

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 reseat 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

SI-MM malfunction
Replace SI-MM 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 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

ERROR CODES FOR HP LASER



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 66.12.21

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