



## HP LaserJet - COMMON ERROR CODES

### 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

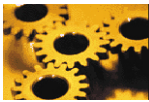
- Ensure paper is loaded in paper tray property
- Check feed and separation rollers for unusual wear
- Check paper length adjustment in paper tray
- Bad fuser assembly
- Check paper path in duplexer
- Check small belt media roller to ensure that the roller and belt are feeding the media properly
- Check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



**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

**14 – NO EP CART OR NO TONER CAR (continued)**

**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

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

- Computer and printer are not communicating
- Check the network cable or reseal 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)

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

**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

**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
- Reseat 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

**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 reseal 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

**40 – DATA TRANSFER ERROR (continued)**

**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

**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

**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 set 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**

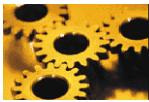
- Unexpected paper size
- Make sure paper loaded in the paper tray correctly and load the requested size media in tray
- Worn feed and separation rollers
- ITB drawer is bad

**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



**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

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

**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

**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

**49 – COMM OR CRITICAL FIRMWARE ERROR (continued)**

**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

**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

**50 FUSER ERROR (continued)**

**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

**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**

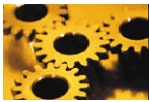
- Turn printer off, wait 20 or 30 minutes then turn back on
- Improperly seated fuser
- Defective fuser, replace the fuser assembly
- Temporary error code
- If the error persists, replace the ECU

**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



**50 FUSER ERROR (continued)**

**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

**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

**51-BEAM DETECT ERROR (continued)**

**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

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

- Temporary error
- Laser scanner assembly not seated
- Defective 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

**51-BEAM DETECT ERROR (continued)**

**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

**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

**52 - INCORRECT SCANNER SPEED ERROR (continued)**

**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

**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



**52 – INCORRECT SCANNER SPEED ERROR (continued)**

**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

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

- SIMM malfunction
- Replace SIMM 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
- Reseat 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
- Reseat 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

**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**

**HP 2D, 3D**

- Improperly fitted duplex shift plate
- Bad PSS 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

**HP COLOR 4500, 4550 ERROR 54.2**

- Indicates that a problem with the carousel assembly
- Remove all toner cartridges, reseat 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

**54 - PRINTER ERROR CYCLE POWER (continued)**

**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
- Reseat 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

**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



#### 55 - INTERNAL COMMUNICATION PROBLEM (continued)

##### 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

##### 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

##### 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

##### 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

##### 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

#### 57 - ERROR (continued)

##### 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

##### 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



**57 - ERROR (continued)**

**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

**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

**58 – MEMORY SENSOR ERROR (continued)**

**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 try 1 input unit

**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

**59 – MAIN MOTOR ERROR (continued)**

**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

**HP 4200, 4300 ERROR 59.2**

- The main motor is not functioning correctly
- 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

**59 – MAIN MOTOR ERROR (continued)**

**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

**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**

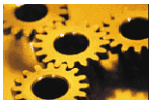
- Defective memory SIMMs
- Replace memory SIMMs

**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



**60 - FORMATTER, MEMORY, MAIN MOTOR (continued)**

**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

**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

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

**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

**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

**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

**64 - SCAN BUFFER ERROR (continued)**

**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



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

**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

**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

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

**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

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

**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

**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

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

**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

**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)**

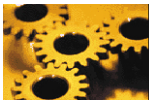
- Defective I/O - Formatter board
- Defective formatter PCA

**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



**69 – DUPLEXER (continued)**

**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 front 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

**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 - CRITICAL HARDWARE ERROR (continued) (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

**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

**79 - CRITICAL HARDWARE ERROR (continued) (79.XX.YY)**

**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

**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

**81 - DEFECTIVE NIC, OR FORMATTER BD. (continued)**

**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



### Maintenance Message Resets:

To clear the Maintenance Service Message from the LCD display:

#### HP 3Si:

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

#### HP 4Si:

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

#### HP 5Si:

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

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

1. Turn the printer off
2. 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:

1. Turn The Printer off
2. 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)
3. Press the **UP ARROW** button to scroll to **NEW MAINTENANCE KIT**
4. Press the **SELECT** button to reset the maintenance-kit counter

#### HP 4500/ 4550:

1. Turn the printer off
2. 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
3. Press the right side of the **MENU** key, then press the **SELECT** key
4. You will enter **SERVICE MODE** after the normal test completes
5. Press the **ITEM** key until the **FUSER MAINTENANCE COUNT** appears
6. Press **VALUE +/-** to change to zero
7. Press **SELECT** to save
8. Press **GO**; the printer should return to **READY**

#### HP 8000/ 8100/ 8150 Printers:

1. Press the **MENU** button until the display reads **CONFIGURATION MENU**
2. Press the **ITEM** button until the display reads **SERVICE MESSAGE = ON/OFF**
3. Select **OFF\***
4. Press **SELECT** to save
5. Turn printer off
6. 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:

1. Turn the printer off
2. Press and hold the **CHECK** key
3. Power on the printer
4. Release the **CHECK** key after all three lights come on The display should read **SELECT LANGUAGE**
5. 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):

1. Press the **MENU** button until the **RESETS MENU** is displayed
2. Press the **ITEM** button until **TRANSFER KIT SELECT IF DONE** is displayed
3. Press the **SELECT** button

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

1. Press the **MENU** button until the **RESETS MENU** is displayed
2. Press the **ITEM** button until **FUSER KIT SELECT IF DONE** is displayed
3. Press the **SELECT** button
4. Press the **GO** button to return to **READY**

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

1. After Maintenance is performed, the display should read **NEW TRANSFER KIT =**
2. 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):

1. After Maintenance is performed, the display should read **NEW FUSER KIT =**
2. 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):

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

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

1. Press the **MENU** button until the **RESETS MENU** is displayed
2. Press the **ITEM** button until **RESET FUSER LIFE COUNT** is displayed
3. Press the **SELECT** button to reset
4. Press the **GO** button to return to **READY**

### HP Test Page / Config Page Procedures:

#### HP 2, 3, 3Si

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

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

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

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

1. Take printer off line
2. Press **"MENU"** button to scroll through menu until **"TEST MENU"** appears on display
3. Press **"ITEM"** until **"SELF TEST"** appears on display
4. Press **"ENTER"**
5. Wait for test page to print

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

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

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

1. Press **"✓"** button to enter menus
2. Press **"UP"** or **"DOWN"** button to go to **"INFORMATION"**
3. Press **"✓"** button to select
4. Press **"UP"** or **"DOWN"** button to go to **"PRINT CONFIGURATION"**
5. Press **"✓"** button to select
6. Wait for test

#### HP 4L, 1100

1. Press **"GO"** button, then release
2. Wait for test page to print

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

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