



HP LaserJet - COMMON ERROR CODES

02 – WARMING UP MODE

HP 2, 3, 2D, 3D

- I/O Cable is bad or hooked up incorrectly
- Communication problem between computer and printer
- Bad DC Controller
- Bad Fuser Assembly
- Bad DC Power Supply

HP 3Si, 4Si

- Defective display cable or formatter PCA
- Bad Fuser Assembly
- Bad DC Controller

HP 4V, 5Si

- I/O cable is hooked up incorrectly or bad interface in computer
- Defective parts such as: fuser, PCA board, DC controller
- Bad Fuser Assembly

11 – PAPER OUT

ALL

- Paper or paper tray empty or not seated correctly
- Paper Tray Sensor arm stuck or broken
- Defective tray size sensing or configuration
- Defective paper control or sensor PCA

4L

- Paper cassette is empty or missing
- Paper cassette is not seated correctly
- Paper out flag PS2 is broken or stuck
- Defective DC controller PCA
- Tray 1 is empty
- Tray 2 is empty

12 – OPEN OR NO EP

ALL

- Paper path door or top cover open
- Toner cartridge missing
- Toner cartridge not seated in printer
- External fuser access door not closed
- Tab missing on top cover
- Bad DC controller

HP 3Si, 4Si

- PS1 malfunction
- Fuser bulb burned out
- Bad DC controller

HP 4, 4+, 5

- Plunger missing on top cover
- Paper control P.C.A. malfunction
- Bad top cover switch

HP 4V

- Front door open sensor
- Toner cartridge micro switch malfunction
- DC controller PCA malfunction

12 – OPEN OR NO EP (continued)

HP 2P, 2P+, 3P, 4P

- Printer door open
- DC power supply malfunction
- Replace DC power supply
- External Fuser Door Open
- Defective Fan
- Sensor switch for the door is dirty or needs to replace
- Bad high voltage power supply

HP 4P, 5P

- Top cover open
- No toner cartridge
- Bad toner cartridge
- Defective interlock switch assembly
- Bad DC controller

HP 4L

- Part of the top door that pushes the plunger down is Broken
- Top door switch is broken
- No toner cartridge
- Bad toner cartridge
- Bad DC controller

13 – PAPER JAM

ALL

- Out of spec media
- Pick up roller came out of place
- Paper cassettes not correctly loaded
- Dirty or obstructed paper path. Paper Jam in paper path
- Worn pick up rollers and separation pad
- Wrong length paper or incorrect software paper size selected
- Defective exit sensor
- Defective input sensor doesn't sense paper out
- Paper cassettes not correctly loaded
- Bad solenoid operation
- Bad gear or gears in drive train
- Bad main motor or drive circuit
- Bad delivery mechanism or coupler gear to main drive
- Bad main motor drive circuitry

HP 2, 2D, 3, 3D

- Defective sensor cable
- Defective registration assembly
- Defective fuser
- Duplex paper path is obstructed or contains worn Components
- Misadjusted or bent switchback assembly

HP 4L, 4P, 5P, 6P

- Printer rear door open
- Stuck or broken flags or sensors
- Paper fragment under oblique rollers
- Transfer roller guide not seated
- Bad fuser assembly
- Bad toner cartridge
- Worn pick up roller or regist. assy. block

HP 4, 4+, 5

- Rear door open.
- Broken or missing cassette paper out sensor flag

13 – PAPER JAM (continued)

HP 4, 4+, 5

- 500 sheet lower cassette not properly adjusted
- Check transfer roller to ensure it is seated properly
- Bad input sensor, fuser exit sensor or bad paper end sensor
- Defective output rollers
- Paper stuck in paper path / output unit

HP 4V, 4MV

- Toner cartridge gears worn or damaged
- Paper path gears worn or damaged
- Defective DC controller PCA
- Defective registration guide

HP 5000, 5100

- Check paper loaded in paper tray properly
- Check the paper length adjuster
- Look at the transfer roller assembly for proper adjustment
- Check the paper path in printer and duplexer paper (if installed)
- Replace or reseal fuser
- Check for bad toner cartridge
- Check that all assemblies are seated and all doors are closed
- Change maintenance kit

HP 5Si, 8000, 8150

- Toner cartridge gears worn or damaged
- Paper tray feed and separation roller's worn
- Paper misaligned in paper tray
- Bad input unit
- Bad fuser assembly
- External input device paper jam. Check all added devices
- Paper jammed up in the exit assembly on the left side of printer
- Transfer roller assembly out of place or broken
- If paper is jammed under toner cartridge change registration or toner cartridge
- Change maintenance kit

HP 3Si, 4Si

- Miss feed or media jammed in printer. Check entire paper path
- Media in duplex unit
- Sensor malfunction
- Output sensor malfunction (turn off job offset assembly in the 4si only)
- Check registration area fuser exit sensor flag and sensor
- Bad fuser assembly
- Worn feed and separation rollers
- Change maintenance kit

HP 5L, 6L, 3100, 3150

- Paper not loaded in the paper bin
- Bad paper bin sensor
- Bad toner cartridge
- Bad fuser assembly
- Worn pick up rollers and separation kit / Pulling multiple sheets through printer
- Paper tray overloaded

HP 1005, 1012, 1150, 1300

- Check paper in the paper tray
- Worn pick up rollers and separation pad
- Bad shutter door on toner cartridge - change toner cartridge
- Bad fuser assembly
- Bad pick up roller shaft and clutch

13 – PAPER JAM (continued)

HP 1100, 3200 Fax, HP PRINTER 2100, 2200

- Paper jam - make sure paper is loaded properly
- Make sure the paper length is adjusted (2200 series)
- Check rear door, open and close top cover
- Check duplexer
- Paper jam internally / under the toner cartridge
- Worn pick up and separation pad
- Bad fuser assembly
- Change maintenance kit
- Paper tray overloaded

HP 1000, 1200, 1220mfp, 3300, 3300mfp

- Check for paper loaded in paper tray properly
- Worn pick up roller and separation pad
- Feed roller shaft is bent or warped
- Paper stuck in paper path
- Bad fuser assembly
- Bad shutter on toner cartridge, change toner cartridge
- Front door not properly shut

HP2300

- Check paper Path / Check paper trays
- Check the length adjustment on the paper trays
- Check Duplexer
- If message persists after all jams have been cleared, a sensor might be stuck or broken
- If jamming persists, change feed rollers and separation pad
- Bad fuser assembly

HP 4000, 4050, 4100, 4100mfp

- Ensure paper is loaded in paper tray property
- Check feed and separation rollers for unusual wear
- Check paper length adjustment in paper tray
- Bad fuser assembly
- Check paper path in duplexer
- Check small belt media roller to ensure that the roller and belt are feeding the media properly
- Check that transfer roller is seated properly
- Change maintenance kit

HP 4200, 4300

- Check for paper loaded in paper tray properly
- Check the length adjustment on the paper trays
- Check duplexer paper path
- Defective printer cartridge, shutter door not opening all the way
- Feed and separation roller worn or may have popped off
- Jams in stapler / stacker, remove jammed staples
- Bad DC controller
- Change maintenance kit

HP 4500

- Paper jam- check all rear doors
- Paper jam- check middle front drawer and duplex drawer
- Paper jam- check all drawers
- Paper or wrong media in fuser assembly
- Worn feed and separation rollers
- Bad middle drawer assembly
- Bad fuser assembly



13 – PAPER JAM (continued)

HP 8500

- Internal paper jam
- Check paper trays for missed loaded paper
- Paper jam- check all doors
- Paper jam- check duplexer
- Paper jam- check mailbox bin
- Bad fuser assembly

HP 9000

- Paper jam- check trays, all doors, and paper path
- Paper jam- check duplexer
- Paper jam- internally
- Check doors to make sure they are closed
- Make sure all feed and separation rollers are properly installed
- If paper stops before fuser check transfer assy. or change it
- Check fuser assembly for paper stopping at the fuser
- Bad DC controller
- Paper is jammed at exit assembly - change paper delivery assembly
- Replaced the diverter if the paper still doesn't make out of exit
- Replace the flipper assembly
- Replace the accumulator assembly
- Check all devices on printer – run paper path tests with one device taken off one at a time
- Change maintenance kit

14 – NO EP CART OR NO TONER CART

ALL

- No toner cartridge installed or cartridge not fully seated
- Missing sensitivity tabs
- Bad toner cartridge

HP 2, 2D, 3, 3D

- Defective paper control PCA
- Defective high voltage unit

HP 3Si, 4Si

- Check tabs on right side of toner cartridge
- Switch actuator bent, support tab on upper right corner of DC controller bent or not installed correctly
- Defective high voltage unit

HP 4V

- Defective toner cartridge micro-switch on high voltage PCA
- Malfunctioning front door sensor
- Defective DC controller PCA

HP 4, 4+, 5

- Defective toner cartridge
- Defective high voltage unit or dirty or misaligned contacts

HP 2300

- Worn tray 2 and tray 3 rollers
- Change all feed rollers

14 – NO EP CART OR NO TONER CAR (continued)

HP 9000

- A page is jammed in tray 2 or tray 3
- Verify that media meets specifications and is stored correctly
- Clean the indicated tray's feed rollers
- Replace the feed and separation rollers

16 – TONER LOW

ALL

- Toner is uneven in cartridge, shake toner cartridge
- Malfunctioning toner cartridge contact points or bad toner cartridge
- Defective high voltage power supply

HP 2, 3

- Defective high voltage power supply
- Defective DC controller

HP 3Si, 4Si

- Defective door open sensor flag
- Damaged toner level sensor connector
- Damaged toner cartridge
- Defective DC control PCA
- Defective high voltage power supply

18 – MIO NOT READY

ALL

- Printer is not connected to the network or computer
- Printer or computer communication problem
- Bad jet direct card
- Bad formatter board

20 – MEMORY OVERFLOW

ALL

- Large print job exceeding memory capacity
- Too much data or data too complex
- Set enhanced I/O to auto mode
- Press the GO button or CHECK button -the printer will restart the print job but some data might be lost
- Turn the image adapt and page protect to ON or AUTO to print the job
- Add more memory

21 – PRINTER OVERRUN

ALL

- Print job too complex, too much data
- Turn image adapt and page protect to ON or AUTO to print the job
- Not enough memory
- Add more memory

22 – E/I/O CONFIGURATION ERROR

ALL

- I/O configuration for the computer or printer is incorrect
- Wrong or damaged I/O cable
- Computer is powered off
- Damaged printer I/O port
- The printer's EIO card in slot X has overflowed its I/O buffer during a busy state
- Error can occur if driver is not IEEE-1284 compliant
- Parallel buffer has overflowed
- Press GO or CONTINUE to resume printing

HP 4, 4+, 5, 5P, 6P

- Computer and printer are not communicating
- Check the network cable or reseat the cable

HP 1100, 2100, 2200, 2300, 4000, 4050, 3100 FAX

- Too much data was sent to the EIO card in the specified slot or an incorrect communications protocol might be in use
- Check the host configuration
- Too much data was sent to the parallel port
- Check for a loose connection and be sure to use a high-quality cable - some cables may be missing pin connections
- Make sure that latest version of the printer driver is used

HP 4200, 4300

- The printer's EIO card in slot X has overflowed its I/O buffer during a busy state
- Check the configuration of the EIO card and the host computer
- If error message persists replace EIO / NETWORK card
- The printer's parallel buffer has overflowed during a busy state
- Check the parallel configuration (High speed to NO and Advanced functions to OFF.)
- Replace the formatter board

HP 5000/5100

- Too much data was sent to the EIO card in the specified slot
- Press GO to clear the message (data will be lost)
- Too much data was sent to the parallel port
- Make sure that your using an up to date driver
- Check for a loose connection and be sure to use a high-quality cable - some cables may be missing pin connections

HP 5Si/8000

- Using a non HP MIO device
- This is an I/O buffer overrun error on the printer's upper slot HP MIO card

HP 8150

- Too much data was sent to the EIO card in the specified slot or an improper communications protocol may be in use
- Too much data was sent to the parallel port - this error can occur if the driver you are using is not IEEE-1284 compliant
- Download & install the latest driver for this printer

HP 4500

- Indicates the parallel buffer has overflowed
- Memory overflow, print job to large or complex
- The EIO buffer for the EIO card in slot "X" has overflowed during a busy state
- Press GO to resume printing, resend job (data will be lost)

22 – E/I/O CONFIGURATION ERRO (continued)

HP 4600, 5500

- Too much data was sent to the EIO card in the specified slot
- Press GO to clear the message (data will be lost)
- Too much data was sent to the parallel port
- Make sure that your using an up to date driver
- Check for a loose connection and be sure to use a high-quality cable - some cables may be missing pin connections

HP 8500

- The EIO buffer has overflowed during a busy state
- Indicates the parallel buffer has overflowed
- error might occur if several complex jobs are sent simultaneously via the network and are larger allowed

HP 9000

- The printer EIO card in slot X has overflowed the I/O buffer during a busy state
- Move the EIO card to different slot
- Replace EIO card
- The printer parallel buffer has overflowed during a busy state
- Reseat the parallel cable
- Replace the parallel cable
- Replace the formatter board

23 – I/O NOT READY

ALL

- I/O card is unable to accept data or is not connected to network

24 – JOB MEMORY FULL

ALL

- Complex print job
- Add more memory

25 – XXX MEMORY FULL

ALL

- Complex print job
- Add more memory

30 – PS ERROR

ALL

- An I/O timeout or prompt for user interaction has been exceeded

30 – PS ERROR 22 or 25

All

- Unexpected postscript firmware error, replace firmware chip



30 – PS ERROR XX (ALL OTHER)

All

- PCL file being sent to printer while in postscript mode or bad postscript file or application error

HP 5Si

- The optional disk failed a self-test, press GO to continue

HP 8500

- Device failure

40 – DATA TRANSFER ERROR

ALL

- Computer and printer may be set to different baud rates
- Computer is powered off
- Unseated or defective MIO card
- Indicates an abnormal connection break occurred while transferring data from the computer
- Turn printer off and reseal the network card
- Verify that the printer serial configuration is set the same as the computer
- Check that all cables are connected to the EIO ports and that the EIO board is seated properly

HP 1200, 2200, 3100 FAX, 3200 FAX, 4100

- EIO bad transmission

HP 2300 ERROR 40

- The printer detects a serial data error (parity, framing, or line overrun) while receiving data from the computer
- Press the SELECT button to clear the message

HP 2300 ERROR 40.X

- The connection has been broken between the printer and the EIO card in the specified slot. (X = slot of the net work card)
- Press the select button to clear the error message
- Turn printer off and unplug power cord, reseal the EIO card or the network card

HP 4200, 4300 ERROR 40

- A connection with the network card and the motherboard has been broken abnormally
- Print to another network printer to check network configuration from your computer
- Check configuration in the network settings and the printer network card
- Ping printer's IP address
- Replace the EIO / Network card

HP 8100, 8150

- The serial transmission error has occurred
- The serial baud rate setting is different than the computer
- Reseat the EIO/network card on the printer
- Replace the network card

HP COLOR 4500, 4550

- Connection with the card in the specified slot has been broken
- Check that all cables are connected to the EIO ports and that the EIO board is seated properly

40 – DATA TRANSFER ERROR (continued)

HP COLOR 4600, 5500 ERROR 40 BAD SERIAL TRANSMISSION / BAD EIO CARD

- A serial data error (parity framing, or line over run) has occurred during the reception of data
- A connection with the EIO card in slot X has been abnormally interrupted
- Check that all cables are connection to the EIO ports and that the EIO board is seated properly

HP 8500

- An EIO accessory connection has been abnormally broken while transferring data from the computer to the printer
- Print an EIO configuration page to verify that the EIO accessories are installed properly
- Check that all cables are connected to the EIO ports and that the EIO accessory is seated properly
- Turn the printer off and on to reset it (data will be lost)

HP 9000

- A serial data error (parity framing, or line over run) has occurred during the reception of data
- A connection with the EIO card in slot X has been abnormally interrupted
- Reseat serial cable or replace the cable
- Move the EIO card to a different slot

41 – TEMPORARY PRINT ENGINE FAILURE

ALL

- Momentary error
- High voltage discharge
- Reset unit / Cycle power
- Bad formatter PCA board
- Bad DC controller board

HP 2, 2D, 3, 3D, 2P, 3P

- Bad laser scanner cable
- Bent or broken fiber optic cable
- Paper feed problems

HP 2P

- For S/N between 2925J00000 and 3047J99999, replace fuser assembly

HP 5L, 6L, 5P, 6P

- Temporary error
- Engine error
- Power cycle the printer
- Replace formatter and DC controller

HP 5Si, 8000, 4000, 4050

- Temporary error or misprint error
- Replace the laser scanner
- Replace the engine controller board

HP PRINTS 1200, 2200, 3100 FAX, 3200 FAX, 4100

- Replace ECU
- Replace laser scanner
- Reseat connections to laser scanner and engine controller

41 – TEMPORARY PRINT ENGINE FAILURE

HP 2300, 4200, 4300 ERROR 41.X

- A temporary error has occurred
- Turn printer off, then on
- Bad DC controller if persists

HP 5000, 8150

- A temporary error has occurred
- Turn printer off, then on
- Replace the laser scanner
- Replace the engine controller board

HP 4600, 5500 ERROR 41.1

- Unknown misprint error
- Turn printer off, then on

41.1, 41.2, 41.3 UNEXPECTED PAPER SIZE

ALL

- Defective connections
- Laser scanner connections or bad laser scanner assembly
- Paper multi feed or wrong size paper
- Paper size selection does not match installed paper
- One of the cassettes is overfull or improperly adjusted
- Paper is out of spec
- Paper pickup and feed rollers are worn, replace rollers
- Replace paper input unit
- Printer pulls more than one sheet through - worn feed and separation rollers

HP 1100, 1200, 2200, 3100, 3200, 4000, 4050, 4100

- Reload the tray with correct media size
- Make sure paper tray is loaded properly
- Check sensors for proper operation
- Worn feed and separation rollers
- Make sure the length guide, width guide and size selector switch on the paper tray have been set correctly and be sure that paper is under the front paper tabs
- Check the control panel setting for the paper size is correctly configured

HP 2300 ERROR 41.3

- Unexpected paper size in tray
- Reload the tray with the correct media size
- Reconfigure the size in a tray so that contains the size required for the print job
- Typically caused if two or more sheets stick together when feeding
- Change pick up rollers and separation pad
- Replace the engine controller board

HP 4200, 4300 ERROR 41.3

- The media that is loaded is longer or shorter in the feed direction that the size that is configured for the paper tray
- Print the configuration page and verify that the tray settings match the media in the tray
- Check the paper path sensor flags can move freely
- Worn feed and separation rollers
- Bad DC controller board

41.1, 41.2, 41.3 UNEXPECTED PAPER SIZE (continued)

HP 5000, 8000

- Reload the tray with correct media size
- Make sure paper tray is loaded properly
- Check sensors for proper operation
- Worn feed and separation rollers
- Make sure the length guide, width guide and size selector switch on the paper tray have been correctly. Make sure that paper is under the front paper tabs
- Check the control panel setting for the paper size is correctly configured

HP 8100, 8150 ERROR 41.3

- The paper size you are trying to print is not the same as the control panel setting
- Make sure the printer settings in the tray's are the same as control panel and driver
- Faulty paper sizing switch on printer
- Replace the pick up and separation pad for tray 1
- Worn feed and separation rollers

HP COLOR 4600, 5500 ERROR 41.3 UNEXPECTED PAPER SIZE IN TRAY.

- The paper is loaded which is longer or shorter in the feed direction than the size configured for the tray
- Reload the paper in the tray and make sure the length adjustment is set correctly
- Replace the feed and separation rollers

41.2, 41.4, 41.6, 41.7, 41.9 UNKNOWN MISPRINT ERROR

HP LASER PRINTER 2300 ERROR 41.2, 41.4, 41.6, 41.7, 41.9

- Error 41.2 - Beam detect misprint error
- Error 41.4 - No VSYNC error
- Error 41.6 - ITB detection error
- Error 41.7 - Feed delay error
- Error 41.9 - Noise VSREQ error
- Turn the printer off and then on the clear the error codes

HP 8100, 8150 ERROR 41.1, 41.2, 41.4, 41.5, 41.9

- Replace the laser scanner assembly
- Replace the engine controller board

HP 4500, 4550

- Unexpected paper size
- Make sure paper loaded in the paper tray correctly and load the requested size media in tray
- Worn feed and separation rollers
- ITB drawer is bad

HP COLOR 4600, 5500 ERROR 41.7, 41.9

- A feed delay error and a noise VSREQ error
- Turn the printer on and then off

HP COLOR 8500, 8550 ERROR 41.2

- Indicates a beam detect laser scanner error
- Replace the laser scanner assembly
- Replace the DC controller board



41.1, 41.2, 41.3 UNEXPECTED PAPER SIZE (continued)

HP COLOR 8500, 8550 ERROR 41.3

- Unexpected paper size in paper tray
- Verify the paper guides are set correctly
- Worn feed and separation rollers
- Load the requested size media in tray 1

HP 9000 ERROR 41.1, 41.2

- Unknown misprint error
- Replace the laser scanner assembly
- Replace the upper cable guide assembly
- Replace the DC controller board

HP 9000 ERROR 41.3

- Unexpected paper size or paper type
- Verify standard/custom switch setting
- Temporary error- turn printer off then on and resend job
- Feed and separation rollers are worn

41.4 OR 41.5 WONG PAPER TYPE

ALL

- Defective DC controller or formatter PCA
- Usually occurs with smooth media such as labels or transparencies. Load media one sheet at a time
- The media type that is loaded is different than what the tray is configured to use

HP 3Si, 4Si

- Toner cartridge tab broken

HP 1200, 2200, 3100, 3200, 4100

- Check sensors for proper operation

HP 2300 ERROR 41.5 UNEXPECTED PAPER TYPE

- The printer detected a paper type different from the expected type
- Reload the tray with the correct paper type
- Reconfigure the media type that matches the driver setting type or reconfigure the paper tray type to the printer

HP COLOR 4500, 4550

- The paper tray is configured for specific media type, but the printer detects a different media type loaded
- Verify that the correct media is loaded in the input tray and the printer control panel is configured correctly
- Check for paper jam at the registration plate under the ITB drawer. The engine tries to check the OHT sensor and receives an error
- Replace the ITB drawer

HP COLOR 4600, 5500 ERROR 41.5

- The printer senses a different media type in the media paper path than configured in the paper tray
- Configured the driver with the printer paper type settings
- Reload the driver or download a new driver from HP

41.1, 41.2, 41.3 UNEXPECTED PAPER SIZE (continued)

HP COLOR 8500, 8550 ERROR 41.5

- The printer was expecting one type of paper from a paper tray and a different type was feed
- Replace OHT sensors
- Replace the controller board

HP 9000 ERROR 41.5

- Replace the media with the correct type or reconfigure the tray to use the current type
- Verify application settings

49 – COMMUNICATION OR CRITICAL FIRMWARE ERROR

HP 1200, 2200, 3100 FAX, 3200 FAX, 4100

- This is a communication error code with the application that is being used
- Go back to a different software program and see if a job will print
- If message persists turn printer off then on
- Disconnect the network cable and then turn printer off then on
- If message still there when the network cable is disconnected, upgrade firmware in jet direct card and the formatter board
- Bad network cable
- Bad jet direct card
- Replace the firmware DIMM
- Replace the formatter board

HP 2300 ERROR 49.XX

- A critical firmware error has occurred on the printer
- Turn printer off then on
- Disconnect the parallel cable or the network cable
- If message still there when the network cable is disconnected upgrade firmware in jet direct card and the formatter board
- Bad network cable
- Replace firmware DIMM
- Replace the jet direct card
- Replace formatter board
- Replace engine board

HP 4200, 4300

- A critical firmware error has occurred on the printer
- Turn printer off then on
- Disconnect the parallel cable or the network cable
- If message still there when the network cable is disconnected upgrade firmware in jet direct card and the formatter board
- Replace firmware DIMM
- Replace the jet direct card
- Replace formatter board
- Replace engine board

49.24.02 – ONLY FOR HP 4200 & 4300

- The printer has experienced a critical error
- Verify that the ribbon cables are fully seated in the connectors on the DC controller
- Replace the power supply
- Replace DC controller
- Replace the formatter board

49 – COMM OR CRITICAL FIRMWARE ERRO (continued)

HP COLOR 4500

- Indicates that a critical firmware error has occurred - an invalid command or data was sent to the formatter causing the processor to stop
- Poor quality parallel cable or network cable
- Turn printer off then on
- Disconnect the parallel cable and the network cable
- If message still there when the network cable is disconnected, upgrade firmware in jet direct card and the formatter board
- Replace firmware DIMM
- Replace jet direct card
- Replace formatter board

HP COLOR 4600, 5500

- A critical firmware error has occurred on the formatter.
- Try a different software application and see if the job prints. If the job prints the application that you were using is corrupt
- Disconnect the parallel cable or the network cable
- Turn printer off and remove all DIMMs and EIO devices from printer, add one device at a time to determine faulty component
- Download the updated firmware for the EIO / Network card and the formatter board
- Replace the EIO / Network card
- Replace firmware DIMM
- Replace formatter board

HP COLOR 8500

- Indicates that a software or data communications error has occurred, or corrupt data was sent to the printer
- Turn printer off then back on
- Remove all EIO cards and reinstall them to ensure they are seated correctly
- If using a parallel connection, verify that the cable is IEEE-1284 compliant
- Replace the EIO/Network card
- Replace the formatter board

HP 9000

- Communication or critical firmware error occurred, turn printer off the back on
- Upgrade the firmware to the latest version in the jet direct card and the formatter board
- Replace firmware DIMM
- Replace jet direct card and formatter board

50 FUSER ERROR

ALL

- Temporary error code, turn printer off then wait 20 or 30 minutes the turn back on
- Low or unstable power - check the wall voltage, if on a surge protector, plug straight in two the wall
- Bad fuser assembly
- Bad low voltage power supply
- Bad DC controller

HP 2, 2D, 3, 3D

- Defective fuser cable to DC controller
- Defective fuser and AC power supply
- Defective fuser
- Defective AC power
- Temporary error code

50 FUSER ERROR (continued)

HP 2P, 2P+, 3P

- Defective fuser
- Temporary error code
- Defective AC power supply

HP 3Si, 4Si

- Turn printer off then wait 20 or 30 minutes the turn back on
- Improperly seated fuser
- Defective fuser
- Bad ac power supply
- Bad DC controller

HP 4, 4+, 5

- Turn printer off , wait 20 or 30 minutes then turn back on
- Defective fuser
- Defective DC/AC power supply
- Change cable from fuser to power supply

HP 4V, 4L, 4P, 5P, 6P

- Improperly seated fuser
- Defective fuser
- Bad engine controller board

HP 5L, 6L

- Defective fuser
- Defective DC controller

HP 1100, 2100, 4000, 4050

- Turn printer off, wait 20 or 30 minutes then turn back on
- If printer is hooked up to uninterruptible power supply or surge protector plug straight in to wall
- Replace fuser assembly
- Replace engine controller board

HP 1200, 2200, 3100 FAX, 3200 FAX, 4100

- Turn printer off, wait 20 or 30 minutes then turn back on
- Improperly seated fuser
- Defective fuser, replace the fuser assembly
- Temporary error code
- If the error persists, replace the ECU

HP 2300 ERROR 50.X

- A fuser error has occurred
- Turn printer of and then on again
- Replace the fuser assembly
- Replace the engine controller board

HP 4200, 4300

- Turn the printer off and allow it to cool down
- Make sure that correct fuser (4200 vs. 4300) is installed in the proper printer
- Check connector between fuser and printer, replace if damaged
- Bad fuser assembly
- Bad DC controller
- Bad power supply



50 FUSER ERROR (continued)

HP 5000, 51000

- Turn the printer off and allow it to cool down for a minimum of 20 minutes before turning back on
- Move the printer to another power source and disconnect it from any UPS or surge protector
- Replace fuser assembly
- Replace the power supply
- Replace the DC controller

HP 5Si, 8000, 8100, 8150

- Make sure fuser is installed correctly
- Bad fuser assembly
- Replace fuser cable assembly
- Replace DC controller
- Replace the low voltage power supply

HP COLOR 4500

- Improperly seated fuser
- Defective fuser
- Defective DC controller
- Replace the power supply board

HP COLOR 4600, 5500 ERROR 50.XX

- Turn the printer off and allow it to cool down for a minimum of 20 minutes before turning back on
- Reinstall the fuser assembly
- Replace the fuser assembly
- Replace the fuser power supply or the low voltage power supply
- Replace the DC controller board then calibrate printer

HP COLOR 8500, 8550, ERROR 50.1, 50.2, 50.3, 50.4, 50.6

- Improperly seated fuser
- Defective fuser
- Replace the power supply board
- Replace the controller board

HP 9000 ERROR 50.X

- Improperly seated fuser
- Replace the fuser assembly
- Replace the upper cable guide assembly
- Replace the low voltage power supply
- Replace the DC controller

51- BEAM DETECT ERROR

HP 2P, 2P+, 3P

- Improperly seated toner cartridge
- Improper laser shutter operation
- Damaged fiber optic cable
- Bad laser assembly

HP 2, 2D, 3, 3D

- Defective toner cartridge
- Bad cable from laser scanner assembly to DC controller
- Cuts or kinks in fiber optic cable
- Defective laser scanner assembly

51- BEAM DETECT ERROR (continued)

HP 3Si, 4Si

- Defective toner cartridge
- Problem with fiber optic cable
- Faulty connectors
- Poor DC voltage
- Defective laser scanner assembly

HP 4, 4+, 5

- Faulty laser scanner cable connectors
- Defective laser scanner assembly

HP 4V

- Problem with fiber optic cable
- Defective laser scanner assembly
- Defective DC Controller

HP 4L, 4P, 5P, 5Si

- Temporary error
- Laser scanner assembly not seated
- Defective laser scanner assembly
- Defective DC controller PCA

HP LASER PRINTERS 1100, 2100, 4000, 4050

- Beam detect error
- Replace laser scanner assembly
- Replace Laser scanner cables from scanner to DC controller

HP 1200, 2200, 2300, 3100 FAX, 3200 FAX, 4100

- Temporary error, bad toner cartridge
- Laser scanner assembly not seated
- Defective laser scanner assembly
- Reseat cables to the laser scanner and ECU
- Bad engine board

HP 5000, 5100

- A loss of beam detect occurred
- Replace the scanner cables to DC controller
- Replace the scanner assembly

HP 4200, 4300 ERROR 51.XX

- Printer has a beam detect error
- Replace the cable assembly from scanner to DC controller
- Replace the scanner assembly
- Replace the DC controller

HP 8100, 8150

- Printer has a beam detect error
- Replace the laser scanner assembly

HP COLOR 4500, 4550

- Defective laser scanner assembly
- Defective DC controller
- Defective wiring harness from the scanner to the DC controller
- Replace the scanner assembly

51- BEAM DETECT ERROR (continued)

HP COLOR 4600, 5500 ERROR 51.1, 51.2

- Beam detect error or laser error
- Replace the laser scanner assembly
- Replace the DC controller board

HP COLOR 4600, 5500 ERROR 51.X0

- No color on the print job

HP COLOR 4600, 5500 ERROR 51.XK, 51.XC, 51.XM, 51.XY

- Error code K - No Black color
- Error code C - No Cyan color
- Error code M - No Magenta color
- Error code Y - No Yellow color

HP COLOR 8500

- Defective laser scanner assembly
- Defective wiring harness to the DC controller
- Defective DC controller
- Replace laser scanner assembly

HP 9000

- Temporary laser assembly error, turn printer off then on
- Replace laser scanner assembly
- Replace upper cable guide assembly
- Replace DC controller board

52 – INCORRECT SCANNER SPEED ERROR

HP 2, 2D, 3, 3D

- Defective cable laser scanner to DC controller
- Defective laser scanner assembly

HP 2P, 2P+, 3P

- Bad scanner motor
- Bad DC controller

HP 3Si, 4Si, 4V

- Faulty cable assembly
- Scanner motor problem
- Defective laser scanner assembly
- Defective DC controller

HP 4, 4+, 5

- Faulty laser scanner cable
- Defective laser scanner assembly

HP 4L, 4P, 5P, 5L, 5Si

- Temporary error, scanner startup failure
- Improperly fitted scanning assembly/ scanner cable
- Defective laser scanner assembly
- Defective DC controller board

HP 1200, 2200, 3100 FAX, 3200 FAX, 4100

- Temporary error, scanner rotation error
- Replace contact image sensor
- Replace laser scanner
- Replace cables between laser scanner and engine board

52 – INCORRECT SCANNER SPEED ERROR (continued)

HP 1100, 2100, 4000, 4050, 8000

- Scanner start up error
- Replace scanner cable from engine board to scanner assembly
- Replace scanner assembly
- Replace the engine board
- Replace the DC controller only on the 8000

HP 2300 ERROR 52.X

- A temporary scanner start up error
- Can also be the shutter tab on the print cartridge, replace the toner cartridge
- Replace the scanner assembly
- Replace the engine board

HP 4200, 4300 ERROR 52.XX

- Printer scanner speed error has occurred
- Replace laser scanner assembly
- Replace the DC controller assembly

HP COLOR 4600, 5500 ERROR 52.XK, 52.XC, 52.XM, 52.XY

- Error code K - No Black color
- Error code C - No Cyan color
- Error code M - No Magenta color
- Error code Y - No Yellow color
- Replace laser scanner assembly
- Replace the DC controller assembly

HP 5000, 5100

- Printer scanner speed error has occurred
- Replace laser scanner assembly
- Replace the DC controller assembly
- Replace cable assembly from scanner to DC controller

HP 8100, 8150

- Laser scanner error, start up / rotation error
- Replace laser scanner assembly
- Replace DC controller board
- Replace cable assembly from scanner to DC controller

HP 4500, 4550

- Temporary error, laser scanner start up / rotation error
- Replace laser scanner
- Replace DC controller assembly

HP COLOR 4600, 5500

- Laser scanner error, start up / rotation error
- Take the toner cartridges out and reseat or replace
- Replace laser scanner assembly
- Replace DC controller board

HP 8500, 8550

- Temporary error, laser scanner start up / rotation error
- Replace laser scanner motor
- Replace DC controller assembly



52 – INCORRECT SCANNER SPEED ERROR (continued)

HP 9000

- Temporary error, laser scanner start up / rotation error
- Replace laser scanner
- Replace upper cable guide assembly
- Replace DC controller

53 ACCESSORY MEMORY ERROR

HP 2, 2D

- Accessory memory failure
- Replace memory card

HP 3, 3D

- Failure in front memory slot
- Failure in rear memory slot
- Replace memory card
- Replace formatter board

HP 2P, 2P+, 3P

- Replace memory card

HP 3Si, 4Si

- Temporary error
- Laser malfunction

HP 4, 4+, 4P, 4Si, 4V, 5, 5P, 5Si

- SIMM malfunction
- Replace SIMM chip
- Replace formatter board

HP 4L, 5L

- An error has been found in the RAM
- Defective or incompatible memory card
- Defective formatter board

HP 1200, 2200, 3100, 3200, 4100 ERROR 53.XX

- Temporary DIMM error
- Unsupported memory size
- Invalid DIMM speed
- DIMM RAM parity error
- Try the DIMM in a different slot
- Unable to make a temporary mapping in the printer
- Replace all the DIMM memory
- Make sure proper memory DIMM is installed
- Replace formatter board

HP ERROR 2300 53.XX.ZZ

- The printer has a problem with the memory DIMM
- Unsupported memory presence detect bad
- Reseat all the memory
- Unsupported memory size

HP LASER PRINTER 5000, 5150

- Error has occurred on some memory
- Unsupported memory
- Unrecognized memory
- Maximum ram size exceeded
- Invalid DIMM speed

- Remove DIMM and put into different slot
- Replace bad DIMM chip that caused the error

HP 4200, 4300

- An error occurred in the printer memory
- Unsupported memory
- Unrecognized memory
- Unsupported memory size
- Reseat all DIMMs
- Replace bad DIMMs
- Replace formatter board

HP 8100, 8150

- Error has occurred on some memory
- Unsupported memory
- Unrecognized memory
- Exceeded maximum ram size
- Invalid DIMM speed
- DIMM address conflict
- Unable to make a temporary mapping
- Remove DIMM and put into different slot
- Replace bad DIMM that caused the error

HP COLOR 4500, 4550

- Temporary DIMM error
- Replace DIMM
- Replace formatter board

HP COLOR 4600, 5500 ERROR 53.XO.ZZ

- An error has occurred in the onboard RAM
- Turn the printer on and then off

HP COLOR 4600, 5500 ERROR 53.XY.ZZ

- Error has occurred on some memory
- Unsupported memory
- Unrecognized memory
- Exceeded maximum ram size
- Invalid DIMM speed
- Remove DIMM and put into different slot
- Replace bad DIMM chip
- Replace the formatter board

HP COLOR 4600, 5500 ERROR 53.10.05

- A DIMM is installed in both 168 - pin DIMM slot 4 and 100 - pin DIMM slot 5
- Remove one or all the DIMMs or move one of the DIMMs to a different slot

HP COLOR 8500

- Temporary DIMM error
- Install DIMM in a different slot. The DRAM DIMMs must be installed in synchronous pairs in adjacent slots, with the same size and speed in both slots. Only SDRAM is supported.
- Replace DIMM chip
- Replace formatter board

HP 9000

- Temporary DIMM error
- Install DIMM chip in a different slot
- Replace DIMM chip
- Replace formatter board

54 - PRINTER ERROR CYCLE POWER

HP 2D, 3D

- Improperly fitted duplex shift plate
- Bad PSS or SL4
- Main motor defect

HP 5Si, 8000

- Defective duplexer

HP 1200, 2200, 3100, 3200, 4100

- Temporary error
- Replace formatter
- Remove tab from toner cartridge and reinstall the toner cartridge
- Try another wall outlet, remove the printer from any UPS supplies, additional power supplies, or power strip

HP 4200, 4300

- The toner cartridge was installed with the sealing tape in place
- Remove sealing tape (pull tab) and reinstall the toner cartridge
- Replace the toner cartridge unless cartridge is damaged

HP COLOR 4500, 4550 ERROR 54.1

- Indicates that an internal power failure has occurred
- Check the fuser for paper jams.
- Replace the low-voltage power supply
- Replace the high-voltage power supply

HP COLOR 4500, 4550 ERROR 54.2

- Indicates that a problem with the carousel assembly
- Remove all toner cartridges, reseat and check for obstruction
- Replace the brake release
- Replace carousel drive motor
- Replace the rotary drive assembly

HP COLOR 4500, 4550 ERROR 54.3

- The printer has a density sensor problem
- Replace the density sensor

HP COLOR 4500, 4550 ERROR 54.4

- Indicates a waste toner sensor malfunction
- Replace the waste toner sensor

HP COLOR 4500, 4550 ERROR 54.6

- The OHT sensor has reported an error
- Replace the ITB drawer

HP COLOR 4600, 5500 ERROR 54.1

- Check the fuser assembly

HP COLOR 4600, 5500 ERROR 54.3, 54.5, 54.6, 54.11, 54.12, 54.13, 54.14, 54.20

- Replace all toner cartridges
- Replace the color registration detection assembly

HP COLOR 4600, 5500 ERROR 54.7, 54.8, 54.9, 54.10

- Replace the drum phase sensor for the indicated color

54 - PRINTER ERROR CYCLE POWER (continued)

HP COLOR 4600, 5500 ERROR 54.19

- Replace the DC controller board

HP COLOR 4600, 5500 ERROR 54.21, 54.22, 54.23, 54.24

- Replace toner level sensor PCB.
- Replace DC controller

HP 8500, 8550 ERROR 54.1

- Indicates that the temperature/ humidity sensor has malfunctioned
- Replace the cross member assembly, which includes the temp/humidity sensor
- Replace the controller board

HP 8500, 8550 ERROR 54.2

- A carousel rotation error
- Reseat all toner cartridges and make sure the toner lock lever is fully locked on all toners
- Replace the carousel stopper solenoid
- Replace the black toner cartridge on/off switch
- Replace the carousel motor
- Replace the controller board
- Replace the main relay PCA

HP 8500, 8550 ERROR 54.3

- Indicates a density sensor error/
- Replace the density sensor

HP 8500, 8550 ERROR 54.4

- Waste toner sensor has failed
- Replace the waste toner sensor assembly
- Replace the imaging drum

55 - INTERNAL COMMUNICATION PROBLEM

ALL

- Defective DC controller board
- Defective formatter board
- Inadequate site power – surge protector - HP 4V

HP 4V

- Defective laser scanner assembly

HP 3Si, 4Si

- Improperly fitted connectors
- Loose or bad cable
- Defective DC controller
- Defective DC power supply
- Defective formatter board
- Defective paper input PCA board
- Defective main motor

HP 5Si, 8000, 8100, 8150

- Loose or bad cable from DC controller and laser scanner assembly
- Defective laser scanner assembly
- Defective DC controller board
- Defective formatter board



55 - INTERNAL COMMUNICATION PROBLEM (continued)

HP 5Si, 8000, 8100, 8150 (ERROR 55.A)

- Change fuser
- Change wiring harness between DC controller and fuser
- Change DC controller board

HP 1100, 2100, 4000, 4050

- Replace formatter board
- Replace DC controller Board
- Replace engine board

HP 1200, 2200, 3100 FAX, 3200 FAX, 4100

- Defective DC controller
- Check cable to the ECU
- Replace ECU
- Defective formatter
- Defective firmware DIMM

HP 2300 ERROR 55.XX AND ERROR 55.A, 55.B, 55.C, 55.D

- No engine response
- Excessive glitches
- Communication timeout
- Bad tray bin reports
- Incoming parity error
- Outgoing parity error
- Hung communications
- Invalid bus timeout
- Try a different printer driver or print a smaller file
- Try printing from a different application

HP 4200, 4300 ERROR 55.X

- The DC controller is not communicating with the formatter
- Replace DC controller board
- Replace formatter board

HP 5000, 5100

- An internal communication error occurred
- Replace DC controller board
- Replace formatter board

HP COLOR 4500, 4550 ERROR 55.X

- Communication error between formatter and DC controller
- Replace DC controller board & recalibrate the DC controller board and formatter board
- Replace the formatter board
- Initialize NVRAM

HP COLOR 8500

- Temporary error
- Communication error between printer and the controller
- Replace the controller board

HP 9000

- Reseat formatter, DIMMs and EIO cards
- Perform an engine test
- Perform a service test
- Replace DC controller board
- Replace the formatter board

56 - PRINTER DEVICE ERROR

HP 2D, 3D

- Output selector knob not in duplex position

HP 3Si, 4Si

- Trying to print envelope in duplex mode

HP 1100, 1200, 2100, 2200, 3100 FAX, 3200 FAX, 4000, 4050, 4100, 8000

- Temporary error, turn printer off and back on
- Check printer configuration
- Verify the accessory connection

HP 2300

- A temporary printing error, incorrect input or output request
- Turn printer power off and then on

HP 4200, 4300 ERROR 56.1

- Unknown input device installed, remove all non HP devices
- Reinstall all paper input trays

HP 4200, 4300 ERROR 56.2

- Unknown output device installed
- Reinstall the stacker or stapler/stacker
- Remove all non-HP paper handling devices

HP 5000, 5100

- A temporary printing error occurred
- Illegal input or Illegal output
- Bad accessory connection

HP LASER PRINTER 8100, 8150

- Illegal input and Illegal output
- Turn printer off and back on
- Check the printer's configuration

HP COLOR 8500, 8550 ERROR 56.1

- Indicates an input feed error
- Trying to print transparencies through the duplexer
- Make sure all paper trays are installed correctly

HP COLOR 8500, 8550 ERROR 56.2

- Output error or there are transparencies in the duplexer
- Remove all paper in the printer

HP 9000 ERROR 56.1

- Illegal input selection
- Check printer configuration
- Check application settings
- Re-install the duplexer with the printer power off
- Replace the duplexer assembly

HP 9000 ERROR 56.2

- Duplexer removed while printer power is on
- Check printer configuration
- Check application settings
- Re-install the duplexer with the printer power off
- Replace the duplexer assembly

57 - ERROR

HP 3, 3D

- Incompatible memory card in front slot
- Incompatible memory card in rear slot

HP 2P, 2P+, 3P

- Incompatible memory card in top slot
- Incompatible memory card in bottom slot
- Poorly seated motor cables or connectors
- Defective main motor
- Defective DC controller board

HP 5L, 6L

- Incompatible memory card

HP 4, 5, 4L, 5P

- Main motor not functioning properly
- Change toner cartridge
- Change main motor
- Change DC controller

HP 3Si, 4Si - 57.1

- Gears seized
- Faulty top cover switch
- Faulty ac kill switch operation
- Improperly fitted connector on DC controller
- Bad main motor PCA or main motor

HP 4+ - 57.1

- Gears seized
- Bad Main motor
- Bad DC controller

HP 3Si, 4Si, 4+, 5Si

- Faulty fan motor
- Fan on main body
- Duplexer fan

HP 1200, 2200, 3100, 3200, 4100

- Check the fan connector and make sure fan is not blocked
- Replace the fan

HP 2300 ERROR 57.X

- A fan error has occurred
- The number after the 57 is the fan # (ex. 57.1 = fan motor 1)
- Replace the bad fan
- Replace the engine controller board

HP 4200, 4300 ERROR 57.3

- A printer fan is not functioning
- Replace fan (FM2)
- Replace the DC controller

HP 4300 ONLY ERROR 57.4

- A printer fan is not functioning
- Replace fan (FM1)
- Replace the power supply
- Replace the DC controller

57 - ERROR (continued)

HP 4200, 4300 ERROR 57.7

- The cooling fan in the optional duplexer is bad
- Replace the duplexer fan

HP 5000, 5100

- Fan error
- Change bad fan
- Change DC controller

HP 8100, 8150 ERROR 57.2

- Fan 3 or the formatter fan has an error
- Replace fan FM3
- Replace DC controller board

HP 8100, 8150 ERROR 57.3

- Fan 2 or the low-voltage power supply fan has an error
- Replace fan (FM2)
- Replace DC controller board

HP 8100, 8150 ERROR 57.5

- The fan 1 or the laser / scanner fan has occurred
- Replace fan 1
- Replace DC controller board

HP 8100, 8150 ERROR 57.6

- Fan 4 or the face down delivery assembly
- Replace fan 4
- Replace DC controller board

HP 8100, 8150 ERROR 57.9

- Replace fan 5 or tray 1 fan
- Replace DC controller board

HP COLOR 4500, 4550 ERROR 57.1

- The printer has detected the exhaust fan is bad
- Replace exhaust fan located in the upper rear left corner

HP COLOR 4500, 4550 ERROR 57.2

- The printer has detected bad exhaust fan
- Replace exhaust fan located in upper rear right corner

HP COLOR 4500, 4550 ERROR 57.3

- Replace the drum drawer assembly

HP COLOR 4600, 5500 ERROR 57.3

- Replace fan motor (FM3) cartridge fan
- Replace DC controller board

HP COLOR 4600, 5500 ERROR 57.4

- Replace fan motor (FM2) formatter fan
- Replace DC controller board

HP COLOR 4600, 5500 ERROR 57.7

- Replace fan motor (FM2) power supply fan
- Replace low-voltage power supply
- Replace DC controller board



57 - ERROR (continued)

HP COLOR 8500, 8550 ERROR 57.1

- Fan error. One of the cooling fans is bad
- Replace fan 1
- Replace the carousel motor
- Replace the main relay PCA
- Replace the power supply

HP COLOR 8500, 8550 ERROR 57.2

- Fan error. One of the cooling fans is bad
- Replace fan 2
- Replace the carousel motor
- Replace the main relay PCA
- Replace the power supply

HP COLOR 8500, 8550 ERROR 57.3

- Fan error. One of the cooling fans is bad
- Replace fan 3
- Replace the carousel motor
- Replace the main relay PCA
- Replace the power supply
- Replace the controller board

HP 9000 ERROR 57.1, 57.2, 57.3, 57.4, 57.5, 57.6

- Temporary Printer error has occurred with one of the fans
- Replace fan motor that goes with the error code. (EX. 57.1 means fan motor 1)
- Replace DC controller

58 – MEMORY SENSOR ERROR

HP 4, 4L, 4P, 4V, 5, 5P

- Improperly fitted fan cable
- Defective DC controller PCA
- Defective fan

58.1 OR 58.2

HP 3Si, 4Si

- Improperly inserted paper cassette

HP LASER PRINTERS 1200, 2200, 3100, 3200, 4100

- Replace ECU
- Replace environmental thermistor
- Replace toner cartridge
- Replace memory controller PCB
- Replace cartridge memory antenna assembly

HP 2300 ERROR 58.XX

- A printer memory tag CPU error was detected
- Plug printer into a dedicated power source or wall out let
- Test the wall outlet for proper voltage and ground
- Replace Air generator sensor
- Replace CPU
- Replace Power supply

HP 4200, 4300 ERROR 58.2

- Replace air -temperature sensor
- Replace power supply

58 – MEMORY SENSOR ERROR (continued)

HP 4200, 4300 ERROR 58.3

- Replace DC controller board

HP 4200, 4300 ERROR 58.4

- Replace power supply

HP 8100, 8150 ERROR 58.1, 58.2, 58.3, 58.4

- Paper tray lift malfunction
- 58.1 - Change tray 1 input unit
- 58.2, 58.3 - Change tray 2/ 3 input unit
- 58.4 - Change tray 4 lift motor

HP COLOR 4600, 5500 ERROR 58.3, 58.4

- A memory tag error was detected
- Replace memory PCB
- Replace DC controller
- Replace power supply

HP COLOR 8500, 8550 ERROR 58.1

- Indicates that the paper diverter inside the right upper door is out of position, causing an error feeding media from tray 1
- Replace the pick up and separation pad on tray 1
- Replace try 1 input unit

HP 9000

- Check printer configuration
- Replace toner cartridge
- Replace toner contact sensor assembly
- Replace DC controller

59 – MAIN MOTOR ERROR

HP 3Si, 4Si

- Not enough memory installed to support application being used

HP 1100, 1200, 2100, 2200, 3100, 3150, 3200, 4000, 4050, 4100

- Main motor error
- Check the main motor cable is seated properly
- Check gear movement in the drive train around the fuser and toner cartridge
- Replace main motor
- Replace DC controller

HP 2300 ERROR 59.0, 59.1, 59.2

- A temporary printer main motor error has occurred
- Replace the main motor
- Replace the DC controller board

HP 2300 ERROR 59.3, 59.4

- Fuser motor error
- Replace fuser motor assembly
- Replace the DC controller board

HP 2300 ERROR 59.5, 59.6

- Print cartridge motor error
- Replace the print cartridge motor
- Replace the DC controller board

59 – MAIN MOTOR ERROR (continued)

HP LASER PRINTER 2300 ERROR 59.7, 59.8

- Image drum motor error
- Replace image drum motor
- Replace DC controller board

HP LASER PRINTER 2300 ERROR 59.9, 59.A

- The ETB / ITB motor error
- Replace ETB / ITB motor assembly
- Replace DC controller board

HP 2300 ERROR 59.B, 59.C

- The Alienation motor error
- Replace the alienation motor
- Replace the DC controller board

HP 2300 ERROR 59.D, 59.E

- A registration motor error
- Replace registration motor
- Replace DC controller board

HP 4200, 4300 ERROR 59.00, 59.10, 59.20

- A Temporary printer motor error has occurred
- Main motor error has occurred
- Replace main motor assembly
- Replace DC controller board

HP 4200, 4300 ERROR 59.2

- The main motor is not functioning correctly
- Replace main motor
- Replace DC controller board

HP 4300 ONLY ERROR 59.A, 59.4

- Print Cartridge motor has occurred
- Replace toner cartridge
- Replace print cartridge motor
- Replace DC controller board

HP 5Si, 8000, 8100, 8150

- Temporary main motor error
- Change main motor
- Replace DC controller

HP 5000, 5100

- Temporary main motor error
- Change main motor
- Replace DC controller

HP COLOR 4500, 4550

- Temporary main motor error
- Change main motor assembly
- Replace DC controller board

HP COLOR 4600, 5500 ERROR 59.0, 59.1, 59.2

- Main motor error
- Replace main motor
- Replace DC controller board

59 – MAIN MOTOR ERROR (continued)

HP COLOR 4600, 5500 ERROR 59.3, 59.4

- A fuser motor error
- Replace fuser drive assembly
- Replace DC controller board

HP COLOR 4600, 5500 ERROR 59.5, 59.6

- A print cartridge motor error
- Replace drum drive assembly
- Replace DC controller board

HP COLOR 4600, 5500 ERROR 59.9, 59.A

- ETB motor error
- Replace EBT motor assembly
- Replace DC controller board

HP COLOR 4600, 5500 ERROR 59.B, 59.C

- A developing disengaging motor error
- Replace the developing disengaging drive assembly
- Replace DC controller board

HP 8500, 8550

- Temporary main motor error, M4 not working
- Replace main motor M4
- Replace main relay PCA
- Replace sub relay PCA
- Replace DC controller board

HP 9000 ERROR 59.0, 59.1, 59.2

- Temporary motor error has occurred
- Replace toner cartridge
- Replace main motor
- Replace DC controller

HP 9000 ERROR 59.3

- Replace fuser assembly
- Replace Fuser motor
- Replace DC controller

60 - FORMATTER, MEMORY, MAIN MOTOR

HP 4, 4+, 4P

- Defective formatter board
- Replace formatter board

HP 3Si, 4Si, 4V

- Defective memory SIMMs
- Replace memory SIMMs

HP 4200, 4300 ERROR 60.2

- Tray 2 lift motor error has occurred
- Replace tray 2 lift drive assembly
- Replace DC controller board

HP 4200, 4300 ERROR 60.3

- Tray 3 lift motor error has occurred
- Replace tray 3 lift drive assembly
- Replace DC controller board



60 - FORMATTER, MEMORY, MAIN MOTOR (continued)

HP 4200, 4300 ERROR 60.4

- Tray 4 lift motor error has occurred
- Replace tray 4 lift drive assembly
- Replace DC controller

HP 9000 ERROR 60.2 (TRAY 2), 60.3 (TRAY 3)

- The paper in the paper tray is not lifting the media to the top
- Check tray for obstruction. Reload paper in tray and make sure it is properly straight in paper tray
- Remove and Reseat paper tray. And swap trays 2 and trays 3
- Replace PJ4

61 - FORMATTER, MEMORY ERROR

ALL

- Improperly fitted SIMMs. Reseat the memory SIMMs
- Bad memory SIMM chip. Replace memory SIMMs
- Replace formatter board.

HP 2, 2D, 2P, 2P+, 3, 3D, 3P, 4P

- Defective formatter board
- Replace formatter board

HP 3Si, 4Si, 4V

- Defective memory SIMMs
- Reseat memory SIMMs or Replace memory SIMMs

HP 5Si

- Defective formatter board
- Replace formatter board

62 - MEMORY ERROR, DEFECTIVE FORMATTER BOARD

ALL

- Improperly fitted SIMMs or font cartridge
- Defective internal memory
- Defective SIMM slot
- Defective font cartridge
- Replace memory DIMMs
- Replace formatter board

HP 2, 2D, 2P, 2P+, 3, 3D, 3P, 4P

- Defective formatter board
- Replace formatter board

HP 3Si, 4Si, 4V

- Defective memory SIMMs
- Reseat memory SIMMs or Replace bad memory SIMMs

HP 3200

- Temporary formatter error
- Replace the formatter board

HP 4100

- Internal memory error
- Reseat memory DIMMs
- Replace all memory DIMMs
- Replace formatter board

62 - MEM ERROR, DEFECTIVE FORMATTER BD. (continued)

HP 2100, 3100 FAX, 4000, 4050, 8150

- Temporary memory error
- Reseat all memory or Replace all memory
- Replace formatter board

HP 2300

- No system found
- The printer software system is corrupt
- Turn printer power off, then back on

HP 5Si, 8000

- Defective formatter board
- Replace formatter board

HP 4200, 4300 ERROR 62.0

- No system firmware image was found
- Replace firmware DIMM
- Replace formatter board

HP 8100, 8150 ERROR 62.0

- The internal memory
- Replace formatter board

HP 8100, 8150 ERROR 62.1, 61.2, 61.3

- 1, 2 or 3 is slot on formatter where bad DIMM is located
- Replace bad DIMM or replace all the DIMMs
- Replace formatter board

HP COLOR 4500, 4550 ERROR 62

- Firmware error, turn printer off then on
- Replace Firmware DIMMs

HP COLOR 4500, 4550 ERROR 62.X

- Internal memory error
- Replace the memory DIMMs

HP COLOR 4500, 4550 ERROR 62.M

- The firmware ran out of memory
- Check the printer settings

HP COLOR 4600, 5500

- No system was found
- Turn printer off and on
- Reseat firmware DIMM, make sure it is in the 168-pin slot J1
- Replace firmware DIMM
- Replace formatter board

HP COLOR 8500, 8550

- Problem with internal memory
- Replace all memory DIMMs

HP 9000

- Problem with internal memory
- Move DIMMs to different slot
- Reseat all memory DIMMs
- Replace all memory DIMMs
- Replace the formatter board

63 - DEFECTIVE FORMATTER BOARD

HP 2, 2D, 2P, 2P+, 3, 3D, 3P, 4P, 4, 4+, 5, 5P, 6P

- Defective formatter Board
- Replace the formatter board

HP 4V

- Defective formatter board
- Defective SIMM
- Replace SIMM
- Replace formatter board

HP 5L, 6L

- Defective formatter board
- Replace formatter board

HP 3Si, 4Si

- Defective SIMMs
- Defective formatter board
- Replace memory SIMMs
- Replace formatter board

HP 1100, 2100, 3100, 3150 FAX, 4000, 4050

- Defective formatter board
- Replace formatter board

HP COLOR 8500, 8550

- Indicates that the internal RAM memory test failed.
- Replace the bad DIMMs
- Replace formatter board

64 - SCAN BUFFER ERROR

ALL

- Temporary formatter board error, power cycle printer
- Replace the formatter board

HP 5Si

- Replace DC controller board

HP 1100, 1200, 2200, 3100, 3150, 3200, 4000, 4050, 4100

- Temporary formatter board error
- Perform a cold reset
- Replace formatter
- Replace firmware DIMMs

HP 2300

- A temporary scan-buffer printing error
- Turn printer off and on
- Reseat jet direct card
- Replace jet direct card
- Replace formatter board

HP COLOR 4500, 4550, 8500, 8550

- Temporary scanner buffer error
- Clear print queue
- Turn printer off then on
- Replace firmware DIMM
- Replace formatter board

64 - SCAN BUFFER ERROR (continued)

HP COLOR 4600, 5500

- A scan buffer error
- Replace firmware DIMM
- Replace formatter board

HP LASER PRINTER 9000

- Temporary scan buffer error
- Turn printer off then on
- Replace laser scanner
- Replace DC controller

65 - DEFECTIVE FORMATTER BOARD

ALL

- Defective formatter board

HP 3Si, 4Si, 4V

- 2. Replace formatter board.
- 3. Defective SIMMs
- 4. Replace SIMMs

HP 8500, 8550

- Indicates a DR-RAM error
- Replace the DR-RAM error
- Replace the formatter board

66 EXTERNAL PAPER HANDLING DEVICE ERROR

HP 1100,1200,2100, 2200, 3100,3150, 3200, 4000, 4050, 4100

- Temporary external paper device error
- Reset external paper handling device
- Check and reseat all cables between printer and the specified device
- Turn printer off and on
- Replace external paper handling device
- Replace the printer formatter board

HP 4200, 4300 ERROR 66.00.15

- The stacker or stapler/ stacker was removed and replaced while the printer power was on
- Turn the printer power off and verify that the stacker or stapler/ stacker is installed correctly
- Turn the printer power on

HP 4200, 4300 ERROR 66.12.01, 66.12.02, 66.12.03

- A stacker or stapler/ stacker error has occurred
- Replace the stapler unit
- Replace the stapler/ stacker unit

HP 5Si, 8000

- Temporary external paper device error
- Make sure that paper is loaded in paper tray correctly
- Check all external paper handling devices. Remove all paper handling devices
- Put one external paper handling devices on the printer one at a time
- Replace the defective paper-handling device
- Replace the formatter board



66 EXT. PAPER HANDLING DEVICE ERROR (continued)

HP 5000, 5100

- An error occurred in an external paper-handling device
- Check all external cables to the paper handling devices
- Reseat all paper handling devices, replace one device at a time

HP 4500, 4550

- Check all cables on the external paper handling output Device

HP 8500, 8550 ERROR 66

- Communication error between sheet input unit or the Multi-bin mailbox and the printer
- Turn printer off and then turn printer on

HP 8500, 8550 ERROR 66.11

- Indicates a 2000- sheet input unit lifting motor error
- Make sure that the paper lifting plate moves freely by hand
- Replace the paper deck drive assembly
- Replace the paper tray unit feeder assembly

HP 8500, 8550 ERROR 66.11.02

- Indicates a 2000- sheet input unit feed motor error
- Replace tray 4 pick up assembly
- Replace the paper deck drive assembly

HP 8500, 8550 ERROR 66.11.03

- Indicates a 2000- sheet input unit feed and lifting motor error
- Check that pick up rollers are installed properly
- Replace paper deck drive assembly
- Replace tray 4 pick up assembly

HP 8500, 8550 ERROR 66.22.08

- Multi-bin mailbox flipper motor error
- Replace the flipper assembly
- Replace the multi-bin mailbox controller board

HP 8500, 8550 ERROR 66.22.09

- Multi-bin mailbox external memory error
- Replace the multi-bin mailbox controller board

HP 8500, 8550 ERROR 66.22

- Indicates a multi-bin mailbox error
- Replace the multi-bin mailbox controller board

HP 9000 ERROR 66.11.00

- Temporary external paper input device error
- Check for extra media in tray 4
- Replace the input device

HP 9000 ERROR 66.12.20

- Retainer sensor error
- Replace the accumulator assembly
- Replace the output device controller PCA board

HP 9000 ERROR 66.12.21

- Bearing bracket is damaged
- Replace the accumulator assembly
- Replace the output device controller PCA board

66 EXT. PAPER HANDLING DEVICE ERROR (continued)

HP 9000 ERROR 66.12.40

- The offset module error
- Replace offset module assembly
- Replace output device controller PCA board

HP 9000 ERROR 66.12.60

- The EEPROM on the controller PCA is damaged
- Replace output device controller PCA board

HP 9000 ERROR 66.12.70

- The EEPROM on the controller PCA is damaged
- Replace output device on controller board

67 - SERVICE/PRINTER ERROR

HP 2, 2D, 2P, 2P+, 3, 3D, 3P, 4, 4+, 5, 4P

- Reseat any printer accessories
- Defective formatter board

HP 4Si

- Temporary printer error
- Defective paper guide plate assembly

HP 4V

- Temporary printer error
- Defective paper guide and plate assembly

HP 5Si

- FRU not installed properly
- Reinstall the FRU

67 - MEMORY ERROR

HP 3Si, 4Si, 4V

- Defective SIMMs

HP 8500

- Replace controller board

68 - ERROR IN NVRAM, SERVICE ERROR NVRAM FULL

ALL

- Temporary error, Cycle power on and off
- Defective formatter board

HP 5P, 6P 68 ERROR

- Remove EIO / network card (will be reset if not removed)
- Perform NVRAM initialization by holding down the Reset button for more than 20 seconds while power on the printer
- If error persists replace the formatter board

HP 4, 4+, 4P 68 ERROR

- Remove EIO / network card (will be reset if not removed)
- Perform NVRAM initialization
- If error persists replace the formatter board

68 - ERROR IN NVRAM, SVC ERROR NVRAM FULL (cont.)

HP 3Si, 4Si, 4V

- Defective SIMMs
- Replace memory SIMMs

HP 5, 5Si 68 ERROR

- Remove EIO / network card (will be reset if not removed)
- Perform NVRAM initialization
- If problem persists, replace formatter board

HP 1200, 2200, 3100, 3150, 3200, 4100 68 ERROR

- Remove EIO / network card (will be reset if not removed)
- Print a configuration page and check the printer settings to determine which values have changed
- Hold down Cancel Job Button while turning the printer on

HP 1200, 2200, 3100, 3150, 3200, 4100 ERROR 68.X PERMANENT STORAGE FULL

- Print a configuration page and check the printer settings to determine which values have changed
- Remove EIO / network card (will be reset if not removed)
- Hold down Cancel Job Button while turning the printer on
- Replace the formatter

HP 1100, 2100, 4000, 4050, 8000, 8100, 8150 ERROR 68 NVRAM FULL

- Print a configuration page and check the printer settings to determine which values have changed
- Remove EIO / network card (will be reset if not removed)
- Hold down Cancel Job Button while turning the printer on
- Replace formatter board

HP 2300 ERROR 68.X STORAGE ERROR

- Press the Select button to clear the error and continue printing
- Remove disk (Flash or Hard disk)
- Replace the hard disk
- Replace the flash memory

HP LASER PRINTERS 5000, 5100 (ERROR 68 NVRAM ERROR CHECK SETTINGS) and (ERROR 68 NVRAM FULL)

- Print a configuration page and check the printer settings to determine which values have changed
- Hold down (Cancel Job) Button while turning the printer on
- Replace formatter board

HP LASER PRINTER 4200, 4300 ERROR 68.X PERMANENT STORAGE

- Print a configuration page and check the printer settings to determine which values have changed
- Perform an NVRAM initialization
- Replace formatter board

HP LASER PRINTER 4200, 4300 ERROR 68.0, 68.1 PERMANENT STORAGE FULL, PERMANENT STORAGE FULL

- Use HP Web jet admin software to delete files from hard disk
- Reinitialize the hard disk
- Replace the hard disk
- Replace formatter board

68 - ERROR IN NVRAM, SVC ERROR NVRAM FULL (cont.)

HP COLOR 4500, 4550

- NVRAM error
- Change formatter board

HP COLOR 4600, 5500 68.0, 68.1 PERMANENT STORAGE ERROR, PERMANENT STORAGE FULL, PERMANENT WRITE FAILED

- If 68.0 error persists, execute an NVRAM initialization
- Use HP Web jet admin software to delete files from the disk drive
- Reinitialize hard disk
- Replace hard disk
- Replace formatter board

HP COLOR 8500, 8550 ERROR NVRAM SETTINGS CHANGED

- Recoverable error detected in NVRAM
- Perform a cold reset
- Replace NVRAM DIMM
- Replace formatter board

HP COLOR 8500, 8550 ERROR NVRAM FULL SETTINGS LOST

- Indicates that the NVRAM is full and the printer is unable to write new data
- Perform a cold reset

HP 9000 ERROR 68.X NVRAM OR HARD DISK PERMANENT STORAGE WRITE FAILURE

- Reseat the hard disk
- Reinitialize the hard disk
- Replace the hard disk

HP 9000 ERROR 68.0 PERMANENT STORAGE

- Print a configuration page
- Perform a NVRAM initialization and re-enter the configuration information
- Replace the formatter board

HP 9000 ERROR 68.1 NVRAM OR HARD DISK IS FULL

- Reseat the hard disk
- Reinitialize the hard disk
- Replace the hard disk

69 - DUPLEXER

ALL (HP 2 to 5Si SERIES)

- Defective I/O - Formatter board
- Defective formatter PCA

HP 1200, 2200, 3100, 3150 FAX, 3200 FAX, 4100

- Temporary duplexer error
- Reseat duplexer
- Replace duplexer

HP 1100, 2100, 2300, 4000, 4050, 5000, 5100, 8000, 8100, 8150

- Duplexer side adjust has failed
- Turn the printer off and then on
- Reseat the duplexer assembly
- Replace the duplexer assembly



69 – DUPLEXER (continued)

HP 4200, 4300

- Duplexer is not functioning
- Reseat duplexer
- Replace the duplexer assembly

HP 4500, 4550

- Duplex mechanism failure
- Duplex slide adjust has failed
- Temporary error

HP 9000

- Temporary duplexer error
- Reseat duplexer
- Perform a service test
- Perform a paper path test
- If error persists replace duplex unit

70, 71 - FAULTY MIO CARD OR SIMMS

ALL

- Personality cartridge or SIMM installed in font or SIMM slot is incompatible with the printer
- **Replace with compatible or SIMM**

HP 5Si

- Faulty MIO card or cards
- Replace MIO card or cards

72 - DEFECTIVE FONT CARTRIDGE OR FORMATTER BOARD

ALL

- Font cartridge removed during formatter access
- Defective font cartridge
- Replace font cartridge
- Defective formatter board
- Replace formatter board

79 - CRITICAL HARDWARE ERROR

ALL

- Software/ drivers, Memory, Font-MACRO-Personality cartridge, Optional I/O cards or Bad network card
- Defective formatter board
- Replace formatter board
- Replace the I/O card or the Network card

HP 4, 4+, 5

- Defective toner cartridge
- Replace toner cartridge
- Software communications error between network and printer
- Replace network card
- Replace formatter board

79.XX.YY ERROR

- Turn printer off then on
- Try printing a job from a different software program
- Replace network cable and cycle power
- Remove network card and cycle power
- Remove DIMMs one at a time and cycle power

79 - CRITICAL HARDWARE ERROR (continued) (79.XX.YY)

- Try using parallel interface to test the formatter board
- Remove network card, then perform a cold reset
- If network cable is removed and error persists, replace the EIO card or network card
- Replace firmware DIMMs
- Replace formatter board

HP 3200

- Temporary firmware error
- Upgrade the formatter firmware or replace the firmware DIMM with the latest version of the firmware
- Replace firmware DIMM
- Replace formatter

HP 4100

- Temporary communication error
- Software error
- Turn printer off, disconnect from network and turn printer back on to isolate printer

HP 1100, 2100, 4000, 4050, 8000

- Turn printer off, then on
- Remove network cable or parallel cable then power cycle the printer
- If error persists, remove network card
- If error persists, replace formatter board, firmware chip, network card

HP 4200, 4300

- Turn printer off, then on
- Reseat formatter and firmware DIMM
- Upgrade firmware on formatter board and network card
- Replace firmware DIMM
- Replace formatter board

HP5000, 51000, 5Si, 8100, 8150

- Turn printer off, then on
- Try printing from different software
- Replace the network cable and cycle power
- Remove network card and cycle power
- Remove DIMMs one at a time and cycle power
- Upgrade firmware DIMM or replace the firmware DIMM
- Try using parallel interface to test the formatter board
- With network removed, perform a cold reset
- Remove the hard disk and cycle power
- If network cable is removed change the network card, formatter board, firmware chip

HP COLOR LASER PRINTER 4500, 4550

- Temporary error
- Software error
- Replace firmware DIMM
- Replace jet direct card
- Replace formatter board

HP COLOR 4600, 5500

- A critical hardware error has occurred
- Turn printer off, then on
- Reseat formatter and the DIMMs
- Replace DIMMs
- Replace the formatter board

79 - CRITICAL HARDWARE ERROR (continued) (79.XX.YY)

HP COLOR 8500, 8550

- Firmware has detected a hardware failure within the formatter
- Replace the formatter board

HP 9000

- Critical hardware error has occurred
- Turn printer off, then on
- Software error-print from different software
- Replace or reseat interface cable
- Try using parallel interface
- Upgrade to latest firmware
- Remove hard disk and turn printer off, then on
- If error persists replace formatter board

80 - DEFECTIVE NETWORK CARD, OR FORMATTER BOARD

ALL

- Improper MIO connection
- Replace the network cable
- Defective MIO / Network card
- Replace Network card
- Replace the formatter board

HP 1200, 2200, 3100, 3150, 3200, 4100

- Temporary printer error, disconnect the power cable from the product, wait at least 30 seconds, reconnect the power cable, and then wait for the product to initialize
- If error persists replace formatter board

HP 4500

- EIO error
- Replace jet direct / EIO card

HP 8500

- Memory card error

HP 9000

- Temporary network card error
- Reseat network card in a different EIO slot
- Replace the network card

81 - DEFECTIVE NETWORK CARD, OR FORMATTER BOARD

ALL

- Unplug network cable or parallel cable from the printer and then turn it off and then on, if error went away then it was a bad communication from the network or the computer
- If error persists while printer is disconnected from the network or computer, replace the following:
- Replace EIO / network card
- Replace formatter board

HP LASER PRINTERS 1200, 2200, 3100, 3150, 4100

- Temporary printer error, disconnect the power cable from the product, wait at least 30 seconds, reconnect the power cable, and then wait for the product to initialize
- If error persists replace the formatter board

81 - DEFECTIVE NIC, OR FORMATTER BD. (continued)

HP LASER PRINTER 5000, 5100

- The printer has detected an error with the network card
- Reseat the network card
- Turn printer off, then on
- Put network card in a different slot
- Replace network card

HP LASER PRINTER 4200, 4300

- EIO accessory card in slot X has encountered a critical error
- Reseat EIO / Network card
- Replace EIO / Network card
- Replace formatter board

HP LASER PRINTERS 9000

- Temporary error has occurred while testing the printer
- Turn printer off, then on
- If error persists replace the formatter board

89 - POSTSCRIPT ROM FAILURE

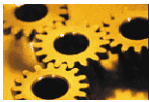
ALL HP LASER PRINTERS

- Bent or broken pins on postscript ROMs
- Improperly located ROMs or SIMMs
- Temporary error, turn printer off, then on
- Defective postscript ROMs or SIMMs

99 - FIRMWARE UPGRADE

HP 9000

- Firmware flash failure
- Download and install firmware flash upgrade
- Replace the flash Firmware DIMM



Maintenance Message Resets:

To clear the Maintenance Service Message from the LCD display:

HP 3Si:

1. Press **ONLINE** until the light goes off
2. Hold down **MENU** until **PCL CONFIG MENU** appears
3. Press the **MENU** key until **SERVICE MSG=ON*** appears
4. Press the **+ or -** key to change display to **SERVICE MSG=OFF**
5. Press **ENTER/RESET MENU** key to turn message off, the ***** should appear, then press **ONLINE**

HP 4Si:

1. Press **ONLINE** until the light goes off
2. Press **MENU** until **CONFIG MENU** appears
3. Press the **ITEM** key until **SERVICE MSG=ON*** appears
4. Press the **+ or -** key to change display to **SERVICE MSG=OFF**
5. Press the **ENTER** key to turn message off, the ***** should appear, then press **ONLINE**

HP 5Si:

1. Press **MENU** key 4 times for **CONFIG MENU**
1. Press **ITEM** to display **SERVICE MESSAGE=OFF**
1. Press **ENTER**
1. Press **ONLINE**

HP 4000/ 4050/ 4100/ 5000/ 5100:

1. Turn the printer off
2. Hold down the left side of the **ITEM** and **VALUE +/-** keys, turn the printer on and wait until **RESET MAINTENANCE COUNT** is displayed and then release the keys

HP 4200/ 4300:

1. Turn The Printer off
2. Hold down the **SELECT** button, and then turn on the printer. Continue holding the **SELECT** button until all three printer control-panel lights flash once and then remain on (may take up to 10 seconds)
3. Press the **UP ARROW** button to scroll to **NEW MAINTENANCE KIT**
4. Press the **SELECT** button to reset the maintenance-kit counter

HP 4500/ 4550:

1. Turn the printer off
2. Hold down the **CANCEL JOB** and **SELECT** keys and turn the printer on, then wait until the display goes blank and the three LED's come on
3. Press the right side of the **MENU** key, then press the **SELECT** key
4. You will enter **SERVICE MODE** after the normal test completes
5. Press the **ITEM** key until the **FUSER MAINTENANCE COUNT** appears
6. Press **VALUE +/-** to change to zero
7. Press **SELECT** to save
8. Press **GO**; the printer should return to **READY**

HP 8000/ 8100/ 8150 Printers:

1. Press the **MENU** button until the display reads **CONFIGURATION MENU**
2. Press the **ITEM** button until the display reads **SERVICE MESSAGE = ON/OFF**
3. Select **OFF***
4. Press **SELECT** to save
4. Turn printer off
6. Hold the **VALUE MINUS** and **ITEM MINUS** buttons while turning the printer back on Hold buttons down until display reads **RESET MAINT/COUNT** and then release both buttons

HP 9000 Printers:

1. Turn the printer off
2. Press and hold the **CHECK** key
3. Power on the printer
4. Release the **CHECK** key after all three lights come on The display should read **SELECT LANGUAGE**
5. Press the up arrow until **MAINTENANCE KIT** is displayed, then press the **CHECK** key again and the maintenance kit count has been reset

HP Color LaserJet 4500/ 4550 Printers (TRANSFER KIT RESET):

1. Press the **MENU** button until the **RESETS MENU** is displayed
2. Press the **ITEM** button until **TRANSFER KIT SELECT IF DONE** is displayed
3. Press the **SELECT** button

HP Color LaserJet 4500/ 4550 Printers (FUSER KIT RESET):

1. Press the **MENU** button until the **RESETS MENU** is displayed
2. Press the **ITEM** button until **FUSER KIT SELECT IF DONE** is displayed
3. Press the **SELECT** button
4. Press the **GO** button to return to **READY**

HP Color LaserJet 4600 Printer (IMAGE TRANSFER KIT (ETB) RESET):

1. After Maintenance is performed, the display should read **NEW TRANSFER KIT =**
2. Press the down arrow to highlight **YES**, then press the **✓** button to reset Or enter **CONFIGURE DEVICE** in menus, choose **RESETS** then **RESET SUPPLIES**, choose **NEW TRANSFER KIT** and select

HP Color LaserJet 4600 Printer (FUSER KIT RESET):

1. After Maintenance is performed, the display should read **NEW FUSER KIT =**
2. Press the down arrow to highlight **YES**, then press the **✓** button to reset Or enter **CONFIGURE DEVICE** in menus, choose **RESETS** then **RESET SUPPLIES**, choose **NEW FUSER KIT** and select

HP Color LaserJet 8500/ 8550 Printers (TRANSFER KIT RESET):

1. Press the **MENU** button until the **RESETS MENU** is displayed
2. Press the **ITEM** button until **RESET TRANSFER LIFE COUNT** is displayed
3. Press the **SELECT** button to reset, then **GO** to return to **READY**

HP Color LaserJet 8500/ 8550 Printers (FUSER KIT RESET):

1. Press the **MENU** button until the **RESETS MENU** is displayed
2. Press the **ITEM** button until **RESET FUSER LIFE COUNT** is displayed
3. Press the **SELECT** button to reset
4. Press the **GO** button to return to **READY**

HP Test Page / Config Page Procedures:

HP 2, 3, 3Si

1. Take printer off line
2. Press **"TEST"** button for 5 seconds ("05 SELF TEST" will appear on LCD)
3. Wait for test page to print

HP 2P, 2P+, 3P

1. Take printer off line
2. Press **"ALT"** and **"TEST"** button simultaneously ("05 SELF TEST" will appear on LCD)
3. Wait for test page to print

HP 4, 4+, 5, 4P, 4V, 4Si, 5Si

1. Take printer off line
2. Press **"MENU"** button to scroll through menu until **"TEST MENU"** appears on display
3. Press **"ITEM"** until **"SELF TEST"** appears on display
4. Press **"ENTER"**
5. Wait for test page to print

HP 4000, 4050, 4100, 5000, 5100, 8000, 8050, 8100, 8150, CLJ 4500, CLJ 4550, CLJ 8500, CLJ 8550

1. Take printer off line
2. Press **"MENU"** button to scroll through menu until "INFORMATION MENU" appears on display
3. Press **"ITEM"** until "PRINT CONFIGURATION" or "PRINT CONFIG PAGE" appears on display
4. Press **"SELECT"**
5. Wait for test page to print

HP 2300, 4200, 4300, 9000, CLJ 4600, CLJ 5500, CLJ 9500

1. Press **"✓"** button to enter menus
2. Press **"UP"** or **"DOWN"** button to go to "INFORMATION"
3. Press **"✓"** button to select
4. Press **"UP"** or **"DOWN"** button to go to "PRINT CONFIGURATION"
5. Press **"✓"** button to select
6. Wait for test

HP 4L, 1100

1. Press **"GO"** button, then release
2. Wait for test page to print

HP 5L, 6L, 5P, 6P, 1150, 1200, 1300, 2100, 2200, CLJ 1500, CLJ 2500

1. Press **"GO"** and **"JOB CANCEL"** buttons simultaneously, then release
2. Wait for test page to print