

# Control-panel messages table

**Table 7-13 Control-panel messages**

Control panel message	Description	Recommended action
<b>10.32.00 UNAUTHORIZED SUPPLY IN USE</b>	The product is using a non-HP supply.	<p>If you believe you purchased a genuine HP supply, go to <a href="http://www.hp.com/go/anticounterfeit">http://www.hp.com/go/anticounterfeit</a>. 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.</p> <p>Press the <b>OK</b> button to continue with this cartridge.</p>
<b>10.90.XY REPLACE &lt;COLOR&gt; CARTRIDGE</b>	<p>A toner-replenishment malfunction has occurred.</p> <ul style="list-style-type: none"> <li>● 00=Black</li> <li>● 01=Cyan</li> <li>● 02=Magenta</li> <li>● 03=Yellow</li> <li>● 10=Missing e-label</li> </ul>	Replace the print cartridge.
<p><b>10.91.00 PRINT CARTRIDGE ERROR</b></p> <p>For help press ? (Help button)</p> <p><b>REPLACE BLACK PRINT CARTRIDGE</b></p> <p>To continue turn off then on</p>	There is an error with the black-toner feed motor.	<p>The black print cartridge is defective and needs to be replaced. Please record message and contact support. After replacing the defective cartridge turn the power off then on to continue.</p> <ol style="list-style-type: none"> <li>1. Reconnect the connectors for the black-toner feed-motor rotational-count sensor (J2024), intermediate (J1930), and the DC controller PCA (J131).</li> <li>2. Reconnect the connectors for the color/black I/F PCA (J2201B), cartridge driver PCA (J403, J404, and J405), and the DC controller PCA (J141).</li> <li>3. Replace the black-toner feed motor.</li> </ol>
<p><b>10.91.09 PRINT CARTRIDGE ERROR</b></p> <p>For help press ? (Help button)</p> <p><b>REPLACE BLACK PRINT CARTRIDGE</b></p> <p>To continue turn off then on</p>	There is an error with the color-toner feed motor.	One of the cyan, magenta, or yellow print cartridges is defective and needs to be replaced. Record the message and contact support. After replacing the defective

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		<p>cartridge, turn the power off and then on to continue.</p> <ol style="list-style-type: none"> <li>1. Reconnect the connectors for the color-toner feed-motor rotational-count sensor (J2023), intermediate (J1929), and the DC controller PCA (J131).</li> <li>2. Reconnect the connectors for the yellow/magenta cartridge I/F PCA (J2201A), the cyan/black cartridge I/F PCA (J2201B), the cartridge driver PCA (J402, J403, J406, and J408), and the DC controller PCA (J142).</li> <li>3. Replace the color-toner feed motor.</li> </ol>
<b>10.92 CARTRIDGE NOT ENGAGED</b>	This error can occur after the front door is opened and might not be related to the user interacting with the print cartridge.	Open and close the front door to engage the print cartridges.
<b>10.XX.YY SUPPLY MEMORY ERROR</b>	<p>The product cannot read or write to at least one print cartridge memory tag or a memory tag is missing from a print cartridge.</p> <p><b>XX values</b></p> <ul style="list-style-type: none"> <li>• 00 = Memory tag memory error</li> <li>• 10 = Memory tag missing</li> </ul> <p><b>YY values</b></p> <ul style="list-style-type: none"> <li>• 00 = Black</li> <li>• 01 = Cyan</li> <li>• 02 = Magenta</li> <li>• 03 = Yellow</li> </ul>	Reinstall the print cartridge, or install a new print cartridge.
<b>11.XX Internal clock error</b> <b>To continue press OK</b>	<p>The product real time clock has experienced an error.</p> <ul style="list-style-type: none"> <li>• 01=dead clock</li> <li>• 02=dead real time clock</li> </ul>	<p>Whenever the product is turned off and then turned on again, set the time and date at the control panel. See <a href="#">Use the control panel on page 10</a>.</p> <p>If the error persists, you might need to replace the formatter.</p>
<b>13.01.00 JAM IN TRAY 3</b>	The product attempted to feed paper from Tray 3 (paper feeder), but the leading edge did not reach the TOP sensor in time.	<ol style="list-style-type: none"> <li>1. Make sure the pick roller is installed correctly.</li> <li>2. For transparency, labels, or 120 g/m<sup>2</sup> media, follow the restricted loading procedures (only 200 sheets of transparency/labels or 300 sheets of 120 g/m<sup>2</sup> media can be loaded at one time).</li> <li>3. Check the Tray 3 paper-present sensor to make sure it is not stuck in the up position. Rotate the sensor upward and</li> </ol>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		release. If it drops back down without hesitation, it is operating correctly.
<b>13.02.00 JAM IN RIGHT DOOR</b>	The product fed a sheet of paper from one of the trays and it reached the TOP sensor, but stayed there too long.	This jam is commonly caused by multiple sheets being fed into the paper path at one time. Printing glossy media in a humid environment can cause this jam.
<b>13.04.00 JAM IN RIGHT DOOR</b>	The product fed a sheet of paper from one of the trays, and it made it to the PF media feed sensor, but the paper stayed there too long.	This jam is commonly caused by multiple sheets being fed into the paper path at one time. Printing glossy media in a humid environment can cause this jam.
<b>13.05.00 FUSER AREA JAM</b>	The product fed a sheet of paper from one of the trays, and it made it to the TOP Sensor, but did not reach the fuser delivery sensor in time.	<ol style="list-style-type: none"> <li>1. Check the paper path for damage. This is a delay jam. Although the paper stopped at or in the fuser, the root cause is more likely a paper feed/pick-up issue.</li> <li>2. Check the fuser for damage to the pressure-roll cover.</li> </ol>
<b>13.06.00 FUSER AREA JAM</b>	The product fed a sheet of paper from one of the trays and it made it past the TOP sensor and to the fuser delivery sensor in time, but it stayed in the fuser too long.	<ol style="list-style-type: none"> <li>1. Check for the presence of paper in the fuser.</li> <li>2. Curled sheets in the output bin might cause jams to occur, which is especially true if using light media (less than 75 g/m<sup>2</sup>).</li> <li>3. Check the fuser for damage to the pressure roll cover.</li> </ol>
<b>13.12.00 JAM IN RIGHT DOOR</b>	The product fed a sheet of paper from one of the trays, and it made it to the fuser delivery sensor in time, but did not make it to the duplex re-pickup sensor in time (HP Color LaserJet CP3525dn printer and HP Color LaserJet CP3525x printer only).	<ol style="list-style-type: none"> <li>1. Make sure the loaded paper is not skewed.</li> <li>2. Check the media weight to make sure it is within specification. If it is not, the customer must manually duplex.</li> </ol>
<b>13.13.00 JAM IN RIGHT DOOR</b>	The product fed a sheet of paper from one of the trays, and it made it to the duplex re-pickup sensor in time, but it did not make it to the TOP sensor in time when printing the second side of a duplex print job (HP Color LaserJet CP3525dn printer and HP Color LaserJet CP3525x printer only).	Check the media weight to make sure it is within specification. If it is not, the customer must manually duplex.
<b>13.1C.00 FUSER WRAP JAM</b>	During printing, the fuser delivery sensor detected paper wrapping around the fuser film.	Inspect the fuser for damage.
<b>13.20.00 JAM IN RIGHT DOOR</b>	During a checking-printer cycle, the product detected the presence of paper at the PF media-feed sensor, TOP sensor, loop sensor 1, fuser delivery sensor, and duplex re-pickup sensor.	<ol style="list-style-type: none"> <li>1. Open the right door and check for the presence of paper. Remove any that is present.</li> <li>2. Check the TOP sensor, loop sensor 1, fuser delivery sensor, and duplex re-pickup sensor for proper operation.</li> <li>3. If the paper feeder (Tray 3) is connected, open the lower-right door</li> </ol>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		and check for the presence of paper. Remove any that is present .  4. Check the PF media feed sensor for proper operation.
13.21.00 DOOR OPEN JAM	Either the right door or front door was open during printing.	Close both doors.
13.30.00 JAM IN TRAY 1	The product attempted to feed paper from Tray 1, but the leading edge did not reach the TOP sensor in time.	1. If paper is not loaded in Tray 1, but an error is displayed, check the MP tray paper-present sensor by pushing the sensor and releasing it. If the sensor springs back, it is operating correctly. If sensor does not spring back, check the spring on the sensor.  2. Inspect the paper guides for damage. Replace damaged guides if possible.
13.30.00 JAM IN TRAY 2	The product attempted to feed paper from Tray 2, but the leading edge did not reach the TOP sensor in time.	1. Make sure Tray 2 is not overloaded. The maximum amount of paper allowed is 25 mm (0.98 inches), which is the equivalent to 250 sheets of 75 g/m <sup>2</sup> (20 lb) bond.  2. Make sure the media basis weight does not exceed 163 g/m <sup>2</sup> . If it does, run media from Tray 1.  3. Glossy media up to 220 g/m <sup>2</sup> can be loaded in this tray; however, the quantity is limited to 100 sheets. For 130 g/m <sup>2</sup> glossy media, 300 sheets can be loaded at one time, 163 g/m <sup>2</sup> glossy media, up to 250 sheets can be loaded at one time.
13.XX.YY FUSER AREA JAM	A jam has occurred in the fuser area.	<b>CAUTION:</b> The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.  For instructions on clearing the jam, see <a href="#">Clear jams in the right door on page 406</a> .
13.XX.YY FUSER WRAP JAM	A jam has occurred in the fuser.	<b>CAUTION:</b> The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.  For instructions on clearing the jam, see <a href="#">Clear jams in the right door on page 406</a> .
13.XX.YY JAM ABOVE TOP OUTPUT BIN	A jam has occurred in the output area.	For instructions on clearing the jam, see <a href="#">Clear jams in the output bin area on page 410</a> .
13.XX.YY JAM IN LOWER RIGHT DOOR	A jam has occurred in the lower-right door (optional Tray 3).	For instructions on clearing the jam, see <a href="#">Clear jams in the lower right door (Tray 3) on page 414</a> .
13.XX.YY JAM IN RIGHT DOOR	A jam has occurred in the duplex and feed area inside the right door.	For instructions on clearing the jam, see <a href="#">Clear jams in the right door on page 406</a> .
13.XX.YY JAM IN TRAY 1	A jam has occurred in Tray 1.	For instructions on clearing the jam, see <a href="#">Clear jams in Tray 1 on page 411</a> .

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
13.XX.YY JAM IN TRAY 3	A jam has occurred in the indicated tray.	For instructions on clearing the jam, see <a href="#">Clear jams in Tray 2 on page 413</a> or <a href="#">Clear jams in the optional 500-sheet paper and heavy media tray (Tray 3) on page 414</a> .
13.XX.YY JAMS IN RIGHT DOOR	A jam has occurred in the fuser area.	<b>CAUTION:</b> The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.  For instructions on clearing the jam, see <a href="#">Clear jams in the right door on page 406</a> .
20 INSUFFICIENT MEMORY To continue press OK	The product received more data than can fit in the available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Press the <b>OK</b> button to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.
22 EIO X BUFFER OVERFLOW To continue press OK	Too much data was sent to the EIO card in the specified slot (x). An incorrect communications protocol might be in use.	Press the <b>OK</b> button to print the transferred data. (Some data might be lost.)
22 EMBEDDED I/O BUFFER OVERFLOW To continue press OK	Too much data was sent to the embedded HP Jetdirect print server.	Press the <b>OK</b> button to print the transferred data. (Some data might be lost.)
22 USB I/O BUFFER OVERFLOW To continue press OK	The product's USB buffer has overflowed.	Press the <b>OK</b> button to print the transferred data. (Some data might be lost.)
40 EIO X BAD TRANSMISSION To continue press OK	The connection between the product and the EIO card in the specified slot has been broken.	Press the <b>OK</b> button to clear the error message and continue printing.  Try to reinstall the EIO card.
40 EMBEDDED I/O BAD TRANSMISSION To continue press OK	A temporary printing error has occurred.	Press the <b>OK</b> button to clear the error message. (Data will be lost.)
41.3 UNEXPECTED SIZE IN TRAY <X> LOAD TRAY <X> [TYPE] [SIZE] To use another tray press OK	The product detected a different paper size than expected.  The prompt to use another tray displays only if another tray has paper loaded.	Load the tray with the size and type of paper indicated, or use another tray.
41.5 UNEXPECTED TYPE IN TRAY <X> LOAD TRAY <X> [TYPE] [SIZE] To use another tray press OK	The product detected a different paper type than expected.	Load the tray with the size and type of paper indicated, or use another tray if available.  If the error persists: <ol style="list-style-type: none"> <li>1. Reinstall the ITB unit.</li> <li>2. Reconnect the connectors (J109, J122) on the DC controller PCA.</li> <li>3. If the problem persists, replace the registration unit. See <a href="#">Registration assembly on page 233</a>.</li> </ol>
41.7 ERROR To continue press OK	A temporary printing error has occurred.	Try using different paper.  If the error does not clear, turn the product off and then on.
41.X ERROR	A temporary printing error has occurred. <ul style="list-style-type: none"> <li>• X=1: Unknown misprint error</li> <li>• X=2: Bean detected misprint area</li> </ul>	Press ? to see details.

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<p><b>FOR HELP PRESS ?</b></p> <p><b>To continue press OK</b></p>	<ul style="list-style-type: none"> <li>● X=4: No VSYNC error</li> <li>● X=6: ITB detection error</li> <li>● X=7: Feed delay error</li> <li>● X=8: Fuser too hot</li> <li>● X=9: Noisy VDREQ</li> </ul>	<p>Turn the product off then on.</p>
<p><b>48.01 TRANSFER UNIT ERROR</b></p>	<p>The transfer belt has dislocated during printing.</p>	<p>Turn the product off and then on.</p>
<p><b>49.XXXX ERROR</b></p> <p><b>To continue turn off then on</b></p>	<p>A firmware error has occurred.</p>	<p>This error can be caused by corrupted print jobs, software applications issues, non-product specific printer drivers, poor-quality USB or network cables, bad network connections or incorrect configurations, invalid firmware operations, or unsupported accessories.</p> <ol style="list-style-type: none"> <li>1. Turn the product off and then on.</li> <li>2. If the error returns, the error might be caused by a network connectivity problem, such as a bad interface cable, a bad USB port, or an invalid network configuration setting. For more information about solving network problems, see <a href="#">Solve connectivity problems on page 439</a>.</li> <li>3. If the error returns, the error might be caused by the print job, such as an invalid printer driver, a problem with the software, or a problem with the file you are printing.</li> <li>4. If the error returns, upgrading the product firmware might help resolve the error. For more information about upgrading the firmware, see <a href="#">Product updates on page 97</a>.</li> <li>5. If error returns, replace formatter.</li> </ol>
<p><b>50.1 FUSER ERROR</b></p>	<p>The fuser has experienced a low-temperature error.</p>	<ol style="list-style-type: none"> <li>1. Remove any paper jams from the fuser area.</li> <li>2. Remove 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 179</a>.</li> </ol>

**Table 7-13 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 179</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 179</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 on page 243</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 179</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 179</a>.</li> </ol>

**Table 7-13 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 179</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 179</a>.</li> </ol>
<b>50.X FUSER ERROR</b>	A fuser error has occurred.	Make sure you have the correct fuser. Re-seat the fuser. Turn the product off, and then turn the product on.
<b>51.20 ERROR</b> To continue turn off then on	The black laser (51.20) or cyan laser (51.21) has experienced an error.	<ol style="list-style-type: none"> <li>1. Reconnect the connectors of the laser driver PCA (J503) and the DC controller PCA (J111).</li> <li>2. Replace the cyan/black laser scanner. See <a href="#">Laser/scanner assembly (C/Bk) on page 272</a>.</li> </ol>
<b>51.21 ERROR</b> To continue turn off then on		
<b>51.22 ERROR</b> To continue turn off then on	The magenta laser (51.22) or yellow laser (51.23) has experienced an error.	<ol style="list-style-type: none"> <li>1. Reconnect the connectors of the laser driver PCA (J501) and the DC controller PCA (J110).</li> <li>2. Replace the yellow/magenta laser-scanner. See <a href="#">Laser/scanner assembly (Y/M) on page 265</a>.</li> </ol>
<b>51.23 ERROR</b> To continue turn off then on		
<b>51.XY ERROR</b> <b>51.XY ERROR</b> To continue turn off then on	A printer error has occurred.	Turn the product off then on.
<b>52.00 ERROR</b> To continue turn off then on	The scanner has experienced a startup error.	<ol style="list-style-type: none"> <li>1. Perform the laser scanner component tests in the <b>DIAGNOSTICS</b> 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 (J503) on the laser PCA and (J106 and J111) on DC controller PCA .</li> <li>◦ If the yellow or magenta component tests showed a startup failure, reconnect the connectors (J501) on the laser PCA and (J106</li> </ul> </li> </ol>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		and J110) on the DC controller PCA.
		<ol style="list-style-type: none"> <li>3. Replace the cyan/black laser scanner or the yellow/magenta laser-scanner. See <a href="#">Laser/scanner assembly (C/Bk) on page 272</a> or <a href="#">Laser/scanner assembly (Y/M) on page 265</a>.</li> </ol>
<b>52.20 ERROR</b>  <b>To continue turn off then on</b>	The scanner has experienced a rotational error.	<ol style="list-style-type: none"> <li>1. Perform the laser scanner component tests in the <b>DIAGNOSTICS</b> 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 (J503) on the laser PCA and (J106 and J111) on DC controller PCA .</li> <li>◦ If the yellow or magenta component tests showed a startup failure, reconnect the connectors (J501) on the laser PCA and (J106 and J110) on the DC controller PCA.</li> </ul> </li> <li>3. Replace the cyan/black laser scanner or the yellow/magenta laser scanner. See <a href="#">Laser/scanner assembly (C/Bk) on page 272</a> or <a href="#">Laser/scanner assembly (Y/M) on page 265</a>.</li> </ol>
<b>52.XY ERROR</b>  <b>To continue turn off then on</b>	A printer error has occurred.	Turn the power off then on.
<b>53.XY.ZZ CHECK RAM DIMM SLOT X</b>	A RAM DIMM error has occurred. X=1 slot toward the outside of the formatter board. X=2 is the slot closest to the hard disc.	Reseat the RAM DIMM in slot <X>. Replace the RAM DIMM if the error persists.
<b>54.01 ERROR</b>  <b>To continue turn off then on</b>	The environment sensor has experienced an error.	<ol style="list-style-type: none"> <li>1. Reconnect the connector of the DC controller PCA (J115).</li> <li>2. Replace the environmental sensor. See <a href="#">Delivery fan, cartridge fan, and environmental sensor on page 215</a>.</li> </ol>
<b>54.XX ERROR</b>  <b>To continue turn off then on</b>	Error requires that the product be turned off then on.	Turn the product off, and then turn the product on.
<b>55.00.00 DC CONTROLLER ERROR</b>  <b>To continue turn off then on</b>	The DC controller has experienced a communication error.	<ol style="list-style-type: none"> <li>1. Turn the product off, and then turn the product on.</li> <li>2. If this message persists, replace the DC controller PCA. See <a href="#">DC controller PCA and tray on page 240</a>.</li> </ol>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>55.01.YY DC CONTROLLER ERROR</b> To continue turn off then on	The DC controller has experienced a memory error.	<ol style="list-style-type: none"> <li>1. Turn the product off, and then turn the product on.</li> <li>2. If this message persists, replace the DC controller PCA. See <a href="#">DC controller PCA and tray on page 240</a>.</li> </ol>
<b>55.XX.YY DC CONTROLLER ERROR</b> To continue turn off then on	The engine is not communicating with the formatter. <ul style="list-style-type: none"> <li>• 55.02.YY: Outgoing parity error</li> <li>• 55.03.YY: No engine response</li> <li>• 55.04.YY: Communications time out</li> <li>• 55.05.YY: Printer error</li> </ul>	<ol style="list-style-type: none"> <li>1. Turn the product off, and then turn the product on.</li> <li>2. If the error persists, replace the DC Controller. See <a href="#">DC controller PCA and tray on page 240</a>.</li> </ol>
<b>56.01 ILLEGAL INPUT PRINTER ERROR</b>	The product has performed an illegal input.	Turn the product off, and then turn the product on.
<b>56.02 ERROR</b> To continue turn off then on	The product has experienced an output error.	<ol style="list-style-type: none"> <li>1. Follow the solutions for <b>BAD DUPLEXER CONNECTION</b> or <b>BAD OPTIONAL TRAY CONNECTION</b>.</li> </ol>
<b>56.X ERROR</b> To continue turn off then on	A temporary printing error has occurred.	Turn the product off, and then turn the product on.
<b>57.03 ERROR</b> To continue turn off then on	The delivery fan (FM3) has experienced an error.	<ol style="list-style-type: none"> <li>1. Reconnect the connectors J27 to J262 on the high-voltage power supply and J138 on the DC controller PCA.</li> <li>2. Measure the voltage between the connector J262-1 and J262-3 on the high-voltage power supply (lower) soon after the product is turned on. If the voltage changes from 0 V to approximately 24 V, replace the delivery fan.</li> </ol>
<b>57.04 ERROR</b> To continue turn off then on	The power supply fan (FM1) is defective.	<ol style="list-style-type: none"> <li>1. Reconnect the connectors J119 on the DC controller PCA.</li> <li>2. Measure the voltage between the connector J262-1 and J262-3 on the high-voltage power supply (lower) soon after the product is turned on. If the voltage changes from 0 V to approximately 24 V, replace the power supply fan. See <a href="#">Power-supply fan and fan duct on page 230</a>.</li> </ol>
<b>57.07 ERROR</b> To continue turn off then on	The cartridge fan (fm2) has experienced an error.	<ol style="list-style-type: none"> <li>1. Reconnect the connectors J26 to J262 on the high-voltage power supply (lower).</li> <li>2. Measure the voltage between the connector J262-1 and J262-3 on the high-voltage power supply (lower) right after the product is turned on. If the voltage changes from 0 V to approximately 24 V, replace the cartridge fan. See <a href="#">Delivery fan, cartridge</a></li> </ol>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		<a href="#">fan, and environmental sensor on page 215.</a>
<b>57.XX ERROR</b> To continue turn off then on	A temporary printing error has occurred.	Turn the product off, and then turn the product on.
<b>57.XX ERROR</b> To continue turn off then on	A fan has experienced an error. <ul style="list-style-type: none"> <li>● XX=01: Delivery fan</li> <li>● XX=02: Cartridge fan</li> <li>● XX=03: Power-supply fan</li> </ul>	<ol style="list-style-type: none"> <li>1. Reconnect the connectors for FM1 (J119), FM2 (J138), and FM3 (J138) on the DCC.</li> <li>2. If the problem persists, replace the appropriate fan.</li> </ol>
<b>58.03 ERROR</b> To continue turn off then on	The DC controller PCA is defective.	<ol style="list-style-type: none"> <li>1. Turn the product off then on.</li> <li>2. If the problem persists, replace the DC controller PCA. See <a href="#">DC controller PCA and tray on page 240.</a></li> </ol>
<b>58.04 ERROR</b> To continue turn off then on	The low-voltage power supply has experienced an error.	<ol style="list-style-type: none"> <li>1. Check the connector J1143 on the DC controller PCA.</li> <li>2. If the problem persists, replace the low-voltage power supply. See <a href="#">Low-voltage power supply on page 243.</a></li> </ol>
<b>58.XX ERROR</b>	A temporary printing error has occurred.	Turn the product off, and then turn the product on.
<b>59.00 ERROR</b> To continue turn off then on	The toner residual feed motor (M12) is defective.	<ol style="list-style-type: none"> <li>1. Perform a motor test to check for a motor failure.</li> <li>2. Reconnect J89 of the residual feed motor, intermediate connectors (J75 and J77), and J137 on the DC controller PCA.</li> <li>3. If the problem persists, replace the residual feed motor (M12). See <a href="#">Residual-toner-feed motor on page 222.</a></li> </ol>
<b>59.30 ERROR</b> To continue turn off then on	The fuser motor (M2) has experienced a startup error.	<ol style="list-style-type: none"> <li>1. Perform the fuser motor component test in the <b>DIAGNOSTICS</b> menu.</li> <li>2. Reconnect the connector on the DC controller PCA (J117).</li> <li>3. If the problem persists, replace the fuser motor (M2). See <a href="#">Fuser motor on page 285.</a></li> </ol>
<b>59.40 ERROR</b> To continue turn off then on	The fuser motor (M2) has experienced a rotational error.	<ol style="list-style-type: none"> <li>1. Perform the fuser motor component test in the <b>DIAGNOSTICS</b> menu.</li> <li>2. Reconnect the connectors J117 on the DC controller PCA.</li> <li>3. If the problem persists, replace the fuser motor (M2). See <a href="#">Fuser motor on page 285.</a></li> </ol>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<p><b>59.5Y ERROR</b></p> <p>To continue turn off then on</p>	<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>Perform the drum-motors component test in the <b>DIAGNOSTICS</b> menu.</li> <li>Reconnect the connectors J120 or J121 on the DC controller PCA.</li> <li>Replace the appropriate drum motor. See <a href="#">Drum motor 1 on page 283</a> or <a href="#">Drum motor 2 or drum motor 3 on page 284</a>.</li> </ol>
<p><b>59.6Y ERROR</b></p> <p>To continue turn off then on</p>	<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> <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>Perform the drum-motors component test in the <b>DIAGNOSTICS</b> menu.</li> <li>Reconnect the connectors J120 or J121 on the DC controller PCA.</li> <li>Replace the appropriate drum motor. See <a href="#">Drum motor 1 on page 283</a> or <a href="#">Drum motor 2 or drum motor 3 on page 284</a>.</li> </ol>
<p><b>59.B0 ERROR</b></p> <p>To continue turn off then on</p>	<p>The toner-collection unit is full.</p>	<p>Replace the toner-collection unit. See <a href="#">Toner-collection unit on page 173</a></p>
<p><b>59.BO CLEANING MOTOR ERROR</b></p> <p>REPLACE TONER COLLECTION UNIT</p>	<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>	<p>Replace the toner-collection unit. See <a href="#">Change the toner collection unit on page 86</a>.</p>
<p><b>59.C0 ERROR</b></p> <p>To continue turn off then on</p>	<p>The developing-disengagement motor is defective.</p>	<ol style="list-style-type: none"> <li>Perform the disengagement motor component tests in the <b>DIAGNOSTICS</b> menu.</li> <li>Reconnect the connectors J25 and J138 on the DC controller and J261 on the high-voltage power supply (lower).</li> <li>Run the sensor test to monitor for developing home position (SR11) to test whether the sensor is functioning. If not, replace the sensor.</li> <li>Replace the developing-disengagement motor. See <a href="#">Developing-disengagement motor on page 251</a>.</li> </ol>
<p><b>59.F0 ERROR</b></p> <p>To continue turn off then on</p>	<p>The primary transfer-alienation motor has experienced an error.</p>	<ol style="list-style-type: none"> <li>Check to ensure the ITB is installed correctly.</li> <li>Run a sensor test to verify that the primary transfer disengagement roller is functioning. If not replace the sensor (SR17).</li> <li>Run the primary transfer drive test in actuator drive mode. If not functioning,</li> </ol>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
		replace the ITB. See <a href="#">Intermediate transfer belt (ITB) on page 188</a> .
<b>59.XY ERROR</b> To continue turn off then on	A temporary printing error has occurred.	Turn the product off then on.
<b>60.03 ERROR</b> To continue turn off then on	The Tray 2 lifter motor (M7) (SR13) has experienced an error.	<ol style="list-style-type: none"> <li>1. Check the Tray 2 paper-surface sensor (u) in the <b>MANUAL SENSOR TEST 2 (O)</b> submenu in the <b>DIAGNOSTICS</b> menu.</li> <li>2. Reconnect the connectors of the lifter motor (J140) and the DC controller PCA (J112).</li> <li>3. If the problem persists, replace the lifter drive assembly. See <a href="#">Lifter-drive assembly on page 254</a>.</li> </ol>
<b>60.04 ERROR</b> To continue turn off then on	The Tray 3 lifter motor (M2) has experienced an error.	<ol style="list-style-type: none"> <li>1. Check the Tray 3 paper-surface sensor (y) in the <b>MANUAL SENSOR TEST 2 (P)</b> submenu in the <b>DIAGNOSTICS</b> menu.</li> <li>2. Reconnect the connector J405 and the J11 on the intermediate connector.</li> <li>3. Reconnect connector J15 of the Tray 3 lifter motor (M2) and connector J404 of the pickup-feeder driver PCA.</li> <li>4. If the problem persists, replace the optional paper feeder.</li> </ol>
<b>60.X ERROR</b> To continue turn off then on	The tray specified by X is not lifting correctly.  <b>X values</b> <ul style="list-style-type: none"> <li>• 2 = Tray 2</li> <li>• 3 = Tray 3</li> </ul>	Follow the instructions on the product control panel.
<b>62 NO SYSTEM</b> To continue turn off then on	The product has an internal problem.	Turn the product off and then on.
<b>68.X PERMANENT STORAGE FULL</b> To continue press OK	The product NVRAM is full. Some settings saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.  <b>X values</b> <ul style="list-style-type: none"> <li>• 0 = Internal memory</li> <li>• 1 = Removable disk</li> </ul>	Press the <b>OK</b> button to clear the message. If the message is not cleared, turn the product off, and then turn the product on.
<b>68.X PERMANENT STORAGE WRITE FAIL</b> To continue press OK	The product NVRAM is failing to write. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Press the <b>OK</b> button to clear the message. If the message is not cleared, turn the product off, and then turn the product on.

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
	<p><b>X values</b></p> <ul style="list-style-type: none"> <li>0 = Internal memory</li> <li>1 = Removable disk</li> </ul>	<p>Replace the removable disk or memory DIMM. See <a href="#">Memory DIMM on page 176</a>.</p> <p>If the problem persists, replace the formatter. See <a href="#">Formatter PCA on page 175</a>.</p>
<p><b>68.X STORAGE ERROR SETTINGS CHANGED</b></p> <p>To continue press OK</p>	<p>One or more product settings are invalid and have been reset to the factory-default settings. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.</p>	<p>Press the <b>OK</b> button to clear the message. If the message is not cleared, turn the product off, and then turn the product on.</p> <p>Replace the removable disk or memory DIMM. See <a href="#">Memory DIMM on page 176</a>.</p> <p>If the problem persists, replace the formatter. See <a href="#">Formatter PCA on page 175</a>.</p>
<p><b>69.X ERROR</b></p> <p>To continue turn off then on</p>	<p>A temporary printing error occurred.</p> <ul style="list-style-type: none"> <li>x = 0 duplex mechanical failure</li> <li>x = 1 duplex side-adjust failure</li> </ul>	<p>Turn the product off, and then turn the product on.</p>
<p><b>79.XXXX ERROR</b></p> <p>To continue turn off then on</p>	<p>An internal product error has occurred.</p>	<p>Turn the product off and then on.</p>
<p><b>8X.YYYY EIO ERROR</b></p>	<p>This message displays in English only. It indicates that the EIO card in slot X has failed.</p>	<p>Replace the EIO card.</p>
<p><b>8X.YYYY EMBEDDED JETDIRECT ERROR</b></p>	<p>This message appears in English only. It indicates that the embedded HP Jetdirect card has failed.</p>	<p>Contact HP support. See <a href="#">Customer support on page 514</a>.</p>
<p><b>Access denied MENUS LOCKED</b></p>	<p>The control-panel menu that you tried to select is currently locked.</p>	<p>Consult with the person who administers the product.</p>
<p><b>Action not currently available for tray x Tray size cannot be ANY SIZE/ANY CUSTOM</b></p>	<p>Duplex registration is not available when the size is set to <b>ANY SIZE</b> or <b>ANY CUSTOM</b>.</p>	<p>Configure the tray to a specific size, and then set the registration for that tray.</p>
<p><b>BAD OPTIONAL TRAY CONNECTION</b></p>	<p>The optional tray is not connected.</p>	<ol style="list-style-type: none"> <li>Turn the product off.</li> <li>Remove and then reinstall the optional Tray 3.</li> <li>Reconnect connectors J401 and J106.</li> <li>If the problem persist, replace the connector for Tray 3.</li> </ol>
<p><b>Calibrating...</b></p>	<p>Displays during calibration.</p>	<p>No action is necessary.</p>
<p><b>CALIBRATION RESET PENDING</b></p> <p><b>Processing...</b></p>	<p>A calibration reset occurs when all jobs are processed.</p>	<p>To begin the reset sooner, cancel all jobs by pressing the Stop button .</p>
<p><b>Canceling...</b></p>	<p>The product is canceling the current job.</p>	<p>No action is necessary.</p>
<p><b>CARD SLOT &lt;X&gt; NOT FUNCTIONAL</b></p>	<p>The DIMM card in slot &lt;X&gt; is not working correctly.</p>	<p>Remove the card from the slot indicated, and replace with a new card.</p>
<p><b>CARD SLOT DEVICE FAILURE</b></p> <p>To clear press OK</p>	<p>The specified device has failed.</p>	<p>Press the <b>OK</b> button to clear.</p>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>CARD SLOT FILE OPERATION FAILED</b> To clear press OK	A PJJ file system command attempted to perform an illogical operation.	Press the OK button to clear.
<b>CARD SLOT FILE SYSTEM IS FULL</b> To clear press OK	A PJJ file system command could not store something on the file system because the file system was full.	Press the OK button to clear.
<b>CARD SLOT IS WRITE PROTECTED</b> To clear press OK	The file system device is protected and no new files can be written to it.	Press the OK button to clear.
<b>CARD SLOT NOT INITIALIZED</b>	This file-storage component must be initialized before use.	Use the embedded Web server or HP Web Jetadmin to initialize the component.
<b>CARTRIDGES IN WRONG POSITIONS</b>	Two or more print-cartridge slots contain the wrong color print cartridge.  From left to right, install the print cartridges in this order: <ul style="list-style-type: none"> <li>● Yellow</li> <li>● Magenta</li> <li>● Cyan</li> <li>● Black</li> </ul>	Install the correct color cartridge in each slot.
<b>CHECKING PAPER PATH</b>	The product is checking for possible paper jams.	No action is necessary.
<b>CHECKING PRINTER</b>	The product is conducting an internal test.	No action is necessary.
<b>CHOSEN PERSONALITY NOT AVAILABLE</b> To continue press OK	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 DISK &lt;X&gt;% COMPLETE</b> Do not power off	The product is cleaning the hard disk.	Do not turn off. The product automatically restarts when cleaning is complete. Product functions are unavailable.
<b>CLEANING...</b>	The product is performing an automatic cleaning cycle. Printing will continue after the cleaning is complete.	No action is necessary.
<b>CLEARING EVENT LOG</b>	This message is displayed while the event log is cleared. The product exits the menus when the event log has been cleared.	No action is necessary.
<b>CLEARING PAPER PATH</b>	The product is attempting to eject jammed paper.	Close the front or right doors.
<b>CLOSE LOWER RIGHT DOOR</b>	The lower-right door on the optional paper feeder is open.	<ol style="list-style-type: none"> <li>1. Close the door.</li> <li>2. If the message persists, check the right door-open-detection sensor, using the sensor monitor mode.</li> <li>3. If the message persists, check the door sensor flag. Replace the flag if damaged.</li> </ol>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>CLOSE RIGHT DOOR</b>	A door on the right side of the product is open.	<ol style="list-style-type: none"> <li>1. Close the door.</li> <li>2. If the message persists, check the right-door sensor flag.</li> <li>3. Replace the right door. See <a href="#">Right-door assembly on page 194</a>.</li> </ol>
<b>Cooling engine</b>	The product is cooling.	No action is necessary.
<b>Creating...</b>	A cleaning page is being generated.	No action is necessary.
<b>CLEANING PAGE</b>		
<b>DATA RECEIVED</b> To print last page press OK	The product is waiting for the command to print the last page.	Press the <b>OK</b> button to print the last page.
<b>DATE/TIME = YYYY/MMMM/DD HH:MM</b> To change press OK To skip press ⊗	The current date and time set for the product.	Press the <b>OK</b> button to set the date and time, or press the stop button ⊗ to skip setup.
<b>Deleting private jobs</b>	The product is deleting a private stored job.	No action is necessary.
<b>Deleting...</b>	The product is deleting the stored job.	No action is necessary.
<b>EIO &lt;X&gt; DISK INITIALIZING</b>	The specified EIO disk device 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.	<ol style="list-style-type: none"> <li>1. Turn the product off.</li> <li>2. Remove the disk from the slot indicated.</li> <li>3. Replace with a new disk.</li> <li>4. Turn the product on.</li> </ol>
<b>EIO &lt;X&gt; DISK SPINNING UP</b>	EIO disk device in slot <X> is spinning up its platter. Jobs that require disk access must wait.	No action is necessary.
<b>EIO DEVICE FAILURE</b> To clear press OK	The specified device has failed.	Press the <b>OK</b> button to clear.
<b>EIO FILE OPERATION FAILED</b> To clear press OK	A PjL file system command attempted to perform an illogical operation.	Press the <b>OK</b> button to clear.
<b>EIO FILE SYSTEM IS FULL</b> To clear press OK	A PjL file system command could not store something on the file system because the file system was full.	Press the <b>OK</b> button to clear.
<b>EIO IS WRITE PROTECTED</b> To clear press OK	The file system device is protected and no new files can be written to it.	Press the <b>OK</b> button to clear.
<b>EIO NOT INITIALIZED</b>	This file-storage component must be initialized before use.	Use the embedded Web server or HP Web Jetadmin to initialize the component.
<b>Event log empty</b>	No product events are in the log.	No action is necessary.
<b>EXPECTED DRIVE MISSING</b>	The product cannot find an external hard drive.	Insert the hard drive or see the embedded Web server for more information.

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>FUSER LOW OR OUT</b>	The fuser needs to be replaced.	Replace the fuser. See <a href="#">Fuser on page 179</a> .
<b>Genuine HP supplies installed</b>	You have installed more than one new print cartridge that was manufactured by HP.	No action is necessary.
<b>HP ENCRYPTED DRIVE DISABLED</b>	The drive has been encrypted for another product.	Remove the drive or see the embedded Web server for more information.
<b>INCOMPATIBLE &lt;COLOR&gt; CARTRIDGE</b>	The indicated color print cartridge is not compatible with this product.	Replace the print cartridge with one that is designed for this product.
<b>INCOMPATIBLE FUSER</b>	The incorrect fuser was installed.	<p><b>CAUTION:</b> The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.</p> <ol style="list-style-type: none"> <li>1. Open the right door.</li> <li>2. Remove the incompatible fuser.</li> <li>3. Install the correct fuser.</li> <li>4. Close the right door.</li> </ol>
<b>INCOMPATIBLE SUPPLIES</b>	Print cartridges or other supply items are installed that were not designed for this product. The product cannot print with these supplies installed.	Install supplies designed for this product.
<b>Incorrect</b>	The PIN is incorrect.	Use the up arrow ▲ and down arrow ▼ buttons to enter the correct PIN.
<b>Initializing</b>	The product is starting.	No action is necessary. Please wait until the <b>Ready</b> message appears on the display.
<b>Initializing permanent storage</b>	Displayed when the product is turned on to show that permanent storage is being initialized.	No action is necessary.
<b>Insert or close tray &lt;X&gt;</b>	The indicated tray is open, and it is interfering with paper being fed from another tray.	Close the tray so that printing can continue.
<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. See <a href="#">Change print cartridges on page 83</a> .
<b>INSTALL FUSER</b>	The fuser has been removed or installed incorrectly.	<p><b>CAUTION:</b> The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.</p> <ol style="list-style-type: none"> <li>1. Open the right door.</li> <li>2. Install or adjust the fuser.</li> <li>3. Close the right door.</li> </ol>
<b>INSTALL SUPPLIES</b> <b>For status press OK</b>	Press the <b>OK</b> button to identify which supplies need to be replaced. Press the <b>OK</b> button a second time for more information about the specific supply.	Insert the supply item or make sure the installed supply item is fully seated.
<b>INSTALL TRANSFER ROLLER</b>	The secondary transfer roller has experienced an error.	Reinstall the secondary-transfer roller.

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>INSUFFICIENT MEMORY TO LOAD FONTSDATA</b>	<p>The product does not have enough memory to load the data (for example, fonts or macros) from the place specified.</p> <ul style="list-style-type: none"> <li>20.1: Internal: Fonts on ROM directly on formatter</li> <li>20.2: Cart slot &lt;x&gt; fonts: Fonts on DIMM slot</li> <li>20.4: EIO&lt;X&gt; disk: Fonts on the removable hard disk installed in the EIO slot</li> <li>20.5: External source or USB: Fonts on the USB where the number is the device number</li> </ul>	<p>To continue without this information press the <b>OK</b> button. If the message persists, add more memory.</p>
<b>LOAD TRAY 1 [TYPE] [SIZE]</b> <b>To continue press OK</b>	<p>The indicated tray is loaded and configured for a type and size other than the one specified in the job.</p>	<ol style="list-style-type: none"> <li>If the correct paper is loaded, press the <b>OK</b> button.</li> <li>Otherwise, remove the incorrect paper and load the tray with the specified paper.</li> <li>If prompted, confirm the size and type of paper loaded.</li> <li>Confirm that the paper guides are in the correct position.</li> <li>To use another tray, remove paper from the tray and then press the <b>OK</b> button.</li> </ol>
<b>LOAD TRAY 3 [TYPE] [SIZE]</b> <b>Media insert required in tray</b> <b>To use another tray press OK</b>	<p>This message appears when printing 4 x 6 in or 100 x 150 mm size paper, which requires the HP postcard media insert in Tray 3.</p>	<p>Install the HP postcard media insert in Tray 3, and load the requested paper.</p>
<b>LOAD TRAY &lt;X&gt; [TYPE] [SIZE]</b>	<p>This message appears when the indicated tray is selected but is not loaded, and no other paper trays are available for use.</p>	<p>Load the tray with requested paper and then press the <b>OK</b> button to continue.</p>
<b>LOAD TRAY &lt;X&gt; [TYPE] [SIZE]</b> <b>To use another tray press OK</b>	<p>This message appears when the indicated tray is selected but is not loaded, and other paper trays are available for use.</p>	<ol style="list-style-type: none"> <li>Load the correct paper in the tray.</li> <li>If prompted, confirm the size and type of paper loaded.</li> <li>Otherwise, press the <b>OK</b> button to select another tray.</li> </ol>
<b>LOADING PROGRAM &lt;XX&gt;</b> <b>Do not power off</b>	<p>Programs and fonts can be stored on the product's file system and are loaded into RAM when the product is turned on. The number XX specifies a sequence number indicating the current program being loaded.</p>	<p>No action necessary. Do not turn the product off.</p>
<b>MANUALLY FEED &lt;TYPE&gt; &lt;SIZE&gt;</b>	<p>This message displays when Tray 1 is selected but is not loaded, and other paper trays are available for use.</p>	<p>Load tray with requested paper. If paper is already in tray, press the help button ? to exit message and then press the <b>OK</b> button to print. To use another tray, clear paper from Tray 1, press the help button ? to exit the message and then press the <b>OK</b> button.</p>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>MANUALLY FEED &lt;TYPE&gt; &lt;SIZE&gt;</b> To continue press <b>OK</b>	This message displays when Tray 1 is selected but is not loaded, and other paper trays are available for use.	Load tray with requested paper.  To override the message, press the <b>OK</b> button to use a type and size of paper that is available in another tray.
<b>MANUALLY FEED &lt;TYPE&gt; &lt;SIZE&gt;</b> To use another tray press <b>OK</b>	The specified job requires a manual feed.	Load tray with requested paper. If paper is already in tray, press the help button ? to exit the message and then press the <b>OK</b> button to print. To use another tray, clear paper from Tray 1, press the help button ? to exit the message and then press the <b>OK</b> button.
<b>MANUALLY FEED OUTPUT STACK</b> Then press <b>OK</b> to print second side	The product has printed the first side of a manual duplex job and is waiting for the user to insert the output stack to print the second side.	<ol style="list-style-type: none"> <li>1. Maintaining the same orientation, remove document from the output bin.</li> <li>2. Flip document printed side up.</li> <li>3. Load document in Tray 1.</li> <li>4. Press the <b>OK</b> button to print.</li> </ol>
<b>MOVING SOLENOID</b> To exit press <b>⊗</b>	The solenoid is moving as part of a component test.	No action is necessary.
<b>MOVING SOLENOID AND MOTOR</b> To exit press <b>⊗</b>	The solenoid and a motor are moving as part of a component test.	No action is necessary.
<b>No job to cancel</b>	You have pressed the stop button <b>⊗</b> but the product is not actively processing any jobs.	No action is necessary.
<b>No stored jobs</b>	Displayed when the user enters the <b>RETRIEVE JOB</b> menu and there are no jobs to retrieve.	No action is necessary.
<b>NON HP SUPPLY IN USE</b>	A non-HP supply is in use.	A user authorized the use of non-HP supplies when the HP supply was replaced. 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.
<b>NON HP SUPPLY INSTALLED</b>	The product is using a non-HP supply.	If you believe you purchased a genuine HP supply, go to <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a> . 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.
<b>ORDER &lt;COLOR&gt; CARTRIDGE</b>	The identified print cartridge is nearing the end of its estimated useful life.  Printing will continue until a supply needs to be replaced.	Order a replacement print cartridge.
<b>ORDER &lt;COLOR&gt; CARTRIDGE LESS THAN XXXX PAGES</b>	The identified cartridge is nearing the end of its estimated useful life. Estimated pages remaining is based on the historical page coverage of this product.	Order a replacement cartridge.

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>ORDER FUSER KIT</b> <b>LESS THAN XXXX PAGES</b>	The fuser is near 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 SUPPLIES</b>	More than one supply is nearing the end of its estimated useful life.	Order the necessary supplies.
<b>ORDER TONER COLLECTION UNIT</b>	The toner-collection unit is nearly full.	Order a replacement toner-collection unit now. Printing can continue.
<b>PAPERLESS MODE</b>	This message displays when the motors in the paper path do not rotate. Customers do not see this message unless there is a production problem.	Customers do not see this message unless there is a production problem.
<b>Paused</b> <b>To return to Ready press</b> 	The product is paused, and there are no error messages pending at the display. The I/O continues receiving data until memory is full.	Press the stop button  .
<b>Performing upgrade</b> <b>&lt;X:YYY&gt; % complete</b> <b>Do not power off</b>	The product is upgrading the firmware.	Wait until the upgrade is complete.
<b>Performing... COLOR BAND TEST</b>	The color-band test is being performed.	No action is necessary.
<b>Performing... PAPER PATH TEST</b>	The product is performing a paper path test.	No action is necessary.
<b>Please wait</b>	The product is clearing data.	No action is necessary.
<b>Powering off...</b>	The product is shutting down.	Wait until the product shuts down.
<b>Printing &lt;REPORT&gt;</b>	The product is printing an internal page. The product returns to the online Ready state when the page is completed.	No action is necessary.
<b>PRINTING STOPPED</b> <b>To continue press OK</b>	Time has expired on the Print/Stop test.	Press the <b>OK</b> button to continue.
<b>PRINTING....ENGINE TEST</b>	The product is generating the specified report and will return to a <b>Ready</b> state.	No action necessary.
<b>Processing duplex job</b> <b>Do not grab paper until job completes</b>	Paper temporarily comes into the output bin while printing a duplex job. Do not try to remove the pages until the job is complete.	Do not grab paper as it temporarily comes into the output bin. The message disappears when the job is finished.
<b>Processing...</b>	The product is processing a job but is not yet picking pages. When paper motion begins, this message is replaced by a message that indicates which tray the job is being printed from.	No action is necessary.
<b>Processing...</b> <b>CLEANING PAGE</b>	The product is processing a cleaning page.	No action is necessary.
<b>Processing... from tray &lt;X&gt;</b>	The product is processing a job from the designated tray.	No action is necessary.
<b>RAM DISK DEVICE FAILURE</b> <b>To clear press OK</b>	The specified device has failed.	Press the <b>OK</b> button to clear.

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>RAM DISK FILE OPERATION FAILED</b> To clear press OK	A P JL file system command attempted to perform an illogical operation.	Press the <b>OK</b> button to clear.
<b>RAM DISK FILE SYSTEM IS FULL</b> To clear press OK	A P JL file system command could not store something on the file system because the file system was full.	Press the <b>OK</b> button to clear.
<b>RAM DISK IS WRITE PROTECTED</b> To clear press OK	The file system device is protected and no new files can be written to it.	Press the <b>OK</b> button to clear.
<b>RAM DISK NOT INITIALIZED</b>	This file-storage component must be initialized before use.	Use the embedded Web server or HP Web Jetadmin to initialize the component.
<b>Ready</b>	The product is online and ready for data. No status or product attendance messages are pending at the display.	No action is necessary.
<b>Ready</b>	The product is online and ready.	No action is necessary.
<b>IP ADDRESS</b>		
<b>Ready Diagnostics mode</b> To exit press ⊗	The product is in Diagnostics mode.	To stop Diagnostic mode, press the Stop button ⊗.
<b>Receiving Upgrade</b>	A firmware upgrade is in progress.	Do not turn the product off until the product returns to <b>Ready</b> .
<b>Remove all print cartridges</b> To exit press ⊗	The product is testing the transfer unit assembly.	To perform the test, remove all the print cartridges. To cancel the test, press the stop button ⊗.
<b>Remove at least one print cartridge</b> To exit press ⊗	The product is testing the print-cartridge motor.	To perform the test, remove at least one print cartridge. To cancel the test, press the stop button ⊗.
<b>REMOVE CARTRIDGE LOCKS</b>	The product has at least one cartridge shipping-lock installed.	Open the front door and remove any cartridge locks.
<b>REPLACE &lt;COLOR&gt; CARTRIDGE</b>	The product indicates when a supply level is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. After an HP supply has reached its approximated end of life, HP's premium Protection Warranty on that supply ends. You can configure the product to continue printing by using the <b>REPLACE SUPPLIES</b> menu. For more information about the <b>REPLACE SUPPLIES</b> menu, see <a href="#">System setup menu on page 25</a> .	Replace the specified color cartridge. <a href="#">Change print cartridges on page 83</a>  Or, configure the product to continue printing by using the <b>REPLACE SUPPLIES</b> menu. For more information about the <b>REPLACE SUPPLIES</b> menu, see <a href="#">System setup menu on page 25</a> .

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>REPLACE FUSER KIT</b>	The fuser is nearing the end of its useful life. Printing can continue.	<p><b>CAUTION:</b> The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.</p> <ol style="list-style-type: none"> <li>1. Open the right door.</li> <li>2. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.</li> <li>3. Install the new fuser.</li> <li>4. Close the right door.</li> </ol>
<b>REPLACE FUSER KIT</b> To continue press OK	The <b>REPLACE SUPPLIES</b> menu is set to the <b>STOP AT LOW</b> setting. The fuser kit has reached the low threshold.	<p><b>CAUTION:</b> The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.</p> <p>Press the <b>OK</b> button to continue printing until the fuser reaches the end of life, or replace the fuser now.</p> <p><b>Replace the fuser</b></p> <ol style="list-style-type: none"> <li>1. Open the right door.</li> <li>2. Grasp the blue handles on each side of the fuser, and pull it straight out to remove it.</li> <li>3. Install the new fuser.</li> <li>4. Close the right door.</li> </ol>
<b>REPLACE SUPPLIES</b> For status press OK	Two or more supplies are at the estimated end of life. The actual life remaining might be different than the estimation. Have a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. After an HP supply has reached its approximated end of life, HP's premium Protection Warranty on that supply ends. You can configure the product to continue printing by using the <b>REPLACE SUPPLIES</b> menu. For more information about the <b>REPLACE SUPPLIES</b> menu, see <a href="#">System setup menu on page 25</a> .	<p>Press the <b>OK</b> button to see which supplies need to be replaced.</p> <p>Or, configure the product to continue printing by using the <b>REPLACE SUPPLIES</b> menu. For more information about the <b>REPLACE SUPPLIES</b> menu, see <a href="#">System setup menu on page 25</a>.</p>
<b>REPLACE SUPPLIES</b> To continue press OK	Pages remaining for at least two supplies have reached the low threshold. The product was set to stop printing when a supply needs to be ordered.	<p>Press the <b>OK</b> button to continue printing until the supply reaches its estimated end of life.</p> <p>Or, configure the product to continue printing by using the <b>REPLACE SUPPLIES</b> menu. For more information about the <b>REPLACE SUPPLIES</b> menu, see <a href="#">System setup menu on page 25</a>.</p>
<b>REPLACE SUPPLIES - OVERRIDE IN USE</b>	The product indicates when a supply level is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement supply available to install when print quality is no	Open the <b>SUPPLIES STATUS</b> menu for information about each supply. Press the <b>OK</b> button for detailed information.

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
	<p>longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. Once an HP supply has reached its estimated end of life, HP's premium Protection Warranty on that supply has ended. Printing can continue using override (see <b>REPLACE SUPPLIES</b> menu item).</p> <p><b>NOTE:</b> Printing while in Override mode eventually results in unsatisfactory print quality.</p>	
<b>REPLACE SUPPLIES - Using black only</b>	<p>You can configure the product to print using only black when the level of a color supply has reached its estimated end of life. However, the color supply might still be able to produce acceptable print quality. To print in color, either replace the color supply or reconfigure the printer by using the <b>REPLACE SUPPLIES</b> menu on the control panel. For more information about the <b>REPLACE SUPPLIES</b> menu, see <a href="#">System setup menu on page 25</a>.</p> <p>The supply life remaining is used to determine if a supply is very low. The supply life remaining is an approximation only and varies depending on the types of documents printed and other factors.</p>	<p>No user input is required for printing to continue in black. To continue printing in color, either replace the supply or reconfigure the printer by using the <b>REPLACE SUPPLIES</b> menu on the control panel. For more information about ordering supplies, see <a href="#">Parts and diagrams on page 445</a>. For more information about the <b>REPLACE SUPPLIES</b> menu, see <a href="#">System setup menu on page 25</a>.</p>
<b>REPLACE TONER COLLECTION UNIT</b>	<p>The toner collection unit has reached its estimated capacity.</p>	<p>Replace the toner collection unit or, if you wish to have the toner collection unit operate past its estimated capacity, reconfigure the printer to use <b>OVERRIDE AT OUT 2</b> in the <b>REPLACE SUPPLIES</b> menu. For more information about the <b>REPLACE SUPPLIES</b> menu, see <a href="#">System setup menu on page 25</a>.</p> <p>This is not a recommended option because of the risk of overfilling the toner collection unit, which could result in the need to service the product.</p>
<b>REPLACE TONER COLLECTION UNIT</b> <b>To continue press OK</b>	<p>The toner collection unit is approaching its estimated capacity.</p>	<p>Order a new toner collection unit now.</p> <p>You can press the <b>OK</b> button to continue printing. You can continue printing until the continue prompt no longer appears.</p>
<b>Request accepted please wait</b>	<p>The product has accepted a request to print an internal page, but the current job must finish printing before the internal page prints.</p>	<p>No action is necessary.</p>
<b>Resend Upgrade</b>	<p>The firmware upgrade was not completed successfully.</p>	<p>Attempt upgrade again.</p>
<b>Resetting kit count</b>	<p>You have selected the option to reset the count for a new supply item.</p>	<p>No action is necessary.</p>
<b>Restoring factory settings</b>	<p>The product is restoring factory settings.</p>	<p>No action is necessary.</p>

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
Restoring...	The product is restoring settings. This message is displayed during the execution of a restore action, such as <b>RESTORE COLOR VALUES</b> .	Wait until the process is complete.
<b>RESTRICTED FROM PRINTING IN COLOR</b>	This message displays when color printing is disabled for the product or when it is disabled for a particular user or print job.	To enable color printing for the product, change the <b>RESTRICT COLOR USE</b> setting in the <b>SYSTEM SETUP</b> menu.
Rotating <color> Motor To exit press ⊗	A component test is in progress; the component selected is the <color> cartridge motor.	Press the stop button ⊗ when ready to stop this test.
Rotating Motor To exit press ⊗	The product is executing a component test and the component selected is a motor.	Press the stop button ⊗ when ready to stop this test.
<b>SANITIZING DISK &lt;X&gt;% COMPLETE</b>  Do not power off	The hard disk is being cleaned.	Contact the network administrator.
<b>SIZE MISMATCH IN TRAY XX</b>	The paper in the listed tray does not match the size specified for that tray.	<ol style="list-style-type: none"> <li>1. Load the correct paper.</li> <li>2. Verify the paper is positioned correctly.</li> <li>3. Verify size and type are correctly configured to the specific tray.</li> </ol>
Sleep mode on	The product is in sleep mode. A button press, receipt of printable data, or an error condition will clear this message.	No action is necessary.
<b>STANDARD TOP BIN FULL</b>  Remove all paper from bin	The output bin is full.	Empty the bin and continue printing.
<b>SUPPLIES IN WRONG POSITION</b>	One or more supplies are in the wrong position.	Check the position of the supplies and insert in the correct position.
<b>TRAY &lt;X&gt; [TYPE] [SIZE]</b>  To change size or type press OK  To accept settings press ↵	This message states the current type and size configuration of the tray.	To change size or type press the <b>OK</b> button. To accept settings press the back arrow ↵.
<b>TRAY &lt;X&gt; EMPTY [TYPE] [SIZE]</b>	The specified tray is empty and the current job does not need this tray to print.	Refill the tray at a convenient time.  <b>NOTE:</b> This could be a false message. If the tray is loaded without removing the shipping lock, the product does not sense that the paper is loaded. Remove the shipping lock and then load the tray.
<b>TRAY &lt;X&gt; OPEN</b>	The specified tray is open or not closed completely.	Close the tray.
<b>TRAY &lt;X&gt; OVERFILLED</b>  Remove excess paper	The tray is filled above the stack-height marking.	Remove enough paper so that the paper stack does not exceed the limit for the tray.
<b>TRAY &lt;X&gt; OVERFILLED</b>  To use another tray press OK	The tray is not available for printing because it contains too many sheets of paper.	Remove excess paper or use another tray.

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>TRAY &lt;X&gt; SIZE = &lt;Size&gt;</b> Media insert required in tray	The product is set to print on a small paper size that requires the HP postcard media-insert to be installed in this tray.	To use this size paper, install the media insert before loading the paper. See <a href="#">Load trays on page 50</a> .
<b>TYPE MISMATCH IN TRAY X</b>	The specified tray contains a paper type that does not match the configured type.	The specified tray cannot be used until this condition is addressed. Printing can continue from other trays.  <ol style="list-style-type: none"> <li>1. Load the correct paper in the specified tray.</li> <li>2. Verify the type configuration.</li> </ol>
<b>UNABLE TO MOPY JOB</b>	The product does not have enough memory to produce multiple original prints of this job. One copy will be printed.	Add more memory to the product. See <a href="#">Install memory on page 89</a> .
<b>UNABLE TO STORE JOB</b>	A job cannot be stored because of a memory or configuration problem.	Install additional memory in the product.
<b>UNAUTHORIZED SUPPLY IN USE</b>	The product is using a non-HP supply.	If you believe you purchased a genuine HP supply, go to <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a> . 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.
<b>Unsupported data on [FS] DIMM in slot x</b> To clear press OK	The data on the DIMM for the indicated file system is not a type that the product supports. [FS] can be either a ROM or Flash file system.	Press the <b>OK</b> button to clear the message.  Replace the DIMM. See <a href="#">Install memory on page 89</a> .
<b>UNSUPPORTED DRIVE INSTALLED</b>	A non-supported hard drive has been installed.	Turn off the product, remove the hard drive, and then turn on the product.
<b>USB ACCESSORY ERROR</b>	This message displays when a connected USB accessory draws too much power. When this happens, the ACC port is disabled and printing stops.	Printing can continue. Remove the USB device.
<b>USB storage &lt;X&gt; initializing</b>	One of the parameters of the USB storage device 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.	<ol style="list-style-type: none"> <li>1. Turn product off.</li> <li>2. Disconnect the USB storage accessory, and replace with a new USB storage accessory.</li> </ol>
<b>USB STORAGE &lt;X&gt; IS REMOVED</b>	A USB storage accessory has been disconnected.	<ol style="list-style-type: none"> <li>1. Turn product off.</li> <li>2. Reconnect the USB storage accessory.</li> <li>3. Turn product on.</li> </ol>
<b>USB STORAGE DEVICE FAILURE</b> To clear press OK	The specified device has failed.	Press the <b>OK</b> button to clear.
<b>USB STORAGE FILE OPERATION FAILED</b> To clear press OK	A PJL file system command attempted to perform an illogical operation.	Press the <b>OK</b> button to clear.

**Table 7-13 Control-panel messages (continued)**

Control panel message	Description	Recommended action
<b>USB STORAGE FILE SYSTEM IS FULL</b> To clear press OK	A PjL file system command could not store something on the file system because the file system was full.	Press the <b>OK</b> button to clear.
<b>USB STORAGE IS WRITE PROTECTED</b> To clear press OK	The file system device is protected and no new files can be written to it.	Press the <b>OK</b> button to clear.
<b>USB STORAGE NOT INITIALIZED</b>	This file-storage component must be initialized before use.	Use the embedded Web server or HP Web Jetadmin to initialize the component.
<b>USED SUPPLY IN USE</b>	One or more used supplies have been installed. The supplies may be non-HP products.	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.
<b>USED SUPPLY INSTALLED</b> To continue press OK	One or more used supplies have been installed. The supplies might be non-HP products.	Any product repair required as a result of using non-HP or unauthorized supplies is not covered under warranty. HP cannot verify the accuracy or the availability of certain features.
<b>WAIT FOR PRINTER TO REINITIALIZE</b>	This message can appear for a variety of reasons: The RAM DISK settings changed before the product has rebooted. The product is restarting after changing external device modes. The user has exited Diagnostics. A new formatter has been installed with an old engine or a new engine has been installed with an old formatter.	No action is necessary.
<b>WAITING FOR TRAY &lt;X&gt; TO LIFT</b>	The specified tray is lifting paper for feeding.	No action is necessary.
<b>WARMING UP</b>	The product is coming out of Sleep mode.	No action is necessary.
<b>WRONG CARTRIDGE IN &lt;COLOR&gt; SLOT</b>	The indicated slot for a print cartridge contains a cartridge that is not the correct color. From left to right, install the print cartridges in this order: <ul style="list-style-type: none"> <li>● Yellow</li> <li>● Magenta</li> <li>● Cyan</li> <li>● Black</li> </ul>	Remove the print cartridge from that slot, and install a cartridge that is the correct color.