



Troubleshooting

To better help our customers - this HP Laserjet 2400 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).

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Solving general printing problems

In addition to the issues and solutions that are listed in this section, see [Troubleshooting common Macintosh problems](#) if you are using a Macintosh computer, and see [Troubleshooting common PostScript problems](#) if you are using the PS driver.

Printer selects media from the wrong tray.

Cause	Solution
The tray selection in the software program might be incorrect.	For many software programs, the paper tray selection is found on the Page Setup menu within the program. Remove any media in other trays to make the printer select from the correct tray. For Macintosh computers, use the HP LaserJet Utility to change the priority of the tray.
The configured size does not match the size of the media that is loaded in the tray.	Through the control panel, change the configured size to match the size of the media that is loaded in the tray.

Printer does not pull media from tray.

Cause	Solution
The tray is empty.	Load media in the tray.
The paper guides are set incorrectly.	To set the guides correctly, see the user guide. For the 500-sheet tray, make sure that the leading edge of the media stack is even. An uneven edge can prevent the lift plate from rising.

Paper curls when it exits the printer.

Cause	Solution
The paper curls when it exits to the top output bin.	Open the rear output bin to allow the paper to exit in a straight path through the printer. Turn over the paper that you are printing on. Reduce the fusing temperature to reduce the curling. (See Selecting the correct fuser mode.)

First sheet of media jams in the print-cartridge area.

Cause	Solution
A combination of high humidity and high temperature is affecting the media.	Adjust the printer for high humidity and high temperature conditions.

Print job is extremely slow.

Cause	Solution
<p>The job might be very complex.</p> <p>The maximum speed of the printer cannot be exceeded even when more memory is added.</p> <p>Printing speeds might be automatically reduced when printing on custom-sized media.</p> <p>Note: Slower speeds are expected when printing on narrow paper, when printing from tray 1, or when using the HIGH 2 fuser mode.</p>	<p>Reduce the complexity of the page or try adjusting the print-quality settings. If this problem occurs frequently, add memory to the printer.</p>
<p>You are printing a PDF or PostScript (PS) file but are using a PCL printer driver.</p>	<p>Try using the PS printer driver rather than the PCL printer driver. (You can usually do this from a software program.)</p>
<p>In the printer driver, Optimize for: is set to card stock, heavy, rough, or bond paper.</p>	<p>In the printer driver, set the type to plain paper (see Printing by type and size of media (locking trays)).</p> <p>Note: If you change the setting to plain paper, the print job will print faster. However, if you are using heavy media, for best results leave the printer driver set to heavy even though printing might be slower.</p>

Print job prints on both sides of the paper.

Cause	Solution
<p>The printer is set for duplexing.</p>	<p>See the user guide to change the setting, or see the online Help.</p>

Print job contains only one page but the printer processes the back side of the page as well (the page comes part of the way out, and then goes back into the printer).

Cause	Solution
<p>The printer is set for duplexing. Even if the print job contains only one page, the printer also processes the back side.</p>	<p>See the user guide to change the setting, or see the online Help.</p> <p>Do not try to pull the page out of the printer before duplexing is complete. Jamming might result.</p>

Pages print, but are totally blank.

Cause	Solution
<p>The sealing tape might still be in the print cartridge.</p>	<p>Remove the print cartridge and pull out the sealing tape. Reinstall the print cartridge.</p>
<p>The file might have blank pages.</p>	<p>Check the file to make sure that it does not contain blank pages.</p>

The printer prints, but the text is wrong, garbled, or incomplete.

Cause	Solution
The printer cable is loose or defective.	Disconnect the printer cable and reconnect it. Try a print job that you know works. If possible, attach the cable and printer to another computer and try a print job that you know works. Finally, try a new cable.
The printer is on a network or sharing device and is not receiving a clear signal.	Disconnect the printer from the network and use a parallel or USB cable to attach it directly to a computer. Print a job that you know works.
The wrong driver was selected in the software.	Check the software printer-selection menu to make sure that an HP LaserJet 2400 series printer is selected.
The software program is malfunctioning.	Try printing a job from another program.

The printer does not respond when you select Print in the software.

Cause	Solution
The printer is out of media.	Add media.
The printer might be in the manual-feed mode.	Change the printer from manual-feed mode.
The cable between the computer and the printer is not connected correctly.	Disconnect and reconnect the cable.
The printer cable is defective.	If possible, attach the cable to another computer and print a job that you know works. You might also try using a different cable.
The wrong printer was selected in the software.	Check the software printer selection menu to make sure that an HP LaserJet 2400 Series printer is selected.
The printer might have a jam.	Clear any jams, paying careful attention to the duplexer area (if your model has a duplexer). See Clearing jams .
The software for the printer is not configured for the printer port.	Check the software printer-selection menu to make sure that it is using the correct port. If the computer has more than one port, make sure that the printer is attached to the correct one.
The printer is on a network and is not receiving a signal.	Disconnect the printer from the network and use a parallel or USB cable to attach it directly to a computer. Reinstall the printing software. Print a job that you know works. Clear any stopped jobs from the print queue.
The printer is not receiving power.	If no lights are on, check the power-cord connections. Check the power switch. Check the power source.

The printer does not respond when you select Print in the software.

Cause	Solution
The printer is malfunctioning.	Check the control-panel display for messages and lights to determine if the printer is indicating an error. Note any message and see Table 7-8. Interpreting control-panel messages.

Clearing jams

Occasionally, media can become jammed during a print job. The following are some of the causes:

- Trays are loaded incorrectly or overfilled.
- Tray 2 or tray 3 is removed during a print job.
- The top cover is opened during a print job.
- The media that is being used does not meet HP specifications.
- The media that is being used is outside of the supported size range (see [Media specifications](#)).

Avoiding jams

Use this table to help avoid specific types of jams.

Table 7-3. Common causes of jams

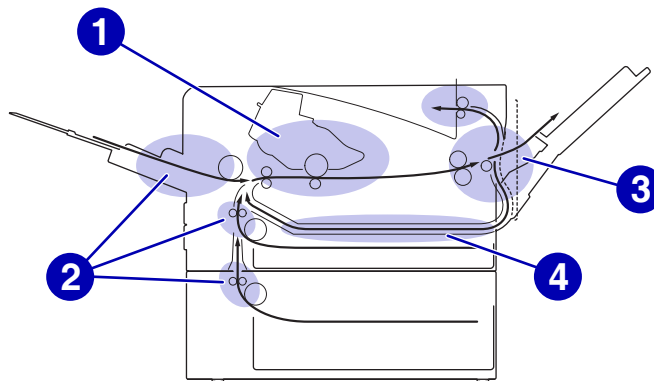
Cause	Solution
The print media does not meet HP recommended media storage and use specifications.	Use only media that meets HP specifications. See chapter 1 in this manual or the HP print media guide (available at http://www.hp.com/support/ljpaperguide) for media recommendations.
A supply item is installed incorrectly, which causes repeated jams.	Verify that the print cartridge and the fuser are correctly installed.
You are reloading paper that has already passed through a printer or copier.	Do not use media that has been used previously in a printer or copier.
An input tray is loaded incorrectly.	Remove any excess media from the input tray. Make sure that the stack of media fits below the indicators inside of the tray.
The print media is skewed.	The tray guides are not adjusted correctly. Adjust the guides to hold the media firmly in place without bending it. If media heavier than 120 g/m ² (32 lb) is loaded into tray 2, tray 3, or tray 4, the media might skew.
The print media is binding or sticking together.	Remove the media and flex it, rotate it 180 degrees, or flip it over. Reload the media into the tray. Do not fan media.
The page is removed before it settles into the output bin.	Wait until the page completely exits the output delivery assembly before you attempt to remove it.
When you are using the duplex print feature, the page is removed before the second side of the document is printed.	Print the document again. During the duplex operation, the page will partially protrude from the output delivery assembly (when the page is being reversed). Do not attempt to grab or remove the page. Wait until the page completely exits the output delivery assembly before you attempt to remove it.
The print media is in poor condition.	Replace the print media.

Table 7-3. Common causes of jams (continued)

Cause	Solution
The print media is not picked up by the internal rollers from tray 2, tray 3, or tray 4.	Remove the top sheet of media. If the media is heavier than 120 g/m ² (32 lb), it might not be picked up correctly from the tray.
The print media has rough or jagged edges.	Replace the media.
The print media is perforated or embossed.	If the media does not separate easily, you might need to feed single sheets from tray 1.
The printer supply items have reached the end of their useful life.	Check the printer control panel for messages that prompt you to replace supplies, or print a supplies status page to verify the remaining life of the supplies.
The print media was not stored correctly.	Replace the print media. The media should be stored in its original packaging and in a controlled environment.

Typical jam locations

The following illustration shows the four locations at which jams can occur.



- 1 Print-cartridge area (see [Clearing jams in the print-cartridge area](#))
- 2 Input-tray areas (see [Clearing jams in the input trays](#))
- 3 Output-bin areas (see [Clearing jams in the output areas](#))
- 4 Duplexer area (applies only to models that include a duplexer) (see [Clearing jams in the duplexer area](#))

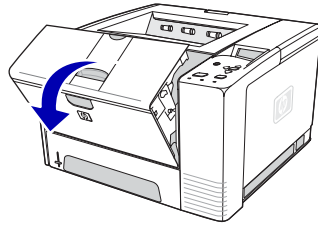
NOTE

Find and remove the jammed media by using the instructions that are provided in this section. If the location of the jam is not obvious, look first in the print cartridge area. Be sure to remove all torn pieces of media that remain in the printer. Loose toner might remain in the printer after a jam. This should clear after a few sheets have been printed.

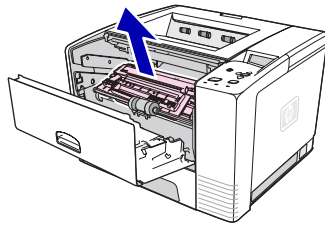
Clearing jams in the print-cartridge area

Jams in this area might result in loose toner on the page. If you get any toner on your clothes or hands, wash them in cold water. (Hot water will set the toner into the fabric.)

1. Open the top cover.



2. Remove the print cartridge.

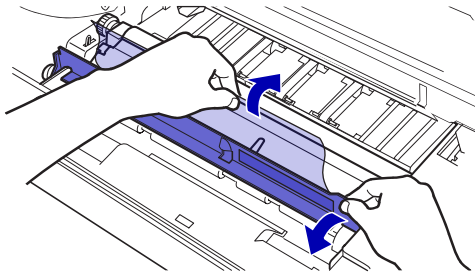


CAUTION

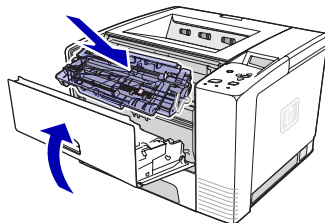
To prevent damage, do not expose the print cartridge to light for more than a few minutes. Place a piece of paper over the top of the print cartridge to shield it while it is out of the printer.

3. Carefully lift up the registration plate. If the leading edge of the print media is visible, gently pull the media toward the rear of the printer to remove it from the printer.

If the media is difficult to remove or has already entered the output area, remove the jam as described in [Clearing jams in the output areas](#).



4. When the jammed media has been removed, gently flip down the registration plate. Reinstall the print cartridge and shut the top cover.



NOTE

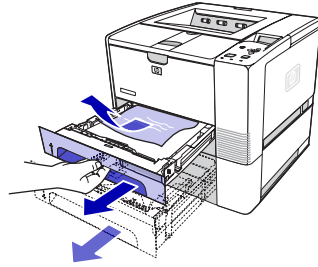
If the print cartridge is difficult to reinstall, make sure that the registration plate has been flipped back down into position and that you have pushed the print cartridge firmly into place. If the Attention light does not go out, jammed media remains inside the printer. Check the paper-feed and rear-output areas for jams. For printers that include a built-in duplexer, check the duplexer area.

Clearing jams in the input trays

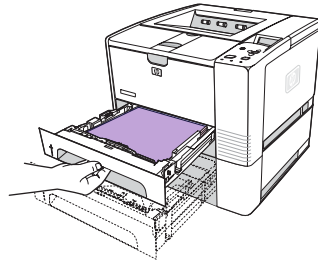
NOTE

If paper has entered the print cartridge area, follow the instructions in [Clearing jams in the print-cartridge area](#). It is easier to remove paper from the print cartridge area than from the paper-feed area.

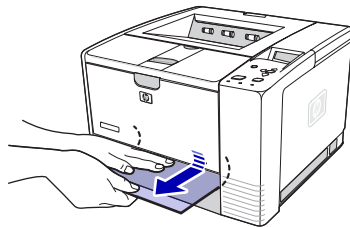
1. Slide out tray 2 or tray 3 to expose the jam.



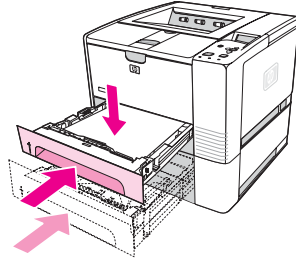
2. Remove any misfed media by pulling it out by the visible edge. Make sure that all of the media is aligned in the tray (see the user guide). If tray 3 is installed, remove any misfed media and make sure that all of the media is aligned in that tray.



3. If the media is jammed in the paper-feed area and cannot be reached from the print-cartridge area, grasp the sheet and carefully pull it free from the printer.



- For tray 2, push the stack down to lock the metal paper-lift plate into place. For both trays, slide the tray into the printer.



- To reset the printer and continue printing, press ✓ (SELECT button).

NOTE

If the Attention light does not go out, jammed media remains inside the printer. Check the paper-feed and rear-output areas for jams. For printers that include a built-in duplexer, check the duplexer area.

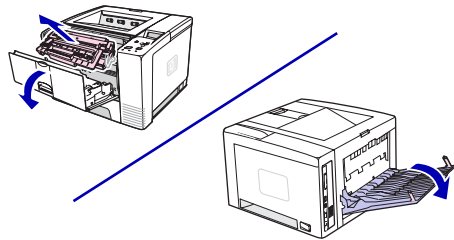
Clearing jams in the output areas

Jams in this area might result in loose toner on the page. If you get any toner on your clothes or hands, wash them in cold water. (Hot water will set the toner into the fabric.)

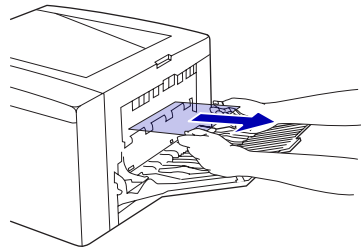
- Open the top cover and remove the print cartridge. Open the rear output bin. (The rear output bin might be hard to open. If necessary, pull hard to open it.)

NOTE

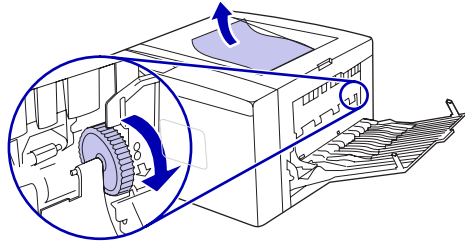
It is necessary to open the top cover in order to release the rear output gears and to remove the media easily.



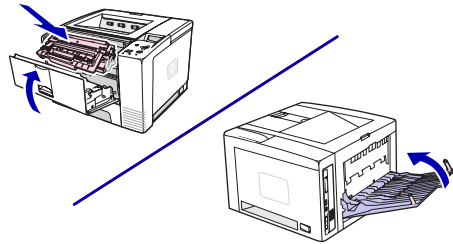
- If the media is visible from the rear output opening, carefully use both hands to pull the leading edge out of the printer. Carefully remove the rest of the jammed media from the printer.



3. If the media is almost completely visible from the top output bin, pull the remaining media carefully out of the printer. If the leading edge is not visible or is barely visible in the print-cartridge area, open the rear output bin all the way. To do this, push the bin door slightly forward and use your finger to disengage the grill at the base. Turn the jam-clearing wheel to move the media out of the printer.



4. Reinstall the print cartridge. Close the top cover and the rear output bin.



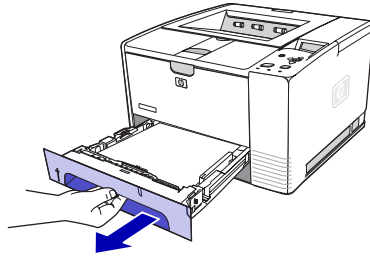
NOTE

If the print cartridge is difficult to reinstall, make sure that the registration plate has been flipped back down into position and that you have pushed the print cartridge firmly in place. If the Attention light does not go out, jammed media remains inside the printer. Check the paper-feed and rear-output areas for jams. For printers that include a built-in duplexer, check the duplexer area.

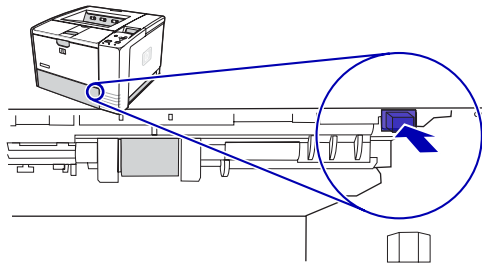
Clearing jams in the duplexer area

This procedure applies only to printers that include a duplexer.

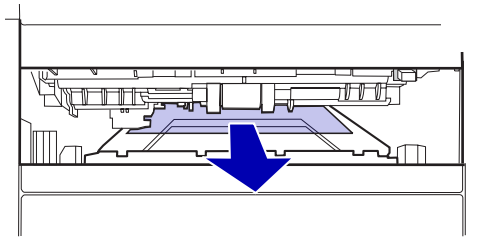
1. Remove tray 2 from the printer.



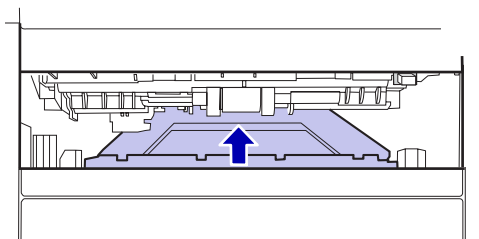
2. Push the green button on the right side of the front of the tray 2 opening to open the paper-access plate.



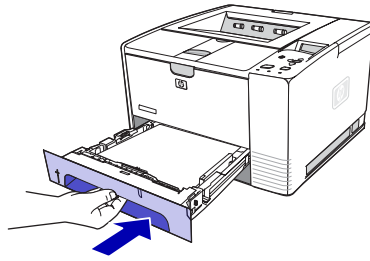
3. Reach in and pull out the jammed paper.



4. Push the bottom of the paper-access plate back up until it clicks into place on both sides (both sides need to be engaged).



5. Reinstall tray 2.



NOTE

If the Attention light does not go out, jammed media remains inside the printer. Check the paper-feed and rear-output areas for jams.

Media handling problems

If media is feeding incorrectly, use the information in this section to identify and resolve the problem.

Multiple pages feed

Table 7-4. Causes for multiple pages feeding

Cause	Solution
The tray 1 separation pad is worn.	Replace the separation-pad assembly.
Too much media (particularly envelopes) is loaded in tray 1.	Remove some of the media and resend the print job.
The separation rollers in the tray are worn or damaged	Replace the rollers.
The media edges are locked together.	Flex the media stack before loading it into the printer. Do not fan the media.
Tray 2 is defective.	Replace the tray.
The spring pushing the separation roller or pad is defective.	Replace the spring.

Pages are wrinkled or folded

Table 7-5. Causes for wrinkled or folded paper at the paper-path entrance

Cause	Solution
The feed rollers or registration rollers are dirty or defective.	Replace the affected rollers.
The paper path contains foreign substances or dirt.	Remove any foreign substances or dirt from the paper path.
The cartridge shutter open/close mechanism is damaged. (This can cause jams in which the media is crumpled into an accordion fold under the print cartridge.)	The shutter in the print cartridge should open as you insert the cartridge. If a shutter does not open, replace the print cartridge.
The registration assembly is defective.	If the registration arm is dirty, clean it. If the arm is scarred or worn, replace the registration assembly (see Registration assembly).

Table 7-6. Causes for wrinkled or folded paper at the paper-path exit

Cause	Solution
The fuser inlet guide is dirty.	Replace the fuser (see Fuser).
The fuser pressure roller is dirty or damaged.	Run several cleaning pages through the printer. If the problem persists, replace the fuser (see Fuser).

Pages are skewed

Table 7-7. Causes for skewed pages

Cause	Solution
Paper dust or dirt has accumulated on the tray feed roller or separation roller.	Clean or replace the rollers.
The tray feed roller and separation roller are worn irregularly.	Replace the affected roller.
The registration assembly is defective.	Replace the registration assembly (see Registration assembly).
Tray 2 is defective.	Replace tray 2.

Understanding printer messages

Printer messages that appear on the control-panel display relay the normal status of the printer (such as **Processing...**) or an error condition (such as **CLOSE TOP COVER**) that needs attention. [Table 7-8. Interpreting control-panel messages](#) lists the most common messages that require attention or that might raise questions. Messages are listed in alphabetical order first, with numeric messages at the end of the list.

Using the printer online Help system

This printer features an online Help system on the control panel that provides instructions for resolving most printer errors. Certain control-panel messages alternate with instructions about gaining access to the online Help system.

Whenever a message alternates with **For help press**, press ? (**HELP** button) to view the help and use ▲ (**UP** button) and ▼ (**DOWN** button) to scroll through the message.

To exit the online Help system, press **MENU**.

Resolving persistent messages

When some messages appear (for example, requests to load a tray or a message that a previous print job is still in the printer memory), you can press ✓ (**SELECT** button) to print, or to press **STOP** to clear the job and eliminate the message.

Table 7-8. Interpreting control-panel messages

Control panel message	Event log error message	Description	Recommended action
10.32.00 UNAUTHORIZED SUPPLY alternates with For help press ?		The printer has detected that a printer supply is not a genuine HP supply.	This message appears until you install an HP supply or press the override button ✓ (SELECT button). If you believe that you purchased an HP supply, go to http://www.hp.com/go/anticounterfeit . Any printer repair required as a result of using non-HP supplies or unauthorized supplies is not covered under the printer warranty.

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>10.XX.YY SUPPLY MEMORY ERROR alternates with For help press ?</p>		<p>An error has occurred in one or more of the printer supplies.</p> <p>XX description 00 = memory is defective 01 = memory is missing</p> <p>YY description 00 = print cartridge is missing or defective</p>	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on to clear the message. 2. If the message persists, open the top cover, remove the print cartridge, and then reinstall it. 3. If the message persists, install a new HP print cartridge. 4. If the message persists, check the connection between the ECU and the memory chip on the print cartridge. 5. If the message persists, replace the memory chip cable and contact assembly. 6. If the message persists, replace the ECU (see ECU).
<p>22 PARALLEL I/O BUFFER OVERFLOW alternates with To continue press ✓</p>		<p>Too much data was sent to the parallel port.</p>	<ol style="list-style-type: none"> 1. 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. 2. This error can occur if the driver you are using is not IEEE-1284 compliant. For best results, use an HP driver that came with the printer. 3. Press ✓ (SELECT button) to clear the error message. (The job will not be printed.) 4. If the message persists, replace the EIO card.

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>50.X FUSER ERROR For help press ?</p>		<p>A fuser error has occurred.</p> <p>X Description</p> <ul style="list-style-type: none"> 1 low fuser temperature 2 fuser warmup service 3 fuser over-temperature 4 faulty fuser 5 incorrect fuser is installed 6 open fuser circuit 	<ul style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. If the message persists, turn the printer off and allow it to cool down. 3. Verify that the correct model of fuser is installed. 4. Verify that the correct voltage fuser is installed. 5. Reinstall the fuser, and check the connection between the fuser and the printer. Replace the connector if it is damaged. 6. If the message persists, replace the fuser (see Fuser). 7. If the message persists, replace the ECU (see ECU). 8. If the message persists, replace the power supply (see Power supply).
<p>CARD SLOT <X> NOT FUNCTIONAL alternates with <Current status message></p>		<p>The CompactFlash card in slot X is not working correctly.</p>	<ul style="list-style-type: none"> 1. Turn the printer off. 2. Make sure that the card is inserted correctly. 3. If the message persists, replace the CompactFlash card. 4. If the message persists, replace the formatter (see Formatter).
<p>13.XX.YY JAM IN <Location></p>		<p>A jam has occurred in the specified location.</p>	<p>Remove jammed media from the specified location. See Clearing jams.</p> <p>If the message persists after all jams have been cleared, a sensor might be stuck or broken.</p>
<p>20 INSUFFICIENT MEMORY alternates with To continue press ✓</p>		<p>The printer received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.</p>	<p>Press ✓ (SELECT button) to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.</p>
<p>21 PAGE TOO COMPLEX alternates with To continue press ✓</p>		<p>The data (dense text, rules, raster or vector graphics) that was sent to the printer is too complex.</p>	<ul style="list-style-type: none"> 1. Press ✓ (SELECT button) to print the transferred data (some data might be lost). 2. If this message appears often, simplify the print job or install additional memory.

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>22 EIO X BUFFER OVERFLOW alternates with To continue press ✓</p>		<p>Too much data was sent to the EIO card in the specified slot [X]. An improper communications protocol might be in use. Note: EIO 0 is reserved for the HP Jetdirect embedded print server.</p>	<ol style="list-style-type: none"> 1. Press ✓ (SELECT button) to clear the message. (The job will not be printed.) 2. Check the host configuration. 3. If this error message persists, replace the EIO card.
<p>22 USB I/O BUFFER OVERFLOW alternates with To continue press ✓</p>		<p>Too much data was sent to the USB port.</p>	<p>Press ✓ (SELECT button) to clear the error message. (The job will not be printed.)</p>
<p>40 EIO X BAD TRANSMISSION alternates with To continue press ✓</p>		<p>The connection has been broken between the printer and the EIO card in the specified slot [X]. Note: EIO 0 is reserved for the HP Jetdirect embedded print server.</p>	<p>Press ✓ (SELECT button) to clear the error message and continue printing.</p>
<p>41.3 UNEXPECTED SIZE IN TRAY X alternates with LOAD TRAY XX [TYPE][SIZE]</p>		<p>This is typically caused if two or more sheets stick together in the printer or if the tray is not correctly adjusted.</p>	<ol style="list-style-type: none"> 1. Reload the tray with the correct paper size. 2. Press ✓ (SELECT button) to scroll to TRAY XX SIZE=. Reconfigure the size in a tray so that the printer will use a tray that contains the size that is required for the print job. 3. If the error does not clear, turn the printer off, and then turn the printer on. 4. If the message persists, verify that sensors are operating and the sensor flags can move freely. 5. Replace the ECU (see ECU).
<p>41.X ERROR For help press ? alternates with 41.X ERROR To continue press ✓</p>		<p>A temporary printing error occurred.</p>	<ol style="list-style-type: none"> 1. Press ✓ (SELECT button). The page containing the error automatically reprints if jam recovery is enabled. 2. Turn the printer off, and then turn the printer on again. 3. If the message persists, or if these errors becomes a frequent problem, replace the ECU (see ECU).

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>49.XXXXX ERROR alternates with To continue turn off then on</p>		<p>A critical firmware error has occurred.</p>	<ol style="list-style-type: none"> 1. Press CANCEL JOB to clear the print job from the printer memory. 2. Turn the printer off, and then turn the printer on again. 3. Go to http://www.hp.com/support/lj2410, www.hp.com/support/lj2420, or www.hp.com/support/lj2430. Click Download Drivers and Software. Check for the latest firmware image version at the bottom of the page. If this firmware image is newer than the one installed on the printer and the printer can receive a firmware update, download the newer firmware upgrade. Not all printer models can receive firmware upgrades. 4. 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.

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>49.XXXXX ERROR alternates with To continue turn off then on</p>		<p>A critical firmware error has occurred.</p>	<ol style="list-style-type: none"> 1. After performing the actions listed in the preceding item, if the message persists when using different software programs and attempting specific print jobs, disconnect all cables that connect the printer to the network or a computer. 2. Turn the printer off. 3. Remove all memory DIMMs or third-party DIMMs from the printer. (Do not remove the firmware DIMM in slot J1.) 4. Remove all of the EIO devices from the printer. 5. Turn the printer on. 6. If the error message disappears, reinstall each DIMM and EIO device individually, making sure to turn the printer off and then on again as you install each device. To replace a DIMM, see. 7. Replace the DIMM or EIO device that caused the error message. 8. Remember to reconnect all of the cables that connect the printer to the network or computer. 9. If this error message persists, replace the firmware DIMM. 10. Replace the formatter (see Formatter).
<p>51.XY ERROR For help press ? alternates with To continue turn off then on</p>		<p>A temporary printing error occurred.</p>	<ol style="list-style-type: none"> 1. Press the SELECT (✓) button to continue. 2. Turn the printer off and then on. 3. Reseat the connectors between the laser/scanner and ECU (J83 and J84). 4. Replace the laser/scanner assembly (see Laser/scanner). 5. Replace the ECU (see ECU).

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>52.XY ERROR For help press ? alternates with To continue turn off then on</p>		<p>A temporary printing error occurred.</p>	<ol style="list-style-type: none"> 1. Press the SELECT (✓) button to continue. 2. Turn the printer off, and then turn the printer on again. 3. Reseat the connectors between the laser/scanner and ECU (J83 and J84). 4. Replace the laser/scanner assembly (see Laser/scanner). 5. Replace the ECU (see ECU).
<p>53.XY.ZZ CHECK RAM DIMM SLOT <X> alternates with To continue turn off then on</p>		<p>A problem exists in the printer memory. The DIMM that caused the error will not be used.</p>	<p>You will be prompted to press ✓ (SELECT button) to continue in the following cases:</p> <ul style="list-style-type: none"> • 1 or 2 DIMMs where the only error is ZZ=04 • 2 DIMMs where one is good and the other has an error with ZZ=01, 02, 03, or 05 • 2 DIMMs where one has an error with ZZ=04 and the other has an error with ZZ=01, 02, 03, or 05 <p>Values of X and Y are as follows:</p> <ul style="list-style-type: none"> • X = DIMM type, 1 = RAM • Y = Device location, 0 = Internal memory (RAM), 1 or 2 = DIMM slot 1 or 2 <p>If the message continues, you might need to replace the specified DIMM. Turn the printer off, and then replace the DIMM that caused the error.</p>
<p>54.XX ERROR alternates with To continue turn off then on</p>		<p>This message is typically related to a sensor issue.</p>	<p>Turn the printer off, and then turn the printer on again.</p> <p>If the message persists, check the sensors in the printer to verify that they are working correctly.</p>
<p>55.XX.YY DC CONTROLLER ERROR alternates with To continue turn off then on</p>		<p>A temporary printing error occurred.</p>	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. If the message persists, replace the ECU (see ECU). 3. If, after replacing the ECU, the message persists, replace the power supply (Power supply).

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>56.XX ERROR For help press ? alternates with To continue turn off then on</p>		<p>A temporary printing error occurred as a result of an incorrect input or output request.</p>	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. Turn the printer off, and then turn the printer on again. 3. Reinstall all input trays. 4. Reinstall the stacker or stapler/stacker. 5. Remove all non-HP paper-handling devices.
<p>57.XX ERROR For help press ? alternates with To continue turn off then on</p>		<p>A temporary printing error occurred in one of the printer fans.</p>	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. If the message persists, check the printer fans and replace fans as necessary.
<p>58.XX ERROR For help press ? alternates with To continue turn off then on</p>		<p>A memory error has been detected.</p> <p>X Description</p> <ol style="list-style-type: none"> 2 air-temperature sensor 3 ECU 4 power supply 	<p>The line voltage and current source at the printer location might need to be inspected to ensure that they meet the electrical specifications for the printer. (See Electrical specifications.)</p> <p>To resolve problems:</p> <ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. <p>58.2 Air-temperature sensor</p> <ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. Reconnect the connector between the air-temperature sensor (the bar mounted across the main cooling fan on the left side of the printer) and the power supply (location J63). 3. Replace the fan. 4. Replace the power supply (see Power supply). <p>58.3 ECU</p> <ol style="list-style-type: none"> 1. Replace the ECU (see ECU). <p>58.4 Power supply</p> <ol style="list-style-type: none"> 1. Replace the power supply (see Power supply).

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>59.XY ERROR For help press ? alternates with To continue turn off then on</p>		<p>A printer-motor error has occurred.</p> <p>X Description</p> <ul style="list-style-type: none"> 0 main-motor error 1 motor startup error 2 motor rotation error 4 EP-motor error <p>Y Description</p> <p>Y = 0</p>	<p>59.00, 59.10, 59.20 Motor failure</p> <ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. Reconnect the main-motor wire-harness on the ECU 3. Replace the gear assembly (see Gear assembly). 4. Replace the ECU (see ECU). <p>59.A or 59.4 EP Motor failure</p> <ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. Reconnect the EP-motor wire-harness on the ECU. 3. Replace the gear assembly (see Gear assembly). 4. Replace the ECU (see ECU).
<p>62 NO SYSTEM alternates with To continue turn off then on</p>		<p>This message indicates that no system was found. The printer firmware system is corrupt.</p>	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. Reseat the firmware DIMM, in slot J1. 3. Replace the firmware DIMM. 4. Replace the formatter (see Formatter).
<p>64 ERROR alternates with To continue turn off then on</p>		<p>A temporary printing error occurred in the scan buffer.</p>	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. If the message persists, replace the formatter (see Formatter).

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>68.X PERMANENT STORAGE FULL alternates with To continue press ✓</p>		<p>The printer permanent storage is full. Some settings might have been reset to the factory defaults.</p>	<ol style="list-style-type: none"> 1. Press the SELECT (✓) button to continue. 2. For 68.0 errors, turn the printer off, and then turn the printer on again. 3. If a 68.0 error persists, initialize NVRAM. See the caution and note in To initialize NVRAM. 4. For 68.1 errors, use the HP Web Jetadmin software to delete files from the disk drive. 5. If this error message persists, replace the formatter (see Formatter). 6. If the 68.1 error persists, reinitialize the hard disk. See the caution and note in To initialize the hard disk. 7. If the 68.1 error persists, replace the disk.
<p>68.X PERMANENT STORAGE WRITE FAIL alternates with To continue press ✓</p>		<p>The storage device is failing to write. Printing can continue, but there might be some unexpected behaviors because an error occurred in permanent storage.</p>	<ol style="list-style-type: none"> 1. Press the SELECT (✓) button to continue. 2. Turn the printer off, and then turn the printer on again. 3. If the 68.0 error persists, initialize the NVRAM. See the caution and note in To initialize NVRAM. 4. If this error message persists, replace the formatter (see Formatter). 5. For a 68.1 error message, reinitialize the hard disk. See the caution and note in To initialize the hard disk. 6. If the 68.1 error persists, replace the disk.

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>68.X STORAGE ERROR SETTINGS CHANGED alternates with To continue press ✓</p>		<p>An error occurred in the printer permanent storage and one or more printer settings has been reset to its factory default.</p>	<ol style="list-style-type: none"> 1. Press the SELECT (✓) button to continue. 2. Turn the printer off, and then turn the printer on again. 3. Check the printer settings to determine which settings have been changed. See "Settings and defaults" and "Control-panel menus". 4. Perform a NVRAM initialization. See NVRAM initialization 5. Replace the formatter (see Formatter).
<p>79.XXXX ERROR alternates with To continue turn off then on</p>		<p>The printer detected a critical hardware error.</p>	<ol style="list-style-type: none"> 1. Press STOP to clear the print job from the printer memory. Turn the printer off, and then turn the printer on again. 2. Try printing a job from a different program. If the job prints, go back to the first program and try printing a different file. If the message appears only with a certain program or print job, contact the software vendor for assistance. <p>If the message persists with different programs and print jobs, try these steps.</p> <ol style="list-style-type: none"> 1. Turn the printer off. 2. Disconnect all cables to the printer that connect it to the network or computer. 3. Remove all the memory DIMMs or third-party DIMMs from the printer. Then reinstall at least one memory DIMM. 4. Remove all EIO devices and CompactFlash cards from the printer. 5. Turn the printer on.

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>79.XXXX ERROR alternates with To continue turn off then on</p>		<p>The printer detected a critical hardware error.</p>	<p>If the error no longer exists, follow these steps.</p> <ol style="list-style-type: none"> 1. Install each DIMM and EIO device one at a time, making sure to turn the printer off and then back on as you install each device. 2. Replace a DIMM or EIO device if you determine that it causes the error. 3. Reconnect all cables that connect the printer to the network or computer.
<p>8X.YYYY EIO ERROR</p>		<p>The EIO accessory card has encountered a critical error.</p>	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. Turn the printer off, reseal the EIO accessory, and then turn the printer on. 3. Replace the EIO accessory.
<p>8X.YYYY EMBEDDED JETDIRECT ERROR</p>		<p>The embedded HP Jetdirect print server has encountered a critical error.</p>	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on again. 2. Turn the printer off and then reseal the HP embedded Jetdirect print server. 3. Replace the HP embedded Jetdirect print server.
<p>Access denied MENUS LOCKED</p>		<p>The printer control panel function you are trying to use has been locked to prevent unauthorized access.</p>	<p>See your network administrator.</p>
<p>Canceling...</p>		<p>The printer is canceling a job. The message continues while the job is stopped, the paper path is cleared, and any remaining incoming data on the active data channel is received and discarded.</p>	<p>No action is necessary.</p>
<p>CARD SLOT X DEVICE FAILURE alternates with <Current status message></p>		<p>The CompactFlash card in slot X had a critical failure and can no longer be used.</p>	<p>Remove the card and replace it with a new one.</p>
<p>CARD SLOT X FILE OPERATION FAILED alternates with <Current status message></p>		<p>The requested operation could not be performed. You might have attempted an illogical operation, such as trying to download a file to a non-existent folder.</p>	<p>Try printing again to an existing folder.</p>

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
CARD SLOT X FILE SYSTEM IS FULL alternates with <Current status message>		The CompactFlash card in slot X is full.	Delete files from the CompactFlash card and then try again. Use the Device Storage Manager in HP Web Jetadmin to download or delete files and fonts. (See the HP Web Jetadmin software Help for more information.)
CARD SLOT X IS WRITE PROTECTED alternates with <Current status message>		The CompactFlash card in slot X is protected, and no new files can be written to it.	Use the Device Storage Manager in HP Web Jetadmin to disable the write protection.
CARD SLOT X NOT INITIALIZED alternates with <Current status message>		The file system has not been initialized.	Use HP Web Jetadmin to initialize the file system.
Checking paper path		The printer is checking for possible jams or print media that was not cleared from the printer.	No action is necessary.
Checking printer		The printer is checking for possible jams or print media that was not cleared from the printer.	No action is necessary.
CHOSEN PERSONALITY NOT AVAILABLE alternates with To continue press ✓		The printer received a request for a personality (printer language) that does not exist in the printer. The print job is canceled.	Print the job using a printer driver for a different printer language, or add the requested language to the printer (if available). To see a list of available personalities, print a configuration page. (See Configuration page)
Clearing paper path		The printer jammed or the printer was turned on and media was detected in a wrong location. The printer is automatically attempting to eject the pages.	Wait for the printer to finish trying to clear the pages. If it cannot, a jam message will appear on the control panel display.
DATA RECEIVED alternates with <current status message>		The printer is waiting for the command to print (such as waiting for a form feed, or when the print job is paused).	Press ✓ (SELECT button) to continue.
Event log empty		You are attempting to view an empty event log by selecting SHOW EVENT LOG from the control panel.	No action necessary.

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
INSTALL CARTRIDGE For help press ?		The print cartridge is missing and must be reinstalled for printing to continue.	Replace or correctly reinstall the print cartridge.
INSUFFICIENT MEMORY TO LOAD FONTS/DATA . alternates with <DEVICE> To continue press ✓		The printer received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Press ✓ (SELECT button) to print the transferred data (some data might be lost). To solve this problem, simplify the print job or install additional memory.
LOAD TRAY XX [TYPE][SIZE] For help press ?		The tray that is indicated is configured for a specific type and size of media needed by a print job, but the tray is empty. All other trays are also empty.	Load the requested media in the tray that is indicated.
LOAD TRAY XX [TYPE][SIZE] To continue press ✓ alternates with LOAD TRAY XX [TYPE][SIZE] For help press ?		A job is sent that requires a specific type and size that is not available in the tray that is indicated.	Load the requested media into the indicated tray and press ✓ (SELECT button).
LOAD TRAY XX [TYPE][SIZE] To continue press ✓ alternates with Move tray switch to CUSTOM		A job is sent that requires a specific type and size that is not available in the tray that is indicated.	Move the tray switch to the CUSTOM position if another tray is available.
LOAD TRAY XX [TYPE][SIZE] To continue press ✓ alternates with Recommend move tray switch to STANDARD		A job is sent that requires a specific type and size that is not available in the tray that is indicated.	If the size is detectable and another tray is available, move the switch to the STANDARD position.
LOAD TRAY XX [TYPE][SIZE] To continue press ✓ alternates with To use another tray press ✓		A job is sent that requires a specific type and size that is not available in the tray that is indicated.	Press ✓ (SELECT button) to use a type and size that are available in another tray.

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>MANUALLY FEED [TYPE][SIZE] To continue press ✓ alternates with MANUALLY FEED [TYPE][SIZE] For help press ?</p>		<p>The printer is waiting for media to be loaded in tray 1 for manual feed.</p>	<p>Load the requested media into tray 1 and press ✓ (SELECT button).</p>
<p>MANUALLY FEED [TYPE][SIZE] To use another tray press ✓</p>		<p>The printer is waiting for media to be loaded in tray 1 for manual feed.</p>	<p>Press ✓ (SELECT button) to use a type and size that are available in another tray.</p>
<p>MANUALLY FEED OUTPUT STACK alternates with Then press ✓ to print second sides</p>		<p>The first side of a manual duplex job has been printed and the device is waiting for you to insert the output stack to complete the second side.</p>	<ol style="list-style-type: none"> 1. Load the output stack into tray 1, maintaining the same orientation with printed side down. 2. To continue printing, press ✓ (SELECT button) to exit the printer message and then press ✓ (SELECT button) to print.
<p>No job to cancel</p>		<p>The STOP button was pressed, but there is no active job or buffered data to cancel.</p> <p>The message appears for approximately 2 seconds before the printer returns to the ready state.</p>	<p>No action is necessary.</p>
<p>NON HP SUPPLY INSTALLED alternates with <Current status message> Economode disabled</p>		<p>The printer has detected that the print cartridge is not a genuine HP supply.</p>	<p>This message appears until you install an HP cartridge or press ✓ (SELECT button).</p> <p>If you believe that you purchased a genuine HP supply, go to http://www.hp.com/go/anticounterfeit.</p> <p>Any printer repair required as a result of using non-HP supplies or unauthorized supplies is not covered under the printer warranty.</p>
<p>ORDER CARTRIDGE alternates with <current status message></p>		<p>The message first appears when about 16% (6,000-page cartridge) or about 8% (12,000-page cartridge) of the life remains in the print cartridge.</p>	<p>Make sure that you have a new cartridge ready.</p>

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>Paused alternates with To return to ready press STOP</p>		<p>The printer is paused but continues to receive data until the memory is full. The printer is not experiencing an error.</p>	<ol style="list-style-type: none"> 1. Press STOP. 2. Turn the printer off and then back on. 3. If necessary, perform a cold reset. 4. Add printer memory.
<p>RAM DISK DEVICE FAILURE alternates with <Current status message></p>		<p>The RAM disk had a critical failure and can no longer be used.</p>	<ol style="list-style-type: none"> 1. Turn the printer off, and then on again. 2. If this error persists, a defective DRAM DIMM might be installed in the printer (on the formatter). Replace the DRAM DIMM(s). The procedure for replacing a DRAM DIMM is the same as replacing a firmware DIMM.
<p>RAM DISK FILE OPERATION FAILED alternates with <Current status message></p>		<p>The requested operation could not be performed. You might have attempted an illogical operation, such as trying to download a file to a non-existent folder.</p>	<p>Try printing again to an existing folder.</p>
<p>RAM DISK FILE SYSTEM IS FULL alternates with <Current status message></p>		<p>The RAM disk is full.</p>	<ol style="list-style-type: none"> 1. Delete files and then try again, or turn the printer off, and then turn the printer on to delete all files on the device. (Use Device Storage Manager in HP Web Jetadmin or another software utility to delete the files.) 2. If the message persists, increase the size of the RAM disk. Change the RAM disk size on the System Setup submenu (on the Configure Device menu) at the printer control panel. See the description of the RAM disk menu items in System Setup submenu.
<p>RAM DISK IS WRITE PROTECTED alternates with <Current status message></p>		<p>The RAM disk is protected, and no new files can be written to it.</p>	<p>Use the Device Storage Manager in HP Web Jetadmin to disable the write protection.</p>

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>RAM DISK NOT INITIALIZED alternates with <Current status message></p>		<p>The file system has not been initialized.</p>	<p>Use HP Web Jetadmin to initialize the file system.</p>
<p>REPLACE CARTRIDGE For help press ? alternates with <current status message></p>		<p>Pages remaining for this supply has reached the low threshold. The printer was set to stop printing when a supply needs to be ordered.</p>	<p>To continue printing, press ✓ (SELECT button) to exit the printer message then press ✓ (SELECT button). The message becomes ORDER CARTRIDGE LESS THAN XXXX PAGES (warning). Follow the next steps to replace the supply.</p> <ol style="list-style-type: none"> 1. Open the top cover. 2. Remove print cartridge. 3. Install new print cartridge. 4. Close the top cover.
<p>REPLACE CARTRIDGE To continue press ✓</p>		<p>The number of pages remaining for this supply has reached the low threshold. The printer was set to continue printing when a supply needs to be ordered.</p>	<p>Press ✓ (SELECT button) to continue printing the current job. Follow the next steps to replace the supply.</p> <ol style="list-style-type: none"> 1. Open the top cover. 2. Remove print cartridge. 3. Install new print cartridge. 4. Close the top cover.
<p>TRAY XX [TYPE][SIZE] alternates with To change size or type press ✓</p>		<p>This message states the current type and size configuration of the paper tray, and allows you to change the configuration.</p>	<p>To change the paper size or type press ✓ (SELECT button) while the message is present. To clear the message, press the ⇨ (BACK button) while the message is present.</p> <ul style="list-style-type: none"> • Set size and type to ANY if the tray is used frequently for different sizes or types. • Set size and type to a specific setting if printing with only one type of media.
<p>TRAY XX OPEN OR EMPTY alternates with <current status message></p>		<p>The tray cannot feed paper to the printer because tray [X] is open and must be closed for printing to continue.</p>	<p>Check the trays and close any that are open.</p>

Table 7-8. Interpreting control-panel messages (continued)

Control panel message	Event log error message	Description	Recommended action
<p>UNSUPPORTED DATA ON [FS] DIMM IN SLOT X alternates with To clear press ✓</p>		<p>The data on the DIMM is not supported.</p>	<p>The DIMM might need to be replaced. Turn the printer off before removing it. Press ✓ (SELECT button) to continue.</p>
<p>USE TRAY XX [TYPE][SIZE] alternates with To change press ▲ / ▼ To use press ✓</p>		<p>The printer did not detect the type and size of media requested. The message shows the most likely type and size available and the tray in which they are available.</p>	<p>Press ✓ (SELECT button) to accept the values in the message, or use ▲ (UP button) and ▼ (DOWN button) to scroll through the available choices.</p>