



# Troubleshooting

To better help our customers - this HP Laserjet 4345 mfp 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

Control-panel messages

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# Control-panel messages

Messages appear on the control-panel display to relay the normal status of the MFP (such as **Processing Job**), or an error condition (such as **CLOSE TOP COVER**) that needs attention. [Resolving control-panel messages](#) lists messages that require attention, or that might raise questions. Messages are listed in alphabetical order, with numeric messages at the end of the list. Not all messages are listed because some (such as **Ready**) are self-explanatory.



**NOTE** Some messages are affected by the **AUTO CONTINUE** and **CLEARABLE WARNINGS** settings on the **CONFIGURE DEVICE** menu, **SYSTEM SETUP** submenu, on the control panel.

## Using the MFP help system

This MFP features a help system on the control panel that provides instructions for resolving most MFP errors. Certain control-panel messages alternate with instructions about using the help system.

Whenever a ? appears in an error message or a message alternates with **FOR HELP TOUCH ?**, touch the ? (Help) button to view the help.

To exit the help system, touch the ? (Help) button.

## Resolving control-panel messages

**Table 7-2** Control-panel messages

Control panel message	Description	Recommended action
<b>Access denied</b> <b>MENUS LOCKED</b>	The control panel function that you are trying to use has been locked to prevent unauthorized access.	Contact the network administrator.
<b>ACTION NOT CURRENTLY AVAILABLE FOR TRAY X TRAY SIZE CANNOT BE ANY SIZE/ANY CUSTOM</b>	A duplexed (2-sided) document was requested from a tray that is set to <b>ANY SIZE</b> or <b>ANY CUSTOM</b> . Duplexing is not allowed from a tray configured to <b>ANY SIZE</b> or <b>ANY CUSTOM</b> .	Select another tray or reconfigure the tray.
<b>ADF Cover Open</b>	The ADF cover is open.	<p>The ADF cover-open sensor is located directly above the ADF feed motor (see <a href="#">Figure 7-22 ADF motors, solenoid, and sensors</a>). When the ADF jam-access cover is closed, a plastic protrusion that is on the bottom of this cover blocks the sensor, and the scanner-controller PCA detects that the cover is closed.</p> <p>If you have recently disassembled the ADF, make sure that all of the covers have been installed correctly and make sure that the wiring to this sensor is firmly seated. Also verify that CN105 on the scanner-controller PCA is firmly seated.</p> <p>Open the <b>DIAGNOSTICS</b> menu, and touch <b>SCANNER TESTS</b> and then <b>SENSORS</b>. Open and close the ADF jam-access cover</p>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>ADF OUTPUT BIN FULL</b>	The ADF output bin holds 50 sheets of paper. The MFP stops when the bin is full.	<p>and observe whether the status changes on the control-panel display. If the status does not change, make sure that the connectors are firmly seated. Clean or replace the sensor if necessary.</p>
<b>ADF Paper Jam</b>	Media is jammed in the ADF.	<p>Usually, emptying the ADF output bin clears this message. If the message persists, check the following items:</p> <ol style="list-style-type: none"> <li>1 Verify that the ADF output-bin-full sensor flag can move freely. (See <a href="#">Figure 7-20 ADF output-bin-full sensor.</a>)</li> <li>2 Verify that the connector at the sensor flag is seated correctly.</li> </ol> <p>You can use the <b>SCANNER TESTS</b> in the <b>DIAGNOSTICS</b> menu to test this sensor. See <a href="#">Scanner tests</a>. Lift up on the sensor flag to simulate the output bin being full. Observe whether the status changes on the control-panel display. If the status does not change, make sure that the connectors are firmly seated. Clean or replace the sensor if necessary.</p> <p>Clear the jam. See <a href="#">Clearing jams from the ADF</a>. Also see <a href="#">Solving repeated jams</a>.</p> <p>If the message persists, make sure that the ADF mylar sheet, the ADF pickup-roller assembly, and the ADF separation pad are installed correctly. If any of these components is dirty or worn, replace the component.</p> <p>The ADF-read motor might be defective. Observe the motor to see if it is rotating or attempting to pull paper through the paper path. See <a href="#">Figure 7-22 ADF motors, solenoid, and sensors</a>. You can use the <b>SCANNER TESTS</b> in the <b>DIAGNOSTICS</b> menu to test this motor. See <a href="#">Scanner tests</a>. Run the <b>ADF read motor</b> test and the <b>ADF read motor reverse</b> test. If the motor does not rotate, verify that connector CN103 is seated correctly on the scanner-controller PCA and that the connector on the motor is seated correctly. If the motor is defective, replace the ADF. See <a href="#">ADF assembly</a>.</p> <p>The ADF paper-present sensor might be defective. See <a href="#">Figure 7-21 ADF pickup assembly sensors</a>. Make sure that the sensor flag can move freely. You can use the <b>SCANNER TESTS</b> in the <b>DIAGNOSTICS</b> menu to test this sensor. See <a href="#">Scanner tests</a>. Manually move the flag and observe whether the status changes on the control-panel display. If the status does not change, make sure that the wiring for</p>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
		the sensor is firmly seated. Clean or replace the sensor if necessary.
<b>ADF PICK ERROR</b>	The ADF experienced an error while picking media.	<p>Clear the jam. See <a href="#">Clearing jams from the ADF</a>. Also see <a href="#">Solving repeated jams</a>.</p> <p>If the message persists, make sure that the ADF mylar sheet, the ADF pickup-roller assembly, and the ADF separation pad are installed correctly. If any of these components is dirty or worn, replace the component.</p> <p>The ADF-input motor might be defective. Observe the motor to see if it is rotating or attempting to pull paper through the paper path. See <a href="#">Figure 7-22 ADF motors, solenoid, and sensors</a>. You can use the <b>SCANNER TESTS</b> in the <b>DIAGNOSTICS</b> menu to test this motor. See <a href="#">Scanner tests</a>. Run the <b>ADF input motor</b> test and the <b>ADF input motor reverse</b> test. If the motor does not rotate, verify that the connector CN103 is seated correctly on the scanner-controller PCA and that the connector on the motor is seated correctly. If the motor is defective, replace the ADF. See <a href="#">ADF assembly</a>.</p>
<b>ADF SKEW ERROR</b>	Media has become skewed in the ADF.	Make sure that the paper guides are aligned on the sides of the originals, and that all of the originals are the same size. Remove the remaining media from the ADF and close the ADF cover. Follow the instructions in the onscreen dialog box.
<b>Authentication information is incorrect. Please re-enter information.</b>	A user name or password is incorrect.	Type the information again.
<b>AUTHENTICATION REQUIRED</b>	Authentication has been enabled for this feature or destination. A user name and password are required.	Type the user name and password, or contact the network administrator.
<b>AUTHENTICATION REQUIRED TO USE THIS FEATURE</b>	A user name and password are required.	Type the user name and password, or contact the network administrator.
<b>BAD DUPLEXER CONNECTION</b>	The duplex printing accessory is not connected correctly to the MFP.	<ol style="list-style-type: none"> <li>1 Remove and reinstall the duplexer.</li> <li>2 If this message persists, the connector between the duplexer and the engine might be damaged. Inspect the connector, J151L, on the duplexer. If the connector is damaged, replace the duplexer.</li> <li>3 If the message still persists, replace the dc controller.</li> </ol>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>BAD ENV FEEDER CONNECTION</b>	The envelope feeder is not connected correctly.	<ol style="list-style-type: none"> <li>1 Remove and reinstall the envelope feeder.</li> <li>2 If this message persists, replace the envelope feeder.</li> </ol>
<b>OUTPUT BIN &lt;X&gt; FULL</b>	The specified output bin is full and printing cannot continue.	Empty the bin to continue printing.
<b>CARTRIDGE FAILURE RETURN FOR REPLACEMENT</b>	The print cartridge still contains part of the sealing tape.	Try to remove the remaining sealing tape. If it cannot be removed, insert a new print cartridge and return the faulty print cartridge to receive a replacement.
<b>CARTRIDGE OUT REPLACE CARTRIDGE</b>	The print cartridge is out of toner. Printing cannot continue because damage to the MFP might result.	Replace the print cartridge.
<b>CHECK CABLES CHECK SCANNER LOCK To continue turn off then on</b>	The scanner might be locked or the interface cable might be seated incorrectly.	<ol style="list-style-type: none"> <li>1 Lift up the ADF assembly and check the scanner lock to make sure that it is in the unlocked position.</li> <li>2 Verify that the connector CN102 (dc power connection) on the scanner-controller PCA is firmly seated.</li> <li>3 Verify that the connector CN104 (optical head connection) on the scanner-controller PCA is firmly seated.</li> <li>4 Verify that the connector CN101 (formatter connection) on the scanner-controller PCA is firmly seated.</li> <li>5 Also see the entry in this table for <b>30.1.8 SCAN FAILURE</b>.</li> </ol>
<b>CHECK CABLES Then turn off then on</b>	The cable that connects the scanner to the MFP is experiencing an error.	<ol style="list-style-type: none"> <li>1 Lift up the ADF assembly and check the scanner lock to make sure that it is in the unlocked position.</li> <li>2 Verify that the connector CN102 (dc power connection) on the scanner-controller PCA is firmly seated.</li> <li>3 Verify that the connector CN104 (optical head connection) on the scanner-controller PCA is firmly seated.</li> <li>4 Verify that the connector CN101 (formatter connection) on the scanner-controller PCA is firmly seated.</li> <li>5 Also see the entry in this table for <b>30.1.8 SCAN FAILURE</b>.</li> </ol>
<b>CHECK OUTPUT DEVICE</b>	An error has occurred with the output device.	Remove and reinstall the output device. Observe the LED on the device. If it is flashing or is amber, see <a href="#">Accessory lights for the 3-bin mailbox and stapler/stacker</a> .

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>Check the glass and remove any paper, then press START</b>	A digital send or copy job has been performed from the scanner glass, but the original document needs to be removed.	Remove the original document from the scanner glass and press <b>START</b> .
<b>CHOSEN PERSONALITY NOT AVAILABLE To continue touch OK</b>	A print job requested a MFP language (personality) that is not available for this MFP. The job will not print and will be cleared from memory.	Print the job by using a printer driver for a different printer language, or add the requested language to the MFP (if possible). To see a list of available personalities, print a configuration page.
<b>CLOSE RIGHT ACCESS DOOR &lt;X&gt;</b>	The specified jam-access cover is open.	Open the <b>DIAGNOSTICS</b> menu and touch <b>MANUAL SENSOR TEST</b> . On the control-panel display, this switch is represented by the letter "P." Open and close the tray 2 jam-access door and observe whether the status changes on the control-panel display. If the message persists, verify that the connector J87 on the dc controller is firmly seated. Replace SW105 if necessary.
<b>CLOSE RIGHT ACCESS DOORS</b>	More than one jam-access cover is open.	Close all jam-access covers to continue printing.  If the error persists, replace the jam-access cover switch (SW105). See <a href="#">Figure 7-11 Tray 2 jam-access-cover switch, SW105</a> .
<b>CLOSE TOP COVER</b>	SW101 has detected that the top cover is open. See <a href="#">Figure 7-10 Top-cover switch, SW101</a> .	If the top cover is closed, verify that connector J95 on the dc controller is firmly seated.  You can use the <b>MANUAL SENSOR TEST</b> to test the operation of this switch. See <a href="#">Manual sensor test</a> . In the diagnostic test, this switch is represented by a lowercase "f." Open the top cover while you observe the status of this switch on the control-panel display. If the status does not change, make sure that the connector for the switch is firmly seated. Replace the switch if necessary.
<b>Digital Send Communication Error</b>	An error has occurred during a digital send task.	Contact the network administrator.
<b>Digital Send server is not responding Contact administrator</b>	The MFP cannot communicate with the server.	Verify the network connection. Contact the network administrator.
<b>DUPLEXER ERROR REMOVE DUPLEXER Install duplexer with power off</b>	The duplexer has been removed.	Reinstall the duplexer. (Any print jobs at the MFP might be lost.)
<b>E-mail Gateway did not accept the job because the attachment was too large.</b>	The scanned documents have exceeded the size limit of the server.	Send the job again using a lower resolution, smaller file size setting, or fewer pages. See <a href="#">Using the embedded Web server</a> to learn how to reduce the size of the attachment. Contact the network administrator to enable sending the scanned documents by using multiple e-mails.
<b>E-mail Gateway did not respond. Job failed.</b>	A gateway has exceeded the time out value.	Validate the SMTP IP address. See <a href="#">E-mail problems</a> .

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>E-mail Gateway rejected the job because of the addressing information. Job failed.</b>	One or more of the e-mail addresses is incorrect.	Send the job again with the correct addresses.
<b>Error executing Digital Send job. Job failed.</b>	A digital send job has failed and cannot be delivered.	Try to send the job again.
<b>Folder list is full. To add a folder, you must first delete a folder.</b>	The MFP limits the number of folders that can be established.	Delete an unused folder to add a new folder.
<b>HP Digital Sending: Delivery Error</b>	A digital send job has failed and cannot be delivered.	Try to send the job again.
<b>INSERT OR CLOSE TRAY XX</b>	The specified tray is missing or open.	<ol style="list-style-type: none"> <li>1 Insert or close the specified tray to continue.</li> <li>2 You can use the <b>MANUAL SENSOR TEST</b> to test the operation of this switch (SW102). See <a href="#">Manual sensor test</a>. In the diagnostic test, this switch is represented by the letter "S." If the control-panel display shows "S3," then A4-size media is installed, "S5" indicates that letter-size media is installed, and "S7" indicates that no tray is installed.</li> <li>3 Replace the media-size detection switch (SW102).</li> <li>4 Replace the dc controller PCA.</li> </ol>
<b>INSTALL CARTRIDGE</b>	The print cartridge has been removed or has been installed incorrectly.	<ol style="list-style-type: none"> <li>1 Make sure that the print cartridge is firmly seated and that the contact points are clean.</li> <li>2 Replace the print cartridge.</li> <li>3 Replace the dc controller PCA.</li> <li>4 Replace the engine power supply PCA.</li> </ol>
<b>INSUFFICIENT MEMORY TO LOAD FONTS/DATA &lt;DEVICE&gt; To continue touch OK</b>	The MFP does not have enough memory to load the data (for example, fonts or macros) from the location specified.	Touch <b>OK</b> to continue without this information. If the message persists, add more memory.
<b>JAM IN DOCUMENT FEEDER</b>	Media is jammed in the ADF.	<p>Remove jammed media from the ADF. Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the ADF</a>. Also see <a href="#">Solving repeated jams</a>.</p> <p>If any of the scanner components have been replaced recently, make sure that the components are installed correctly.</p> <p>If the message persists, a sensor might be stuck or broken. Open the <b>DIAGNOSTICS</b> menu and touch <b>SCANNER TESTS</b>. Test all of the components to try to isolate the problem.</p>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>LDAP Server is not responding</b> Contact administrator	The LDAP server has exceeded the time out value for an address request.	Verify the LDAP server address. See <a href="#">E-mail problems</a> . Contact the network administrator.
<b>LOAD ENVELOPE FEEDER &lt;TYPE&gt; &lt;SIZE&gt;</b>	The envelope feeder is empty.	<ol style="list-style-type: none"> <li>1 Load the envelope feeder.</li> <li>2 Replace the tray 1 sensor lever (PS105).</li> <li>3 Replace the dc controller PCA.</li> </ol>
<b>LOAD TRAY 1 &lt;TYPE&gt; &lt;SIZE&gt;</b>	The tray is empty or configured for a different size than the size requested.	<ol style="list-style-type: none"> <li>1 Make sure that the tray is loaded with the media type and size that is indicated.</li> <li>2 Replace the tray 1 sensor lever (PS105).</li> <li>3 Replace the dc controller PCA.</li> </ol>
<b>MANUALLY FEED &lt;TYPE&gt; &lt;SIZE&gt;</b>	The specified job requires manual feed from tray 1.	<p>Load the requested media into tray 1.</p> <p>To override the message, touch <b>OK</b> to use a type and size of media that is available in another tray.</p>
<b>Network connection required For Digital Sending.</b> Contact administrator.	A digital-sending feature has been configured, but a network connection is not detected.	Verify the network connection. See <a href="#">Network connectivity problems</a> . Contact the network administrator.
<b>NON HP SUPPLY INSTALLED</b> <b>Economode disabled</b>	A non-HP supply or a refilled HP supply has been installed.	<p>Follow the instructions in the onscreen dialog box.</p> <p>If you are certain that the print cartridge is a genuine HP print cartridge, make sure that the connector J97 on the dc controller PCA is connected.</p> <p>If the problem persists, replace the dc controller PCA.</p>
<b>Novell Login Required</b>	Novell authentication has been enabled for this destination.	Enter Novell network credentials to access the copy and fax features.
<b>ORDER CARTRIDGE</b>	The number of pages remaining for the print cartridge has reached the low threshold. The MFP was set to stop printing when a supply needs to be ordered.	<ul style="list-style-type: none"> <li>■ Touch <b>OK</b> to continue printing until the print cartridge is out of toner.</li> <li>■ If this message appears after you install a new print cartridge, the new print cartridge might be defective. Install a different cartridge.</li> <li>■ Replace the dc controller PCA.</li> <li>■ Replace the engine power-supply PCA.</li> </ul>
<b>OUTPUT PAPER PATH OPEN</b>	The paper path between the MFP and the output device is open and must be closed before printing can continue.	<ol style="list-style-type: none"> <li>1 If you have a 3-bin mailbox installed, make sure that the jam-access door is closed.</li> <li>2 If you have a stapler/stacker installed, make sure that the staple cartridge is snapped into position and that the staple-cartridge door is closed.</li> </ol>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>PAPER WRAPPED AROUND FUSER</b>	A jam has occurred because paper has wrapped around the fuser.	Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the fuser</a> .
<b>Password or name is incorrect. Please enter correct login.</b>	The user name or password was typed incorrectly.	Retype the user name and password.
<b>Phone Book is full. To add a phone number, you must first delete a phone number.</b>	The MFP limits the number of phone numbers that you can add.	Delete an unused phone number to add a new one.
<b>PIN is incorrect. Please re-enter PIN.</b>	The PIN was typed incorrectly.	Retype the PIN.
<b>PIN is incorrect. Please enter a 4-digit number.</b>	The PIN format is incorrect.	Type the 4-digit PIN.
<b>Please turn device off and install hard disk.</b>	The requested job requires a hard disk, but the MFP does not have a hard disk installed.	Turn the MFP off and install a hard disk.
<b>Reattach output bin</b>	The output-bin-detection switch, SW103, cannot detect that an output device is attached.	<p>Turn the MFP off. If you are using the stapler/stacker or the 3-bin mailbox, make sure that the cable is connected to the MFP. Reattach the output bin, and then turn on the MFP. Observe the LED on the output device. If it is flashing or amber, see <a href="#">Accessory lights for the 3-bin mailbox and stapler/stacker</a>.</p> <p>If the message persists, verify that connector J65 on the dc controller is firmly seated. Replace SW103 if necessary.</p>
<b>REINSERT DUPLEXER</b>	The duplexer has been removed and must be reinstalled.	<ol style="list-style-type: none"> <li>1 Reinsert the duplexer in the MFP.</li> <li>2 If the message persists, the connection between the duplexer and the MFP might be faulty. Remove the duplexer, and inspect the connectors: J44 on the dc controller and J151 on the duplexer. Replace the duplexer if necessary.</li> </ol>
<b>REINSTALL OUTPUT DEVICE</b>	The output-bin-detection switch, SW103, has detected that no output device is installed.	<p>Make sure that the output bin, 3-bin mailbox, or stapler/stacker is correctly installed on the MFP.</p> <p>Turn the MFP off. If you are using the stapler/stacker or the 3-bin mailbox, make sure that the cable is connected to the MFP. Reattach the output bin, and then turn the MFP on. Observe the LED on the output device. If it is flashing or amber, see <a href="#">Accessory lights for the 3-bin mailbox and stapler/stacker</a>.</p>
<b>REPLACE CARTRIDGE</b>	The print cartridge has reached the end of its life. Printing cannot continue.	<ol style="list-style-type: none"> <li>1 Replace the print cartridge.</li> <li>2 If this message appears after you install a new print cartridge, the new print cartridge might be defective. Install a different cartridge.</li> <li>3 Replace the dc controller PCA.</li> </ol>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
		4 Replace the engine power-supply PCA.
<b>REPLACE STAPLE CARTRIDGE</b>	The stapler is out of staples.	Replace the staple cartridge.
<b>RIGHT ACCESS DOOR OPEN</b>	The tray 2 jam-access-cover switch, SW105, has detected that the jam-access cover on tray 2 is open.	Open the <b>DIAGNOSTICS</b> menu and touch <b>MANUAL SENSOR TEST</b> . On the control-panel display, this switch is represented by the letter "P." Open and close the tray 2 jam-access door and observe whether the status changes on the control-panel display. If the message persists, verify that the connector J87 on the dc controller is firmly seated. Replace SW105 if necessary.
<b>SANITIZING DISK &lt;X&gt;% COMPLETE Do not power off</b>	The hard disk or flash memory card is being cleaned.	Contact the network administrator.
<b>SCAN CARRIAGE LOCKED Check lock switch, cycle power</b>	The flatbed scanner carriage is locked for shipping.	Turn off the MFP, unlock the scanner carriage, and then turn on the MFP.
<b>SCAN FAILURE Press 'Start' to rescan</b>	The scan was unsuccessful and the document needs to be rescanned.	If necessary, reposition the document to rescan it, and then press <b>START</b> .
<b>Scanning...</b>	This message appears while the MFP is performing a scan. However, if the message appears for a long time, the ADF fan might be broken or blocked.	<ol style="list-style-type: none"> <li>1 Turn the MFP off and then on. Listen for the ADF fan to turn on briefly during the initialization sequence.</li> <li>2 If the fan does not turn on during the initialization sequence, replace the ADF fan.</li> </ol>
<b>SMTP GATEWAY</b>	The SMTP gateway has exceeded a time out value.	Verify the e-mail server address. See <a href="#">E-mail problems</a> . Contact the network administrator.
<b>STAPLER LOW ON STAPLES</b>	Fewer than 20 staples remain in the staple cartridge. Printing continues until the cartridge runs out of staples and the <b>REPLACE STAPLE CARTRIDGE</b> message appears on the control-panel display.	<p>Replace the staple cartridge.</p> <p>If the message persists after loading a new staple cartridge, replace the stapler/stacker.</p>
<b>The Digital Sending Service at &lt;IP Address&gt; does not service this MFP. Contact administrator.</b>	The MFP cannot communicate with the specified IP address.	Verify the IP address. Contact the network administrator.
<b>The Digital Sending Service must be upgraded to support this version of the MFP firmware. Contact administrator.</b>	The Digital Sending Service is not supported by the version of the firmware that is currently installed for the MFP.	Check the firmware version. Contact the network administrator.
<b>The folder you have entered is not a valid folder.</b>	The folder name was entered incorrectly, or the folder does not exist.	Re-enter the folder name correctly, or add the folder.
<b>TOO MANY PAGES IN JOB TO STAPLE</b>	The maximum number of sheets the stapler can staple is 30.	For print jobs that have more than 30 pages, staple them manually.

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>TRAY 2 OPEN</b>	The tray 2 paper-size-detection switch, SW102, has detected that tray 2 is not installed or that no media is present.	<ol style="list-style-type: none"> <li>1 Verify that connector J90 on the dc controller is firmly seated.</li> <li>2 You can use the <b>MANUAL SENSOR TEST</b> to test the operation of this switch. See <a href="#">Manual sensor test</a>. Status "S5" indicates that letter-size media is installed in the tray. Status "S3" indicates that A4-size media is installed in the tray. Status "S7" indicates that the tray is not installed in the MFP. Pull the tray out and reinsert it while you observe the status on the control-panel display. If the status does not change, replace SW102.</li> </ol>
<b>Unable to connect</b>		To temporarily hide this message in order to fax or send to e-mail, touch <b>IGNORE</b> . If this message persists, make sure that the cable between the print engine and the scanner assembly is connected correctly. Replace the scanner assembly if necessary. See <a href="#">Scanner assembly</a> .
<b>UNABLE TO COPY</b>	The MFP was unable to copy the document.	To temporarily hide this message in order to fax or send to e-mail, touch <b>IGNORE</b> . If this message persists, make sure that the cable between the print engine and the scanner assembly is connected correctly. Replace the scanner assembly if necessary. See <a href="#">Scanner assembly</a> .
<b>UNABLE TO SEND</b>		To temporarily hide this message in order to fax or send to e-mail, touch <b>IGNORE</b> . If this message persists, make sure that the cable between the print engine and the scanner assembly is connected correctly. Replace the scanner assembly if necessary. See <a href="#">Scanner assembly</a> .
<b>Unable to send Fax. Please check fax configuration.</b>	The MFP was unable to send the fax.	Contact the network administrator.  For complete information about solving fax problems, see the <i>HP LaserJet Analog Fax Accessory 300 Service Manual</i> .
<b>UNABLE TO SEND JOB</b>		To temporarily hide this message in order to fax or send to e-mail, touch <b>IGNORE</b> . If this message persists, make sure that the cable between the print engine and the scanner assembly is connected correctly. Replace the scanner assembly if necessary. See <a href="#">Scanner assembly</a> .
<b>User name or password is incorrect. Please re-enter.</b>	The user name or password was typed incorrectly.	Retype the user name and password.
<b>User Name, Job Name, or PIN is missing.</b>	One or more of the required items has not been selected or typed.	Select the correct user name and job name, and type the correct PIN.

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>10.XX.YY SUPPLY MEMORY ERROR</b>	<p>The MFP cannot read or write to the print cartridge e-label or the e-label is missing from a print cartridge.</p> <ul style="list-style-type: none"> <li>■ If XX=00, the e-label is damaged.</li> <li>■ If XX=10, the MFP cannot communicate with the e-label.</li> </ul>	<ol style="list-style-type: none"> <li>1 Reinstall or replace the print cartridge.</li> <li>2 Verify that connector J97 on the dc controller PCA is firmly seated.</li> </ol>
<b>11.XX Internal clock error To continue touch OK</b>	<p>The MFP real time clock has experienced an error.</p>	<p>Whenever the MFP is turned off and then turned on again, set the time and date at the control panel.</p> <p>If the error persists, you might need to replace the formatter.</p>
<b>13.JJ.NT JAM IN ENVELOPE FEEDER</b>	<p>Media is jammed in the envelope feeder.</p>	<p>Remove the jammed media from the envelope feeder. Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the optional envelope-feeder area</a>.</p>
<b>13.JJ.NT JAM IN OUTPUT BIN</b>	<p>Media is jammed in the output bin.</p> <p>Use this list to determine the exact location of the jam:</p> <ul style="list-style-type: none"> <li>■ 13.12.07 = The staple cartridge</li> <li>■ 13.12.08 = The output bin paper-present sensor (media is stuck)</li> <li>■ 13.12.09 = The output bin inlet sensor (media is stuck)</li> <li>■ 13.12.10 = The output bin inlet sensor (media did not reach the sensor at the appropriate time)</li> <li>■ 13.12.11 = Media is present in the output bin when the MFP is turned on.</li> <li>■ 13.31.00 = Media is jammed in the reversing assembly.</li> </ul>	<ol style="list-style-type: none"> <li>1 Clear all jammed media.</li> <li>2 Verify that the connector J50 on the dc controller PCA is firmly seated.</li> <li>3 Verify that the two connectors that are on the rear of the reversing assembly are installed. See <a href="#">Figure 7-6 Sensors on the reversing unit (top side)</a>.</li> <li>4 Use the component diagnostic test to test three motors: switchback motor, intermediate switchback motor, output motor. See <a href="#">Component test</a>.</li> <li>5 Use the component diagnostic test to test two solenoids: face-up/face-down solenoid (SL105) and alienation solenoid (SL106). See <a href="#">Component test</a>.</li> <li>6 Use the manual sensor test to test two sensors: paper-delivery sensor PS109 (sensor "K") and reversing-paper sensor PS110 (sensor "H"). See <a href="#">Figure 7-6 Sensors on the reversing unit (top side)</a>. Also see <a href="#">Manual sensor test</a>.</li> <li>7 If any of these components fail, replace the reversing assembly. See <a href="#">Reversing assembly</a>.</li> </ol>
<b>13.03.00 JAM IN TRAY 1</b>	<p>The tray 1 pickup solenoid might be defective.</p>	<p>Remove the jammed media from tray 1. Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the tray 1 area</a>.</p> <p>If the message persists, open the <b>DIAGNOSTICS</b> menu and touch <b>COMPONENT TEST</b>. Run the test for <b>MP</b></p>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
		<p><b>TRAY SOLENOID.</b> If the solenoid is defective, replace it. See <a href="#">Component test</a>.</p> <p>For more information, see <a href="#">Causes of persistent jams</a>.</p>
<b>13.JJ.NT JAM IN TRAY X</b>	<p>Media is jammed in the specified tray.</p> <ul style="list-style-type: none"> <li>■ 13.01.00 = Media did not arrive at the pre-feed sensor (PS102) within the specified time.</li> <li>■ 13.02.00 = Media did not arrive at the top-of-page sensor (PS103) within the specified time.</li> </ul>	<p>Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the tray 2, 3, 4, or 5 areas</a>.</p> <p>If the message persists, see <a href="#">Causes of persistent jams</a>.</p>
<b>13.JJ.NT JAM INSIDE DUPLEXER</b> Remove duplexer from lower left area	13.13.00 = Media is stuck inside the duplexer.	<p>Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the optional duplexer</a>.</p> <p>If the message persists, see <a href="#">Causes of persistent jams</a>.</p>
<b>13.JJ.NT JAM INSIDE LEFT OUTPUT AREA</b> Remove output bin and duplexer	Media has jammed in the output area. To clear the jam, remove the output bin or the duplex printing unit.	<p>Clear the jam. See <a href="#">Clearing jams from the output areas</a>.</p> <p>If the message persists, open the <b>DIAGNOSTICS</b> menu and run the component diagnostic test for the duplex motor. See <a href="#">Component test</a>. If the motor is defective, replace the duplex printing unit.</p>
<b>13.JJ.NT JAM INSIDE RIGHT ACCESS DOOR</b> Open all right access doors ABOVE tray X	Media is jammed inside the jam-access door for the tray that is indicated.	<p>Clear the jam. See <a href="#">Clearing jams from the tray 2, 3, 4, or 5 areas</a>.</p> <p>If the message persists, see <a href="#">Causes of persistent jams</a>.</p>
<b>13.JJ.NT JAM INSIDE TOP COVER AREA</b>	<p>Media is jammed in the top cover area.</p> <ul style="list-style-type: none"> <li>■ 13.02.00 = Media is stopped under the top-of-page sensor (PS103).</li> <li>■ 13.05.00 = Media did not arrive at the fuser-delivery sensor (PS108) within the specified time.</li> <li>■ 13.09–00 = Media is jammed under the reversing paper sensor (PS110).</li> <li>■ 13.20.00 = The pre-feed sensor (PS102), the top-of-page sensor (PS103), or the fuser-delivery sensor (PS108) detected media inside the MFP when it was turned on.</li> <li>■ 13.21.00 = The top cover was opened during printing, or the top-cover switch (SW101) is defective.</li> </ul>	<p>Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the top-cover and print-cartridge areas</a>.</p> <p>If the message persists, see <a href="#">Causes of persistent jams</a>.</p>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
	<ul style="list-style-type: none"> <li>■ 13.31.00 = Media did not arrive at the reversing paper sensor (PS110) within the specified time.</li> <li>■ 13.33.00 = Media did not arrive at the paper-delivery sensor (PS109) within the specified time.</li> </ul>	
<b>13.JJ.NT JAM INSIDE TOP COVER AREA</b> Remove print cartridge	Media is jammed in the top cover area and you must remove the print cartridge to clear the jam.	Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the top-cover and print-cartridge areas</a> .  If the message persists, see <a href="#">Causes of persistent jams</a> .
<b>13.JJ.NT JAM INSIDE TRAY 2 AREA</b>	Media is jammed in tray 2.	Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the tray 2, 3, 4, or 5 areas</a> .  If the message persists, see <a href="#">Causes of persistent jams</a> .
<b>13.JJ.NT JAM INSIDE TRAY 2 RIGHT ACCESS DOOR</b>	Media is jammed inside tray 2 in the jam-access door.	Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the tray 2, 3, 4, or 5 areas</a> .  If the message persists, see <a href="#">Causes of persistent jams</a> .
<b>13.JJ.NT JAMS INSIDE TOP COVER AREA</b> Remove print cartridge	Media is jammed in more than one location inside the top cover area. You must remove the print cartridge in order to clear the jams.	Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the top-cover and print-cartridge areas</a> .  If the message persists, see <a href="#">Causes of persistent jams</a> .
<b>13.JJ.NT PAPER JAM OPEN INPUT TRAYS</b>	Media is jammed inside one or more of the trays.	Follow the instructions in the onscreen dialog box. See <a href="#">Clearing jams from the tray 2, 3, 4, or 5 areas</a> .  If the message persists, see <a href="#">Causes of persistent jams</a> .
<b>20 INSUFFICIENT MEMORY</b> To continue touch OK	The MFP received more data than can fit in the available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Touch <b>OK</b> to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.
<b>21 PAGE TOO COMPLEX</b> To continue touch OK	The page-formatting process was not fast enough for the MFP.	Touch <b>OK</b> to print the transferred data. (Some data might be lost.) If this message appears often, simplify the print job.
<b>22 EIO X BUFFER OVERFLOW</b> To continue touch OK	Too much data was sent to the EIO card in the specified slot (x). An incorrect communications protocol might be in use.	Touch <b>OK</b> to print the transferred data. (Some data might be lost.)  Check the host configuration. If this message persists, replace the device in the EIO slot.
<b>22 EMBEDDED I/O BUFFER OVERFLOW</b> To continue touch OK	Too much data was sent to the embedded HP Jetdirect print server.	Touch <b>OK</b> to print the transferred data. (Some data might be lost.)

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>22 PARALLEL I/O BUFFER OVERFLOW</b> To continue touch OK	Too much data was sent to the parallel port.	Touch <b>OK</b> to clear the error message. (Data will be lost.)  Check for a loose cable connection, and be sure to use a high-quality cable. Some non-HP parallel cables might be missing pin connections or might otherwise not conform to the IEEE-1284 specification.
<b>22 SERIAL I/O BUFFER OVERFLOW</b> To continue touch OK	Too much data was sent to the serial buffer.	Touch <b>OK</b> to clear the error message. (Data will be lost.)
<b>30.1.YY SCANNER FAILURE</b>	An error has occurred in the scanner. Use the following list to identify specific errors: <ul style="list-style-type: none"> <li>■ 30.1.1 = The scanner cover is open.</li> <li>■ 30.1.2 = A jam has occurred in the ADF.</li> <li>■ 30.1.3 = The ADF could not pick up the paper.</li> <li>■ 30.1.6 = An error has occurred at the scanner fan. (See the separate entry for this error.)</li> <li>■ 30.1.7 = A communication error has occurred in the scanner.</li> <li>■ 30.1.8 = A scanner-calibration error has occurred. (See the separate entry for this error.)</li> <li>■ 30.1.10 = An error has occurred at the ADF fan. (See the separate entry for this error.)</li> <li>■ 30.1.15 = Scanner initialization failed.</li> <li>■ 30.1.17 = The scanner carriage is locked.</li> <li>■ 30.1.18 = An error occurred on the scanner PCA.</li> <li>■ 30.1.19 = An error occurred at the scanner lamp.</li> <li>■ 30.1.22 = A fatal hardware error has occurred in the scanner.</li> <li>■ 30.1.23 = A scanner-calibration error has occurred.</li> <li>■ 30.1.24 = The ADF jam-access door is open.</li> <li>■ 30.1.25 = A general error has occurred in the scanner or ADF. This error is most likely a memory corruption.</li> <li>■ 30.1.29 = The ADF output bin is full.</li> </ul>	<ol style="list-style-type: none"> <li>1 Turn the MFP off and then on to try to clear the message.</li> <li>2 If the message indicates that a jam has occurred, clear the jam. See <a href="#">Clearing jams from the ADF</a>.</li> <li>3 Verify that the cable between the print engine and the scanner is securely connected. See <a href="#">Scanner-controller PCA connections</a>.</li> <li>4 Upgrade the firmware.</li> <li>5 If you are unable to resolve the problem, replace the scanner assembly. See <a href="#">Scanner assembly</a>.</li> </ol>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
	<ul style="list-style-type: none"> <li>30.1.36 = The scanning-firmware upgrade failed. The MFP automatically tries to upgrade the firmware again the next time the MFP is turned on.</li> </ul>	
<b>30.1.6 SCANNER FAILURE</b>	<p>This is a scanner-fan error. This fan is located in the base of the scanner assembly. It operates whenever the scanner lamp is illuminated or whenever the scanner flatbed motor is rotating. This fan also operates during the MFP initialization sequence.</p>	<ol style="list-style-type: none"> <li>1 During the MFP initialization sequence, try to listen to this fan to find out if it is operating.</li> <li>2 Verify that the connector CN108 on the scanner-controller PCA is firmly seated. See <a href="#">Scanner-controller PCA connections</a>. Also make sure that the connection for the fan in the base of the scanner assembly is firmly seated.</li> <li>3 If all the connections are secure but the fan is not operating, replace the fan. See <a href="#">Scanner fan</a>.</li> </ol>
<b>30.1.8 SCANNER FAILURE</b>	<p>This is a scanner-calibration error. The scanner might be locked, or a cable might not be connected correctly.</p> <p>During the MFP initialization sequence, the scanner optical assembly moves from its home position to the calibration strip. If this movement does not occur, this error appears.</p>	<ol style="list-style-type: none"> <li>1 Raise the ADF, and make sure that the scanner lock is in the unlocked position.</li> <li>2 Turn on the MFP and watch to see if the optical assembly moves. If it does not move, remove the scanner glass to see if anything is hindering the optical assembly from moving.</li> <li>3 Make sure that the optical-assembly drive belt is installed correctly.</li> <li>4 Verify that the connector CN106 on the scanner-controller PCA is firmly seated. See <a href="#">Figure 7-22 ADF motors, solenoid, and sensors</a>. Also see <a href="#">Scanner-controller PCA connections</a>.</li> <li>5 Verify that the connector CN109 on the scanner-controller PCA is firmly seated. Also verify that the connector for the scanner-home-position sensor is firmly seated. See <a href="#">Figure 7-22 ADF motors, solenoid, and sensors</a>.</li> </ol>
<b>30.1.10 SCANNER FAILURE</b>	<p>The ADF fan is not operating.</p> <p>The ADF fan operates only during a scan process.</p>	<ol style="list-style-type: none"> <li>1 Remove the ADF rear cover and watch the fan during a scan process.</li> <li>2 Verify that the fan connection on the ADF intermediate PCA is firmly seated.</li> <li>3 If the fan does not rotate, replace the ADF. See <a href="#">ADF assembly</a>.</li> </ol>
<b>40 BAD SERIAL TRANSMISSION To continue touch OK</b>	<p>A serial data error (parity, framing, or line overrun) occurred as data was being sent by the computer.</p>	<p>Touch <b>OK</b> to clear the error message. (Data will be lost.)</p>
<b>40 BAD EIO X TRANSMISSION To continue touch OK</b>	<p>The connection between the MFP and the EIO card has been broken.</p>	<p>Touch <b>OK</b> to clear the error message and continue printing.</p>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>40 EMBEDDED I/O BAD TRANSMISSION</b> To continue touch OK	A temporary printing error has occurred.	Turn the MFP off, and then turn the MFP on.  If this message persists, the embedded HP Jetdirect print server might be damaged. Replace the formatter. See <a href="#">Formatter cover and formatter</a> .
<b>41.3 MEDIA TOO SHORT CANNOT DUPLEX</b>	The MFP cannot print on both sides of the selected media because the media does not meet the minimum length specification.	Select single-sided printing or load a longer-size media. Resend the job.
<b>41.3 MEDIA TOO SHORT CANNOT SEND TO FACE DOWN OUTPUT BIN</b>	The MFP cannot deliver the selected media face-down because the media does not meet the minimum length specification.	Select the face-up output option, or load a longer-size media in the tray. Resend the job.
<b>41.3 UNEXPECTED SIZE IN TRAY XX</b> To use another tray touch OK	The specified tray is loaded with media that is longer or shorter in the feed direction than the size configured for the tray.	Touch <b>OK</b> to display <b>TRAY &lt;N&gt; SIZE</b> . Reconfigure the size in a tray so that the MFP will use a tray that is loaded with the size of media required for the print job. If the message does not clear automatically from the control-panel display, turn the MFP off, and then turn the MFP on.
<b>41.3 UNEXPECTED SIZE IN TRAY XX</b> LOAD TRAY XX <TYPE> <SIZE>	This is typically caused if two or more sheets of media stick together in the MFP or if the tray is not adjusted correctly.	Reload the tray with the correct media size. Reconfigure the size in a tray so that the MFP will use a tray that contains the size required for the print job. Follow the instructions in the onscreen dialog box.
<b>41.X ERROR</b> To continue touch OK	A temporary printing error occurred. <ul style="list-style-type: none"> <li>■ 41.1 = Unknown misprint error</li> <li>■ 41.2 = Beam-detect misprint error</li> <li>■ 41.4 = No VYSNC error</li> <li>■ 41.7 = Feed-delay error</li> <li>■ 41.9 = Signal-noise error</li> </ul>	Touch <b>OK</b> to clear the error. If the error is not cleared, turn the MFP off, and then turn the MFP on.  If these errors become a frequent problem, replace the dc controller PCA. See <a href="#">DC controller</a> .
<b>49.XXXXX ERROR</b> To continue turn off then on	A critical firmware error has occurred.  This type of error can be caused by invalid print commands, corrupt data, or invalid operations.  In some instances, electrical noise in the cable can corrupt data during transmission to the MFP. Other causes include poor-quality parallel cables, poor connections, or specific software programs.  Sometimes, the formatter itself is at fault, which is usually indicated by a <b>79 ERROR</b> message.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 Upgrade the firmware.</li> <li>3 Try printing a job from a different software program. If the job prints, go back to the first program and try printing a different file. If the message appears only with a certain software program or print job, contact the software vendor for assistance.</li> <li>4 If the message persists when using different software programs and attempting specific print jobs, disconnect all of the cables that connect the MFP to the network or a computer.</li> <li>5 Turn the MFP off.</li> </ol>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> <li>6 Remove all DIMMs and flash-memory cards. Do <b>not</b> remove the firmware memory card that is in slot 1.</li> <li>7 Remove all of the EIO devices.</li> <li>8 Turn the MFP on.</li> <li>9 If the error message disappears, reinstall each DIMM, flash-memory card, and EIO device individually, making sure to turn the MFP power off and then on again as you install each device.</li> <li>10 Replace the component that caused the error message.</li> <li>11 If the error persists, replace the formatter. See <a href="#">Formatter cover and formatter</a>.</li> </ol>
<b>50.X FUSER ERROR</b>	<p>A fuser error has occurred.</p> <ul style="list-style-type: none"> <li>■ 50.1 = Low fuser temperature at startup</li> <li>■ 50.2 = Low fuser temperature during printing</li> <li>■ 50.3 = High fuser temperature during printing</li> <li>■ 50.4 = Faulty fuser</li> <li>■ 50.5 = The wrong fuser is installed, or no fuser is installed</li> </ul>	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and allow it to cool.</li> <li>2 Verify that the correct model of fuser is installed.</li> <li>3 Verify that the correct voltage fuser is installed.</li> <li>4 Reinstall the fuser, and check the connection between the fuser and the MFP. Replace the connector if it is damaged.</li> <li>5 Replace the fuser.</li> <li>6 Replace the dc controller PCA. See <a href="#">DC controller</a>.</li> <li>7 Replace the power supply. See <a href="#">Engine power supply</a>.</li> </ol>
<b>51.XY ERROR To continue turn off then on</b>	<p>A temporary printing error has occurred.</p> <ul style="list-style-type: none"> <li>■ 51.1 = Beam-detect error</li> <li>■ 51.2 = Laser error</li> </ul>	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 Reseat the connectors between the laser/scanner and the dc controller PCA (J83 and J84).</li> <li>3 Replace the laser/scanner assembly. See <a href="#">Laser/scanner</a>.</li> <li>4 Replace the dc controller PCA. See <a href="#">DC controller</a>.</li> </ol>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>52.XY ERROR To continue turn off then on</b>	<p>A temporary printing error has occurred.</p> <ul style="list-style-type: none"> <li>■ 52.0 = Scanner error</li> <li>■ 52.1 = Scanner startup error</li> <li>■ 52.2 = Scanner rotation error</li> </ul>	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 Reseat the connectors between the laser/scanner and dc controller PCA (J83 and J84).</li> <li>3 Replace the laser/scanner assembly. See <a href="#">Laser/scanner</a>.</li> <li>4 Replace the dc controller PCA. See <a href="#">DC controller</a>.</li> </ol>
<b>53.XY.ZZ CHECK RAM DIMM SLOT &lt;X&gt; To continue touch OK</b>	<p>A problem exists with the MFP memory. The DIMM that caused the error will not be used. The following list explains the meaning of <b>X</b>:</p> <p><b>0</b> = Onboard memory</p> <p><b>1</b> = Slot 1</p> <p><b>2</b> = Slot 2</p>	<p>You might need to reseat or replace the specified DIMM.</p> <p>Turn the MFP off, and then replace the DIMM that caused the error. Make sure that you are using the correct DIMM for this MFP. See chapter 8 for a list of supported DIMMs.</p>
<b>55.XX.YY DC CONTROLLER ERROR To continue turn off then on</b>	<p>The print engine is not communicating with the formatter. The problem could be caused by a timing error or an intermittent connection.</p>	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 Reseat the connectors between the dc controller PCA and the formatter.</li> <li>3 If the problem persists, replace the dc controller PCA. See <a href="#">DC controller</a>.</li> <li>4 Replace the formatter. See <a href="#">Formatter cover and formatter</a>.</li> </ol>
<b>56.X ERROR To continue turn off then on</b>	<p>The input device or output device is unknown.</p> <ul style="list-style-type: none"> <li>■ 56.1 = Unknown input device</li> <li>■ 56.2 = Unknown output device</li> </ul>	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 For 56.1 errors, reinstall all of the input devices (optional 500-sheet feeders or the envelope feeder.) For 56.2 errors, reinstall the output bin, the stapler/stacker, or the 3-bin mailbox.</li> <li>3 Remove all non-HP paper-handling devices.</li> </ol>
<b>57.01 ERROR</b>	<p>The dc controller fan (FN104) is not functioning. See <a href="#">Figure 7-13 Rear-side fans</a>.</p>	<ol style="list-style-type: none"> <li>1 Verify that the connector J66 on the dc controller is firmly seated.</li> <li>2 Listen for the fan to operate while the MFP is initializing.</li> <li>3 If the fan does not operate during the initialization sequence, replace it. See <a href="#">DC controller fan (FN104)</a>.</li> </ol>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>57.03 ERROR</b>	The print-cartridge fan (FN102) is not functioning. See <a href="#">Figure 7-13 Rear-side fans</a> .	<ol style="list-style-type: none"> <li>1 Verify that the connector J78 on the dc controller is firmly seated.</li> <li>2 Listen for the fan to operate while the MFP is initializing.</li> <li>3 If the fan does not operate during the initialization sequence, replace it. See <a href="#">Print-cartridge fan (FN102)</a>.</li> </ol>
<b>57.04 ERROR</b>	The main fan (FN101) is not functioning. See <a href="#">Figure 7-12 Front-side fans</a> .	<ol style="list-style-type: none"> <li>1 Verify that connector J64 on the dc controller is firmly seated.</li> <li>2 Listen for the fan to operate while the MFP is initializing.</li> <li>3 If the fan does not operate during the initialization sequence, replace it. See <a href="#">Main fan (FN101) and reversing-unit fan (FN103)</a>.</li> </ol>
<b>57.05 ERROR</b>	The duplexing-unit fan (FN107) is not functioning.	<ol style="list-style-type: none"> <li>1 Verify that the connector J44 on the dc controller is firmly seated.</li> <li>2 Listen for the fan to operate while the MFP is initializing.</li> <li>3 If the fan does not operate during the initialization sequence, replace the duplex-printing unit.</li> </ol>
<b>57.07 ERROR</b>	The reversing-unit fan (FN103) is not functioning. See <a href="#">Figure 7-12 Front-side fans</a> .	<ol style="list-style-type: none"> <li>1 Verify that the connector J65 on the dc controller is firmly seated.</li> <li>2 Listen for the fan to operate while the MFP is initializing.</li> <li>3 If the fan does not operate during the initialization sequence, replace it. See <a href="#">Main fan (FN101) and reversing-unit fan (FN103)</a>.</li> </ol>
<b>58.XX ERROR To continue turn off then on</b>	<p>A memory error has been detected.</p> <ul style="list-style-type: none"> <li>■ 58.2 = Air temperature sensor (TH3)</li> <li>■ 58.3 = DC controller PCA</li> <li>■ 58.4 = Engine power supply</li> </ul>	<p>Turn the MFP off, and then turn the MFP on.</p> <p>For 58.2 errors:</p> <ol style="list-style-type: none"> <li>1 Reconnect the connector J63 on the engine power supply. The air temperature sensor is the thermistor (TH3) that is mounted across the main cooling fan (FN101). See <a href="#">Figure 7-12 Front-side fans</a>.</li> <li>2 Replace the air-temperature sensor. See <a href="#">Main fan (FN101) and reversing-unit fan (FN103)</a>.</li> <li>3 Replace the engine power supply. See <a href="#">Engine power supply</a>.</li> </ol>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
		For 58.3 errors, replace the dc controller PCA.  For 58.4 errors, replace the engine power supply.
<b>59.XY ERROR To continue turn off then on</b>	An error has occurred in one of the motors.  <ul style="list-style-type: none"> <li>■ 59.0 = Main motor error</li> <li>■ 59.1 = Main-motor startup error</li> <li>■ 59.2 = Main-motor rotation error</li> <li>■ 59.4 = Print-cartridge-motor error</li> <li>■ 59.A = Print-cartridge-motor error</li> </ul>	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 Reconnect the wire-harness on the dc controller PCA for the motor that is indicated. For the main motor, this is connector J98. For the print-cartridge motor, this is connector J86.</li> <li>3 Replace the motor. See <a href="#">Main motor (M101)</a> or <a href="#">Print-cartridge motor (M102)</a>.</li> <li>4 Replace the dc controller PCA.</li> </ol>
<b>60.X ERROR To continue turn off then on</b>	The tray that X specifies is not lifting correctly.	<ol style="list-style-type: none"> <li>1 Install the tray and listen carefully. You should be able to hear the paper stack being lifted. You can also watch the paper-level indicator on the front of the tray to see if it moves.</li> <li>2 For tray 2, verify that connector J93 on the dc controller PCA is firmly seated. This connector is for the lift motor.</li> <li>3 For trays 3, 4, or 5, verify that connector J91 on the dc controller PCA is firmly seated.</li> <li>4 If the lift motor for that tray is not functional, first verify that nothing is obstructing its movement. Replace the lift motor for the tray if necessary. See <a href="#">Lifter-drive assembly</a>.</li> </ol>
<b>62 NO SYSTEM To continue turn off then on</b>	A problem exists with the MFP firmware.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 Reseat the firmware memory card, which is in slot 1.</li> <li>3 Upgrade the firmware.</li> <li>4 Replace the formatter. See <a href="#">Formatter cover and formatter</a>.</li> </ol>
<b>65.XX.YY OUTPUT DEVICE CONDITION</b>	The MFP has lost communication with the output device.	Make sure that the cable that connects the stapler/stacker or the 3-bin mailbox to the MFP is fully seated and that the screws are tightened.

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>66.XY.ZZ OUTPUT DEVICE FAILURE</b>	<p>An error occurred in an external paper-handling accessory.</p> <ul style="list-style-type: none"><li>■ 66.00.15 = The output device was removed and then replaced while the MFP power was on.</li><li>■ 66.12.01 = Output-lift roller or paddle-motor error</li><li>■ 66.12.02 = Jogger-motor error</li><li>■ 66.12.03 = Stapler motor error</li></ul>	<ol style="list-style-type: none"><li>1 Turn the MFP power off.</li><li>2 Check that the accessory is properly seated on and connected to the MFP, without any gaps between the MFP and the accessory. If the accessory uses cables, disconnect and reconnect them.</li><li>3 Turn the MFP power on.</li><li>4 If this message persists, replace the output device.</li></ol>
<b>68.X STORAGE ERROR SETTINGS CHANGED To continue touch OK</b>	<p>One or more MFP settings are invalid and have been reset to the factory-default settings. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.</p>	<ol style="list-style-type: none"><li>1 Touch <b>OK</b> to clear the message. If the message is not cleared, turn the MFP off, and then turn the MFP on.</li><li>2 Determine which settings have changed by printing a control-panel menu map.</li><li>3 Perform an NVRAM initialization. See <a href="#">NVRAM initialization</a>.</li><li>4 Replace the formatter. See <a href="#">Formatter cover and formatter</a>.</li></ol>
<b>68.X PERMANENT STORAGE FULL To continue touch OK</b>	<p>The MFP NVRAM is full. Some settings that are saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.</p> <ul style="list-style-type: none"><li>■ 68.0 = Onboard-NVRAM failure</li><li>■ 68.1 = Memory-DIMM or hard-disk failure</li></ul>	<ol style="list-style-type: none"><li>1 Touch <b>OK</b> to clear the message. If the message is not cleared, turn the MFP off, and then turn the MFP on.</li><li>2 For 68.0 errors, perform an NVRAM initialization. See <a href="#">NVRAM initialization</a>.</li><li>3 For 68.1 errors:<ul style="list-style-type: none"><li>● Use the HP Web Jetadmin software to delete files from the hard disk.</li><li>● Replace the formatter. See <a href="#">Formatter cover and formatter</a>.</li><li>● Reinitialize the hard disk. See <a href="#">Hard-disk initialization</a>.</li><li>● Replace the hard disk. See <a href="#">Hard drive</a>.</li></ul></li></ol>

**Table 7-2** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>68.X PERMANENT STORAGE FULL To continue touch OK</b>	<p>The MFP NVRAM is failing to write. Some settings that are saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.</p> <ul style="list-style-type: none"> <li>■ 68.0 = Onboard-NVRAM failure</li> <li>■ 68.1 = Memory-DIMM or hard-disk failure</li> </ul>	<ol style="list-style-type: none"> <li>1 Touch <b>OK</b> to clear the message. If the message is not cleared, turn the MFP off, and then turn the MFP on.</li> <li>2 For 68.0 errors, perform an NVRAM initialization. See <a href="#">NVRAM initialization</a>.</li> <li>3 For 68.1 errors: <ul style="list-style-type: none"> <li>• Use the HP Web Jetadmin software to delete files from the hard disk.</li> <li>• Replace the formatter. See <a href="#">Formatter cover and formatter</a>.</li> <li>• Reinitialize the hard disk. See <a href="#">Hard-disk initialization</a>.</li> <li>• Replace the hard disk. See <a href="#">Hard drive</a>.</li> </ul> </li> </ol>
<b>69.X ERROR To continue turn off then on</b>	The duplex printing unit is not functioning.	Turn the MFP off, and then turn the MFP on.
<b>79 ERROR To continue turn off then on</b>	A critical hardware error occurred.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 If the problem persists, reseal the firmware memory card.</li> <li>3 Remove and reinstall the formatter.</li> <li>4 Upgrade the firmware.</li> <li>5 Replace the formatter. See <a href="#">Formatter cover and formatter</a>.</li> </ol>
<b>8X.YYYY EIO ERROR</b>	The EIO accessory card has encountered a critical error.	<p>Try the following actions to clear the message.</p> <ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 Turn the MFP off, reseal the EIO accessory, and then turn the MFP on.</li> <li>3 Replace the EIO accessory.</li> <li>4 Replace the formatter. See <a href="#">Formatter cover and formatter</a>.</li> </ol>
<b>8X.YYYY INTERNAL JETDIRECT ERROR</b>	The embedded HP Jetdirect print server has encountered a critical error.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 If this message persists, see <a href="#">Network connectivity problems</a>.</li> </ol>