

# Control-panel messages

**Table 7-12 Control-panel messages**

Control panel message	Description	Recommended action
<b>Output Bin Full Remove all paper from bin</b>	The output bin is full and must be emptied for printing to continue.	Empty the bin to continue printing.
<b>10.00.YY Supply memory error</b>	<p>The product is unable to read the cartridge data. The print cartridge is present but defective.</p> <ul style="list-style-type: none"> <li>• 10.00.00 Supply memory error (black print cartridge)</li> <li>• 10.00.01 Supply memory error (cyan print cartridge)</li> <li>• 10.00.02 Supply memory error (magenta print cartridge)</li> <li>• 10.00.03 Supply memory error (yellow print cartridge)</li> <li>• 10.10.00 Supply memory error (e-label for the black print cartridge)</li> <li>• 10.10.01 Supply memory error (e-label for the cyan print cartridge)</li> <li>• 10.10.02 Supply memory error (e-label for the magenta print cartridge)</li> <li>• 10.10.03 Supply memory error (e-label for the yellow print cartridge)</li> <li>• 10.10.05 Supply memory error (e-label for the black image drum)</li> <li>• 10.10.06 Supply memory error (e-label for the cyan image drum)</li> <li>• 10.10.07 Supply memory error (e-label for the magenta image drum)</li> <li>• 10.10.08 Supply memory error (e-label for the yellow image drum)</li> </ul>	<ol style="list-style-type: none"> <li>1. Open the front door and remove the print cartridge, and then reinsert it.</li> <li>2. Close the front door. If the message reappears, turn the product off and then on.</li> <li>3. If the error reappears, replace the print cartridge.</li> </ol>
<b>11.XX Internal clock error To continue touch OK</b>	The product's real time clock experienced an error.	<p>Whenever the product is turned off and then turned on again, set the time and date at the control panel. See the user guide for more information.</p> <p>If the error persists, you might need to replace the formatter.</p>
<b>13.01 Jam In Tray 3</b>	The leading edge of the paper fed from Tray 3 stopped before reaching the media feed sensor (SR4).	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.04 Jams inside right door</b>	The paper stopped at the registration sensor (A).	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.05 Fuser area jam</b>	The leading edge of the paper stopped between registration and the input to the	Follow the onscreen instructions to locate and remove the paper or obstruction.

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
	fuser. The paper did not reach the loop sensors (SR14, SR15)	
<b>13.06 Fuser area jam</b>	The paper stopped at the fuser-delivery sensor (D).	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.12 Jam inside right door</b>	The duplex refeed paper stopped before it reached duplex re-pickup sensor (SR22).	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.13 Jam inside right door</b>	The duplex refeed paper stopped between the duplex re-pickup sensor (SR22) and registration.	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.1C Fuser Wrap Jam</b>	The paper is stopped in the fuser.	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.20 Jams inside right door</b>	The paper is stopped at either the registration sensor (SR8), the loop sensors (SR14,SR15) or the fuser-delivery sensor (SR5).	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.21 Jams inside right door</b>	Either the front or right side door was opened while paper was in the path.	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.2E Paper Late Jam Near Fuser at Sensors F - J</b>	The paper stopped between the fuser-output sensor (F) and the output-bin-full sensor (J).	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.30.00 Jam in Tray 1</b>	Paper being fed from Tray 1 did not reach registration sensor.	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.30.00 Jam in Tray 2</b>	Paper from Tray 2 did not reach registration sensor (SR8).	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>13.30.00 Jam inside lower right door</b>	Paper being fed from Tray 3 did not reach registration sensor.	Follow the onscreen instructions to locate and remove the paper or obstruction.
<b>20 INSUFFICIENT MEMORY To continue touch OK</b>	The product does not have enough memory to print the page.	Touch <b>OK</b> to print a partial page. Reduce the page complexity or add product memory.
<b>22 - USB I/O buffer overflow To continue touch OK</b>	The product's USB buffer overflowed during a busy state.	Touching <b>OK</b> resumes printing but results in a loss of data.
<b>22 EMBEDDED I/O BUFFER OVERFLOW To continue touch OK</b>	Too much data was sent to the embedded HP Jetdirect print server. An incorrect communications protocol might be in use.	Touch <b>OK</b> to print the transferred data. Some data might be lost. Check the host configuration.
<b>30.01.02 Scanner failure</b>	The document feeder is jammed.	<ol style="list-style-type: none"> <li>1. Remove all originals from the document feeder.</li> <li>2. Open the document feeder top cover and check for torn paper or other objects, such as paper clips.</li> </ol>
<b>30.01.03 Scanner failure</b>	An ADF pickup failure occurred.	<ol style="list-style-type: none"> <li>1. Verify that the original documents are not damaged. If one edge is damaged, try rotating the originals.</li> <li>2. Verify that the document feeder guides are not too tight against the stack of originals.</li> <li>3. Clean or replace the document feeder rollers and the separation pad.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>30.01.08 Scanner failure</b>	The scanner carriage is locked or it has not returned to the home position within the expected time.	<ol style="list-style-type: none"> <li>1. Verify that the scanner is not locked.</li> <li>2. Verify that the scanner carriage can move freely. If it cannot move, replace the scanner. See <a href="#">Scanner assembly on page 242</a>.</li> </ol>
<b>30.01.14 Scanner failure</b>	The SCB firmware failed.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the SCB. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>
<b>30.01.18 Scanner failure</b>	The SCB ASIC failed.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the SCB. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>
<b>30.01.19 Scanner failure</b>	The scanner lamp failed.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the scanner. See <a href="#">Scanner assembly on page 242</a>.</li> </ol>
<b>30.01.23 Scanner failure</b>	A scanner calibration error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the scanner. See <a href="#">Scanner assembly on page 242</a>.</li> </ol>
<b>30.01.25 Scanner failure</b>	The scanner-control board (SCB) cannot communicate with the product.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Check the SCB LED.</li> <li>3. Verify that the SCB connections are correct.</li> <li>4. Verify the cable from the scanner to the formatter is not plugged in backwards.</li> <li>5. Replace the SCB. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>
<b>30.01.36 Scanner failure</b>	An error occurred during the SCB firmware upgrade.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Resend the firmware upgrade.</li> <li>3. Replace the SCB. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>
<b>30.01.39 Scanner failure</b>	There was an AFE1 (analog front-end) failure.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the scanner. See <a href="#">Scanner assembly on page 242</a>.</li> </ol>
<b>30.01.40 Scanner failure</b>	The scanner AFE 2 failed.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the scanner. See <a href="#">Scanner assembly on page 242</a>.</li> </ol>
<b>30.01.41 Scanner failure</b>	There was a SCB error.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the SCB. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>30.01.42 Scanner failure</b>	The PCI-E (peripheral component interconnect express) cable is faulty or disconnected.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Check the PCI-E cable connections at the SCB and the ICB.</li> <li>3. Replace the PCI-E cable. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>
<b>30.01.43 Scanner failure</b>	The SCB memory has failed.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the SCB. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>
<b>30.01.44 Scanner failure</b>	Communication failed on the SCB.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the SCB. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>
<b>30.01.45 Scanner failure</b>	The SCB has failed.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Replace the SCB. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>
<b>30.01.46 Scanner failure</b>	The SCB enumeration failed.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Check the PCI cable at the scanner and formatter.</li> <li>3. Check the SCB connections.</li> <li>4. Replace the SCB. See <a href="#">Scanner-control board (SCB) on page 279</a>.</li> </ol>
<b>40 Embedded I/O Bad Transmission To continue touch OK</b>	A temporary printing error occurred. The connection between the product and the EIO card in the specified slot has been broken.	Touch <b>OK</b> to clear the error message and continue printing. Turn the product off and then on.
<b>41.3 Load Tray &lt;XX&gt;: [Type] [Size]</b>	The specified tray is loaded with media that is longer or shorter in the feed direction than the size adjusted for the tray. This message also appears if two or more sheets of media stick together in the product or if the tray is not adjusted correctly. If using glossy paper, ensure that it has been acclimated.	Touch <b>OK</b> to use another tray. Reconfigure the size in a tray so that the product will use a tray that is loaded with the correct media size. If the message does not clear automatically from the control-panel display, turn the product off and then on.
<b>41.5 Load Tray &lt;XX&gt;: [Type], [Size] To use another tray, touch OK</b>	<p>The product detected an unexpected paper size. There is a tray type mismatch.</p> <p>The tray is a cassette and there is another tray available for use.</p>	To continue, load the tray with the size and type indicated. Or, if another tray is available, touch <b>OK</b> to use it. This problem affects printing, but some scan functions might still be available.
<b>41.X ERROR</b>	A temporary printing error occurred.	Touch <b>OK</b> to clear the error. If the error is not cleared, turn the product off and then on.
<b>49.XXXXX ERROR To continue turn off then on</b>	<p>A firmware error has occurred.</p> <p>This type of error can be caused by corrupted print jobs or software program issues, non product-specific printer drivers, poor-quality USB or network cables, bad network connections or incorrect network configurations, invalid firmware operations, or unsupported accessories.</p>	<p>The following steps should help to identify possible causes and a resolution to the error condition:</p> <ol style="list-style-type: none"> <li>1. Turn the product off then on. If the error returns, disconnect all interface cables and turn the product off and then on again.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		<p>If the error recurs only after connecting one of the interface cables or it happens randomly, go to step 2.</p> <p>If the error returns after the second time you turn the product off and on, follow these steps:</p> <ol style="list-style-type: none"> <li>a. The error has been isolated to when the product is in stand-alone condition. Turn the product off and remove the hard drive, fax card (if equipped), any HP paper-handling accessories, all third-party DIMMs (leave the minimum HP memory installed), and all third-party accessories.</li> <li>b. After you have removed all components, turn the product on and print a configuration page. <p>If the configuration page prints, the error has been isolated to one or more components you removed. Go to step c.</p> <p>If the configuration page does not print, go to step e.</p> </li> <li>c. Turn the product off, reinstall one of the components onto the formatter, and turn the product on. Print the configuration page after the individual component is added.</li> <li>d. Continue reinstalling one component at a time and printing the configuration page until you identify the faulty component. Replace the faulty component, or contact the third-party accessory supplier.</li> <li>e. If the configuration page did not print in step b, turn the product off and reinstall all components removed from the formatter. Reinstall the formatter.</li> <li>f. Perform a Cold Reset, Disk INIT and NVRAM INIT. <p><b>NOTE:</b> Customer settings or data from the disk might be lost.</p> </li> <li>g. If the product does not come to a ready state after performing all steps listed above, contact your Hewlett Packard support center.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		<p><b>NOTE:</b> HP LaserJet formatter PCAs are rarely the cause of 49 service errors. Do not replace the formatter unless troubleshooting identifies it as the cause.</p> <ol style="list-style-type: none"> <li>2. If the error clears after turning the product off and then on, it is possible that a print job, an action performed on the product, or a connectivity issue is responsible for the error.               <ol style="list-style-type: none"> <li>a. If the error recurs only after connecting an interface cable try the following actions, if applicable:                   <ul style="list-style-type: none"> <li>● Try a new cable.</li> <li>● Move the product to a new network port, fax-line port, or USB port.</li> <li>● Verify that all unused network protocols are disabled and that all settings are correctly set for the network configuration being used.</li> <li>● Reset the fax settings to factory defaults. Configure only the basic settings needed to operate: country/region, company name, and fax number.</li> <li>● Verify that the fax card firmware revision is the correct version for the formatter firmware version on the product.</li> </ul> </li> <li>b. If the error happens only when performing certain actions, such as making a copy, sending an e-mail, or sending a fax, try the following actions, if applicable:                   <ul style="list-style-type: none"> <li>● Try different configuration settings</li> <li>● Increase or decrease the file resolution</li> <li>● Use black and white file format instead of color, or vice-versa.</li> <li>● Use different file formats, for example .PDF or .TIFF.</li> <li>● Use different copy settings, such as eliminating duplex printing or printing multiple pages on one sheet.</li> </ul> </li> </ol> </li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
50.1 FUSER ERROR	The fuser has experienced a low-temperature error.	<ul style="list-style-type: none"> <li>● Reduce the number of originals.</li> <li>● Reset the fax settings to factory defaults. Configure only the basic settings needed to operate: country/region, company name, and fax number.</li> <li>● Verify that the fax card firmware revision is the correct version for the formatter firmware version on the product.</li> </ul> <p><b>c.</b> If the error occurs only when printing a job, try the following actions:</p> <ul style="list-style-type: none"> <li>● Verify that the printer driver is correct for your product.</li> <li>● Try printing another file from the same software program or from another software program.</li> <li>● Reduce the number of features being used in the print job, such as printing watermarks, printing multiple pages on one sheet, or using job-storage features.</li> <li>● If other files or software programs are successful, try making changes to the file, such as using different fonts, changing driver settings, or printing with another driver language, such as PCL 6.</li> </ul> <p><b>d.</b> If the error continues to occur, update the product firmware. Obtain the latest firmware from <a href="http://www.hp.com/go/cljcm3530mfp_firmware">www.hp.com/go/cljcm3530mfp_firmware</a>.</p> <p><b>3.</b> If the error persists after performing these steps, contact your Hewlett Packard support center.</p> <p><b>1.</b> Remove any paper jams from the fuser area.</p> <p><b>2.</b> Remove the fuser. Check the connector (J50) between the fuser and the product. Replace the cable or fuser if the connector is damaged.</p> <p><b>3.</b> If the problem persists, replace the fuser. See <a href="#">Fuser on page 200</a>.</p>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>50.2 FUSER ERROR</b>	The fuser has experienced a warm-up error.	<ol style="list-style-type: none"> <li>1. Reinstall the fuser. Check the connector (J50) between the fuser and the product. Replace the cable or fuser if the connector is damaged.</li> <li>2. Reconnect the connectors (J138, J115) of the DC controller PCA. Reconnect connector (J60), on the power line between the low voltage power supply and the fuser.</li> <li>3. If the problem persists, replace the fuser. See <a href="#">Fuser on page 200</a>.</li> </ol>
<b>50.3 FUSER ERROR</b>	The fuser has experienced a high-temperature error.	<ol style="list-style-type: none"> <li>1. Reinstall the fuser. Check the connector (J50) between the fuser and the product. Replace the cable or fuser if the connector is damaged.</li> <li>2. If the problem persists, replace the fuser. See <a href="#">Fuser on page 200</a>.</li> </ol>
<b>50.4 FUSER ERROR</b>	The fuser driver circuit has experienced an error.	<ol style="list-style-type: none"> <li>1. Check the power source. If a power generator is used, improve the situation.  <b>NOTE:</b> If the product does not meet the power requirement of 43 to 67Hz frequency, the fuser temperature control does not work, which causes a malfunction.</li> <li>2. Reconnect connector (J101) on the DC controller PCA.</li> <li>3. If the problem persists, replace the low-voltage power supply. See <a href="#">Low-voltage power supply (LVPS) on page 273</a>.</li> </ol>
<b>50.5 FUSER ERROR</b>	The fuser has experienced a type-mismatch error.	<ol style="list-style-type: none"> <li>1. Reinstall the fuser. Check the connector (J50) between the fuser and the product. Replace the cable or fuser if the connector is damaged.</li> <li>2. Reconnect the connector (J139) on the DC controller PCA.</li> <li>3. If the problem persists, replace the fuser. See <a href="#">Fuser on page 200</a>.</li> </ol>
<b>50.7 FUSER ERROR</b>	The fuser has experienced a pressure release mechanism error.	<ol style="list-style-type: none"> <li>1. Reconnect the connectors (J117, J123) on the DC controller PCA.</li> <li>2. Run the sensor test to test the fuser pressure-release sensor (H) SR7. If the sensor is defective, replace the fuser. See <a href="#">Fuser on page 200</a>.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>50.8 FUSER ERROR</b>	The fuser has experienced a low-temperature error.	<ol style="list-style-type: none"> <li>1. Remove any paper jams from the fuser area.</li> <li>2. Reinstall the fuser. Check the connector (J50) between the fuser and the product. Replace the cable or fuser if the connector is damaged.</li> <li>3. If the problem persists, replace the fuser. See <a href="#">Fuser on page 200</a>.</li> </ol>
<b>50.9 FUSER ERROR</b>	The fuser has experienced a high-temperature error.	<ol style="list-style-type: none"> <li>1. Reinstall the fuser. Check the connector (J150) between the fuser and the product. Replace the cable or fuser if the connector is damaged.</li> <li>2. If the problem persists, replace the fuser. See <a href="#">Fuser on page 200</a>.</li> </ol>
<b>51.1Y Error To continue turn off and then on</b>	<p>There is a beam detect error.</p> <ul style="list-style-type: none"> <li>• 51.10=black</li> <li>• 51.11=cyan</li> <li>• 51.12=magenta</li> <li>• 51.13=yellow</li> </ul>	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Check the flat flexible cable (FFC) connections to the laser scanners. Also check connectors J111 and J110 at the DC controller, and check connectors J503 and J501 at the laser scanners</li> <li>3. Replace the specific laser scanner. See <a href="#">Laser/scanner assembly (C/Bk) on page 332</a> or <a href="#">Laser/scanner assembly (Y/M) on page 325</a>.</li> </ol>
<b>51.2Y Error To continue turn off and then on</b>	<p>There is a laser error.</p> <ul style="list-style-type: none"> <li>• 51.20=black</li> <li>• 51.21=cyan</li> <li>• 51.22=magenta</li> <li>• 51.23=yellow</li> </ul>	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Check the connectors on the laser scanner.</li> <li>3. Replace the specific laser scanner. See <a href="#">Laser/scanner assembly (C/Bk) on page 332</a> or <a href="#">Laser/scanner assembly (Y/M) on page 325</a>.</li> </ol>
<b>52.00 Error To continue turn off and then on</b>	The laser scanner experienced a startup error.	<ol style="list-style-type: none"> <li>1. Perform the laser scanner component tests in the <a href="#">Troubleshooting</a> menu.</li> <li>2. Depending on the test results, perform one of the following steps: <ul style="list-style-type: none"> <li>◦ If the cyan or black component tests showed a startup failure, reconnect the connectors of the cyan/black scanner motor (J56 and J58) and the DC controller PCA (J106).</li> <li>◦ If the yellow or magenta component tests showed a startup failure, reconnect the connectors of the yellow/magenta scanner motor (J55 and J57) and the DC controller PCA (J106).</li> </ul> </li> <li>3. Replace the cyan/black laser scanner unit or the yellow/magenta laser</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		scanner unit. See <a href="#">Laser/scanner assembly (C/Bk) on page 332</a> or <a href="#">Laser/scanner assembly (Y/M) on page 325</a> .
<b>52.20 Error To continue turn off and then on</b>	The laser scanner experienced a rotational error.	<ol style="list-style-type: none"> <li>1. Perform the laser scanner component tests in the <a href="#">Troubleshooting</a> menu.</li> <li>2. Depending on the test results, perform one of the following steps: <ul style="list-style-type: none"> <li>◦ If the cyan or black component tests showed a startup failure, reconnect the connectors of the cyan/black scanner motor (J56 and J58) and the DC controller PCA (J106).</li> <li>◦ If the yellow or magenta component tests showed a startup failure, reconnect the connectors of the yellow/magenta scanner motor (J55 and J57) and the DC controller PCA (J106).</li> </ul> </li> <li>3. Replace the cyan and black laser-scanner assembly or the yellow and magenta laser-scanner assembly. See <a href="#">Laser/scanner assembly (C/Bk) on page 332</a> or <a href="#">Laser/scanner assembly (Y/M) on page 325</a>.</li> </ol>
<b>53.10.0X Unsupported DIMM</b>	An unsupported DIMM is installed.	Turn the product off, and then replace the DIMM that caused the error.
<b>54.01 Error</b>	The environmental sensor experienced an error.	<ol style="list-style-type: none"> <li>1. Reconnect the connector of the DC controller PCA (J108).</li> <li>2. Replace the environmental sensor. See <a href="#">Delivery fan, cartridge fan, and environmental sensor on page 285</a>.</li> </ol>
<b>55.00.YY DC Controller Communication Error To continue turn off and then on</b>	The DC controller experienced a communication error.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Perform an engine test. See <a href="#">Engine-test button on page 386</a>.</li> <li>3. Verify the connectors on the DC controller.</li> <li>4. Replace the DC controller. See <a href="#">DC controller PCA and tray on page 270</a>.</li> </ol>
<b>55.01.YY DC Controller Memory Error To continue turn off and then on</b>	There is an error with the DC controller memory.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Perform an engine test. See <a href="#">Engine-test button on page 386</a>.</li> <li>3. Verify the connectors on the DC controller.</li> <li>4. Replace the DC controller. See <a href="#">DC controller PCA and tray on page 270</a>.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>55.02.YY Outgoing Parity Error To continue turn off and then on</b>	There is a DC controller outgoing parity error.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Perform an engine test. See <a href="#">Engine-test button on page 386</a>.</li> <li>3. Verify the connectors on the DC controller.</li> <li>4. Replace the DC controller. See <a href="#">DC controller PCA and tray on page 270</a>.</li> </ol>
<b>55.03.YY No Engine Response To continue turn off and then on</b>	DC controller no response error.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Perform an engine test. See <a href="#">Engine-test button on page 386</a>.</li> <li>3. Verify the connectors on the DC controller.</li> <li>4. Replace the DC controller. See <a href="#">DC controller PCA and tray on page 270</a>.</li> </ol>
<b>55.04.YY Communications Timeout To continue turn off and then on</b>	There was a DC controller communications time out.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Perform an engine test. See <a href="#">Engine-test button on page 386</a>.</li> <li>3. Verify the connectors on the DC controller.</li> <li>4. Replace the DC controller. See <a href="#">DC controller PCA and tray on page 270</a>.</li> </ol>
<b>55.05 ENGINE FIRMWARE RFU ERROR</b>	Firmware upgrade failed.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Remove any third-party hardware.</li> <li>3. Resend the firmware upgrade.</li> </ol>
<b>56.01 - Illegal input To continue turn off and then on</b>	There was an illegal input.	<ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Remove any third-party hardware.</li> <li>3. Attempt the remote firmware update again.</li> <li>4. Replace the DC controller.</li> </ol>
<b>56.02 - Illegal output To continue turn off and then on</b>	There was an illegal output.	Turn the product off and then on.
<b>57.03 Error To continue turn off and then on</b>	The cartridge area cooling fan (FM2) experienced an error.	<ol style="list-style-type: none"> <li>1. Reconnect the connector J26 of the cartridge fan, connector J262 on the high voltage power supply D PCA, and connector J114 on the DC controller PCA.</li> <li>2. Immediately after turning on the product, measure the voltage between the connector J262-1 and J262-3 on the high-voltage power supply D PCA. If the voltage changes from 0 V to approximately 24 V, replace the cartridge fan.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>57.04 Error</b> To continue turn off and then on	The low-voltage power-supply fan (FM1) experienced an error.	<ol style="list-style-type: none"> <li>1. Reconnect the connector J119 on the DC controller PCA.</li> <li>2. Immediately after turning on the product, measure the voltage between the connector J119-1 and J119-3 on the DC controller PCA. If the voltage changes from 0 V to approximately 24 V, replace the power-supply fan.</li> </ol>
<b>57.07 Error</b> To continue turn off and then on	The delivery area cooling fan (FM3) experienced an error.	<ol style="list-style-type: none"> <li>1. Reconnect the connector J27 of the delivery fan, connector J262 on the high voltage power supply D PCA, and connector J114 on the DC controller PCA.</li> <li>2. Immediately after turning on the product, measure the voltage between the connector J262-4 and J262-6 on the high-voltage power supply D PCA. If the voltage changes from 0 V to approximately 24 V, replace the delivery fan.</li> </ol>
<b>59.30 Error</b> To continue turn off and then on	The fuser motor experienced a startup error.	<ol style="list-style-type: none"> <li>1. Perform the fuser motor component test in the <b>Troubleshooting</b> menu.</li> <li>2. Reconnect the connector J117 on the DC controller PCA.</li> <li>3. Replace the fuser motor. See <a href="#">Fuser motor on page 345</a>.</li> </ol>
<b>59.40 Error</b> To continue turn off and then on	The fuser motor experienced a rotational error.	<ol style="list-style-type: none"> <li>1. Perform the fuser motor component test in the <b>Troubleshooting</b> menu.</li> <li>2. Reconnect the connector J117 on the DC controller PCA.</li> <li>3. Replace the fuser motor. See <a href="#">Fuser motor on page 345</a>.</li> </ol>
<b>59.5Y ERROR</b> To continue turn off then on	<p>A drum motor has experienced a startup error.</p> <ul style="list-style-type: none"> <li>• Y=0: Black (drum motor 3) (M5) (J121)</li> <li>• Y=1: Cyan (drum motor 2) (M4) (J120)</li> <li>• Y=2: Magenta (drum motor 1) (M3) (M4) (J120)</li> <li>• Y=3: Yellow (drum motor 1) (M3) (J120)</li> </ul>	<ol style="list-style-type: none"> <li>1. Perform the drum-motors component test in the <b>DIAGNOSTICS</b> menu.</li> <li>2. Reconnect the connectors J120 or J121 on the DC controller PCA.</li> <li>3. Replace the appropriate drum motor. See <a href="#">Drum motor 1 on page 343</a> or <a href="#">Drum motor 2 or drum motor 3 on page 344</a>.</li> </ol>
<b>59.6Y ERROR</b> To continue turn off then on	<p>A drum motor has experienced a rotational error.</p> <ul style="list-style-type: none"> <li>• Y=0: Black (drum motor 3) (M5) (J121)</li> <li>• Y=1: Cyan (drum motor 2) (M4) (J120)</li> </ul>	<ol style="list-style-type: none"> <li>1. Perform the drum-motors component test in the <b>DIAGNOSTICS</b> menu.</li> <li>2. Reconnect the connectors J120 or J121 on the DC controller PCA.</li> <li>3. Replace the appropriate drum motor. See <a href="#">Drum motor 1 on page 343</a> or <a href="#">Drum motor 2 or drum motor 3 on page 344</a>.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
	<ul style="list-style-type: none"> <li>Y=2: Magenta (drum motor 1) (M3) (M4) (J120)</li> <li>Y=3: Yellow (drum motor 1) (M3) (J120)</li> </ul>	
<b>59.B0 ERROR</b> To continue turn off then on	The toner-collection unit is full.	Replace the toner-collection unit. See <a href="#">Toner-collection unit on page 190</a>
<b>59.BO CLEANING MOTOR ERROR</b> <b>REPLACE TONER COLLECTION UNIT</b>	<p>This message displays for one of the following reasons:</p> <ul style="list-style-type: none"> <li>The cleaning motor is stuck.</li> <li>The toner-collection unit is full.</li> <li>The chute at the top of the toner collection unit is clogged.</li> </ul>	Replace the toner-collection unit. See <a href="#">Toner-collection unit on page 190</a> .
<b>59.C0 Error</b> To continue turn off and then on	The developer-disengagement motor experienced a rotational error.	<ol style="list-style-type: none"> <li>Perform the <b>Alienation Motor</b> test in the <b>Component Tests</b> menu in the <b>Troubleshooting</b> menu. Verify that the cartridges are being correctly alienated.</li> <li>Check the following connectors: J25 at the motor (M10), J261 and J251 on the high voltage power supply-D PCA, and connectors J138 and J106 on the DC controller PCA.</li> <li>Perform the <b>Manual Sensor Test</b> and observe item G. The normal state is "0". Locate the in-line connector J70 in the cable that is connected to developing-home-position sensor (SR11). To find this connector, remove the left-side cover and look in the area below the support plate. Disconnect the in-line connector. The state of item G should change to "1".</li> <li>If the motor is defective, replace motor M10. If the sensor is defective, replace the main-drive assembly.</li> </ol>
<b>59.F0 ERROR</b>	The transfer unit is missing or a motor error has occurred.	<ol style="list-style-type: none"> <li>Verify that the ITB is installed correctly. Remove the ITB and manually test the alienation mechanism.</li> <li>The position of the alienation mechanism in the ITB is monitored by the primary transfer roller disengagement sensor (SR17), which is located in the rear of the black cartridge slot. Perform the manual sensor test while the ITB is removed, and observe the state of sensor "1". The normal state is "0". When you insert a piece of paper into the sensor, the state should change to "1."</li> <li>Open the right door and defeat the interlock. Perform the <b>ITB Contact/ Alienation</b> test in the <b>Component</b></li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		<p><b>Test</b> menu. Observe the alienation-drive hub, which is above the cyan cartridge.</p> <p>4. If the sensor (SR17) fails, order the rear pre-exposure assembly and replace the faulty sensor with the new sensor from the assembly.</p> <p>5. If the alienation drive hub does not rotate, the problem could be the fuser motor or the fuser-drive assembly.</p>
<b>59.XY ERROR To continue turn off then on</b>	A temporary printing error occurred.	Turn the product off and then on.
<b>60.02 Tray 2 lifting error</b>	The Tray 2 lifter motor experienced an error.	<p>1. Check the Tray-2 paper-surface sensor in the <b>Manual Sensor Test 2</b> menu in the <b>Troubleshooting</b> menu.</p> <p>2. Reconnect the connectors of the cassette lifter motor (J1920) and the DC controller PCA (J112).</p> <p>3. Replace the lifter drive unit. See <a href="#">Lifter-drive assembly on page 314</a>.</p>
<b>60.03 Tray 3 lifting error</b>	The Tray 3 lifter motor experienced an error.	<p>1. Check the Tray-3 paper-surface sensor in the <b>Manual Sensor Test 2</b> menu in the <b>Troubleshooting</b> menu.</p> <p>2. Reconnect the connectors of the cassette lifter motor (J1920) and the DC controller PCA (J112).</p> <p>3. Replace the lifter drive unit. See <a href="#">Lifter-drive assembly on page 314</a>.</p>
<b>68.X Storage error settings changed To continue, touch OK.</b>	<p>At least one of the settings saved in the non-volatile storage device is invalid and was reset to its factory default. Printing can continue, but there may be some unexpected behavior because an error occurred in permanent storage.</p> <ul style="list-style-type: none"> <li>● 68.0: The onboard NVRAM failed.</li> <li>● 68.1: The removable disk (flash or hard) failed.</li> </ul>	Touch OK to clear the message.
<b>69.X Error To continue, touch OK.</b>	A duplex error occurred.	Turn the product off and then on. This problem affects printing, but some scan functions might still be available. Touch <b>Hide</b> to remove this message and use other features.
<b>79.XXXX - ERROR To continue turn off and then on</b>	A critical hardware error occurred.	Turn the product off and then on.

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>8X.YYYY EIO ERROR To continue turn off and then on</b>	The EIO accessory card encountered a critical error, as specified by <b>YYYY</b> .	Try the following actions to clear the message: <ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. Turn the product off, reseal the EIO accessory, and then turn the product on.</li> <li>3. Replace the EIO accessory. See <a href="#">Formatter PCA on page 192</a>.</li> </ol>
<b>8X.YYYY EMBEDDED JETDIRECT ERROR</b>	The embedded HP Jetdirect print server encountered a critical error, as specified by <b>YYYY</b> .	Turn the product off and then on.
<b>ABCDEFGHIJK 10000000000</b>	The product is performing the paper path test.	To exit press the <b>Stop</b> button.
<b>ACTION NOT CURRENTLY AVAILABLE FOR TRAY X TRAY SIZE CANNOT BE ANY SIZE/ANY CUSTOM</b>	A duplexed (2-sided) document was requested from a tray that is set to <b>Any Size</b> or <b>Any Custom</b> . Duplexing is not allowed from a tray configured to <b>Any Size</b> or <b>Any Custom</b> .	Select another tray or reconfigure the tray.
<b>Authentication required</b>	Authentication is enabled for this feature or destination. A user name and password are required.	Type the user name and password, or contact the network administrator.
<b>Authentication required to use this feature</b>	A user name and password are required.	Type the user name and password, or contact the network administrator.
<b>Bad optional tray connection</b>	The optional tray is not connected properly and must be reconnected before printing can continue.	<ol style="list-style-type: none"> <li>1. Turn the product off.</li> <li>2. Remove and then reinstall optional tray.</li> </ol>
<b>Calibrating...</b>	The product is calibrating.	No action is necessary.
<b>Cancelling</b>	The product is canceling a job.	No action is necessary.
<b>Card Slot Device Failure - To Clear Touch OK</b>	The specified device failed.	Touch <b>OK</b> to clear.
<b>Card Slot file operation failed To clear touch OK</b>	A P.J.L file system command was received that attempted to perform an illogical operation, such as downloading a file to a non-existent directory.	Touch <b>OK</b> to clear.
<b>Card Slot is write protected To clear touch OK</b>	The device is protected and no new files can be written to it.	Touch <b>OK</b> to clear message.
<b>Card Slot Not Initialized</b>	The file system device must be initialized before it can be used.	Initialize the device.
<b>Cartridge Error – Replace Black Cartridge</b>	Toner has settled in the black print cartridge and the auger cannot turn.	Replace the black cartridge. After replacing the cartridge, turn the power off and then on to continue
<b>Cartridge Error-Replace color cartridges Reinstall, then turn off and then on</b>	The cyan, magenta, or yellow print cartridges are defective and need to be replaced.	Replace the defective print cartridges and turn the product off and then on.
<b>Checking engine</b>	The product is checking the engine.	No action is necessary.
<b>Checking paper path</b>	The engine is checking the rollers for possible paper jams.	No action is necessary.

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>Chosen personality not available. To continue touch OK.</b>	A print job requested a product language (personality) that is not available for this product. The job will not print and will be cleared from memory.	Print the job by using a printer driver for a different printer language, or add the requested language to the product (if possible). To see a list of available personalities, print a configuration page.
<b>Cleaning</b>	The cleaning page is being processed.	No action is necessary.
<b>Cleaning disk &lt;X&gt;% complete Do not power off</b>	A storage device is being sanitized or cleaned.	Do not turn off the product. The product's functions are unavailable. The product will automatically restart when finished.
<b>Clearing activity log</b>	The corresponding fax menu item has been triggered.	No action is necessary.
<b>Clearing all blocked numbers</b>	The corresponding fax menu item has been triggered.	No action is necessary.
<b>Clearing event log</b>	The event log is being cleared.	No action is necessary.
<b>Clearing paper path</b>	The product jammed or was turned on and paper was detected where it should not be. It is attempting to eject these pages automatically.	No action is necessary.
<b>Close front or right doors</b>	Either the front or right door is open.	<ol style="list-style-type: none"> <li>1. Close the door.</li> <li>2. Inspect the interlock on both the front and right doors.</li> <li>3. Use the manual sensor test to verify that the interlock switches are working correctly.</li> </ol>
<b>Close lower-right door</b>	The lower-right door is open.	Close the lower-right door.
<b>Cooling device</b>	This product recently experienced a period of heavy usage. In order to maintain a supported operating temperature, the product cycles through intervals of printing and pausing.	No action is necessary.
<b>Creating cleaning page</b>	A two-step page is being processed after having been created. This message is also used for products with duplexers that create and process the cleaning page in one step.	No action is necessary.
<b>Data received</b>	The product is waiting for the command to print the last page. The last page will print in a few moments.	No action is necessary.
<b>Deleting...</b>	The product is currently deleting a stored job.	No action is necessary.
<b>Disk spinning up</b>	The EIO disk product in slot <X> is spinning up.	No action is necessary.
<b>Document feeder cover open</b>	The document feeder cover is open.	Close the document feeder cover. Follow the instructions in the onscreen dialog box.
<b>DOCUMENT FEEDER EMPTY</b>	The document feeder is empty.	<ol style="list-style-type: none"> <li>1. Place originals in the document feeder or on the glass.</li> <li>2. Press the <b>Start</b> button.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>Document feeder pick error</b>	The document feeder experienced an error while picking media.	<ol style="list-style-type: none"> <li>1. Open the document feeder cover.</li> <li>2. If necessary, roll the green wheel to the left to advance the paper. Remove all paper found.</li> <li>3. Lift the green tab to open the paper guide. Remove all paper found.</li> <li>4. Close the paper guide. Close the document feeder cover.</li> <li>5. Reinsert the original pages into the document feeder. Align the paper guides with the edges of the paper.</li> <li>6. To continue, press the <b>Start</b> button.</li> </ol> <p><b>NOTE:</b> If this jam occurs frequently, try scanning from the flatbed glass. Some paper types cause jams in the document feeder. If the original document contains both Letter and Legal size pages, select "Mixed Letter/Legal" as the original size.</p>
<b>Duplexing... do not grab paper</b>	The product is printing a duplex job, and the paper is accessible.	No action is necessary.
<b>E-MAIL GATEWAY DID NOT ACCEPT THE JOB BECAUSE THE ATTACHMENT WAS TOO LARGE</b>	The scanned documents have exceeded the size limit of the server.	Send the job again using a lower resolution, smaller file size setting, or fewer pages. Contact the network administrator to enable sending the scanned documents by using multiple e-mails.
<b>E-MAIL GATEWAY DID NOT RESPOND</b>	A gateway exceeded the time-out value.	Validate the SMTP IP address.
<b>E-MAIL GATEWAY REJECTED THE JOB BECAUSE OF THE ADDRESSING INFORMATION</b>	One or more of the e-mail addresses is incorrect.	Send the job again with the correct addresses.
<b>EIO &lt;X&gt; Disk initializing</b>	The EIO disk product in slot <X> is initializing.	No action is necessary.
<b>EIO &lt;X&gt; disk not functional</b>	The EIO disk in slot <X> is not working correctly.	Turn the product off. Remove the disk from the slot indicated, and replace it with a new disk. Turn the product on.
<b>EIO Device Failure - To Clear Touch OK</b>	The specified device failed.	Touch <b>OK</b> to clear.
<b>EIO file operation failed To clear touch OK</b>	A PjL file system command attempted to perform an illogical operation, such as downloading a file to a directory that does not exist.	Touch <b>OK</b> to clear.
<b>EIO is write protected To clear touch OK</b>	The device is protected and no new files can be written to it.	Touch <b>OK</b> to clear message.
<b>EIO Not initialized</b>	The file system device must be initialized before it can be used.	Initialize the device.
<b>Entering internal application &lt;X&gt;</b>	The product is opening an internal program.	No action is necessary.
<b>Error</b>	The directory or file is not readable.	To activate a fax, complete the required fax settings available through the <b>Administration</b> menu.

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>ERROR EXECUTING DIGITAL SEND JOB</b>	A digital send job failed and cannot be delivered.	Try to send the job again.
<b>External device initializing</b>	An external product is initializing.	No action is necessary.
<b>Fax is disabled ignoring call</b>	The product received a call, but the fax feature was not configured with the required settings (country/region, date/time, company name, fax number, etc.). The fax icon on the control panel is grayed out.	Configure the fax with the required settings from the <b>Administration</b> menu on the control panel.
<b>Flatbed cover open</b>	The flatbed scanner cover is open.	Close the flatbed cover.
<b>Found SMTP gateway</b>	The <b>Find SMTP Gateway</b> menu has been selected.	No action is necessary
<b>Gateways failed</b>	The gateway configuration is incorrect.	See <a href="#">Solve connectivity problems on page 501</a> .
<b>Gateways OK</b>	The gateway configuration is correct.	No action is necessary.
<b>Genuine HP supplies installed</b>	A new HP cartridge has been installed. This message appears for approximately 6 seconds before the returns to the <b>Ready</b> state.	No action is necessary.
<b>HP DIGITAL SENDING: DELIVERY ERROR</b>	A digital send job failed and cannot be delivered.	Try to send the job again.
<b>HP SECURE HARD DRIVE DISABLED</b>	<p>The HP high-performance hard disk is disabled, or the product does not recognize the hard disk.</p> <p>After an encrypted hard disk is paired with a specific product, it cannot be used in another product unless it is reinitialized.</p> <p><b>NOTE:</b> After the encrypted hard disk is paired to the product, all other hard disks are disabled.</p>	<p>Use the embedded Web server to configure the hard disk.</p> <ol style="list-style-type: none"> <li>1. Open the embedded Web Server by typing the product IP address into a Web browser.</li> <li>2. Click the <b>Digital Sending</b> tab.</li> <li>3. Select the <b>Security</b> link from the left navigation menu, and open the <b>Hard Disk and Mass Storage Security Settings</b> section.</li> <li>4. The following options are available: <ul style="list-style-type: none"> <li>◦ <b>Disk Init:</b> This option does not affect the disk encryption status.</li> <li>◦ <b>NVram Init:</b> This option does not affect the disk encryption status.</li> <li>◦ <b>Disable Hard Disk Encryption and Reboot:</b> This option completely erases the hard disk including all stored jobs, digital-send settings, and authentication settings. All pre-loaded fonts, after-market fonts, and other programs must be reloaded.</li> <li>◦ <b>Reinitialize Hard Disk:</b> This option has the same effect as the <b>Disable Hard Disk Encryption</b></li> </ul> </li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		<b>and Reboot</b> , but it does not restart the product.
<b>Image CRC error</b>	This message is displayed before the firmware is loaded at startup when an error occurs during a firmware upgrade.	Resend the upgrade.
<b>Incompatible fuser</b>	The wrong fuser is installed. The product will not print, even though the fuser fits the product.	Install the correct fuser. See <a href="#">Fuser on page 200</a> .
<b>Incompatible supplies</b>	Two or more incompatible supplies are installed. The product will not print, even though the supplies fit the product.	Install the correct supply.
<b>INFLATE FAILURE</b>	An error occurred during the firmware upgrade.	Resend the upgrade.
<b>Initializing permanent storage</b>	Product is initializing permanent storage.	No action is necessary.
<b>Initializing scanner</b>	The scanner is initializing.	Wait until the scanner is <b>Ready</b> before proceeding to scan.
<b>Install &lt;color&gt; cartridge</b>	The print cartridge has been removed or has been installed incorrectly.	Replace or reinstall the print cartridge correctly to continue printing.
<b>Install fuser</b>	The fuser is either not installed or not installed correctly.	Install the fuser. See <a href="#">Fuser on page 200</a> .
<b>Install supplies</b>	At least two supplies are missing.	Replace the missing supplies or make sure the installed supplies are fully seated.
<b>Install transfer unit</b>	The ITB is either not installed or not installed correctly.	Replace the ITB. See <a href="#">Intermediate transfer belt (ITB) on page 209</a> .
<b>Insufficient memory to load fonts/data &lt;device&gt; To continue touch OK</b>	The product does not have enough memory to load the data (for example, fonts or macros) from the location specified.	Touch <b>OK</b> to continue without this information. If the message persists, add memory.
<b>Internal Disk Device Failure - To Clear Touch OK</b>	The specified device failed.	Touch <b>OK</b> to clear the message.
<b>Internal disk file operation failed To clear touch OK</b>	A P.J.L file system command attempted to perform an illogical operation, such as downloading a file to a non-existent directory.	Touch <b>OK</b> to clear.
<b>Internal Disk Initializing</b>	The internal disk is initializing.	No action is necessary.
<b>Internal disk is write protected To clear touch OK</b>	The product is protected and no new files can be written to it.	Touch <b>OK</b> to clear the message.
<b>Internal disk not found</b>	Internal disk not found.	Turn the product off and then on.
<b>Internal disk not functional</b>	The internal disk is not functional.	Copy and send is disabled. Turn the product off and then on.
<b>Internal disk not initialized</b>	The internal disk is not initialized.	Initialize the disk.
<b>Internal disk spinning up</b>	The internal disk is spinning up its platter. It usually shows for approximately 15 seconds when the product comes out of power-save mode. Jobs can still print, but jobs that require disk access (i.e., stored jobs) must wait.	No action is necessary.

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>Jam in document feeder</b>	Paper is jammed in the document feeder.	<ol style="list-style-type: none"> <li>1. Open the document feeder cover.</li> <li>2. If necessary, roll the green wheel to the left to advance the paper. Remove all paper found. Lift the green tab to open the paper guide. Remove all paper found. Close the paper guide. Close the document feeder cover.</li> <li>3. Reinsert the original pages into the document feeder. Align the paper guides with the edges of the paper. To continue, press the <b>Start</b> button.</li> </ol> <p><b>NOTE:</b> If this jam occurs frequently, try scanning from the flatbed glass. Some paper types cause jams in the document feeder. If the original document contains both letter- and legal-size pages, select <b>Mixed Letter/Legal</b> as the original size.</p>
<b>Job is being saved to disk</b>	Job is being saved.	No action is necessary.
<b>LED is on To continue, touch OK</b>	This message appears when the LED is component tested.	Touch <b>OK</b> to continue.
<b>Load Tray 1 &lt;type&gt; &lt;size&gt;</b>	The tray is empty or configured for a different size than the size requested.	Follow the instructions in the onscreen dialog box.
<b>Load Tray 1: [Type], [Size] To continue, touch OK</b>	Tray 1 is empty.	<p>Load Tray 1 with the requested paper. Or, if paper is already in Tray 1, touch <b>OK</b> to print.</p> <p>If paper is in another tray, remove the paper and insert it in Tray 1, and then touch <b>OK</b>.</p>
<b>Load Tray &lt;XX&gt; &lt;type&gt; &lt;size&gt; To use another tray, touch OK</b>	A cassette tray is empty, and there is another tray available.	<p>Load the tray with the requested paper or adjust the paper guides.</p> <p>If another tray is available, touch <b>OK</b> to select.</p>
<b>Load Tray &lt;XX&gt;: [type], [size]</b>	A cassette tray is empty, and there is no other tray available.	Load the tray with the requested paper or adjust the paper guides.
<b>Loading program &lt;XX&gt; Do not power off</b>	Programs and fonts are being loaded into the product's file system.	No action is necessary.
<b>Manually feed &lt;type&gt; &lt;size&gt;</b>	The specified job requires manual feed from Tray 1.	<p>Load the requested media into Tray 1.</p> <p>Touch <b>OK</b> to use paper in another tray.</p>
<b>Manually feed output stack Then touch OK to print second sides</b>	The first side of a manual duplex job printed and the product is waiting for the user to insert the output stack to complete the second side. For the normal <b>Manually Feed</b> message, printing continues automatically when the paper is reinserted. With this message, printing stops until the user touches the <b>OK</b> button, which allows time for straightening the output stack.	<p>The even-numbered pages of the two-sided document have printed. Follow the next steps to print the odd-numbered pages.</p> <ol style="list-style-type: none"> <li>1. Maintaining the same orientation, remove the document from the output bin. Do not discard blank pages.</li> <li>2. Flip the document over so it is face up.</li> <li>3. Load Tray 1 with the face-up document.</li> <li>4. To continue printing, touch <b>OK</b>.</li> </ol>

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>Manually Feed: [Type], [Size] To continue, touch OK</b>	A job has specified manual feed, and Tray 1 is loaded.	Touch <b>OK</b> to resume printing.
<b>Manually Feed: [Type], [Size] To use another tray, touch OK</b>	The job specified manual feed, the MP-tray is empty, and there is another tray available to use.	Touch <b>OK</b> to switch to another tray and resume printing.
<b>Moving solenoid To exit press STOP</b>	The solenoid and a motor are moving as part of a component test.	No action is necessary.
<b>No job to cancel</b>	This message appears when the <b>Stop</b> button is pressed.	No action is necessary.
<b>Non-HP supply installed</b>	A refilled color or a cloned color/mono cartridge was installed, and the product previously used all genuine HP supplies. Or, an unauthorized cartridge was installed, and the product previously used all genuine supplies.	Install a genuine HP cartridge, or touch <b>OK</b> to override the condition.
<b>Non-HP supply in use</b>	This message appears when the override button is pressed (on the non-HP supply installed error).	No action is necessary.
<b>Order &lt;color&gt; Cartridge</b>	The identified print cartridge is nearing the end of its useful life. The product is ready and will continue for the estimated number of pages indicated. Estimated pages remaining is based upon the historical page coverage of this product.  Printing will continue until a supply needs to be replaced.	Order a replacement print cartridge.
<b>Order Fuser Kit</b>	The fuser is near the end of life. The product is ready and will continue for the estimated number of pages indicated. Printing will continue until a supply needs to be replaced.	Order a replacement fuser kit.
<b>Order roller kit-Less than XXXX pages</b>	The roller kit is low due to rotations.	Order a replacement roller kit.
<b>Order Supplies</b>	One or more supplies need to be replaced.	Replace the supply.
<b>Order toner collection unit</b>	The toner collection unit is almost full.	Order a replacement toner collection unit.
<b>Order Transfer Kit</b>	The transfer kit is near the end of life. Printing can continue.	Order a replacement transfer kit.
<b>Order transfer kit Less than XXXX pages</b>	The number of pages remaining for this supply has reached the low threshold. Printing can continue.	Order a replacement transfer kit. Approximate pages remaining will vary depending on the types of documents printed.
<b>Performing Color Band Test</b>	The color-band test is being performed.	No action is necessary.
<b>Performing paper path test Press stop to cancel</b>	The product is performing a paper-path test.	No action is necessary.
<b>Performing upgrade &lt;Device&gt;</b>	The product is performing a product upgrade.	Do not turn the product off or press any buttons. The product will automatically restart when the upgrade is finished.
<b>Please wait</b>	The product is going offline.	No action is necessary.
<b>Printing</b>	The page is being printed.	No action is necessary.

**Table 7-12 Control-panel messages (continued)**

<b>Control panel message</b>	<b>Description</b>	<b>Recommended action</b>
<b>Printing CMYK Samples</b>	The CMYK-samples page is being generated. The product will return to the ready state when the page is complete.	No action is necessary.
<b>PRINTING COLOR USAGE LOG</b>	The color-usage-log page is being generated. The product will return to the ready state when the page is complete.	No action is necessary.
<b>Printing configuration</b>	The product is generating the internal configuration page.	No action is necessary.
<b>PRINTING DEMONSTRATION</b>	The demo page is being generated. The product will return to the ready state when the page is complete.	No action is necessary.
<b>PRINTING DIAGNOSTICS PAGE</b>	The diagnostics page is being generated. The product will return to the ready state when the page is complete.	No action is necessary.
<b>Printing event log</b>	The event log page is being generated.	No action is necessary.
<b>Printing file directory</b>	The product is generating the file directory page.	No action is necessary.
<b>Printing font list</b>	The product is generating the font list.	No action is necessary.
<b>Printing menu map</b>	The product is generating the menu map.	No action is necessary.
<b>Printing mopy status</b>	The product is generating the mopy status report.	No action is necessary.
<b>PRINTING PQ TROUBLESHOOTING</b>	The print-quality troubleshooting test is being generated. The product will return to the ready state when the test completes.	No action is necessary.
<b>Printing registration page</b>	The product is generating the registration page.	No action is necessary.
<b>PRINTING RGB SAMPLES</b>	The print-quality troubleshooting test is being generated. The product will return to the ready state when the test completes.	No action is necessary.
<b>Printing stopped To continue, touch OK</b>	A Print/Stop test is running.	No action is necessary.
<b>Printing supplies status</b>	The product is generating the supplies status page.	No action is necessary.
<b>Printing usage page</b>	The product is generating the usage page.	No action is necessary.
<b>Processing copy &lt;X&gt; of &lt;Y&gt;...</b>	The product is currently processing or printing collated copies.	No action is necessary.
<b>Processing digital send job</b>	The product is processing a digital send job.	No action is necessary.
<b>Processing duplex job</b>	The product is processing a duplex job.	No action is necessary.
<b>Processing from tray &lt;X&gt;</b>	The product is processing a job. The <X> stands for the chosen paper tray.	No action is necessary.
<b>Processing-intermittent mode</b>	The internal temperature of the product is too hot, and the product is processing a job(s).	No action is necessary.
<b>Processing. . .</b>	The product is processing the current job but has not begun to pick up pages yet.	No action is necessary.

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>RAM Disk Device Failure - To Clear Touch OK</b>	The specified device failed.	Touch <b>OK</b> to clear the message.
<b>RAM Disk file operation failed To clear touch OK</b>	A PjL file system command was received that attempted to perform an illogical operation, such as downloading a file to a non-existent directory.	Touch <b>OK</b> to clear the message.
<b>RAM Disk is write protected To clear touch OK</b>	The device is protected and no new files can be written to it.	Touch <b>OK</b> to clear the message.
<b>RAM disk not initialized</b>	The file system device must be initialized before it can be used.	Initialize the device.
<b>Ready</b>	The product is online and ready to receive data.	No action is necessary.
<b>Receiving upgrade</b>	The product is receiving a firmware update.	No action is necessary.
<b>Remove All Print Cartridges</b>	The product is executing a component test and the component selected is belt only.	Remove all print cartridges.
<b>Remove At Least One Print Cartridge</b>	The product is executing a disable-cartridge check or component test and the component selected is the cartridge motor.	Remove one print cartridge.
<b>REMOVE CARTRIDGE LOCKS</b>	At least one print-cartridge lock is installed.	<ol style="list-style-type: none"> <li>1. Open the front door.</li> <li>2. Remove the cartridge locks from the front of each cartridge.</li> <li>3. Close the front door.</li> </ol>
<b>Replace &lt;color&gt; Cartridge</b>	The identified print cartridge has reached the end of life. Printing can continue.	Replace the specified print cartridge.
<b>Replace &lt;color&gt; cartridge - To continue, touch "OK"</b>	A print cartridge has reached the low threshold, and the Replace Supplies menu is set to stop at low.	Order a replacement print cartridge. Touch <b>OK</b> to continue printing.
<b>Replace DIMM &lt;X&gt; MEM test failure</b>	The listed DIMM is not functioning properly and must be replaced.	Replace the DIMM.
<b>Replace document feeder kit</b>	This warning message appears one month before the end of life when the maintenance interval has been reached.	Follow instructions included with the document feeder kit to install.
<b>Replace fuser kit</b>	The fuser kit has reached the low threshold.	Replace the fuser. See <a href="#">Fuser on page 200</a> .
<b>Replace fuser kit To continue, touch OK</b>	The fuser is nearing the end of its useful life. Printing can continue.	Replace the fuser kit. See <a href="#">Fuser on page 200</a> .
<b>Replace roller kit</b>	The roller kit has reached the low threshold.	Replace the roller kit. <a href="#">Secondary transfer assembly on page 207</a> .
<b>Replace Supplies - Override in Use</b>	The product is set to continue printing even though a supply has reached the end of life.  <b>CAUTION:</b> Using the override mode can result in unsatisfactory print quality. HP recommends replacing the supply when this message appears. The HP Supplies Premium Protection Warranty coverage ends when a supply is used in override mode.	No action is necessary.

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>Replace Supplies - Using black</b>	A color supply (or supplies) has reached the out condition and the <b>Color Supply Out</b> menu item is set to <b>Autocontinue black</b> .	No user input is required for printing to continue. Printing continues in black.
<b>Replace transfer kit</b>	The supply has reached the end of life. Printing can continue.	Replace transfer kit. See <a href="#">Intermediate transfer belt (ITB) on page 209</a> .
<b>Replace transfer kit To continue, touch OK</b>	The transfer kit is at the end of life. Printing can continue, but print quality might be reduced.	The product is set to stop printing when a supply needs to be ordered. To continue printing, touch <b>OK</b> .  Replace the ITB. See <a href="#">Intermediate transfer belt (ITB) on page 209</a> .
<b>Request Accepted Please Wait</b>	This message appears when a request to print an internal page is accepted but cannot print.	Wait for the internal page to print.
<b>Resend external accessory firmware</b>	An external accessory requires a firmware upgrade. Printing can continue, but jams may occur if the job uses the external accessory.	Perform a firmware upgrade.
<b>Resend upgrade</b>	A firmware upgrade did not complete successfully.	Upgrade the firmware again.
<b>Restoring factory settings</b>	A <b>Restore Factory Settings</b> reset is being performed.	No action is necessary.
<b>Restoring...</b>	A <b>Restore Last Saved State</b> , <b>Restore Print Modes</b> , <b>Restore Optimization</b> , or <b>Restore Color Values</b> operation is being performed.	No action is necessary.
<b>Restricted from printing in color</b>	The print job is being forced to print in black either because the product is set to print only in black or because the user ID and application ID do not have color printing permissions.	No action is necessary.
<b>RFU LOAD ERROR</b>	A failure occurred during the remote firmware upgrade.	Resend the upgrade.
<b>ROM Disk Device Failure - To Clear Touch OK</b>	The specified device failed.	Touch <b>OK</b> to clear.
<b>ROM Disk file operation failed To clear touch OK</b>	A P.J.L file system command was received that attempted to perform an illogical operation, such as downloading a file to a non-existent directory.	Touch <b>OK</b> to clear the message.
<b>ROM Disk is write protected To clear touch OK</b>	The device is protected and no new files can be written to it.	Touch <b>OK</b> to clear the message.
<b>ROM Disk Not Initialized</b>	The file system device must be initialized before it can be used.	Initialize the device.
<b>Rotating &lt;color&gt; Motor</b>	A component test is in progress; the component selected is the <color> cartridge motor.	Press <b>Stop</b> to stop the test.
<b>Rotating Motor - To exit press STOP</b>	The product is executing a component test and the component selected is a motor.	Press <b>Stop</b> to stop the test.
<b>Sanitizing Disk &lt;X&gt;% Complete Do not power off</b>	The hard disk is being cleaned.	Contact the network administrator.

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>SCAN FAILURE</b>	The scan was unsuccessful and the document needs to be scanned again.	If necessary, reposition the document to scan again, and then press <b>Start</b> .
<b>Scanning...page &lt;X&gt;</b>	The product is scanning a job in the ADF.	No action is necessary.
<b>Scanning...page from glass</b>	The product is scanning from the glass.	No action is necessary.
<b>Searching... please wait</b>	The product is searching.	No action is necessary.
<b>Send complete</b>	The send process is complete.	No action is necessary.
<b>Sending digital send job</b>	The product is sending a digital-send job.	No action is necessary.
<b>Sending to external destinations</b>	The product is sending a digital-send job.	No action is necessary.
<b>Size mismatch in tray XX</b>	The media in the listed tray does not match the size specified for that tray.	Load the correct media.
<b>Sleep mode on</b>	The product is in sleep mode.	No action is necessary.
<b>SMTP Gateways OK</b>	The status of the SMTP gateways is normal.	No action is necessary.
<b>Testing Please wait</b>	The product is temporarily unavailable.	No action is necessary.
<b>To return to ready press STOP</b>	The product is paused, and there are no error messages pending at the display.	No action is necessary.
<b>Total images: &lt;X&gt;</b>	The product has processed the number of images indicated by <X>.	No action is necessary.
<b>Tray &lt;X&gt;: [Type], [Size]</b>	The tray is closed if the Size/Type Prompt menu is set to Display.	No action is necessary.
<b>Tray &lt;XX&gt; empty: [type], [size]</b>	The specified tray is empty and needs to be loaded, but the current job does not need this tray to print.	Load the tray.
<b>Tray &lt;XX&gt; open</b>	The specified tray is open or not closed completely; the tray is not required to print and is not blocking the paper path of a tray required for printing.	Close the tray.
<b>Type Mismatch In Tray &lt;XX&gt;</b>	The specified tray contains a media type that does not match the configured type.	The specified tray will not be used until this condition is addressed. Printing can continue from other trays.
<b>Unable to connect</b>		To temporarily hide this message in order to fax or send to e-mail, touch <b>Hide</b> .
<b>UNABLE TO COPY</b>	The product was unable to copy the document.	To temporarily hide this message in order to fax or send to e-mail, touch <b>Ignore</b> .
<b>Unable to mopy job</b>	Because of a memory, disk, or configuration problem, a mopy job cannot be moped. Only one copy will be produced.	Try increasing the product memory or reducing the complexity of the job.
<b>UNABLE TO SEND</b>		To temporarily hide this message in order to fax or send to e-mail, touch <b>Ignore</b> .
<b>UNABLE TO SEND FAX</b>	The product was unable to send the fax.	Contact the network administrator.
<b>Unauthorized supply in use</b>	The product is using a non-HP supply.	Any product repair required as a result of using non-HP or unauthorized supplies is not covered under warranty. HP cannot ensure the accuracy or the availability of certain features.

**Table 7-12 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>Unsupported data on [FS] DIMM in slot</b>	The data on the DIMM is not supported.	The DIMM may need to be replaced. Turn off the product before removing it. To clear this warning, touch <b>OK</b> .
<b>Unsupported USB accessory detected</b>	The USB accessory is not recognized and cannot be used by this product.	Remove the USB accessory. To clear this message, touch <b>OK</b> .
<b>Upgrade complete To continue, turn off and then on</b>	Upgrade complete.	Turn the product off and then on.
<b>USB ACCESSORY UNAVAILABLE</b>	The USB accessory was installed after the product was turned on. The product does not support plug-and-play operation.	<ol style="list-style-type: none"> <li>1. Remove the USB accessory.</li> <li>2. Turn the product off, and then plug in the USB accessory.</li> <li>3. Turn the product on.</li> </ol>
<b>USB Device Failure - To Clear Touch OK</b>	The specified device failed.	Touch <b>OK</b> to clear.
<b>USB file operation failed To clear touch OK</b>	A PjL file system command was received that attempted to perform an illogical operation, such as downloading a file to a non-existent directory.	Touch <b>OK</b> to clear the message.
<b>USB HUBS NOT FULLY SUPPORTED</b>	Some USB hubs require more power than the product has available.	<ol style="list-style-type: none"> <li>1. Remove the USB hub.</li> </ol>
<b>USB is write protected To clear touch OK</b>	The device is protected and no new files can be written to it.	Touch <b>OK</b> to clear the message.
<b>USB needs too much power</b>	Power requirements for the USB accessory attached to this product are beyond supported limits.	Detach the accessory, and then turn the product off and then on. Try a similar accessory that has its own power supply or requires less power.
<b>USB Not Initialized</b>	The file system device must be initialized before it can be used.	Initialize the device.
<b>USB storage &lt;X&gt; is initializing</b>	The designated USB storage unit is initializing.	No action is necessary.
<b>USB storage &lt;X&gt; is not functional</b>	A parameter in the USB storage is not working correctly.	Turn the product off. Disconnect the USB storage accessory, and replace with a new USB storage accessory.
<b>USB storage &lt;X&gt; removed</b>	A USB storage accessory has been disconnected since the product was turned on.	To continue using the USB accessory, turn the product off and reconnect it. Turn the product off and then on to clear the message.
<b>USED SUPPLY IN USE</b>	One or more used supplies have been installed.	<ol style="list-style-type: none"> <li>1. Install new supplies.</li> <li>2. If you believe you purchased a genuine HP supply, visit us at <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a>. Any repair required as a result of using used cartridges is not covered under warranty. Supply status and features depending on supply status are not available.</li> </ol>
<b>Wait for printer to reinitialize</b>	The user changed the RAMDISK settings. The product automatically restarts.	No action is necessary.
<b>Waiting for tray &lt;XX&gt; to lift</b>	The tray number specified by <XX> is in the process of lifting the paper to the top of the tray for proper feeding.	No action is necessary.

**Table 7-12 Control-panel messages (continued)**

<b>Control panel message</b>	<b>Description</b>	<b>Recommended action</b>
<b>Warming up</b>	The product is coming out of sleep-delay mode. Printing will continue once the product completely warms up.	No action is necessary.
<b>Warming up scanner</b>	The scanner is warming up.	No action is necessary.
<b>Windows login required to use this feature</b>	A Windows login is required.	Enter a Windows login.