

# ERROR CODES FOR HP LASER



## 02 – WARMING UP MODE

HP 2, 3, 2D, 3D

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

HP 3Si, 4Si

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

HP 4V, 5Si

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

## 11 – PAPER OUT

ALL

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

4L

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

## 12 – OPEN OR NO EP

ALL

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

HP 3Si, 4Si

PS1 malfunction  
Fuser bulb burned out  
Bad DC controller

HP 4, 4+, 5

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

HP 4V

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

## 12 – OPEN OR NO EP (continued)

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

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

HP 4P, 5P

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

HP 4L

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

## 13 – PAPER JAM

ALL

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

HP 2, 2D, 3, 3D

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

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

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

HP 4, 4+, 5

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

## 13 – PAPER JAM (continued)

HP 4, 4+, 5

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

HP 4V, 4MV

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

HP 5000, 5100

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

HP 5Si, 8000, 8150

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

HP 3Si, 4Si

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

HP 5L, 6L, 3100, 3150

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

HP 1005, 1012, 1150, 1300

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

## 13 – PAPER JAM (continued)

HP 1100, 3200 Fax, HP PRINTER 2100, 2200

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

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

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

HP2300

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

HP 4000, 4050, 4100, 4100mfp

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

HP 4200, 4300

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

HP 4500

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

# ERROR CODES FOR HP LASER



## 13 – PAPER JAM (continued)

HP 8500

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

HP 9000

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

## 14 – NO EP CART OR NO TONER CART

ALL

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

HP 2, 2D, 3, 3D

Defective paper control PCA  
Defective high voltage unit

HP 3Si, 4Si

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

HP 4V

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

HP 4, 4+, 5

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

HP 2300

Worn tray 2 and tray 3 rollers  
Change all feed rollers

HP 9000

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

## 16 – TONER LOW

ALL

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

HP 2, 3

Defective high voltage power supply  
Defective DC controller

HP 3Si, 4Si

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

## 18 – MIO NOT READY

ALL

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

## 20 – MEMORY OVERFLOW

ALL

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

## 21 – PRINTER OVERRUN

ALL

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

## 22 – E/I/O CONFIGURATION ERROR

ALL

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

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

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

Computer and printer are not communicating  
Check the network cable or reset the cable

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

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

HP 4200, 4300

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

HP 5000/5100

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

HP 5Si/8000

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

HP 8150

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

HP 4500

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

HP 4600, 5500

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

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

HP 8500

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

HP 9000

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

## 23 – I/O NOT READY

ALL

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

## 24 – JOB MEMORY FULL

ALL

Complex print job  
Add more memory

## 25 – XXX MEMORY FULL

ALL

Complex print job  
Add more memory

## 30 – PS ERROR

ALL

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

## 30 – PS ERROR 22 or 25

All

Unexpected postscript firmware error, replace firmware chip

## 30 – PS ERROR XX (ALL OTHER)

All

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

HP 5Si

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

HP 8500

Device failure

# ERROR CODES FOR HP LASER



## 40 – DATA TRANSFER ERROR

ALL

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

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

EIO bad transmission

HP 2300 ERROR 40

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

HP 2300 ERROR 40.X

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

HP 4200, 4300 ERROR 40

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

HP 8100, 8150

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

HP COLOR 4500, 4550

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

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

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

## 40 – DATA TRANSFER ERROR (continued)

HP 8500

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

HP 9000

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

## 41 – TEMPORARY PRINT ENGINE FAILURE

ALL

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

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

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

HP 2P

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

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

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

HP 5Si, 8000, 4000, 4050

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

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

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

## 41 – TEMPORARY PRINT ENGINE FAILURE

HP 2300, 4200, 4300 ERROR 41.X

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

## 41 – TEMPORARY PRINT ENGINE FAILURE (continued)

HP 5000, 8150

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

HP 4600, 5500 ERROR 41.1

Unknown misprint error  
Turn printer off, then on

## 41.1, 41.2, 41.3 UNEXPECTED PAPER SIZE

ALL

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

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

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

HP 2300 ERROR 41.3

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

HP 4200, 4300 ERROR 41.3

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

## 41.1, 41.2, 41.3 UNEXPECTED PAPER SIZE (continued)

HP 5000, 8000

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

HP 8100,8150 ERROR 41.3

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

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

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

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

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

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

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

Replace the laser scanner assembly  
Replace the engine controller board

HP 4500, 4550

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

HP COLOR 4600, 5500 ERROR 41.7, 41.9

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

HP COLOR 8500, 8550 ERROR 41.2

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

# ERROR CODES FOR HP LASER



## 41.1, 41.2, 41.3 UNEXPECTED PAPER SIZE (continued)

### HP COLOR 8500, 8550 ERROR 41.3

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

### HP 9000 ERROR 41.1, 41.2

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

### HP 9000 ERROR 41.3

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

### 41.4 OR 41.5 WONG PAPER TYPE

#### ALL

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

### HP 3Si, 4Si

Toner cartridge tab broken

### HP 1200, 2200, 3100, 3200, 4100

Check sensors for proper operation

### HP 2300 ERROR 41.5 UNEXPECTED PAPER TYPE

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

### HP COLOR 4500, 4550

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

### HP COLOR 4600, 5500 ERROR 41.5

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

### HP COLOR 8500, 8550 ERROR 41.5

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

## 41.1, 41.2, 41.3 UNEXPECTED PAPER SIZE (continued)

### HP 9000 ERROR 41.5

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

## 49 – COMMUNICATION OR CRITICAL FIRMWARE ERROR

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

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

### HP 2300 ERROR 49.XX

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

### HP 4200, 4300

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

### 49.24.02 – ONLY FOR HP 4200 & 4300

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

### HP COLOR 4500

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

## 49 – COMM OR CRITICAL FIRMWARE ERRO (continued)

### HP COLOR 4600, 5500

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

### HP COLOR 8500

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

### HP 9000

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

## 50 FUSER ERROR

#### ALL

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

### HP 2, 2D, 3, 3D

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

### HP 2P, 2P+, 3P

Defective fuser  
Temporary error code  
Defective AC power supply

### HP 3Si, 4Si

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

## 50 FUSER ERROR (continued)

### HP 4, 4+, 5

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

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

Improperly seated fuser  
Defective fuser  
Bad engine controller board

### HP 5L, 6L

Defective fuser  
Defective DC controller

### HP 1100, 2100, 4000, 4050

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

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

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

### HP 2300 ERROR 50.X

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

### HP 4200, 4300

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

### HP 5000, 51000

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

### HP 5Si, 8000, 8100, 8150

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

# ERROR CODES FOR HP LASER



## 50 FUSER ERROR (continued)

HP COLOR 4500

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

HP COLOR 4600, 5500 ERROR 50.XX

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

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

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

HP 9000 ERROR 50.X

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

## 51-BEAM DETECT ERROR

HP 2P, 2P+, 3P

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

HP 2, 2D, 3, 3D

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

HP 3Si, 4Si

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

HP 4, 4+, 5

Faulty laser scanner cable connectors  
Defective laser scanner assembly

HP 4V

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

## 51-BEAM DETECT ERROR (continued)

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

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

HP LASER PRINTERS 1100, 2100, 4000, 4050

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

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

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

HP 5000, 5100

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

HP 4200, 4300 ERROR 51.XX

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

HP 8100, 8150

Printer has a beam detect error  
Replace the laser scanner assembly

HP COLOR 4500, 4550

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

HP COLOR 4600, 5500 ERROR 51.1, 51.2

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

HP COLOR 4600, 5500 ERROR 51.X0

No color on the print job

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

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

HP COLOR 8500

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

## 51-BEAM DETECT ERROR (continued)

HP 9000

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

## 52 - INCORRECT SCANNER SPEED ERROR

HP 2, 2D, 3, 3D

Defective cable laser scanner to DC controller  
Defective laser scanner assembly

HP 2P, 2P+, 3P

Bad scanner motor  
Bad DC controller

HP 3Si, 4Si, 4V

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

HP 4, 4+, 5

Faulty laser scanner cable  
Defective laser scanner assembly

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

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

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

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

HP 1100, 2100, 4000, 4050, 8000

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

HP 2300 ERROR 52.X

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

HP 4200, 4300 ERROR 52.XX

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

## 52 - INCORRECT SCANNER SPEED ERROR (continued)

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

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

HP 5000, 5100

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

HP 8100, 8150

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

HP 4500, 4550

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

HP COLOR 4600, 5500

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

HP 8500, 8550

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

HP 9000

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

## 53 ACCESSORY MEMORY ERROR

HP 2, 2D

Accessory memory failure  
Replace memory card

HP 3, 3D

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

HP 2P, 2P+, 3P

Replace memory card

HP 3Si, 4Si

Temporary error  
Laser malfunction

# ERROR CODES FOR HP LASER



## 53 ACCESSORY MEMORY ERROR (continued)

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

SIEM malfunction  
Replace SIEM chip  
Replace formatter board

HP 4L, 5L

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

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

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

HP ERROR 2300 53.XX.ZZ

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

HP LASER PRINTER 5000, 5150

Error has occurred on some memory  
Unsupported memory  
Unrecognized memory  
Maximum ram size exceeded  
Invalid DIMM speed  
Remove DIMM and put into different slot  
Replace bad DIMM chip that caused the error

HP 4200, 4300

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

HP 8100, 8150

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

HP COLOR 4500, 4550

Temporary DIMM error  
Replace DIMM  
Replace formatter board

## 53 ACCESSORY MEMORY ERROR (continued)

HP COLOR 4600, 5500 ERROR 53.XO.ZZ

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

HP COLOR 4600, 5500 ERROR 53.XY.ZZ

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

HP COLOR 4600, 5500 ERROR 53.10.05

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

HP COLOR 8500

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

HP 9000

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

## 54 - PRINTER ERROR CYCLE POWER (continued)

HP 2D, 3D

Improperly fitted duplex shift plate  
Bad PS5 or SL4  
Main motor defect

HP 5Si, 8000

Defective duplexer

HP 1200, 2200, 3100, 3200, 4100

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

HP 4200, 4300

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

HP COLOR 4500, 4550 ERROR 54.1

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

## 54 - PRINTER ERROR CYCLE POWER (continued)

HP COLOR 4500, 4550 ERROR 54.2

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

HP COLOR 4500, 4550 ERROR 54.3

The printer has a density sensor problem  
Replace the density sensor

HP COLOR 4500, 4550 ERROR 54.4

Indicates a waste toner sensor malfunction  
Replace the waste toner sensor

HP COLOR 4500, 4550 ERROR 54.6

The OHT sensor has reported an error  
Replace the ITB drawer

HP COLOR 4600, 5500 ERROR 54.1

Check the fuser assembly

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

Replace all toner cartridges  
Replace the color registration detection assembly

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

Replace the drum phase sensor for the indicated color

HP COLOR 4600, 5500 ERROR 54.19

Replace the DC controller board

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

Replace toner level sensor PCB.  
Replace DC controller

HP 8500, 8550 ERROR 54.1

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

HP 8500, 8550 ERROR 54.2

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

HP 8500, 8550 ERROR 54.3

Indicates a density sensor error/  
Replace the density sensor

## 54 - PRINTER ERROR CYCLE POWER (continued)

HP 8500, 8550 ERROR 54.4

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

## 55 - INTERNAL COMMUNICATION PROBLEM

ALL

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

HP 4V

Defective laser scanner assembly

HP 3Si, 4Si

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

HP 5Si, 8000, 8100, 8150

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

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

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

HP 1100, 2100, 4000, 4050

Replace formatter board  
Replace DC controller Board  
Replace engine board

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

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

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

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

# ERROR CODES FOR HP LASER



## 55 - INTERNAL COMMUNICATION PROBLEM (continued)

HP 4200, 4300 ERROR 55.X

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

HP 5000, 5100

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

HP COLOR 4500, 4550 ERROR 55.X

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

HP COLOR 8500

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

HP 9000

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

## 56 - PRINTER DEVICE ERROR

HP 2D, 3D

Output selector knob not in duplex position

HP 3Si, 4Si

Trying to print envelope in duplex mode

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

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

HP 2300

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

HP 4200, 4300 ERROR 56.1

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

HP 4200, 4300 ERROR 56.2

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

## 56 - PRINTER DEVICE ERROR (continued)

HP 5000, 5100

A temporary printing error occurred  
Illegal input or Illegal out put  
Bad accessory connection

HP LASER PRINTER 8100, 8150

Illegal input and Illegal out put  
Turn printer off and back on  
Check the printer's configuration

HP COLOR 8500, 8550 ERROR 56.1

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

HP COLOR 8500, 8550 ERROR 56.2

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

HP 9000 ERROR 56.1

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

HP 9000 ERROR 56.2

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

## 57 - ERROR (continued)

HP 3, 3D

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

HP 2P, 2P+, 3P

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

HP 5L, 6L

Incompatible memory card

HP 4, 5, 4L, 5P

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

## 57 - ERROR (continued)

HP 3Si, 4Si - 57.1

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

HP 4+ - 57.1

Gears seized  
Bad Main motor  
Bad DC controller

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

Faulty fan motor  
Fan on main body  
Duplexer fan

HP 1200, 2200, 3100, 3200, 4100

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

HP 2300 ERROR 57.X

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

HP 4200, 4300 ERROR 57.3

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

HP 4300 ONLY ERROR 57.4

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

HP 4200, 4300 ERROR 57.7

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

HP 5000, 5100

Fan error  
Change bad fan  
Change DC controller

HP 8100, 8150 ERROR 57.2

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

HP 8100, 8150 ERROR 57.3

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

## 57 - ERROR (continued)

HP 8100, 8150 ERROR 57.5

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

HP 8100, 8150 ERROR 57.6

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

HP 8100, 8150 ERROR 57.9

Replace fan 5 or tray 1 fan  
Replace DC controller board

HP COLOR 4500, 4550 ERROR 57.1

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

HP COLOR 4500, 4550 ERROR 57.2

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

HP COLOR 4500, 4550 ERROR 57.3

Replace the drum drawer assembly

HP COLOR 4600, 5500 ERROR 57.3

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

HP COLOR 4600, 5500 ERROR 57.4

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

HP COLOR 4600, 5500 ERROR 57.7

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

HP COLOR 8500, 8550 ERROR 57.1

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

HP COLOR 8500, 8550 ERROR 57.2

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

HP COLOR 8500, 8550 ERROR 57.3

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

# ERROR CODES FOR HP LASER



## 57 - ERROR (continued)

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

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

## 58 - MEMORY SENSOR ERROR

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

Improperly fitted fan cable  
Defective DC controller PCA  
Defective fan

58.1 OR 58.2

HP 3Si, 4Si

Improperly inserted paper cassette

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

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

HP 2300 ERROR 58.XX

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

HP 4200, 4300 ERROR 58.2

Replace air -temperature sensor  
Replace power supply

HP 4200, 4300 ERROR 58.3

Replace DC controller board

HP 4200, 4300 ERROR 58.4

Replace power supply

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

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

HP COLOR 4600, 5500 ERROR 58.3, 58.4

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

HP COLOR 8500, 8550 ERROR 58.1

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

## 58 - MEMORY SENSOR ERROR (continued)

HP 9000

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

## 59 - MAIN MOTOR ERROR

HP 3Si, 4Si

Not enough memory installed to support application being used

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

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

HP 2300 ERROR 59.0, 59.1, 59.2

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

HP 2300 ERROR 59.3, 59.4

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

HP 2300 ERROR 59.5, 59.6

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

HP LASER PRINTER 2300 ERROR 59.7, 59.8

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

HP LASER PRINTER 2300 ERROR 59.9, 59.A

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

HP 2300 ERROR 59.B, 59.C

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

HP 2300 ERROR 59.D, 59.E

A registration motor error  
Replace registration motor  
Replace DC controller board

HP 4200, 4300 ERROR 59.00, 59.10, 59.20

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

## 59 - MAIN MOTOR ERROR (continued)

HP 4200, 4300 ERROR 59.2

The main motor is not functioning correctly  
Replace toner cartridge  
Replace main motor  
Replace DC controller board

HP 4300 ONLY ERROR 59.A, 59.4

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

HP 5Si, 8000, 8100, 8150

Temporary main motor error  
Change main motor  
Replace DC controller

HP 5000, 5100

Temporary main motor error  
Change main motor  
Replace DC controller

HP COLOR 4500, 4550

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

HP COLOR 4600, 5500 ERROR 59.0, 59.1, 59.2

Main motor error  
Replace main motor  
Replace DC controller board

HP COLOR 4600, 5500 ERROR 59.3, 59.4

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

HP COLOR 4600, 5500 ERROR 59.5, 59.6

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

HP COLOR 4600, 5500 ERROR 59.9, 59.A

ETB motor error  
Replace EBT motor assembly  
Replace DC controller board

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

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

HP 8500, 8550

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

## 59 - MAIN MOTOR ERROR (continued)

HP 9000 ERROR 59.0, 59.1, 59.2

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

HP 9000 ERROR 59.3

Replace fuser assembly  
Replace Fuser motor  
Replace DC controller

## 60 - FORMATTER, MEMORY, MAIN MOTOR

HP 4, 4+, 4P

Defective formatter board  
Replace formatter board

HP 3Si, 4Si, 4V

Defective memory SIMMs  
Replace memory SIMMs

HP 4200, 4300 ERROR 60.2

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

HP 4200, 4300 ERROR 60.3

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

HP 4200, 4300 ERROR 60.4

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

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

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

## 61 - FORMATTER, MEMORY ERROR

ALL

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

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

Defective formatter board  
Replace formatter board

HP 3Si, 4Si, 4V

Defective memory SIMMs  
Reseat memory SIMMs or Replace memory SIMMs

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## 61 - FORMATTER, MEMORY ERROR (continued)

HP 5Si

Defective formatter board  
Replace formatter board

## 62 - MEMORY ERROR, DEFECTIVE FORMATTER BOARD

ALL

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

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

Defective formatter board  
Replace formatter board

HP 3Si, 4Si, 4V

Defective memory SIMMs  
Reseat memory SIMMs or Replace bad memory SIMMs

HP 3200

Temporary formatter error  
Replace the formatter board

HP 4100

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

HP 2100, 3100 FAX, 4000, 4050, 8150

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

HP 2300

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

HP 5Si, 8000

Defective formatter board  
Replace formatter board

HP 4200, 4300 ERROR 62.0

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

HP 8100, 8150 ERROR 62.0

The internal memory  
Replace formatter board

HP 8100, 8150 ERROR 62.1, 61.2, 61.3

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

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

HP COLOR 4500, 4550 ERROR 62

Firmware error, turn printer off then on  
Replace Firmware DIMMs

HP COLOR 4500, 4550 ERROR 62.X

Internal memory error  
Replace the memory DIMMs

HP COLOR 4500, 4550 ERROR 62.M

The firmware ran out of memory  
Check the printer settings

HP COLOR 4600, 5500

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

HP COLOR 8500, 8550

Problem with internal memory  
Replace all memory DIMMs

HP 9000

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

## 63 - DEFECTIVE FORMATTER BOARD

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

Defective formatter Board  
Replace the formatter board

HP 4V

Defective formatter board  
Defective SIMM  
Replace SIMM  
Replace formatter board

HP 5L, 6L

Defective formatter board  
Replace formatter board

HP 3Si, 4Si

Defective SIMMs  
Defective formatter board  
Replace memory SIMMs  
Replace formatter board

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

Defective formatter board  
Replace formatter board

## 63 - DEFECATTER BOARD (continued)

HP COLOR 8500, 8550

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

## 64 - SCAN BUFFER ERROR

ALL

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

HP 5Si

Replace DC controller board

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

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

HP 2300

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

HP COLOR 4500, 4550, 8500, 8550

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

HP COLOR 4600, 5500

A scan buffer error  
Replace firmware DIMM  
Replace formatter board

HP LASER PRINTER 9000

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

## 65 - DEFECTIVE FORMATTER BOARD

ALL

Defective formatter board

HP 3Si, 4Si, 4V

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

HP 8500, 8550

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

## 66 EXTERNAL PAPER HANDLING DEVICE ERROR

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

Temporary external paper device error  
Reset external paper handling device  
Check and reseat all cables between printer and the specified device

Turn printer off and on  
Replace external paper handling device  
Replace the printer formatter board

HP 4200, 4300 ERROR 66.00.15

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

HP 4200, 4300 ERROR 66.12.01, 66.12.02, 66.12.03

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

HP 5Si, 8000

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

HP 5000, 5100

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

HP 4500, 4550

Check all cables on the external paper handling output Device

HP 8500, 8550 ERROR 66

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

HP 8500, 8550 ERROR 66.11

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

HP 8500, 8550 ERROR 66.11.02

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

HP 8500, 8550 ERROR 66.11.03

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

# ERROR CODES FOR HP LASER



## 66 EXT. PAPER HANDLING DEVICE ERROR (continued)

HP 8500, 8550 ERROR 66.22.08

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

HP 8500, 8550 ERROR 66.22.09

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

HP 8500, 8550 ERROR 66.22

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

HP 9000 ERROR 66.11.00

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

HP 9000 ERROR 66.12.20

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

HP 9000 ERROR 66.12.11

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

HP 9000 ERROR 66.12.40

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

HP 9000 ERROR 66.12.60

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

HP 9000 ERROR 66.12.70

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

## 67 - SERVICE/PRINTER ERROR

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

Reseat any printer accessories  
Defective formatter board

HP 4Si

Temporary printer error  
Defective paper guide plate assembly

HP 4V

Temporary printer error  
Defective paper guide and plate assembly

HP 5Si

FRU not installed properly  
Reinstall the FRU

## 67 - MEMORY ERROR

HP 3Si, 4Si, 4V

Defective SIMMs

HP 8500

Replace controller board

## 68 - ERROR IN NVRAM, SERVICE ERROR NVRAM FULL

ALL

Temporary error, Cycle power on and off  
Defective formatter board

HP 5P, 6P 68 ERROR

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

HP 4, 4+, 4P 68 ERROR

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

HP 3Si, 4Si, 4V

Defective SIMMs  
Replace memory SIMMs

HP 5, 5Si 68 ERROR

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

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

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

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

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

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

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

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

HP 2300 ERROR 68.X STORAGE ERROR

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

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

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

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

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

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

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

HP COLOR 4500, 4550

NVRAM error  
Change formatter board

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

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

HP COLOR 8500, 8550 ERROR NVRAM SETTINGS CHANGED

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

HP COLOR 8500, 8550 ERROR NVRAM FULL SETTINGS LOST

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

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

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

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

HP 9000 ERROR 68.0 PERMANENT STORAGE

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

HP 9000 ERROR 68.1 NVRAM OR HARD DISK IS FULL

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

## 69 - DUPLEXER

ALL (HP 2 to 5Si SERIES)

Defective I/O - Formatter board  
Defective formatter PCA

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

Temporary duplexer error  
Reseat duplexer  
Replace duplexer

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

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

HP 4200, 4300

Duplexer is not functioning  
Reseat duplexer  
Replace the duplexer assembly

HP 4500, 4550

Duplex mechanism failure  
Duplex slide adjust has failed  
Temporary error

HP 9000

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

## 70, 71 - FAULTY MIO CARD OR SIMMS

ALL

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

HP 5Si

Faulty MIO card or cards  
Replace MIO card or cards

# ERROR CODES FOR HP LASER



## 72 - DEFECTIVE FONT CARTRIDGE OR FORMATTER BOARD

ALL

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

## 79 - CRITICAL HARDWARE ERROR

ALL

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

HP 4, 4+, 5

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

79.XX.YY ERROR

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

(79.XX.YY

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

HP 3200

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

HP 4100

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

HP 1100, 2100, 4000, 4050, 8000

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

## 79 - CRITICAL HARDWARE ERROR (continued)

HP 4200, 4300

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

HP5000, 51000, 5Si, 8100, 8150

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

HP COLOR LASER PRINTER 4500, 4550

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

HP COLOR 4600, 5500

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

HP COLOR 8500, 8550

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

HP 9000

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

## 80 - DEFECTIVE NETWORK CARD, OR FORMATTER BOARD

ALL

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

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

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

## 80 - DEFECTIVE NETWORK CARD, OR FORMATTER BOARD

HP 4500

EIO error  
Replace jet direct / EIO card

HP 8500

Memory card error

HP 9000

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

## 81 - DEFECTIVE NETWORK CARD, OR FORMATTER BOARD

ALL

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

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

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

HP LASER PRINTER 5000, 5100

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

HP LASER PRINTER 4200, 4300

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

HP LASER PRINTERS 9000

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

## 89 - POSTSCRIPT ROM FAILURE

ALL HP LASER PRINTERS

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

## 99 - FIRMWARE UPGRADE

HP 9000

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

# ERROR CODES FOR HP LASER



## Maintenance Message Resets:

To clear the Maintenance Service Message from the LCD display:

### HP 3Si

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

### HP 4Si

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

### HP 5S

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

### HP 4000/ 4050/ 4100/ 5000/ 5100

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

### HP 4200/ 4300

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

### HP 4500/ 4550

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

### HP 8000/ 8100/ 8150 Printers

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

### HP 9000 Printers

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

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

Press the MENU button until the RESETS MENU is displayed  
Press the ITEM button until TRANSFER KIT SELECT IF DONE is displayed  
Press the SELECT button

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

Press the MENU button until the RESETS MENU is displayed  
Press the ITEM button until FUSER KIT SELECT IF DONE is displayed  
Press the SELECT button  
Press the GO button to return to READY

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

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

### HP Color LaserJet 4600 Printer (FUSER KIT RESET)

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

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

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

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

Press the MENU button until the RESETS MENU is displayed  
Press the ITEM button until RESET FUSER LIFE COUNT is displayed  
Press the SELECT button to reset  
Press the GO button to return to READY

## HP Test Page / Config Page Procedures:

### HP 2, 3, 3Si

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

### HP 2P, 2P+, 3F

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

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

Take printer off line  
Press "MENU" button to scroll through menu until "TEST MENU" appears on display  
Press "ITEM" until "SELF TEST" appears on display  
Press "ENTER"  
Wait for test page to print

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

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

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

Press "✓" button to enter menus  
Press "UP" or "DOWN" button to go to "INFORMATION"  
Press "✓" button to select  
Press "UP" or "DOWN" button to go to "PRINT CONFIGURATION"  
Press "✓" button to select  
Wait for test

### HP 4L, 1100

Press "GO" button, then release  
Wait for test page to print

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

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