non-HP supplies, the supplies status page will not show the remaining life for those supplies.

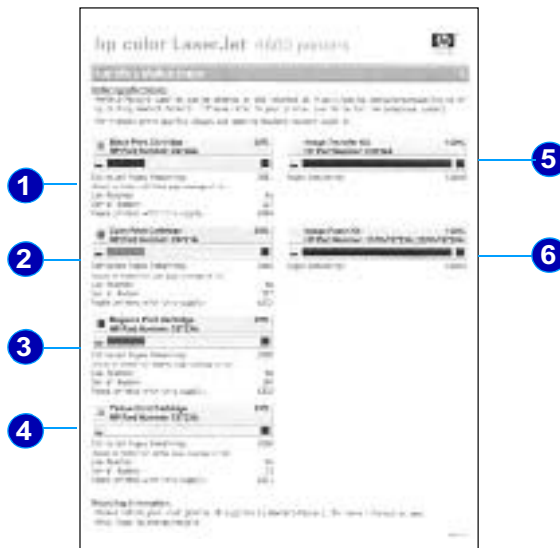


Figure 7-8 Supplies status page

- 1 black print cartridge information
- 2 cyan print cartridge information
- 3 magenta print cartridge information
- 4 yellow print cartridge information
- 5 image transfer kit (ETB) information
- 6 image fuser kit information

Usage page

The usage page lists a page count for each size of media that has passed through the printer. This page count includes the number of pages that were printed on one side, the number that were printed on two sides (duplexed), and totals of the two printing methods for each media size. It also lists the average percentage of page coverage for each color.

- 1 Press  to enter the MENU.
- 2 Press  to highlight INFORMATION.
- 3 Press  to select INFORMATION.
- 4 Press  to highlight PRINT USAGE.
- 5 Press  to select PRINT USAGE.

The message PRINTING... USAGE appears on the display until the printer finishes printing the usage page. The printer returns to the Ready state after printing the usage page.

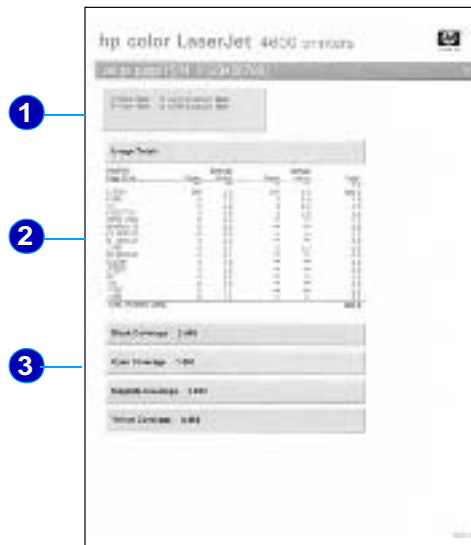







Figure 7-9 Usage page

- 1 printer identification information
- 2 usage totals
- 3 percent of coverage broken down by color

Event log

The event log lists the printer events, including printer jams, service errors, and other printer conditions.

- 1 Press  to enter the MENUS.
- 2 Press  to highlight DIAGNOSTICS.
- 3 Press  to select DIAGNOSTICS.
- 4 Press  to highlight PRINT EVENT LOG.
- 5 Press  to select PRINT EVENT LOG.

The message PRINTING... EVENT LOG appears on the display until the printer finishes printing the event log. The printer returns to the Ready state after printing the event log.

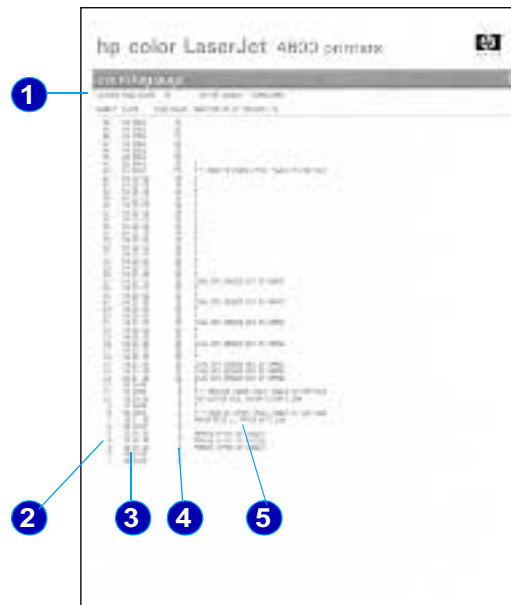


Figure 7-10 Event log

- 1 current page count and printer serial number
- 2 event number (the most recent is at the top of the list)
- 3 error code
- 4 page count at which the event occurred
- 5 description of the event