Interpret control-panel messages

Control-panel message types

Four types of control-panel messages can indicate the status of or problems with the product.

Message type	Description
Status messages	Status messages reflect the current state of the product. They inform you of normal product operation and require no interaction to clear them. They change as the state of the product changes. Whenever the product is ready, not busy, and has no pending warning messages, the status message **Ready** appears if the product is online.
Warning messages	Warning messages inform you of data and scan errors. These messages typically alternate with the **Ready** or status messages and remain until you touch the OK button. Some warning messages are clearable. If **CLEARABLE WARNINGS** is set to **JOB** on the product SYSTEM SETUP menu, the next job clears these messages.
Error messages	Error messages communicate that some action must be performed, such as clearing a jam. Some error messages are auto-continuable. If **AUTO CONTINUE** is set on the menus, the device will continue normal operation after an auto-continuable error message appears for 10 seconds. **NOTE:** Pressing any button during the 10-second auto-continuable error message overrides the auto-continue feature, and the button function takes precedence. For example, pressing the stop button pauses scanning and offers the option to cancel the job.
Critical-error messages	Critical error messages inform you of a product failure. Some of these messages can be cleared by turning the product off and then on. These messages are not affected by the **AUTO CONTINUE** setting. If a critical error persists, service is required.

Control-panel messages

Table 3-7 Control-panel messages

Control panel message	Description	Recommended action
10.10.00 ERROR	The product cannot read or write to the print cartridge e-label, or the e-label is missing from the print cartridge.	1. Verify that a genuine HP print cartridge is installed in the product. 2. Install another print cartridge. 3. Verify that the memory tag PCA is installed in the product. 4. Verify that the memory tag connector is firmly seated in connector J1703 on the ECU. You might have to remove the main cooling fan to see this connection.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
10.91.00 CARTRIDGE ERROR **REPLACE BLACK CARTRIDGE**	An error has occurred in the cartridge	1. Open the cartridge door. 2. Remove the print cartridge, and then reinstall it. 3. Close the cartridge door. 4. Turn the product off and then on. 5. Verify that a genuine HP print cartridge is installed in the product. 6. Install another print cartridge. 7. Verify that the memory tag PCA is installed in the product. 8. Verify that the memory tag connector is firmly seated in connector J1703 on the ECU. You might have to remove the main cooling fan to see this connection.
10.XX.YY SUPPLY MEMORY ERROR	The product cannot read or write to the print cartridge memory tag, or the memory tag is missing. 10.00.0Y = memory is defective 10.10.0Y = memory is missing	1. Open the cartridge door. 2. Remove the print cartridge, and then reinstall it. 3. Close the cartridge door. 4. Turn the product off and then on. 5. Verify that a genuine HP print cartridge is installed in the product. 6. Verify that the memory tag PCA is installed in the product. 7. Verify that the memory tag connector is firmly seated in connector J1703 on the ECU. You might have to remove the main cooling fan to see this connection. 8. Install another print cartridge.
11.XX INTERNAL CLOCK ERROR **To continue press OK**	The real time clock has experienced an error. XX = 01: Dead clock battery XX = 02: Dead real time clock	Printing can continue, but a prompt appears every time you turn on the product. To resolve the issue: 1. Power cycle the product to see if the prompt clears. 2. If possible, print a configuration page to record product information, and then perform an NVRAM initialization routine. If the initialization routine is successful, you must re-enter several configuration parameters (such as the page count and the serial number). 3. If the error persists, replace the formatter PCA.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
13.JJ.NT JAM IN <LOCATION> **13.JJ.NT JAM INSIDE <LOCATION>**	A jam has occurred in the specified location. ● 13.JJ.NT JAM INSIDE REAR DOOR ● 13.JJ.NT JAM IN FUSER ● 13.JJ.NT JAM INSIDE TOP COVER ● 13.JJ.NT JAM IN TRAY 1 ● 13.JJ.NT JAM IN TRAY <X> ● 13.JJ.NT JAM IN TRAY 2 ● 13.JJ.NT JAM INSIDE DUPLEXER	Remove the jammed paper. See Jam locations on page 220. If the message persists after you have cleared all jams, a sensor might be stuck or broken. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.
13.JJ.NT PAPER JAM OPEN INPUT TRAYS alternates with **Open all trays**	A jam has occurred in a tray.	1. Open each tray and check for jammed paper. 2. Open the cartridge door. 3. Remove the print cartridge and any paper. 4. Reinstall the print cartridge and close the cartridge door. 5. Close all trays. 6. Remove the jammed paper. See Jam locations on page 220. 7. If the message persists after you have cleared all jams, a sensor might be stuck or broken. See Paper-path test (and automatic sensors test) on page 136 or Sensor test (interactive) on page 137.
21 PAGE TOO COMPLEX **For help press ?** alternates with **21 PAGE TOO COMPLEX** **To continue press OK**	The data in the print job is too complex.	1. Press the OK button to print the transferred data (some data might be lost). 2. If this message displays often, simplify the print job or install more 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 improper communications protocol might be in use. Note: EIO 0 is reserved for the HP Jetdirect embedded print server.	1. Press the OK button to clear the message. (The job does not print.) 2. Check the host configuration. If the message persists, contact an HP-authorized service or support provider.
22 EMBEDDED I/O BUFFER OVERFLOW **To continue press OK**	Too much data was sent to the product's internal HP Jetdirect.	Press the OK button to continue printing. Some data might be lost.
22 USB I/O BUFFER OVERFLOW **To continue press OK**	Too much data was sent to the USB port.	Press the OK button to clear the error message. (The job does not print.)

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
40 EIO X BAD TRANSMISSION **To continue press OK**	The connection has been broken between the product and the EIO card in the specified slot [X]. Note: EIO 0 is reserved for the HP Jetdirect embedded print server.	Press the OK button to clear the error message and continue printing.
40 EMBEDDED I/O BAD TRANSMISSION **To continue press OK**	The connection has been broken between the product and HP Jetdirect print server.	1. Print the configuration and Embedded JetDirect pages to verify that the card status is "Ready," and that the protocol reads "Ready." 2. Verify that all the configuration parameters (IP address, configuration method, and domain) are correct. 3. Verify that you are using a working network cable. 4. Verify you can "ping" a network address from the product. 5. Verify that the HP JetDirect print server has the latest firmware. HP JetDirect firmware is part of the product firmware. Find the latest product firmware at www.hp.com.
41.3 UNEXPECTED SIZE IN TRAY 1 **MANUALLY FEED <TYPE> <SIZE>**	You have configured Tray 1 for a different size of paper than the print job requires. **NOTE:** This error can be caused by a multi feed problem. Open, and then close, the cartridge door to clear the error message. If the error persists, and the tray is correctly configured, try cleaning the Tray 1 pickup roller (or you might have to replace the roller).	Reload the tray with the correct paper size. If another tray contains the correct size, the product prompts you to press the OK button to use another tray.
41.3 UNEXPECTED SIZE IN TRAY <X> **For help press ?** alternates with **LOAD TRAY <X> [TYPE] [SIZE]** **To use another tray press OK**	You have configured the tray for a different size of paper than the print job requires. **NOTE:** This error can be caused by a multi feed problem. Open, and then close, the cartridge door to clear the error message. If the error persists, and the tray is correctly configured, try cleaning the Tray 1 pickup roller (or you might have to replace the roller).	1. Reload the tray with the correct paper size. 2. Make sure the paper size that is specified in the software program, the printer driver, and the control panel are all the same. 3. Press the OK button and scroll to the **TRAY <X> SIZE = <Size>** option. Reconfigure the size in a tray to match the size required for the print job. 4. If the error does not clear, turn the product off and then on. 5. If the message persists, contact an HP-authorized service or support provider.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
41.X ERROR **For help press ?** alternates with **41.X ERROR** **To continue press OK**	A temporary printing error occurred.	1. Press the OK button to see if the page will print. If necessary, turn the product off and then on. 2. Verify that the correct size paper is loaded in the input tray. 3. Verify that the loaded paper meets HP specifications. If the paper sticks together, the paper defect sensors will detect a sheet of paper longer than what is expected in the product. 4. Verify that all paper size settings on the control panel, in the print driver settings, and in the software program match.
49.XXXX ERROR **To continue turn off then on**	A critical firmware error has occurred that caused the processor on the formatter to cease operation. This error can be caused by invalid print commands, corrupt data, or invalid operations. Sometimes electrical "noise" in the cable can corrupt data during transmission to the product. Other causes can be poor-quality cables, poor connections, or home-grown programs. On rare occasions, the formatter is at fault.	1. Turn off the product, and then turn it on. 2. Press the stop button ⊗ to clear the print job from the product memory. 3. Turn off the product, and then turn it on. 4. Print a document from a different software program. If the job prints, return to the first program and try to print a different file. If the message displays only with a certain program or print job, contact the software vendor for assistance. 5. If the message persists with different software programs and print jobs, disconnect the cables to the product that connect it to the network or computer. 6. Turn off the product. 7. Remove all EIO devices from the product. 8. Turn on the product. 9. If the error no longer exists, replace each EIO device one at a time, making sure to turn the product off and on again as you install each device. 10. Replace an EIO device if you determine that it causes the error.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
50.X FUSER ERROR **For help press ?**	A fuser error has occurred. The values for X are listed below. ● **50.1**: Low fuser temperature of thermistor (TH1) ● **50.2**: Fuser warm-up service ● **50.3**: High fuser temperature of thermistor (TH1) ● **50.4**: Faulty fuser (drive circuit failure) ● **50.8**: Lower fuser temperature of thermistor (TH2) ● **50.9**: High fuser temperature of thermistor (TH2)	1. Power cycle the product to determine if the error is persistent. 2. Verify that the correct fuser model is installed in the product. 3. Verify that the correct voltage fuser is installed in the product. 4. **50.2 errors**: Make sure that the connectors J8002 and J1505 are fully seated on the ECU, and connector J18 is fully seated on the fuser. 5. **50.1, 50.3, 50.8, and 50.9 errors**: Make sure that the connectors J18 and J1608 are fully seated on the ECU. 6. **50.8 errors**: Remove the fuser and make sure that there is no residual media or toner has built up on the fuser. 7. **50.4 errors**: Make sure that the power to the product meets the specifications for the product. **NOTE:** If the power supplied to the product is outside the specifications, the fuser temperature control circuit will not properly work, causing a fuser malfunction. Make sure that the connector J1002 and J1505 are fully seated on the ECU. If the error persists, replace the ECU. 8. If the error persists, replace the fuser.
51.XY ERROR **To continue turn off then on**	A laser/scanner error has occurred.	1. From the **DIAGNOSTICS** menu, run the laser/scanner motor component test. Verify that you can hear the motor rotate. 2. If you cannot hear the motor rotate, verify that connector J1702 and connector J1505 are fully seated on the DC controller PCA (ECU). 3. Verify that the connector J100 on the laser/scanner assembly is securely attached. 4. If the error persists, replace the laser/scanner assembly.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
52.XY ERROR **For help press ?** alternates with **52.XY ERROR** **To continue turn off then on**	A laser/scanner error has occurred. X = 0, Y = 0: scanner error X = 2, Y = 0: scanner rotation error	1. From the **DIAGNOSTICS** menu, run the laser/scanner motor component test. Verify that you can hear the motor rotate. 2. If you cannot hear the motor rotate, verify that connector J1702 and J1505 are fully seated on the DC controller PCA (ECU). 3. Verify that the connector J12 on the laser/scanner assembly is securely attached. 4. If the error persists, replace the laser/scanner assembly.
53.X0.01 ERROR **UNSUPPORTED DIMM**	The product does not support the DIMM.	Replace the DIMM with one that the product supports.
55.XX.YY DC CONTROLLER ERROR **For help press ?** alternates with **55.XX.YY DC CONTROLLER ERROR** **To continue turn off then on**	A temporary printing error occurred.	1. Turn the product off and then on. 2. Remove any third-party memory or USB device, and then turn the product off and then on. 3. Remove and then reinstall the formatter. 4. If the error persists, remove the formatter and perform an engine test (see <u>Engine-test button on page 134</u>). If the engine test page fails to print, replace the DC controller (part of the ECU). If the engine test page prints, replace the formatter.
56.X ERROR **For help press ?** alternates with **56.X ERROR** **To continue turn off then on**	The input device is unknown. 56.1 = unknown input device	1. Turn the product off and then on. 2. Reinstall all the input devices. 3. Remove all non-HP paper handling devices.
57.XX ERROR **For help press ?** alternates with **57.XX ERROR** **To continue turn off then on**	A temporary printing error occurred in one of the two product fans (main fan FM1 or sub fan FM2). 57.03: sub fan FM2 error 57.04: main fan FM1 error	1. Turn the product off and then on. 2. Verify that the main fan connection at connector J1606 on the DC controller PCA (ECU) is firmly seated. 3. Verify that the sub fan connection at connector J1505 on the DC controller PCA (ECU) is firmly seated. 4. Turn the printer on and verify each fan is spinning. 5. Replace the main fan or the sub fan if they are not operational.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
58.XX ERROR **For help press ?** alternates with **58.XX ERROR** **To continue turn off then on**	A product error has occurred where a memory tag CPU error was detected, or there is a problem with the air sensor or power supply. ● 58.02 = check environmental sensor TH3 ● 58.04 = check low-voltage power supply (ECU)	Make sure the line voltage and current source meet the electrical specifications for the product. To resolve problems with the power supply: **1.** Remove the product from any UPS supplies, additional power supplies, or power strips. Plug the product into a wall outlet and see if this resolves the problem. **2.** If the product is already plugged into a wall outlet, try another power source in the building that is independent of the one being used. **3.** Replace the ECU.
59.XY ERROR **For help press ?** alternates with **59.XY ERROR** **To continue turn off then on**	A temporary printing error occurred. ● 59.30 = fuser motor start up error (M8002) ● 59.40 = fuser motor rotation error (M8002) ● 59.50 = main motor start up error (M8001) ● 59.60 = main motor rotation error (M8001)	**59.30 and 59.40 errors** **1.** Turn the product off and then on. **2.** Make sure that connectors J8002 and J1504 are fully seated on the ECU. **3.** Use the **COMPONENT TEST** (in the **DIAGNOSTICS** menu) to test the fuser motor functionality. If necessary, replace the motor (M8002). **59.50 and 59.60 errors** **1.** Make sure that connector J1503 is fully seated on the ECU. **2.** Use the **COMPONENT TEST** (in the **DIAGNOSTICS** menu) to test the main motor functionality. If necessary, replace the motor (M8001).
68.X PERMANENT STORAGE FULL **For help press ?** alternates with **68.X PERMANENT STORAGE FULL** **To continue press OK**	The permanent storage is full. Some settings might have been reset to the factory defaults.	**1.** If the error does not clear, turn the product off and then on. **2.** Print a configuration page and check the product settings to determine which values have changed. **3.** To clean up permanent storage, turn the product off, and then press and hold the Menu button 📄 while turning the product on. **4.** If the message persists, contact an HP-authorized service or support provider.
68.X PERMANENT STORAGE WRITE FAIL **To continue press OK**	The storage device is failing to write. Printing can continue, but there might be some unexpected behaviors because an error occurred in permanent storage.	Press the OK button to continue. If the error does not clear, turn the product off and then on.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
68.X STORAGE ERROR SETTINGS CHANGED **For help press ?** alternates with **68.X STORAGE ERROR SETTINGS CHANGED** **To continue press OK**	An error occurred in the product permanent storage and one or more product settings has been reset to its factory default.	Press the OK button to resume printing. Print a configuration page, a menu map, and check the product settings to determine which values have changed. If the error does not clear, turn the product off and then on.
69.X ERROR	Duplexer mechanism has failed.	Turn the product off and then on.
79.XXXX ERROR **To continue turn off then on**	The product detected a critical hardware error.	1. Press the stop button ⊗ to clear the print job from the product memory. Turn the product off and then on. 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 displays only with a certain program or print job, contact the software vendor for assistance. If the message persists with different programs and print jobs, try these steps. 1. Turn the product off. 2. Disconnect all cables to the product that connect it to the network or computer. 3. Remove all the memory DIMMs or third-party DIMMs from the product. Then reinstall the memory DIMM. 4. Remove the EIO device from the product. 5. Turn the product on. If the error no longer exists, follow these steps. 1. Install the DIMM and EIO device one at a time, making sure to turn the product off and then on as you install each device. 2. Replace the DIMM or EIO device that you determine caused the error. 3. Reconnect all cables that connect the product to the network or computer.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
8X.YYYY EIO ERROR	The EIO accessory card in slot [X] has encountered a critical error.	1. Turn the product off and then on. 2. Turn the product off, reseat the EIO accessory in slot [X], and then turn the product on. 3. Turn the product off, remove the EIO accessory from slot [X], install it in a different EIO slot, and then turn the product on. 4. Replace the EIO accessory in slot [X].
8X.YYYY EMBEDDED JETDIRECT ERROR	The embedded HP Jetdirect print server has encountered a critical error.	Turn the product off and then on.
<BINNAME> FULL	This message appears on the control-panel display, but the bin is not full.	1. Make sure that the media full sensor flag is not damaged and can freely move. If the sensor flag is damaged, replace the top-cover assembly. 2. Make sure that the connector J4 on is fully seated on the sensor and connector J1605 is fully seated on the ECU. 3. Use the G FD tray full sensor test in the **MANUAL SENSOR TEST** menu (in the **DIAGNOSTICS** menu) to test the sensor functionality. If necessary, replace the sensor (PS1).
ACCEPT BAD SIGNATURE? **Yes press OK** alternates with **ACCEPT BAD SIGNATURE?** **No press** ⊗	The product is performing a remote firmware upgrade, the first-time code signing does not match the signature, and the **SIGNATURE CHECK** menu is set to the **PROMPT IF BAD** option.	Download the correct firmware upgrade file for this product, and then reinstall the upgrade.
Access denied MENUS LOCKED	The product control-panel function you are trying to use has been locked to prevent unauthorized access.	See your system administrator.
Action not currently available for tray x **Tray size cannot be ANY SIZE/ANY CUSTOM**	Duplexing is not available when the tray size is set to the **ANY SIZE** setting or the **ANY CUSTOM** setting.	Change tray settings. 1. Press the Menu button 📋. 2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **PAPER HANDLING** menu, and then press the OK button. 3. Press the down arrow ▼ button to highlight the specified tray, and then press the OK button. 4. Change the selected tray's size and type settings.
BAD OPTIONAL TRAY CONNECTION	An optional tray is not connected correctly.	Remove the product from the tray, and reinstall it. Turn the product off and then on.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
Bad signature **Upgrade cancelled**	The firmware upgrade code does not match the product signature.	Download the correct firmware upgrade file for this product, and then reinstall the upgrade.
BLACK CARTRIDGE VERY LOW	The product indicates when a supply level is very low. Actual print cartridge life might vary. Consider having a replacement print cartridge available to install when print quality is no longer acceptable. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended.	If print quality is no longer acceptable, replace the print cartridge.
Canceling...	The product is canceling a job. The message continues while the product clears the paper path and clears any remaining incoming data.	No action is necessary.
CANNOT DUPLEX **CLOSE REAR DOOR** **For help press ?**	The rear door must be closed to duplex.	Close the rear door.
Checking paper path	The product is checking for possible jams or paper that was not cleared from the product.	No action is necessary.
Checking printer	The product is checking for possible jams or paper that was not cleared from the product.	No action is necessary.
CHOSEN PERSONALITY NOT AVAILABLE **To continue press OK**	The product received a request for a personality (product language) that does not exist. The print job is canceled.	Print the job using a printer driver for a different product language, or add the requested language to the product (if available). To see a list of available personalities, print a configuration page.
CLEANING DISK <X>% COMPLETE **Do not power off** alternates with **CLEANING DISK <X>% COMPLETE** **For help press ?**	The storage device is being sanitized or cleaned. Do not turn off. Product functions are unavailable. The product automatically turns off and then on when finished.	No action is necessary.
CLEANING PAGE ERROR **Open rear door**	You are processing a cleaning page with the rear door closed.	Open the rear output bin to begin creating or processing the cleaning page.
CLEANING... **DO NOT GRAB PAPER**	The product is performing an automatic cleaning.	No action is necessary.
Clearing event log	The product is clearing the event log.	No action is necessary.
Clearing paper path	The product jammed or was turned on and paper was detected in a wrong location. The product is automatically attempting to eject the pages.	Wait for the product to finish trying to clear the pages. If it cannot, a jam message displays on the control panel.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
CLOSE REAR DOOR	This message appears on the control-panel display, but the rear door is closed.	1. Make sure that the connectors J8001 and J1505 are fully seated on the ECU. 2. Use the J Rear cover open sensor test in the **MANUAL SENSOR TEST** menu (in the **DIAGNOSTICS** menu), to check the rear door sensor functionality. If necessary, replace the sensor (PS8001).
CLOSE TOP COVER	This message appears on the control-panel display, but the cartridge door is closed.	1. Make sure that connectors FT1 and FT2 are fully seated on the cartridge door switch SW501. 2. Make sure that the tab on the cartridge door that activates the switch is not missing or damaged. Replace the cartridge-door assembly if necessary. 3. Replace the door switch (SW501).
CODE CRC ERROR **SEND RFU UPGRADE ON USB DEV PORT**	An error occurred during a firmware upgrade.	Resend the firmware upgrade.
DATA RECEIVED **To print last page press OK** alternates with **<Current status message>**	The product is waiting for the print command.	Press the OK button to continue.
DATE/TIME = YYYY/MMM/DD HH:MM **To change press OK** **To skip press** ⊗	The current date and time.	Set the date and time or press the stop button ⊗ to skip.
Deleting...	Product is deleting a stored job.	No action is necessary.
DUPLEX OPERATION FAILED **To continue press OK** alternates with **DUPLEX OPERATION FAILED** **For help press ?**	A timing error has occurred during a duplex printing job.	Press the OK button to continue printing. If the error occurs again, cancel the job and print it as a single-sided job.
EIO <X> DISK NOT FUNCTIONAL **For help press ?**	The EIO disk in slot X is not working correctly.	1. Turn the product off. 2. Make sure the EIO disk is inserted correctly and securely fastened. 3. If the control panel message continues to appear, replace the disk.
EIO <X> DISK SPINNING UP alternates with **<Current status message>**	The disk accessory in EIO slot [X] is initializing.	No action is necessary.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
EIO DEVICE FAILURE **To clear press OK**	The specified device has failed.	Press the OK button to continue.
EIO FILE OPERATION FAILED **To clear press OK**	A command attempted an illogical operation.	Press the OK button to continue.
EIO FILE SYSTEM IS FULL **To clear press OK**	The specified file system is full and cannot be written to.	Press the OK button to continue.
EIO IS WRITE PROTECTED **To clear press OK**	The file system cannot be written to.	Press the OK button to continue.
Event log empty	You are attempting to view an empty event log by selecting the **SHOW EVENT LOG** option from the control panel.	No action is necessary.
INCOMPATIBLE BLACK CARTRIDGE	The print cartridge is for another product.	Replace the print cartridge with a print cartridge for this product.
Incorrect	The wrong PIN number was entered.	Reenter PIN number.
INFLATE FAILURE **SEND RFU UPGRADE ON USB DEV PORT**	An error occurred during a firmware upgrade.	Resend the firmware upgrade.
Initializing	Individual tasks are being initialized.	No action is necessary.
INSERT OR CLOSE TRAY <X> **For help press ?**	The specified tray is open or missing.	Insert or close the tray for printing to continue.
INSTALL BLACK CARTRIDGE **For help press ?**	The print cartridge is missing.	1. Open the cartridge door. 2. Install the cartridge. 3. Close the cartridge door.
INSUFFICIENT MEMORY TO LOAD FONTS/DATA **For help press ?** alternates with **<DEVICE>** **To continue press OK**	The product 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 the OK button to print the transferred data (some data might be lost). Simplify the print job or install additional memory.
LOAD TRAY 1 [TYPE] [SIZE] **To continue press OK** alternates with **LOAD TRAY 1 [TYPE] [SIZE]** **For help press ?**	Tray 1 is empty.	Load Tray 1 with the requested paper. If the paper is already in the Tray 1, press the help button ?, and then press the OK button to print. To use another tray, remove paper from Tray 1, and then press the OK button to continue.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
LOAD TRAY 1 [TYPE] [SIZE] **To use another tray press OK** alternates with **LOAD TRAY 1 [TYPE] [SIZE]** **For help press ?**	Tray 1 is empty and other trays are available.	Press the OK button to use another tray. To use Tray 1, load it with the requested paper. If the paper is already in the Tray 1, press the help button ?, and then press the OK button to print. To use another tray, remove paper from Tray 1, and then press the OK button to use another tray.
LOAD TRAY <X> [TYPE] [SIZE] **For help press ?**	The indicated tray is configured for a specific type and size of paper required by a print job, but the tray is empty. All other trays are also empty.	Load the requested paper in the tray.
LOAD TRAY <X> [TYPE] [SIZE] **To use another tray press OK** alternates with **LOAD TRAY <X> [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.	Press the OK button to use a type and size that are available in another tray.
MANUALLY FEED <TYPE> <SIZE>	The product is waiting for you to load paper in Tray 1.	If paper is already in the Tray 1, press the help button ?, and then press the OK button to print. To use another tray, remove paper from Tray 1, and then press the OK button.
MANUALLY FEED <TYPE> <SIZE> **To continue press OK** alternates with **MANUALLY FEED <TYPE> <SIZE>** **For help press ?**	The product is waiting for you to load paper in Tray 1.	Load the requested paper into Tray 1 and press the OK button.
MANUALLY FEED <TYPE> <SIZE> **To use another tray press OK** alternates with **MANUALLY FEED <TYPE> <SIZE>** **For help press ?**	The product is waiting for you to load paper in Tray 1.	Press the OK button to use a type and size that are available in another tray.
MANUALLY FEED OUTPUT STACK **Then press OK to print second sides**	The first side of a manual duplex job has been printed and the product is waiting for you to insert the output stack to complete the second side.	1. Load the output stack into Tray 1, maintaining the same orientation with printed side down. 2. To continue printing, press the OK button.
MEM TEST FAILURE REPLACE DIMM <X>	The product has detected an error with the DIMM.	Replace the DIMM.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
No job to cancel	The stop button ⊗ was pressed, but there is no active job or buffered data to cancel. The message is displayed for about 2 seconds before the product returns to the ready state.	No action is necessary.
Non-HP supply installed	You have installed a print cartridge that Hewlett-Packard did not make.	If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit.
OUTPUT BIN FULL **Remove all paper from bin**	This message appears on the control-panel display, but the bin is not full.	1. Make sure that the media full sensor flag is not damaged and can freely move. If the sensor flag is damaged, replace the top-cover assembly. 2. Make sure that the connector J4 on is fully seated on the sensor and connector J1605 is fully seated on the ECU. 3. Use the G FD tray full sensor test in the **MANUAL SENSOR TEST** menu (in the **DIAGNOSTICS** menu) to test the sensor functionality. If necessary, replace the sensor (PS1).
OUTPUT BIN FULL **Remove all paper from bin** alternates with **<Current status message>**	The output bin is full, but it is not needed for the current print job.	Empty the bin before sending a job to that bin.
Paper Wrapped Around Fuser **For help press ?**	Paper is wrapped around the fuser, and the product has jammed.	Remove the jam. If the message persists after you have cleared all jams, replace the fuser.
Please wait	The product is going offline.	No action is necessary.
Processing Upgrade <component> <XXX> % **Do not power off**	Firmware is being upgraded in several stages.	No action is necessary.
RAM DISK DEVICE FAILURE **To clear press OK**	The specified device has failed.	Press the OK button to continue.
RAM DISK FILE OPERATION FAILED **To clear press OK**	A command attempted an illogical operation.	Press the OK button to continue.
RAM DISK FILE SYSTEM IS FULL **To clear press OK**	The specified file system is full and cannot be written to.	Press the OK button to continue.
RAM DISK IS WRITE PROTECTED **To clear press OK**	The device cannot be written to.	Press the OK button to continue.
READING <DIRECTORY> XXXX files found XXXX supported	The product is reading the files in the USB folder.	No action is necessary.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
Request accepted please wait	The request to print an internal page is waiting to print.	Wait for the current job to finish printing.
Restoring factory settings	Factory settings are being restored.	No action is necessary.
Restoring...	The specific settings are being restored.	No action is necessary.
RFU LOAD ERROR **SEND RFU UPGRADE ON USB DEV PORT**	An error occurred during a firmware upgrade.	Resend the firmware upgrade.
ROM DISK DEVICE FAILURE **To clear press OK**	The specified device has failed.	Press the OK button to continue.
ROM DISK FILE OPERATION FAILED **To clear press OK**	A command attempted an illogical operation.	Press the OK button to continue.
ROM DISK FILE SYSTEM IS FULL **To clear press OK**	The specified file system is full and cannot be written to.	Press the OK button to continue.
ROM DISK IS WRITE PROTECTED **To clear press OK**	The device cannot be written to.	Press the OK button to continue.
SANITIZING DISK <X>% COMPLETE **Do not power off** alternates with **SANITIZING DISK <X>% COMPLETE** **For help press ?**	A hard disk is being sanitized.	No action is necessary.
SIZE MISMATCH IN TRAY X **For help press ?** alternates with **<Current status message>**	The tray indicated is loaded with a different size of paper than the size configured for the tray.	Load the tray with the size configured for the tray. Make sure that the guides are positioned correctly in the specified tray. Printing can continue from other trays. 1. Make sure that connectors J513, J507, and J501 are fully seated on the high-voltage power supply. 2. Make sure that connector J601 is fully seated on the ECU. 3. If the error persists, replace the high-voltage power supply. 4. If the error persists, replace the ECU.
Sleep mode on	The product is in Sleep mode.	No action is necessary.
SUPPLY MEMORY WARNING **Econonode disabled**	The product cannot read the memory in the print cartridge.	If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
Too many trays installed **Turn power off and uninstall a tray**	You have installed more optional trays than the product supports. The product can accept up to two optional 500-sheet trays.	Remove one of the optional trays.
Too many USB accessories **For help press ?**	The does not support this many USB storage accessories.	Remove the extra USB storage accessories until this message goes away. Then, remove and reinsert the new USB storage accessory.
Too many USB hubs **Remove latest USB hub**	The product has detected that a USB hub is connected to another USB hub.	Remove the extra USB hub. The product does not support USB hubs connected to other USB hubs.
TRAY <X> [TYPE] [SIZE] **To change size or type press OK** alternates with **TRAY <X> [TYPE] [SIZE]** **To accept settings press ⇆**	This message states the current type and size configuration of the paper tray, and allows you to change the configuration.	To change the paper size or type press the OK button while the message is present. To clear the message, press the back arrow ⇆ while the message is present. ● Select the **ANY SIZE** and **ANY TYPE** settings 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 paper.
TRAY <X> OPEN **For help press ?** alternates with **<Current status message>**	The tray cannot feed paper to the product because tray [X] is open and must be closed for printing to continue.	Check the trays and close any that are open.
Unable to add more files to print **Wait for a job to finish printing**	The print queue has the maximum number of jobs.	Wait for a job to finish before adding another job to the print queue.
UNABLE TO READ ENTIRE DIRECTORY **To continue press OK**	The list of files on the USB accessory is longer than the product can display.	1. To print a file from the partial list, press the OK button and then select a file from the list. 2. To prevent this problem, remove files from the USB accessory.
UNABLE TO STORE JOB alternates with **<Current status message>**	The print job named cannot be stored because of a memory, disk, or configuration problem.	Correct the error and then try again to store the job.
UNSUPPORTED SUPPLY IN USE	The print cartridge is for a different HP product.	If print quality is no longer acceptable, replace the print cartridge.
UNSUPPORTED SUPPLY INSTALLED	The print cartridge is for a different HP product.	If print quality is no longer acceptable, replace the print cartridge.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
USB ACCESSORY NEEDS TOO MUCH POWER **Remove USB accessory and then turn off then on** alternates with **USB ACCESSORY NEEDS TOO MUCH POWER** **For help press ?**	The USB accessory is drawing too much electrical current. Printing cannot continue.	Remove the USB accessory, and then restart the product. Use a USB accessory that uses less power or that contains its own power supply.
USB accessory not recognized **For help press ?** alternates with **USB accessory not recognized** **To clear press OK**	The product does not support plug and Play operation for the type of USB accessory in the host USB port, or the accessory is not supported	With the USB accessory connected, turn the product off and then on. If the message reappears, remove the USB accessory. **NOTE:** Secure USB drives are not supported for walk-up print with this product. Secure USB drives usually start specialized programs that require a password, and these programs can not open on this product.
USB printing unavailable **For help press ?**	The administrator has disabled printing from USB accessories.	Print the job from a computer that is connected to the product.
USB storage accessory removed **Clearing any unassociated data**	You have removed the USB accessory from the product. The product cancels any jobs from the accessory that are in the print queue.	To print the remaining jobs, reinsert the USB accessory and select the jobs again.
USB STORAGE DEVICE FAILURE **To clear press OK**	The specified device has failed.	Press the OK button to continue.
USB STORAGE FILE OPERATION FAILED **To clear press OK**	A command attempted an illogical operation.	Press the OK button to continue.
USE TRAY <X> [TYPE] [SIZE] **To change press ▲/▼.** **To use press OK**	The product did not detect the type and size of paper requested. The message shows the most likely type and size available and the tray in which they are available.	Press the OK button to accept the values in the message, or press the up or down arrow ▲/▼ buttons to scroll through the available choices.
USED SUPPLY IN USE **Economode disabled**	The print cartridge has been previously used.	If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit.
USED SUPPLY INSTALLED	The print cartridge has been previously used.	Press the OK button to use this cartridge, or install a new cartridge. If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit.

Table 3-7 Control-panel messages (continued)

Control panel message	Description	Recommended action
Wait for printer to reinitialize	This message can appear for a variety of reasons: ● The RAM DISK settings changed before the product restarted. ● The product is restarting after changing external product modes. ● You have exited the **DIAGNOSTICS** menu. ● A new formatter has been installed with an old product, or a new product has been installed with an old formatter.	No action is necessary.
WARMING UP alternates with **<Current status message>**	The product is coming out of sleep mode. Printing continues when it is done.	No action is necessary.

Event-log messages

Print an event log

1. Press the Menu button 📄.

2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **DIAGNOSTICS** menu, and then press the OK button.

3. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **PRINT EVENT LOG** menu, and then press the OK button to print.

Show an event log

1. Press the Menu button 📄.

2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **DIAGNOSTICS** menu, and then press the OK button.

3. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **SHOW EVENT LOG** sub menu, and then press the OK button to print.