Troubleshooting Manual

M401
Conventions used in this guide

**TIP:** Tips provide helpful hints or shortcuts.

**NOTE:** Notes provide important information to explain a concept or to complete a task.

**CAUTION:** Cautions indicate procedures that you should follow to avoid losing data or damaging the product.

**WARNING!** Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.
Table of contents

1 Theory of operation ........................................................................................................... 1

Basic operation .................................................................................................................... 2

   Major product systems .................................................................................................... 2
   Product components ........................................................................................................ 3
   Sequence of operation ..................................................................................................... 4

Engine control system ......................................................................................................... 6

   DC controller .................................................................................................................. 7
   Motor control .................................................................................................................. 9
   Fan control ..................................................................................................................... 10

High-voltage power supply ............................................................................................... 11

   Fuser control circuit ..................................................................................................... 12
      Fuser temperature control ....................................................................................... 13
      Fuser protection function ....................................................................................... 14
      Fuser failure detection ......................................................................................... 14

Low-voltage power supply ............................................................................................... 16

   Protective function ....................................................................................................... 16
   Safety ............................................................................................................................ 17
   Low-voltage power supply unit failure detection ......................................................... 17

Laser scanner system ......................................................................................................... 18

   Laser failure detection ................................................................................................. 19

Image-formation system ..................................................................................................... 20

   Image-formation process ............................................................................................... 21
      Latent-image formation stage ................................................................................ 21
         Step 1: Primary charging .................................................................................. 22
         Step 2: Laser-beam exposure ......................................................................... 22
      Developing stage ..................................................................................................... 22
         Step 3: Development ...................................................................................... 22

Transfer stage .................................................................................................................... 24

   Step 4: Transfer ......................................................................................................... 24
   Step 5: Separation ................................................................................................. 24

Fusing stage ......................................................................................................................... 25

   Step 6: Fusing ........................................................................................................... 25
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drum cleaning stage</td>
<td>26</td>
</tr>
<tr>
<td>Step 7: Drum cleaning</td>
<td>26</td>
</tr>
<tr>
<td>Pickup and feed system</td>
<td>27</td>
</tr>
<tr>
<td>Jam detection</td>
<td>29</td>
</tr>
<tr>
<td>Paper feeder (optional Tray 3)</td>
<td>31</td>
</tr>
<tr>
<td>Paper feeder operation</td>
<td>33</td>
</tr>
<tr>
<td>Jam detection</td>
<td>34</td>
</tr>
<tr>
<td>USB flash drive</td>
<td>36</td>
</tr>
<tr>
<td>2 Solve problems</td>
<td>37</td>
</tr>
<tr>
<td>Solve problems checklist</td>
<td>38</td>
</tr>
<tr>
<td>Menu map</td>
<td>40</td>
</tr>
<tr>
<td>Print the menu map (LCD control panel)</td>
<td>40</td>
</tr>
<tr>
<td>Print the menu map (touchscreen control panel)</td>
<td>40</td>
</tr>
<tr>
<td>Troubleshooting process</td>
<td>41</td>
</tr>
<tr>
<td>Pre-troubleshooting checklist</td>
<td>41</td>
</tr>
<tr>
<td>Determine the problem source</td>
<td>43</td>
</tr>
<tr>
<td>Power subsystem</td>
<td>44</td>
</tr>
<tr>
<td>Power-on checks</td>
<td>44</td>
</tr>
<tr>
<td>Control-panel checks</td>
<td>44</td>
</tr>
<tr>
<td>LCD control panel checks</td>
<td>44</td>
</tr>
<tr>
<td>Touchscreen control panel checks</td>
<td>45</td>
</tr>
<tr>
<td>Tools for troubleshooting</td>
<td>46</td>
</tr>
<tr>
<td>Component diagnostics</td>
<td>46</td>
</tr>
<tr>
<td>LED diagnostics</td>
<td>46</td>
</tr>
<tr>
<td>Network LEDs (network models only)</td>
<td>46</td>
</tr>
<tr>
<td>Control panel LEDs</td>
<td>46</td>
</tr>
<tr>
<td>Engine diagnostics</td>
<td>47</td>
</tr>
<tr>
<td>Engine test</td>
<td>47</td>
</tr>
<tr>
<td>Diagrams</td>
<td>47</td>
</tr>
<tr>
<td>Plug/jack locations</td>
<td>47</td>
</tr>
<tr>
<td>Locations of major components</td>
<td>48</td>
</tr>
<tr>
<td>General timing chart</td>
<td>50</td>
</tr>
<tr>
<td>General circuit diagrams</td>
<td>51</td>
</tr>
<tr>
<td>Use HP Device Toolbox (Windows)</td>
<td>55</td>
</tr>
<tr>
<td>Internal print-quality test pages</td>
<td>56</td>
</tr>
<tr>
<td>Clean the paper path</td>
<td>56</td>
</tr>
<tr>
<td>Clean the paper path (LCD control panel)</td>
<td>56</td>
</tr>
<tr>
<td>Clean the paper path (touchscreen control panel)</td>
<td>56</td>
</tr>
<tr>
<td>Print the configuration page</td>
<td>57</td>
</tr>
<tr>
<td>Print the configuration page from an LCD control panel</td>
<td>57</td>
</tr>
</tbody>
</table>
Print the configuration page from a touchscreen control panel ........ 57
Print-quality troubleshooting tools .............................................................................. 58
Repetitive image defect ruler .............................................................................. 58
Control panel menus ................................................................................................ 59
  HP Web Services menu ............................................................................. 59
  Reports menu ........................................................................................... 59
  Quick Forms menu ................................................................................... 60
  USB Flash Drive menu ............................................................................. 61
  System Setup menu ................................................................................... 61
  Service menu ........................................................................................... 64
  Network Setup menu ................................................................................ 66
Interpret control panel messages ............................................................................... 68
  Control panel message types ..................................................................... 68
  Control panel messages ............................................................................ 68
    10.x000 Supply Error ................................................................ 68
    49 Error Turn off then on ............................................................ 68
    50.x Fuser Error Turn off then on ................................................. 69
    51.XX Error Turn off then on ....................................................... 69
    54.XX Error Turn off then on ....................................................... 69
    55.X Error Turn off then on ......................................................... 69
    57 Fan error Turn off then on ...................................................... 70
    59.X Error Turn off then on ......................................................... 70
    79 Error Turn off then on ............................................................ 70
    79 Service error Turn off then on .................................................. 71
    Black cartridge low ................................................................... 71
    Black cartridge very low ............................................................. 71
    Device error Press [OK] ................................................................... 71
    Door open ................................................................................ 72
    Genuine HP supply installed ........................................................... 72
    Install black cartridge ................................................................... 72
    Invalid driver Press [OK] ............................................................. 72
    Jam in <location> ................................................................. 72
    Jam in Tray <X> Clear jam and then Press [OK] ...................... 73
    Load tray 1 <TYPE>, <SIZE> ...................................................... 73
    Load tray 1 PLAIN <SIZE> Cleaning Mode ................................. 73
    Load tray <X> Press [OK] for available media ............................ 73
    Load tray <X> <TYPE> <SIZE> .................................................... 73
    Manual Duplex Load tray <X> Press [OK] .................................... 74
    Manual feed <SIZE>, <TYPE> Press [OK] for available media ........ 74
    Memory is low Press [OK] .......................................................... 74
    Misprint Press [OK] ..................................................................... 74
Print failure, press OK. If error repeats, turn off then on .................... 75
Rear door open ..................................................................................... 75
Remove shipping material from toner cartridge .................................... 75
Replace black cartridge ........................................................................ 75
Supplies low .......................................................................................... 75
Unexpected size in tray <X> Load <size> Press [OK] ............................. 76
Unsupported black cartridge Press [OK] to continue ............................. 76
Used black cartridge is installed Press [OK] to continue ....................... 76

Event-log messages ................................................................................ 76
Print the event log ................................................................................ 76
Print the event log (LCD control panel) .............................................. 76
Print the event log (touchscreen control panel) ................................. 77
Show an event log ................................................................................ 77
Event log messages .............................................................................. 77

Clear jams ............................................................................................ 80
Common causes of jams ....................................................................... 80
Jam locations .......................................................................................... 80
Clear a jam in Tray 1 ........................................................................... 81
Clear a jam in Tray 2 ........................................................................... 81
Clear a jam in optional Tray 3 ............................................................. 84
Clear jams from the output bin ............................................................. 85
Clear a jam in the duplexer area ........................................................... 85
Clear a jam in the fuser area ................................................................. 86

Solve paper-handling problems ............................................................ 88
The product picks up multiple sheets of paper .................................... 88
The product does not pick up paper .................................................... 88

Solve image quality problems .............................................................. 89
Print quality examples ......................................................................... 89

Clean the product ................................................................................ 94
Clean the pickup and separation rollers ............................................ 94
Clean the paper path .......................................................................... 94
Clean the paper path (LCD control panel) .......................................... 94
Clean the paper path (touchscreen control panel) ............................. 94
Clean the touchscreen ....................................................................... 95

Solve performance problems ............................................................... 96
Factors affecting print performance ................................................... 96
Print speeds ......................................................................................... 97
The product does not print or it prints slowly .................................... 97
The product does not print ................................................................. 97
The product prints slowly ................................................................. 98

Solve connectivity problems ............................................................... 99
Solve direct-connect problems ................................................................................... 99
Solve network problems ........................................................................................... 99
  Poor physical connection ........................................................................... 99
  The computer is using the incorrect IP address for the product ................. 99
  The computer is unable to communicate with the product ...................... 100
  The product is using incorrect link and duplex settings for the network ...... 100
  New software programs might be causing compatibility problems .......... 100
  The computer or workstation might be set up incorrectly ...................... 100
  The product is disabled, or other network settings are incorrect .......... 100
Solve wireless network problems ............................................................................. 101
  Wireless connectivity checklist ................................................................. 101
  The control panel displays the message: The wireless feature on this product has been turned off ................................................................................ 102
  The product does not print after the wireless configuration completes .......... 102
  The product does not print, and the computer has a third-party firewall installed ................................................................................................................. 102
  The wireless connection does not work after moving the wireless router or product ................................................................................................................. 102
  Cannot connect more computers to the wireless product ...................... 102
  The wireless product loses communication when connected to a VPN ...... 103
  The network does not appear in the wireless networks list ...................... 103
  The wireless network is not functioning .................................................. 103
Service mode functions ........................................................................................................ 104
  Service menu .............................................................................................. 104
  Service menu settings .............................................................................. 104
  Restore the factory-set defaults ................................................................. 104
    Restore the factory-set defaults (LCD control panel) ....................... 104
    Restore the factory-set defaults (touchscreen control panel) ...... 105
  Secondary service menu ................................................................................ 105
    Open the secondary service menu ............................................................ 105
      Open the secondary service menu (LCD control panel) .................... 105
      Open the secondary service menu (touchscreen control panel) ...... 105
  Secondary service menu structure ............................................................. 105
  Product resets ............................................................................................... 106
    NVRAM initialization .............................................................................. 106
    Super NVRAM initialization .................................................................... 107
    Manually update the firmware .................................................................. 108
      Manually update the firmware (LCD control panel) ......................... 108
      Manually update the firmware (touchscreen control panel) ........... 108
Declaration of conformity ...................................................................................................... 133
Safety statements ............................................................................................................... 135
  Laser safety ................................................................................................................ 135
  Canadian DOC regulations ....................................................................................... 135
  VCCI statement (Japan) ......................................................................................... 135
  Power cord instructions ......................................................................................... 135
  Power cord statement (Japan) ............................................................................... 135
  EMC statement (Korea) ....................................................................................... 136
  Laser statement for Finland ............................................................................... 136
  GS statement (Germany) .................................................................................... 137
  Substances Table (China) .................................................................................. 137
  Restriction on Hazardous Substances statement (Turkey) ........................................ 137
  Restriction on Hazardous Substances statement (Ukraine) ....................................... 137
Additional statements for wireless products ................................................................... 138
  FCC compliance statement—United States ......................................................... 138
  Australia statement .......................................................................................... 138
  Brazil ANATEL statement .................................................................................. 138
  Canadian statements ......................................................................................... 138
  European Union regulatory notice .................................................................... 138
  Notice for use in France .................................................................................... 139
  Notice for use in Russia ..................................................................................... 139
  Mexico statement ............................................................................................... 139
  Korean statement ............................................................................................... 139
  Taiwan statement ............................................................................................... 140
  Vietnam Telecom wired/wireless marking for ICTQC Type approved products .... 140

Index .............................................................................................................................. 141
List of tables

Table 1-1  Product components ................................................................................................................ 3
Table 1-2  Sequence of operation ............................................................................................................ 4
Table 1-3  DC controller electrical components .......................................................................................... 7
Table 1-4  Motor control components ...................................................................................................... 9
Table 1-5  Fan control components ........................................................................................................ 10
Table 1-6  Fuser control circuit components ............................................................................................. 12
Table 1-7  Pickup and feed system electrical components .......................................................................... 28
Table 1-8  Paper feeder components ...................................................................................................... 32
Table 2-1  Plug/jack locations ............................................................................................................... 47
Table 2-2  Major components (1 of 2) .................................................................................................... 48
Table 2-3  Major components (2 of 2) .................................................................................................... 49
Table 2-4  Repetitive defects .................................................................................................................. 58
Table 2-5  Event-log messages ................................................................................................................ 77
Table 2-6  Event-log-only messages ......................................................................................................... 78
Table 2-7  Secondary Service menu ........................................................................................................ 105
Table B-1  Physical specifications .......................................................................................................... 124
Table B-2  Operating-environment specifications .................................................................................... 124
List of figures

Figure 1-1  Product systems ..................................................................................................................... 2
Figure 1-2  Product components ............................................................................................................... 3
Figure 1-3  Optional Tray 3 components .................................................................................................. 4
Figure 1-4  Engine control system components ........................................................................................... 6
Figure 1-5  DC controller ......................................................................................................................... 7
Figure 1-6  Main motor .................................................................................................................................. 9
Figure 1-7  Fan control .................................................................................................................................. 10
Figure 1-8  High-voltage power supply .................................................................................................... 11
Figure 1-9  Fuser control circuit ................................................................................................................... 12
Figure 1-10  Fuser temperature control ..................................................................................................... 13
Figure 1-11  Low-voltage power supply ..................................................................................................... 16
Figure 1-12  Laser scanner system ............................................................................................................. 18
Figure 1-13  Image-formation system ......................................................................................................... 20
Figure 1-14  Image-formation process ......................................................................................................... 21
Figure 1-15  Primary charging process ....................................................................................................... 22
Figure 1-16  Laser-beam exposure ............................................................................................................. 22
Figure 1-17  Development process ............................................................................................................. 23
Figure 1-18  Transfer process ..................................................................................................................... 24
Figure 1-19  Separation from the drum ......................................................................................................... 24
Figure 1-20  Fusing ...................................................................................................................................... 25
Figure 1-21  Drum cleaning ......................................................................................................................... 26
Figure 1-22  Pickup and feed system paper path ........................................................................................... 27
Figure 1-23  Pickup and feed system electrical components .......................................................................... 28
Figure 1-24  Jam detection sensors ............................................................................................................. 29
Figure 1-25  Paper-feeder paper path ......................................................................................................... 31
Figure 1-26  Paper feeder signal flow .......................................................................................................... 32
Figure 1-27  Paper feeder electrical components .......................................................................................... 33
Figure 1-28  Jam detection sensors ............................................................................................................. 34
Figure 2-1  Major components (1 of 2) ......................................................................................................... 48
Figure 2-2  Major components (2 of 2) ......................................................................................................... 49
Figure 2-3  Timing diagram ......................................................................................................................... 50
Figure 2-4  Circuit diagram — LCD control panel models .......................................................................... 51
1 Theory of operation

- Basic operation
- Engine control system
- Laser scanner system
- Image-formation system
- Pickup and feed system
- Paper feeder (optional Tray 3)
- USB flash drive
Basic operation

Major product systems

The product includes the following systems:

- Engine control system
- Laser scanner system
- Image-formation system
- Pickup and feed system
- Accessory

Figure 1-1  Product systems
Table 1-1  Product components

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fuser delivery roller</td>
<td>11</td>
<td>Multipurpose tray (Tray 1) pickup roller</td>
</tr>
<tr>
<td>2</td>
<td>Face-down delivery roller</td>
<td>12</td>
<td>Multipurpose tray (Tray 1) separation pad</td>
</tr>
<tr>
<td>3</td>
<td>Pressure roller</td>
<td>13</td>
<td>Registration roller</td>
</tr>
<tr>
<td>4</td>
<td>Fuser film assembly</td>
<td>14</td>
<td>Feed roller</td>
</tr>
<tr>
<td>5</td>
<td>Fuser</td>
<td>15</td>
<td>Tray 2 cassette pickup roller</td>
</tr>
<tr>
<td>6</td>
<td>Transfer roller</td>
<td>16</td>
<td>Tray 2 cassette separation pad</td>
</tr>
<tr>
<td>7</td>
<td>Photosensitive drum</td>
<td>17</td>
<td>Tray 2 cassette</td>
</tr>
<tr>
<td>8</td>
<td>Laser scanner</td>
<td>18</td>
<td>Duplex re-pickup roller (duplex models only)</td>
</tr>
<tr>
<td>9</td>
<td>Toner cartridge</td>
<td>19</td>
<td>Duplex feed assembly (duplex models only)</td>
</tr>
<tr>
<td>10</td>
<td>Registration shutter</td>
<td>20</td>
<td>Duplex feed roller (duplex models only)</td>
</tr>
</tbody>
</table>
**Sequence of operation**

The product operational sequence is controlled by the DC controller that is on the engine control system. The following table describes each period of a print operation from when the printer is turned on until the motor stops rotating.

<table>
<thead>
<tr>
<th>Period</th>
<th>Duration</th>
<th>Purpose</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>WAIT</td>
<td>From the time the power is turned on or the door is closed until the drum-phase adjustment is complete</td>
<td>Brings the product to the ready state</td>
<td>The product detects the toner level, cartridge presence, and environment.</td>
</tr>
<tr>
<td>STBY (Standby period)</td>
<td>From end of the WAIT or LSTR period until either the print command is received from the formatter or the power is turned off</td>
<td>Maintains the product in readiness for a print command</td>
<td>The product enters sleep mode when the formatter sends a sleep command.</td>
</tr>
<tr>
<td>INTR (Initial rotation)</td>
<td>From the time the print command is received until the fuser temperature reaches its target temperature</td>
<td>Prepares the high-voltage biases, laser scanner, and fuser for printing</td>
<td></td>
</tr>
<tr>
<td>Period</td>
<td>Duration</td>
<td>Purpose</td>
<td>Remarks</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PRINT</td>
<td>From the end of INTR period until the fuser paper sensor detects the trailing edge of paper</td>
<td>Forms the images on the photosensitive drum and transfers the toner image to the print media</td>
<td></td>
</tr>
<tr>
<td>LSTR (Last rotation)</td>
<td>From the end of the PRINT period until the delivery motor stops rotating</td>
<td>Moves the printed sheet out of the product, and stops the output from the laser scanner and high-voltage biases</td>
<td>The product enters the INTR period as soon as the formatter sends another print command.</td>
</tr>
</tbody>
</table>
**Engine control system**

The engine control system coordinates all product functions and drives the other three systems.

The engine control system contains the DC controller, high-voltage power supply PCA, and low-voltage power supply.

**Figure 1-4** Engine control system components

![Diagram of engine control system components]
**DC controller**

The DC controller controls the product operational sequence.

**Figure 1-5 DC controller**

![Diagram of DC controller](image)

**Table 1-3 DC controller electrical components**

<table>
<thead>
<tr>
<th>Component type</th>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fan</td>
<td>FM1</td>
<td>Main fan</td>
</tr>
<tr>
<td>Motor</td>
<td>M1</td>
<td>Main motor</td>
</tr>
<tr>
<td></td>
<td>M2</td>
<td>Scanner motor</td>
</tr>
<tr>
<td>Solenoid</td>
<td>SL1</td>
<td>Multipurpose tray pickup solenoid</td>
</tr>
<tr>
<td></td>
<td>SL2</td>
<td>Cassette pickup solenoid</td>
</tr>
<tr>
<td></td>
<td>SL3</td>
<td>Duplex reverse solenoid (duplex models only)</td>
</tr>
<tr>
<td>Component type</td>
<td>Symbol</td>
<td>Description</td>
</tr>
<tr>
<td>----------------</td>
<td>---------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>Switch</td>
<td>SW1001</td>
<td>Power switch</td>
</tr>
<tr>
<td></td>
<td>SW301</td>
<td>Door-open detection switch</td>
</tr>
<tr>
<td>Photointerrupter</td>
<td>PS912</td>
<td>Top sensor</td>
</tr>
<tr>
<td></td>
<td>PS913</td>
<td>Paper width sensor</td>
</tr>
<tr>
<td></td>
<td>PS914</td>
<td>Cassette media out sensor</td>
</tr>
<tr>
<td></td>
<td>PS914</td>
<td>Left paper width sensor</td>
</tr>
<tr>
<td></td>
<td>PS915</td>
<td>Multipurpose tray media out sensor</td>
</tr>
<tr>
<td></td>
<td>PS915</td>
<td>Right paper width sensor</td>
</tr>
<tr>
<td></td>
<td>PS916</td>
<td>Fuser output sensor</td>
</tr>
<tr>
<td></td>
<td>PS916</td>
<td>Output-bin paper-full sensor</td>
</tr>
</tbody>
</table>
Motor control

The product has one motor for media feed and image formation.

Figure 1-6  Main motor

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Name</th>
<th>Driving part</th>
<th>Failure detection</th>
</tr>
</thead>
<tbody>
<tr>
<td>M1</td>
<td>Main motor</td>
<td>Rollers in the product and rollers in the paper feeder</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Fan control

The product has one fan for preventing the product from overheating.

Figure 1-7  Fan control

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Name</th>
<th>Cooling area</th>
<th>Type</th>
<th>Speed</th>
</tr>
</thead>
<tbody>
<tr>
<td>FM1</td>
<td>Fan</td>
<td>Inside the product</td>
<td>Intake</td>
<td>Full</td>
</tr>
</tbody>
</table>
High-voltage power supply

The DC controller controls the high-voltage power supply to generate high-voltage biases. The high-voltage power supply generates the high-voltage biases that are applied to the primary charging roller, developing roller, transfer roller, and fuser film.

Figure 1-8 High-voltage power supply
Fuser control circuit

The fuser control circuit controls the fuser temperature. The product uses an on-demand fusing method.

**Figure 1-9 Fuser control circuit**

![Diagram of fuser control circuit]

**Table 1-6 Fuser control circuit components**

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1</td>
<td>Fuser heater</td>
<td>Heats the fuser film</td>
</tr>
<tr>
<td>TH1</td>
<td>Thermistor</td>
<td>Detects fuser temperature (contact type)</td>
</tr>
<tr>
<td>TP1</td>
<td>Thermoswitch</td>
<td>Prevents an abnormal temperature rise of the fuser heater (contact type)</td>
</tr>
</tbody>
</table>

These temperature controls in the fuser are performed by the fuser heater control circuit and the fuser heater safety. They are controlled by the DC controller.
Fuser temperature control

The fuser temperature control maintains the fuser heater at its targeted temperature.

**Figure 1-10** Fuser temperature control

The DC controller monitors the fuser temperature (FSRTH) signal and sends the fuser heater control (FSRD) signal according to the detected temperature. The fuser heater control circuit controls the fuser heater depending on the signal so that the heater remains at the target temperature.
**Fuser protection function**

When the protective function detects an abnormal temperature rise in the fuser, it interrupts the power supply to the fuser heater. The following components prevent an abnormal temperature rise of the fuser heater:

- **DC controller**: The DC controller monitors the detected temperature of the thermistor. The DC controller makes the fuser heater control signal inactive and releases the relay to interrupt power supply to the fuser heater when it detects that the thermistor temperature is 240°C (464°F) or higher.

- **Fuser heater safety circuit**: The fuser heater safety circuit monitors the detected temperature of the thermistor. The fuser heater safety circuit releases the relay control circuit to interrupt power supply to the fuser heater when it detects that the thermistor temperature is 265°C (509°F) or higher.

- **Thermoswitch**: The contact of the thermoswitch is broken to interrupt power supply to the fuser heater when it detects that the temperature fuse is 230°C (446°F) or higher

**Fuser failure detection**

The DC controller determines a fuser failure, makes the fuser heater control signal inactive, releases the relay to interrupt power supply to the fuser heater, and notifies the formatter of a failure state when it encounters the following conditions.

- **Start-up failure**
  - If the detected temperature of the thermistor is kept at a specified temperature or higher for a specified period of heater start-up during the wait period.
  - If the detected temperature of the thermistor is kept at a specified temperature or lower for a specified period under the heater temperature control during the initial rotation period.
  - If the detected temperature of the thermistor is kept at a specified temperature or lower for a specified period under the heater temperature control during the print period.
  - If the detected temperature of the thermistor does not reach its targeted temperature within a specified period under the heater temperature control during the initial rotation period.

- **Abnormal low temperature**
  - If the detected temperature of the thermistor is kept at a specified temperature or lower for a specified period under the heater temperature control.
- **Abnormal high temperature**
  - If the detected temperature of the main thermistor is kept at a specified temperature or higher for a specified period.

- **Drive circuit failure**
  - If a specified frequency of the frequency signal is not detected within a specified period after the product is turned on.
  - If an out of specified frequency of the frequency signal is detected after the product is turned on.
Low-voltage power supply

The low-voltage power supply converts AC power from the power receptacle into DC power to cover the DC loads.

Figure 1-11 Low-voltage power supply

Protective function

The low-voltage power supply has a protective function against overcurrent and overvoltage conditions to prevent failures in the power supply circuit. If an overcurrent or overvoltage event occurs, the system automatically cuts off the output voltage.

If the DC power is not being supplied from the low-voltage power supply, the protective function might have activated. In this case, turn off the power switch, and then unplug the power cord. Do not plug in the power cord or turn the power switch on again until the root cause is found.
In addition, two fuses in the low-voltage power supply protect against an overcurrent event. If an overcurrent event occurs in the AC line, the fuse blows and cuts off the power distribution.

**Safety**

For safety purposes, the product has a function to interrupt the 24V power supply to the fuser and the high-voltage power supply. The door switch is turned off and 24V power stops if the cartridge door is opened (SW301 is turned off).

The product has the power switch on the DC line, so if the AC power flows, even the power switch is turned off. Be sure to unplug the power cord before disassembling the product.

**Low-voltage power supply unit failure detection**

The DC controller determines a low-voltage power supply failure, stops 24V output and notifies the formatter when it detects that the 24V output is higher than the specified voltage.
Laser scanner system

The laser scanner system forms a latent image on the photosensitive drum according to the video signals sent from the formatter.

The main components of the laser scanner are the laser assembly and the scanner motor assembly, which are controlled by the signals sent from the DC controller.

Figure 1-12 Laser scanner system
Laser failure detection

The optical unit failure detection sensor manages the laser scanner unit failure-detection functions. The DC controller identifies the laser scanner unit failure and notifies the formatter if the laser scanner unit encounters the following conditions:

- Scanner motor failure
- BD sensor failure
Image-formation system

The image-formation system forms a toner image on the paper. The image-formation system includes the following components:

- Toner cartridge
- Transfer roller
- Fuser
- Laser scanner

The DC controller controls the laser scanner and high-voltage power supply to form the toner image on the photosensitive drum. The image is transferred to the paper and fused.

Figure 1-13  Image-formation system
Image-formation process

Laser printing requires the interaction of several different technologies including electronics, optics, and electrographics to provide a printed page. Each process functions independently and must be coordinated with the other processes. Image formation consists of the following processes:

- Latent-image formation
- Development
- Transfer
- Fuser
- Drum cleaning

These processes are divided into seven steps, which are shown below and described in the following sections.

**Figure 1-14** Image-formation process

Latent-image formation stage

During the steps that comprise this stage, a latent image is formed by applying a negative charge to the photosensitive drum. You cannot see this image on the drum.
Step 1: Primary charging

To prepare for latent image formation, the surface of the photosensitive drum is charged with a uniform negative charge. The primary charging roller receives the primary charging bias, and then the roller charges the drum directly.

**Figure 1-15** Primary charging process

Step 2: Laser-beam exposure

The laser beam scans the photosensitive drum to neutralize the negative charge on portions of the drum surface. An electrostatic latent image forms where the negative charge was neutralized.

**Figure 1-16** Laser-beam exposure

Developing stage

The developing roller contacts the photosensitive drum and deposits toner on the electrostatic latent image, which becomes visible.

Step 3: Development

Toner acquires a negative charge as a result of the friction from the developing roller rotating against the developing blade. When the negatively charged toner comes in contact with the drum, it adheres to
the electrostatic latent image. When the toner is on the drum, the image becomes visible. The developing bias is applied to the developing roller.

**Figure 1-17** Development process
**Transfer stage**

During the transfer stage, the photosensitive drum transfers a toner image to the paper.

**Step 4: Transfer**

The transfer bias is applied to the transfer roller to give the paper a positive charge. The positively charged paper attracts the negatively charged toner from the photosensitive drum surface.

*Figure 1-18 Transfer process*

**Step 5: Separation**

The elasticity of the paper and the curvature of the photosensitive drum cause the paper to separate from the drum surface. The static charge eliminator reduces back side static discharge of the paper for stable paper feeding and image quality.

*Figure 1-19 Separation from the drum*
**Fusing stage**

Until the fusing stage is complete, the image is not permanently affixed to the print media. The toner can be easily smudged until the heat and pressure of the fusing process fix the image to the sheet.

**Step 6: Fusing**

The product uses an on-demand fusing method to fuse the toner image onto the media. The toner image is permanently affixed to the print media by the heat and pressure. The fusing bias is applied to the pressure roller to improve image quality.

**Figure 1-20  Fusing**
Drum cleaning stage

Not all of the toner is removed from the photosensitive drum during the transfer stage. During the cleaning stage, the residual, or waste, toner is cleared from the drum surface to prepare the surface for the next latent-image formation.

Step 7: Drum cleaning

The cleaning blade scrapes the residual toner off the surface of the photosensitive drum and deposits it in the toner collection box. The drum is now clear and ready for the next image-formation process.

Figure 1-21 Drum cleaning
**Pickup and feed system**

The system picks up and feeds the print media. It consists of several types of feed rollers. The duplex feed assembly in the duplex models reverses and re-sends the paper to print on second side of paper.

**Figure 1-22** Pickup and feed system paper path

The pickup and feed system includes the following electrical components.
Figure 1-23 Pickup and feed system electrical components

Table 1-7 Pickup and feed system electrical components

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Signal</th>
</tr>
</thead>
<tbody>
<tr>
<td>M1</td>
<td>Main motor</td>
<td>Main motor control signal</td>
</tr>
<tr>
<td>SL1</td>
<td>Cassette pickup solenoid</td>
<td>Cassette pickup solenoid control signal</td>
</tr>
<tr>
<td>SL2</td>
<td>Multipurpose tray pickup solenoid</td>
<td>MP tray pickup solenoid control signal</td>
</tr>
<tr>
<td>SL3</td>
<td>Duplex reverse solenoid (duplex models only)</td>
<td>Duplex reverse solenoid control signal</td>
</tr>
<tr>
<td>PS912</td>
<td>Top-of-page sensor</td>
<td>Top signal</td>
</tr>
<tr>
<td>PS913</td>
<td>Paper width sensor</td>
<td>Media width signal</td>
</tr>
<tr>
<td>PS914</td>
<td>Cassette paper out sensor</td>
<td>Cassette media out signal</td>
</tr>
<tr>
<td>PS914</td>
<td>Left paper width sensor</td>
<td>Media width signal</td>
</tr>
<tr>
<td>PS915</td>
<td>Multipurpose tray media out sensor</td>
<td>MP tray media out signal</td>
</tr>
<tr>
<td>PS915</td>
<td>Right paper width sensor</td>
<td>Media width signal</td>
</tr>
<tr>
<td>PS916</td>
<td>Fuser output sensor</td>
<td>Fuser output signal</td>
</tr>
<tr>
<td>PS918</td>
<td>Output-bin full sensor</td>
<td>Output-bin media-full signal</td>
</tr>
</tbody>
</table>
Jam detection

The product uses the following sensors to detect the presence of paper and to check whether the paper is being fed correctly or has jammed.

**Figure 1-24** Jam detection sensors

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PS912</td>
<td>Top-of-page sensor</td>
</tr>
<tr>
<td>PS913</td>
<td>Paper-width sensor</td>
</tr>
<tr>
<td>PS914</td>
<td>Left paper-width sensor</td>
</tr>
</tbody>
</table>
The product detects the following jams:

- Pickup delay jam
- Pickup stationary jam
- Delivery delay jam
- Delivery stationary jam
- Fuser wrapping jam
- Door open jam
- Residual paper jam
- Duplex reverse jam 1 (duplex models only)
- Duplex reverse jam 2 (duplex models only)
**Paper feeder (optional Tray 3)**

The paper feeder is optionally installed at bottom of the product. It picks up and feeds the paper to the product. The product DC controller controls the paper feeder operational sequence.

**Figure 1-25** Paper-feeder paper path

![Paper-feeder paper path diagram]

- Simplex media path
- Duplex media path

The next figure shows the paper feeder controller signal flow.
Figure 1-26  Paper feeder signal flow

Table 1-8  Paper feeder components

<table>
<thead>
<tr>
<th>Name</th>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solenoid</td>
<td>SL4</td>
<td>Paper-feed pickup solenoid</td>
</tr>
<tr>
<td>Photointerrupter</td>
<td>PS1201</td>
<td>Paper-feeder-cassette paper-out sensor</td>
</tr>
</tbody>
</table>
Paper feeder operation

The paper feeder picks up the paper from the cassette and feeds it to the product.

**Figure 1-27** Paper feeder electrical components

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Signal</th>
</tr>
</thead>
<tbody>
<tr>
<td>SL4</td>
<td>Tray 3 cassette pickup solenoid</td>
<td>Tray 3 cassette pickup solenoid control signal</td>
</tr>
<tr>
<td>PS1201</td>
<td>Tray 3 cassette paper presence sensor</td>
<td>Tray 3 cassette paper presence signal</td>
</tr>
</tbody>
</table>
Jam detection

The product uses the following sensors to detect the presence of paper and to check whether the paper is being fed correctly or has jammed.

**Figure 1-28** Jam detection sensors

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PS912</td>
<td>Top-of-page sensor</td>
</tr>
<tr>
<td>PS913</td>
<td>Paper-width sensor</td>
</tr>
<tr>
<td>PS914</td>
<td>Left paper-width sensor</td>
</tr>
</tbody>
</table>
Paper jam events in the paper feeder are detected by the DC controller. The product detects the following jams:

- Pickup delay jam
- Pickup stationary jam
- Delivery delay jam
- Delivery stationary jam
- Fuser wrapping jam
- Door open jam
- Residual paper jam
- Duplex reverse jam 1 (duplex models only)
- Duplex reverse jam 2 (duplex models only)
USB flash drive

The HP LaserJet Pro 400 M401dn Printer and the HP LaserJet Pro 400 M401dw Printer models feature printing from a USB flash drive. These models print the following file types from the USB flash drive.

- PDF
- RGB JPEG

When a USB flash drive is inserted into the front of the product, the control panel will display the USB Flash Drive menu. The files on the USB flash drive can be accessed from the control panel using the touchscreen. Any RGB JPEG or PDF files on the USB flash drive can be printed directly from the product control panel.
2 Solve problems

- Solve problems checklist
- Menu map
- Troubleshooting process
- Tools for troubleshooting
- Clear jams
- Solve paper-handling problems
- Solve image quality problems
- Clean the product
- Solve performance problems
- Solve connectivity problems
- Service mode functions
- Manually update the firmware
Solve problems checklist

1. Make sure that the product is set up correctly.
   a. Press the power button to turn on the product or to deactivate the Auto-Off mode.
   b. Check the power-cable connections.
   c. Make sure that the line voltage is correct for the product power configuration. (See the label that is on the back of the product for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.

2. Check the cabling.
   a. Check the cable connection between the product and the computer. Make sure that the connection is secure.
   b. Make sure that the cable itself is not faulty by using a different cable, if possible.
   c. Check the network connection (network models only): Make sure the network light is lit. The network light is next to the network port on the back of the product.

      If the product remains unable to connect to the network, uninstall and then reinstall the product. If the error persists, contact a network administrator.

3. Check to see if any messages appear on the control panel.

4. Make sure that the paper that you are using meets specifications.

5. Make sure that the paper is loaded correctly in the input tray.

6. Make sure that the product software is installed correctly.

7. Verify that you have installed the printer driver for this product, and that you are selecting this product from the list of available printers.

8. Print a configuration page.
   a. If the page does not print, verify that the input tray contains paper and that the paper is properly loaded.
   b. Make sure that the toner cartridge is installed correctly.
c. If the page jams in the product, clear the jam.

d. If the print quality is unacceptable, complete the following steps:
   - Verify that the print settings are correct for the paper that you are using.
   - Solve print-quality problems.

9. Print a small document from a different program that has worked in the past. If this solution works, then the problem is with the program you are using. If this solution does not work (the document does not print), complete these steps:

   a. Try printing the job from another computer that has the product software installed.

   b. Check the cable connection. Direct the product to the correct port, or reinstall the software, selecting the connection type that you are using.
Menu map

Use the Reports menu to print a menu map of the control panel-menu layout. The active settings for each menu are listed.

Print the menu map (LCD control panel)

1. At the product control panel, press the OK button to open the menus.
2. Select the Reports menu, and then press the OK button.
3. Select the Menu Structure item, and then press the OK button to print the report.

Print the menu map (touchscreen control panel)

1. From the Home screen on the product control panel, touch the Setup button.
2. Touch the Reports menu.
3. Touch the Menu Structure item to print the report.
Troubleshooting process

When the productmalfunctions or encounters an unexpected situation, the product control panel alerts you to the situation. This chapter contains information to help diagnose and solve problems.

- Use the pre-troubleshooting checklist to evaluate the source of the problem and to reduce the number of steps that are required to fix the problem.
- Use the troubleshooting flowchart to pinpoint the root cause of hardware malfunctions. The flowchart guides you to the section of this chapter that contains steps for correcting the malfunction.

Before beginning any troubleshooting procedure, check the following issues:

- Are supply items within their rated life?
- Does the configuration page reveal any configuration errors?

**NOTE:** The customer is responsible for checking supplies and for using supplies that are in good condition.

Pre-troubleshooting checklist

The following table includes basic questions to ask the customer to quickly help define the problem(s).

<table>
<thead>
<tr>
<th>General topic</th>
<th>Questions</th>
</tr>
</thead>
</table>
| Environment   | • Is the product installed on a solid, level surface (+/- 1")?  
• Is the power-supply voltage within ± 10 volts of the specified power source?  
• Is the power-supply plug inserted in the product and the outlet?  
• Is the operating environment within the specified parameters?  
• Is the product exposed to ammonia gas, such as that produced by diazo copiers or office cleaning materials?  
  **NOTE:** Diazo copiers produce ammonia gas as part of the copying processes. Ammonia gas (from cleaning supplies or a diazo copier) can have an adverse effect on some product components (for example, the toner cartridge OPC).  
• Is the product exposed to direct sunlight? |
| Media         | • Does the customer use only supported media?  
• Is the media in good condition (no curls, folds, or distortion)?  
• Is the media stored correctly and within environmental limits? |
| Input trays   | • Is the amount of media in the tray within specifications?  
• Is the media correctly placed in the tray?  
• Are the paper guides aligned with the stack?  
• Is the tray correctly installed in the product? |
<table>
<thead>
<tr>
<th>General topic</th>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toner cartridge</td>
<td>• Is the toner cartridge installed correctly?</td>
</tr>
<tr>
<td>Transfer unit and fuser</td>
<td>• Are the transfer unit and fuser installed correctly?</td>
</tr>
<tr>
<td>Covers</td>
<td>• Is the front cover closed?</td>
</tr>
<tr>
<td>Condensation</td>
<td>• Does condensation occur following a temperature change (particularly in winter following cold storage)? If so, wipe affected parts dry or leave the product on for 10 to 20 minutes.</td>
</tr>
<tr>
<td></td>
<td>• Was a toner cartridge opened soon after being moved from a cold to a warm room? If so, allow the toner cartridge to sit at room temperature for 1 to 2 hours.</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>• Check for and remove any non-HP components (toner cartridges, memory modules, and EIO cards) from the product.</td>
</tr>
<tr>
<td></td>
<td>• If the hardware or software configuration has not changed or the problem is not associated with any specific software, see the complete service manual for this product.</td>
</tr>
<tr>
<td></td>
<td>• Remove the product from the network and ensure that the failure is associated with the product before beginning troubleshooting.</td>
</tr>
<tr>
<td></td>
<td>• For any print-quality issues, calibrate the product.</td>
</tr>
</tbody>
</table>
## Determine the problem source

The following table includes basic questions to ask the customer to quickly help define the problem or problems.

<table>
<thead>
<tr>
<th>General topic</th>
<th>Questions</th>
</tr>
</thead>
</table>
| Environment          | ● Is the product installed on a solid, level surface (± 1°)?  
                        ● Is the power-supply voltage within ± 10 volts of the specified power source?  
                        ● Is the power-supply plug inserted in the product and the outlet?  
                        ● Is the operating environment within the specified parameters?  
                        ● Is the product exposed to ammonia gas, such as that produced by diazo copiers or office cleaning materials?  
                        ● Is the product exposed to direct sunlight?  
                        **NOTE:** Diazo copiers produce ammonia gas as part of the coping processes. Ammonia gas (from cleaning supplies or a diazo copier) can have an adverse affect on some product components (for example, the toner cartridge imaging drum).  
| Paper                | ● Does the customer use only supported paper?  
                        ● Is the paper in good condition (no curls, folds, or distortion)?  
                        ● Is the paper stored correctly and within environmental limits?  
| Input tray           | ● Is the amount of paper in the tray within specifications?  
                        ● Is the paper correctly placed in the tray?  
                        ● Are the paper guides aligned with the stack?  
| Supplies             | ● Is the toner cartridge installed correctly and firmly seated?  
                        ● Has the sealing tape been removed from the toner cartridge?  
                        ● Is the toner cartridge within its estimated life? (Check the supplies status page.)  
| Transfer roller and fuser | ● Are the transfer roller and fuser installed correctly?  
| Covers               | ● Are the front and rear doors firmly closed?  
| Condensation         | ● Does condensation occur following a temperature change (particularly in winter following cold storage)? If so, wipe affected parts dry or leave the product on for 90 to 120 minutes.  
                        ● Was a toner cartridge opened soon after being moved from a cold to a warm room? If so, allow the toner cartridge to sit at room temperature for 1 to 2 hours.  
| Miscellaneous        | ● Check for and remove any non-HP components (for example, a toner cartridge) from the product.  
                        ● Remove the product from the network and make sure that the failure is with the product before beginning troubleshooting.  

Power subsystem

Power-on checks

When you turn on the product, if it does not make any sound or if the control-panel display is blank, check the following items:

- Verify that the product is plugged directly into an active electrical outlet that has the correct voltage. Do not plug the product into a surge protector or power strip.
- Verify that the on/off switch is in the on position.
- Verify that the formatter is seated and operating correctly.
- Remove any HP Jetdirect accessories or other devices, and then try to turn the product on again.
- Make sure that the control-panel display is connected.
- Check the two fuses on the power supply.
- If necessary, replace the power supply.
- If necessary, replace the DC controller.

Control-panel checks

Use the product control panel to conduct tests on the control panel LEDs, display, or buttons.

LCD control panel checks

1. On the product control panel, press the OK button to open the menus.
2. Press the left arrow button, and then quickly press the Cancel button. The display should return to Ready status.
3. Press the OK button again to open the menus. The first menu should be the 2ndary Service menu.
4. Press the OK button again to open the 2ndary Service menu, and then navigate to one of the following menu items.
   - LED Test
   - Display Test
   - Button Test
5. Press the OK button to begin the selected test.
6. After the test has finished, return the product to the Ready state, and then press the Cancel button to remove the 2ndary Service menu from the menu list.
Touchscreen control panel checks

1. From the Home screen on the product control panel, touch the Setup button.
2. Touch the left arrow button, and then quickly touch the Cancel button. The display should return to Ready status.
3. Press the Setup button again to open the menus. The first menu should be the 2ndary Service menu.
4. Touch the 2ndary Service menu, and then scroll to one of the following menu items.
   - LED Test
   - Display Test
   - Button Test
5. Touch the menu item to begin the test.
6. After the test has finished, return the product to the Ready state, and then touch the Cancel button to remove the 2ndary Service menu from the menu list.
Tools for troubleshooting

Component diagnostics

LED diagnostics

Network LEDs (network models only)

The onboard network solution has two network port LEDs. When the product is connected to a properly working network through a network cable, the yellow LED indicates network activity, and the green LED indicates the link status. A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed.

For link failures, check all of the network cable connections. In addition, you can try to manually configure the network card link speed setting by using the product control-panel.

Change the Link Speed setting on an LCD control panel

1. At the product control panel, press the OK button to open the menus.
2. Select the Network Setup menu, and then press the OK button.
3. Select the Link Speed item, and then press the OK button.
4. Select the appropriate link speed, and then press the OK button.

Change the Link Speed setting on a touchscreen control panel

1. From the Home screen on the product control panel, touch the Setup button.
2. Scroll to, and then touch the Network Setup menu.
3. Scroll to, and then touch Link Speed item.
4. Touch the appropriate link speed.

Control panel LEDs

The state of the Ready light and Attention light on the product signal the product status. The following table outlines the possible control-panel light states.

<table>
<thead>
<tr>
<th>Product state</th>
<th>Ready light state</th>
<th>Attention light state</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initializing</td>
<td>Blinking</td>
<td>Blinking</td>
</tr>
<tr>
<td>Ready</td>
<td>On</td>
<td>Off</td>
</tr>
<tr>
<td>Receiving data/processing job or cancelling job</td>
<td>Blinking</td>
<td>Off</td>
</tr>
<tr>
<td>Error message</td>
<td>Off</td>
<td>Blinking</td>
</tr>
<tr>
<td>Product state</td>
<td>Ready light state</td>
<td>Attention light state</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Fatal error (49 or 79 error)</td>
<td>On</td>
<td>On</td>
</tr>
</tbody>
</table>

1 The product will power off and then power on after one of these errors occurs.

**Engine diagnostics**

**Engine test**

If the duplex unit is disabled, the engine test produces a single-sided sheet with horizontal lines when you perform the engine test. If the duplex unit is activated (the default state), the engine test produces a double-sided sheet with horizontal lines when you perform the engine test.

To perform the test, with the product in the Ready state, open and shut the cartridge door three times. If the engine is functioning properly, the product will initialize and then print the test page.

**Diagrams**

**Plug/jack locations**

![Diagram](image)

**Table 2-1  Plug/jack locations**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hi-Speed USB 2.0 port</td>
</tr>
<tr>
<td>2</td>
<td>Network port</td>
</tr>
</tbody>
</table>
Locations of major components

Figure 2-1  Major components (1 of 2)

Table 2-2  Major components (1 of 2)

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Registration assembly</td>
</tr>
<tr>
<td>2</td>
<td>Fuser assembly</td>
</tr>
<tr>
<td>3</td>
<td>Feed drive assembly (simplex models)</td>
</tr>
<tr>
<td></td>
<td>Duplex drive assembly (duplex models)</td>
</tr>
<tr>
<td>4</td>
<td>Laser scanner assembly</td>
</tr>
<tr>
<td>5</td>
<td>Duplex feed assembly</td>
</tr>
</tbody>
</table>
Table 2-3  Major components (2 of 2)

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fan</td>
</tr>
<tr>
<td>2</td>
<td>Transfer roller</td>
</tr>
<tr>
<td>3</td>
<td>Main motor</td>
</tr>
<tr>
<td>4</td>
<td>Sensor assembly</td>
</tr>
</tbody>
</table>
General timing chart

The following charts lists the approximate timing for this product, specified in seconds.

**Figure 2-3** Timing diagram
Figure 2-5  Circuit diagram — touchscreen control panel models (1 of 2)
Figure 2-6  Circuit diagram — touchscreen control panel models (2 of 2)
Figure 2-7  Circuit diagram — optional Tray 3
Use HP Device Toolbox (Windows)

Use the HP Device Toolbox for Windows to view or change product settings from your computer. This tool opens the HP Embedded Web Server for the product.

**NOTE:** This tool is available only if you performed a full installation when you installed the product. The HP Embedded Web Server, however, is still available by opening a Web browser and entering the product IP address in the browser address box.

1. Click the **Start** button, and then click the **Programs** item.
2. Click your HP product group, and then click the **HP Device Toolbox** item.

<table>
<thead>
<tr>
<th>Tab or section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Home tab</strong></td>
<td>Provides product, status, and configuration information.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Device Status:</strong> Shows the product status and shows the approximate percent life remaining of HP supplies.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Supplies Status:</strong> Shows the approximate percent life remaining of HP supplies. Actual supply life remaining can vary. Consider having a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced unless the print quality is no longer acceptable.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Device Configuration:</strong> Shows the information found on the product configuration page.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Network Summary:</strong> Shows the information found on the product network configuration page.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Reports:</strong> Allows you to print the configuration and supplies status pages that the product generates.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Event Log:</strong> Shows a list of all product events and errors.</td>
</tr>
<tr>
<td><strong>System tab</strong></td>
<td>Provides the ability to configure the product from your computer.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Device Information:</strong> Provides basic product and company information.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Paper Setup:</strong> Allows you to change the paper-handling defaults for the product.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Print Quality:</strong> Allows you to change the print quality defaults for the product, including calibration settings.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Paper Types:</strong> Allows you to configure print modes that correspond to the paper types that the product accepts.</td>
</tr>
<tr>
<td></td>
<td>- <strong>System Setup:</strong> Allows you to change the system defaults for the product.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Service:</strong> Allows you to start the cleaning procedure on the product.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Product Security:</strong> Allows you to set or change the product password.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Save and Restore:</strong> Save the current settings for the product to a file on the computer. Use this file to load the same settings onto another product or to restore these settings to this product at a later time.</td>
</tr>
</tbody>
</table>

**NOTE:** The System tab can be password-protected. If this product is on a network, always consult with the administrator before changing settings on this tab.
Tab or section | Description
--- | ---
Print tab | • **Printing**: Change the default product print settings, such as number of copies and paper orientation. These are the same options that are available on the control panel.
• **PCL5c**: View and change the PCL5c settings.
• **PostScript**: Turn off or on the **Print PS Errors** feature.

Networking tab (network models only) | Network administrators can use this tab to control network-related settings for the product when it is connected to an IP-based network. It also allows the network administrator to set up wireless direct functionality. This tab does not appear if the product is directly connected to a computer.

HP Web Services tab | Use this tab to set up and use various Web tools with the product.

HP Smart Install tab | Use this tab to download and install the print driver.

---

**Internal print-quality test pages**

**Clean the paper path**

During the printing process, paper, toner, and dust particles can accumulate inside the product. Over time, this buildup can cause print-quality problems such as toner specks or smearing. This product has a cleaning mode that can correct and prevent these types of problems.

**Clean the paper path (LCD control panel)**

1. On the product control panel, press the **OK** button to open the menus.
2. Open the following menus:
   • **Service**
   • **Cleaning Page**
3. Load plain paper in Tray 1, and then press the **OK** button to start the cleaning process.
   
   Wait until the process is complete. Discard the page that prints.

**Clean the paper path (touchscreen control panel)**

1. From the Home screen on the product control panel, touch the **Setup** button.
2. Touch the **Service** menu.
3. Touch the **Cleaning Page** button.
4. Load plain letter or A4 paper when you are prompted.
5. Touch the **OK** button to begin the cleaning process.
   
   Wait until the process is complete. Discard the page that prints.
Print the configuration page

The configuration page lists current product settings and properties. This page also contains a status log report. To print a configuration page, complete one of the following procedures.

Print the configuration page from an LCD control panel

1. On the product control panel, press the OK button to open the menus.
2. Use the arrow buttons to select the Reports menu, and then press the OK button.
3. Use the arrow buttons to select the Configuration Report item, and then press the OK button to print the report.

Print the configuration page from a touchscreen control panel

1. From the Home screen on the product control panel, touch the Setup button.
2. Touch the Reports menu.
3. Touch the Configuration Report button to print the report.
Print-quality troubleshooting tools

Repetitive image defect ruler

Defects on product rollers can cause image defects to appear at regular intervals on the page, corresponding to the circumference of the roller that is causing the defect. Measure the distance between defects that recur on a page. Use the following table or the repetitive-defect ruler to determine which roller is causing the defect. To resolve the problem, try cleaning the roller first. If the roller remains dirty after cleaning or if it is damaged, replace the part that is indicated in the following table.

⚠️ **CAUTION:** Do not use solvents or oils to clean rollers. Instead, rub the roller with lint-free paper. If dirt is difficult to remove, rub the roller with lint-free paper that has been dampened with water.

🔍 **NOTE:** The following table replaces the graphical repetitive defect ruler. You can make your own ruler by using these measurements. For the most accurate results, use a metric ruler.

<table>
<thead>
<tr>
<th>Component</th>
<th>Distance between defects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary charging roller</td>
<td>38 mm (1.5 in)</td>
</tr>
<tr>
<td>Transfer roller</td>
<td>39 mm (1.54 in)</td>
</tr>
<tr>
<td>Developer roller</td>
<td>42 mm (1.65 in)</td>
</tr>
<tr>
<td>Registration roller</td>
<td>43 mm (1.69 in)</td>
</tr>
<tr>
<td>Fuser film</td>
<td>57 mm (2.24 in)</td>
</tr>
<tr>
<td>Pressure roller</td>
<td>63 mm (2.48 in)</td>
</tr>
<tr>
<td>Photosensitive drum</td>
<td>75 mm (2.95 in)</td>
</tr>
</tbody>
</table>
Control panel menus

- HP Web Services menu
- Reports menu
- Quick Forms menu
- USB Flash Drive menu
- System Setup menu
- Service menu
- Network Setup menu

HP Web Services menu

Use the HP Web Services menu to set up the HP Web Services features.

<table>
<thead>
<tr>
<th>Menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Information Sheet</td>
<td>Prints a report that instructs the user how to set up the HP Web Services features.</td>
</tr>
<tr>
<td>Display Address</td>
<td>Displays the product email address.</td>
</tr>
<tr>
<td>Turn ePrint On/Off</td>
<td>Enables or disables the product HP ePrint functionality.</td>
</tr>
<tr>
<td>Turn Apps On/Off</td>
<td>Enables or disables the product HP Web Services applications.</td>
</tr>
<tr>
<td>Enable Web Services</td>
<td>Enables the HP Web Services features.</td>
</tr>
<tr>
<td>Remove Services</td>
<td>Removes the HP Web Services features from the product.</td>
</tr>
<tr>
<td>Clear Apps History</td>
<td>Deletes the stored history of the product HP Web Services applications.</td>
</tr>
<tr>
<td>Proxy Settings</td>
<td>Allows you to enter proxy server information for the product internet connection.</td>
</tr>
</tbody>
</table>

Reports menu

Use the Reports menu to print reports that provide information about the product.

<table>
<thead>
<tr>
<th>Menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demo Page</td>
<td>Prints a sample page that demonstrates print quality.</td>
</tr>
<tr>
<td>Menu Structure</td>
<td>Prints a map of the control panel-menu layout. The active settings for each menu are listed.</td>
</tr>
<tr>
<td>Configuration Report</td>
<td>Prints a list of all the product settings. Includes network information when the product is connected to a network.</td>
</tr>
</tbody>
</table>
## Supplies Status
Prints the status for each toner cartridge, including the following information:

- Estimated percentage of cartridge life remaining
- Approximate pages remaining
- Part numbers for HP toner cartridge
- Number of pages printed
- Information about ordering new HP toner cartridges and recycling used HP toner cartridges

## Network Summary
Prints a list of all product network settings

## Usage Page
Prints a page that lists PCL pages, PCL 6 pages, PS pages, pages that were jammed or mispicked in the product, and reports the page count

## PCL Font List
Prints a list of all the PCL fonts that are installed

## PS Font List
Prints a list of all the PostScript (PS) fonts that are installed

## PCL6 Font List
Prints a list of all the PCL6 fonts that are installed

## Service Page
Provides information on supported paper types, copy settings, and other miscellaneous settings that are not on the configuration page

### Quick Forms menu

<table>
<thead>
<tr>
<th>Menu item</th>
<th>Sub-menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notebook Paper</td>
<td>Narrow Rule</td>
<td>Prints pages that have preprinted lines</td>
</tr>
<tr>
<td></td>
<td>Wide Rule</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Child Rule</td>
<td></td>
</tr>
<tr>
<td>Graph Paper</td>
<td>1/8 inch</td>
<td>Prints pages that have preprinted graph lines</td>
</tr>
<tr>
<td></td>
<td>5 mm</td>
<td></td>
</tr>
<tr>
<td>Checklist</td>
<td>1 Column</td>
<td>Prints pages that have preprinted lines with check boxes</td>
</tr>
<tr>
<td></td>
<td>2 Column</td>
<td></td>
</tr>
<tr>
<td>Music Paper</td>
<td>Portrait</td>
<td>Prints pages that have preprinted lines for writing music</td>
</tr>
<tr>
<td></td>
<td>Landscape</td>
<td></td>
</tr>
</tbody>
</table>
USB Flash Drive menu

**Print Documents**
Prints documents stored on the USB drive. Use the arrow buttons to scroll through the documents. Touch the names of documents that you want to print.

Touch the summary screen to change settings such as the number of copies, the paper size, or the paper type.

Touch the **Print** button when you are ready to print the documents.

**Easy Photo Print**
Prints photo files directly from the product.

**NOTE:** This menu item is available for LCD control panel models only.

**Thumbnail Sheet(s)**
Prints a page or pages of 30 “thumbnail” graphic images.

**NOTE:** This menu item is available for LCD control panel models only.

**View and Print Photos**
Previews photos on the USB drive. Use the arrow buttons to scroll through the photos. Touch the preview image for each photo that you want to print. You can adjust the settings, and you can save the changes as the new default settings. When you are ready to print the photos, touch the **Print** button.

**Scan to USB Drive**
Scans a document and stores it as a .PDF document or JPEG image on the USB flash drive.

System Setup menu

In the following table, items that have asterisks (*) indicate the factory default setting.

<table>
<thead>
<tr>
<th>Menu item</th>
<th>Sub-menu item</th>
<th>Sub-menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Language</strong></td>
<td></td>
<td></td>
<td>Select the language for the control panel display messages and the product reports.</td>
</tr>
<tr>
<td><strong>Paper Setup</strong></td>
<td><strong>Def. Paper Size</strong></td>
<td><strong>Letter</strong></td>
<td>Sets the size for printing internal reports or any print job that does not specify a size.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>A4</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Legal</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Def. Paper Type</strong></td>
<td>A list of available paper types appears.</td>
<td>Select the paper type for printing internal reports or any print job that does not specify a type.</td>
</tr>
<tr>
<td></td>
<td><strong>Tray 1</strong></td>
<td><strong>Paper Type</strong></td>
<td>Select the default size and type for Tray 1 from the list of available sizes and types.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Paper Size</strong></td>
<td></td>
</tr>
</tbody>
</table>
### Tray 2

<table>
<thead>
<tr>
<th>Sub-menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Type</td>
<td>Select the default size and type for Tray 2 from the list of available sizes and types.</td>
</tr>
<tr>
<td>Paper Size</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Paper Out Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wait Forever*</td>
<td>Select how the product should react when a print job requires a size or type that is not available or when a specified tray is empty.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Select the <strong>Wait Forever</strong> option to make the product wait until you load the correct paper and press the OK button. This is the default setting.</td>
</tr>
<tr>
<td>Override</td>
<td>Select the <strong>Override</strong> option to print on a different size or type after a specified delay.</td>
</tr>
</tbody>
</table>

### Energy Settings

<table>
<thead>
<tr>
<th>Sleep Delay</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Sets how long the product remains idle before it enters sleep mode. The product automatically exits sleep mode when you send a print job or press a control panel button.</td>
</tr>
<tr>
<td>1 Minute</td>
<td></td>
</tr>
<tr>
<td>15 Minutes*</td>
<td></td>
</tr>
<tr>
<td>30 Minutes</td>
<td></td>
</tr>
<tr>
<td>1 Hour</td>
<td></td>
</tr>
<tr>
<td>2 Hours</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Auto Power Down</th>
<th>Auto Power Down Delay</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>30 Minutes</td>
<td>Sets the period of time that must elapse before the product Auto Power Down feature activates.</td>
</tr>
<tr>
<td></td>
<td>1 Hour</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 Hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 Hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 Hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>24 Hours</td>
<td></td>
</tr>
<tr>
<td>Menu item</td>
<td>Sub-menu item</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------</td>
<td>---------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Wake Events</td>
<td>USB Job</td>
<td>Enables or disables certain product events (like when a control panel button is pressed) that will cause the product to revert from Auto Power Down mode to Ready status.</td>
</tr>
<tr>
<td></td>
<td>LAN Job</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wireless Job</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(wireless models only)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Button Press</td>
<td></td>
</tr>
<tr>
<td></td>
<td>USB Drive Insert</td>
<td></td>
</tr>
</tbody>
</table>

| Print Density     | Print Density       | Select the print density level. The default setting is 3 |
|                   | A range of 1 to 5.  |             |

| Supply Settings   | Black Cartridge     | Very Low Setting |
|                   |                      | Stop            |
|                   |                      | Prompt*         |
|                   |                      | Continue        |
|                   | Set how the product behaves when the black toner cartridge reaches the very low threshold. |
|                   | ● Stop: The product stops printing until you replace the toner cartridge. |
|                   | ● Prompt: The product stops printing and prompts you to replace the toner cartridge. You can acknowledge the prompt and continue printing. |
|                   | ● Continue: The product alerts you that the toner cartridge is very low, but it continues printing. |

| Low Threshold     | Low Threshold        | Set the percentage of estimated life remaining at which the product alerts you that the toner cartridge is low. |
|                   | A percentage range of 1 to 100. |             |

| Administration    | Product Security     | Enable product security. If turned on, the product prompts you to set a password. After it is set, the password will be needed to change product settings. |
|                   | (touchscreen control panel models only) |             |

| USB Flash Drive   | USB Flash Drive       | Enable or disable the walkup USB port. |
|                   | On*                  |             |
|                   | Off                 |             |

<p>| Display Contrast  | Display Contrast     | Select the level of contrast for the display. |
|                   | Medium*              |             |
|                   | Darker               |             |
|                   | Darkest              |             |
|                   | Lightest             |             |
|                   | Lighter              |             |</p>
<table>
<thead>
<tr>
<th>Menu item</th>
<th>Sub-menu item</th>
<th>Sub-menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courier Font</td>
<td>Regular*</td>
<td>Dark</td>
<td>Selects a version of the Courier font.</td>
</tr>
<tr>
<td>Quiet Mode</td>
<td></td>
<td></td>
<td>Enable or Disable the product Quiet Mode.</td>
</tr>
</tbody>
</table>

### Service menu

Use this menu to restore default settings, clean the product, and activate special modes that affect print output. Items that have asterisks (*) indicate the factory default setting.

<table>
<thead>
<tr>
<th>Menu item</th>
<th>Sub-menu item</th>
<th>Sub-menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning Page</td>
<td></td>
<td></td>
<td>Use this option to clean the product if you see toner specks or other marks on the printed output. The cleaning process removes dust and excess toner from the paper path. When you select this item, the product prompts you to load plain paper in Tray 1 and then press the OK button to start the cleaning process. Wait until the process is complete. Discard the page that prints.</td>
</tr>
<tr>
<td>USB Speed</td>
<td>High*</td>
<td>Full</td>
<td>Sets the USB speed to High or Full. For the product to actually operate at high speed, it must have high speed enabled and be connected to an EHCI host controller that is also operating at high speed. This menu item also does not reflect the current operating speed of the product.</td>
</tr>
<tr>
<td>Less Paper Curl</td>
<td>On</td>
<td>Off*</td>
<td>If printed pages are consistently curled, use this option to set the product to a mode that reduces curl.</td>
</tr>
<tr>
<td>Archive Print</td>
<td>On</td>
<td>Off*</td>
<td>If you are printing pages that will be stored for a long time, use this option to set the product to a mode that reduces toner smearing and dusting.</td>
</tr>
<tr>
<td>Firmware Date</td>
<td></td>
<td></td>
<td>Displays the current firmware datecode.</td>
</tr>
<tr>
<td>Restore Defaults</td>
<td></td>
<td></td>
<td>Sets all customized copy settings to the factory default values.</td>
</tr>
<tr>
<td>Menu item</td>
<td>Sub-menu item</td>
<td>Sub-menu item</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------</td>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Signature Check</td>
<td>Cancel if Invalid*</td>
<td></td>
<td>Configures how the product proceeds when a firmware upgrade file does not have a valid signature.</td>
</tr>
<tr>
<td></td>
<td>Prompt if Invalid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP Smart Install</td>
<td>On*</td>
<td>Off</td>
<td>Enables or disables the HP Smart Install functionality.</td>
</tr>
<tr>
<td>LaserJet Update</td>
<td>Check For Updates Now</td>
<td></td>
<td>Prompts the product to search for a newer firmware upgrade file and then upload it.</td>
</tr>
<tr>
<td>Manage Updates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allow Downgrade</td>
<td>Yes*: Allows the firmware upgrade functionality to upload an older firmware version.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>No: Prevents the product from loading older firmware files.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check Automatically</td>
<td>On*: Allows the product to automatically search for new firmware updates.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Off: Prevents the product from loading new firmware update files.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prompt Before Install</td>
<td>Install Automatically: Allows the product to automatically load a firmware update file.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Always Prompt*: Causes the product to display a prompt at the control panel before the product can load a firmware update file.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allow Updates</td>
<td>Yes*: Allows the product to load firmware update files.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>No: Prevents the product from loading firmware update files.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Network Setup menu

Use this menu to establish network configuration settings.

<table>
<thead>
<tr>
<th>Menu item</th>
<th>Sub-menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless Menu (wireless</td>
<td>Wireless Direct</td>
<td></td>
</tr>
<tr>
<td>products only)</td>
<td>Settings</td>
<td></td>
</tr>
<tr>
<td>Wireless Setup Wizard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wi-Fi Protected Setup</td>
<td></td>
<td>If your wireless router supports this feature, use this method to set up the product on a wireless network. This is the simplest method.</td>
</tr>
<tr>
<td>Run Wireless Test</td>
<td></td>
<td>Tests the wireless network and prints a report with the results.</td>
</tr>
<tr>
<td>Turn Wireless On/Off</td>
<td></td>
<td>Enable or disable the wireless network feature.</td>
</tr>
<tr>
<td>TCP/IP Config</td>
<td>Automatic*</td>
<td>Select Automatic to automatically configure all the TCP/IP settings.</td>
</tr>
<tr>
<td></td>
<td>Manual</td>
<td>Select Manual to manually configure the IP address, subnet mask, and default gateway.</td>
</tr>
<tr>
<td>IPv4 Config Method</td>
<td>DHCP</td>
<td>Set the IPv4 configuration method.</td>
</tr>
<tr>
<td></td>
<td>BOOTP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Auto IP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual</td>
<td></td>
</tr>
<tr>
<td>Card Sharing</td>
<td>On*</td>
<td>Enable or disable file sharing of a memory card that has been inserted into the product walkup USB port.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td></td>
</tr>
<tr>
<td>Auto Crossover</td>
<td>On*</td>
<td>This item is used when you are connecting the product directly to a personal computer using an Ethernet cable (you might have to set this to On or Off depending on the computer being used).</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td></td>
</tr>
<tr>
<td>Network Services</td>
<td>IPv4</td>
<td>This item is used by the network administrator to limit the network services available on this product.</td>
</tr>
<tr>
<td></td>
<td>IPv6</td>
<td></td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>The default setting is On.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td></td>
</tr>
<tr>
<td>Show IP Address</td>
<td>No*</td>
<td>No: The product IP address will not appear on the control panel display.</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td>Yes: The product IP address will appear on the control panel display.</td>
</tr>
<tr>
<td>Menu item</td>
<td>Sub-menu item</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Link Speed</td>
<td><strong>Automatic (Default)</strong></td>
<td>Sets the link speed manually if needed.</td>
</tr>
<tr>
<td></td>
<td><strong>10T Full</strong></td>
<td>After setting the link speed, the product automatically restarts.</td>
</tr>
<tr>
<td></td>
<td><strong>10T Half</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>100TX Full</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>100TX Half</strong></td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td><strong>Product Security</strong> (touchscreen control panel models only)</td>
<td>Enable product security. If turned on, the product prompts you to set a password. After it is set, the password will be needed to change product settings.</td>
</tr>
<tr>
<td>HTTPS Enforcement</td>
<td></td>
<td>Enable or disable the <strong>HTTPS Enforcement</strong> setting.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The default setting is <strong>On</strong>.</td>
</tr>
<tr>
<td>Firewall</td>
<td><strong>On</strong></td>
<td>Enable, disable, or reset the product firewall.</td>
</tr>
<tr>
<td>Access Control List</td>
<td></td>
<td>Enable, disable, or reset the network access control list.</td>
</tr>
<tr>
<td>802.1x</td>
<td>(wireless models only)</td>
<td>Enable or disable the 802.1x wireless authentication protocol.</td>
</tr>
<tr>
<td>Reset All Security</td>
<td></td>
<td>Reset the security settings to the factory-set default values.</td>
</tr>
<tr>
<td>Restore Defaults</td>
<td></td>
<td>Press the <strong>OK</strong> button to restore the network configuration settings to the default values.</td>
</tr>
<tr>
<td>USB Flash Drive</td>
<td><strong>On</strong></td>
<td>Enable or disable the walkup USB port.</td>
</tr>
<tr>
<td></td>
<td><strong>Off</strong></td>
<td></td>
</tr>
</tbody>
</table>
Interpret control panel messages

Control panel message types

The control panel messages indicate the current product status or situations that might require action.

Alert and warning messages appear temporarily and might require you to acknowledge the message by pressing the OK button to resume or by pressing the Cancel button to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the product will attempt to resume the printing job after the warning has appeared for 10 seconds without acknowledgement.

Critical error messages can indicate some kind of failure. Turning off and then turning on the power might fix the problem. If a critical error persists, the product might require service.

Control panel messages

10.x000 Supply Error

Description

The toner cartridge memory chip cannot be read or is missing.

- 10.0000 = memory chip error
- 10.1000 = memory chip is missing

Recommended action

Reinstall the toner cartridge.

Turn the product off and then on.

If the message persists, replace the toner cartridge.

49 Error Turn off then on

Description

The product experienced an internal error.

Recommended action

Turn the product off, wait at least 30 seconds, and then turn the product on and wait for it to initialize.

If you are using a surge protector, remove it. Plug the product directly into the wall socket. Turn the product power on.

If the message persists, contact HP support.
50.x Fuser Error Turn off then on

Description
The product has experienced an error with the fuser.

Recommended action
Turn the product power off, wait at least 30 seconds, and then turn the product power on and wait for it to initialize.

Turn off the product, wait at least 25 minutes, and then turn on the product.

If you are using a surge protector, remove it. Plug the product directly into the wall socket. Turn the product power on.

If the message persists, contact HP support.

51.XX Error Turn off then on

Description
The product has experienced an internal hardware error.

Recommended action
Turn the product power off, wait at least 30 seconds, and then turn the product power on and wait for it to initialize.

If you are using a surge protector, remove it. Plug the product directly into the wall socket. Turn the product on.

If the message persists, contact HP support.

54.XX Error Turn off then on

Description
The product has experienced an error with one of the internal sensors.

Recommended action
Turn the product power off, wait at least 30 seconds, and then turn the product power on and wait for it to initialize.

If you are using a surge protector, remove it. Plug the product directly into the wall socket. Turn the product power on.

If the message persists, contact HP support.

55.X Error Turn off then on

Description
The product has experienced an internal error.
**Recommended action**

Turn the product power off, wait at least 30 seconds, and then turn the product power on and wait for it to initialize.

If you are using a surge protector, remove it. Plug the product directly into the wall socket. Turn the product power on.

If the message persists, contact HP support.

**57 Fan error Turn off then on**

**Description**

The product has experienced a problem with its internal fan.

**Recommended action**

Turn the product power off, wait at least 30 seconds, and then turn the product power on and wait for it to initialize.

If you are using a surge protector, remove it. Plug the product directly into the wall socket. Turn the product power on.

If the message persists, contact HP support.

**59.X Error Turn off then on**

**Description**

The product has experienced a problem with one of the motors.

**Recommended action**

Turn the product power off, wait at least 30 seconds, and then turn the product power on and wait for it to initialize.

If you are using a surge protector, remove it. Plug the product directly into the wall socket. Turn the product power on.

If the message persists, contact HP support.

**79 Error Turn off then on**

**Description**

The product has experienced an internal firmware error.

**Recommended action**

Turn the product power off, wait at least 30 seconds, and then turn the product power on and wait for it to initialize.

If you are using a surge protector, remove it. Plug the product directly into the wall socket. Turn the product power on.
If the message persists, contact HP support.

**79 Service error Turn off then on**

**Description**

An incompatible DIMM is installed.

**Recommended action**

1. Turn the product power off.
2. Install a DIMM that the product supports.
3. Turn the product on.

If the message persists, contact HP support.

**Black cartridge low**

**Description**

The toner cartridge is nearing the end of its useful life.

**Recommended action**

Printing can continue, but consider having a replacement toner cartridge available.

**Black cartridge very low**

**Description**

The toner cartridge is at the end of its useful life. A customer configurable option on this product is "Prompt to Remind Me in 100 pages, 200 pages, 300 pages, 400 pages, or never." This option is provided as a customer convenience and is not an indication these pages will have acceptable print quality.

**Recommended action**

To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.

Once an HP toner cartridge has reached very low, HP’s Premium Protection Warranty on that toner cartridge has ended. All print defects or cartridge failures incurred when an HP toner cartridge is used in continue at very low mode will not be considered to be defects in materials or workmanship in the toner cartridge under the HP Print Cartridge Warranty Statement.

**Device error Press [OK]**

**Description**

An internal error occurred.

**Recommended action**

Press the OK button to resume the job.
Door open

**Description**
The product front door is open.

**Recommended action**
Close the door.

Genuine HP supply installed

**Description**
A genuine HP supply was installed.

**Recommended action**
No action necessary.

Install black cartridge

**Description**
The toner cartridge is either not installed or not correctly installed in the product.

**Recommended action**
Install the toner cartridge.

Invalid driver Press [OK]

**Description**
you are using an incorrect print driver.

**Recommended action**
Select the correct print driver.

Jam in <location>

**Description**
The product has detected a jam.

**Recommended action**
Clear the jam from the location indicated. The job should continue to print. If it does not, try reprinting the job.

If the message persists, contact HP support.
**Jam in Tray <X> Clear jam and then Press [OK]**

**Description**
The product has detected a jam.

**Recommended action**
Clear the jam from the location indicated, and then press OK.
If the message persists, contact HP support.

**Load tray 1 <TYPE>, <SIZE>**

**Description**
No trays are configured for the paper type and size that the print job is requesting.

**Recommended action**
Load the correct paper into Tray 1, or press OK to use paper in a different tray.

**Load tray 1 PLAIN <SIZE> Cleaning Mode**

**Description**
The product is ready to process the cleaning operation.

**Recommended action**
Load Tray 1 with plain paper in the size indicated, and then press the OK button.

**Load tray <X> Press [OK] for available media**

**Description**
The tray is empty.

**Recommended action**
Load paper into the tray to continue printing. Press the OK button to select a different tray.

**Load tray <X> <TYPE> <SIZE>**

**Description**
A tray is configured for the paper type and size that the print job is requesting, but that tray is empty.

**Recommended action**
Load the correct paper into the tray, or press the OK button to use paper in a different tray.
**Manual Duplex Load tray <X> Press [OK]**

**Description**
The first side of a manual duplex job has printed, and the page needs to be loaded to process the second side.

**Recommended action**
Load the page in the indicated tray with the side to be printed face up, and the top of the page away from you, and then press the OK button.

**Manual feed <SIZE>, <TYPE> Press [OK] for available media**

**Description**
The product is set for manual feed mode.

**Recommended action**
Press the OK button to clear the message or load the correct paper into Tray 1.

**Memory is low Press [OK]**

**Description**
The product memory is almost full.

**Recommended action**
Press the OK button to finish the job, or press the Cancel button to cancel the job.
Break the job into smaller jobs that contain fewer pages.

**Misprint Press [OK]**

**Description**
Paper has been delayed as it moves through the product.

**Recommended action**
Press the OK button to clear the message.

To avoid this problem, try the following solutions:

- Adjust the paper guides in the tray. Make sure the front paper guide is pushing the paper against the back edge of the tray.
- Use paper that meets HP specifications. Store paper unopened in its original packaging.
- Use the product in an area that meets the environmental specifications for this product.
Print failure, press OK. If error repeats, turn off then on.

**Description**
The product cannot process the page.

**Recommended action**
Press the OK button to continue printing the job, but output might be affected.
If the error persists, turn the power off and then on. Resend the print job.

Rear door open

**Description**
The product rear door is open.

**Recommended action**
Close the door.

Remove shipping material from toner cartridge

**Description**
A toner cartridge shipping lock is installed.

**Recommended action**
Pull the orange tab to remove the shipping lock from the cartridge.

Replace black cartridge

**Description**
The toner cartridge is at the end of its useful life, and the product is customer-configured to stop printing when it reaches the very low state.

**Recommended action**
To ensure optimal print quality, HP recommends replacing the toner cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary. Once an HP toner cartridge has reached very low, HP's Premium Protection Warranty on that toner cartridge has ended. All print defects or cartridge failures incurred when an HP toner cartridge is used in continue at very low mode will not be considered to be defects in materials or workmanship in the toner cartridge under the HP Print Cartridge Warranty Statement.

Supplies low

**Description**
A toner cartridge is low.
**Recommended action**

Printing will continue until a Very Low message displays. Consider having a replacement toner cartridge available.

**Unexpected size in tray <X> Load <size> Press [OK]**

**Description**

The product has detected paper in the tray that does not match the configuration for the tray.

**Recommended action**

Load the correct paper into the tray, or configure the tray for the size that you have loaded.

**Unsupported black cartridge Press [OK] to continue**

**Description**

The product has detected an installed toner cartridge that was not made by HP.

**Recommended action**

Press the OK button to continue printing.

If you believe you purchased an HP supply, go to [www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit). Service or repairs that are required as a result of using unsupported supplies are not covered under HP warranty.

**Used black cartridge is installed Press [OK] to continue**

**Description**

You are using a toner cartridge that reached the default low threshold while it was installed in another product.

**Recommended action**

Press the OK button to clear the message. Printing can continue, but consider having a replacement toner cartridge available.

**Event-log messages**

**Print the event log**

**Print the event log (LCD control panel)**

1. Make sure the product is in the ready state.
2. At the product control panel, press the OK button to open the menus.
3. Press the left arrow button, and then quickly press the Cancel button.
4. The product returns to the Ready state. Press the OK button to reopen the menus.
5. Select the 2ndary Service menu, and then press the OK button.
6. Select the Service Reports menu, and then press the OK button.

7. Select the Error Report menu, and then press the OK button.

Print the event log (touchscreen control panel)

1. Make sure the product is in the ready state.

2. From the Home screen on the product control panel, touch the Setup button.

3. Touch the left arrow button, and then quickly touch the Cancel button.

4. The product returns to the Ready state. Touch the Setup button to reopen the menus.

5. Touch the 2ndary Service menu.

6. Touch the Service Reports menu.

7. Touch the Error Report item.

Show an event log

You can use HP Device Toolbox to view the event log from a computer.

NOTE: This tool is available only if you performed a full installation when you installed the product.

1. Click the Start button, and then click the Programs item.

2. Click your HP product group, and then click the HP Device Toolbox item.

3. Click the Home tab, and then click the Event Log item. The event log shows a list of all product events and errors.

Event log messages

The following table contains any event log codes for this product that correspond to a control-panel error message. To resolve these events, consult the control panel error message.

Table 2-5 Event-log messages

<table>
<thead>
<tr>
<th>Event code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.0000</td>
<td>Paper jam</td>
</tr>
<tr>
<td>20.0000</td>
<td>Memory out</td>
</tr>
<tr>
<td>21.0000</td>
<td>Page misfeed or mispick</td>
</tr>
<tr>
<td>41.2000</td>
<td>Beam detect malfunction</td>
</tr>
<tr>
<td>41.3000</td>
<td>Unexpected size</td>
</tr>
<tr>
<td>50.0000</td>
<td>Fuser error</td>
</tr>
<tr>
<td>50.1000</td>
<td>Low fuser temperature error</td>
</tr>
<tr>
<td>50.3000</td>
<td>High fuser temperature error</td>
</tr>
</tbody>
</table>
Table 2-5  Event-log messages (continued)

<table>
<thead>
<tr>
<th>Event code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>50.4000</td>
<td>Fuser drive circuit error</td>
</tr>
<tr>
<td>51.0000</td>
<td>Beam detect or laser error</td>
</tr>
<tr>
<td>52.0000</td>
<td>Engine laser scanner error</td>
</tr>
<tr>
<td>55.3000</td>
<td>Engine-formatter communication error</td>
</tr>
<tr>
<td>55.4000</td>
<td>Engine communication timeout error</td>
</tr>
<tr>
<td>57.0000</td>
<td>Fan motor error</td>
</tr>
<tr>
<td>57.0600</td>
<td>Fan motor error</td>
</tr>
</tbody>
</table>

Some product events do not produce a message that displays on the control panel. Instead, they are only recorded in the event log.

Table 2-6  Event-log-only messages

<table>
<thead>
<tr>
<th>Event code</th>
<th>Description</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>50.2000</td>
<td>Slow fuser error</td>
<td></td>
</tr>
<tr>
<td>50.7000</td>
<td>Fuser open error</td>
<td></td>
</tr>
<tr>
<td>1. Low subthermistor fuser error</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. High subthermistor fuser error</td>
<td></td>
<td></td>
</tr>
<tr>
<td>51.2000</td>
<td>Black scanner laser error</td>
<td></td>
</tr>
<tr>
<td>54.0100</td>
<td>Environmental sensor error</td>
<td>Verify that the DC controller connectors are firmly connected.</td>
</tr>
<tr>
<td>54.0600</td>
<td>Density sensor error</td>
<td>Verify that the cables between the DC controller is firmly connected.</td>
</tr>
<tr>
<td>54.1100</td>
<td>Black density out of range</td>
<td>If the error persists, replace the color misregistration sensor.</td>
</tr>
<tr>
<td>54.1200</td>
<td>Black density measurement abnormality</td>
<td>If the error persists, replace the toner cartridge tray.</td>
</tr>
<tr>
<td>54.1400</td>
<td>Color plane registration sensor error (inline devices only)</td>
<td>1. Turn off the power by using the power switch, and then wait at least 30 seconds.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Turn on the power and wait for the product to initialize.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the error persists, verify that the cables between the color misregistration sensor and the DC controller are firmly connected.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the error persists, replace the color misregistration sensor.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the error persists, replace the toner cartridge tray.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the error persists, replace the DC controller.</td>
</tr>
<tr>
<td>Event code</td>
<td>Description</td>
<td>Solution</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>54.1501</td>
<td>Cyan CPR pattern cannot be read</td>
<td>1. Turn off the power by using the power switch, and then wait at least 30 seconds.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Turn on the power and wait for the product to initialize.</td>
</tr>
<tr>
<td>54.1502</td>
<td>Magenta CPR pattern cannot be read</td>
<td>If the error persists, verify that the cables between the color misregistration sensor and the DC controller are firmly connected.</td>
</tr>
<tr>
<td>54.1503</td>
<td>Yellow CPR pattern cannot be read</td>
<td>If the error persists, replace the color misregistration sensor.</td>
</tr>
<tr>
<td>54.1599</td>
<td>Black CPR pattern cannot be read</td>
<td>If the error persists, replace the toner cartridge tray.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the error persists, replace the DC controller.</td>
</tr>
<tr>
<td>54.1800</td>
<td>Black toner level sensor error</td>
<td>1. Turn off the power by using the power switch, and then wait at least 30 seconds.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Turn on the power and wait for the product to initialize.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the error persists, replace the DC controller.</td>
</tr>
<tr>
<td>54.2100</td>
<td>Beam detect (BD) error</td>
<td>If the error persists, replace the DC controller.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the error persists, replace the product.</td>
</tr>
<tr>
<td>54.2500</td>
<td>Top-of-page sensor error</td>
<td>Verify that the DC controller connectors are firmly connected.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the error persists, replace the DC controller.</td>
</tr>
</tbody>
</table>
Clear jams

Common causes of jams

To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

Jam locations

Jams can occur in these locations:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Output bin</td>
</tr>
<tr>
<td>2</td>
<td>Rear door</td>
</tr>
<tr>
<td>3</td>
<td>Tray 1</td>
</tr>
<tr>
<td>4</td>
<td>Tray 2</td>
</tr>
<tr>
<td>5</td>
<td>Optional Tray 3</td>
</tr>
</tbody>
</table>
Loose toner might remain in the product after a jam. This problem typically resolves itself after a few sheets have been printed.

**Clear a jam in Tray 1**

**NOTE:** If the sheet tears, remove all fragments before resuming printing.

1. If you can see the jammed sheet, remove the jammed sheet by pulling it straight out.

2. If you cannot see the jammed sheet, open the print cartridge door, and then remove the print cartridge.
3. Remove the jammed sheet by pulling it straight out.

   **CAUTION:** Do not pull up on the jammed sheet. Be sure to pull it straight out.

4. Reinstall the print cartridge, and then close the print cartridge door.

---

**Clear a jam in Tray 2**

1. Remove the tray from the product.
2. Remove the jammed sheet by pulling it straight out.

3. Replace the tray.

4. Press the OK button to continue printing.
Clear a jam in optional Tray 3

1. Remove the tray from the product.

2. Remove the jammed sheet by pulling it straight out.

3. Replace the tray.

4. Press the OK button to continue printing.
Clear jams from the output bin

⚠️ CAUTION: Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

1. With both hands, grasp the paper, and carefully pull it free from the product.

Clear a jam in the duplexer area

1. Open the rear door.
2. Remove any jammed sheets.

   **NOTE:** If the sheet tears, remove all fragments before resuming printing.

   **CAUTION:** Wait until the fuser area has cooled before clearing the jam.

3. Close the rear door.

---

**Clear a jam in the fuser area**

1. Open the rear door.
2. Remove any jammed sheets.

   **NOTE:** If the sheet tears, remove all fragments before resuming printing.

   **CAUTION:** Wait until the fuser area has cooled before clearing the jam.

3. Close the rear door.
Solve paper-handling problems

The product picks up multiple sheets of paper

If the product picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. Do not fan the paper. Return the stack of paper to the tray.

2. Use only paper that meets HP specifications for this product.

3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Align the guides with the paper-size markings in the bottom of the tray.

The product does not pick up paper

If the product does not pick up paper from the tray, try these solutions.

1. Open the product and remove any jammed sheets of paper.

2. Load the tray with the correct size of paper for your job.

3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Align the guides with the paper-size markings in the bottom of the tray.

4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.
Solve image quality problems

You can prevent most print-quality problems by following these guidelines.

- **Print quality examples**

## Print quality examples

The following examples depict Letter-size paper that has passed through the product short-edge first. These examples illustrate problems that would affect all the pages that you print, whether you print in color or in black only. The topics that follow list the typical cause and solution for each of these examples.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print is light or faded.</td>
<td>The media might not meet HP specifications.</td>
<td>Use media that meets HP specifications.</td>
</tr>
<tr>
<td></td>
<td>The toner cartridge might be defective.</td>
<td>Print the supplies status page to check the remaining toner cartridge life. See the user guide. Replace the toner cartridge.</td>
</tr>
<tr>
<td></td>
<td>The product is set to override the <em>Replace black cartridge</em> message and to continue printing.</td>
<td>Replace the toner cartridge.</td>
</tr>
<tr>
<td></td>
<td>The print density setting might have been changed.</td>
<td>Set the print density setting to 0.</td>
</tr>
<tr>
<td>Toner specks appear.</td>
<td>The media might not meet HP specifications.</td>
<td>Use only media that meets HP specifications. See the complete version of the English service manual.</td>
</tr>
<tr>
<td></td>
<td>The paper path might need cleaning.</td>
<td>Clean the paper path. See <a href="#">Clean the paper path on page 94</a>.</td>
</tr>
<tr>
<td></td>
<td>The toner cartridge might be leaking.</td>
<td>Check the cartridge for leaks.</td>
</tr>
<tr>
<td></td>
<td>The moisture content of the paper is uneven or the paper has moist spots on its surface.</td>
<td>Try different paper, such as high-quality paper that is intended for laser printers.</td>
</tr>
<tr>
<td></td>
<td>The media is flawed. The media manufacturing processes can cause some areas to reject toner.</td>
<td>Try different paper, such as high-quality paper that is intended for laser printers.</td>
</tr>
<tr>
<td>Problem</td>
<td>Cause</td>
<td>Solution</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
<td>----------</td>
</tr>
<tr>
<td>Vertical streaks or bands appear on the page.</td>
<td>The toner cartridge might be defective.</td>
<td>Print the supplies status page to check the remaining life. See the user guide. Use HP Device Toolbox. Replace the toner cartridge.</td>
</tr>
<tr>
<td>The amount of background toner shading becomes unacceptable.</td>
<td>Extremely dry (low humidity) conditions can increase the amount of background shading.</td>
<td>Check the product environment.</td>
</tr>
<tr>
<td>Toner smears appear on the media.</td>
<td>The media might not meet HP specifications.</td>
<td>Use only media that meets HP specifications. See the user guide.</td>
</tr>
<tr>
<td></td>
<td>If toner smears appear on the leading edge of the paper, the media guides are dirty, or debris has accumulated in the print path.</td>
<td>Clean the media guides. Clean the paper path. See <a href="#">Clean the paper path on page 94</a>.</td>
</tr>
<tr>
<td>The toner smears easily when touched.</td>
<td>The product is not set to print on the type of media on which you want to print.</td>
<td>In the printer driver, select the <strong>Paper</strong> tab and set <strong>Type is</strong> to match the type of media on which you are printing. Print speed might be slower if you are using heavy paper.</td>
</tr>
<tr>
<td></td>
<td>The media might not meet HP specifications.</td>
<td>Use only media that meets HP specifications. See the user guide.</td>
</tr>
<tr>
<td></td>
<td>The paper path might need cleaning.</td>
<td>Clean the paper path. See <a href="#">Clean the paper path on page 94</a>.</td>
</tr>
<tr>
<td>Problem</td>
<td>Cause</td>
<td>Solution</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
<td>----------</td>
</tr>
<tr>
<td>Marks repeatedly appear at even intervals on the printed side of the page.</td>
<td>The product is not set to print on the type of media on which you want to print.</td>
<td>In the printer driver, select the <strong>Paper</strong> tab and set <strong>Type is</strong> to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.</td>
</tr>
<tr>
<td></td>
<td>Internal parts might have toner on them.</td>
<td>The problem typically corrects itself after a few more pages.</td>
</tr>
<tr>
<td></td>
<td>The paper path might need cleaning.</td>
<td>Clean the paper path. See <a href="#">Clean the paper path</a> on page 94.</td>
</tr>
<tr>
<td></td>
<td>The fuser might be damaged or dirty.</td>
<td>To determine if the fuser has a problem, open HP Device Toolbox and print the print-quality diagnostics page. Clean the paper path. See <a href="#">Clean the paper path</a> on page 94.</td>
</tr>
<tr>
<td></td>
<td>The toner cartridge might have a problem.</td>
<td>Replace the toner cartridge.</td>
</tr>
<tr>
<td>Marks repeatedly appear at even intervals on the unprinted side of the page.</td>
<td>Internal parts might have toner on them.</td>
<td>The problem typically corrects itself after a few more pages.</td>
</tr>
<tr>
<td></td>
<td>The paper path might need cleaning.</td>
<td>Clean the paper path. See <a href="#">Clean the paper path</a> on page 94.</td>
</tr>
<tr>
<td></td>
<td>The fuser might be damaged or dirty.</td>
<td>To determine if the fuser has a problem, open HP Device Toolbox and print the print-quality diagnostics page. Clean the paper path. See <a href="#">Clean the paper path</a> on page 94.</td>
</tr>
<tr>
<td>The printed page contains misformed characters.</td>
<td>The media might not meet HP specifications.</td>
<td>Use a different paper, such as high-quality paper that is intended for laser printers. If characters are incorrectly formed so that they produce a wavy effect, the laser scanner might need service. Verify that the problem also occurs on the configuration page.</td>
</tr>
<tr>
<td>Problem</td>
<td>Cause</td>
<td>Solution</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
<td>----------</td>
</tr>
<tr>
<td>The printed page is curled or wavy.</td>
<td>The product is not set to print on the type of media on which you want to print.</td>
<td>In the printer driver, select the Paper tab and set Type is to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.</td>
</tr>
<tr>
<td></td>
<td>The Service menu item Less Paper Curl is set to Off.</td>
<td>Use the control-panel menus to change the setting. See Service menu on page 104.</td>
</tr>
<tr>
<td></td>
<td>The media might not meet HP specifications.</td>
<td>Use a different paper, such as high-quality paper that is intended for laser printers.</td>
</tr>
<tr>
<td></td>
<td>Both high temperature and humidity can cause paper curl.</td>
<td>Check the product environment.</td>
</tr>
<tr>
<td>Text or graphics are skewed on the printed page.</td>
<td>The media might be loaded incorrectly.</td>
<td>Ensure that the paper or other print media is loaded correctly and that the media guides are not too tight or too loose against the stack. See the user guide.</td>
</tr>
<tr>
<td></td>
<td>The media might not meet HP specifications.</td>
<td>Use a different paper, such as high-quality paper that is intended for laser printers.</td>
</tr>
<tr>
<td>The printed page contains wrinkles or creases.</td>
<td>The media might be loaded incorrectly.</td>
<td>Verify that the media is loaded correctly and that the media guides are not too tight or too loose against the stack. See the user guide.</td>
</tr>
<tr>
<td></td>
<td>Turn over the stack of paper in the input tray, or try rotating the paper 180° in the input tray.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The media might not meet HP specifications.</td>
<td>Use a different paper, such as high-quality paper that is intended for laser printers.</td>
</tr>
<tr>
<td>Toner appears around the printed characters.</td>
<td>The media might be loaded incorrectly.</td>
<td>Turn over the stack of paper in the tray.</td>
</tr>
<tr>
<td></td>
<td>If large amounts of toner have scattered around the characters, the paper might have high resistivity.</td>
<td>Use a different paper, such as high-quality paper that is intended for laser printers.</td>
</tr>
<tr>
<td>Problem</td>
<td>Cause</td>
<td>Solution</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>An image that appears at the top of the page (in solid black) repeats</td>
<td>Software settings might affect image printing.</td>
<td>In your software program, change the tone (darkness) of the field in which the repeated image appears.</td>
</tr>
<tr>
<td>farther down the page (in a gray field).</td>
<td></td>
<td>In your software program, rotate the whole page 180° to print the lighter image first.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The order of images printed might affect printing.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A power surge might have affected the product.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Clean the product

Clean the pickup and separation rollers

1. Turn off the product, unplug the power cable from the product, and then remove the rollers.
2. Dab a lint-free cloth in isopropyl alcohol, and then scrub the roller.

⚠️ **WARNING!** Alcohol is flammable. Keep the alcohol and cloth away from an open flame. Before you close the product and connect the power cable, allow the alcohol to dry completely.

⚠️ **NOTE:** In certain areas of California (USA), air pollution control regulations restrict the use of liquid isopropyl alcohol (IPA) as a cleaning agent. In those areas of California, please disregard the previous recommendations and use a dry, lint free cloth, moistened with water, to clean the pickup roller.

3. Use a dry, lint free cloth, to wipe the rollers and remove loose dirt.

Clean the paper path

During the printing process, paper, toner, and dust particles can accumulate inside the product. Over time, this buildup can cause print-quality problems such as toner specks or smearing. This product has a cleaning mode that can correct and prevent these types of problems.

Clean the paper path (LCD control panel)

1. On the product control panel, press the OK button to open the menus.
2. Open the following menus:
   - **Service**
   - **Cleaning Page**
3. Load plain paper in Tray 1, and then press the OK button to start the cleaning process.
   
   Wait until the process is complete. Discard the page that prints.

Clean the paper path (touchscreen control panel)

1. From the Home screen on the product control panel, touch the Setup button.
2. Touch the **Service** menu.
3. Touch the **Cleaning Page** button.
4. Load plain letter or A4 paper when you are prompted.
5. Touch the **OK** button to begin the cleaning process.

   Wait until the process is complete. Discard the page that prints.
Clean the touchscreen

Clean the touch screen whenever it is necessary to remove fingerprints or dust. Wipe the touch screen gently with a clean, water-dampened, lint-free cloth.

⚠️ **CAUTION:** Use water only. Solvents or cleaners can damage the touch screen. Do not pour or spray water directly onto the touch screen.
Solve performance problems

Factors affecting print performance

<table>
<thead>
<tr>
<th>Problem</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pages print but, are totally blank.</td>
<td>The sealing tape might still be in the toner cartridges.</td>
<td>Verify that the sealing tape has been completely removed from the toner cartridges.</td>
</tr>
<tr>
<td></td>
<td>The document might contain blank pages.</td>
<td>Check the document that you are printing to see if content appears on all of the pages.</td>
</tr>
<tr>
<td></td>
<td>The product might be malfunctioning.</td>
<td>To check the product, print a Configuration page.</td>
</tr>
<tr>
<td>Pages print very slowly.</td>
<td>Heavier media types can slow the print job.</td>
<td>Print on a different type of media.</td>
</tr>
<tr>
<td><strong>NOTE:</strong> The product print speed is</td>
<td>Complex pages can print slowly.</td>
<td>Proper fusing might require a slower print speed to ensure the best print quality.</td>
</tr>
<tr>
<td>affected by various factors (for example,</td>
<td>Paper type not set correctly.</td>
<td>Select the type to match the paper.</td>
</tr>
<tr>
<td>media size or page complexity).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pages did not print.</td>
<td>The product might not be pulling media</td>
<td>Ensure paper is loaded in the tray correctly.</td>
</tr>
<tr>
<td></td>
<td>correctly.</td>
<td>If the problem persists, you might need to replace the pickup rollers and the separation pad.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The media is jamming in the product.</td>
<td></td>
<td>Clear the jam.</td>
</tr>
<tr>
<td>The USB cable might be defective or</td>
<td></td>
<td>• Disconnect the USB cable at both ends and reconnect it.</td>
</tr>
<tr>
<td>incorrectly connected.</td>
<td></td>
<td>• Try printing a job that has printed in the past.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Try using a different USB cable.</td>
</tr>
<tr>
<td>Other devices are running on your</td>
<td>The product might not share a USB port.</td>
<td>The product might not share a USB port.</td>
</tr>
<tr>
<td>computer.</td>
<td>If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, you must disconnect the other device or you must use two USB ports on the computer.</td>
<td></td>
</tr>
</tbody>
</table>
Print speeds

Print speed is the number of pages that print in one minute. Print speed depends on different engine-process speeds or operational pauses between printed pages during normal product operation. Factors that determine the print speed of the product include the following:

- Page formatting time
  The product must pause for each page to be formatted before it prints. Complex pages take more time to format, resulting in reduced print speed. However, most jobs print at full engine speed (35 ppm on Letter-size media or 33 ppm on A4-size media).

- Media size
  Legal-size media reduces print speed because it is longer than the standard Letter- or A4–size media. A reduce print speed is used when printing on narrow media to prevent the edges of the fuser from overheating.

- Media mode
  Some media types require a reduced print speed to achieve maximum print quality on that media. For example, glossy, heavy, and specialty media (for example, envelopes or photos) require a reduced print speed. To maximize the print speed for special media types, ensure that you select the correct media type in the print driver.

- Product temperature
  To prevent product damage, print speed is reduced if the product reaches a specific internal temperature (thermal slow down). The starting temperature of the product, ambient environment temperature, and the print job size effect the number of pages that can be printed before the product reduces the print speed. Thermal slow down reduces print speed by printing four pages and then pausing for an amount of time before printing continues.

- Other print speed reduction factors
  Other factors (especially during large print jobs) that can cause reduced print speeds include:
  - Density control sequence; occurs every 150 pages and takes about 120 seconds.

The product does not print or it prints slowly

The product does not print

If the product does not print at all, try the following solutions.

1. Make sure the product is turned on and that the control panel indicates it is ready.
   - If the control panel does not indicate the product is ready, turn the product off and then on again.
   - If the control panel indicates the product is ready, try sending the job again.

2. If the control panel indicates the product has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the product is connected to a network, check the following items:
   ◦ Check the light next to the network connection on the product. If the network is active, the light is green.
   ◦ Make sure that you are using a network cable and not a phone cord to connect to the network.
   ◦ Make sure the network router, hub, or switch is turned on and that it is working correctly.

4. Install the HP software from the CD that came with the product. Using generic printer drivers can cause delays clearing jobs from the print queue.

5. From the list of printers on your computer, right-click the name of this product, click Properties, and open the Ports tab.
   ◦ If you are using a network cable to connect to the network, make sure the printer name listed on the Ports tab matches the product name on the product configuration page.
   ◦ If you are using a USB cable and are connecting to a wireless network, make sure the box is checked next to Virtual printer port for USB.

6. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.

7. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

The product prints slowly

If the product prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: www.hp.com/support/ljm401series.

2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.

3. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.
Solve connectivity problems

Solve direct-connect problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 5 m (16.4 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page from the product control panel and locate the product IP address that is listed on this page.

- Poor physical connection
- The computer is using the incorrect IP address for the product
- The computer is unable to communicate with the product
- The product is using incorrect link and duplex settings for the network
- New software programs might be causing compatibility problems
- The computer or workstation might be set up incorrectly
- The product is disabled, or other network settings are incorrect

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the product

1. Open the printer properties and click the Ports tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.
2. If you installed the product using the HP standard TCP/IP port, select the box labeled Always print to this printer, even if its IP address changes.
3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.

4. If the IP address is correct, delete the port, and then create a new one.

5. If the error persists, delete the product and then add it again.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.
   a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.
   b. Type `ping` followed by the IP address for your product.
   c. If the window displays round-trip times, the network is working.

2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

The product is using incorrect link and duplex settings for the network

Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct printer driver.

The computer or workstation might be set up incorrectly

1. Check the network drivers, printer drivers, and the network redirection.

2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.

2. Reconfigure the network settings if necessary.
Solve wireless network problems

- Wireless connectivity checklist
- The control panel displays the message: The wireless feature on this product has been turned off
- The product does not print after the wireless configuration completes
- The product does not print, and the computer has a third-party firewall installed
- The wireless connection does not work after moving the wireless router or product
- Cannot connect more computers to the wireless product
- The wireless product loses communication when connected to a VPN
- The network does not appear in the wireless networks list
- The wireless network is not functioning

Wireless connectivity checklist

- The product and the wireless router are turned on and have power. Also make sure the wireless radio in the product is turned on.
- The service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.
- With secured networks, make sure the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- The encryption method (AES or TKIP) is the same for the product as it is for the wireless access point (on networks using WPA security).
- The product is within the range of the wireless network. For most networks, the product must be within 30 m (100 ft) of the wireless access point (wireless router).
- Obstacles do not block the wireless signal. Remove any large metal objects between the access point and the product. Make sure poles, walls, or support columns containing metal or concrete do not separate the product and wireless access point.
- The product is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- The printer driver is installed on the computer.
- You have selected the correct printer port.
- The computer and product connect to the same wireless network.
The control panel displays the message: The wireless feature on this product has been turned off

▲ Press the wireless button on the product to open the Wireless menu, and then turn the wireless radio on.

The product does not print after the wireless configuration completes

1. Make sure the product is turned on and in the ready state.
2. Make sure you are connecting to the correct wireless network.
3. Make sure that the wireless network is working correctly.
   a. Open the Network Setup menu, and then open the Wireless Menu item.
   b. Select the Run Network Test item to test the wireless network. The product prints a report with the results.
4. Make sure that your computer is working correctly. If necessary, restart your computer.

The product does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.
2. If programs request firewall access when you install the product or try to print, make sure you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless product on the computer. Enable the firewall when you have completed the wireless installation.

The wireless connection does not work after moving the wireless router or product

Make sure that the router or product connects to the same network that your computer connects to.

1. Open the Reports menu, and select the Configuration Report item to print the report.
2. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.
3. If the SSIDs are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.

Cannot connect more computers to the wireless product

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure the product is turned on and in the ready state.
3. Turn off any third-party firewalls on your computer.
4. Make sure that the wireless network is working correctly.
   a. On the product control panel, and then open the **Wireless Menu** item.
   b. Select the **Run Network Test** item to test the wireless network. The product prints a report with the results.

5. Make sure that your computer is working correctly. If necessary, restart your computer.

6. If the product is in Wireless Direct mode, make sure that the computer connection is pointing to the correct IP address. In Wireless Direct mode, the product has two IP addresses: one assigned by the router, and the other set by the Wireless Direct function. Use the printer IP address to connect other computers.

   **The wireless product loses communication when connected to a VPN**
   - Typically, you cannot connect to a VPN and other networks at the same time.

   **The network does not appear in the wireless networks list**
   - Make sure the wireless router is turned on and has power.
   - The network might be hidden. However, you can still connect to a hidden network. You need to know the network name and the network security settings.

   **The wireless network is not functioning**
   1. Verify that the network is communicating. Find the product IP address on the configuration page, and then open a Web browser and enter the IP address to see if the HP Embedded Web Server will open.
   2. Test network communication by pinging the network.
      a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type cmd.
      b. Type ping followed by the service set identifier (SSID) for your network.
      c. If the window displays round-trip times, the network is working.
   3. Make sure that the router or product connects to the same network that your computer connects to.
      a. Open the **Reports** menu, and select the **Configuration Report** item to print the report.
      b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.
      c. If the SSIDs are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.
Service mode functions

Service menu

Use the control-panel Service menu to troubleshoot product problems.

Service menu settings

The Service menu is used to adjust print settings, restore factory default settings, and clean the print paper path.

The following Service menu items are available:

- **Cleaning Page**—used to remove dust and toner from the print paper path.
- **USB Speed**—used to set the USB speed to high or full.
- **Less Paper Curl**—used to put the product into a mode that reduces paper curl.
- **Archive Print**—used to put the product into a mode that produces output less susceptible to toner smearing and dusting for preservation and archival.
- **Firmware Date**—used to display the product’s firmware date code.
- **Restore Defaults**—used to reset all customer-accessible menu settings back to the factory default settings (except language) via the control panel or software.

> **NOTE:** This Service menu item does not reset factory-settable settings, including formatter number, page counts, factory paper settings, language, and so on.

- **Signature Check**—used to configure how the product proceeds when a firmware upgrade file does not have a valid signature.
- **HP Smart Install**—used to enable or disable the HP Smart Install functionality.
- **LaserJet Update**—used to manually update the firmware or to set up automatic firmware updates.

Restore the factory-set defaults

**Restore the factory-set defaults (LCD control panel)**

1. On the product control panel, press the OK button to open the menus.
2. Open the following menus:
   - **Service**
   - **Restore Defaults**

   The product automatically restarts.
Restore the factory-set defaults (touchscreen control panel)

1. From the Home screen on the product control panel, touch the Setup button.
2. Scroll to and touch the Service menu.
3. Scroll to and touch the Restore Defaults button, and then touch the OK button. The product automatically restarts.

Secondary service menu

Use the secondary service menu to print service-related reports and to run special tests. Customers do not have access to this menu.

Open the secondary service menu

Open the secondary service menu (LCD control panel)

1. Make sure the product is in the Ready state.
2. At the product control panel, press the OK button to open the menus.
3. Press the left arrow button, and then quickly press the Cancel button.
4. The product returns to the Ready state. Press the OK button to reopen the menus.
5. Select the 2ndary Service menu, and then press the OK button.
6. Use the arrow buttons to navigate the 2ndary Service menu.

Open the secondary service menu (touchscreen control panel)

1. Make sure the product is in the Ready state.
2. From the Home screen on the product control panel, touch the Setup button.
3. Touch the left arrow button, and then quickly touch the Cancel button.
4. The product returns to the Ready state. touch the Setup button to reopen the menus.
5. Touch the 2ndary Service menu.
6. Use the scrollbar to navigate the 2ndary Service menu.

Secondary service menu structure

Table 2-7 Secondary Service menu

<table>
<thead>
<tr>
<th>Menu Item</th>
<th>Sub-menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Reports</td>
<td>Cont Self Test</td>
<td>Print a continuous configuration page.</td>
</tr>
<tr>
<td></td>
<td>Error Report</td>
<td>Print an error report.</td>
</tr>
</tbody>
</table>
Table 2-7 Secondary Service menu (continued)

<table>
<thead>
<tr>
<th>Menu item</th>
<th>Sub-menu item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>A list of available locations appears</td>
<td>This item sets certain product parameters that are dependent on the location, such as the default paper size and the symbol set.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Scroll to the appropriate location and select Yes to set the location. The product automatically restarts after you change the location.</td>
</tr>
<tr>
<td>Line Frequency</td>
<td></td>
<td>This item allows the refresh rate of the touchscreen control panel to be changed between 50 and 60 Hz.</td>
</tr>
<tr>
<td>Display Test</td>
<td></td>
<td>Use this test to verify that the LEDs and characters on the control-panel display function correctly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>At the beginning of the test, each of the LEDs is turned on one-at-time. Press the OK button to continue to the next LED.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>After the LED test is complete, the character test begins by testing the pixels on each line. Then, each of the 255 characters is displayed in</td>
</tr>
<tr>
<td></td>
<td></td>
<td>groups of 16. Press the OK button to continue to the next group of 16 characters. You can cancel the test at any time by pressing the Cancel X.</td>
</tr>
<tr>
<td>Button Test</td>
<td></td>
<td>Use this test to verify that the control-panel buttons function correctly. The display prompts you to press each button.</td>
</tr>
<tr>
<td>Calibrate Touch Screen</td>
<td></td>
<td>Use this item to adjust the touchscreen control panel.</td>
</tr>
<tr>
<td>CP FW Version</td>
<td></td>
<td>This item shows the current date code of the firmware.</td>
</tr>
<tr>
<td>802.11n</td>
<td>(Wireless models only.) Enable or disable the wireless 802.11n functionality.</td>
<td></td>
</tr>
<tr>
<td>LED Test</td>
<td></td>
<td>This item allows the testing of the different LED Displays</td>
</tr>
<tr>
<td>NAND Reset</td>
<td></td>
<td>This item allows the NAND to be reset.</td>
</tr>
<tr>
<td>Speed</td>
<td></td>
<td>Use this item to toggle between high and low.</td>
</tr>
</tbody>
</table>

Product resets

NVRAM initialization

⚠️ CAUTION: All HP Jetdirect settings are also reset. Be sure to print a configuration page before performing an NVRAM initialization. Make note of the IP address that is listed on the Jetdirect configuration page. You need to restore the IP address after performing an NVRAM initialization.

An NVRAM initialization erases all data stored in the unprotected NVRAM sections. Performing an NVRAM initialization resets the following settings and information:

- All menu settings are reset to factory default values.
- All localization settings, including language and country/region, are reset.
After performing an NVRAM initialization, reconfigure any computers that print to this product so that the computers can recognize the product.

1. Turn the product off.

2. Perform one of the following steps:
   - **LCD control panel models**: Simultaneously press and hold the right arrow button and the Cancel button. Keep these buttons depressed as you turn the product on.
   - **Touchscreen control panel models**: Press and hold the lower right quadrant of the touchscreen. Keep the quadrant depressed as you turn the product on.

3. When the **Permanent Storage Init.** message appears on the display, release the buttons.

4. When the product has finished the NVRAM initialization, it returns to the Ready state.

**Super NVRAM initialization**

A super NVRAM initialization restores the product to the “generic product mode” in which it arrived from the factory. This means that you will have to reset the language and country/region settings when the product starts after the initialization. A super NVRAM initialization erases all data stored in the protected and unprotected NVRAM sections.

1. Turn the product off.

2. Perform one of the following steps:
   - **LCD control panel models**: Simultaneously press and hold the left arrow button and the Cancel button. Keep these buttons depressed as you turn the product on.
   - **Touchscreen control panel models**: Press and hold the lower left quadrant of the touchscreen. Keep the quadrant depressed as you turn the product on.

3. When the **Permanent Storage Init.** message appears on the display, release the buttons.

4. When the super NVRAM initialization has been completed, the product enters the generic product mode.
Manually update the firmware

Manually update the firmware (LCD control panel)

1. On the product control panel, press the OK button to open the menus.

2. Open the following menus:
   - Service
   - LaserJet Update
   - Check For Updates Now

3. Select the Yes option, and then press the OK button to prompt the product to search for firmware updates. If the product detects an upgrade, it will begin the update process.

   NOTE: The LaserJet Update menu also contains items that allow you to set up automatic firmware updates for the product, allow you to upload an earlier firmware version, and enable or disable a prompt prior to a firmware file upload.

Manually update the firmware (touchscreen control panel)

1. From the Home screen on the product control panel, touch the Setup button.

2. Open the following menus:
   - Service
   - LaserJet Update
   - Check For Updates Now

3. Touch the Yes button to prompt the product to search for firmware updates. If the product detects an upgrade, it will begin the update process.

   NOTE: The LaserJet Update menu also contains items that allow you to set up automatic firmware updates for the product, allow you to upload an earlier firmware version, and enable or disable a prompt prior to a firmware file upload.
A Service and support

- Hewlett-Packard limited warranty statement
- HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement
- HP policy on non-HP supplies
- HP anticounterfeit Web site
- Data stored on the toner cartridge
- End User License Agreement
- OpenSSL
- Customer support
- Repack the product
Hewlett-Packard limited warranty statement

<table>
<thead>
<tr>
<th>HP PRODUCT</th>
<th>DURATION OF LIMITED WARRANTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP LaserJet Pro 400 M401a, M401d, M401n, M401dn, M401dw</td>
<td>One-year product exchange</td>
</tr>
</tbody>
</table>

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

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HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement

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HP policy on non-HP supplies

Hewlett-Packard Company cannot recommend the use of non-HP toner cartridges, either new or remanufactured.

**NOTE:** For HP printer products, the use of a non-HP toner cartridge or a refilled toner cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-HP toner cartridge or refilled toner cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.
HP anticounterfeit Web site

Go to www.hp.com/go/anticounterfeit when you install an HP toner cartridge and the control-panel message says the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your toner cartridge might not be a genuine HP toner cartridge if you notice the following:

● The supplies status page indicates that a non-HP supply is installed.
● You are experiencing a high number of problems with the cartridge.
● The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).
Data stored on the toner cartridge

The HP toner cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the toner cartridge was first installed, the date when the toner cartridge was last used, the number of pages printed using the toner cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers’ printing needs.

The data collected from the toner cartridge memory chip does not contain information that can be used to identify a customer or user of the toner cartridge or their product.

HP collects a sampling of the memory chips from toner cartridges returned to HP’s free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this toner cartridge might have access to this data, as well.

Any third party possessing the toner cartridge might have access to the anonymous information on the memory chip.
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This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).
## Customer support

<table>
<thead>
<tr>
<th>Service</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get telephone support for your country/region</td>
<td>Country/region phone numbers are on the flyer that was in the box with your product or at <a href="http://www.hp.com/support/">www.hp.com/support/</a>.</td>
</tr>
<tr>
<td>Have the product name, serial number, date of purchase, and problem description ready.</td>
<td></td>
</tr>
<tr>
<td>Get 24-hour Internet support</td>
<td><a href="http://www.hp.com/support/ljm401series">www.hp.com/support/ljm401series</a></td>
</tr>
<tr>
<td>Download software utilities, drivers, and electronic information</td>
<td><a href="http://www.hp.com/support/ljm401series">www.hp.com/support/ljm401series</a></td>
</tr>
<tr>
<td>Order additional HP service or maintenance agreements</td>
<td><a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a></td>
</tr>
<tr>
<td>Register your product</td>
<td><a href="http://www.register.hp.com">www.register.hp.com</a></td>
</tr>
</tbody>
</table>
Repack the product

If HP Customer Care determines that your product needs to be returned to HP for repair, follow these steps to repack the product before shipping it.

⚠️ **CAUTION:** Shipping damage as a result of inadequate packing is the customer’s responsibility.

1. Remove and retain the toner cartridge.

   ⚠️ **CAUTION:** It is extremely important to remove the toner cartridge before shipping the product. A toner cartridge that remains in the product during shipping can leak and cover the product engine and other parts with toner.

   To prevent damage to the toner cartridge, avoid touching the rollers on it, and store the toner cartridge so that it is not exposed to light.

2. Remove and retain the power cable, interface cable, and any optional accessories.

3. If possible, include print samples and 50 to 100 sheets of paper that did not print correctly.

4. In the U.S., call HP Customer Care to request new packing material. In other areas, use the original packing material, if possible.
B Product specifications

- Physical specifications
- Power consumption, electrical specifications, and acoustic emissions
- Environmental specifications
Physical specifications

Table B-1  Physical specifications

<table>
<thead>
<tr>
<th>Product</th>
<th>Height</th>
<th>Depth</th>
<th>Width</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP LaserJet Pro 400 M401a Printer</td>
<td>264 mm (10.4 in)</td>
<td>369 mm (14.5 in)</td>
<td>365 mm (14.3 in)</td>
<td>9.8 kg (21.6 lb)</td>
</tr>
<tr>
<td>HP LaserJet Pro 400 M401d Printer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP LaserJet Pro 400 M401n Printer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP LaserJet Pro 400 M401dn Printer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP LaserJet Pro 400 M401dw Printer</td>
<td>268 mm (10.5 in)</td>
<td>369 mm (14.5 in)</td>
<td>365 mm (14.3 in)</td>
<td>10.6 kg (23.4 lb)</td>
</tr>
</tbody>
</table>

Power consumption, electrical specifications, and acoustic emissions

See [www.hp.com/support/ljm401series](http://www.hp.com/support/ljm401series) for current information.

Environmental specifications

Table B-2  Operating-environment specifications

<table>
<thead>
<tr>
<th>Environment</th>
<th>Recommended</th>
<th>Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature</td>
<td>17° to 25°C (62.6° to 77°F)</td>
<td>15° to 30°C (59° to 86°F)</td>
</tr>
<tr>
<td>Relative humidity</td>
<td>30% to 70% relative humidity (RH)</td>
<td>10% to 80% RH</td>
</tr>
<tr>
<td>Altitude</td>
<td>Not applicable</td>
<td>0 to 3048 m (0 to 10,000 ft)</td>
</tr>
</tbody>
</table>
C  Regulatory information

- FCC regulations
- Environmental product stewardship program
- Declaration of conformity
- Declaration of conformity
- Safety statements
- Additional statements for wireless products
FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

**NOTE:** Any changes or modifications to the printer that are not expressly approved by HP could void the user’s authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.
Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O₃).

Power consumption

Power usage drops significantly while in Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency’s ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:

![Energy Star Logo](image)

Additional ENERGY STAR qualified imaging product model information is listed at:

[www.hp.com/go/energystar](http://www.hp.com/go/energystar)

Toner consumption

EconoMode uses less toner, which might extend the life of the toner cartridge. HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the toner cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the toner cartridge.

Paper use

This product’s manual/automatic duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product’s life.
HP LaserJet print supplies

It’s easy to return and recycle your HP LaserJet toner cartridges after use—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet toner cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet toner cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!

**NOTE:** Use the return label to return original HP LaserJet toner cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to [http://www.hp.com/recycle](http://www.hp.com/recycle).

Return and recycling instructions

**United States and Puerto Rico**

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet toner cartridges after use. Please follow the applicable instructions below.

**Multiple returns (more than one cartridge)**

1. Package each HP LaserJet toner cartridge in its original box and bag.
2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).
3. Use a single pre-paid shipping label.

 **OR**

1. Use your own suitable box, or request a free bulk collection box from [www.hp.com/recycle](http://www.hp.com/recycle) or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet toner cartridges).
2. Use a single pre-paid shipping label.

**Single returns**

1. Package the HP LaserJet toner cartridge in its original bag and box.
2. Place the shipping label on the front of the box.

**Shipping**

For US and Puerto Rico HP LaserJet toner cartridge recycling returns, use the pre-paid, pre-addressed shipping label contained in the box. To use the UPS label, give the package to the UPS driver during
your next delivery or pick-up, or take it to an authorized UPS drop-off center. (Requested UPS Ground pickup will be charged normal pick-up rates) For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit www.ups.com.

If you are returning the package with the FedEx label, give the package to either the U.S. Postal Service carrier or FedEx driver during your next pick-up or delivery. (Requested FedEx Ground pickup will be charged normal pick-up rates). Or, you can drop off your packaged toner cartridge(s) at any U.S. Post Office or any FedEx shipping center or store. For the location of your nearest U.S. Post Office, please call 1-800-ASK-USPS or visit www.usps.com. For the location of your nearest FedEx shipping center/store, please call 1-800-GOFEDEX or visit www.fedex.com.

For more information, or to order additional labels or boxes for bulk returns, visit www.hp.com/recycle or call 1-800-340-2445. Information subject to change without notice.

Residents of Alaska and Hawaii

Do not use the UPS label. Call 1-800-340-2445 for information and instructions. The U.S. Postal Service provides no-cost cartridge return transportation services under an arrangement with HP for Alaska and Hawaii.

Non-U.S. returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new product supply item) or visit www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the HP LaserJet Printer Family Print Media Guide. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

Disposal of waste equipment by users

This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to: www.hp.com/recycle.
Electronic hardware recycling

HP encourages customers to recycle used electronic hardware. For more information about recycling programs go to: www.hp.com/recycle.

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP’s commitment to the environment
- HP’s environmental management system
- HP’s end-of-life product return and recycling program
- Material Safety Data Sheets

Declaration of conformity

Declaration of Conformity
according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer’s Name: Hewlett-Packard Information Technology R&D (Shanghai) Co., Ltd.

Manufacturer’s Address: Building 6, No. 690 BiBo Road

ZhangJiang, Shanghai, China

declares, that the product

Product Name: HP LaserJet Pro 400 M401a, M401n, M401d, M401dn

Regulatory Model: SHNGC:1100:00

Product Options: All

Print Cartridges: CF280A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2005 / EN60950-1: 2006 +A11+A1

IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)

IEC 62479:2010/EN 62479:2010

GB4943-2001


EN 61000-3-2:2006 +A1 +A2

EN 61000-3-3:2008

EN 55024:1998 +A1 +A2

FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4

GB9254-2008, GB17625.1-2003

ENERGY USE: Regulation (EC) No. 1275/2008:

ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:


This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2. For regulatory purposes, these products are assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
For Regulatory Topics only, contact:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034, Böblingen (Fax: +49-7031-14-3143) www.hp.eu/certificates

USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)
Declaration of conformity

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Information Technology R&D (Shanghai) Co., Ltd.

DoC#: SHNGC-1100-01-rel.1.0

Manufacturer's Address: Building 6, No. 690 BiBo Road

ZhangJiang, Shanghai, China

declares, that the product

Product Name: HP LaserJet Pro 400 M401dw

Regulatory Model: SHNGC-1100-01

Product Options: All

Radio Module: SDGOB-0892

Print Cartridges: CF280A

conforms to the following Product Specifications:

SAFETY:

IEC 60950-1:2005 / EN60950-1: 2006 +A11+A1
IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)
IEC 62479:2010/EN 62479:2010
GB4943-2001

EMC:

EN 61000-3-2:2006 +A1 +A2
EN 61000-3-3:2008
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4
GB9254-2008, GB17625.1-2003

Radio: 2)

EN 301 489-1:V1.8.1 / EN 301 489-17:V2.1.1
EN 300 328: V1.7.1
FCC Title 47 CFR, Part 15 Subpart C (Section 15.247) / IC: RSS-210

ENERGY USE:

Regulation (EC) No. 1275/2008:

ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2. For regulatory purposes, these products are assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

3. This product uses a radio module device which Regulatory Model number is SDGOB-0892 as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

Shanghai, China
May 11, 2011

For Regulatory Topics only, contact:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034, Boblingen (FAX: +49-7031-14-3143) www.hp.eu/certificates

USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)
Safety statements

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a “Class 1” laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠️ WARNING! Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

« Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. »

VCCI statement (Japan)

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

⚠️ CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。
EMC statement (Korea)

| B급 기기 | 이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다. |

Laser statement for Finland

**Luokan 1 laserlaite**

Klass 1 Laser Apparat


**VAROITUS !**

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

**WARNING !**

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

**HUOLTO**

HP LaserJet Pro 400 M401a, M401d, M401n, M401dn, M401dw - kirjoittimen sisällä ei ole käyttäjän huolletavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota värainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

**VARO !**

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömällelasersäteilylle laitteen ollessa toiminnassa. Älä katso sääteeseen.

**WARNING !**

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsätta användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.
GS statement (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Das Gerät ist kein Bildschirmarbeitsplatz gemäß BildscharbV. Bei ungünstigen Lichtverhältnissen (z. B. direkte Sonneneinstrahlung) kann es zu Reflexionen auf dem Display und damit zu Einschränkungen der Lesbarkeit der dargestellten Zeichen kommen.

Substances Table (China)

有毒有害物质表
根据中国电子信息产品污染控制管理办法的要求而出台

<table>
<thead>
<tr>
<th>部件名称</th>
<th>铅 (Pb)</th>
<th>汞 (Hg)</th>
<th>铬 (Cd)</th>
<th>六价铬 (Cr(VI))</th>
<th>多溴联苯 (PBB)</th>
<th>多溴二苯醚 (PBDE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>打印引擎</td>
<td>X</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>控制面板</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>塑料外壳</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>格式化板组件</td>
<td>X</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>碳粉盒</td>
<td>X</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

0：表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。
X：表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注：引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Restriction on Hazardous Substances statement (Ukraine)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057
Additional statements for wireless products

FCC compliance statement—United States

**Exposure to radio frequency radiation**

⚠️ **CAUTION:** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 in) during normal operation.

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

⚠️ **CAUTION:** Based on Section 15.21 of the FCC rules, changes or modifications to the operation of this product without the express approval by Hewlett-Packard Company may invalidate its authorized use.

Australia statement

This device incorporates a radio-transmitting (wireless) device. For protection against radio transmission exposure, it is recommended that this device be operated no less than 20 cm from the head, neck, or body.

Brazil ANATEL statement

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Canadian statements

**For Indoor Use.** This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

**Pour l’usage d’intérieur.** Le présent appareil numérique n’émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescribes dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada. Le composant RF interne est conforme à la norme CNR-210 d’Industrie Canada.

European Union regulatory notice

The telecommunications functionality of this product may be used in the following EU and EFTA countries/regions:
Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

**Notice for use in France**

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This equipment may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see [www.arcep.fr](http://www.arcep.fr).

L'utilisation de cet équipement (2.4 GHz Wireless LAN) est soumise à certaines restrictions : Cet équipement peut être utilisé à l'intérieur d'un bâtiment en utilisant toutes les fréquences de 2400-2483.5 MHz (Chaine 1-13). Pour une utilisation en environnement extérieur, vous devez utiliser les fréquences comprises entre 2400-2454 MHz (Chaine 1-9). Pour les dernières restrictions, voir, [www.arcep.fr](http://www.arcep.fr).

**Notice for use in Russia**

Существуют определенные ограничения по использованию беспроводных сетей (стандарта 802.11 b/g) с рабочей частотой 2,4 ГГц: Данное оборудование может использоваться внутри помещений с использованием диапазона частот 2400-2483,5 МГц (каналы 1-13). При использовании внутри помещений максимальная эффективная изотропно–излучаемая мощность (ЭИИМ) должна составлять не более 100мВт.

**Mexico statement**

Aviso para los usuarios de México

“La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.”

**Korean statement**

당해 무선설비는 운용 중 전파혼선 가능성이 있음
Taiwan statement

低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信，經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。
低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Vietnam Telecom wired/wireless marking for ICTQC Type approved products

![ICT QC Marking](image)
Symbols/Numerics
2ndary service menu 105

A
abnormal temperature 14, 15
acoustic specifications 124
anticounterfeit supplies 114
archive setting 64
automatic crossover, setting 66

B
background, gray 90
bands, troubleshooting 90
batteries included 129
bias circuits 11
bins, output
  jams, clearing 85
blank pages, troubleshooting 96

cables
  USB, troubleshooting 96
calibrating touchscreen 106
Canadian DOC regulations 135
cartridge
  image-formation system 20
cartridges
  non-HP 113
  recycling 128
  supplies status page 60
  warranty 112
cautions iii
cartridges, troubleshooting 91
checklists
  pre-troubleshooting 41
  problem source 43
checklists, printing 60
checklists, printing 60
circuits
  bias 11
drive failure 15
drivers
  usage page 60
drum, image formation
  operations 21
curl, paper
  settings 64
curled media 92
customer support
  online 120
  repacking product 121

d
DC controller
  electrical components 7
  engine control system 6
  laser scanner system
    operations 18
  pickup and feed system
    operations 27
default settings, restoring 64
  NVRAM initialization 106
defaults
  restoring 104
demo page 59
developing stage 22
diagrams
  components 3
  DC controller 7
  engine control systems 6
  fan (FM1) 10
  high-voltage power supply 11
  low-voltage power supply 16
  main motor (M1) 9
  major systems 2
display contrast, setting 63
disposal, end-of-life 129
document conventions iii
dots, troubleshooting 89
drive circuit failure 15
drivers
  usage page 60
E

electrical components 7
  DC controller 7
  paper feeder 32, 33
  pickup and feed 0
  electrical safety 17
  electrical specifications 124
  electronic hardware recycling 130
  end-of-life disposal 129
  engine control 7
  high-voltage power supply 11
  environmental stewardship program 127
error messages
  error report 76
  event log 76
error messages, control panel 68

F

factory defaults, restoring 64
  NVRAM initialization 106
failed print 89
failure
  at start-up 14
  fan control 10
fans
  DC controller 7
  diagram 10
Finnish laser safety statement 136
firmware version 106
FM1
  diagram 10
fonts
  Courier settings 64
  lists, printing 60
fraud Web site 114
fuser
  electrical components 12
  failure detection 14
  heater safety circuit 14
  protection function 14
  temperature control 12, 13
fuser control circuits 12
fuser heater (H1) 12
fusing stage 25

G

graph paper, printing 60
gray background,
  troubleshooting 90

H

H1 (fuser heater) 12
high temperature 15
high-voltage power supply
  diagram 11
HP Customer Care 120
HP Device Toolbox, using 55
HP fraud Web site 114
HP Jetdirect print server
  NVRAM initialization 106
HVPS (high-voltage power supply)
  diagram 11
image formation
  cleaning stage 26
  developing stage 22
  development stage 22
  fusing stage 25
  latent-image stage 21
  paper transfer stage 24
  process 21
  separation stage 24
  systems 20
  transfer stage 24
image quality
  archive setting 64
  solving 89
  troubleshooting defects 58
information pages
  configuration page 57
  initial rotation period 4
  initialization
    NVRAM 106
INTR (initial rotation) operation period 4

J

jam detection
  detection operations 29, 34
jams
  locating 80
  output bin, clearing 85
  preventing 80
  tracking number of 60
Japanese VCCI statement 135
Jetdirect print server
  NVRAM initialization 106

K

Korean EMC statement 136

L

language, control panel 61
laser
  -beam exposure stage 22
  scanner system operations 18
laser safety statements 135, 136
last rotation operation period 4
latent-image formation stage 21
LEDs, troubleshooting 46
license, software 116
light print, troubleshooting 89
lightness
  faded print, troubleshooting 89
lines, troubleshooting 90
  printed pages 90
location
  setting 106
loose toner, troubleshooting 90
low temperature 14
low-voltage power supply 16
  failure 17
LSTR (last rotation) operation period 4
LVPS (low-voltage power supply 16

M

M1
  diagram 9
main motor
  diagram 9
material restrictions 129
Material Safety Data Sheet (MSDS) 130
media
  curled, troubleshooting 92
  default settings 61
  jam detection operations 29
  34
  wrinkled 92
memory
  NVRAM initialization 106
memory chip, toner cartridge description 115
menu
  Quick Forms 60
menus, control panel
map, printing 59
Network Setup 66
Reports 59
Service 64
System Setup 61
mercury-free product 129
messages, control panel 68
motors
DC controller 7
main in diagram 9
pickup and feed components 0
music paper, printing 60

N
Network Setup menu 66
networks
configuration page 59
settings 66
settings report 60
non-HP supplies 113
notebook paper, printing 60
notes iii
NV-RAM initialization 106

O
online support 120
operations
engine control system 6
image-formation system 20
jam detection 29, 34
laser scanner system 18
pickup and feed system 27
product systems 6
sequence of 4
output quality
archive setting 64
overcurrent protection 16

P
packaging product 121
page count 60
pages
blank 96
not printing 96
printing slowly 96
skewed 92
paper
curl settings 64
curled, troubleshooting 92
default settings 61
feed stage 24
jam detection operations 29, 34
jams 80
separation stage 24
wrinkled 92
paper feeder
components 32
operation 33
paper jam
sensors 29, 34
paper jams
locating 80
paper path
Tray 2 27
Tray 3 31
paper pickup problems
solving 88
PCL font list 60
photointerrupters
DC controllers 7
photosensitive drum
image formation operations 21
physical specifications 124
pickup and feed system
electrical components 0
pickup and feed system
operations 27
power
consumption 124
high-voltage supply 11
low-voltage supply 16
protective function 16
safety 17
power-on
troubleshooting 44
powersave 104
pre-troubleshooting checklist 41
primary charging stage 22
print cartridge
image-formation system 20
PRINT operation period 4
print quality
archive setting 64
printing
configuration page 57
troubleshooting 96
problem-solving
no response 97
slow response 98
product
components 3
major systems 2
operation sequence 4, 7
PS font list 60

Q
quality
archive setting 64
troubleshooting repetitive image defects 58

R
recycling 128
electronic hardware 130
HP printing supplies returns and environmental program 128
repacking product 121
repetitive defects, troubleshooting 58, 93
reports
error 76, 105
service 105
Reports menu 59
resets
NV-RAM initialization 106
restoring
defaults 104
factory defaults 104
restoring default settings 64
NV-RAM initialization 106
rollers
image formation operations 21

S
safety 17
safety statements 135, 136
scatter, troubleshooting 92
secondary service menu 105
sensors
jam detection 29, 34
paper jams 29, 34
pickup and feed components 0
sequence of operations 4
service
repacking product 121
Service menu 64
  secondary 105
service menu 104
service menu settings 104
  cleaning mode 104
  powersave 104
  restoring defaults 104
service page 60
settings
  network report 60
  restoring defaults 64
System Setup menu 61
shipping product 121
size specifications, product 124
sizes, media
  default, setting 61
  skewed pages 92
smeared toner, troubleshooting 90
software
  software license agreement 116
solenoids
  DC controller 7
  paper feeder 33
  pickup and feed components 0
solving
  direct-connect problems 99
  network problems 99
solving problems
  control panel messages 68
specifications
  electrical and acoustic 124
  physical 124
specks, troubleshooting 89
spots, troubleshooting 89
standby operation period 4
start-up failure 14
status
  supplies, printing report 60
STBY operation period 4
streaks, troubleshooting 90
supplies
  counterfeit 114
  non-HP 113
  recycling 128
  supplies status page 60
support
  online 120
  repacking product 121
switches
  DC controller 7
System Setup menu 61
systems 6
  major product 2
T
table, repetitive defect 58
TCP/IP
  settings 66
technical support
  online 120
  repacking product 121
temperature
  abnormal high 15
  abnormal low 14
  controlling fusor 13
termistor (TH1) 12
text, troubleshooting
  misformed characters 91
TH1 (thermistor) 12
thermoswitch (TP1) 12
tips iii
toner
  loose, troubleshooting 90
  scatter, troubleshooting 92
  smeared, troubleshooting 90
  specks, troubleshooting 89
toner cartridges
  memory chips 115
  non-HP 113
  recycling 128
  supplies status page 60
  warranty 112
touch screen, clean 95
touchscreen
  calibrating 106
TP1 (thermoswitch) 12
transfer stage 24
Tray 1
  jams, clearing 81
  settings 61
Tray 2
  paper path 27, 31
  settings 61
trays
  jams, clearing 82, 84
  settings 61
troubleshooting
  about 41
  blank pages 96
  checklist 41
  control panel messages 68
  control-panel checks 44
  curled media 92
  direct-connect problems 99
  faded print 89
  jams 80
  LED diagnostics 46
  lines, printed pages 90
  loose toner 90
  network problems 99
  NVRAM initialization 106
  pages not printing 96
  pages printing slowly 96
  power-on 44
  problem source 43
  repetitive defects 93
  skewed pages 92
  text 91
  toner scatter 92
  toner smear 90
  toner specks 89
  USB cables 96
  wrinkles 92
U
undercurrent protection 16
usage page 60
USB port
  speed settings 64
troubleshooting 96
V
vertical lines, troubleshooting 90
W
WAIT operation period 4
warnings iii
warranty
  license 116
  product 110
  toner cartridges 112
waste disposal 129
wavy paper, troubleshooting 92
Web sites
  customer support  120
  fraud reports  114
Material Safety Data Sheet
  (MSDS)  130
wrinkles, troubleshooting  92