

Understanding printer messages

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

Using the printer online Help system

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

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

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

Resolving persistent messages

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

Table 7-8. Interpreting control-panel messages

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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