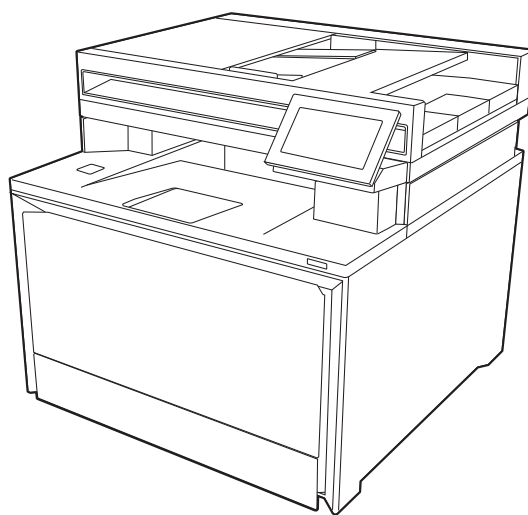
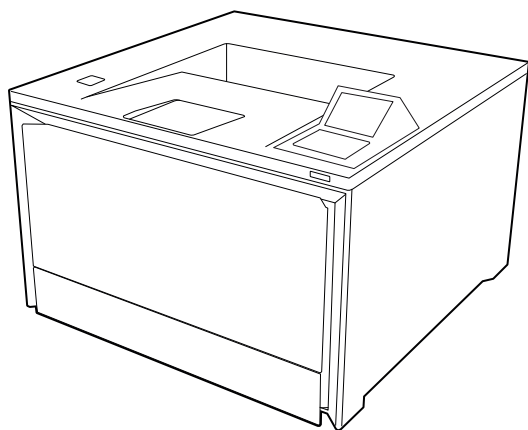




HP Color LaserJet Enterprise 4701
HP Color LaserJet Enterprise X45135
HP Color LaserJet Enterprise MFP 4801
HP Color LaserJet Enterprise MFP X47635

Repair Manual



www.hp.com/support/colorlj4701
www.hp.com/support/colorljX45135
www.hp.com/support/colorlj4801mfp
www.hp.com/support/colorljX47635mfp



HP Color LaserJet Enterprise 4701, X45135, MFP 4801, X47635 - Repair manual

SUMMARY

This guide provides troubleshooting and repair information.

Legal information

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Edition 1, 9/2026

Conventions used in this guide

Learn about the conventions used in this publication.



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.

Safety precautions

Follow these safety protocols when handling or repairing the printer.

Product safety classification: This is a Safety Class I product, which means it has a protective earth terminal. This terminal must be connected to earth ground.



IMPORTANT: Before operation or repair, check the product and review this manual for safety warnings and instructions. Safety warnings for specific procedures are located at appropriate places in the manual.

WARNING: Hazardous voltages exist within the product.

NOTE: HP recommends that only qualified personnel trained in working with high voltage power equipment should service this unit.

Follow these precautions always:

NOTE: If you do not want to disassemble and repair the printer yourself, contact your local HP Service Representative for service, see [Contact HP Support](#) section.

Warnings and Cautions

To ensure the proper use of the printer and to prevent the printer from being damaged, follow the warning and caution symbols marked in this guide. See [Conventions used in this guide](#).

Electrical precautions

• Power cord instructions

- Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label.

Typically, the product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz. Depending on a product, the voltage usage might change (100-127 Vac, for example). It is recommended to refer your product manual for the specified voltage.

- 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.

Do not damage, cut, or repair the power cord. A damaged power cord can cause fire or electric shock. Replace a damaged power cord with an HP-approved power cord.

- Unplug the power cord when disassembling or assembling the printer.

The printer utilizes a power switch (button) that is turned "ON" or "OFF". Be aware that electricity may flow on the primary side of the printer even when the printer is "OFF".

- Power off the printer and unplug the power cord and fax cord (if available) from the electrical outlet in any of the following cases:

- When removing product enclosure or covers from the printer or when accessing internal parts of a printer.
- If there is smoke or an unusual smell coming from the printer.
- A piece of metal or a liquid (not part of cleaning and maintenance routines) touches internal parts of the printer.
- During an electrical storm (with thunder and/or lightning).
- During an electrical power failure.

Electrostatic Discharge (ESD) precautions

Electrostatic discharge (ESD) can damage electronic components inside your printer.

Use these guidelines to protect sensitive parts against damage from electrostatic discharge.

- Touch a metal object that is not painted and is grounded.
- Leave electronic parts such as a memory chip in the bag it was shipped in until you are ready to perform the installation.
- ESD wrist straps can also be used to help release excess electrostatic charge.



Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts.

Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly.

- Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

Handling toner

HP recommends that you wear gloves when handling toner cartridges and toner system components.

Do not expose toner or toner cartridge to fire or any heat source.

Keep imaging unit and/or toner cartridge away from children. The toner powder contained in the imaging unit and toner cartridge may be harmful, and if swallowed, you should contact a doctor.

Lifting equipment

Follow the recommendations for lifting or moving your printer.

The printed inbox guides and support documentation available on support.hp.com for your printer model will provide the lifting requirements to avoid injury and to safely move the printer.

NOTE: Do not attempt to lift heavy equipment without assistance.

Safety measures during disassembling or reassembling

 **IMPORTANT:** Before disassembling or reassembling a printer, be sure to unplug its power cord from the electrical outlet.

NOTE: Assembly is the reverse of disassembly unless otherwise specified.

- During disassembly, reassembly, or transportation of a printer, remove the toner cartridge as necessary.
- Only fuses with the required rated current, voltage, and specified type (normal blow, time delay, etc.) should be used.

Do not use repaired fuses or short-circuited fuse holders. Doing so, could cause a shock or fire hazard.
- Capacitors inside this product may hold a hazardous charge even if the product has been disconnected from its power source.
- Do not disable safety functions (Interlocks or safety circuits). Safety will not be assured leading to a safety hazard and potential injury.
- Note the length, diameters, and locations of screws as you remove them. When reassembling the printer, be sure to use them in their original locations.
- As a best practice safety rule, do not run the printer with any parts removed.

Ingestion hazards

This product may contain a button cell or coin battery that is not intended to be replaced.

- A swallowed button cell or coin battery can cause internal chemical burns in as little as two (2) hours.

Death or serious injury can occur if ingested.
- Keep new and used batteries out of reach of children. Used batteries may cause severe injury or death.

Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body. Call a local poison control center for treatment information.
- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do not dispose of batteries in household trash or incinerate.

Laser radiation hazards

The printer is certified as a Class 1 laser product.

WARNING: Using controls, adjusting or performing procedures other than those specified in the user guide could result in exposure to hazardous radiation. Do not disassemble the laser/scanner unit as the laser beam can injure your eyes. An invisible laser beam is emitted within the laser/scanner unit.

Mechanical hazards

The printer has moving parts that could cause injury. To avoid personal injury, take the following precautions when working close to the printer.

- Keep your clothes and body away from the printer's moving parts.

- Avoid wearing dangling jewelry or other hanging objects around the printer as it might be caught by moving parts and lead to injury.
- Keep long hair tied up and away from the paper feed mechanism.
- Ensure the sleeves or gloves do not get caught in the printer's moving parts.
- Avoid standing close to the fans as it could cause injury and could also affect print quality (by obstructing the air flow).
- Do not touch gears or moving rolls during printing.
- Do not operate the printer when having enclosure covers removed or interlock switches bypassed.
- The product may have internal sharp edges.

Make sure the wiring does not come into contact with sharp edges, burrs, or other pointed parts. Current can leak, leading to a risk of electrical shock or fire hazard.

- During and after repair, check internal electrical wiring for squeezing, sheaths and any damage.
- — Make sure that all screws, components, wiring, connectors and so forth that were removed, have been reinstalled in the original location.
- Do not allow any metal parts such as clips, staples and screws to fall into the printer. This could potentially short internal circuits and cause an electrical shock hazard.
- Do not allow liquids (except those used in HP cleaning kits) to touch the internal parts of the printer. Doing so may cause fire, electric shock, or other serious hazards.

Thermal hazards

Caution: Inspection before repair for fuser

The area around the fuser unit may be hot. Wait for a few minutes until the fuser assembly cools down.

Contact HP Support

HP offers phone support to assist you for printer issues. Ensure to read the following information before contacting HP Support.

Before contacting HP Support

Before contacting support, consider checking the resources available on HP Customer Support.

1. Go to [HP Customer Support](https://support.hp.com) (<https://support.hp.com>) to locate your product support page.
2. Review the documents for troubleshooting before contacting HP.

Information required when contacting HP Support

If you call an HP support representative for assistance, ensure you have the following information for HP support to answer your questions quickly:

- **Product model:** Note the printer model, product number, and serial number you are using. The product number and the serial number are typically found on the label at the back of the product.
- **Error code:** If there is an error code or message displaying on the printer control panel, note the error code and message.
- **Computer (operating system):** Provide the name of the computer/computer operating system you are using.
- Any **special equipment or software** you are using (for example, spoolers, networks, switch-boxes, modems or special software drivers).
 - The type of interface used on your product (USB or network).
 - The software and driver name and firmware version number that you are currently using.
- **Printer service information:** You can obtain the printer service information from the Embedded Web Server (EWS). If you need to send this information by email, download it as a file from your browser, and send the file.



NOTE: Depending on your printer firmware version, the menu items in the EWS might vary.

1. Open a Web browser on your computer, and then enter the IP address of your printer to access the Embedded Web Server.
2. Click **Support** > **Service support** > **Service information** > **Display**.

Phone support

HP phone support is available on the HP support website. For assistance, go to one of the following websites:

- <https://support.hp.com/contact> or
- <https://support.hp.com/contact/help/printer> or

- <https://www.hp.com/us-en/contact-hp/contact.html>.

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1 Printer overview

Learn about printer configuration and specifications.

Warning icons

Use caution if you see a warning icon on your HP printer, as indicated in the icon definitions.

Figure 1-1 Caution: Electric shock



Figure 1-2 Caution: Hot surface



Figure 1-3 Caution: Keep body parts away from moving parts



Figure 1-4 Caution: Sharp edge in close proximity



Figure 1-5 Warning



Potential shock hazard

Review this important safety information.

- Read and understand these safety statements to avoid an electrical shock hazard.
- Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.
- Read and understand all instructions in the user guide.
- Observe all warnings and instructions marked on the product.
- Use only a grounded electrical outlet when connecting the product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- Do not touch the contacts on any of the sockets on the product. Replace damaged cords immediately.
- Unplug this product from wall outlets before cleaning.
- Do not install or use this product near water or when you are wet.

- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the power cord.
- Do not place anything on top of the product. (For example, water, small metal or heavy objects, candles, lit cigarettes, etc.).

This could result in electric shock or fire.

Printer views (SFP)

Identify certain parts of the printer and the control panel.

Printer front view

Identify the parts on the front of the printer.

Figure 1-6 Printer front view

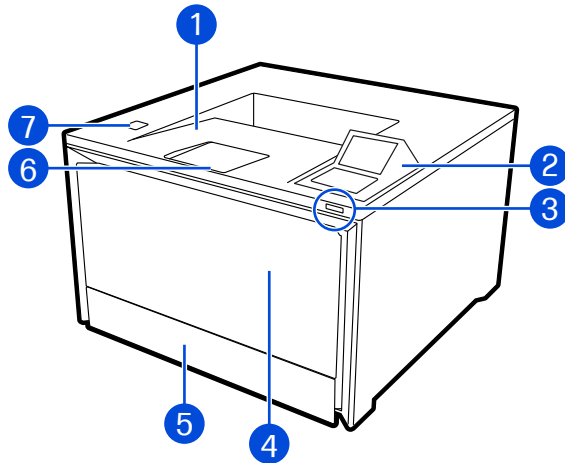


Table 1-1 Front printer components

Number	Description
1	Output bin
2	2-line back-lit control panel
3	On/Off button
4	Cartridge access door/Tray 1 (provides access to toner cartridges)
5	Tray 2
6	Output bin extension
7	Walk-up USB port (for printing and scanning without a computer)

Printer rear view

Identify the parts on the rear of the printer.

Figure 1-7 Printer rear view

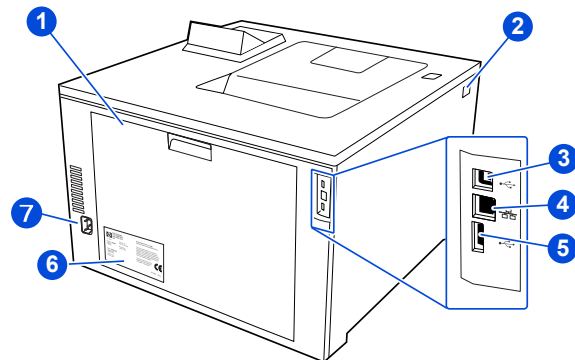


Table 1-2 Rear printer components

Number	Description
1	Rear door (provides access for clearing jams)
2	Cartridge access door release button
3	USB interface port used for connecting the printer via USB
4	Ethernet port
5	USB port (for job storage and private printing)
6	Printer label
7	Power connection

Control-panel view (SFP)

Use the control panel to obtain printer and job status information, and to configure the printer.

The display on this control panel is not a touchscreen. Use the arrow buttons and the **OK** button to navigate and select menu items.

The Home screen provides access to the printer features and indicates the current status of the printer.

 **NOTE:** The features that appear on the Home screen can vary, depending on the printer configuration.

Figure 1-8 Printer control panel

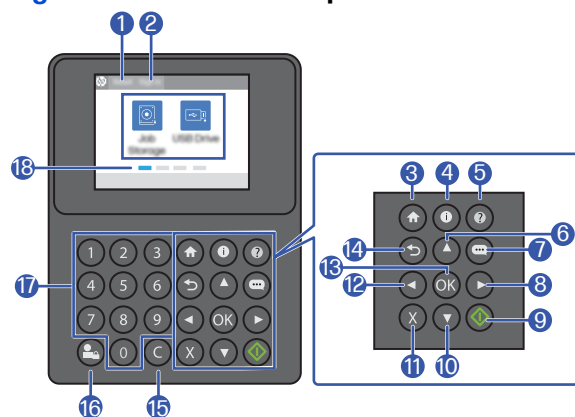


Table 1-3 Control panel features

Item	Control	Description
1	Reset icon	Select the Reset icon to clear changes, release the printer from a paused state, display hidden errors, and restore the default settings (including the language and keyboard layout)
2	Sign In or Sign Out icon	Select the Sign In icon to access secured features. NOTE: This button displays only if the administrator has configured the printer to require permission for access to features. Select the Sign Out icon to sign out of the printer. The printer restores all options to the default settings.
3	Home  button	Returns to the Home screen.
4	Information  button	Shows a screen to access several types of printer information. Select the items on the screen for the following information: • Display Language: Change the language setting for the current user session. • Sleep Mode: Set the printer into sleep mode. • Ethernet: View or change Ethernet connection settings. • Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device (only when an optional wireless accessory is installed). • Wireless: View or change wireless connection settings (only when an optional wireless accessory is installed). • HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint).
5	Help  button	Provides a list of help topics or information about a topic when using the Home screen, an application, an option, or a feature.
6	Up arrow  button	Navigates to the previous menu item in a vertical layout.
7	Message Center  button	Displays the Message Center.
8	Right arrow  button	Navigates to the next item in a menu list, or increases the value of numeric items.
9	Start  button	Starts the print job.
10	Down arrow  button	Navigates to the next menu item in a vertical layout.
11	Cancel  button	Pauses the printer and opens an active job. NOTE: If there is an active job, the printer displays a message to confirm the job cancellation.
12	Left arrow  button	Navigates to the previous item in a menu, or decreases the value of numeric items.

Table 1-3 Control panel features (continued)

Item	Control	Description
13	OK  button	Accepts the selected value for an item, activates a focused button, opens the keyboard to edit the focused text field or performs similar selection actions.
14	Back arrow  button	Returns to a previous menu.
15	Clear  button	Clears the entire entry in an input field.
16	Sign in or Sign out  button	Press the Sign In button to open the Sign In screen. Press the Sign Out button to sign out of the printer. The printer restores all options to the default settings.
17	Numeric keypad	Enters numeric values.
18	Home-screen page indicator	Indicates the number of applications available on the Home screen. The current screen is highlighted. Use the arrow buttons to scroll and access applications on the Home screen.

Printer views (MFP)

Identify certain parts of the printer and the control panel.

Printer front view

Identify the parts on the front of the printer.

Figure 1-9 Printer front view

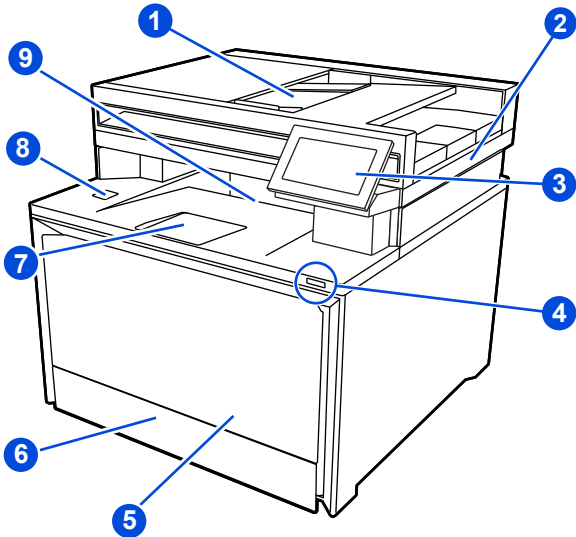


Table 1-4 Front printer components

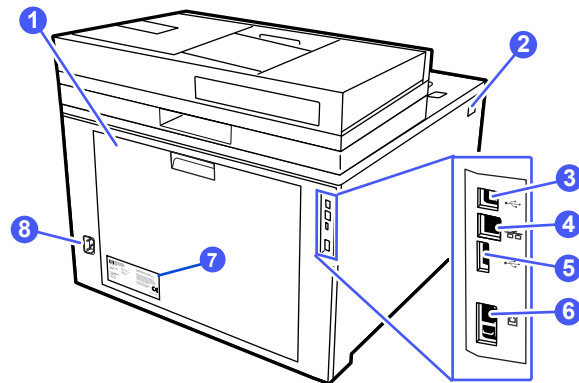
Number	Description
1	Document feeder
2	Scanner

Table 1-4 Front printer components (continued)

Number	Description
3	Color touchscreen control panel (tilts up for easier viewing)
4	Power on/off button
5	Cartridge access door/Tray 1 (provides access to toner cartridges)
6	Tray 2
7	Output bin extension
8	Walk-up USB port (for printing and scanning without a computer)
9	Output bin

Printer rear view

Identify the parts on the rear of the printer.

Figure 1-10 Printer rear view**Table 1-5 Rear printer components**

Number	Description
1	Rear door (provides access for clearing jams)
2	Cartridge access door release button
3	USB interface port used for connecting the printer via USB
4	Ethernet port
5	USB port (for job storage and private printing)
6	Fax "line in" port (for attaching the fax phone line to the printer) NOTE: Fax models only.
7	Printer label
8	Power connection

Control-panel view (MFP)

Use the touchscreen control panel to obtain printer and job status information, and to configure the printer.

 **NOTE:** Tilt the control panel for easier viewing.

 **NOTE:** The features that appear on the Home screen can vary, depending on the printer configuration.

Figure 1-11 Printer control panel

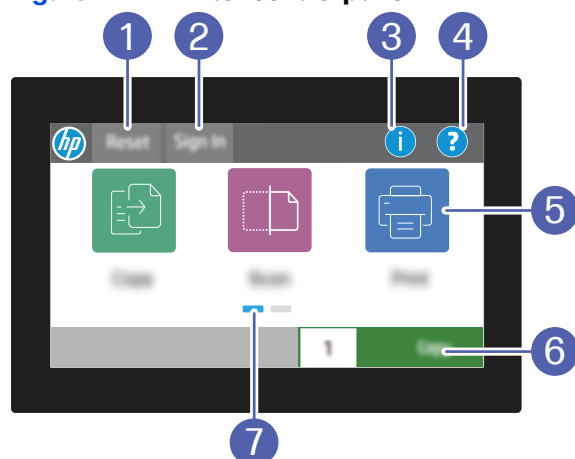


Table 1-6 Control panel components

Item	Control	Description
1	Reset button	The Reset button returns the printer to default settings and is always present if users are not logged in. The Reset button is not present when the Sign Out button is present. Touch the Reset button to resume and release jobs from the previous pause state and interrupt mode, reset the quick copy count in the copy count field, exit special modes, reset the display language and the keyboard layout.
2	Sign In or Sign Out button	Touch the Sign In button to access secured features. Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings. NOTE: This button displays only if the administrator has configured the printer to require permission for access to features.

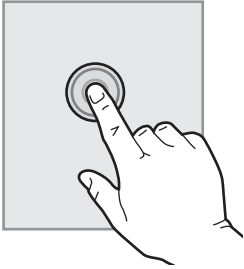
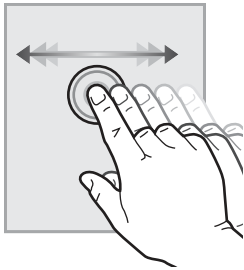
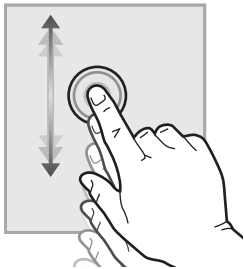
Table 1-6 Control panel components (continued)

Item	Control	Description
3	Information button 	• Display Language: Change the language setting for the current user session. • Sleep Mode: Place the printer into sleep mode. • Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi (only available when the optional wireless accessory is installed). • Wireless: View or change wireless connection settings (only available when the optional wireless accessory is installed). • Ethernet: View or change Ethernet connection settings. • HP Web Services: View information to connect and print to the printer using HP Web Services. Touch the information button to access a screen that provides access to several types of printer information. Touch the buttons at the bottom of the screen for the following information:
4	Help button 	Touch the Help button to open the embedded help system. The status line provides information about the overall printer status.
5	Applications area	Touch any of the icons to open the application. Swipe the screen sideways to access more applications. NOTE: The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.
6	Copy button	Touch the copy button to begin a copy job.
7	Home-screen page indicator	Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.

How to use the touchscreen control panel

Perform the following actions to use the printer touchscreen control panel.

Table 1-7 Touchscreen control panel actions

Action	Description	Example
Touch 	Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Touch the Menu icon to view the sub-menus.
Swipe 	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Help icon displays.
Scroll 	Touch the screen and then move your finger vertically to scroll the screen up and down. When scrolling through menus, briefly touch the screen to stop the scrolling.	Scroll through the sub-menus under Menu .

Printer specifications

Determine the specifications for your printer model.

Technical specifications (SFP)

Learn about base printer specifications.

Technical specifications (4701)

Review the technical specifications for the printer.

See www.hp.com/support/colorlj4701 for current information.

Product numbers for each model

- 4701dn - 67P98A
- 4701dw - 67P99A

Table 1-8 Paper handling specifications

Paper handling features	4701dn	4701dw
Tray 1 (50-sheet capacity)	✓	✓
Tray 2 (250-sheet capacity) ¹	✓	✓
Optional 550-sheet accessory tray	Optional	Optional
Automatic duplex printing	✓	✓

¹ The printer supports two optional 550 Sheet paper trays on a desktop.

Table 1-9 Connectivity specifications

Connectivity features	4701dn	4701dw
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-Speed USB 2.0	✓	✓
Walk-up USB port	✓	✓
Built-in wireless card supporting WiFi functionality	Not available	✓
Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3200w	Optional (Accessory only)	Optional (Accessory only)

Table 1-10 Print specifications

Print features	4701dn	4701dw
Prints 33 pages per minute (ppm) on A4 and 35 ppm on letter-size paper	✓	✓
Job storage and private printing	✓	✓

Table 1-11 Other specifications

Other features	4701dn	4701dw
2 GB DDR4 base memory	✓	✓
8 GB embedded Multi-Media Controller (eMMC)	✓	✓
2-line back-lit control panel	✓	✓
HP Trusted Platform Module for encrypting all data that passes through the printer	✓	✓

Technical specifications (X45135)

Review the technical specifications for the printer.

See www.hp.com/support/colorljX45135 for current information.

Product numbers for each model

- X45135dn - 67Q02A
- X45135dw - 67Q04A

Table 1-12 Paper handling specifications

Paper handling features	X45135dn	X45135dw
Tray 1 (50-sheet capacity)	✓	✓
Tray 2 (250-sheet capacity) ¹	✓	✓
Optional 550-sheet accessory tray	Optional	Optional
Automatic duplex printing	✓	✓

¹ The printer supports two optional 550 Sheet paper trays on a desktop.

Table 1-13 Connectivity specifications

Connectivity features	X45135dn	X45135dw
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-Speed USB 2.0	✓	✓
Walk-up USB port	✓	✓
Built-in wireless card supporting WiFi functionality	Not available	✓
Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3200w	Optional (Accessory only)	Optional (Accessory only)

Table 1-14 Print specifications

Print features	X45135dn	X45135dw
Prints 33 pages per minute (ppm) on A4 and 35 ppm on letter-size paper	✓	✓
Job storage and private printing	✓	✓

Table 1-15 Other specifications

Other features	X45135dn	X45135dw
2 GB DDR4 base memory	✓	✓
8 GB embedded Multi-Media Controller (eMMC)	✓	✓
2-line back-lit control panel	✓	✓
HP Trusted Platform Module for encrypting all data that passes through the printer	✓	✓

Printer dimensions

Make sure your printer environment is large enough to accommodate the printer.

Figure 1-12 Printer dimensions

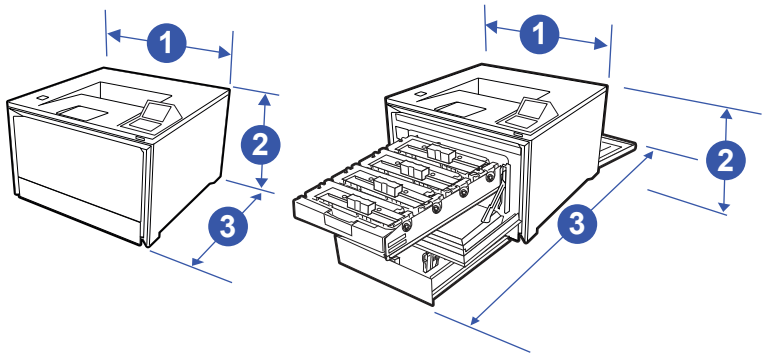


Table 1-16 Printer dimensions

Measurement	Printer fully closed	Printer fully opened
1. Width	421 mm (16.6 in)	421 mm (16.6 in)
2. Height	297 mm (11.7 in)	297 mm (11.7 in)
3. Depth	427 mm (16.8 in)	916 mm (36 in)
Weight (with cartridges)	16.4 kg (36.1 lb)	16.4 kg (36.1 lb)

Figure 1-13 Dimensions for the printer with the optional 550-sheet tray

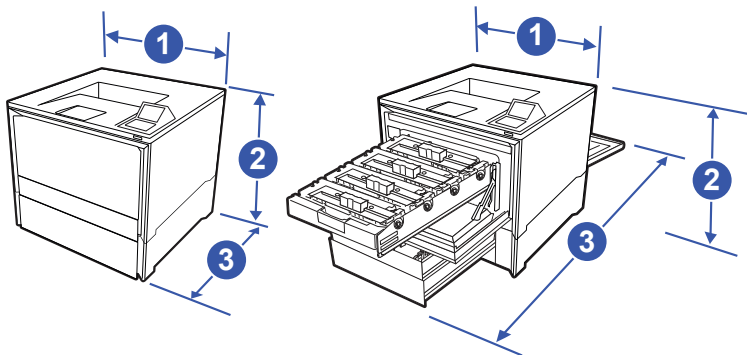


Table 1-17 Dimensions for the printer with the optional 550-sheet tray

Measurement	Printer fully closed	Printer fully opened
1. Width	421 mm (16.6 in)	421 mm (16.6 in)
2. Height	396 mm (15.6 in)	396 mm (15.6 in)
3. Depth	427 mm (16.8 in)	916 mm (36 in)
Weight (with cartridges)	18.2 kg (40.1 lb)	18.2 kg (40.1 lb)

Technical specifications (MFP)

Learn about base printer specifications.

Technical specifications (MFP 4801)

Review the technical specifications for the printer.

See www.hp.com/support/colorlj4801mfp for current information.

Product numbers for each model

- 4801f - 67Q05A
- 4801fw - 67Q06A

Table 1-18 Paper handling specifications

Paper handling features	4801fw	4801f
Tray 1 (50-sheet capacity)	✓	✓
Tray 2 (250-sheet capacity) ^{*1}	✓	✓
Optional 550-sheet accessory tray	Optional	Optional
Automatic duplex printing	✓	✓

^{*1} The printer supports two optional 550 Sheet paper trays on a desktop.

Table 1-19 Connectivity specifications

Connectivity features	4801fw	4801f
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-Speed USB 2.0	✓	✓
Walk-up USB port	✓	✓
Built-in wireless card supporting wi-fi functionality	✓	Not available
Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3200w	Optional (Accessory only)	Optional (Accessory only)

Table 1-20 Print specifications

Print features	4801fw	4801f
Prints 33 pages per minute (ppm) on A4 and 35 ppm on letter-size paper	✓	✓
Job storage and private printing	✓	✓

Table 1-21 Copy and scan specifications

Copy and scan features	4801fw	4801f
Max scan speed 40 ppm simplex/80 ipm duplex (mono)	✓	✓
50-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓
50-page document feeder with simplex copying and scanning	✓	Not included
Scan to E-mail, Scan to USB, and Scan to Network Folder options	✓	✓

Table 1-22 Other specifications

Other features	4801fw	4801f
Memory Min/Max	4GB	4GB
32 GB embedded Multi-Media Controller (eMMC)	✓	✓
Color touchscreen control panel	✓	✓
Fax features	✓	✓
HP Digital Fax (Fax to Email and Fax to Network Folder options)	✓	✓

Technical specifications (MFP X47635)

Review the technical specifications for the printer.

See www.hp.com/support/colorljX47635mfp for current information.

Product numbers for each model

- X47635f - 67Q07A
- X47635fw - 67Q08A

Table 1-23 Paper handling specifications

Paper handling features	X47635fw	X47635f
Tray 1 (50-sheet capacity)	✓	✓
Tray 2 (250-sheet capacity) ^{*1}	✓	✓
Optional 550-sheet accessory tray	Optional	Optional
Automatic duplex printing	✓	✓

^{*1} The printer supports two optional 550 Sheet paper trays on a desktop.

Table 1-24 Connectivity specifications

Connectivity features	X47635fw	X47635f
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-Speed USB 2.0	✓	✓
Walk-up USB port	✓	✓
Built-in wireless card supporting wi-fi functionality	✓	Not available
Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3200w	Optional (Accessory only)	Optional (Accessory only)

Table 1-25 Print specifications

Print features	X47635fw	X47635f
Prints 33 pages per minute (ppm) on A4 and 35 ppm on letter-size paper	✓	✓
Job storage and private printing	✓	✓

Table 1-26 Copy and scan specifications

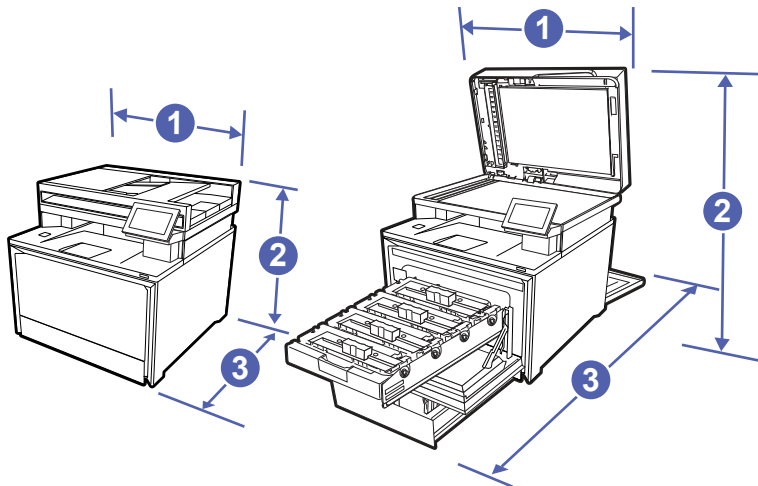
Copy and scan features	X47635fw	X47635f
Max scan speed 40 ppm simplex/80 ipm duplex (mono)	✓	✓
50-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓
Scan to E-mail, Scan to USB, and Scan to Network Folder options	✓	✓

Table 1-27 Other specifications

Other features	X47635fw	X47635f
Memory Min/Max	4GB	4GB
32 GB embedded Multi-Media Controller (eMMC)	✓	✓
Color touchscreen control panel	✓	✓
Fax features	✓	✓
HP Digital Fax (Fax to Email and Fax to Network Folder options)	✓	✓

Printer dimensions

Make sure your printer environment is large enough to accommodate the printer.

Figure 1-14 Printer dimensions**Table 1-28 Printer dimensions**

Measurement	Printer fully closed	Printer fully opened
1. Width	421 mm (16.6 in)	421 mm (16.6 in)
2. Height	384 mm (15.1 in)	631 mm (24.8 in)
3. Depth	437 mm (17.2 in)	916 mm (36 in)
Weight (with cartridges)	20.8 kg (45.85 lb)	20.8 kg (45.85 lb)

Figure 1-15 Dimensions for the printer with the optional 550-sheet tray

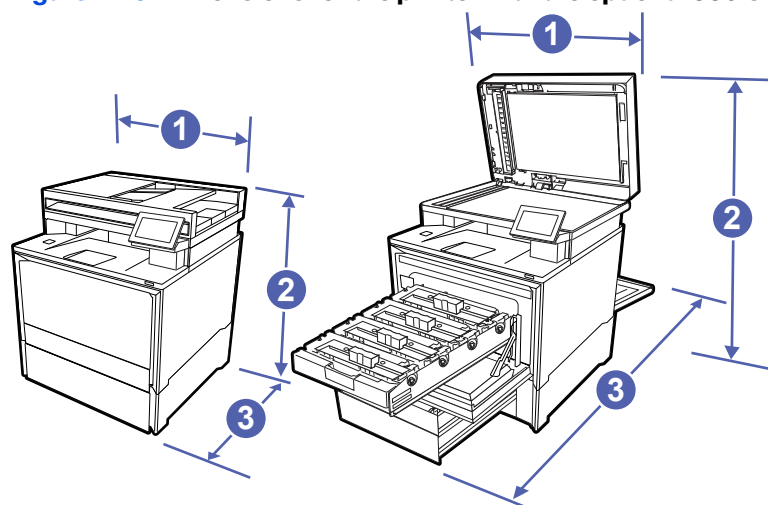


Table 1-29 Dimensions for the printer with the optional 550-sheet tray

Measurement	Printer fully closed	Printer fully opened
1. Width	421 mm (16.6 in)	421 mm (16.6 in)
2. Height	516 mm (20.3 in)	631 mm (30 in)
3. Depth	437 mm (17.2 in)	916 mm (36 in)
Weight (with cartridges)	22.6kg (49.8lb)	22.6 kg (49.8 lb)

Printer space requirements

Learn about the printer space requirements.

HP recommends that 30 mm (1.18 in) be added to the printer dimensions to make sure there is sufficient space to open doors and covers, and to provide proper ventilation.

For more information, see the following sections:

- [Printer dimensions \(SFP\)](#)
- [Printer dimensions \(MFP\)](#)

Supported operating systems

The following information applies to the printer-specific Windows and HP print drivers for macOS and to the software installer.

Windows and macOS: Windows and Mac computers and Android and Apple mobile devices are supported with this printer.

1. Go to support.hp.com.
2. Enter the printer name to get the printer drivers, create an HP account, register the printer, and connect.

Linux: For information and print drivers for Linux, go to developers.hp.com/hp-linux-imaging-and-printing.

UNIX: For information and print drivers for UNIX, go to www.hp.com/go/unixmodelscripts.

Citrix Ready Kit Certification - Up to Citrix Server 7.18: For more information, go to citrixready.citrix.com.

Supported operating systems and print drivers

 **NOTE:** HP software and drivers are no longer supported in Windows 7, Windows Server 2008, and Windows Server 2008 R2.

Table 1-30 Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)
Windows 11, 64-bit Windows 10, 32-bit and 64-bit	The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the software installation.
Windows Server 2022, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2019, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2016, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012 R2, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Chrome OS (Chromebook)	Chromebook devices are supported for printing using the HP Smart app, but they are not fully supported for printer setup.
macOS 14 Sonoma, macOS Ventura v13.0, macOS Monterey v12.0	To install the print driver, download HP Easy Start from 123.hp.com . Follow the steps provided to install the printer software and print driver.

 **NOTE:** For a current list of supported operating systems, go to <https://support.hp.com/> for HP's all-inclusive help for the printer.

 **NOTE:** For driver support for this printer, go to <https://support.hp.com/drivers/printers>.

Minimum system requirements

Table 1-31 Minimum system requirements for Windows®, macOS®, and mobile devices (iOS/Android)

Windows 10, Windows 11 (Service Pack 1)	macOS 14 Sonoma, macOS Ventura v13.0, macOS Monterey v12.0	Mobile devices, iOS, Android
32-bit or 64-bit 2 GB hard drive Internet connection USB port	2 GB hard drive Internet connection	Router connection not required. NOTE: For more information, go to <i>Printers that can use mobile printing solutions</i> .

Mobile printing solutions

HP offers multiple mobile printing solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device.

To see the full list of mobile printing options available for your printer, go to *Printers that can use mobile printing solutions*.



NOTE: Update the printer firmware to ensure all mobile printing capabilities are supported.

- Wi-Fi Direct on wireless models
- AirPrint
- Android Printing
- HP Smart app

Power consumption, electrical specifications, and acoustic emissions

In order to operate properly, the printer must be in an environment that meets certain power specifications.

See <http://www.hp.com/support/colorlj4701>, or <http://www.hp.com/support/colorljX45135>, or <http://www.hp.com/support/colorlj4801mfp>, or <http://www.hp.com/support/colorljX47635mfp> for current information.



CAUTION: Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the printer warranty.

Operating-environment range

In order to operate properly, the printer must be in an environment that meets certain specifications.

Table 1-32 Operating-environment specifications

Environment	Recommended	Storage
Temperature	15° to 27°C (59° to 80.6°F)	10° to 32.5°C (50° to 90.5°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

Printer hardware setup and software installation

For basic setup instructions, see the Hardware Installation Guide that came with the printer. For additional instructions, go to HP support on the web.

Go to <http://www.hp.com/support/colorlj4701>, or <http://www.hp.com/support/colorljX45135>, or <http://www.hp.com/support/colorlj4801mfp>, or <http://www.hp.com/support/colorljX47635mfp> for HP's all-inclusive help for the printer, which includes the following information:

- Install and configure
- Learn and use
- Solve problems

- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information
- Find instructions about how to use the Microsoft Add Printer tool

Information (input devices)

Learn about the printer input devices.

550-sheet paper feeder front view

Learn about the parts of the 550-sheet paper feeder.

Figure 1-16 550-sheet paper feeder front view

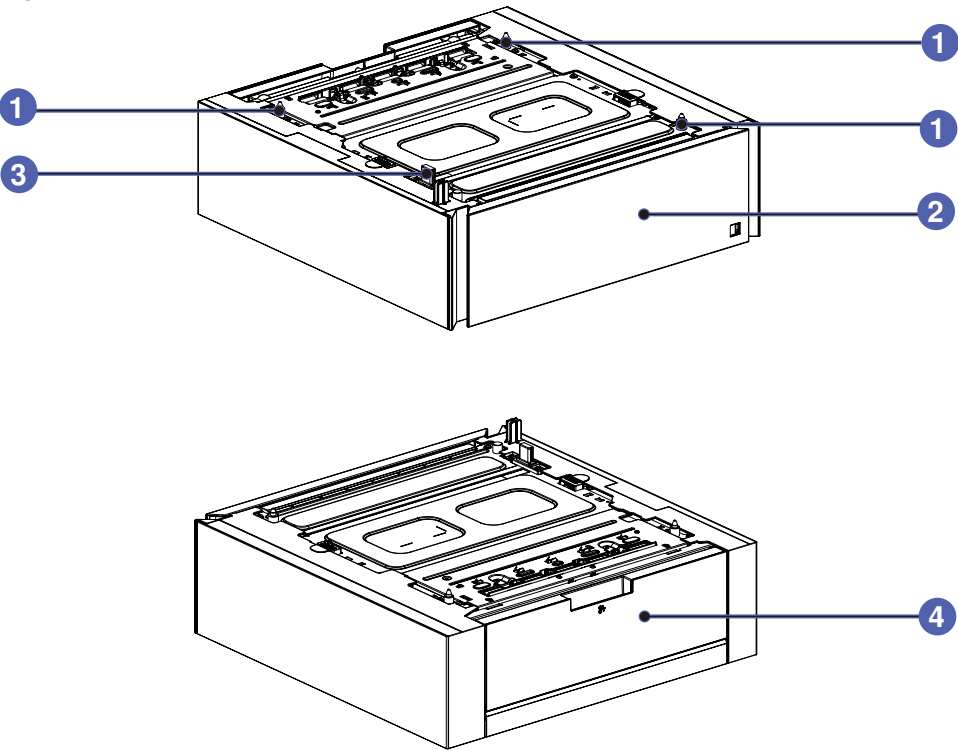


Table 1-33 550-sheet paper feeder front components

Item	Description
1	Positioning pins
2	Tray 3 (Optional Page feeder cassette)
3	Connector
4	Rear door

Information (document feeder and scanner)

Learn about the document feeder and scanner.

Document feeder and scanner front view

Identify certain parts of the document feeder and scanner.

Figure 1-17 Document feeder and scanner front view

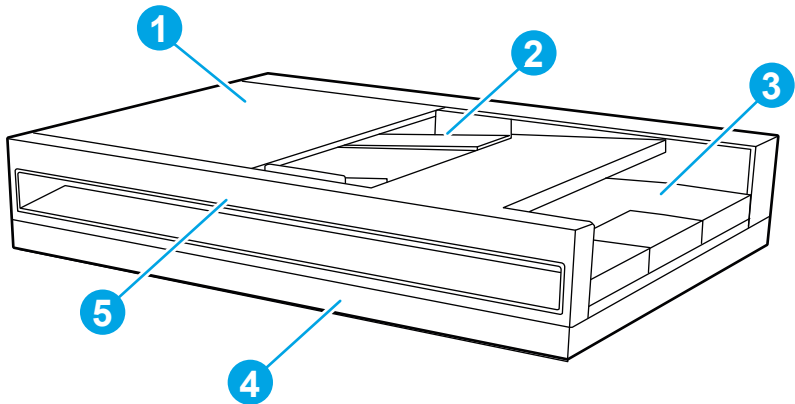


Table 1-34 Reference table: Document feeder and scanner front view

Item	Description
1	Jam access door
2	Input tray (source documents)
3	Output bin (source documents)
4	Flatbed scanner
5	Document feeder

2 Printer installation and maintenance

Learn about printer installation and maintenance.

Document feeder and scanner

Learn about the printer document feeder and scanner installation and maintenance.

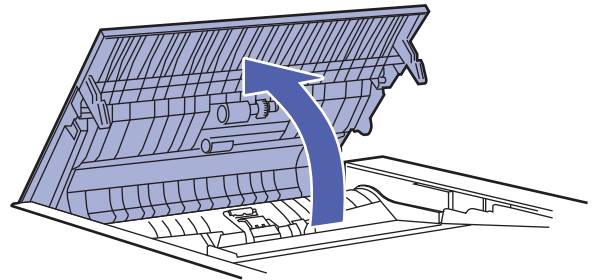
Clean the pickup rollers and separation pad in the document feeder (MFP)

Learn about cleaning the document feeder rollers and pads.

Over time, specks of debris might collect on the document feeder rollers and pads which can affect performance.

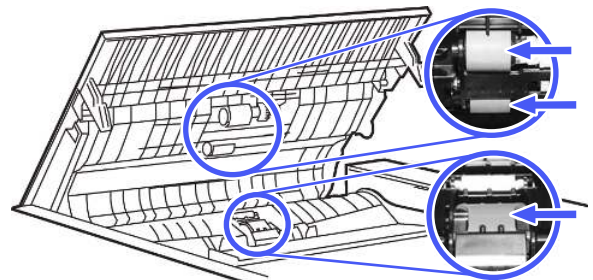
 **NOTE:** The figures in this topic show a typical MFP printer. However, the procedure is correct for all MFP printers.

- 1.. Open the document-feeder cover.

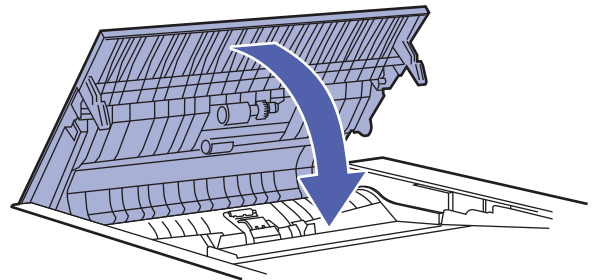


- 2.. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

 **NOTE:** Lift up the roller assembly to access and clean the second roller.



- 3.. Close the document-feeder cover.

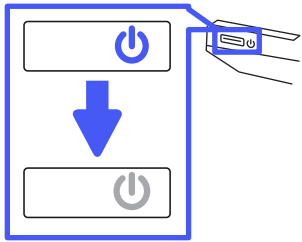


Check the scanner glass for dirt and smudges

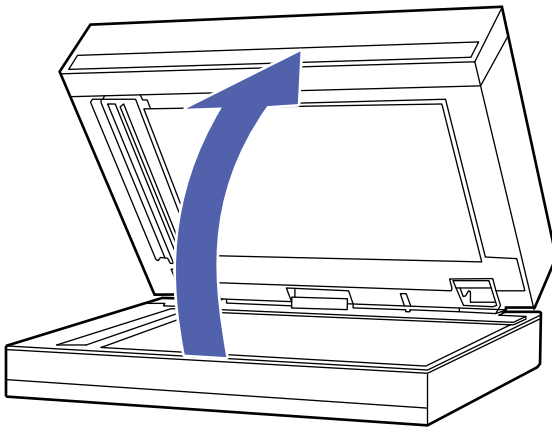
Learn about solving copy-quality debris problems.

Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

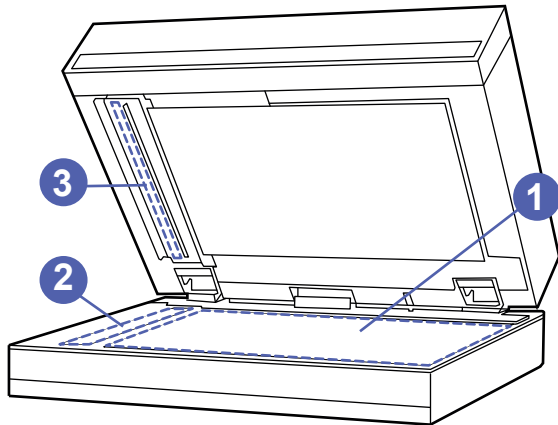
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



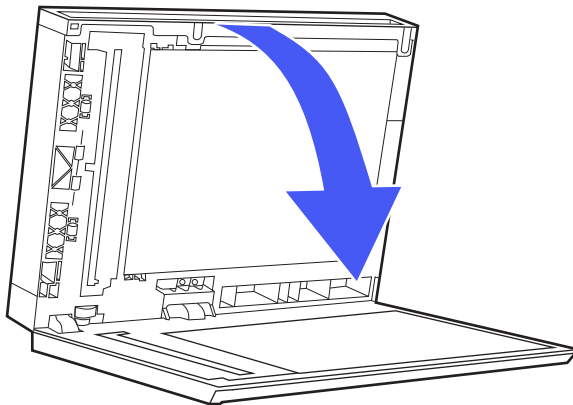
3. Clean the scanner glass (callout 1) and the document feeder strips (callout 2, callout 3) with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



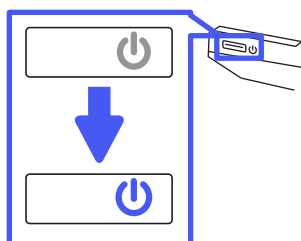
CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Close the scanner lid.



6. Connect the power cable to an outlet, and then press the power button to turn the printer on.



Base printer

Learn about the base printer installation and maintenance.

Supplies and long-life consumables (LLCs)

Learn about supplies and LLCs.

Replace the toner cartridges

Replace the toner cartridges if you receive a message on the printer, or if you have print quality problems.

Toner cartridge information

The printer indicates when the toner cartridge level is low. The actual toner cartridge life remaining can vary. Consider having a replacement cartridge available to install when print quality is no longer acceptable.

The printer uses four colors and has a different toner cartridge for each color: cyan (C), magenta (M), yellow (Y), and black (K). The toner cartridges are inside the front door.

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth end to end. For graphical representation, see the cartridge replacement instructions. Reinsert the toner cartridge into the printer, and then close the cover.

To purchase cartridges or check cartridge compatibility for the printer, go to HP SureSupply at <http://www.hp.com/go/suresupply>. Scroll to the bottom of the page and verify that the country/region is correct.



NOTE: Cartridges are for distribution and use with their designated product only; they will not work with other printer models.

Table 2-1 Toner Cartridge Supplies

Item	Cartridge Number	Part Number
HP 240A Black Original LaserJet Toner Cartridge	240A	W2400A
HP 240A Cyan Original LaserJet Toner Cartridge	240A	W2401A
HP 240A Yellow Original LaserJet Toner Cartridge	240A	W2402A
HP 240A Magenta Original LaserJet Toner Cartridge	240A	W2403A

Table 2-1 Toner Cartridge Supplies (continued)

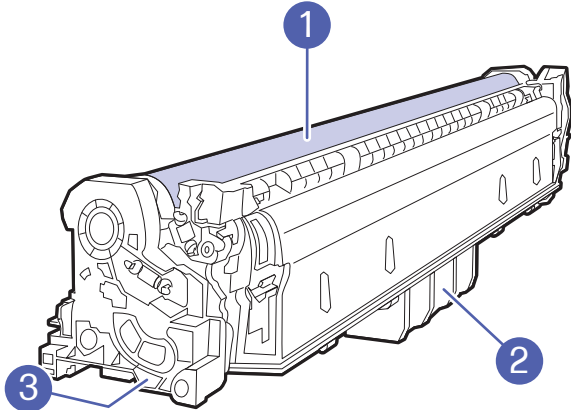
Item	Cartridge Number	Part Number
HP 240X Black Original LaserJet Toner Cartridge	240X	W2400X
HP 240X Cyan Original LaserJet Toner Cartridge	240X	W2401X
HP 240X Yellow Original LaserJet Toner Cartridge	240X	W2402X
HP 240X Magenta Original LaserJet Toner Cartridge	240X	W2403X
HP W2400XC High Yield Black Contract Original LaserJet Toner Cartridge	NA	W2400XC
HP W2401XC High Yield Cyan Contract Original LaserJet Toner Cartridge	NA	W2401XC
HP W2402XC High Yield Yellow Contract Original LaserJet Toner Cartridge	NA	W2402XC
HP W2403XC High Yield Magenta Contract Original LaserJet Toner Cartridge	NA	W2403XC
HP Black Managed LaserJet Toner Cartridge	NA	W9230MC
HP Cyan Managed LaserJet Toner Cartridge	NA	W9231MC
HP Yellow Managed LaserJet Toner Cartridge	NA	W9232MC
HP Magenta Managed LaserJet Toner Cartridge	NA	W9233MC

Do not remove the toner cartridge from its package until it is time to replace it.

 **CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. If the toner cartridge must be removed from the printer for an extended period of time, place the cartridge in the original plastic packaging, or cover the cartridge with a lightweight opaque item.

The following illustration shows the toner cartridge components.

Figure 2-1 Toner cartridge components



Number	Description
1	Imaging drum
CAUTION: Do not touch the imaging drum. Fingerprints can cause print-quality problems.	
2	Handle
3	Memory chip

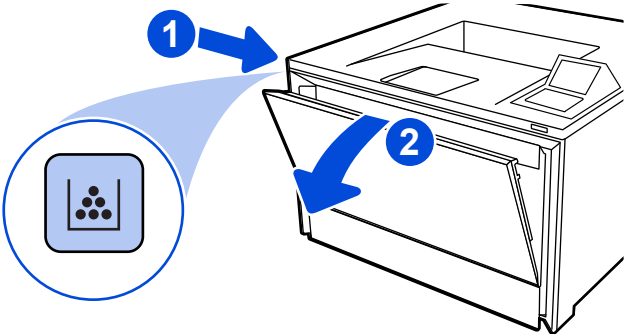
CAUTION: If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

NOTE: Information about recycling used toner cartridges is in the toner cartridge box.

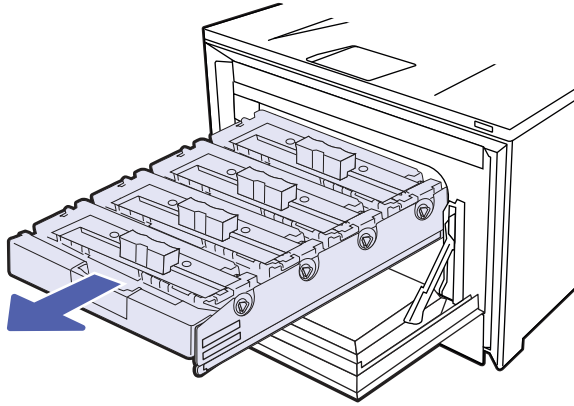
Remove and replace the toner cartridges

Follow these steps to replace the toner cartridges.

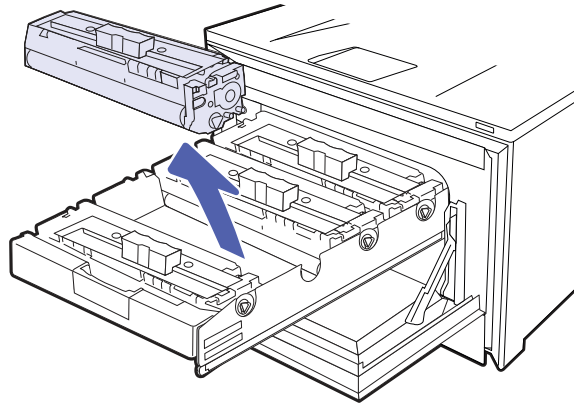
- 1. Open the front door by pressing the button on the left panel.



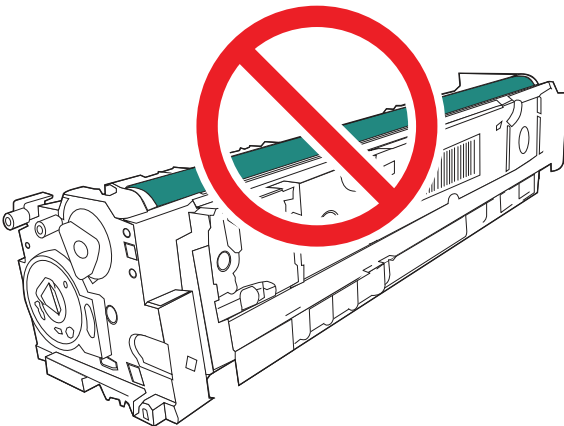
2. Grasp the blue handle on the toner cartridge drawer, and then pull out the drawer.



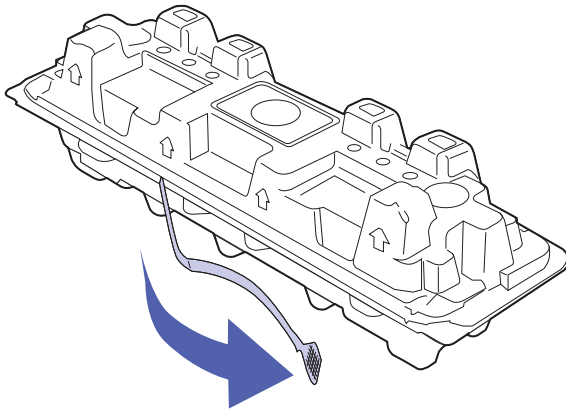
3. Grasp the handle on the toner cartridge, and then pull the toner cartridge straight up to remove it.



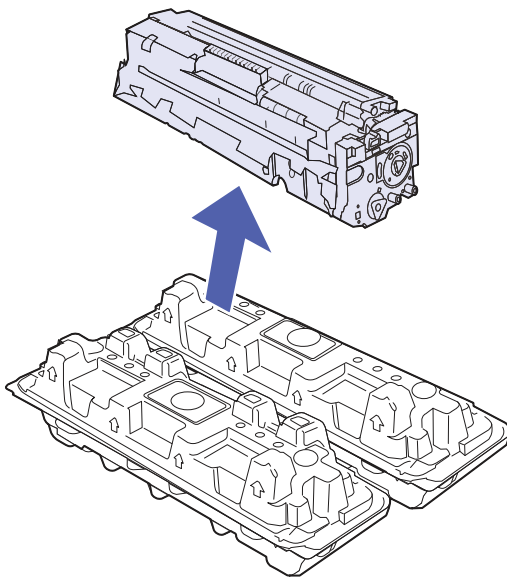
4. Do not touch the imaging drum on the bottom of the toner cartridge. Fingerprints on the imaging drum can cause print-quality problems. Also, do not expose the cartridge to light unnecessarily.



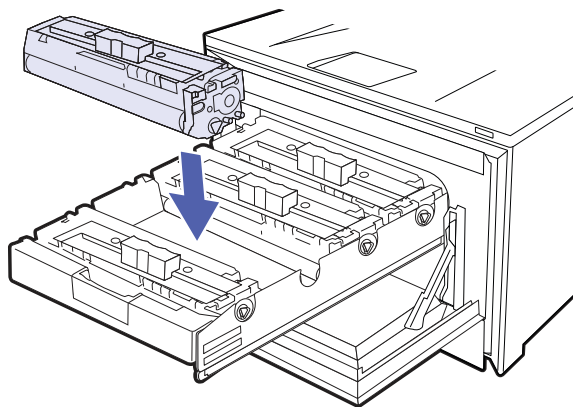
5. Remove the new toner cartridge package from the box, and then pull the release tab on the packaging.



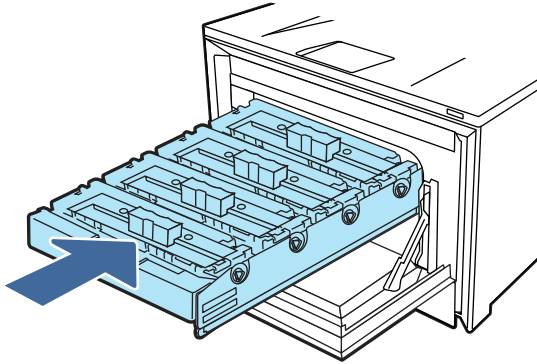
6. Remove the toner cartridge from the opened packaging shell. Place the used toner cartridge in the shell for recycling.



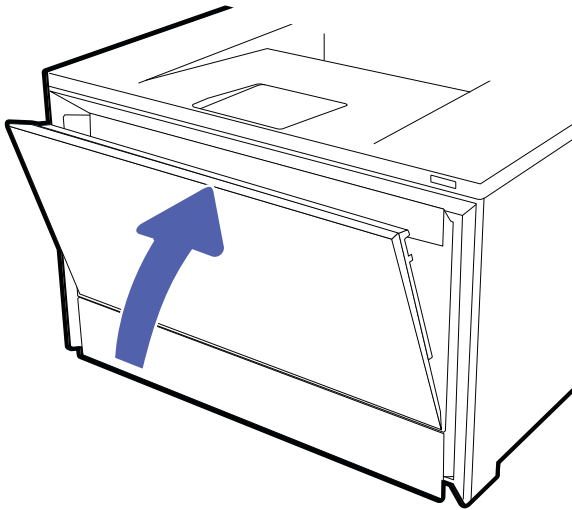
7. Insert the new toner cartridge into the drawer. Make sure that the color chip on the cartridge matches the color chip on the drawer.



8. Close the toner cartridge drawer.



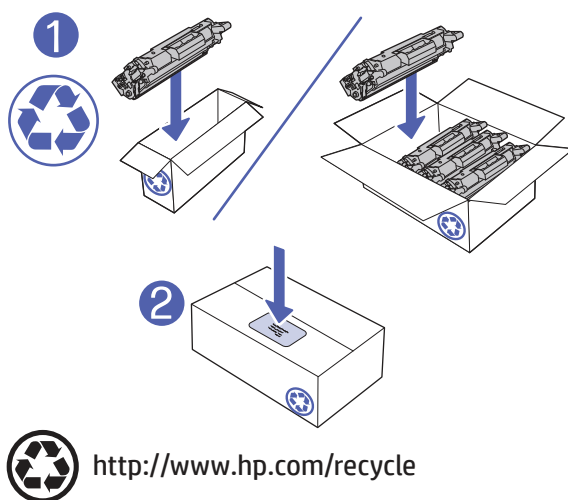
9. Close the front door.



10. Pack the used toner cartridge into the box the new cartridge came in, or use a large cardboard box and fill it with several cartridges you need to recycle. See the enclosed recycling guide for information about recycling.

In the US, a pre-paid shipping label is included in the box. In other countries/regions, go to www.hp.com/recycle to print a pre-paid shipping label.

Adhere the pre-paid shipping label to the box, and return the used cartridge to HP for recycling.



Configure the HP toner-supply-protection settings (Non-touchscreen)

A network administrator can configure the toner-supply-protection settings using the printer control panel or the HP Embedded Web Server (EWS).

Introduction

Use HP Cartridge Policy and Supply Protection to control which cartridges are installed in the printer and protect the cartridges that are installed from theft.

In HP Web Jetadmin, the settings are located under the **Device Management** pane in the following menu chain: **Config > Supplies > Cartridge Policy** or **Supply Protection**.

- **Cartridge Policy:** This feature protects the printer from counterfeit toner cartridges by allowing only genuine HP cartridges to be used with the printer. Using genuine HP cartridges ensures the best possible print quality. When someone installs a cartridge that is not a genuine HP cartridge, the printer control panel displays a message that the cartridge is unauthorized and it provides information explaining how to proceed.
- **Supply Protection:** This feature permanently associates toner cartridges with a specific printer, or fleet of printers, so they cannot be used in other printers. Protecting cartridges protects your investment. When this feature is enabled, if someone attempts to transfer a protected cartridge from the original printer into an unauthorized printer, that printer will not print with the protected cartridge. The printer control panel displays a message that the cartridge is protected, and it provides information explaining how to proceed.

CAUTION: After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

Enable or disable the Cartridge Policy feature

The Cartridge Policy feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).



NOTE: Enabling or disabling this feature might require entering an administrator password.

Check with your administrator to determine if an administrator password has been set. EWS passwords cannot be recovered.

Use the printer control panel to enable the Cartridge Policy feature

From the printer control panel, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

1. From the Home screen on the printer control panel, navigate to the [Settings](#) application, and then select the [Settings](#) icon.
2. Open the following menus:
 - a. [Manage Supplies](#)
 - b. [Cartridge Policy](#)
3. Select [Authorized HP](#).

Use the printer control panel to disable the Cartridge Policy feature

From the printer control panel, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. From the Home screen on the printer control panel, navigate to the [Settings](#) application, and then select the [Settings](#) icon.
2. Open the following menus:
 - a. [Manage Supplies](#)
 - b. [Cartridge Policy](#)
3. Select [Off](#).

Use the HP Embedded Web Server (EWS) to enable the Cartridge Policy feature

From the EWS, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

1. Open the HP Embedded Web Server (EWS):
 - a. On the printer control panel, press the Information button , and then use the arrow keys to select the Ethernet  menu. Press the OK  button to open the menu and display the IP address or host name.
 - b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that the connection is not private or secure, click the **Advanced** option, and then click the link to **Continue...** or **Proceed...** to the website.

Accessing this website will not harm the computer.

2. Open the **Supplies** tab.

3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Authorized HP** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

Use the HP Embedded Web Server (EWS) to disable the Cartridge Policy feature

From the EWS, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. Open the HP Embedded Web Server (EWS):
 - a. On the printer control panel, press the Information button , and then use the arrow keys to select the Ethernet  menu. Press the OK  button to open the menu and display the IP address or host name.
 - b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Open the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Off** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

Troubleshoot Cartridge Policy control panel error messages

Review the recommended actions for Cartridge Policy error messages.

Table 2-2 Cartridge Policy control panel error messages

Error message	Description	Recommended action
10.0X.30 Unauthorized <Color> Cartridge	The administrator has configured this printer to use only genuine HP supplies that are still under warranty. The cartridge must be replaced to continue printing.	Replace the cartridge with a genuine HP toner cartridge. If you believe you purchased a genuine HP supply, visit www.hp.com/go/anticounterfeit to determine if the toner cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge.

Enable or disable the Supply Protection feature

The Supply Protection feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).



NOTE: Enabling or disabling this feature might require entering an administrator password.

Check with your administrator to determine if an administrator password has been set. EWS passwords cannot be recovered.

Use the printer control panel to enable the Supply Protection feature

From the printer control panel, a network administrator can enable the Supply Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

1. From the Home screen on the printer control panel, navigate to the [Settings](#) application, and then select the [Settings](#) icon.
2. Open the following menus:
 - a. [Manage Supplies](#)
 - b. [Supply Protection](#)
3. Select [Protect supplies](#).
4. When the printer prompts to confirm, select [Continue](#) to enable the feature.



CAUTION: After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

Use the printer control panel to disable the Supply Protection feature

From the printer control panel, a network administrator can disable the Supply Protection feature. This removes protection for any new cartridges installed in the printer.

1. From the Home screen on the printer control panel, navigate to the [Settings](#) application, and then select the [Settings](#) icon.
2. Open the following menus:
 - a. [Manage Supplies](#)
 - b. [Supply Protection](#)
3. Select [Off](#).

Use the HP Embedded Web Server (EWS) to enable the Supply Protection feature

From the EWS, a network administrator can enable the Supply Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

1. Open the HP Embedded Web Server (EWS):
 - a. On the printer control panel, press the Information button , and then use the arrow keys to select the Ethernet  menu. Press the OK  button to open the menu and display the IP address or host name.

- b.** Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



2. Open the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Protect supplies** from the **Supply Protection** drop-down list.
5. Click the **Apply** button to save the changes.

Use the HP Embedded Web Server (EWS) to disable the Supply Protection feature



2. Open the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Off** from the **Supply Protection** drop-down list.
5. Click the **Apply** button to save the changes.

Troubleshoot Supply Protection control panel error messages

Review the recommended actions for Supply Protection error messages.

Table 2-3 Supply Protection control panel error messages

Error message	Description	Recommended action
10.0X.57 Protected <Color> Cartridge	The cartridge can only be used in the printer or fleet of printers that initially protected it using HP Supply Protection. The Supply Protection feature allows an administrator to restrict cartridges to work in only one printer or fleet of printers. The cartridge must be replaced to continue printing.	Replace the cartridge with a new toner cartridge.

Configure the HP toner-supply-protection settings (Touchscreen)

A network administrator can configure the toner-supply-protection settings using the printer control panel or the HP Embedded Web Server (EWS).

Introduction

Use HP Cartridge Policy and Supply Protection to control which cartridges are installed in the printer and protect the cartridges that are installed from theft.

In HP Web Jetadmin, the settings are located under the **Device Management** pane in the following menu chain: **Config > Supplies > Cartridge Policy or Supply Protection**.

- **Cartridge Policy:** This feature protects the printer from counterfeit toner cartridges by allowing only genuine HP cartridges to be used with the printer. Using genuine HP cartridges ensures the best possible print quality. When someone installs a cartridge that is not a genuine HP cartridge, the printer control panel displays a message that the cartridge is unauthorized and it provides information explaining how to proceed.
- **Supply Protection:** This feature permanently associates toner cartridges with a specific printer, or fleet of printers, so they cannot be used in other printers. Protecting cartridges protects your investment. When this feature is enabled, if someone attempts to transfer a protected cartridge from the original printer into an unauthorized printer, that printer will not print with the protected cartridge. The printer control panel displays a message that the cartridge is protected, and it provides information explaining how to proceed.

 **CAUTION:** After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

Enable or disable the Cartridge Policy feature

The Cartridge Policy feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).



NOTE: Enabling or disabling this feature might require entering an administrator password.

Check with your administrator to determine if an administrator password has been set. EWS passwords cannot be recovered.

Use the printer control panel to enable the Cartridge Policy feature

From the printer control panel, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

1. From the Home screen on the printer control panel, navigate to the [Settings](#) application, and then select the [Settings](#) icon.
2. Open the following menus:
 - a. [Manage Supplies](#)
 - b. [Cartridge Policy](#)
3. Select [Authorized HP](#).

Use the printer control panel to disable the Cartridge Policy feature

From the printer control panel, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. From the Home screen on the printer control panel, navigate to the [Settings](#) application, and then select the [Settings](#) icon.
2. Open the following menus:
 - a. [Manage Supplies](#)
 - b. [Cartridge Policy](#)
3. Select [Off](#).

Use the HP Embedded Web Server (EWS) to enable the Cartridge Policy feature

From the EWS, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to display the IP address or host name.
 - b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the [Enter](#) key on the computer keyboard.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

The EWS opens.

2. On the EWS home page, click the **Supplies** tab.
3. In the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Authorized HP** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

Use the HP Embedded Web Server (EWS) to disable the Cartridge Policy feature

From the EWS, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to display the IP address or host name.
 - b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard.



 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

The EWS opens.

2. On the EWS home page, click the **Supplies** tab.
3. In the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Off** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

Troubleshoot Cartridge Policy control panel error messages

Review the recommended actions for Cartridge Policy error messages.

Table 2-4 Cartridge Policy control panel error messages

Error message	Description	Recommended action
10.0X.30 Unauthorized <Color> Cartridge	The administrator has configured this printer to use only genuine HP supplies that are still under warranty. The cartridge must be replaced to continue printing.	Replace the cartridge with a genuine HP toner cartridge. If you believe you purchased a genuine HP supply, visit www.hp.com/go/anticounterfeit to determine if the toner cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge.

Enable or disable the Supply Protection feature

The Supply Protection feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).

 **NOTE:** Enabling or disabling this feature might require entering an administrator password.

Check with your administrator to determine if an administrator password has been set. EWS passwords cannot be recovered.

Use the printer control panel to enable the Supply Protection feature

From the printer control panel, a network administrator can enable the Supply Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

1. From the Home screen on the printer control panel, navigate to the [Settings](#) application, and then select the [Settings](#) icon.
2. Open the following menus:
 - a. [Manage Supplies](#)
 - b. [Supply Protection](#)
3. Select [Protect supplies](#).
4. When the printer prompts to confirm, select [Continue](#) to enable the feature.

 **CAUTION:** After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

Use the printer control panel to disable the Supply Protection feature

From the printer control panel, a network administrator can disable the Supply Protection feature. This removes protection for any new cartridges installed in the printer.

1. From the Home screen on the printer control panel, navigate to the [Settings](#) application, and then select the [Settings](#) icon.
2. Open the following menus:
 - a. [Manage Supplies](#)
 - b. [Supply Protection](#)
3. Select [Off](#).

Use the HP Embedded Web Server (EWS) to enable the Supply Protection feature

From the EWS, a network administrator can enable the Supply Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to display the IP address or host name.
 - b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the [Enter](#) key on the computer keyboard.

 <https://10.10.XX.XXX>

NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

The EWS opens.

2. On the EWS home page, click the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the Supply Settings area, select **Protect supplies** from the **Supply Protection** drop-down list.
5. Click the **Apply** button to save the changes.

 **CAUTION:** After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

Use the HP Embedded Web Server (EWS) to disable the Supply Protection feature

From the EWS, a network administrator can disable the Supply Protection feature. This removes protection for any new cartridges installed in the printer.

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to display the IP address or host name.
 - b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard.

 `https://10.10.XX.XXX`

 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

The EWS opens.

2. On the EWS home page, click the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the Supply Settings area, select **Off** from the **Supply Protection** drop-down list.
5. Click the **Apply** button to save the changes.

Troubleshoot Supply Protection control panel error messages

Review the recommended actions for Supply Protection error messages.

Table 2-5 Supply Protection control panel error messages

Error message	Description	Recommended action
10.0X.57 Protected <Color> Cartridge	The cartridge can only be used in the printer or fleet of printers that initially protected it using HP Supply Protection. The Supply Protection feature allows an administrator to restrict cartridges to work in only one printer or fleet of printers. The cartridge must be replaced to continue printing.	Replace the cartridge with a new toner cartridge.

Cleaning

Learn about printer cleaning techniques and procedures.

Print a cleaning page

Learn how to print a cleaning page.

Print a cleaning page from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow keys to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Maintenance](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Calibration/Cleaning](#), and then press the [OK](#) button.
4. Use the arrow buttons to scroll to [Cleaning page](#), and then press the [OK](#) button.

 **TIP:** Use this screen to set up automatic cleaning page intervals if desired.

5. Use the arrow buttons to scroll to [Print](#) (at the bottom of the control-panel display), and then press the [OK](#) button to print the cleaning page.

 **NOTE:** A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Print a cleaning page from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - [Maintenance](#)
 - [Calibration/Cleaning](#)
3. Touch [Cleaning Page](#), and then touch the [Print](#) button to print the cleaning page.

 **NOTE:** A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

 **TIP:** Use this screen to set up automatic cleaning page intervals if desired.

Automatic cleaning page

Learn how to set up automatic cleaning page intervals.

Enable and configure auto cleaning from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow keys to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Maintenance](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Calibration/Cleaning](#), and then press the [OK](#) button.
4. Use the arrow buttons to scroll to [Cleaning page](#), and then press the [OK](#) button.
5. Use the arrow buttons to scroll to the desired automatic cleaning page interval, and then press the [OK](#) button to print the cleaning page.
6. Use the arrow buttons to scroll to [Done](#) (at the bottom of the control-panel display), and then press the [OK](#) button.

Enable and configure auto cleaning from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - [Maintenance](#)
 - [Calibration/Cleaning](#)
 - [Cleaning Page](#)
3. Touch the desired automatic cleaning page interval, and then touch the [Done](#) button.

Servicing the accessory

Review the accessory parts during servicing.

Table 2-6 Cleaning procedure

Component	Cleaning procedure
• Guide of paper path • Optional Paper Feeder (Tray 3) Pickup roller • Optional Paper Feeder (Tray 3) Separation roller • Optional Paper Feeder (Tray 3) Feed roller • Feed roller	1. Use a dry lint-free cloth to wipe any dirt or residue from the paper path. 2. If the dirt cannot be removed, dampen the lint-free cloth with alcohol for cleaning.

Figure 2-2 Servicing 550-sheet paper feeder

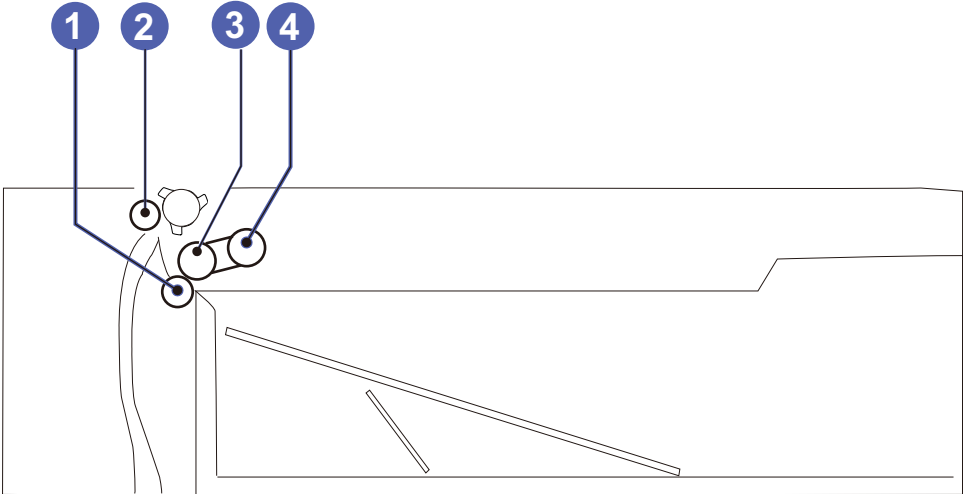


Table 2-7 Servicing for 550-sheet paper feeder

Callout	Description
1	Optional Paper feeder separation roller
2	Tray feed roller
3	Optional Paper feeder feed roller
4	Optional Paper feeder pickup roller

Clean the Tray 1 pickup and separation rollers

Learn about cleaning the Tray 1 rollers.

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

Required parts

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 2-8 Part information

Part number	Part description
RM2-2758-000CN	Multipurpose feed assembly
RM2-2692-000CN	Separation roller assembly

Required tools

No special tools are required to remove or install this assembly.

After performing service

1. Turn the printer power on.
2. Connect the power cable.
3. Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 1 pickup roller assembly

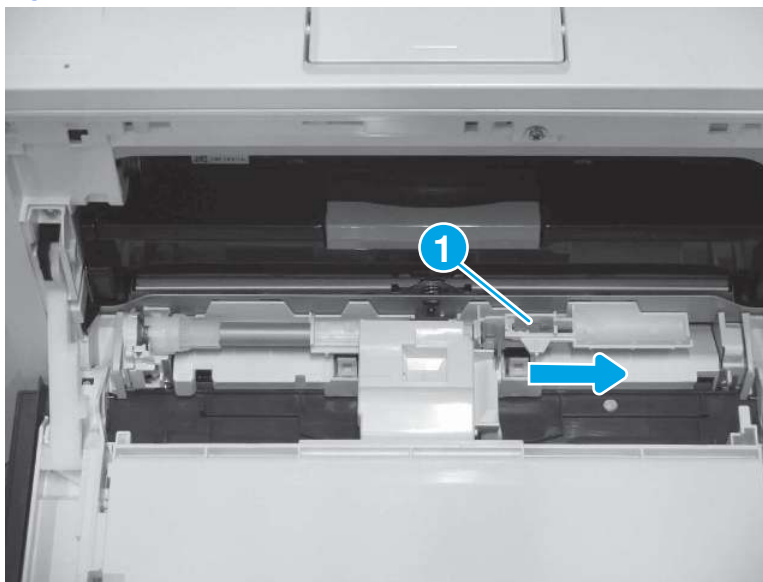
Follow the procedure below to remove and replace the Tray 1 pickup roller assembly.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

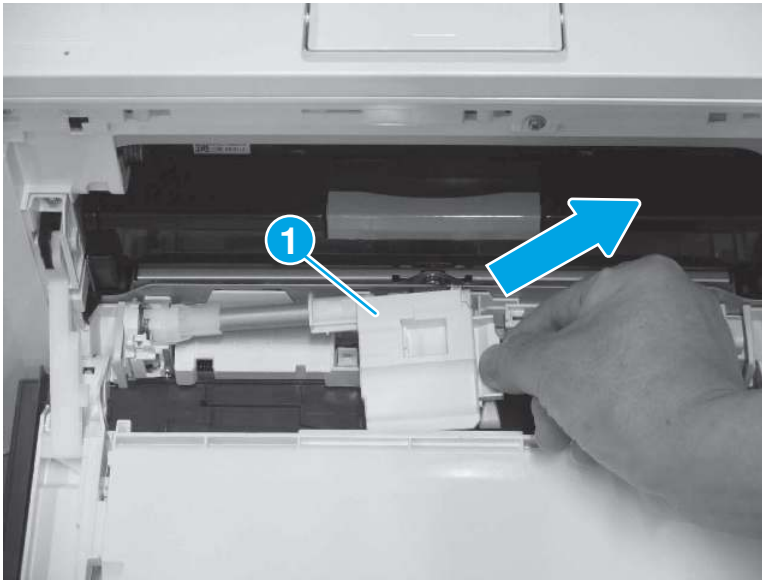
1. Open the cartridge door, and then depress the lever (callout 1) and slide it as shown below.

Figure 2-3 Release the Tray 1 pickup roller assembly



2. Slide the pickup roller assembly (callout 1) as shown below to remove it.

Figure 2-4 Remove the Tray 1 pickup roller assembly

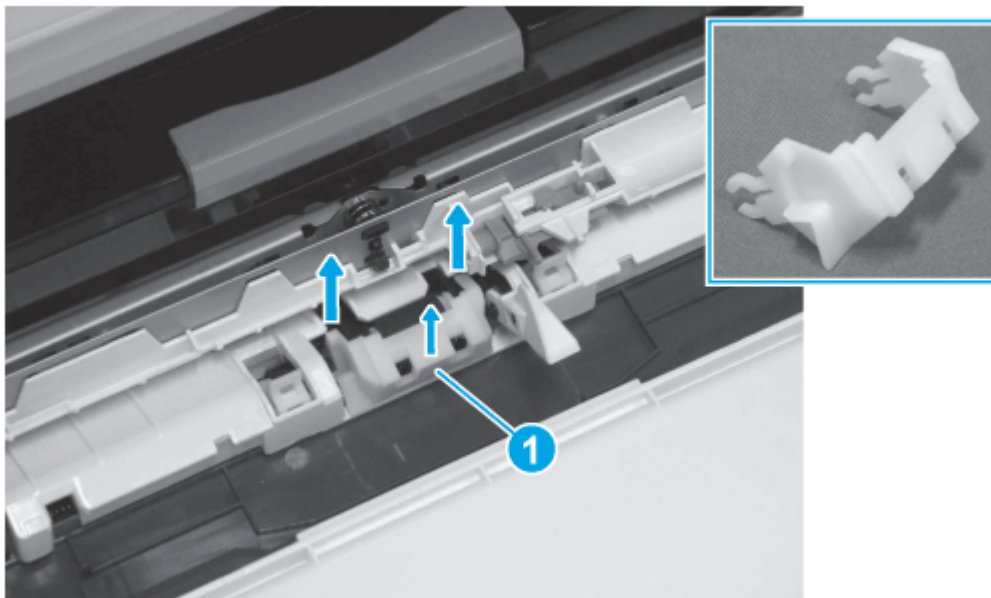


Remove the Tray 1 separation roller assembly

Follow the procedure below to remove and replace the Tray 1 separation roller assembly.

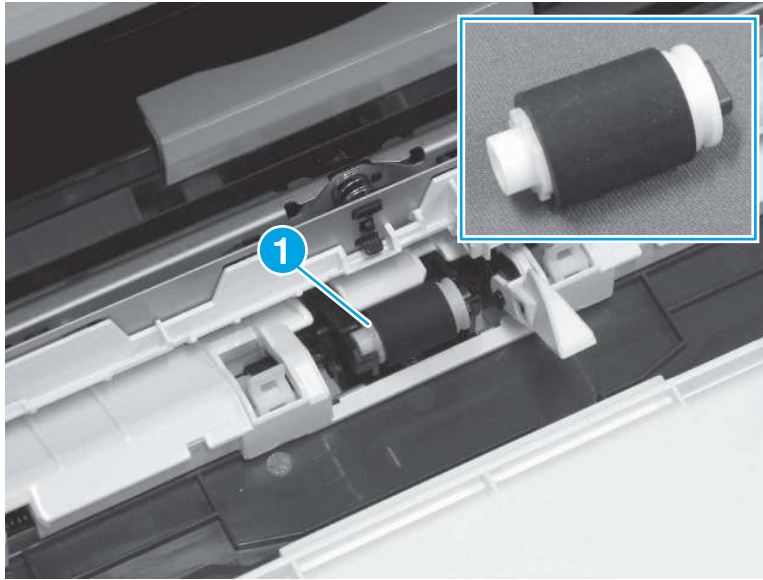
1. Pull up on the guide (callout 1) to remove it.

Figure 2-5 Remove the guide



2. Remove the Tray 1 separation roller (callout 1).

Figure 2-6 Remove the Tray 1 separation roller



Clean the Tray 1 pickup and separation rollers

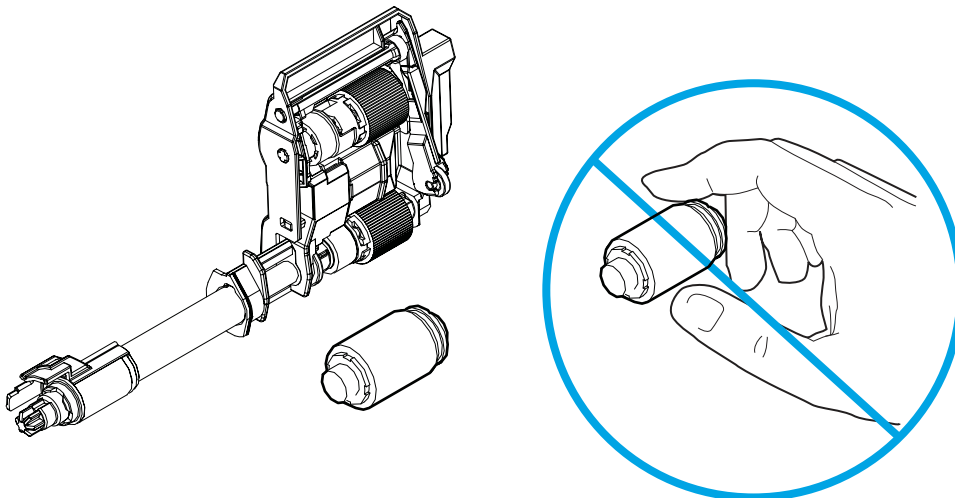
Carefully clean the Tray 1 pickup and separation rollers.

1. Clean the Tray 1 pickup and separation roller.

Use a damp, lint-free cloth to wipe the rollers gently.

⚠ CAUTION: When handling the roller and/or pad, avoid touching the spongy surfaces. Skin oils and fingerprints on a roller surface can cause print-quality problems.

Figure 2-7 Clean the rollers



2. Allow the rollers to dry completely (if moistened) and then reinstall the rollers into the tray.

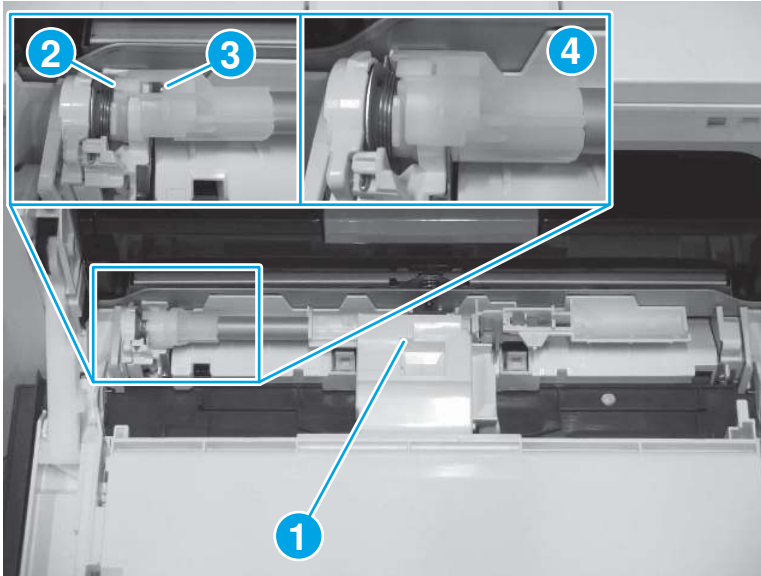
Special installation instructions - Tray 1 pickup roller assembly

Follow the special instructions below to install the Tray 1 pickup roller assembly.

- When the Tray 1 pickup roller assembly (callout 1) is installed, make sure that the alignment tab (callout 2) is in the slot (callout 3) on the assembly shaft.

 **TIP:** When correctly installed, the tab fits completely into the slot (callout 4).

Figure 2-8 Install the Tray 1 pickup roller assembly



Clean the Tray 2 pickup, feed, and separation rollers

Learn about cleaning the Tray 2 rollers.

Before performing service

 **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

Required tools

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 2-9 Part information

Part number	Part description
RM2-2695-000CN	Paper pickup roller assembly
	NOTE: RM2-2695-000CN includes both the pickup and feed rollers (identical parts).
RM2-2692-000CN	Separation roller assembly

Required tools

No special tools are required to remove or install this assembly.

After performing service

1. Turn the printer power on.
2. Connect the power cable.
3. Use the power switch to turn the power on.

Post service test

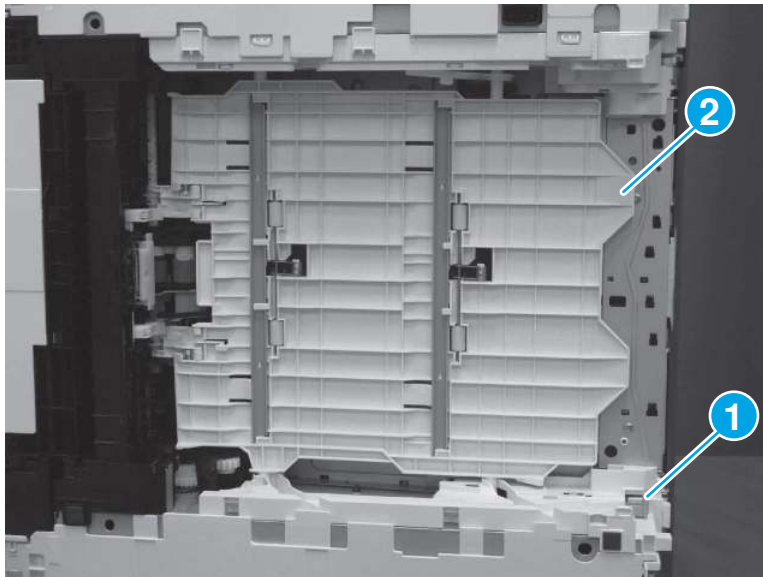
Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 2 pickup and feed rollers

Follow the procedure below to remove and replace the Tray 2 pickup and feed rollers.

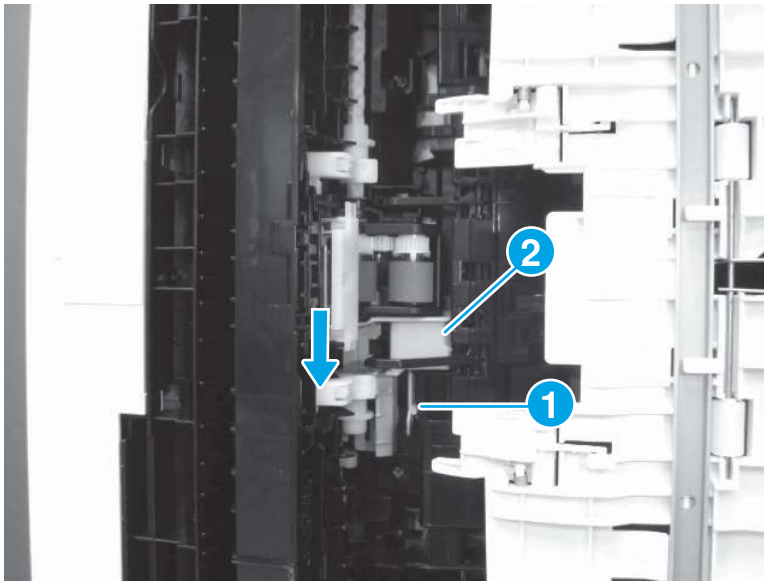
1. Position the printer on its right side, press the lever (callout 1) to release the MP feed guide (callout 2).

Figure 2-9 Release the MP tray guide



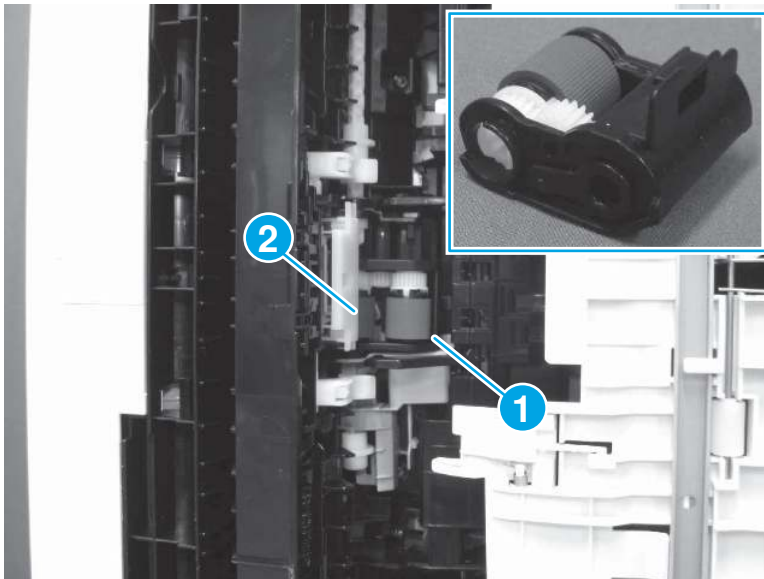
2. Push the lever (callout 1) and move the holder (callout 2) as shown below.

Figure 2-10 Move the holder



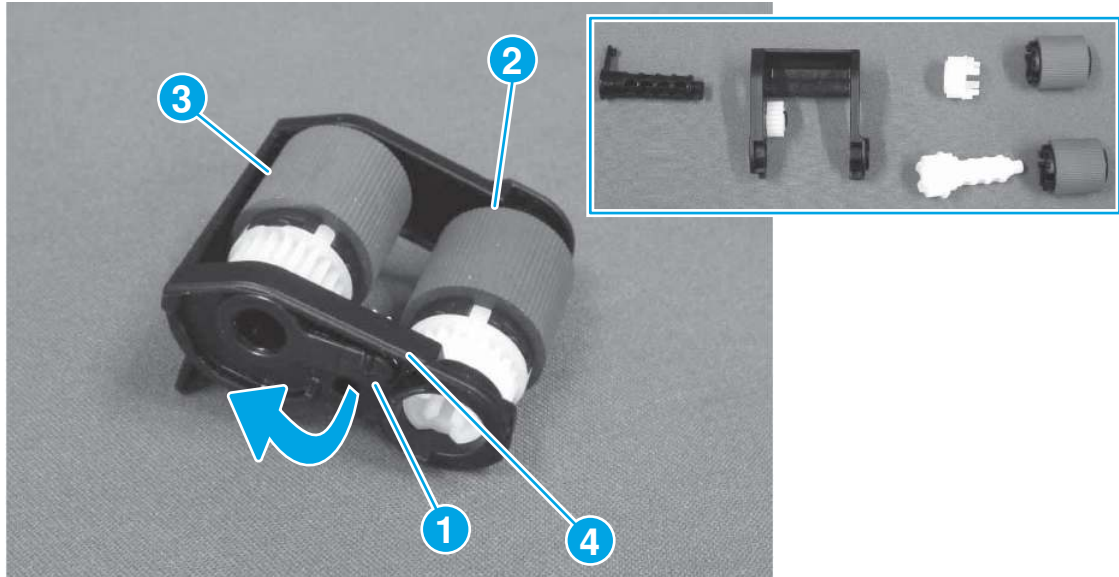
3. Remove the pickup roller (callout 1) and feed roller (callout 2) as an assembly.

Figure 2-11 Remove the roller assembly



4. Do the following:
 - a. Rotate the retainer (callout 1) as shown below to remove it.
 - b. Remove the pickup roller (callout 2) and the feed roller (callout 3) from the holder (callout 4).

Figure 2-12 Remove the rollers

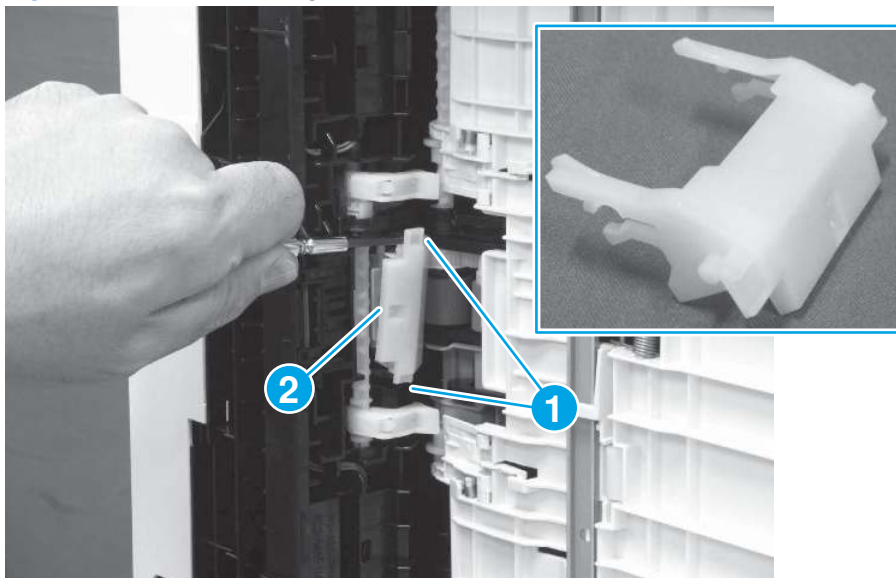


Remove the Tray 2 separation roller

Follow the procedure below to remove and replace the Tray 2 separation roller.

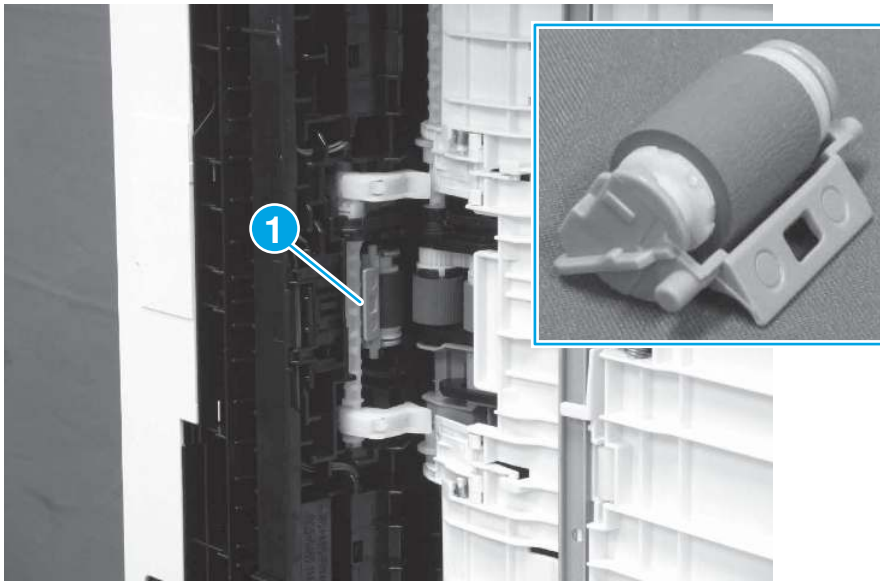
1. Position the printer on its right side, use a small flat-blade screwdriver to release two tabs (callout 1), and then remove the guide (callout 2).

Figure 2-13 Remove the guide



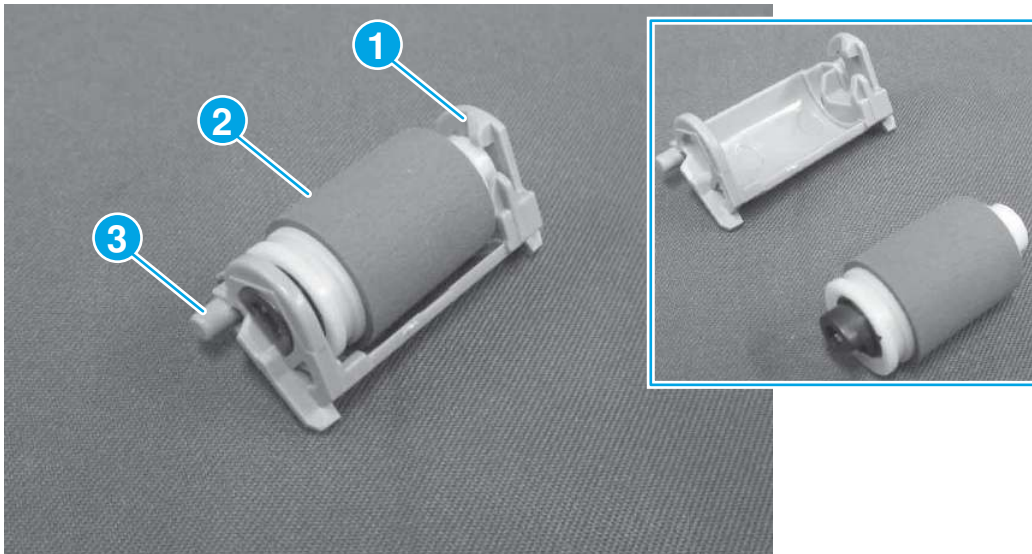
2. Remove the Tray 2 separation roller assembly (callout 1).

Figure 2-14 Move the roller assembly



3. Release one tab (callout 1), and then remove the roller (callout 2) from the holder (callout 3).

Figure 2-15 Disassemble the roller assembly

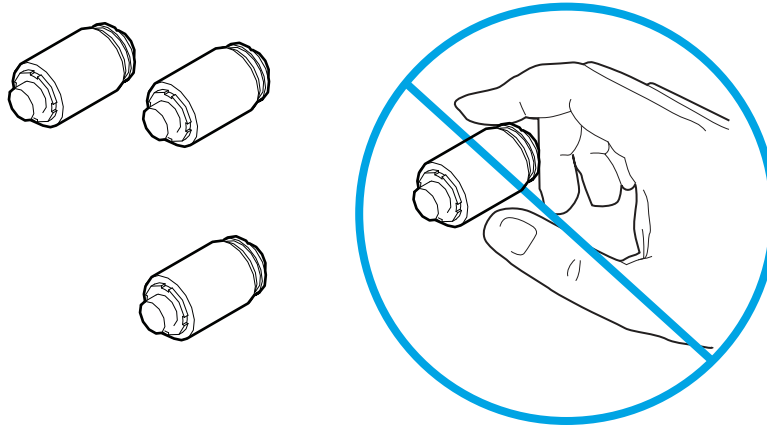


Clean the Tray 2 pickup, feed, and separation rollers

Carefully clean the Tray 2 pickup, feed, and separation rollers.

1. Clean the Tray 2 pickup, feed, and separation roller.
Use a damp, lint-free cloth to wipe the rollers gently.

Figure 2-16 Clean the rollers



CAUTION: When handling the roller and/or pad, avoid touching the spongy surfaces. Skin oils and fingerprints on a roller surface can cause print-quality problems.

2. Allow the rollers to dry completely (if moistened) and then reinstall the rollers into the tray.

Input devices

Learn about input device installation and maintenance.

Cleaning

Learn about input device cleaning techniques and procedures.

Clean the Tray 3 pickup, feed, and separation rollers

Learn about cleaning the Tray 3 rollers.

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

Required parts

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 2-10 Part information

Part number	Part description
RM2-2695-000CN	Paper pickup roller assembly
	NOTE: RM2-2695-000CN includes both the pickup and feed rollers (identical parts).

Table 2-10 Part information (continued)

Part number	Part description
RM2-2692-000CN	Separation roller assembly

Required tools

No special tools are required to remove or install this assembly.

After performing service

1. Turn the printer power on.
2. Connect the power cable.
3. Use the power switch to turn the power on.

Post service test

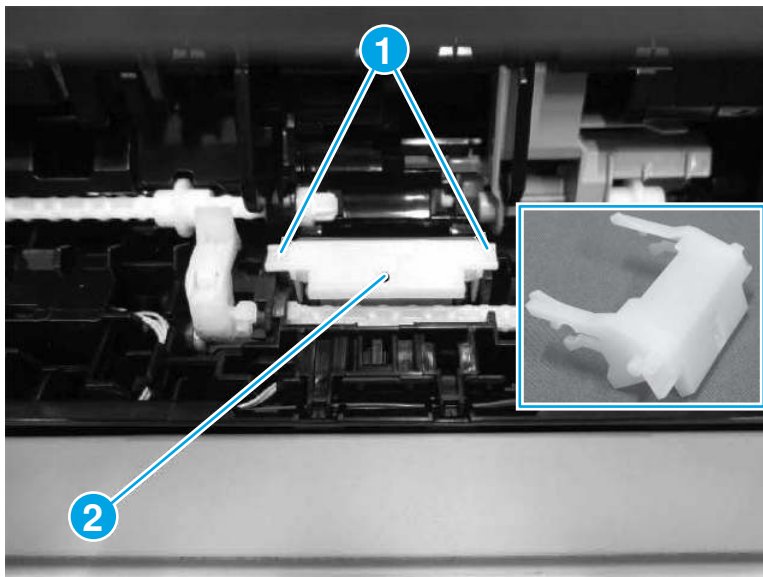
Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 3 pickup and feed rollers

Follow the procedure below to remove and replace the Tray 3 pickup and feed rollers.

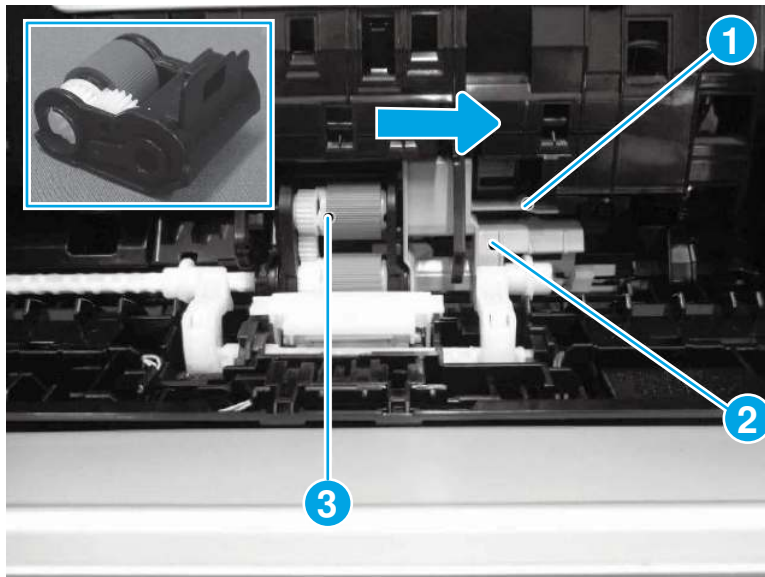
1. Turn the paper feeder over to gain access to the roller assembly.
2. Use a small flat-blade screwdriver to release two tabs (callout 1), and then remove the cover (callout 2).

Figure 2-17 Remove the cover



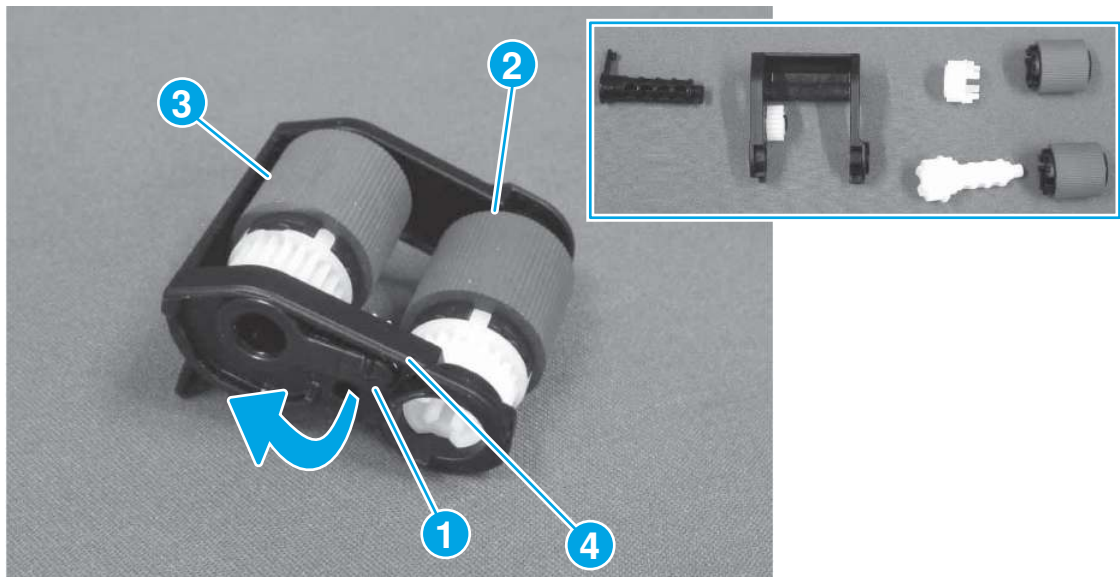
3. Push the lever (callout 1) and move the holder (callout 2) as shown below, and then remove the pickup/feed roller assembly (callout 3).

Figure 2-18 Remove the roller assembly



4. Do the following:
 - a. Rotate the retainer (callout 1) as shown below to remove it.
 - b. Remove the pickup roller (callout 2) and the feed roller (callout 3) from the holder (callout 4).

Figure 2-19 Remove the rollers



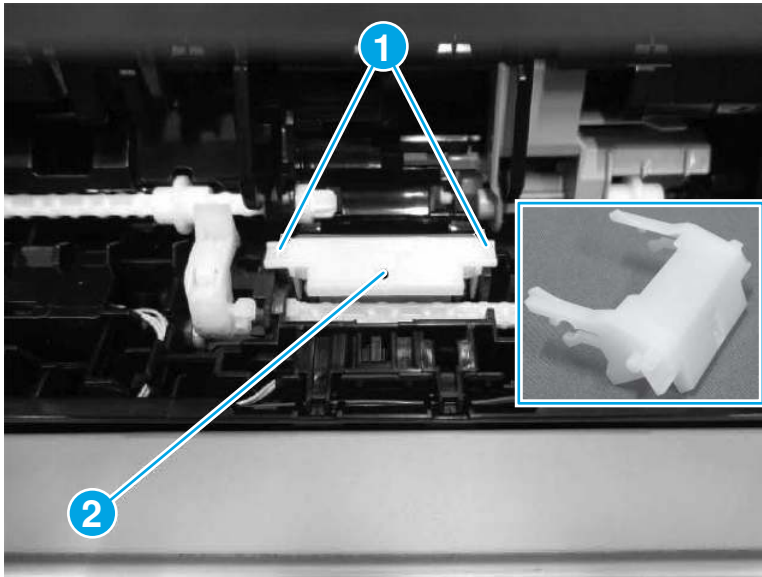
Remove the Tray 3 separation roller

Follow the procedure below to remove and replace the Tray 3 separation roller.

1. Turn the paper feeder over to gain access to the roller assembly.

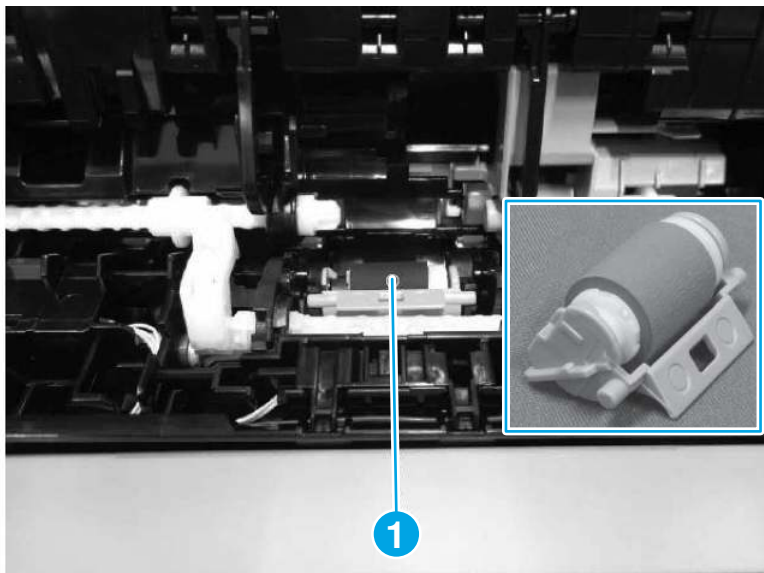
2. Use a small flat-blade screwdriver to release two tabs (callout 1), and then remove the cover (callout 2).

Figure 2-20 Remove the cover



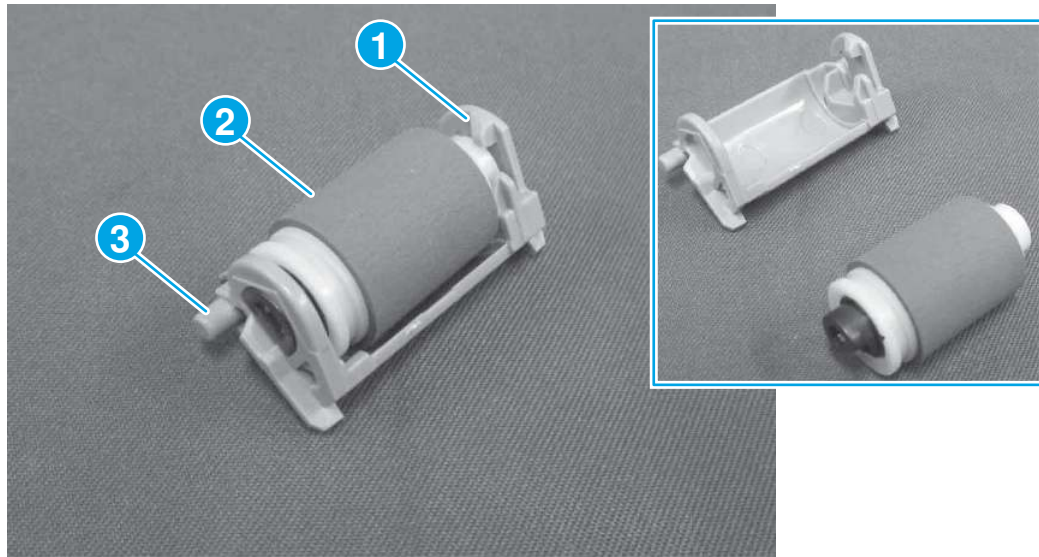
3. Remove the Tray 3 separation roller assembly (callout 1).

Figure 2-21 Move the roller assembly



4. Release one tab (callout 1), and then remove the roller (callout 2) from the holder (callout 3).

Figure 2-22 Disassemble the roller assembly



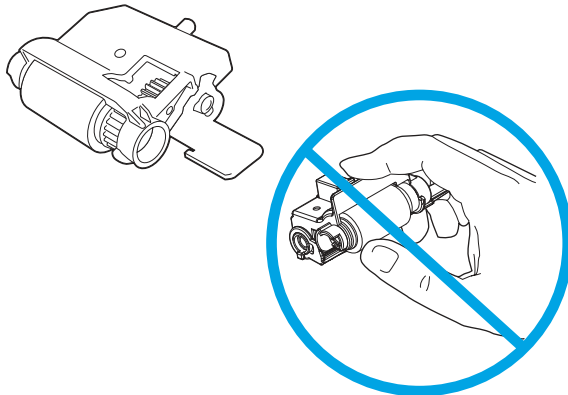
Clean the 550-sheet paper feeder rollers

Learn about cleaning the Tray 3 rollers.

Wipe the rollers gently with a damp, lint-free cloth.

CAUTION: When handling the roller and/or pad, avoid touching the spongy surfaces. Skin oils and fingerprints on a roller surface can cause print-quality problems.

Figure 2-23 Clean the rollers



3 Solve problems

Learn about solving printer problems.

Determine the problem source

When the printer malfunctions or encounters an unexpected situation, the printer control panel alerts the user to the situation.

This section contains a pre-troubleshooting checklist and a troubleshooting flow chart to filter out many possible causes of the problem.

- Use the pre-troubleshooting check list to gather information about the problem from the customer.
- 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?
- Are supply items Genuine HP supplies?
- 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 3-1 Pre-troubleshooting checklist

General topic	Questions
Environment	• Is the printer 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 printer and the wall outlet (not a surge protector)? • Is the operating environment within the specified parameters? • Is the printer 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 printer components (for example, the toner cartridge or cartridges OPC). • Is the printer exposed to direct sunlight?

Table 3-1 Pre-troubleshooting checklist (continued)

General topic	Questions
Power	- Is the power-supply plug inserted in the printer and the wall outlet (not a surge protector)? - Is the power-supply voltage within ± 10 volts of the specified power source?
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 (no gaps in the stack or excessive pressure causing the stack to bow)? - Is the tray (or trays) correctly installed in the printer?
Toner cartridge	Is the toner cartridge (or cartridges) installed correctly? NOTE: If country/region specific toner cartridges are available for the printer, make sure the correct cartridge is installed.
Transfer unit and fuser	Are the transfer unit and fuser installed correctly? NOTE: For printers with an intermediate transfer belt (ITB), is the ITB installed correctly and fully seated. If a replacement ITB was installed, was all of the packing materials removed?
Covers	Is the toner cartridge door closed?
Condensation	- Does condensation occur following a temperature change (particularly in winter following cold storage)? If so, wipe affected parts dry or leave the printer on for 10 to 20 minutes. - Was a toner cartridge (or cartridges) opened soon after being moved from a cold to a warm room? If so, allow the toner cartridge (or cartridges) to sit at room temperature for 1 to 2 hours.
Miscellaneous	- Check for and remove any non-HP components (toner cartridges, memory modules, and EIO cards) from the printer. - Remove the printer from the network and ensure that the failure is associated with the printer before beginning troubleshooting. - For any color print-quality issues (color printers only), calibrate the printer, and then print a diagnostics page to verify print quality.

Troubleshooting flowchart

This flowchart highlights the general processes to follow to quickly isolate and solve printer hardware problems.

Each row depicts a major troubleshooting step. Follow a “yes” answer to a question to proceed to the next major step. A “no” answer indicates more testing is needed. Go to the appropriate section in this chapter and follow the instructions there. After completing the instructions, go to the next major step in this troubleshooting flowchart.

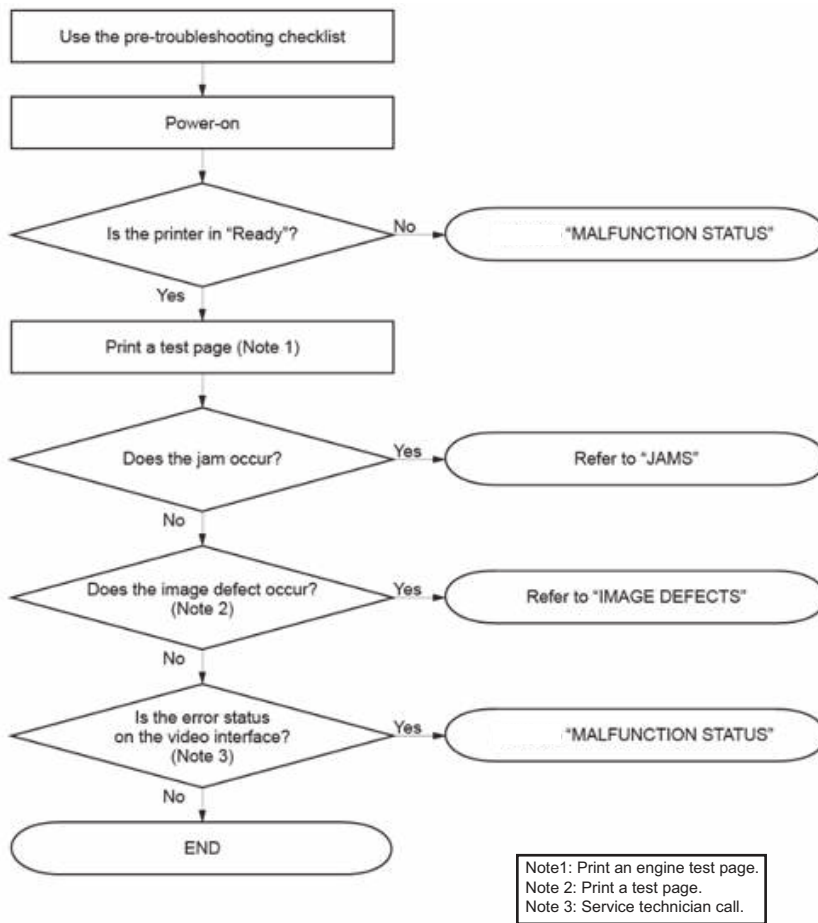


Table 3-2 Troubleshooting flowchart table

Step	Troubleshooting	Action
1 Power on	Is the printer on and does a readable message display? Troubleshooting Output: No → (see Action) Yes ↓ (see next Step)	Basic printer functions should start up when the printer is connected into an electrical outlet and the power switch is pushed to the on position. During normal operation cooling fans and/or motors should be operating. Place a hand over fan intake or exhaust vents to determine if the fan or fans are spinning. Lean close to the printer to hear motors rotating. If fans and/or motors are operating, the dc side of the power supply is functioning. Always make sure the printer is plugged into a known-functioning wall receptacle. Remove power strips and plug the printer directly into a wall receptacle. After the control panel display is functional, continue to step 2.

Table 3-2 Troubleshooting flowchart table (continued)

Step	Troubleshooting	Action
2 Control panel messages	Does the message Ready display on the control panel? Troubleshooting Output: No → (see Action) Yes ↓ (see next Step)	Use the control panel message document (CPMD) section in this manual to correct any displayed error messages. After the errors have been corrected, continue to step 3.
3 Event log	Open the Troubleshooting menu and print an event log to see the history of errors with this printer. Does the event log print? Troubleshooting Output: No → (see Action) Yes ↓ (see next Step)	If the event log does not print, check for error messages. If paper jams inside the printer, see the jams section of the printer service manual. If error messages display on the control panel when trying to print an event log, see the control panel message document (CPMD) section of this manual. After successfully printing and evaluating the event log, continue to step 4.
4 Information pages	Open the Reports menu and print the configuration pages to verify all the accessories are installed. Are all the accessories installed? Troubleshooting Output: No → (see Action) Yes ↓ (see next Step)	If accessories installed are not listed on the configuration page, remove the accessory and reinstall it. Make sure the most recent firmware is installed. See the firmware upgrade section of this manual for more information. After evaluating the configuration pages, continue to step 5.
5 Print quality	Does the print quality meet the customer's requirements? Troubleshooting Output: No → (see Action) Yes ↓ (see next Step)	Compare the images with the sample defects in the Image-quality troubleshooting section of this manual. Solve print-quality and copy-quality issues as needed. After the print quality is acceptable, continue to step 6.
6 Interface	Can the customer print successfully from the host computer? Troubleshooting Output: No → (see Action) Yes This is the end of the troubleshooting process.	Verify all I/O cables are connected correctly and a valid IP address is listed on the HP Jetdirect configuration page. If error messages display on the control panel or appear in the event log, see the control-panel message document (CPMD) section of this manual. When the customer can print from the host computer, this is the end of the troubleshooting process.

Firmware upgrades

Learn about printer firmware upgrades.

HP provides firmware updates for printers to help address any known issues and add new features throughout the support life of the printer.

To obtain all the latest updates, you must update the firmware on your printer.

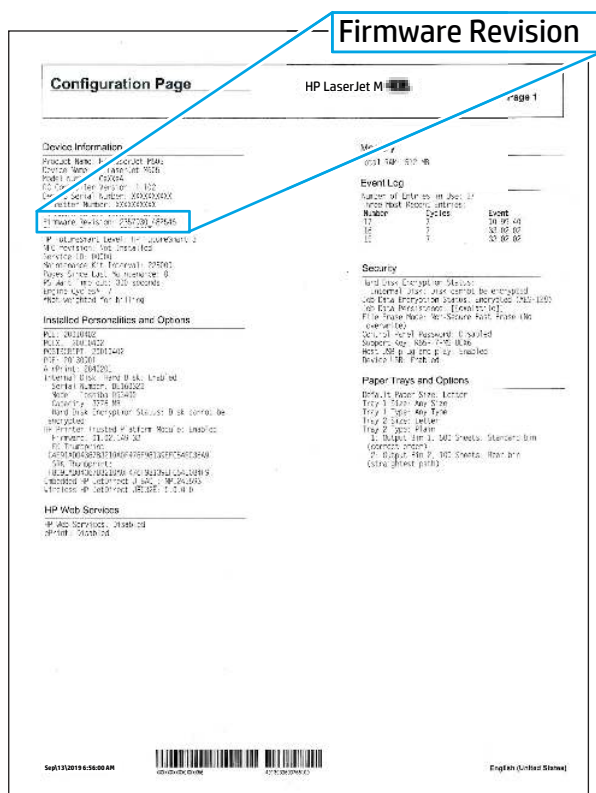
Determine the firmware version installed on the printer

Learn how to determine the firmware version installed on the printer (MFP and SFP).

Depending on your printer model, follow the steps to check the current firmware version installed on the printer.

Print a configuration page from a touchscreen control panel (MFP)

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Reports](#) button.
2. Select the [Configuration/Status pages](#) option.
3. Select the [Configuration Page](#) option.
4. Select the print icon  to print the configuration page.
5. On the Configuration Page, look in the **Device Information** section for the Firmware Revision.



Print a configuration page from a 2-line control panel (SFP)

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow button to navigate to the **Reports** menu, and then press the **OK** button.

3. Use the arrow button to select the **Configuration/Status Pages** menu, and then press the **OK** button.
4. Use the arrow button to select the **Configuration Page**, and then press the **OK** button.



NOTE: A check mark will show on the **Configuration Page** option.

5. Use the arrow buttons to scroll to the print icon , and then press the **OK** button to print the pages.

Download the firmware

Learn how to download the firmware from HP Support.

1. Go to [HP Software and Drivers](#).
2. Click **Printer**, and then enter your product number or name in the **Let's identify your printer** search field.
3. Expand the **Firmware** section, and then review the firmware Readme file.
To view the Firmware Readme file, select the **See full details** link.
4. Click **Download**, and then save the file to your computer.

HP Embedded Web Server

Learn how to perform a firmware upgrade using the HP Embedded Web Server.



NOTE: The printer should be at the **Ready** state.

The firmware update might take 10 minutes or longer based on the input/output (I/O) transfer rates and the time it takes for the printer to reinitialize.

1. Open an Internet browser window.
2. Enter the printer IP address in the URL line.
3. Select the **Firmware Upgrade** link from the **General** tab or from the **Troubleshooting** tab.
4. Browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file. The file has a .bdl file extension. Select the **Install** button to perform the upgrade.



NOTE: Do not close the browser window OR interrupt communication until the HP Embedded Web Server (EWS) displays the confirmation page.

5. After the printer reinitializes, print a configuration page and verify that the latest firmware version has been installed.

USB flash drive firmware (Pre-boot menu for 2-line control panel)

Learn how to perform a USB flash drive firmware (Pre-boot menu) update using a SFP control panel.

1. Press the **Cancel** button when you see the **1/8** under the logo.
2. Use the arrow buttons to highlight **+3 Administrator**, and then press the **OK** button.
3. Use the arrow buttons to highlight **+1 Download**, and then press the **OK** button.

4. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.



NOTE: If the error message **No USB Thumbdrive Files Found** displays on the control panel display, try using a different portable storage device.

5. Use the arrow buttons to highlight **USB Thumbdrive**, and then press the **OK** button.
6. Use the arrow buttons to highlight the .bdl file, and then press the **OK** button.



NOTE: The upgrade process can take 10 minutes or longer to complete.



TIP: If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

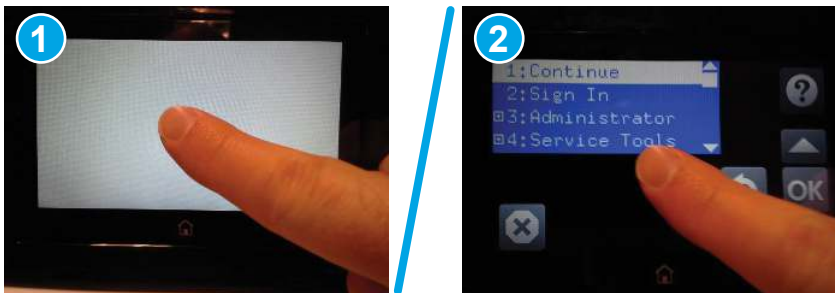
7. When the message **Complete** displays on the control panel display, turn the printer power off, and then on again.
8. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

USB flash drive firmware (Pre-boot menu for Touchscreen)

Learn how to perform a USB flash drive firmware (Pre-boot menu) update from an MFP control panel.

1. Copy the .bdl file to a portable USB flash drive.
2. Touch the middle of the control panel display when you see the **1/8** under the logo.

Figure 3-1 Open the Pre-boot menu



3. Use the arrow buttons to highlight **+3 Administrator**, and then touch the **OK** button.
4. Use the arrow buttons to highlight **+1 Download**, and then touch the **OK** button.
5. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.



NOTE: If the error message **No USB Thumbdrive Files Found** displays on the control panel display, try using a different portable storage device.

6. Use the arrow buttons to highlight **USB Thumbdrive**, and then touch the **OK** button.
7. Use the arrow buttons to highlight the .bdl file, and then touch the **OK** button.



NOTE: The upgrade process can take 10 minutes or longer to complete.



TIP: If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

8. When the message **Complete** displays on the control panel display, touch the down arrow ▼ button several times until the message **Continue** displays.
9. Touch the **OK** button to begin the upgrade. When the upgrade is complete, the printer will initialize to the **Ready** state.
10. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

USB flash drive firmware (control panel menu) (SFP)

Learn how to perform a USB flash drive firmware (control panel menu) update from a SFP control panel (FutureSmart 4 firmware or later).

1. From the **Home** screen on the printer control panel, use the arrow buttons to scroll to **Support Tools**, and then press the **OK** button.
2. Open the following menus:
 - **Maintenance**
 - **USB Firmware Upgrade**
3. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.
4. Use the arrow buttons to scroll to the appropriate .bdl file, and then press the **OK** button.
5. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

USB flash drive firmware (control panel menu) (MFP)

Learn how to perform a USB flash drive firmware (control panel menu) update from a MFP control panel.

1. Copy the .bdl file to a portable USB flash drive.
2. Turn the printer on, and then wait until it reaches the **Ready** state.
3. From the **Home** screen on the printer control panel, scroll to and touch the **Support Tools** button.
4. Open the **Maintenance** menu.
5. Touch the **USB Firmware Upgrade** button.
6. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.
7. Touch the .bdl file, and then touch the **Upgrade** button.

 **TIP:** If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

8. Select one of the following options:

- **Upgrade**



NOTE: The upgrade process can take 10 minutes or longer to complete.

- **Re-install**
- **Downgrade**

9. When the upgrade is complete, the printer will initialize to the **Ready** state.
10. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

Comprehensive list of troubleshooting tools

Learn about the printer troubleshooting tools.

Individual component diagnostics

Learn about printer individual component diagnostics.

Disable cartridge check

Learn about the Disable Cartridge Check troubleshooting diagnostic.

Disable Cartridge Check allows service providers to diagnose issues without engaging cartridges. The product must restart to enable the cartridge check.

Use this diagnostic test to print internal pages or send an external job to the printer when a toner cartridge is removed or exchanged. Supply errors are ignored while the printer is in this mode.

When the printer is in this mode, access the troubleshooting menus and print internal pages (the print quality pages will be the most useful). This test can be used to isolate problems, such as noise, and to isolate print-quality problems that are related to a toner cartridge.



NOTE: Do not remove or exchange the toner cartridge until after beginning the disable cartridge check diagnostic.

1. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - a. [Troubleshooting](#)
 - b. [Diagnostic Tests](#)
 - c. [Disable Cartridge Check](#)
3. Touch **Continue** to disable the cartridge check. Touch **Cancel** to return to the Diagnostics Tests menu.

Paper path test

Learn about the paper path test troubleshooting diagnostic.

This diagnostic test generates one or more test pages. Use these pages to isolate the cause of jams.

To isolate a problem, specify which input tray to use, and specify the number of copies to print. Print multiple copies to help isolate intermittent problems. The following options become available after beginning the diagnostic feature:

- [Print Test Page](#): Run the paper-path test from the default settings: Tray 2, no duplex, and one copy. To specify other settings, scroll down the menu, and select the setting, and then scroll back up and select [Print Test Page](#) to start the test.
- [Source Tray](#): Select Tray 1, Tray 2, or the optional tray.

- **Number of Copies:** Set the numbers of copies to be printed; the choices are 1, 10, 50, 100, or 500.
1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
 2. Open the following menus:
 - [Troubleshooting](#)
 - [Diagnostic Tests](#)
 - [Paper Path Test](#)
 3. Select the paper path test options for the test.

Print/Stop test

Learn about the [Print/Stop Test](#) troubleshooting diagnostic.

Use this diagnostic test to isolate the cause of problems such as image-formation defects and jams within the engine.

During this test, stop the paper anywhere along the printer paper path. The test can be programmed to stop printing internal pages or an external print job when the paper reaches a certain position. The test can also be programmed to stop from 0 to 60,000 ms.

If the timer is set to a value greater than the job-print time, the printer can recover in one of two ways:

Printer recovery (Print/Stop test)

- After the print job is completed, press the [OK](#) button to return to the [Troubleshooting](#) menu before the timer times out.
- After the timer times out, touch the [Stop](#) button. Activate the door switch to restart the engine and return it to a normal state.

Common Print/Stop test timing millisecond (ms) stops

- **600 ms:** The page has passed the registration area and the leading edge is just short of entering the fuser. The image can be seen on the paper but has not fused.

Cause: If the defect is visible then the cause might be the drum, transfer roller, or a roller prior to, or in, the registration area.
- **1200 ms:** The leading edge is about 18mm (0.71 in) into the top output bin. The image has gone through the fuser.

Cause: If the defect was not visible prior to the fuser, and is visible after the fuser, then the fuser it is the likely cause of the print quality defect.

Solution: Inspect the fuser for damage, debris, or labels stuck to the fuser. Replace the fuser. Discuss media specifications and proper care of the fuser with the customer.

Print/Stop Test from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Diagnostic Tests](#), and then press the [OK](#) button.

4. Select [Continue](#) to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to [Print/Stop Test](#), and then press the [OK](#) button.

Print/Stop Test from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - a. [Troubleshooting](#)
 - b. [Diagnostic Tests](#)
 - c. [Print/Stop Test](#)
3. Enter a range, and then touch the [OK](#) button.

Paper path sensors test

Learn about the paper path sensors test troubleshooting diagnostic.

This test displays the status of each paper path sensor and allows viewing of sensor status while printing internal pages.

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - [Troubleshooting](#)
 - [Diagnostic Tests](#)
 - [Paper Path Sensors](#)
3. Touch the [Start](#) button to run the test.

Component tests

Learn about the [Component Test](#) troubleshooting diagnostic.

This test activates individual parts independently to isolate problems.

Each component test can be performed once or repeatedly. If the [Repeat](#) option is enabled, the test cycles the component on and off. This process continues until the test automatically terminates.



NOTE: The cartridge door interlocks must be defeated to run the component tests. A control-panel display prompt appears to indicate removing the toner cartridge during certain tests.

Non-touchscreen printers (Control Pad Buttons): At the printer control panel, use the arrow buttons to navigate through menus or settings and press the OK button to confirm a selection.

Component Tests from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to select [Support Tools](#).
2. Open the following menus:
 - a. [Troubleshooting](#)

- b. [Diagnostic Tests](#)
 - c. [Component Tests](#)
3. Select a component from the list.



NOTE: The displayed components vary by SFP/MFP model and installed accessories.

- [Continuous Scan](#)
 - [Document Feeder Motors](#) (MFP models only)
 - [Flatbed Motor](#) (MFP models only)
 - [Tray Motors](#)
 - [Print Zone Motors](#)
 - [Laser Scanner Motors](#)
 - [Fuser Motors](#)
 - [Duplex Path Motors](#)
 - [Stapler/Stacker Motors](#) (on installed models)
4. Follow the on-screen prompts on the control panel to select a call-out button on the image to see the component name, information, and test options.

To repeat the test, select the Reload/Refresh  icon.

5. Select [Done](#) to return to the [Troubleshooting](#) menu.

Sensors test

Learn about the [Sensors](#) test troubleshooting diagnostic.

Sensors test from a touchscreen control panel

Each [Sensors Test](#) screen shows a graphic of all the sensors which allows you to touch to select them for addition information. This includes, the sensor number, sensor name, sensor state (active or inactive), and the number of times the sensor has been toggled (activated).

Use the screen image to find the location of each sensor in the printer. Each sensor in the printer must be manually activated for testing.



NOTE: If a **Door Open** message appears during testing, touch **Exit** to go back to the sensor test screen.

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - a. [Troubleshooting](#)
 - b. [Diagnostic Tests](#)

Select [Continue](#) to enter **Maintenance mode**.

c. Sensors

3. Select a component from the list.
 - [Document Feeder Sensors](#) (MFP Models only)
 - [Flatbed Sensors](#) (MFP Models only)
 - [Tray Sensors](#) (select the desired tray to test)
 - [Input Path Sensors](#)
 - [Output Path Sensors](#)
 - [Door Sensors](#) (select front or rear door)
4. Use the screen image to locate each sensor in the printer, then manually activate each sensor for testing.
5. Select [Done](#) when finished to return to the [Troubleshooting](#) menu.

Diagrams: Block diagrams

View block diagrams for the printer.

Sensors and switches

View printer and paper feeder sensors and switches diagrams.

Sensors and switches (base printer)

Figure 3-2 Sensors and switches (base printer)

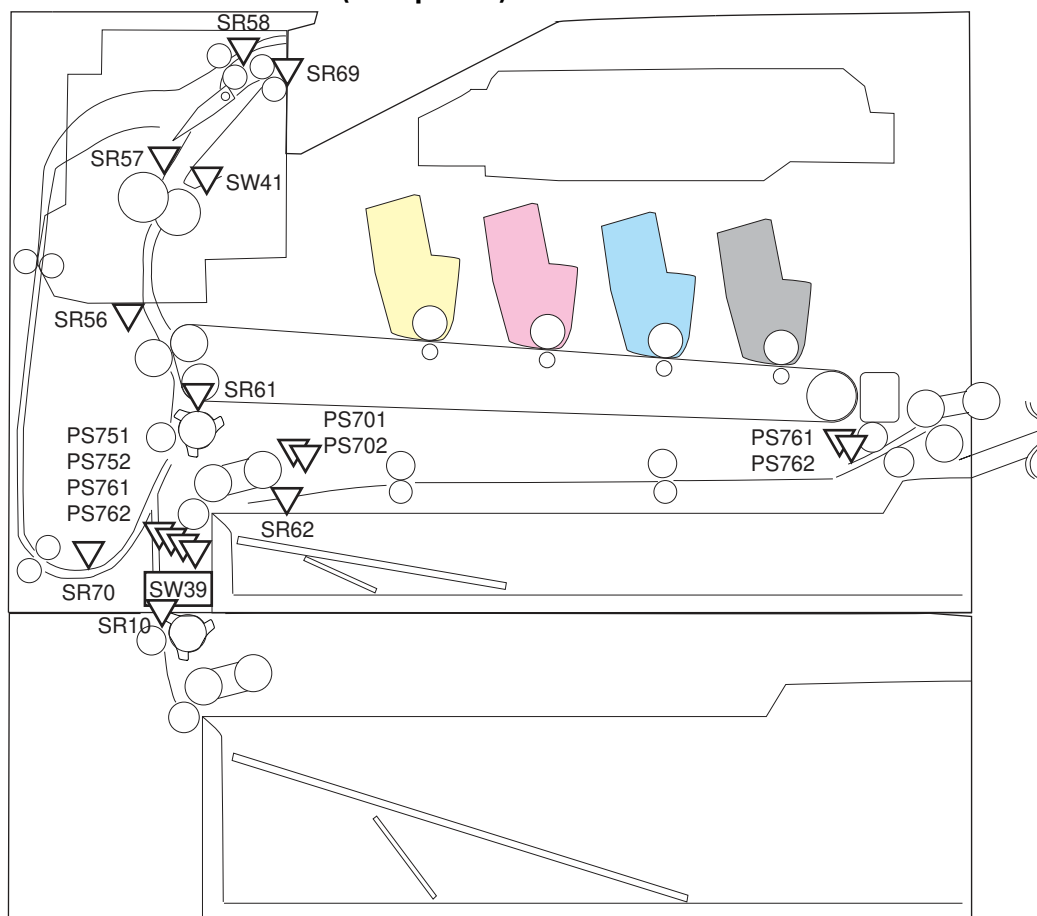


Table 3-3 Sensors and switches: Reference table (base printer)

Abbreviation	Component name	Abbreviation	Component name
SR10	Tray 3 feed sensor NOTE: 550-sheet paper feeder only.	PS702	Tray 2 media surface sensor
SR56	Fuser loop sensor	PS751	Tray 2 media width sensor 1
SR57	Fuser output sensor	PS752	Tray 2 media width sensor 2
SR58	Duplex switchback sensor	PS761	Tray 2 media width sensor 3
SR61	Registration sensor	PS761	Tray 1 registration sensor
SR62	Tray 2 media surface sensor	PS762	Tray 2 media width sensor 4
SR69	Output bin media-full sensor	PS762	Tray 1 feed sensor
SR70	Duplex feed sensor	SW39	Tray 2 detection switch
PS701	Tray 2 lifting plate position sensor	SW41	Fuser pressure release detection switch

Sensors and switches (550-sheet paper feeder)

Figure 3-3 Sensors and switches (550-sheet paper feeder)

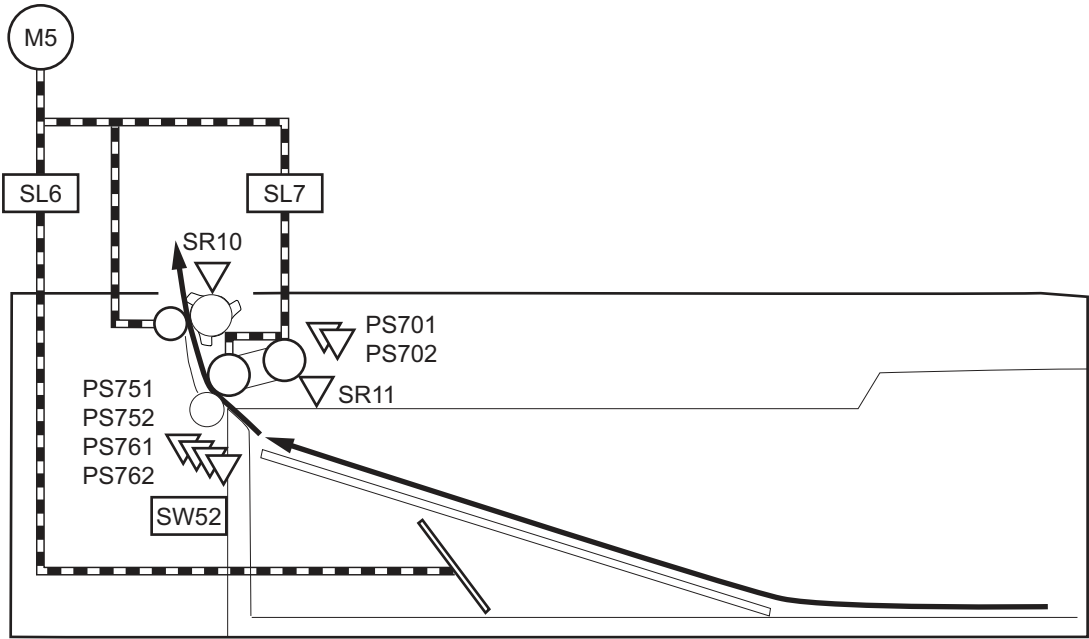


Table 3-4 Sensors and switches for 550-sheet Optional paper feeder (OPF)

Abbreviation	Component name
	Optional Paper Feeder (OPF)
SR10	OPF feed sensor
SR11	OPF pick roller position sensor
PS701	OPF media surface sensor
PS702	OPF media out sensor
PS751	OPF media width sensor 1
PS752	OPF media width sensor 2
PS761	OPF media width sensor 3
PS762	OPF media width sensor 4
SW52	OPF detection switch

Cross section diagrams

View printer and paper feeder cross section diagrams.

Cross-sectional view of the printer

Figure 3-4 Cross-sectional view of the printer (SFP)

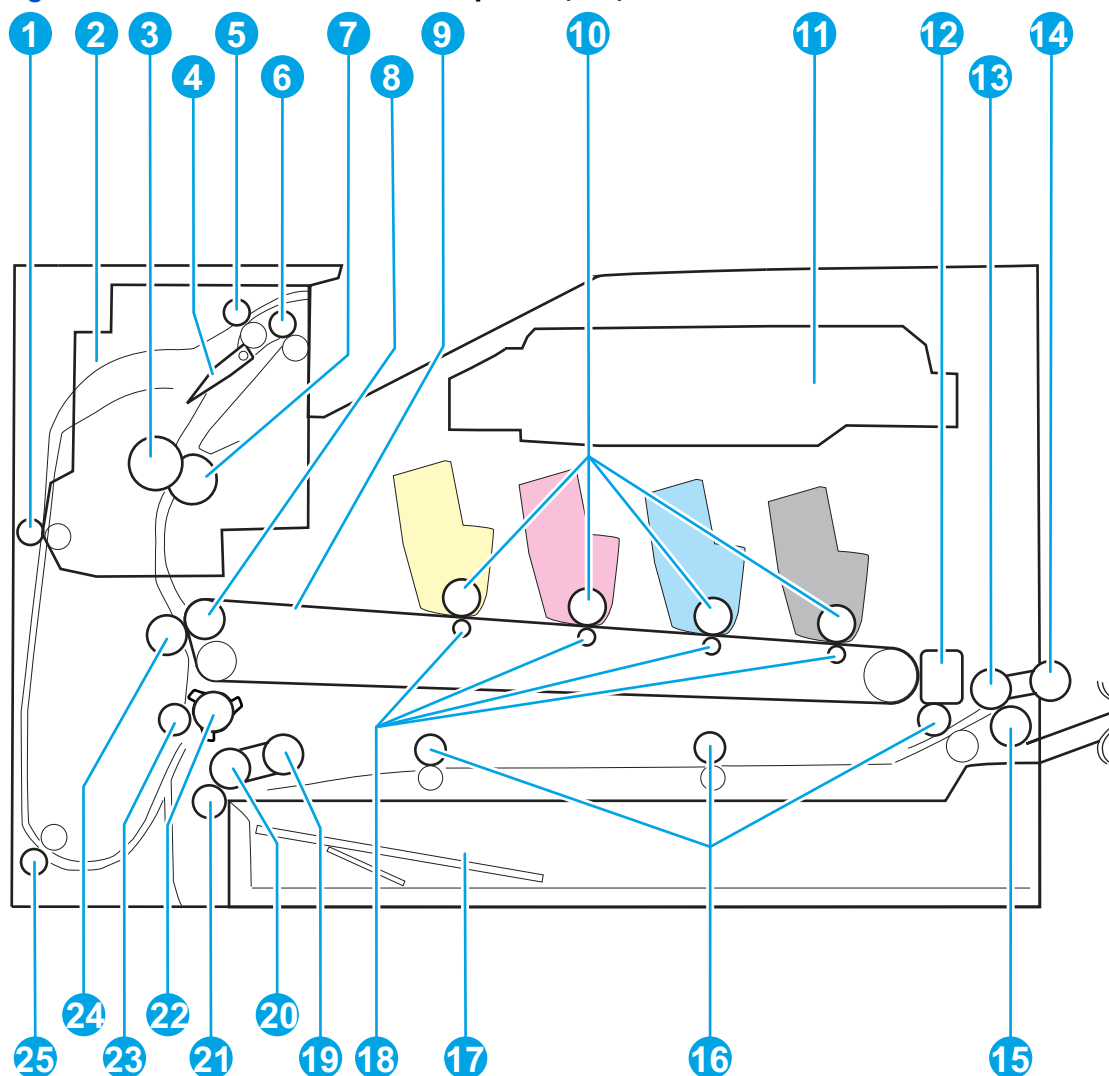


Table 3-5 Cross-sectional view of SFP: Reference table

Callout label	Description	Callout label	Description
1	Duplex feed roller	14	Tray 1 pickup roller
2	Fuser	15	Tray 1 separation roller
3	Pressure roller	16	MP feed roller
4	Duplex flapper	17	Tray 2
5	Duplex switchback roller	18	T1 roller
6	Output roller	19	Tray 2 pickup roller
7	Fuser film assembly	20	Tray 2 feed roller
8	ITB drive roller	21	Tray 2 separation roller
9	ITB	22	Registration shutter

Table 3-5 Cross-sectional view of SFP: Reference table (continued)

Callout label	Description	Callout label	Description
10	Photosensitive drum	23	Registration roller
11	Laser scanner assembly	24	T2 roller
12	Registration density sensor	25	Duplex re-pickup roller
13	Tray 1 feed roller		

Figure 3-5 Cross-sectional view of the printer (MFP)

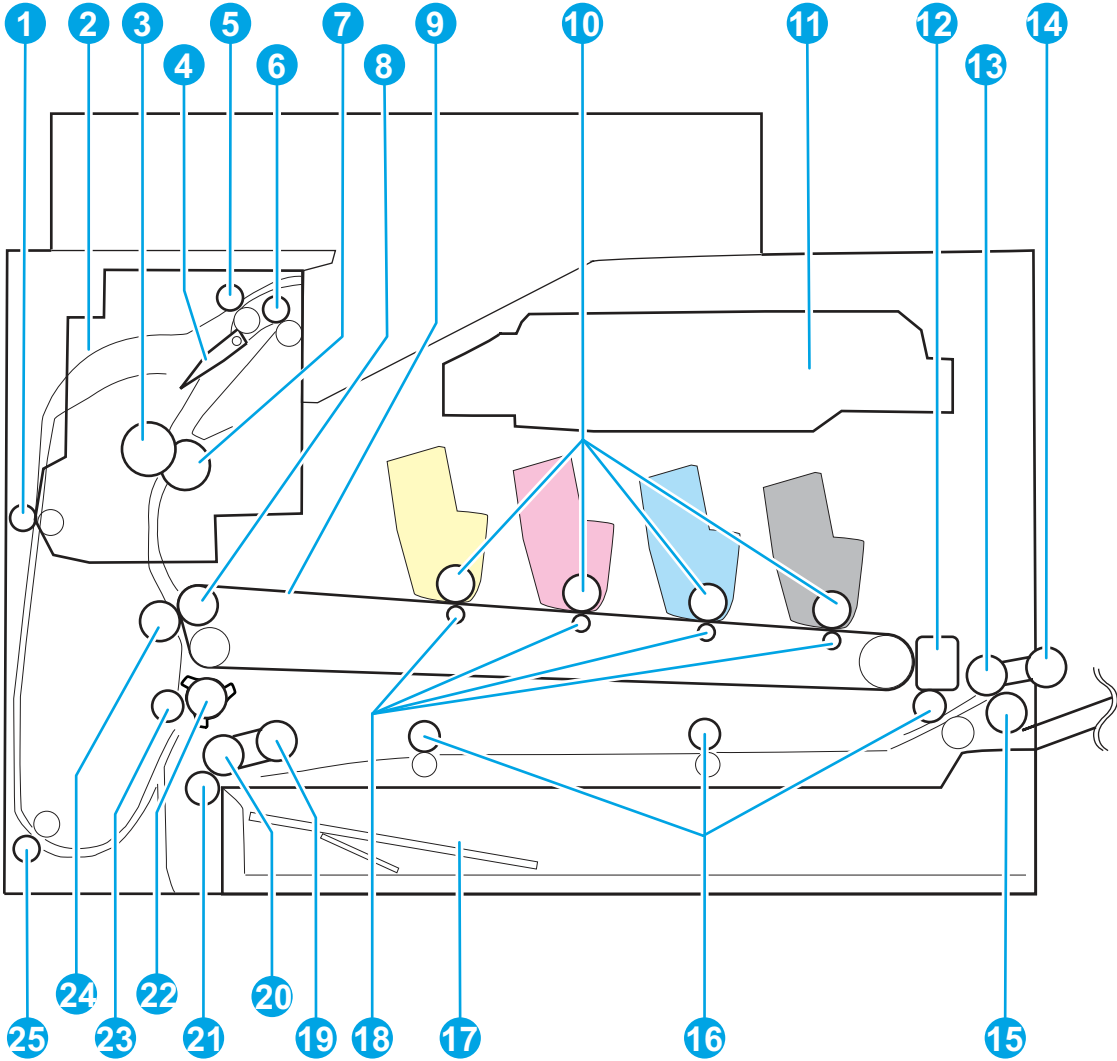


Table 3-6 Cross-sectional view of MFP: Reference table

Callout label	Description	Callout label	Description
1	Duplex feed roller	14	Tray 1 pickup roller
2	Fuser	15	Tray 1 separation roller
3	Pressure roller	16	MP feed roller

Table 3-6 Cross-sectional view of MFP: Reference table (continued)

Callout label	Description	Callout label	Description
4	Duplex flapper	17	Tray 2
5	Duplex switchback roller	18	T1 roller
6	Output roller	19	Tray 2 pickup roller
7	Fuser film assembly	20	Tray 2 feed roller
8	ITB drive roller	21	Tray 2 separation roller
9	ITB	22	Registration shutter
10	Photosensitive drum	23	Registration roller
11	Laser scanner assembly	24	T2 roller
12	Registration density sensor	25	Duplex re-pickup roller
13	Tray 1 feed roller		

Cross-sectional view of the 550-sheet paper feeder

Figure 3-6 Cross-sectional view of the 550-sheet paper feeder

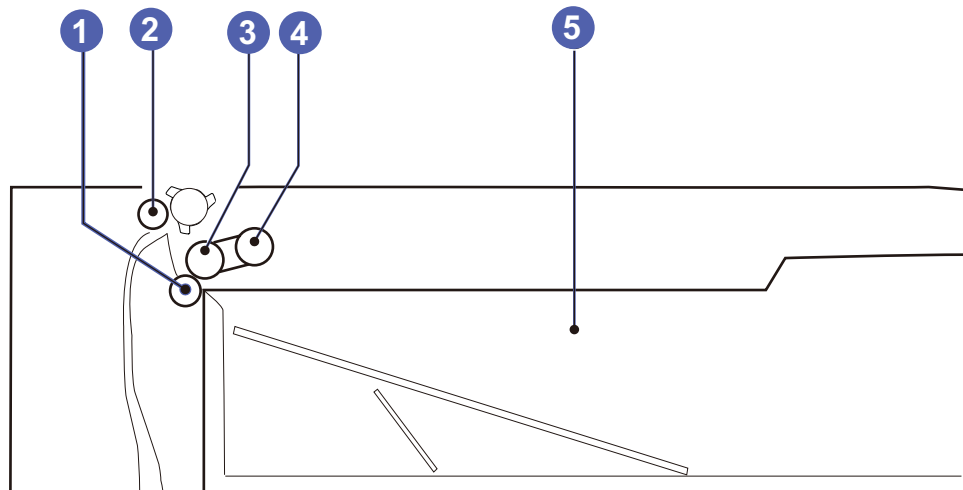


Table 3-7 Cross-sectional view of OPF (Tray 3): Reference table

Callout label	Description
1	OPF separation roller
2	Feed roller
3	OPF feed roller
4	OPF pickup roller
5	OPF cassette (Tray 3)

Printed circuit board (PCB) connector locations

View printed circuit board (PCB) diagrams.

Engine controller PCB connections

CAUTION: There is an environmental sensor (callout 1) mounted on the engine controller PCB. **Do not** apply pressure to this sensor to avoid damaging it.

NOTE: Humidity sensor (SR1671) and temperature sensors (TH1671, TH1672) are mounted directly on the ECU assembly.

Figure 3-7 Engine controller PCB connections

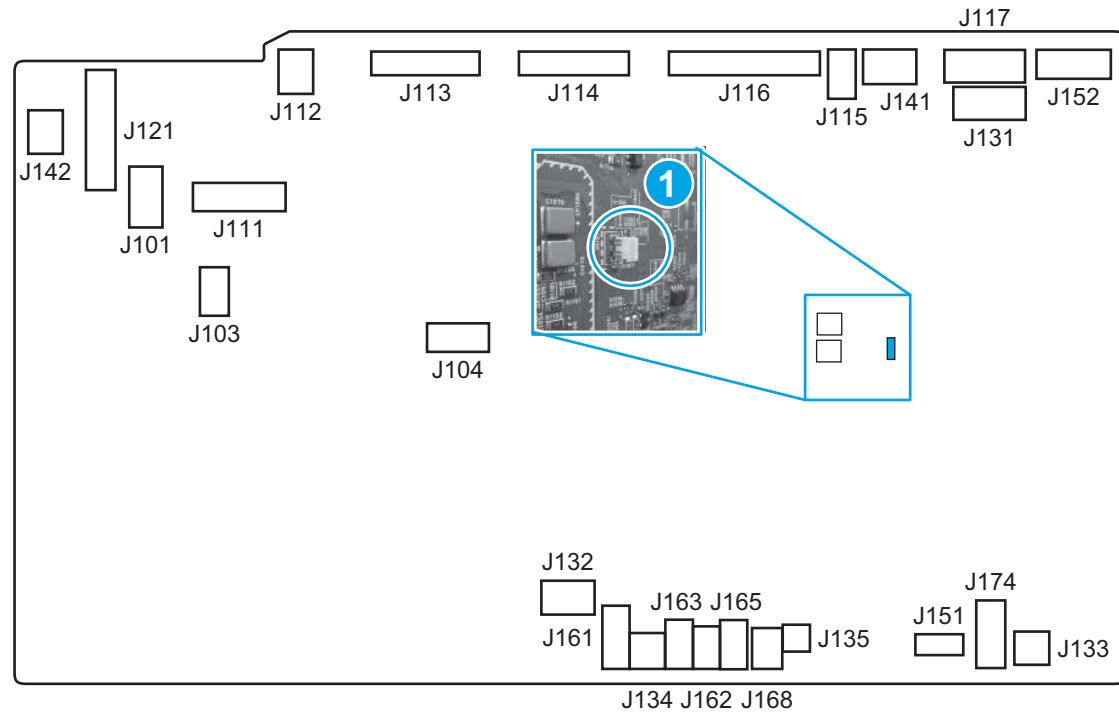


Table 3-8 Engine controller PCB connections: Reference table

Connector number (J#)	Part	Connector number (J#)	Part
J101	Not used	J133	Tray 1 pickup solenoid (SL4)
J103	Not used	J134	Tray 2 pickup solenoid (SL3)
J104	Not used	J135	Duplex re-pickup clutch (CL1)
J111	Formatter	J141	Cartridge door switch (SW40)
J112	Formatter	J142	Rear door switch (SW 42)
J113	Laser PCB	J151	Registration density sensor
J114	Laser PCB	J152	E-labels (4)
J115	Scanner motor (M4)	J161	Sensor PCB (SR61/62)
J116	Fuser motor (M2) PCB	J162	Tray 2 detection switch (SW39)
J117	Fuser motor (M2) PCB	J163	Media width sensor PCB2 (SR752)
J121	Fuser PCA	J165	Media width sensor PCA1 (SR751)

Table 3-8 Engine controller PCB connections: Reference table (continued)

Connector number (J#)	Part	Connector number (J#)	Part
J131	Drum motor (M1)	J168	Duplex feed sensor (SR70)
J132	Feed motor (M3)	J174	Paper feeder

Formatter PCB connections

Figure 3-8 Formatter PCB connections (SFP)

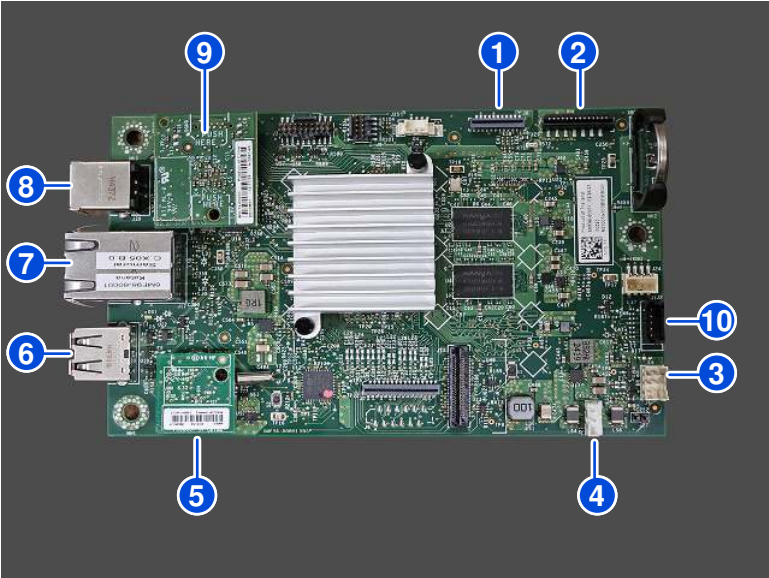


Table 3-9 Formatter PCB connections (SFP): Reference table

Callout label	Description	Callout label	Description
1	Control panel	6	Host USB (job storage and private printing)
2	Wi-Fi	7	LAN
3	Walkup USB 2.0	8	Rear USB 2.0 (direct connect via USB cable)
4	Power	9	eMMC
5	TPM	10	IOD

Figure 3-9 Formatter PCB connections (MFP)

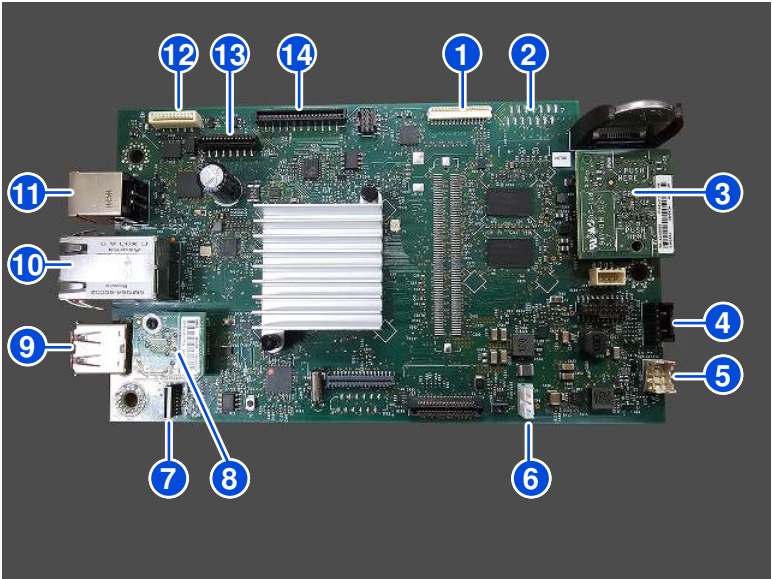


Table 3-10 Formatter PCB connections (MFP): Reference table

Callout label	Description	Callout label	Description
1	Control panel	8	TPM
2	Wi-Fi	9	Host USB (job storage and private printing)
3	eMMC	10	LAN
4	IOD	11	Rear USB 2.0 (direct connect via USB cable)
5	Walkup USB 2.0	12	ADF motors and sensors
6	Power	13	ADF Scan
7	Fax	14	Flatbed Scan

550-sheet paper feeder driver PCB connectors

Figure 3-10 550-sheet paper feeder driver PCB connectors

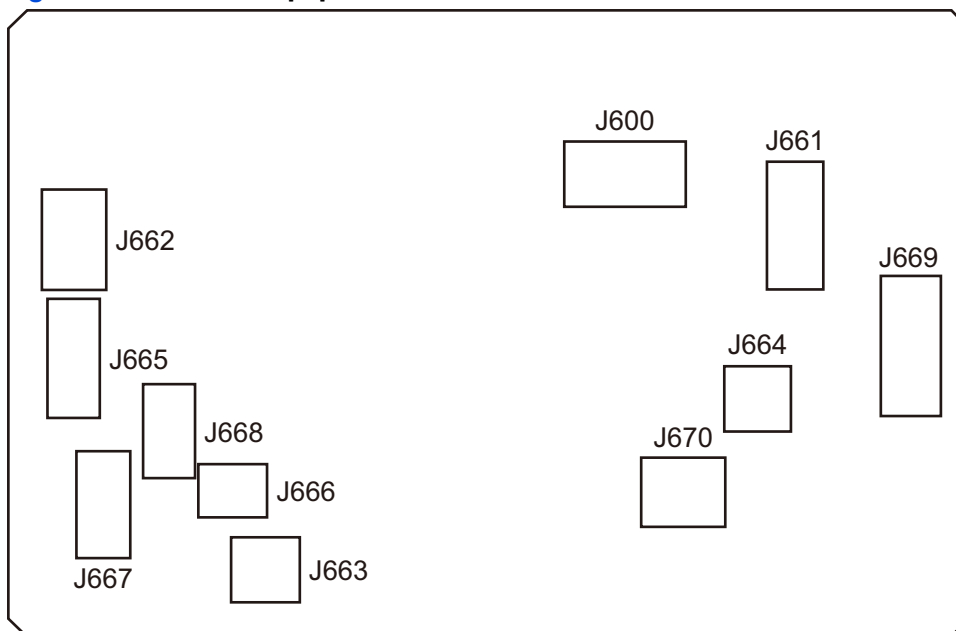


Table 3-11 Connector locations for PF controller PCB: Reference table

Connector number (J#)	Part	Connector number (J#)	Part
J600	Not used	J666	Tray 3/OPF detection switch (SW52)
J661	Printer	J667	Tray 3/OPF media width sensor PCB 1 ((PS751, PS752))
J662	Tray 3/OPF feed motor (M5)	J668	Tray 3/OPF media width sensor PCB 2 (PS761, PS762)
J663	Tray 3/OPF lifter solenoid (SL6)	J669	Paper Feeder
J664	Tray 3/OPF pickup solenoid (SL7)	J670	Tray 3/OPF door switch
J665	Tray 3/OPF sensor PCB		

Diagrams: External panel, doors, and cover

View the external panel, doors, and covers diagrams of the printer.

SFP: Location of external doors and covers

Figure 3-11 External doors and covers (4701, X45135)

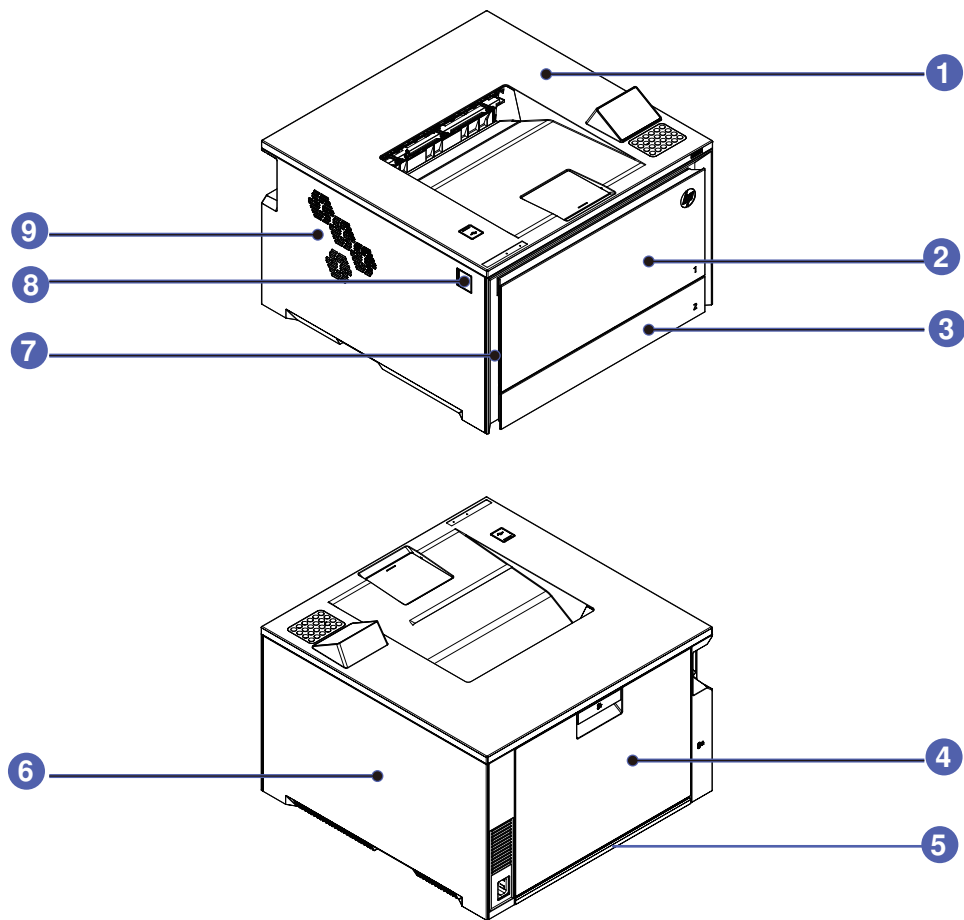


Table 3-12 SFP External doors and covers: Reference table

Callout label	Description
1	Top cover assembly
2	Front door assembly/Right door assembly
3	Cassette right rear cover
4	Rear door assembly
5	Duplex lower cover
6	Right cover assembly
7	Front cover assembly
8	Front door button
9	Left cover

MFP: Location of external doors and covers

Figure 3-12 External doors and covers (MFP 4801, X47635)

550-sheet paper feeder: Location of external doors and covers:

Figure 3-13 External doors and covers (550-sheet paper feeder)

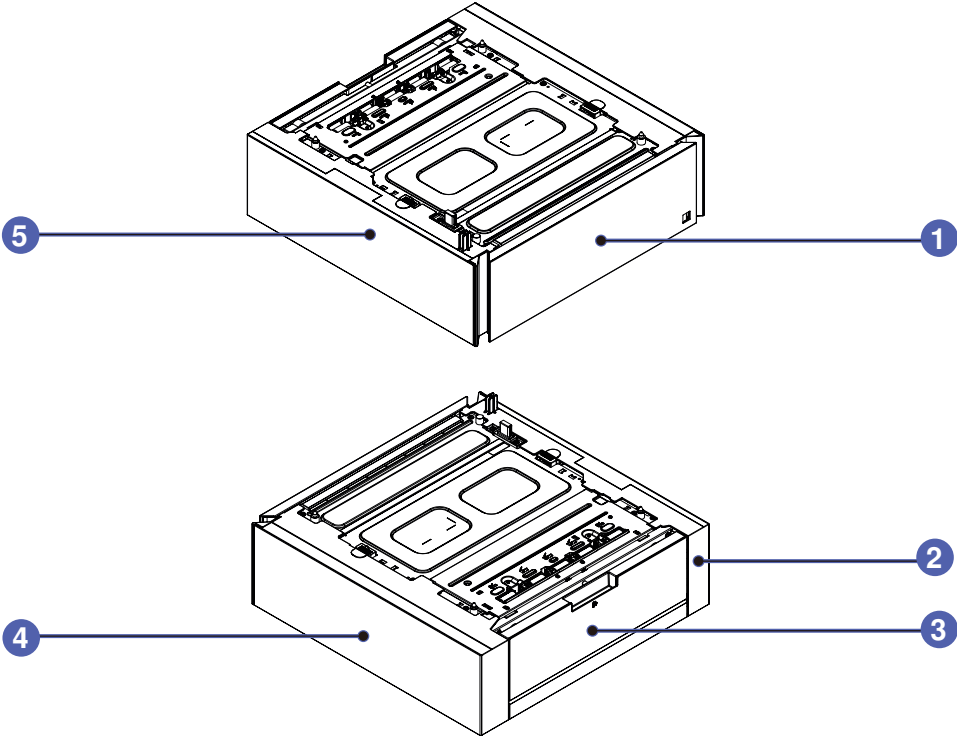


Table 3-13 550-sheet paper feeder External doors and covers: Reference table

Callout label	Description
1	Cassette
2	Rear cover
3	Rear door
4	Right cover
5	Left cover

Diagrams: Locations of major assemblies

View printer major component locations diagrams.

Main assemblies (base printer)

Figure 3-14 Main assemblies (base printer; 1 of 2)

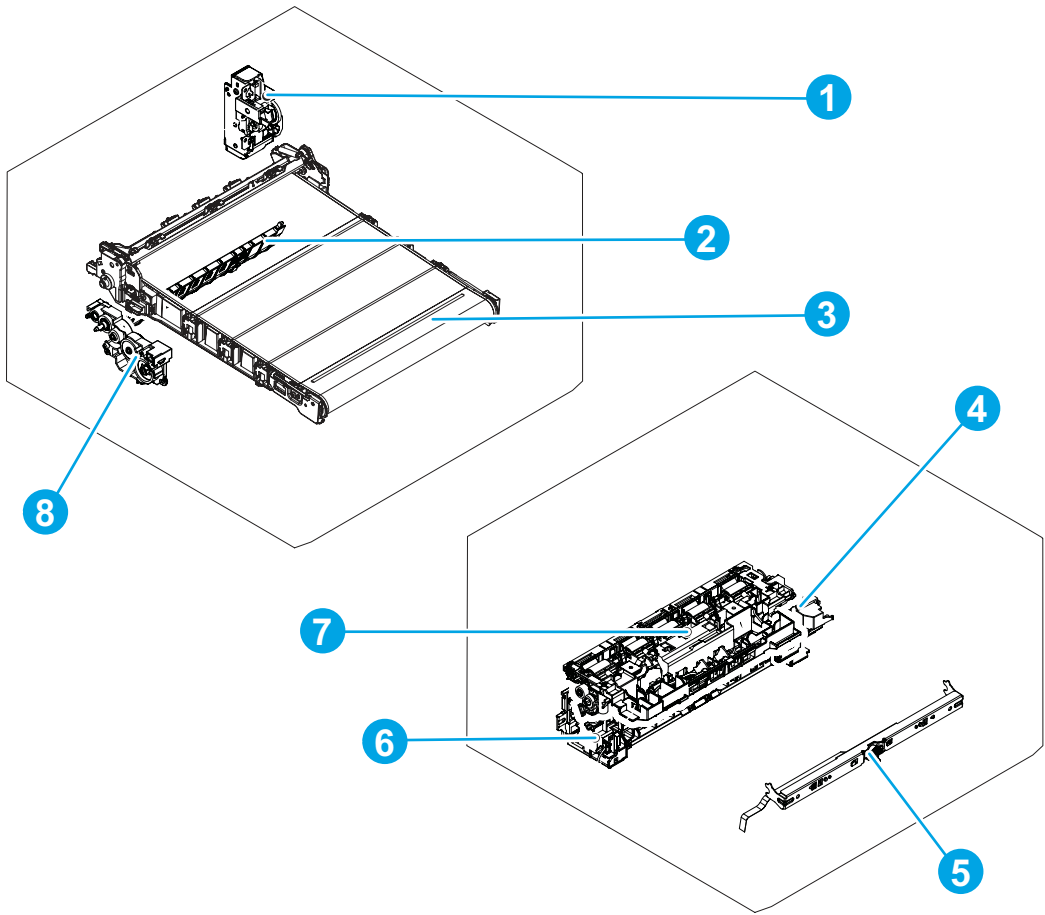


Table 3-14 Main assemblies (base printer; 1 of 2): Reference table

Callout label	Description	Callout label	Description
1	Duplex drive assembly	5	Registration density sensor assembly
2	Duplex upper guide assembly	6	Feed lower guide assembly
3	ITB assembly	7	Feed upper guide assembly
4	Lifter drive assembly	8	Pickup drive assembly

Figure 3-15 Main assemblies (base printer; 2 of 2)

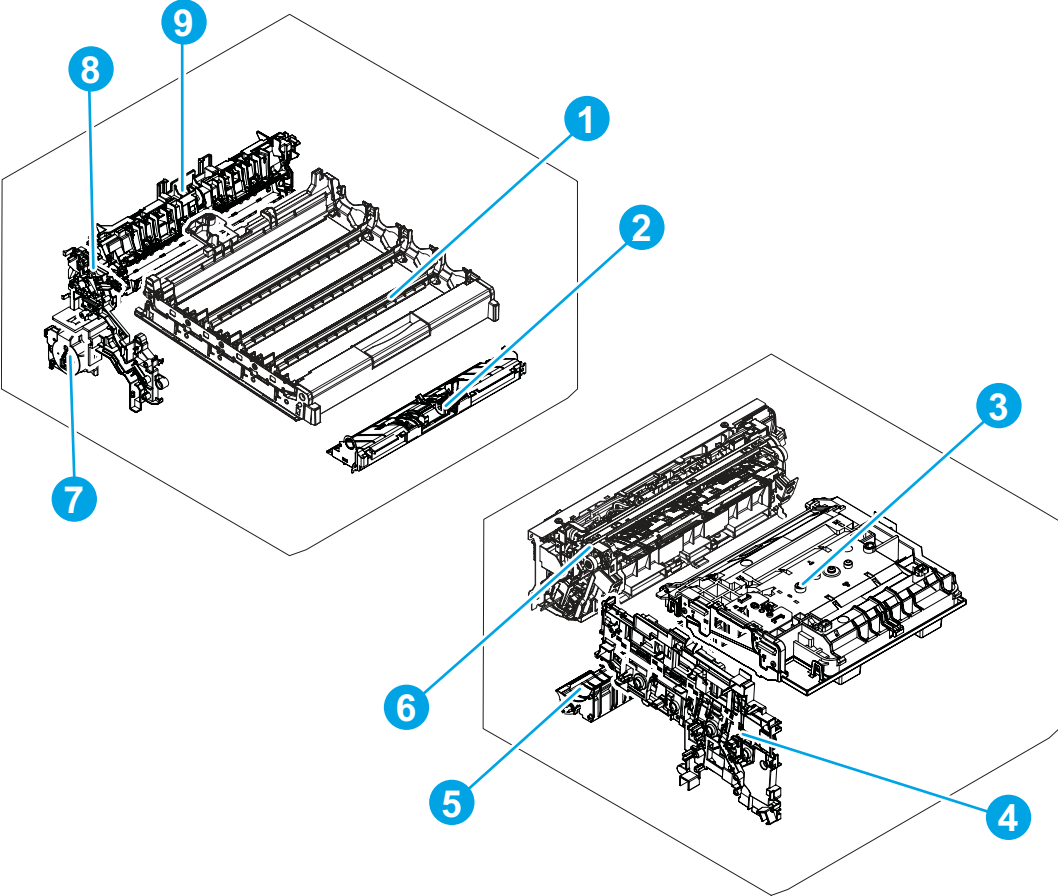


Table 3-15 Main assemblies (base printer; 2 of 2): Reference table

Callout label	Description	Callout label	Description
1	Cartridge tray assembly	6	Fuser
2	MP lower guide assembly	7	Duplex re-pickup clutch assembly
3	Laser scanner assembly	8	Interlock holder assembly
4	PCB holder assembly	9	T2 assembly
5	Duplex guide assembly		

Rollers and pads (base printer)

Figure 3-16 Rollers and pads (base printer)

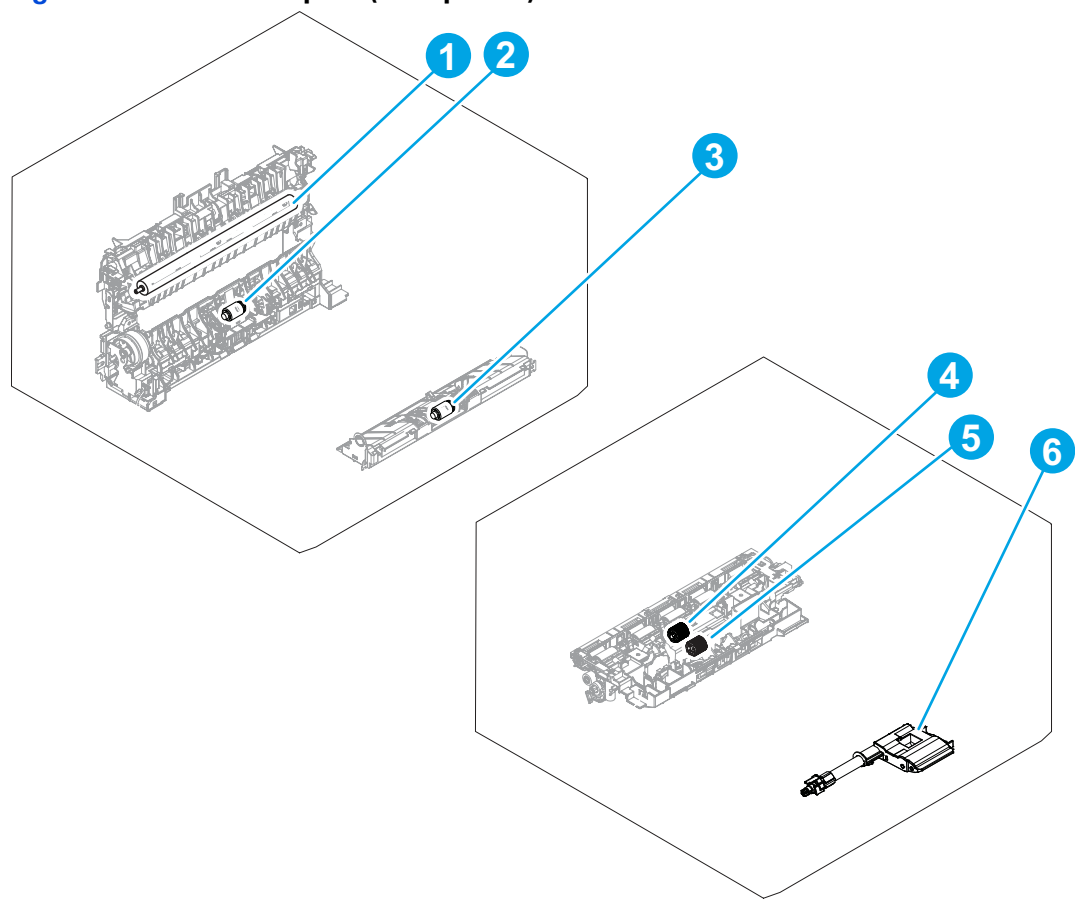


Table 3-16 Rollers and pads (base printer): Reference table

Callout label	Description	Callout label	Description
1	T2 roller	4	Tray 2 feed roller
2	Tray 2 separation roller	5	Tray 2 pickup roller
3	Tray 1 separation roller	6	Tray 1 pickup roller assembly

Motors and fans (base printer)

Figure 3-17 Motors (base printer)

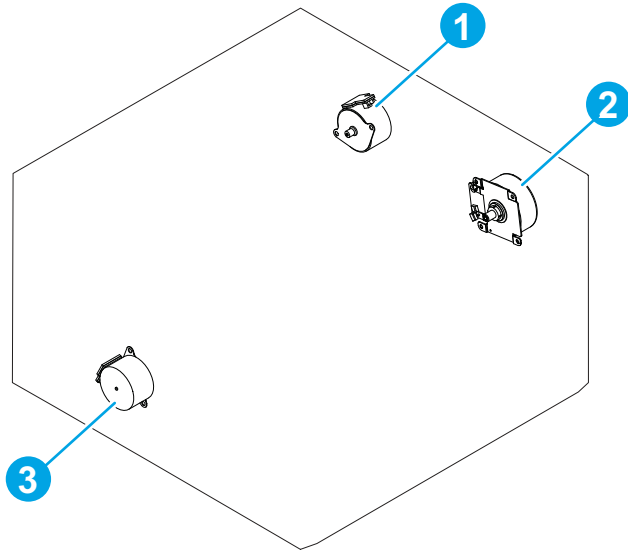


Table 3-17 Motors (base printer): Reference table

Callout label	Description
1	Fuser motor (M2)
2	Drum motor (M1)
3	Feed motor (M3)

Figure 3-18 Fans (base printer)

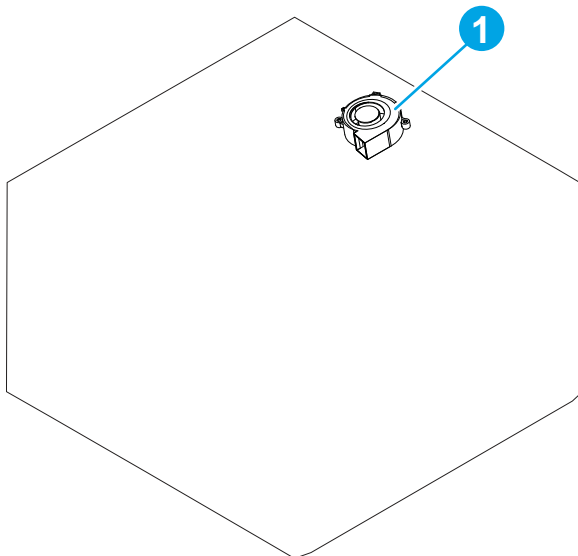


Table 3-18 Fans (base printer): Reference table

Callout label	Description
1	Cartridge fan (FM1)

Printed circuit boards (PCBs; base printer)

Figure 3-19 PCBs (base printer)

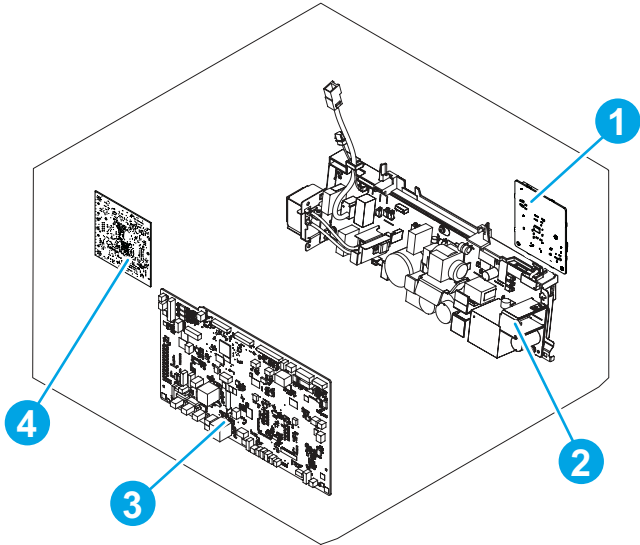


Table 3-19 PCBs (base printer): Reference table

Callout label	Description
1	Fuser motor PCB
2	Low-voltage power supply (LVPS)
3	Engine controller PCB
4	Formatter PCB

Major assemblies (550-sheet paper feeder)

Figure 3-20 Major assemblies (550-sheet paper feeder; 1 of 2)

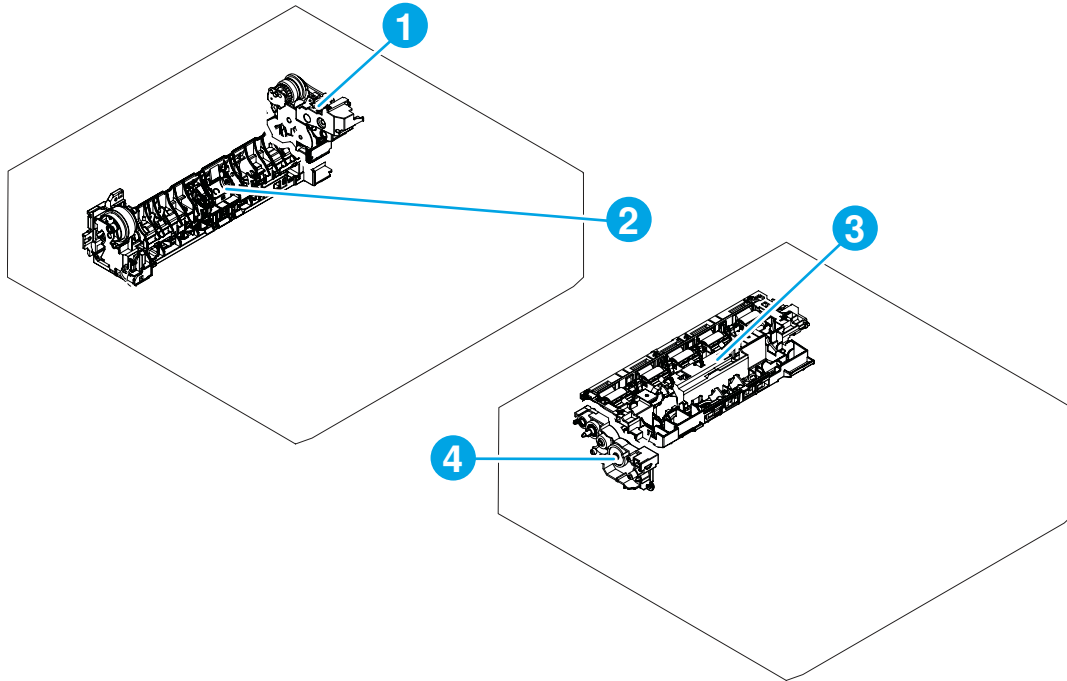


Table 3-20 Major assemblies (550-sheet paper feeder; 1 of 2): Reference table

Callout label	Description
1	Lifter drive assembly
2	Feed lower guide assembly
3	Feed upper guide assembly
4	Pickup drive assembly

Figure 3-21 Major assemblies (550-sheet paper feeder; 2 of 2)

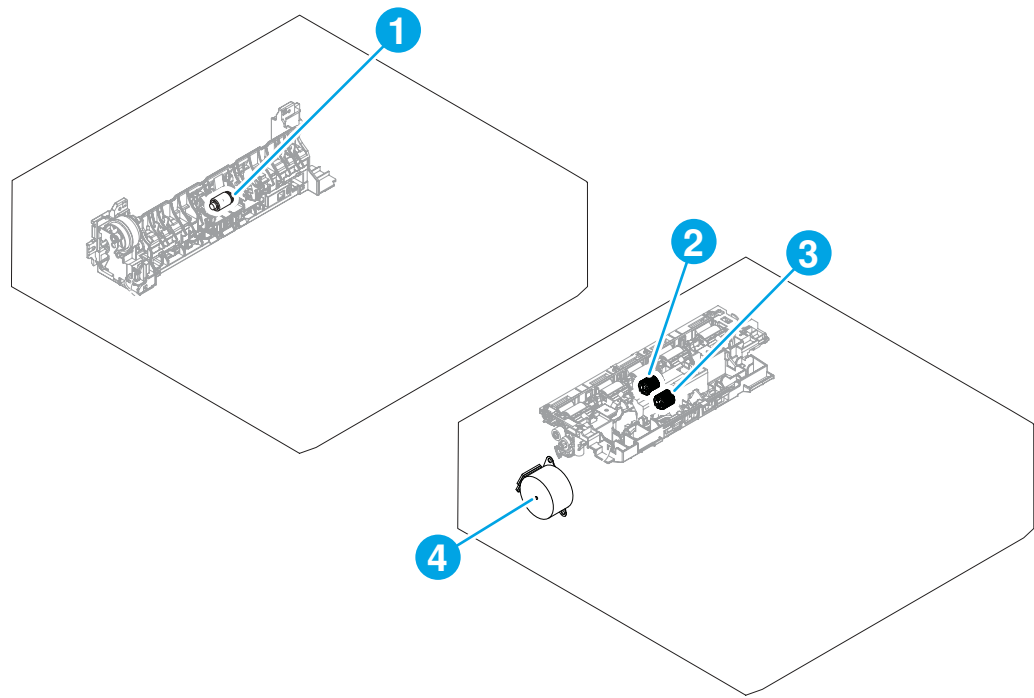


Table 3-21 Major assemblies (550-sheet paper feeder; 2 of 2): Reference table

Callout label	Description
1	Separation roller
2	Feed roller
3	Pickup roller
4	Tray 3 feed motor

Printed circuit boards (PCBs; 550-sheet paper feeder)

Figure 3-22 PCBs (550-sheet paper feeder)

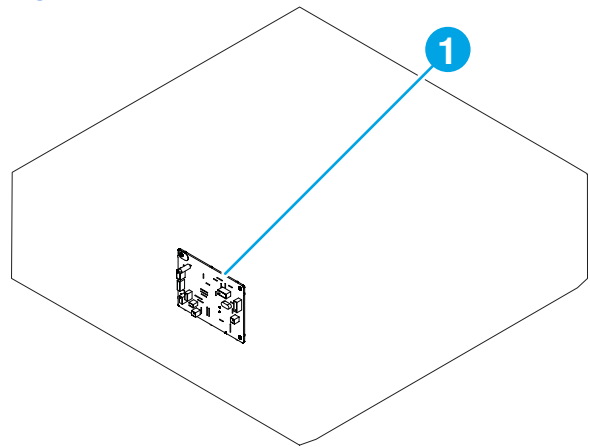


Table 3-22 PCBs (550-sheet paper feeder): Reference table

Callout label	Description
1	PF controller PCB

Internal test and information pages

Learn about printer test and information pages.

Configuration page

Print and find printer information on configuration and HP embedded Jetdirect information pages.



NOTE: Depending on the model, up to six pages print when printing a configuration page.

- Configuration Page
- Wireless HP Jetdirect (2 pages)
- Embedded HP Jetdirect
- Fax Accessory Page (2 pages)

Print the configuration page from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Reports](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Configuration/Status Pages](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Configuration Page](#), and then press the [OK](#) button.
4. Use the arrow buttons to scroll to the print icon . Press the [OK](#) button to print the pages.

Print the configuration page from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Reports](#) button.
2. Open the following menus:
 - [Configuration/Status pages](#)
3. Touch [Configuration Page](#) to select it.
4. Touch the print icon  to print the pages.

Figure 3-23 Configuration page

Configuration Page

HP LaserJet M404

Page 1

1

Device Information

Product Name: HP LaserJet M505
Device Name: HP LaserJet M505
Model Number: CXXXXA
CC Controller Version: 1.102
Device Serial Number: XXXXXXXXXX
Formatter Number: XXXXXXXXXX
Firmware Bundle Version: 3.0.1
Firmware Revision: 255/300 482546
Firmware Datecode: 20140617
HP FutureSmart Level: HP FutureSmart 3
HP revision: Not Installed
Service ID: 00000
Maintenance Kit Interval: 225000
Pages Since Last Maintenance: 0
PS job's Time-out: 300 seconds
Engine Cycles*: 7
*Not weighted for billing

2

Installed Personalities and Options

PCL: 20110402
PCLXL: 20110402
POSTSCRIPT: 20110402
PDF: 20130901
AirPrint: 20140201
Internal Disk: Hard Disk: Enabled
Serial Number: DC160322
Model: Toshiba DG40C
Capacity: 3275 MB
Hard Disk Encryption Status: Disk cannot be encrypted
HP Printer Trusted Platform Module: Enabled
Firmware: 01.02.149.32
EJC Firmware: C4E9140436/33210A0F476798139F0C54E335A9
Ssk Thumbprint: 78D9140436783210A0F476798139F0C54E33A4F9
Embedded HP JetDirect JALC: NP245593
Wireless HP JetDirect J8032E: 0.0.0.0

3

HP Web Services

HP Web Services: Disabled
ePrint: Disabled

4

Memory

Total RAM: 512 MB

5

Event Log

Number of Entries in Use: 17
Three Most Recent Entries:

Number	Cycles	Event
17	7	13.09.40
16	7	33.02.02
15	7	33.02.02

6

Security

Hard Disk Encryption Status:
Internal Disk: Disk cannot be encrypted
Job Data Encryption Status: Encrypted (AES-128)
Job Data Persistence: [Volatile]
File Erase Mode: Non-Secure Fast Erase (No overwrite)
Control Panel Password: Disabled
Support Key: RoSPA 7PM6-8EX6
Host USB plug and play: Enabled
Device USB: Enabled

7

Paper Trays and Options

Default Paper Size: Letter
Tray 1 Size: Any Size
Tray 1 Type: Any Type
Tray 2 Size: Letter
Tray 2 Type: Plain
1. Output bin 1, 500 Sheets, Standard bin (correct order)
2. Output bin 2, 100 Sheets, Rear bin (straightest path)

Sep13/2019 6:56:00 AM



English (United States)

Item	Description	Item	Description
1	Device information	5	Event log
2	Installed personalities and options	6	Security
3	HP Web services	7	Paper trays and options
4	Memory		

Wireless page

The wireless page contains the following information:



NOTE: Wireless models only.

Always make sure the status line under the general information line indicates *I/O Card Ready*.

Figure 3-24 Wireless page (1 of 2)

Wireless HP Jetdirect
HP LaserJet Flow MFP M633
Page 1

1 ----- General Information -----

Status: I/O Card Ready

Model Number: J8032W

Hardware Address: 441CA8381BE6

Firmware Version: J5124900357

Data Rate Detected: 54 Mb/s

Link Config: 802.11

Manufacturing ID: 5107510700****-W

Date Manufactured: 02/2011

WS Registration: Not Registered

WS Status: Out-of-Order

ePrint: Not Applicable

Google Cloud Print: Not Applicable

GCP Name: HP LaserJet Flow MFP M633 (A36C)

----- 802.11 Wireless -----

Status: Disabled

2 ----- Security Settings -----

IPSec: Disabled

Secure Web: HTTPS Required

Cert Expires: 2022-01-12 12:14 UTC

SNMP Versions: 1,2

SNMP Set Only Name: Not Specified

SNMP Get Only Name: Not Specified/Default

Access List: Not Specified

Admin Password: Not Specified

Announcement Agent: Failed

FIPS: Disabled

3 ----- Network Statistics -----

Total Packets Received: 0

Unicast Packets Received: 0

Bad Packets Received: 0

Total Packets Transmitted: 0

Framing Errors Received: 0

Unsendable Packets: 0

Transmit Collisions: 0

Transmit Late Collisions: 0

4 ----- TCP/IP -----

IPv4: Enabled

IPv6: Enabled

Host Name: NP1381BE6

IPv4 Domain Name: Not Specified

IPv6 Domain Name: Not Specified

Primary DNS Server: Not Specified

Secondary DNS Server: Not Specified

DNS (IPv6): Not Specified

Not Specified

WINS Server: Not Specified

TCP Idle Timeout: 270 sec

5 ----- IPv4 -----

Status: Initializing

IP Address: 0.0.0.0

Subnet Mask: 0.0.0.0

Default Gateway: 0.0.0.0

Config By: Not Configured

BOOTP/DHCP Server: 0.0.0.0

TFTP Server: 0.0.0.0

Bonjour Service Name: HP LaserJet Flow MFP M633 [381BE6]

6 ----- IPv6 -----

Status: Ready

Link-Local: Not Configured

Stateless: Not Configured

DHCPv6: Not Configured

Manual: Not Configured

01/18/2017 19:54:08
English (United States)

Item	Description
1	General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date.
2	Security Settings information.
3	Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions.
4	TCP/IP information, including the IP address.
5	IPv4 information.
6	IPv6 information.

Figure 3-25 Wireless page (2 of 2)

Wireless HP Jetdirect
HP LaserJet Flow MFP M633
Page 1

1 ----- General Information -----

Status: I/O Card Ready

Model Number: J8032W

Hardware Address: 441CA83818E7

Firmware Version: J5124600357

Network Connection Type: Wireless Direct

Link Config: 802.11

Manufacturing ID: 5107510700****-W

Date Manufactured: 02/2011

Google Cloud Print: Not Registered

GCP Name: HP LaserJet Flow MFP M633 [A30E]

4 ----- Security Settings -----

IPsec: Not Applicable

Secure Web: HTTPS Required

Cert Expires: 2022-01-12 12:14 UTC

SNMP Versions: 1;2

SNMP Set Only Name: Not Specified

SNMP Get Only Name: Not Specified/Default

Access List: Not Specified

Admin Password: Not Specified

Announcement Agent: Not Applicable

FIPS: Disabled

2 ----- Wireless Direct -----

Status: Disabled

5 ----- Network Statistics -----

Total Packets Received: 0

Unicast Packets Received: 0

Bad Packets Received: 0

Total Packets Transmitted: 0

3 ----- Connected Clients -----

MAC Address: IP Address

6 ----- TCP/IP -----

IPv4: Enabled

IPv6: Enabled

Host Name: NP13818E7

TCP Idle Timeout: 270 sec

7 ----- IPv4 -----

Status: Initializing

Bonjour Service Name: HP LaserJet Flow MFP M633 [3818E7]

8 ----- IPv6 -----

Status: Ready

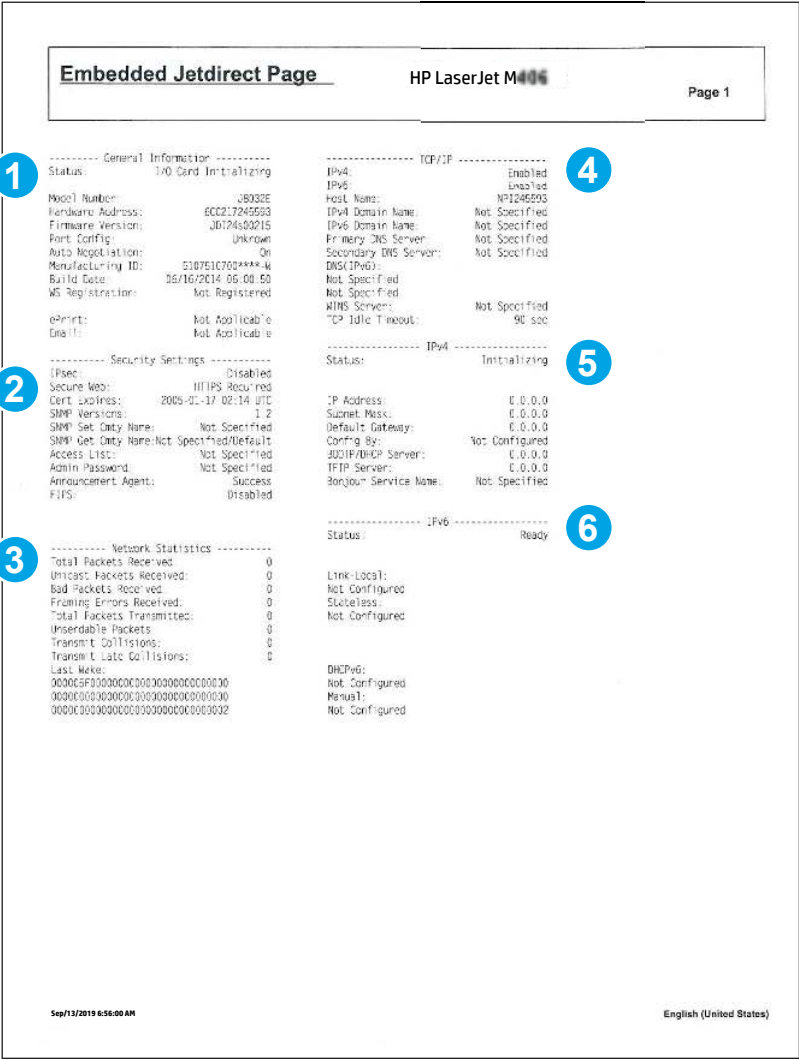
01/15/2017 19:54:08
English (United States)

Item	Description
1	General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date.
2	Wireless Direct indicates the wireless function status.
3	Connected Clients indicates the MAC or IP address of connected clients.
4	Security Settings information.
5	Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions.
6	TCP/IP information, including the IP address.
7	IPv4 information.
8	IPv6 information.

HP embedded Jetdirect page

The HP embedded Jetdirect page contains the following information:

Figure 3-26 HP embedded Jetdirect page



Item	Description
1	General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date.
2	Security Settings information
3	Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions.
4	TCP/IP information, including the IP address
5	IPv4 information
6	IPv6 information

Fax accessory page

The fax accessory page contains the following information:

Figure 3-27 Fax accessory page (1 of 2)

Fax Accessory Page

HP LaserJet Flow MFP M633

Page 1

1

Hardware Information

Product: LSI CFAX34 Ver11.1 (Jun 11 2014) +V34Fax+Class 2.0 EDW+Phone V

Modem Firmware Version: Ver11.1

Modem Status: Operational/Enabled

2

Fax Information

Fax Job Count: 0

3

Fax Setup Settings

Country/Region: None

Current Date: Jan/15/2017

Current Time: 07:54 PM

Phone Number:

Company Name:

Fax Archive: Disabled

Fax Forwarding: Disabled

Forward Fax Number:

Fax Dial Volume: Soft

Ring Volume: Soft

Error Correction: Enabled

JBIG Compression: Disabled

Ring Interval: 600

Ring Frequency: 68

Fax Number Confirmation: Disabled

Fax V.34: Enabled

4

Fax Send Settings

Fax Send: Enabled

Default Resolution: Standard (100 x 200dpi)

Fax Header: Prepend

Dialing Mode: Tone

Redial on Error: 2

Redial on Busy: 3

Redial on No Answer: Never

Redial Interval: 5

Detect Dial Tone: Disabled

Fax Send Speed: Medium (v.17 - 14.4k)

Dialing Prefix: Off

PC Fax Send: Enabled

Billing Code: Off

Billing Code Digits: 1

5

Fax Receive Settings

Fax Receive: Enabled

Fax Receive Speed: Medium (v.17 - 14.4k)

Rings to Answer: 1

Stamp Received Faxes: Off

Fit to Page: Enabled

Paper Selection: PrinterSelect

Output Bin: Output Bin 2: 100 Sheets, Middle bin

Fax Printing Schedule: Always print faxes

Sides: Simplex

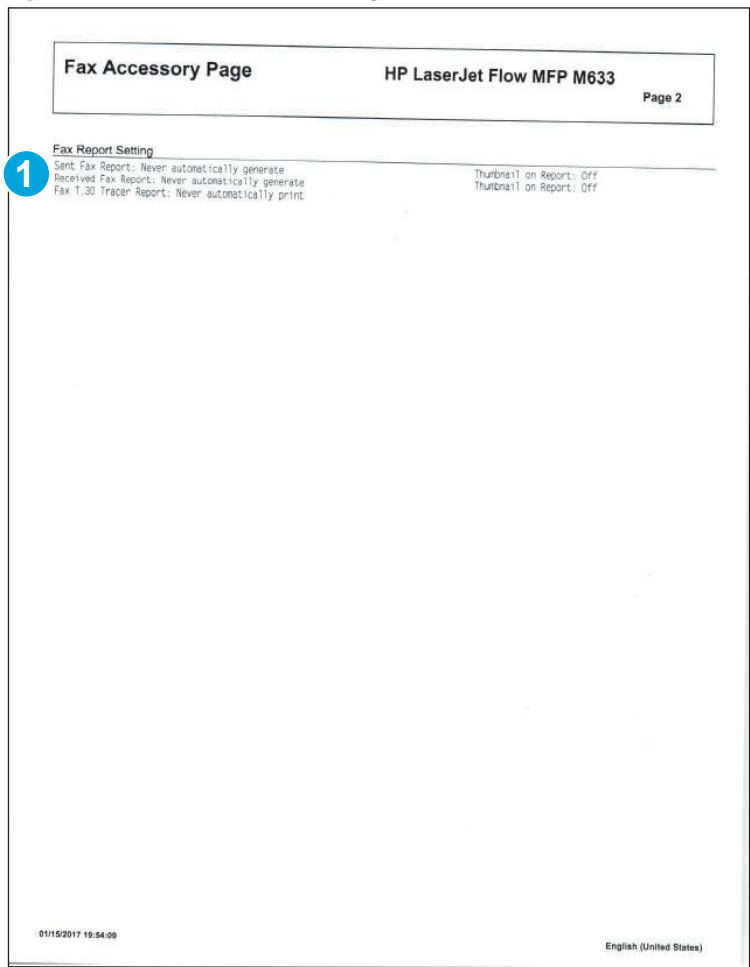
Pages flip up: unchecked

01/15/2017 19:54:09

English (United States)

Item	Description
1	Hardware Information shows the product information, modem firmware version, and modem status.
2	Fax Information shows a fax job count.
3	Fax Setup Settings shows the fax setup settings (for example, the fax phone number, company name, and error correction settings).
4	Fax Send Settings shows the fax send settings (for example, the default resolution, fax send speed, and billing code settings).
5	Fax Receive Settings shows the fax receive settings (for example, the fax receive speed, rings to answer, and output bin settings).

Figure 3-28 Fax accessory page (2 of 2)



Item	Description
1	Fax Report Setting shows the sent fax report, received fax report, and fax T.30 tracer report settings.

Finding important information on the configuration pages

Certain information, such as the firmware date codes, the IP address, and the email gateways, is especially helpful while servicing the printer. This information is on the various configuration pages.

Table 3-23 Important information on the configuration pages

Type of information	Specific information	Configuration page
Firmware date codes A firmware upgrade updates this item.	DC controller	Look on the configuration page, under "Device Information."
Firmware date codes A firmware upgrade updates this item.	Firmware date code	Look on the configuration page, under "Device Information."
Firmware date codes A firmware upgrade updates this item.	HP embedded Jetdirect firmware version	Look on the Embedded HP Jetdirect page, under "General Information."

Table 3-23 Important information on the configuration pages (continued)

Type of information	Specific information	Configuration page
Accessories and internal storage All optional devices that are installed on the printer should be listed on the main configuration page. In addition, separate pages print for the optional paper handling devices and the fax accessory. These pages list more-detailed information for those devices.	Embedded HP Jetdirect	Look on the configuration page, under "Installed Personalities and Options." Shows model and ID.
Accessories and internal storage All optional devices that are installed on the printer should be listed on the main configuration page. In addition, separate pages print for the optional paper handling devices and the fax accessory. These pages list more-detailed information for those devices.	Total RAM	Look on the configuration page, under "Memory."
Additional sheet feeder and paper deck accessories.	Additional 550-sheet feeders	Look on the main configuration page, under "Paper Trays and Options."
Engine cycles and event logs Total page counts and maintenance kit counts are important for ongoing printer maintenance. The configuration page lists only the three most recent errors. To see a list of the 50 most recent errors, print an event log from the Diagnostics menu.	Engine cycles	Look on the configuration page, under "Device Information."
Event-log information	Event-log information	Look on the configuration page, under "Event Log."
IP address	Wireless connectivity information	Look on the wireless page, under "IPv4".

Print a fuser test page

Print a fuser test page from a non-touchscreen control panel

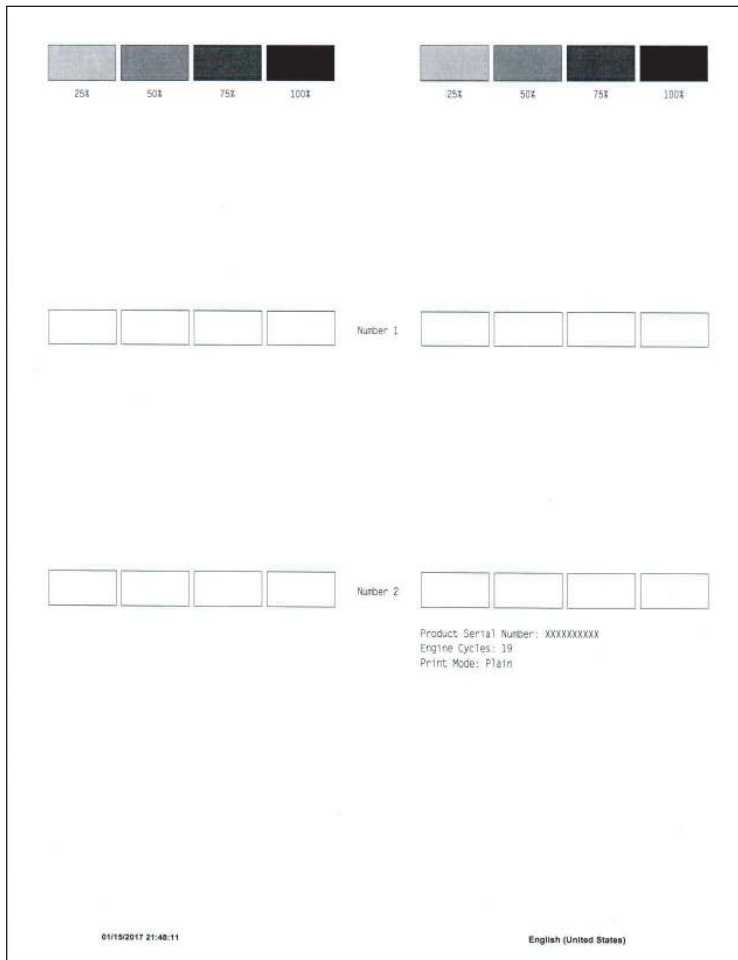
1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the **OK** button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the **OK** button.
3. Use the arrow buttons to scroll to [Print Quality Pages](#), and then press the **OK** button.
4. Select [Continue](#) to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to [Fuser Test Page](#), and then press the **OK** button.
6. Use the arrow buttons to scroll to [Print](#), and then press the **OK** button.

Print a fuser test page from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.

2. Open the following menus:
 - Troubleshooting
 - Print Quality Pages
3. Touch the **Fuser Test Page** checkbox, and then touch the **Print** button.

Figure 3-29 Fuser test page



Menu options

Learn about the sub-menus in the control-panel menu.

To access the menus, select **Menu** on the control-panel Home screen.

Copy menu (MFP)

Learn about the control panel **Copy** icon.

At the printer control panel, touch the **Copy** icon to select the settings.

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

Table 3-24 Copy icon (MFP)

Menu item	Submenu	Values	Description
Sides	Original Sides Output Sides	Original Sides options: 1-sided 2-sided - Flip pages up check box Output Sides options: 1-sided 2-sided - Flip pages up check box	Original Sides: Indicate whether the original document is printed on one or both sides. Output Sides: Indicate whether the copies should be on one or both sides. For example, select Original Sides 1-sided and Output Sides 2-sided when the original is printed on one side, but you want to make two-sided copies. Select Flip pages up check box to print the pages with long edge in the landscape orientation.
Staple		None Top left angled Top right angled Top left or right	Select an option to staple pages. The staple location options are available when using a finisher accessory (Stapler/Stacker).
Quick Set and Defaults	Load Save	Save - Save as Quick Set - Quick Set Name - Quick Set Description	Quick Sets are shortcut jobs available from the Home screen. Use Quick Sets to save common print/copy settings for reuse.

Copy Options

Use the **Options** menu item in the **Copy** menu to customize copy settings.

Table 3-25 Copy Options settings (MFP)

Options menu item	Submenu item	Values	Description
Sides	Original Sides Output Sides	Original Sides options: 1-sided 2-sided - Flip pages up check box Output Sides options: 1-sided 2-sided - Flip pages up check box	Original Sides: Indicate whether the original document is printed on one or both sides. Flip pages up checkbox: Select this feature to print the pages with long edge in the landscape orientation. Output Sides: Indicate whether the copies should be printed on one or both sides.
Watermark		None* Text	Use this feature to add a watermark to the text.

Table 3-25 Copy Options settings (MFP) (continued)

Options menu item	Submenu item	Values	Description
Watermark Text	Watermark Text - Text Font - Text Size - Darkness	Text Font options: - Letter Gothic* - Antique Olive - New Century Schoolbook Roman - Garamond Antiqua Text Size options: 30 point 40 point* 60 point Darkness options: Specify the level of darkness for a copy job 1 (Lighter) 5 (Darker)	Text Font: Select the font of the text watermark. Text Size: Select the font point size of the text watermark. Darkness: Adjust the darkness of the text watermark.
Stamps		Top Left > Stamp Content Top Center> Stamp Content Top Right> Stamp Content Bottom Left> Stamp Content Bottom Center> Stamp Content Bottom Right> Stamp Content	Select a position for the stamp and configure the list of options for each position.
Image Overlay		None Add New Image	Image Overlay: Use a saved image (like a company logo or watermark) on a page of a copy job.

Table 3-25 Copy Options settings (MFP) (continued)

Options menu item	Submenu item	Values	Description
Image Overlay	File Name	Content Orientation options:	Content Orientation: Specify the original document when placed on the printer.
Add New Image	Content Orientation	- Portrait - Landscape	Original Size: Specify the size of the original document.
	Original Size	Original Size options:	Optimize Text/Picture: Select to optimize the output of a particular type of content.
	Optimize Text/Picture	- Any Size - Letter (8.5x11) - Mixed Letter/Legal - Legal (8.5x14) - Executive (7.25x10.5) - Statement (5.5x8.5) - Oficio (8.5x13) 3x5 4x6 5x7 5x8 - A4 (210x297 mm) - A5 (148x210 mm) - A6 (105x148 mm) - RA4 (215x305 mm) - B5 (182x257 mm) - B6 (128x182 mm) 10x15cm 16K (195x270 mm) 16K (184x260 mm) 16K (197x273 mm) - Dpostcard JIS (148x200 mm) - Oficio (216x340 mm)	Darkness: Adjust the darkness of the text.
	Darkness	Optimize Text/Picture options:	
		- Automatically Detect - Text - Mixed* - Printed picture - Photograph	

Table 3-25 Copy Options settings (MFP) (continued)

Options menu item	Submenu item	Values	Description
Scan Mode		Standard document* Book 2-sided ID	Indicate the type of original document to be scanned.
Reduce/Enlarge	Automatic* Manual	Automatic options: Include margins Manual options: Maintain Aspect Ratio • 25% • 50% • 63% • 78% • 85% • 100%* • 150% • 200% • 400% • Custom1 Name Maintain aspect ratio % (25-400) • Custom 2 Name Maintain aspect ratio % (25-400)	Scale the size of the document up or down. To reduce the image, select a scaling percentage that is less than 100. To enlarge the image, select a scaling percentage that is greater than 100. When Include margins is enabled, the printer reduces the image slightly to fit the entire scanned image within the printable area on the page.
Image Shift		Off Automatically center Manual	Shift the position of the image on the output page.

Table 3-25 Copy Options settings (MFP) (continued)

Options menu item	Submenu item	Values	Description
Image Shift Manual	Use inches Front Side Back Side	Front Side options: - Horizontal: mm - Vertical: mm Back Side options: - Horizontal: mm - Vertical: mm	Use inches: Select to use inches instead of millimeters. Adjust the image on the front or back side

Table 3-25 Copy Options settings (MFP) (continued)

Options menu item	Submenu item	Values	Description
Original Size		Any Size* Letter (8.5x11) Mixed Letter/Legal Legal (8.5x14) Executive (7.25x10.5) Statement (5.5x8.5) Oficio (8.5x13) 3x5 4x6 5x7 5x8 A4 (210x297 mm) A5 (148x210 mm) A6 (105x148 mm) RA4 (215x305 mm) B5 (182x257 mm) B6 (128x182 mm) 10x15cm 16K (195x270 mm) 16K (184x260 mm) 16K (197x273 mm) Postcard JIS (100x148 mm) Dpostcard JIS (148x200 mm) Oficio (216x340 mm)	Specify the size of the original document.

Table 3-25 Copy Options settings (MFP) (continued)

Options menu item	Submenu item	Values	Description
Paper Selection	Paper Size	Paper Size options: • Match original size* • Letter (8.5x11) • Legal (8.5x14) • Executive (7.25x10.5) • Statement (5.5x8.5) • Oficio (8.5x13) • 3x5 • 4x6 • 5x7 • 5x8 • A4 (210x297 mm) • A5 (148x210 mm) • A6 (105x148 mm) • RA4 (215x305 mm) • B5 (182x257 mm) • B6 (128x182 mm) • 10x15cm • Oficio (216x340 mm) • 16K (195x270 mm) • 16K (184x260 mm) • 16K (197x273 mm) • Postcard JIS (100x148 mm) • Dpostcard JIS (148x200 mm) • Envelope #9 • Envelope #10 • Envelope Monarch • Envelope B5 • Envelope C5 • Envelope C6 • Envelope DL • Custom: - X Dimension - Y Dimension	Paper Size: Select the size of paper to use when printing or making copies.

Table 3-25 Copy Options settings (MFP) (continued)

Options menu item	Submenu item	Values	Description
Paper Selection	Paper Type	Paper Type options: • Plain* • Light 60-74g • Light Bond • Intermediate 85-95g • Mid-Weight 96-110g • Heavy 111-130g • Extra Heavy 131-175g • Cardstock 176-220g • Mono Transparency • Labels • Letterhead • Envelope • Preprinted • Prepunched • Colored • Bond • Recycled • Rough • HP EcoFFICIENT	Paper Type: Select the type of paper to use when printing or making copies.
Paper Selection	Paper Tray	Paper Tray options: • Automatically detect* • Manually Feed Tray 1 Tray 2	Select which tray to use when printing or making copies.
Booklet	Booklet Format	Borders on each page	Select to have borders printed on the page.
Content Orientation		Portrait* Landscape	Specify the way the content of the original document is placed on the page.

Table 3-25 Copy Options settings (MFP) (continued)

Options menu item	Submenu item	Values	Description
Pages per Sheet		One* Two Four Four (Right, then down) Four (Down, then right) Add page borders	Select how many pages to print on one sheet. Right, then down/Down, then right: Select to print the pages in rows or columns. Select the Add page borders checkbox to add borders to the pages.
Image Adjustment	Sharpness Darkness Contrast Background Cleanup Automatic tone Auto Paper Color Removal	Sharpness options: 1 - (Less) 5 - (More) Darkness options: 1 - (Lighter) 9 - (Darker) Contrast options: 1 - (Less) 9 - (More) Background Cleanup options: 1 - (Normal) 9 - (Cleaner)	Sharpness: Adjust to sharpen or soften the image. Darkness: Adjust to increase or decrease the amount of white and black in the colors. Contrast: Adjust to increase or decrease the difference between the lightest and darkest color on the page. Background Cleanup: Adjust when having trouble copying a faint image.
Optimize Text/Picture		Text/Picture Automatically detect Printed picture Photograph	Select an option to optimize the output of a particular type of content.
Edge-to-Edge		Normal (recommended) Edge-to-Edge output	When the Edge-to-Edge feature is enabled, the product minimizes margins and prints as close to the edge of the paper as possible.

Table 3-25 Copy Options settings (MFP) (continued)

Options menu item	Submenu item	Values	Description
Erase Edges	Front Side Back Side	Front Side options: - Top Edge - Bottom Edge - Left Edge - Right Edge Back Side options: - Mirror front side - Top Edge - Bottom Edge - Left Edge - Right Edge	Use the Erase Edges feature to remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image. Front Side : Sets the width of the edge to clean. Back Side : Sets the width of the edge to clean.
Collate		Collate on* Collate off	When Collate on is selected, each set of copied pages are assembled in the same order as the original document.
Blank Page Suppression		Off Suppress Blank Pages	Use this feature to eliminate blank pages when printing.
Automatically Straighten		Off Automatically Straighten on	Automatically Straighten on : Use this feature to fix documents that are slightly misaligned.
Multi-feed Detection		On Off*	Use this feature to detect when multiple pages are fed simultaneously into the ADF (automatic document feeder) or sheet-feed scanner.

Print menu

Learn about the control panel [Print](#) icon.

- **Touchscreen printers:** At the printer control panel, select the [Print](#) icon to view the settings.
- **Non-touchscreen printers (Control Pad Buttons):** At the printer control panel, use the arrow buttons to navigate through menus or settings and press the [OK](#) button to confirm a selection.

Select [Print from Job Storage](#) or [Print from USB Drive](#) icon to view the settings.

Table 3-26 Print icon

Menu item	Submenu	Values	Description
Print from Job Storage	Stored Job to Print	Job Details	Print jobs that are stored on the printer.
Print From USB		USB File to Print	Enables a user to print files directly from a USB storage device at the control panel.

Table 3-26 Print icon (continued)

Menu item	Submenu	Values	Description
Fax Polling	Configure	Location * Company Name and Fax Number Date/Time Dialing Prefix Summary	Supports retrieving faxes from another printer configured for fax polling. If a fax is set up to be polled, you can request the fax be sent to your printer.

Fax menu (MFP)

Learn about the control panel [Fax](#) icon.

At the printer control panel, select the [Fax](#) icon to view the settings.

Table 3-27 Fax icon

Menu item	Submenu	Values	Description
Configure	Internal Fax Modem Setup	Location * Company Name and Fax Number Date/Time Dialing Prefix Summary	Configure settings for sending faxes from the printer.

Scan+(MFP)

Learn about the control panel [Scan +](#) icon.

At the printer control panel, select the [Scan+](#) icon to view the settings.

Table 3-28 Scan+ icon (MFP)

Menu item	Submenu	Submenu item	Values	Description
Send To Quick Sets and Defaults			1-sided Auto 2-sided	Specify whether the original document is on one or both sides.
Options	Common	Scan Shortcuts	Manual Redact and Sign OCR Document Separation Barcode Separation Sticky Notes and Envelopes 2-sided ID	Scan documents quickly using preset settings.

Table 3-28 Scan+ icon (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Options		Auto Sense Preset	Fastest Scan Speeds Best Productivity (Recommended)	
Options		Watermark	None* Text	Use to set a text watermark.
Options	Common>Water mark>Text	Watermark Text - Text Font - Text Size - Darkness	Text Font options: - Letter Gothic* - Antique Olive - New Century Schoolbook Roman - Garamond Antiqua Text Size options: 30 point 40 point* 60 point Darkness options: Specify the level of darkness for the job.	Text Font: Select the font of the text watermark. Text Size: Select the font point size of the text watermark. Darkness: Select the darkness of the text watermark.
Options		Stamps	Top Left > Stamp Content Top Center > Stamp Content Top Right > Stamp Content Bottom Left > Stamp Content Bottom Center > Stamp Content Bottom Right > Stamp Content	Select a position for the stamp content.
Options		Notification	Do not notify Notify when job completes Notify only if job fails	Specify the condition to notify.

Table 3-28 Scan+ icon (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Options		Color/Black	Automatically detect black or gray Automatically detect color or black Color Black/Gray Black	Scan the original documents in color or black.
Options		Create Multiple Files	Off Maximum pages per files Blank page separator • White page • Red/pink page • Green page • Blue page • Yellow page • Any color page Barcode page separator	Scan pages into separate files based on a specified number of pages.
Options		Signing and Encryption		
Options		Cropping Options	Do not crop Crop to paper Crop to content	Select a cropping option when scanning a document.
Options		Original Sides	Auto (keep sides with content) 1-sided 2-sided	

Table 3-28 Scan+ icon (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
		Original Size	Any Size Letter (8.5x11) Mixed Letter/Legal Legal (8.5x14) Executive (7.25x10.5) Statement (5.5x8.5) Oficio (8.5x13) 3x5 4x6 5x7 5x8 A4 (210x297 mm) A5 (148x210 mm) A6 (105x148 mm) RA4 (215x305 mm) B5 (182x257 mm) B6 (128x182 mm) 10x15cm 16K (195x270 mm) 16K (184x260 mm) 16K (197x273 mm) Dpostcard JIS (148x200 mm) Oficio (216x340 mm)	Select the size of the original document.
Options		Content Orientation	Portrait Landscape	Select the original document orientation when placed on the printer.
Options		Image Adjustment	Sharpness Darkness Contrast Background Cleanup Automatic tone Auto Paper Color Removal	Sharpness: Adjust to sharpen or soften the image. Darkness: Adjust to increase or decrease the amount of white and black in the colors. Contrast: Adjust to increase or decrease the difference between the lightest and darkest color on the page. Background Cleanup: Adjust when having trouble copying a faint image.

Table 3-28 Scan+ icon (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Options		Optimize Text/ Picture	Automatically Detect Text Mixed* Printed picture Photograph	
Options		Automatically Straighten	Off Automatically Straighten on	Automatically Straighten on: Use this feature to fix documents that are slightly misaligned.
Options		Multi-feed Detection	On Off*	Use this feature to detect when multiple pages are fed simultaneously into the ADF (automatic document feeder) or sheet-feed scanner.
Options		Blank Page Suppression	Off Suppress Blank Pages	Use this feature to eliminate blank pages when printing.

Table 3-28 Scan+ icon (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Options		File Type and Resolution	File Type options: • PDF • PDF/A (Archivable) • Searchable PDF (OCR) • Searchable PDF/A (OCR) • JPEG • TIFF • MTIFF • XPS • Text (OCR) • Unicode Text (OCR) • DOCX (OCR) • XLSX (OCR) • PPTX (OCR) • RTF (OCR) • HTML (OCR) • CSV (OCR) Resolution options: • 600 dpi • 400 dpi • 300 dpi • 200 dpi • 150 dpi • 75 dpi	Select the file type and resolution options for the scanned document.
Options		Quality and File Size	Very Low (smaller file) Low Medium High Very High (larger file)	Select a file size option.

Table 3-28 Scan+ icon (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Options		Scan Mode	Standard document* Book 2-sided ID Prompt for additional pages	Select the type of original document for scanning. Select Prompt for additional pages to copy or scan an original document that has more pages than the document feeder can accommodate at one time, or to scan originals of different sizes that cannot be scanned together, and then combine these separate scan jobs into a single job.
Options		Erase Edges	Front Side Front Side options: • Top Edge • Bottom Edge • Left Edge • Right Edge Back Side Back Side options: • Mirror front side • Top Edge • Bottom Edge • Left Edge • Right Edge	Use the Erase Edges feature to remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image. Front Side : Sets the width of the edge to clean. Back Side : Sets the width of the edge to clean.

Scan Shortcuts menu (MFP)

Learn about the control panel [Scan Shortcuts](#) icon.

At the printer control panel, touch the [Scan Shortcuts](#) icon to select the settings.

Table 3-29 Scan Shortcuts icon

Menu item	Values	Description
Manual Redact and Sign	Proceed options: Original Size* Send To Quick Sets and Defaults	Redacted and erased content is permanently removed from a digital file. Use the Preview function to add a signature to the original file.
OCR	Proceed options: Send To Quick Sets and Defaults	Use OCR to save scanned original as searchable PDF.

Table 3-29 Scan Shortcuts icon (continued)

Menu item	Values	Description
Document Separation	Proceed options: Send To Quick Sets and Defaults	Scan multiple documents at one time using the document feeder. Place a blank page between each document to separate each document into a separate file.
Barcode Separation	Proceed options: Send To Quick Sets and Defaults	Place a barcode page between each document to separate each document into a separate file.
Sticky Notes and Envelopes	Proceed options: Send To Quick Sets and Defaults	This feature turns off Multi-feed detection when scanning sticky notes or labels on original documents
2-sided ID		Scan both sides of an ID card.

Scan (MFP)

Learn about the control panel [Scan](#) icon.

At the printer control panel (MFP), select the [Scan](#) icon to view the settings.

Scan to Email

View the default email settings when using the [Scan to Email](#) feature.

Table 3-30 Scan to Email

Menu item	Submenu	Values	Description
Scan to Email	Server Name	Help me find SMTP I know my SMTP Enable SMTP SSL/TLS Protocol	Scan documents and send them as email attachments. Configure the SMTP server settings (server, port number and authentication) using the Embedded Web Server.

Scan to Network Folder

View the default settings when using the [Scan to Network Folder](#) feature.

Table 3-31 Scan to Network Folder

Menu item	Values	Description
Scan to Network Folder	File Name Folder Paths Quick Sets and Defaults Options	Scan a document and save it to a shared folder on your network. Configure the network folder settings for digital sending.

Use the [Options](#) menu item to customize settings when sending scanned images as email attachments.

Table 3-32 Scan to Network Folder Options

Scan to Network Folder Options menu item	Values	Description
File Type and Resolution	File Type options: • PDF • PDF/A (Archivable) • Searchable PDF (OCR) • Searchable PDF/A (OCR) • JPEG • TIFF • MTIFF • XPS • Text (OCR) • Unicode Text (OCR) • DOCX (OCR) • XLSX (OCR) • PPTX (OCR) • RTF (OCR) • HTML (OCR) • CSV (OCR) Resolution options • 600 dpi • 400 dpi • 300 dpi • 200 dpi • 150 dpi • 75 dpi	Select the file type and resolution options for the scanned document.
Quality and File Size High Compression (smaller file) PDF encryption	Quality and File Size options: Very Low (smaller file) Low Medium High Very High (larger file)	Select a file size option.
High Compression (smaller file)		Resolution must be set to 200 dpi or 300 dpi.

Table 3-32 Scan to Network Folder Options (continued)

Scan to Network Folder Options menu item	Values	Description
PDF encryption		User will be prompted to enter a password to encrypt the PDF when sending or saving the file.
Original Sides	Auto (keep sides with content) 1-sided 2-sided	Select whether the original document is single-sided or double-sided.
Color/Black	Automatically detect black or gray Automatically detect color or black Color Black/Gray Black	Scan the original documents in color or black. Automatically detect feature prints color documents in color (for printers that support color copying).
Watermark	None* Text	Use this feature to include a watermark to the text.
Watermark>Text Watermark Text - Text Font - Text Size - Darkness	Text Font options: - Letter Gothic* - Antique Olive - New Century Schoolbook Roman - Garamond Antiqua Text Size options: 30 point 40 point* 60 point Darkness options: Select a value to adjust the darkness.	Text Font: Select the font of the text watermark. Text Size: Select the font point size of the text watermark. Darkness: Adjust the darkness of the text watermark.
Stamps	Top Left > Stamp Content Top Center > Stamp Content Top Right > Stamp Content Bottom Left > Stamp Content Bottom Center > Stamp Content Bottom Right > Stamp Content	Select a position for the stamp content.

Table 3-32 Scan to Network Folder Options (continued)

Scan to Network Folder Options menu item	Values	Description
Scan Mode	Standard document* Book 2-sided ID Prompt for additional pages	Select the type of original document for scanning. Select Book to scan bound book pages. Select Prompt for additional pages to copy or scan an original document that has more pages than the document feeder can accommodate at one time, or to scan originals of different sizes that cannot be scanned together, and then combine these separate scan jobs into a single job.
Original Size	Any Size Letter (8.5x11) Mixed Letter/Legal Legal (8.5x14) Executive (7.25x10.5) Statement (5.5x8.5) Oficio (8.5x13) 3x5 4x6 5x7 5x8 A4 (210x297 mm) A5 (148x210 mm) A6 (105x148 mm) RA4 (215x305 mm) B5 (182x257 mm) B6 (128x182 mm) 10x15cm 16K (195x270 mm) 16K (184x260 mm) 16K (197x273 mm) Postcard JIS (100x148 mm) Dpostcard JIS (148x200 mm) Oficio (216x340 mm)	Select the size of the original document.
Content Orientation	Portrait Landscape	Select the original document orientation when placed on the printer.

Table 3-32 Scan to Network Folder Options (continued)

Scan to Network Folder Options menu item	Values	Description
Image Adjustment	Sharpness Darkness Contrast Background Cleanup Automatic tone Auto Paper Color Removal	Sharpness: Adjust to sharpen or soften the image. Darkness: Adjust to increase or decrease the amount of white and black in the colors. Contrast: Adjust to increase or decrease the difference between the lightest and darkest color on the page. Background Cleanup: Adjust when having trouble copying a faint image.
Optimize Text/Picture	Automatically Detect Text Mixed* Printed picture Photograph	Select an option to optimize the output of a particular type of content.
Erase Edges	Front Side Front Side options: - Top Edge - Bottom Edge - Left Edge - Right Edge Back Side Back Side options: - Mirror front side - Top Edge - Bottom Edge - Left Edge - Right Edge	Use the Erase Edges feature to remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image. Select the erase options for Front Side and Back Side, including the width to erase on each edge.
Cropping Options	Do not crop Crop to paper Crop to content	Select a cropping option when scanning a document.
Automatically Straighten	Off Automatically Straighten on	Automatically Straighten on: Use this feature to fix documents that are slightly misaligned.
Blank Page Suppression	Off Suppress Blank Pages	Use this feature to eliminate blank pages when printing.

Table 3-32 Scan to Network Folder Options (continued)

Scan to Network Folder Options menu item	Values	Description
Multi-feed Detection	On Off*	Select this setting to enable detection of multi-feed jobs.

Scan to USB Drive

View the default settings when using the [Scan to USB Drive](#) feature.

Table 3-33 Scan to USB Drive

Menu item	Submenu	Submenu item	Values	Description
Scan to USB Drive			Destination File Name Quick Set and Defaults	Scan a document and save it to a USB flash drive. Configure the USB settings for digital sending using the Embedded Web Server.
Scan to USB Drive	Quick Set and Defaults	Load Save	Quick Sets Save options: Save as Quick Set Quick Set Name Quick Set Description	Use Save to USB Quick Sets to configure and save commonly used settings for saving jobs to a USB flash drive.

Scan to Job Storage

View the default settings when using the [Scan to Job Storage](#) feature.

Table 3-34 Scan to Job Storage

Menu item	Values	Description
Scan to Job Storage	Folder Job Name Options	Use this feature to save scanned documents in a folder in the printer's memory. The document can be retrieved from the printer's memory and printed at a later time.

Scan to SharePoint

View the default settings when using the [Scan to SharePoint](#) feature.

Table 3-35 Scan to SharePoint

Menu item	Values	Description
Scan to SharePoint	Options	Scan documents directly to a SharePoint site. Configure the SharePoint settings for digital sending using the Embedded Web Server.

Scan to OneDrive

View the default settings when using the [Scan to OneDrive](#) feature.

Table 3-36 Scan to OneDrive

Menu item	Values	Description
Scan to OneDrive	Options	Use this feature to scan and print from your Microsoft OneDrive Business cloud account using the printer control panel. To use this feature, ensure HP for OneDrive Business app is installed and your OneDrive Business account is active.

Remote Scan Request

View the default settings when using the [Remote Scan Request](#) feature.

Table 3-37 Remote Scan Request

Menu item	Values	Description
Remote Scan Request	Job Name Options	Use this feature to scan and send documents when requesting scans remotely from a computer with HP Scan Twain software.

Quick Sets menu

Learn about the control panel [Quick Sets](#) icon.

At the printer control panel, select the [Quick Sets](#) icon to view the Quick Sets created.

If the Quick Sets are not configured in the Embedded Web Server, the list will be empty on the printer control panel.

Supplies menu

Learn about the control-panel [Supplies](#) icon.

At the printer control panel, select the [Supplies](#) icon to view the status of the supplies for the printer.

Non-touchscreen printers (Control Pad Buttons): At the printer control panel, use the arrow buttons to navigate through menus or settings and press the [OK](#) button to confirm a selection.

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

Table 3-38 Supplies icon

Menu item	Submenu	Values	Description
Black Cartridge <color> Cartridge	Status Installed Order HP Part Pages Printed Pages Printed Approximate Pages Remaining	Status: OK* Installed: Cartridge model number and type Order HP Part: HP part number of the supply Pages Printed: Displays number of pages printed. Pages Printed Approximate Pages Remaining: Displays approximate number of pages already printed.	Status: Displays any error or toner cartridge issue. Order HP Part: Recommended HP part number to order. Pages Printed: Based on page count in memory. Pages Printed Approximate Pages Remaining: HP uses the first 20% of toner cartridge to estimate pages remaining.
Document Feeder Kit	Status Order HP Part	Status: OK* Order HP Part: HP part number of the supply.	Status: Displays any error or toner cartridge issue. Order HP Part: Recommended HP part number to order.

Trays menu

Learn about the control-panel [Trays](#) icon.

At the printer control panel, select the [Trays](#) icon to view the settings for the paper trays.

Non-touchscreen printers (Control Pad Buttons): At the printer control panel, use the arrow buttons to navigate through menus or settings and press the [OK](#) button to confirm a selection.

Table 3-39 Trays icon

Menu item	Submenu	Values	Description
Tray 1	Tray 1 Size	Match original size Letter (8.5x11) Legal (8.5x14) Executive (7.25x10.5) Statement (5.5x8.5) Oficio (8.5x13) 3x5 4x6 5x7 5x8 A4 (210x297 mm) A5 (148x210 mm) A6 (105x148 mm) RA4 (215x305 mm) B5 (182x257 mm) B6 (128x182 mm) 10x15cm Oficio (216x340 mm) 16K (195x270 mm) 16K (184x260 mm) 16K (197x273 mm) Postcard JIS (100x148 mm) Dpostcard JIS (148x200 mm) Envelope #9 Envelope #10 Envelope Monarch Envelope B5 Envelope C5 Envelope C6 Envelope DL Custom (8.5x14.01): X Dimension, Y Dimension Any Custom (X Dimension, Y Dimension) Oficio (216x340)	Specific paper sizes used in Tray 1.

Table 3-39 Trays icon (continued)

Menu item	Submenu	Values	Description
Tray 1	Tray 1 Type	Plain* Light 60-74g Light Bond Intermediate 85-95g Mid-Weight 96-110g Heavy 111-130g Extra Heavy 131-175g Cardstock 176-220g Mono Transparency Labels Letterhead Envelope Preprinted Prepunched Colored Bond Recycled Rough HP EcoFFICIENT	Specific paper types used in Tray 1.
Tray 1	Status Capacity		Displays the status and capacity of the paper tray.

Table 3-39 Trays icon (continued)

Menu item	Submenu	Values	Description
Tray 2-X	Tray 2 Size	Any Size Letter (8.5x11) Legal (8.5x14) Executive (7.25x10.5) Statement (5.5x8.5) Oficio (8.5x13) 5x7 5x8 A4 (210x297 mm) A5 (148x210 mm) A6 (105x148 mm) RA4 (215x305 mm) B5 (182x257 mm) B6 (128x182 mm) 16K (195x270 mm) 16K (184x260 mm) 16K (197x273 mm) Postcard JIS (100x148 mm) Dpostcard JIS (148x200 mm) Envelope #9 Envelope #10 Envelope Monarch Envelope B5 Envelope C5 Envelope C6 Envelope DL Custom (8.5x14.01) • X Dimension • Y Dimension Any Custom • X Dimension • Y Dimension Oficio (216x340)	Specific paper sizes used in Tray 2 and optional trays.

Table 3-39 Trays icon (continued)

Menu item	Submenu	Values	Description
Tray 2-X	Tray 2 Type	Plain* Light 60-74g Light Bond Intermediate 85-95g Mid-Weight 96-110g Heavy 111-130g Extra Heavy 131-175g Cardstock 176-220g Mono Transparency Labels Letterhead Envelope Preprinted Prepunched Colored Bond Recycled Rough HP EcoFFICIENT	Specific paper types used in Tray 2 and optional trays.
Tray 2-X	Status Capacity		Displays the status and capacity of the paper tray.

Contacts menu

Learn about the control panel [Contacts](#) icon.

At the printer control panel, select the [Contacts](#) icon to view the settings.

Table 3-40 Contacts icon

Menu item	Submenu	Values	Description
Local	Add contact	Display Name * Last Name First Name Email Fax Number Network Folder Path Notes	Select the Contact icon to add individual contacts in the address book.
	Add Group	Available members Display Name Notes Members	Select the Contact icon to add group contacts in the address book.

Reports menu

Learn about the control-panel [Reports](#) icon.

At the printer control panel, select the [Reports](#) icon.

Non-touchscreen printers (Control Pad Buttons): At the printer control panel, use the arrow buttons to navigate through menus or settings and press the [OK](#) button to confirm a selection.

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



NOTE: The [View](#) option is control-panel type dependent (might not be available).

Table 3-41 Reports menu

Menu item	Submenu	Values	Description
Configuration/Status Pages	Settings Menu Map	Cancel View Print	Displays an overview of the control-panel layout and the current values selected for each setting.
Configuration/Status Pages	Current Settings Page	Cancel View Print	Displays a summary of the current settings for the printer. This might be helpful if you plan to make changes and need a record of the present configuration.
Configuration/Status Pages	Configuration Page	Cancel View Print	Displays the printer settings and installed accessories.

Table 3-41 Reports menu (continued)

Menu item	Submenu	Values	Description
Configuration/Status Pages	How to Connect Page	Cancel View Print	Displays the network information typically needed to connect the printer to a network.
Configuration/Status Pages	Supplies Status Page	Cancel View Print	Displays the approximate remaining life of supplies and provides statistics such as total number of pages and jobs processed, serial number, page counts, and maintenance information. HP provides estimated remaining life for supplies as a customer convenience, though the actual remaining supply levels may vary from these estimates.
Configuration/Status Pages	Usage Page	Cancel View Print	Displays a count of all paper sizes that have passed through the printer; lists whether they were simplex or duplex, and reports the page count.
Configuration/Status Pages	File Directory Page	Cancel View Print	Displays the file name and folder name for files that are stored in the printer memory.
Configuration/Status Pages	Web Services Status Page	Cancel View Print	Displays the detected Web Services for the printer.
Configuration/Status Pages	Event Log	Print View	Displays or prints event logs listing event code, date/time, cycles, and repetitions on the printer.
Configuration/Status Pages	Paper Path Page	Print View	Displays the paper path usage on the printer.
Fax Reports Fax models only	Fax Activity Log	Cancel View Print	Lists all faxes sent from or received by the printer.
Fax Reports Fax models only	Billing Codes Report	Cancel View Print	Provides a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code.
Fax Reports Fax models only	Blocked Fax List	Cancel View Print	A list of phone numbers that are blocked from sending faxes to this printer.

Table 3-41 Reports menu (continued)

Menu item	Submenu	Values	Description
Fax Reports Fax models only	Speed Dial List	Cancel View Print	Displays the speed dials that have been set up for this printer.
Fax Reports Fax models only	Fax Call Report	Cancel View Print	A detailed report of the last fax operation, either sent or received.
Other Pages	PCL Font List	Cancel Print	Prints the available PCL fonts.
Other Pages	PS Font List	Cancel Print	Prints the available PS fonts.
Other Pages	Secure Drum Data Erase	Print	Prints the secure drum data erase pattern to overwrite any residual image data that might be left on the drum from the previous print job.

Settings menu

Learn about the control-panel [Settings](#) menu.



NOTE: You can perform basic printer setup by using the [Settings](#) menu. Use the HP Embedded Web Server for more advanced printer setup. To open the HP Embedded Web Server, enter the printer IP address or host name in the address bar of a Web browser.



TIP: If prompted, enter the EWS personal identification number (PIN) from a sticker on the printer (typically located inside the front door or on a toner cartridge tray).

General menu

Learn about the control-panel [General \(Settings\)](#) menu.

At the printer control panel, select the [Settings](#) menu, and then select the [General](#) menu.

Non-touchscreen printers (Control Pad Buttons): At the printer control panel, use the arrow buttons to navigate through menus or settings and press the [OK](#) button to confirm a selection.

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

Table 3-42 General menu

Menu item	Submenu	Submenu item	Values	Description
Date/Time Settings	Date/Time Format	Date Format Time Format	Date Format options: DD/MMM/YYYY MMM/DD/YYYY YYYY/MMM/DD Time Format options: 12 hour (AM/PM) 24 hours	Use the Date/Time Settings menu to specify the date and time and to configure date/time settings. Time Format : Select the format the printer uses to show the date and time, for example 12-hour format or 24-hour format.
Date/Time	Date/Time	Date Time Zone Time Time Format	Select the date from a pop-up calendar. Select the time zone from a list. Select the time from a pop-up keypad. Adjust for Daylight Savings check box	If you are in an area that uses daylight savings time, select the Adjust for Daylight Savings check box.
Energy Settings	Sleep Schedule	New event	For MFP: Wake Event Sleep Event Shutdown Event For SFP: Enabled* Disabled	Use this setting to schedule when the printer wakes up or goes to sleep on specific days and times. Using this feature saves energy. Shutdown Event: Configure the printer to power off after a period of inactivity. For SFP: Enable or disable the printer sleep or auto off function. NOTE: Configure the date and time settings before you can use this feature.
Energy Settings	Sleep Settings	Sleep After Inactivity Shut Down (Wake up on Power button only)	Range: 0 to 119 minutes Shut Down options: Range: 0 to 119 minutes	Set the number of minutes after which the printer enters Sleep or Auto Off mode. Use the arrow buttons on the control panel to increase or decrease the number of minutes. Shut Down: Adjust energy settings to enable the printer to wake from a shut-down state when the power button is pressed.

Table 3-42 General menu (continued)

Menu item	Submenu	Submenu item	Values	Description
Display Settings	Display Brightness		A sliding bar displays with the indicator set in the middle. Use the arrow keys to select the desired brightness and then select Done .	Use to specify the intensity of the LCD control panel display.
Display Settings	System Sound		On* Off	Use to enable or disable sounds on the printer.
Display Settings	Language Settings	Language Keyboard Layout	Language options: Select from a list of languages the printer supports. Keyboard Layout options: Each language has a default keyboard layout. To change it, select from a list of layouts.	Keyboard Layout: Use to select a different language for control panel messages and specify the default keyboard layout. When you select a new language, the keyboard layout automatically changes to match the factory default for the selected language. Keyboard Layout: Select the default keyboard layout that matches the language you want to use.
Display Settings	Information Screen		Show connection information* Hide connection information	Use this menu item to display or hide connection information on the Home screen.
Display Settings	Display Date and Time		No Yes*	Select whether to display or hide the date and time on the Home screen of the control panel.
Display Settings	Job Status Notifications		Fewer More	Use this feature to control how many job status notifications appear while a job is proceeding. If the setting is Fewer, the printer displays a notification confirming that the job has been added to the queue. If the setting is More, the printer displays ongoing status updates as the job progresses, including a final notification when the job is complete.

Table 3-42 General menu (continued)

Menu item	Submenu	Submenu item	Values	Description
Display Settings	Inactivity Timeout		Range: 0-300 seconds	Specifies the amount of time that elapses between any activity on the control panel and when the printer resets to the default settings. When the timeout expires, the control panel display returns to the Home menu, and any user signed in to the printer is signed out.
Display Settings	Clearable Warnings		Display during job* Display until cleared	Set the duration for how long a clearable warning remains visible on the control panel. When On is selected, clearable warnings appear until the Clearable Warnings button is pressed. When a Job is selected, clearable warnings stay on the display during the job that generated the warning and disappear from the display when the next job starts.
Display Settings	Continuable Events		Auto-continue (10 seconds)* Select OK to continue	Use this option to configure the printer behavior when the printer encounters certain errors. When Auto-continue (10 seconds) is selected, the job will continue after 10 seconds. When Touch OK to continue is selected, the job pauses and requires a user to touch/press the OK button before continuing.
Enable Device USB			Disabled* Enabled	Enables the printer to open a file from a USB drive.
Quiet Mode			Off On Automatic transition	Select an option to reduce printing noise.

Table 3-42 General menu (continued)

Menu item	Submenu	Submenu item	Values	Description
Jam Recovery			Automatic* Off On	This printer provides a jam recovery feature that reprints jammed pages. Select one of the following options: Automatic: The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting. Off: The printer does not attempt to reprint pages affected by a jam. With no memory used to store recent pages, performance is optimal. NOTE: When using this option, if the printer runs out of paper and the job is being printed on both sides, some pages can be lost. On: The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause overall performance to suffer.
Auto Recovery			Enabled Disabled*	If Auto Recovery is enabled and the printer firmware encounters an unrecoverable error, the printer automatically shuts down and restarts to recover from the error.

Table 3-42 General menu (continued)

Menu item	Submenu	Submenu item	Values	Description
Enable Auto Send			Disabled* Enabled	Browse to the HP Embedded Web Server AutoSend configuration page for advanced set up and the HP online Privacy Statement Information. Use the Enable Auto Send menu to enable or disable the AutoSend feature. The AutoSend feature enables your product to send periodically product configuration information including serial number, event logs, page usage counts and supplies status information to HP web addresses (URLs), or email addresses. Information sent to HP is used to improve products and services, and to monitor the product if you have a relationship with HP that provides you services such as proactive cartridge replacement, pay-per-page contracts, support agreements, or usage tracking.
Hold Off Print Job			On Off	Enable this feature if you want to prevent print jobs from starting while a user is initiating a copy job from the control panel. Held print jobs start printing after the copy job is finished, provided that no other copy job is in the print queue.

Table 3-42 General menu (continued)

Menu item	Submenu	Submenu item	Values	Description
Reset Factory Settings			Address Book (MFP) Copy (MFP) Digital Send (MFP) E-mail (MFP) Fax (MFP) General (MFP) Print (MFP) Security (MFP) Cancel (SFP) Reset (SFP)	Use to restore all printer settings to their factory defaults.

Copy/Print menu (MFP)

Learn about the control-panel Copy/Print menu (MFP).

At the printer control panel, select the [Settings](#) menu, and then select the [Copy/Print](#) menu.

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

Table 3-43 Copy/Print menu (MFP)

Menu item	Submenu	Submenu item	Values	Description
Copy Settings MFP	Image preview		Make optional Require preview Disable preview	Use this menu to configure how Copy behaves.
Enable Print from USB Drive			Enabled * Disabled	Enables the printer to open a file from a USB drive.
Manage Stored Jobs SFP	Job Sort Order		Job Name * Date * Default Folder Name	This option allows you to list the jobs either alphabetically or chronologically.
Manage Stored Jobs	Retain Temporary Jobs		Do not retain Personal jobs only All temporary jobs	Sets which temporary jobs are retained in the event of a printer reboot.

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Manage Stored Jobs	Temporary Stored Jobs		Temporary Job Storage Limit 1-300	Configure global settings for jobs that are stored in the printer memory. The Temporary Job Storage Limit feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.
Manage Stored Jobs	Temporary Job Storage Retention		Off 30 minutes 1 hour 4 hours 1 day 3 days 1 week 4 weeks	Configure global settings for temporary jobs that are stored in the printer memory. The Temporary Stored Job Retention feature specifies the amount of time temporary jobs can be stored on the printer.
Manage Stored Jobs	Standard Stored Job Retention		Off 30 minutes 1 hour 4 hours 1 day 3 days 1 week 4 weeks	Configure global settings for jobs that are stored in the printer memory. The Standard Stored Job Retention feature specifies the amount of time jobs can be stored on the printer.
Default Print Options	Number of Copies		Range: 1-32000 Default = 1	Sets the default number of copies for a copy job. This default applies when the Copy function or the Quick Copy function is initiated from the printer Home screen.

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Default Print Options	Paper Selection	Paper size	Letter (8.5x11)	Select from a list of sizes that the printer supports.
		Paper type	Legal (8.5x14)	
		Paper tray	Executive (7.25x10.5)	Configures the default paper size, type and tray used for print jobs.
			Statement (5.5x8.5)	
			Oficio (8.5x13)	
			3x5	
			4x6	
			5x7	
			5x8	
			A4 (210x297 mm)	
			A5 (148x210 mm)	
			A6 (105x148 mm)	
			RA4 (215x305 mm)	
			B5 (182x257 mm)	
			B6 (128x182 mm)	
			10x15cm	
			16K (195x270 mm)	
			16K (184x260 mm)	
			16K (197x273 mm)	
			Postcard JIS (100x148 mm)	
			Dpostcard JIS (148x200 mm)	
			Envelope #9	
			Envelope #10	
			Envelope Monarch	
			Envelope B5	
			Envelope C5	
			Envelope C6	
			Envelope DL	
			Custom (8.5x14.01)	
			• X Dimension • Y Dimension	

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Default Print Options	Default Custom Paper Size	X Dimension Y Dimension Use Inches	X Dimension option Range: 3.00-8.50 inches Default = 8.5 inches Y Dimension option: Range: 5.00-47.26 inches Default = 14 inches Use Inches options: Enabled* Disabled	Configures the default paper size that is used when the user selects Custom as the paper size for a print job.
Default Print Options	Output Sides		1-sided* 2-sided Pages flip up	Use to indicate whether the original document is printed on one or both sides. Enable or disable the Pages flip up check box
Default Print Options	Fit to Page (PDF) Fit to Page (TIFF, BMP, JPG, PNG)		Fit to Page options: On Off	
Default Print Options	Quality and Speed		Quick View Normal EconoMode Fine Lines	
Default Print Options	Edge-to-Edge		Normal (recommended)* Edge-to-Edge output	Use to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges.
Default Print Options	Edge Control		Automatic Off Normal	
Default Print Options	Half tone		Automatic Smooth Detail	
Default Print Options	Toner Density		Less/More	
PCL and Postscript Settings	Suppress Blank Pages		Off On	

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
PCL and Postscript Settings	Courier Font		Regular* Dark	Select which version of the Courier font you want to use. The factory default setting is Regular , which uses an average stroke width. The Dark setting can be used if a heavier Courier font is needed.
PCL and Postscript Settings	Wide A4		Disabled* Enabled	Changes the printable area of A4-size paper. If you enable this option, eighty 10-pitch characters can be printed on a single line of A4 paper.
PCL and Postscript Settings	Print PS Errors		Disabled* Enabled	Use this feature to select whether a PostScript (PS) error page is printed when the printer encounters a PS error.
PCL and Postscript Settings	Print PDF Errors		Disabled* Enabled	Selects whether a PDF error page is printed when the printer encounters a PDF error.
PCL and Postscript Settings	Personality		Automatic* PCL PS PDF	Configures the default print language or personality for the printer. Normally you should not change the printer language. If you change the setting to a specific printer language, the printer does not automatically switch from one language to another unless specific software commands are sent to it.
PCL	Font Settings> Font Default	Font Source	Internal Disk resident*	Selects the font source for the user-soft default font. The list of available options varies depending on the installed printer options.

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
PCL	Font Settings> Font Default	Font Number	Range: 0-110 Default = 0	Specifies the font number for the user-soft default font using the source that is specified in the Font Source menu. The printer assigns a number to each font and lists it on the PCL font list. The font number displays in the Font # column of the printout.
PCL	Font Settings> Font Default	Font Pitch	Range: 0.44-99.99 Default = 10	If the Font Source option and the Font Number setting indicates a contour font, then use this feature to select a default pitch (for a fixed-spaced font).
PCL	Font Settings> Font Custom	Form Length	Range: 5-128 lines Default = 60	Controls the PCL print-command options. PCL is a set of printer commands that HP developed to provide access to printer features. Use the Form Length feature to select the user soft-default vertical form length.
PCL	Font Settings> Font Custom	Orientation	Portrait * Landscape	Select the orientation that is most often used for copy or scan originals. Select the Portrait option if the short edge is at the top or select the Landscape option if the long edge is at the top.
PCL	Font Settings> Font Custom	Symbol Set	Select from a list of symbol sets.	Select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all the characters in a font. The factory default value for this option is PC-8. Either PC-8 or PC-850 are recommended for line-draw characters.

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
PCL	Font Settings> Font Custom	Append CR to LF	Enabled Disabled*	When enabled, this option appends a carriage return to each line feed encountered in backwards-compatible PCL jobs.
PCL	Font Settings> Font Custom	Media Source Mapping	Standard* Classic	Use to select and maintain input trays by number when you are not using the printer driver, or when the software program has no option for tray selection. The following options are available: Standard: Tray numbering is based on newer HP LaserJet models. Classic: Tray numbering is based on HP LaserJet 4 and older models.
Print Quality	Image Registration	Default> Tray 1 Tray 2		Specify the tray to be adjusted

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Print Quality	Image Registration	Front-side Horizontal Shift Front-side Vertical Shift Back-side Horizontal Shift Back-side Vertical Shift	-5.00 mm to 5.00 mm	Shift the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back. The direction that is perpendicular to the way the paper passes through the printer is referred to as X. This is also known as the scan direction. X1 is the scan direction for a single-sided page or for the second side of a two-sided page. X2 is the scan direction for the first side of a two-sided page. The direction that the paper feeds through the printer is referred to as Y. Y1 is the feed direction for a single-sided page or for the second side of a two-sided page. Y2 is the feed direction for the first side of a two-sided page. Use the Adjust Tray <X> menu to adjust the registration settings for each tray. Before adjusting these values, print a registration test page. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary. You can adjust values for X1 Shift, X2 Shift, Y1 Shift, and Y2 Shift.

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Print Quality	Adjust Paper types		Plain* HP EcoFFICIENT Light 60-74g Mid-Weight 96-110g Light Bond Heavy 111-130g Extra Heavy 131-175g Cardstock 176-220g Mono Transparency Labels Letterhead Envelope Preprinted Prepunched Colored Bond Recycled Rough Reset Paper Types	Select from a list of paper types Changing the Print mode setting is usually the first thing to try to resolve print-quality problems. Problems can include toner not sticking well to the page, a faint image of the page repeated on the same or following page, incorrect gloss level, and so on.
Print Quality	Optimize	Envelope control	Normal Reduced Temp	
Print Quality	Optimize	Line Voltage	Normal* Low Voltage	Use this setting if you have scattered lines in printed pages.
Print Quality	Optimize	Background	Normal Alternate	
Print Quality	Optimize	Uniformity Control	Normal Alternate 1	
Print Quality	Optimize	Transfer Control	Normal Alternate 1	
Print Quality	Optimize	Moisture Control	Normal* Alternate	
Print Quality	Optimize	Reset Optimize		

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Manage Trays	Use Requested Tray		Exclusively* When available	Controls how the printer handles jobs that have specified a specific input tray. Two options are available: Exclusively: The printer never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty. When available: The printer pulls from another tray if the specified tray is empty, even though the specific tray was indicated for the job.
Manage Trays	Manually Feed Prompt		Always prompt* Prompt on mismatch	Indicate whether a prompt should appear when the type or size for a job does not match the specified tray and the printer pulls from the multipurpose tray instead. Two options are available: Always: A prompt always displays before using the multipurpose tray. Prompt on mismatch: A prompt displays only if the size or type does not match or the tray is empty.
Manage Trays	Size/Type Prompt		Display* Do not display	Controls whether the tray configuration message displays whenever a tray is closed. Two options are available: Display: Shows the tray configuration message when a tray is closed. The user is able to configure the tray settings directly from this message. Do not display: Prevents the tray configuration message from automatically appearing.

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Manage Trays	Use Another Tray		Allow* Do not allow	Use to turn on or off the control panel prompt to select another tray when the specified tray is empty. Two options are available: Allow: When this option is selected, the user is prompted to either add paper to the selected tray or to choose a different tray. This is the factory default. Do not allow: When this option is selected, the user is not given the option of selecting a different tray. The printer prompts the user to add paper to the tray that was initially selected.
Manage Trays	Alternative Letterhead Mode		Off* On	Use to load letterhead or preprinted paper into the tray the same way for all print jobs, whether you are printing to one side of the sheet or to both sides of the sheet. When this option is selected, load the paper as you would for printing on both sides. See the user documentation that came with the printer for instructions about loading letterhead for printing on both sides. When this option is selected, the printer speed slows to the speed required for printing on both sides.

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Manage Trays	Duplex		Automatic* Always	Controls how the printer handles two-sided jobs (duplexing). Two options are available: Automatic: Choose this option to skip printing blank sides during a two-sided print job. The printer can print jobs faster when blank sides are skipped. Always: Choose this option to print all sides of a two-sided job, even if one side is blank. This might be preferable for certain jobs that use paper types such as letterhead or prepunched paper.
Manage Trays	Image Rotation		Left to right Alternate	
Manage Trays	Override A4/Letter		No Yes*	Prints on letter-size paper when an A4 job is sent but no A4-size paper is loaded in the printer (or to print on A4 paper when a letter-size job is sent but no letter-size paper is loaded). This option will also override A3 with ledger-size paper and ledger with A3-size paper.
Manage Trays	Unsupported Size Behavior		Use default size automatically Prompt for user response	
Manage Trays	Rotate Offset		Automatic Off	
Manage Trays	Tray Priority		Tray 1 Tray 2-X	
Manage Trays	Tray Protection		Tray 1 Tray 2-X	

Table 3-43 Copy/Print menu (MFP) (continued)

Menu item	Submenu	Submenu item	Values	Description
Manage Trays	Paper Out Action	Auto Continue Time-Out	Auto Continue Time-Out options:	
		Auto-Continue Action	No time-out	
			5 minutes	
			10 minutes	
			20 minutes	
			30 minutes	
			45 minutes	
			1 hour	
			Wait forever	
			Auto-Continue Action options:	
			Cancel job	
			Override media size	
			Override media type	
			Override media size and type	

Scan/Digital Send Settings menu (MFP)

Learn about the control-panel [Scan/Digital Send Settings](#) menu.

At the printer control panel, select the [Settings](#) menu, and then select the [Scan/Digital Send Settings](#) menu.

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

Table 3-44 Scan/Digital Send Settings menu

Menu item	Submenu	Submenu item	Values	Description
Scan+ Settings	Image preview		Make optional Require preview Disable preview	Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer. Make optional: The feature is optional, depending on the user who is signed in. Require preview Previews are required for all users. Disable preview: Previews are disabled for all users.
Email Settings	E-mail Setup Email Address Credentials Summary	Server Name (For E-mail Setup)	Server Name options: Help me find SMTP I know my SMTP Enable SMTP SSL/TLS Protocol	Scan documents and send them as email attachments. Configure the SMTP server settings (server, port number, and authentication) using the Embedded Web Server.
Email Settings	Image preview Network Folder Settings SharePoint Settings Scan to USB Drive Settings		Make optional Require preview Disable preview	Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer. Make optional: The feature is optional, depending on the user who is signed in. Require preview Previews are required for all users. Disable preview: Previews are disabled for all users.
Email Settings	Document Feeder Output Behavior		Automatically open/close Always open	
Email Settings	ADF Length Sensor		Enabled* Disabled	

Table 3-44 Scan/Digital Send Settings menu (continued)

Menu item	Submenu	Submenu item	Values	Description
Email Settings	Digital Sending Software Setup	Allow Use of a Digital Sending Software (DSS) Server	Enabled* Disabled	Configure how the printer interacts with the HP Digital Sending Software (DSS) server. HP DSS handles digital sending tasks, such as faxing, emailing, and sending scanned documents to a network folder or USB storage device. Use the Allow Use of a Digital Sending Software (DSS) Server option to configure the printer to use HP DSS.
Email Settings	Digital Sending Software Setup	Allow Transfer to New Digital Sending Software (DSS) Server	Enabled* Disabled	Use the Allow Transfer to New Digital Sending Software (DSS) Server option to specify whether DSS management of a printer is transferable to a different DSS.

Fax menu (MFP)

Learn about the control-panel [Fax](#) menu (MFP).

At the printer control panel, select the [Settings](#) menu, and then select the [Fax](#) menu to view the settings.

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

Internal Fax Modem Setup

View the [Internal Fax Modem Setup](#) settings in the [Fax](#) menu for faxing.

Table 3-45 Internal Fax Modem Setup menu

Internal Fax Modem Setup menu	Values	Description
Configure	Location * Company Name and Fax Number Date/Time Dialing Prefix Summary	Configure settings for sending faxes from the printer. Use the Internal Fax Modem Setup feature to set up options for faxing. NOTE: To set up LAN fax or Internet fax, use the HP Embedded Web Server. To open the HP Embedded Web Server, type the printer network address into a Web browser. To configure the fax features, select the Fax tab.

Fax Send Settings

View the [Fax Send Settings](#) options in the [Fax](#) menu when sending a fax.

Table 3-46 Fax Send Settings menu

Fax Send Settings menu	Submenu	Values	Description
Image Preview		Make optional Require preview Disable preview	Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer. Make optional: The feature is optional, depending on the user who is signed in. Require preview: Previews are required for all users. Disable preview: Previews are disabled for all users.
Fax Dialing Settings	Redial on Error	Range: 0 - 9 Default = 2	Specify the number of redial attempts for the fax number when an error occurs during transmission
Fax Dialing Settings	Redial on No Answer	Range: 0 - 2 Default = 0	Specify the number of redial attempts for outgoing faxes when the number dialed does not answer.
Fax Dialing Settings	Redial on Busy	Range: 0 - 9 Default = 3	Specify the number of redial attempts for outgoing faxes when the printer receives a busy signal.
Fax Dialing Settings	Redial Interval	1 - 5 Minutes Default = 5 minutes	Specify the amount of time the printer waits before re-sending a failed fax.
Fax Dialing Settings	Fax Send Speed	Fast (V.34 - 33.6k)* Medium (V.17 - 14.4k) Slow (v.29 - 9.6k)	
Fax Dialing Settings	Line Monitor Volume	Off Low High	Adjust the volume level during a fax transmission.
Fax Dialing Settings	Dialing Mode	Tone Pulse	
Fax Dialing Settings	Dialing Prefix		
Fax Dialing Settings	Detect Dial Tone		
General Fax Send Settings	Fax Number Confirmation	Enabled Disabled*	If this feature is enabled, you must enter the fax number twice.
General Fax Send Settings	PC Fax Send	Enabled* Disabled	Enables users who have the correct driver installed to send faxes through the printer from their computers.

Table 3-46 Fax Send Settings menu (continued)

Fax Send Settings menu	Submenu	Values	Description
General Fax Send Settings	Error Correction Mode	Enabled* Disabled	When error-correction mode is enabled and an error occurs during fax transmission, the printer sends or receives the error portion again.
General Fax Send Settings	Fax Header	Prepend* Overlay	Use to prepend or overlay the fax header page.
Billing Code Settings	Enable Billing Codes	Off On*	When billing codes are enabled, a prompt displays that asks the user to enter the billing code for an outgoing fax. This prompt does not appear if the Allow users to edit billing codes check box is not checked. You can also use the billing codes report in the Reports menu to view the list of the billing codes that have been used for faxes that have been sent from the printer. The list is grouped by billing code and also shows fax details. This feature can be used for billing or usage tracking.
Billing Code Settings	Enable Billing Codes	Allow users to edit billing codes Off On*	
Billing Code Settings	Enable Billing Codes	Minimum Length	Specify the required length of the billing code. Billing codes can be between 1 and 16 characters long.
Billing Code Settings	Enable Billing Codes	Default Billing Code	Specify a default billing code for faxing. If you specify a default billing code, this code displays in the Billing Code field when the user sends an outgoing fax. If this field is blank, no default billing code is provided for the user.

Fax Receive Settings

View the [Fax Receive Settings](#) options in the [Fax](#) menu for receiving faxes.

Table 3-47 Fax Receive Settings menu

Fax Receive Settings menu	Submenu	Values	Description
Fax Receive Setup	Rings To Answer	Range: 1-6 Default =1	Select the number of rings to allow before the fax answers.

Table 3-47 Fax Receive Settings menu (continued)

Fax Receive Settings menu	Submenu	Values	Description
Fax Receive Setup	Ring Volume	Off Low* High	Use to configure settings for receiving faxes.
Fax Receive Setup	Fax Receive Speed	Fast (V.34 - 33.6k)* Medium (V.17 - 14.4k) Slow (v.29 - 9.6k)	
Fax Printing Schedule	Incoming Fax Options	Always store Always print* Use schedule	If you have concerns about the security of private faxes, use this feature to store faxes rather than having them automatically print. Select Incoming Fax Options, and then you can choose to always store faxes, always print them, or you can set up a schedule for each day of the week.
Blocked Fax Numbers		Add Last Sender New Fax Number	The blocked fax list can contain up to 30 numbers. When the printer receives a call from one of the blocked fax numbers, it deletes the incoming fax. It also logs the blocked fax in the activity log along with job-accounting information.
Default Job Options	Notification	Do not notify* Notify when job completes Notify only if job fails	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully.
Default Job Options	Notification>Notification Method	Print E-mail* Include Thumbnail	E-mail: Select to receive the notification in an email. Touch the text box following Email Address , and then enter the email address for the notification. NOTE: When sending an analog fax, select Include Thumbnail to receive a thumbnail image of the first page of the fax in your notification.

Table 3-47 Fax Receive Settings menu (continued)

Fax Receive Settings menu	Submenu	Values	Description
Default Job Options	Stamp Received Faxes	On Off*	Use this option to add the date, time, sender's phone number, and page number to each page of the faxes that this printer receives.
Default Job Options	Fit to Page	On Off	Use to shrink faxes that are larger than Letter-size or A4-size so that they can fit onto a Letter-size or A4-size page. If this feature set to Off , faxes larger than Letter or A4 will flow across multiple pages.
Default Job Options	Tray	Automatically select Tray 1 Tray 2-X	Tray 2-X : Select from a list of the trays
Default Job Options	Output Sides	1-sided* 2-sided Pages flip up	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.

Fax Forwarding

View the **Fax Forwarding** options in the **Fax** menu for faxing.

Table 3-48 Fax Forwarding menu

Fax Forwarding menu	Submenu	Values	Description
Enable Fax Forwarding		Disabled* Enabled	Use to forward received faxes to another fax machine.
Enable Fax Forwarding	Type of Fax Job to Forward	All faxes Sent faxes Received faxes	
Enable Fax Forwarding	Fax Forwarding Method: Internal Modem		Set up faxing from the internal modem.
Enable Fax Forwarding	Fax Forwarding Number		Enter the fax forwarding number.

Clear fax Activity Log

View the [Clear fax Activity Log](#) options in the [Fax](#) menu for faxing.

Table 3-49 Clear Fax Activity Log menu

Clear Fax Activity Log menu	Values	Description
Clear Fax Activity Log	Cancel Clear	Clears all events from the Fax Activity Log list.

Manage Supplies menu

Learn about the control-panel [Manage Supplies](#) menu.

At the printer control panel, select the [Settings](#) menu, and then select the [Manage Supplies](#) menu to view the settings.

Non-touchscreen printers (Control Pad Buttons): At the printer control panel, use the arrow buttons to navigate through menus or settings and press the [OK](#) button to confirm a selection.

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

Table 3-50 Manage Supplies menu

Menu item	Submenu	Values	Description
Low Warning Thresholds	Black Cartridge Cyan Cartridge Magenta Cartridge Yellow Cartridge (Cyan, Magenta, and Yellow cartridges display only on color-enabled printer models.)	1-100%	Supply is considered low when remaining life drops below the level identified Set the estimated percentage at which the printer notifies you when a toner cartridge is very low.
Low Warning Thresholds	Document Feeder Kit (MFP) Maintenance Kit (SFP)	1-100%	Supply is considered low when remaining life drops below the level identified Set the estimated percentage at which the printer notifies you when the document feeder kit is very low.
Low Warning Threshold Message		On* Off	Displays a message on the control panel when a cartridge is very low.
Low Behavior	Black Cartridge	Stop Continue*	Use one of these options to specify the action for the device to take when a supply reaches a low condition. Stop : Stops the current print job. Continue : Completes the current print job.

Table 3-50 Manage Supplies menu (continued)

Menu item	Submenu	Values	Description
Very Low Behavior	Black Cartridge Cyan Cartridge Magenta Cartridge Yellow Cartridge (Cyan, Magenta, and Yellow cartridges display only on color-enabled printer models.)	Stop Continue* Prompt to continue	Use one or more of these options to specify the action for the device to take when a supply reaches a very low condition. Stop : Stops the current print job. Continue : Completes the current print job. Prompt to continue : Allows a user to decide whether or not to finish printing.
Very Low Behavior	Document Feeder Kit (MFP) Maintenance Kit (SFP)	Stop Continue Prompt to continue*	Use one or more of these options to specify the action for the device to take when a supply reaches a very low condition. Stop : Stops the current print job. Continue : Completes the current print job. Prompt to continue : Allows a user to decide whether or not to finish printing.
Supply Protection		Off* Protect cartridges	Select this option to protect cartridges permanently so they can be used only in this product or fleet of products.
Cartridge Policy		Off* Authorized	Set Authorized to allow only genuine HP cartridges to be used in this printer.
Reset Supplies	Document Feeder Kit (MFP) Maintenance Kit (SFP)	Reset Cancel	Select this option if you have installed a new document feeder kit or maintenance kit. After replacing a supply kit, select it from the list and touch "Reset"

Developer Options menu (MFP)

Learn about the control panel [Developer Options](#) menu.

At the printer control panel, select the [Settings](#) menu, and then select the [Developer Options](#) menu to view the settings.



NOTE: This menu is locked by default.

Table 3-51 Developer Options menu

Menu item	Submenu	Values	Description
HP WorkPath Debug Bridge	Access Type	User Access Code Administrator Access Code Service Access Code	HP Workpath Debug Bridge uses different access codes to control device features.

Networking menu

Learn about the control-panel [Networking](#) menu.

At the printer control panel, select the [Settings](#) menu, and then select the [Networking](#) menu to view the settings.

Non-touchscreen printers (Control Pad Buttons): At the printer control panel, use the arrow buttons to navigate through menus or settings and press the [OK](#) button to confirm a selection.

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

Ethernet

View the [Ethernet](#) settings in the [Networking](#) menu.

Table 3-52 Ethernet menu

Ethernet menu	Submenu	Values	Description
INFORMATION	PRINT SECURITY REPORT	YES NO*	Yes: Prints a page that contains the current security settings on the HP Jetdirect Print Server. No: A security settings page is not printed.
TCP/IP	HOST NAME	Use the arrow buttons to edit the host name. NPIXXXXXX*	An alphanumeric string, up to 32 characters used to identify the printer. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.

Table 3-52 Ethernet menu (continued)

Ethernet menu	Submenu	Values	Description
TCP/IP	IPV4 SETTINGS CONFIG METHOD	BOOTP DHCP* AUTO IP MANUAL	Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect Print Server. BOOTP (Bootstrap Protocol): Use for automatic configuration from a BOOTP server. DHCP (Dynamic Host Configuration Protocol): Use for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options. Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically. If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters.
TCP/IP	IPV4 SETTINGS DHCP RELEASE	YES NO	If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options.
TCP/IP	IPV4 SETTINGS DHCP RENEW	YES NO	If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options.
TCP/IP	IPV4 SETTINGS PRIMARY DNS	Range: 0-255 Default = xxx.xxx.xxx.xxx	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
TCP/IP	IPV4 SETTINGS SECONDARY DNS	Range: 0-255 Default = 0.0.0.0	Specify the IP address (n.n.n.n) of a Secondary DNS Server.
TCP/IP	IPV6 SETTINGS ENABLE	ON* OFF	Use this item to enable or disable IPv6 operation on the print server. Off: IPv6 is disabled. On: IPv6 is enabled.

Table 3-52 Ethernet menu (continued)

Ethernet menu	Submenu	Values	Description
TCP/IP	IPV6 SETTINGS ADDRESS MANUAL SETTINGS	ENABLE - ON* - OFF ADDRESS	Use this item to enable and manually configure a TCP/IPv6 address.
TCP/IP	IPV6 SETTINGS DHCPV6 POLICY	ROUTER SPECIFIED ROUTER UNAVAILABLE* ALWAYS	Router Specified: The router determines which stateful auto-configuration method the print server uses. It specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server. Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server. Always: Whether a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
TCP/IP	IPV6 SETTINGS PRIMARY DNS	Range: 0-255 Default = xxx.xxx.xx.xx	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
TCP/IP	IPV6 SETTINGS SECONDARY DNS	Range: 0-255 Default = 0.0.0.0	Specify the IP address (n.n.n.n) of a Secondary DNS Server.
TCP/IP	PROXY SERVER	Select from a provided list.	Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security for those clients. To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets. For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.
TCP/IP	PROXY PORT	Range: 1-65535 Default = 80	Enter the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 1 to 65535.

Table 3-52 Ethernet menu (continued)

Ethernet menu	Submenu	Values	Description
TCP/IP	IDLE TIMEOUT	Range: 0-3600 Default = 270	The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).
SECURITY	SECURE WEB	HTTPS REQUIRED HTTPS OPTIONAL	For configuration management, specify the communication method.
SECURITY	IPSEC	KEEP DISABLE	IPSec provides authentication and encryption security. Specify the IPSEC status on the print server.
SECURITY	FIREWALL	KEEP DISABLE	Use Firewall protection to control IP traffic.
SECURITY	802.1X	KEEP DISABLE	
SECURITY	ANNOUNCEMENT AGENT	ENABLE DISABLE	Use this menu item to enable or disable the HP Device Announcement Agent, to set the configuration server, and to indicate whether to require mutual authentication using certificates.
SECURITY	RESET SECURITY	YES NO	Specify whether the current security settings on the print server will be saved or reset to factory defaults.
SECURITY	FIPS	KEEP RESET & REBOOT DEVICE	Use the settings to manage security and configuration. NOTE: Federal Information Processing Standards (FIPS) is only available in HP Jetdirect Print Server 10.4 version or later.
LINK SPEED		AUTO 10T HALF 10T FULL 10T AUTO 100TX HALF 100TX FULL 100TX AUTO 1000T FULL	

Wi-Fi Direct

View the [Wi-Fi Direct](#) settings in the [Networking](#) menu.

HP Wi-Fi Direct is a feature that allows your Wi-Fi capable devices to make a wireless network connection directly to your printer without using a wireless router or access point.

Table 3-53 Wi-Fi Direct menu

Wi-Fi Direct menu	Submenu	Values	Description
Status		On Off	
Wi-Fi Direct Name			This unique name is used to identify the printer in the wireless network.
Channel		1-11 36 40 44 48 149 153 157 161 165	Allows a user to choose the frequency band at which the printer operates.
Connection Method		Auto Manual	Auto: Authentication is not required. The mobile device can connect automatically to the printer and print the document. Manual: This connection method requires simple authentication by the user using a password.
Wi-Fi Direct Password			The user provides the password for Advanced and Manual connections.

Wireless

View the [Wireless](#) settings in the [Networking](#) menu.

HP Wireless Direct is a feature that allows your Wi-Fi capable devices to make a wireless network connection directly to your printer without using a wireless router or access point.

Table 3-54 Wireless menu

Wireless menu	Submenu	Values	Description
INFORMATION	PRINT SECURITY REPORT	YES NO*	Yes: Prints a page that contains the current security settings on the HP Jetdirect Print Server. No: A security settings page is not printed.
WIRELESS STATION	Status	ENABLE DISABLE	
TCP/IP	HOST NAME	Use the arrow buttons to edit the host name. NPIXXXXXX*	An alphanumeric string, up to 32 characters used to identify the printer. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.
TCP/IP	IPV4 SETTINGS CONFIG METHOD	BOOTP DHCP* AUTO IP MANUAL	Specifies the method used to configure TCP/IPv4 parameters on the HP Jetdirect Print Server. Bootp (Bootstrap Protocol): Use for automatic configuration from a BootP server. DHCP (Dynamic Host Configuration Protocol): Use for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options. Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically. If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters.
TCP/IP	IPV4 SETTINGS PRIMARY DNS	Range: 0-255 Default = xxx.xxx.xx.xx	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
TCP/IP	IPV4 SETTINGS SECONDARY DNS	Range: 0-255 Default = 0.0.0.0	Specify the IP address (n.n.n.n) of a Secondary DNS Server.

Table 3-54 Wireless menu (continued)

Wireless menu	Submenu	Values	Description
TCP/IP	IPV6 SETTINGS ENABLE	ON* OFF	Use this item to enable or disable IPv6 operation on the print server. Off: IPv6 is disabled. On: IPv6 is enabled.
TCP/IP	IPV6 SETTINGS ADDRESS MANUAL SETTINGS	ENABLE • ON* • OFF ADDRESS	Use this item to enable and manually configure a TCP/IPv6 address.
TCP/IP	IPV6 SETTINGS DHCPV6 POLICY	ROUTER SPECIFIED ROUTER UNAVAILABLE* ALWAYS	Router Specified: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server. Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server. Always: Whether a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
TCP/IP	IPV6 SETTINGS PRIMARY DNS	Range: 0-255 Default = xxx.xxx.xx.xx	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
TCP/IP	IPV6 SETTINGS SECONDARY DNS	Range: 0-255 Default = 0.0.0.0	Specify the IP address (n.n.n.n) of a Secondary DNS Server.

Table 3-54 Wireless menu (continued)

Wireless menu	Submenu	Values	Description
TCP/IP	PROXY SERVER	Select from a provided list.	Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security for those clients. To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets. For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.
TCP/IP	PROXY PORT	Range: 0-65535 Default = 80	Enter the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.
TCP/IP	IDLE TIMEOUT	Range: 0-3600 Default = 270	The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).
SECURITY	SECURE WEB	HTTPS REQUIRED HTTPS OPTIONAL	For configuration management, specify the communication method.
SECURITY	IPSEC	KEEP DISABLE	IPSec provides authentication and encryption security. Specify the IPSEC status on the print server.
SECURITY	FIREWALL	KEEP DISABLE	Use Firewall protection to control IP traffic.
SECURITY	802.1X	KEEP DISABLE	
SECURITY	ANNOUNCEMENT AGENT	ENABLE DISABLE	Use this menu item to enable or disable the HP Device Announcement Agent, to set the configuration server, and to indicate whether to require mutual authentication using certificates.
SECURITY	RESET SECURITY	YES NO	Specify whether the current security settings on the print server will be saved or reset to factory defaults.

Table 3-54 Wireless menu (continued)

Wireless menu	Submenu	Values	Description
SECURITY	FIPS	KEEP RESET & REBOOT DEVICE	Use the settings to manage security and configuration. NOTE: Federal Information Processing Standards (FIPS) is only available in HP Jetdirect Print Server 10.4 version or later.
I/O Timeout		Range: 5-300 seconds Default = 10	Sets the I/O timeout period in seconds. The I/O timeout is the amount of time the printer waits before declaring a print job failed. If the data stream for a print job is interrupted, the printer uses this setting to determine when to report the failure.

Support Tools menu

Learn about the control-panel [Support Tools](#) menu.



NOTE: The [Support Tools](#) sub-menu contains the options for maintaining the printer and troubleshooting printer problems.

Maintenance menu

Learn about the control-panel [Maintenance](#) menu.

Backup/Restore menu

Learn about the control-panel [Backup/Restore](#) menu.

At the printer control panel, select the [Support Tools](#) menu, select the [Maintenance](#) menu, and then select the [Backup/Restore](#) menu.

Use the [Backup/Restore](#) feature in the HP Embedded Web Server (EWS) to back up data on the printer or to restore data files from a previous backup.

Table 3-55 Backup/Restore menu

Backup/Restore menu	Values	Description
Back up Data	Password Confirm Password	
Restore Data	Select Backup	Insert a USB drive that contains the backup file.

Import/Export menu

Learn about the control-panel [Import/Export](#) menu.

At the printer control panel, select the [Support Tools](#) menu, select the [Maintenance](#) menu, and then select the [Import/Export](#) menu.

Use this feature to export files that can be used to configure other devices. Select which settings, contacts, or user accounts to include in the export. The files can be imported to other devices including those with different capabilities. Any imported settings that are not available on the target device will be ignored.

Table 3-56 Import/Export menu

Import/Export menu	Values	Description
Access Type	User Access Code Administrator Access Code Service Access Code	
Access Code		Use this generated Access Code or assign a new code.

Calibration/Cleaning menu

Learn about the control-panel [Calibration/Cleaning](#) menu.

At the printer control panel, select the [Support Tools](#) menu, select the [Maintenance](#) menu, and then select the [Calibration/Cleaning](#) menu.

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

Use this menu to configure the product to automatically print a cleaning page.

Table 3-57 Calibration/Cleaning menu

Calibration/Cleaning menu	Submenu	Values	Description
Cleaning Page	Automatic Cleaning Interval	Off* 1000 pages 2000 pages 5000 pages 10000 pages 20000 pages	Select Off to disable automatic cleaning. Select a cleaning interval to set the number of pages to be printed before an automatic cleaning page is printed. Touch Print to manually print a cleaning page. NOTE: Cleaning pages print on the default paper size configured for the printer.
Calibrate Scanner (MFP)		Done Start	Touch Start to calibrate the device scanner. Messages on the control panel display will lead you through the calibration process.

USB Firmware Upgrade menu

Learn about the control-panel [USB Firmware Upgrade](#) menu.

At the printer control panel, select the [Support Tools](#) menu, select the [Maintenance](#) menu, and then select the [USB Firmware Upgrade](#) menu.

Insert a USB storage device with a firmware upgrade bundle into the USB port, and follow the on-screen instructions.

Use this menu to configure the settings for the product to automatically print a cleaning page.

Table 3-58 USB Firmware Upgrade menu

USB Firmware Upgrade	Description
Details	View specific information regarding the printer's current firmware.
Install	

License Management menu

Learn about the control-panel [License Management](#) menu.

At the printer control panel, select the [Support Tools](#) menu, select the [Maintenance](#) menu, and then select the [License Management](#) menu.

Use this menu to configure the engine speed with the LPD license.

Table 3-59 License Management menu

License Management menu	Values	Description
Access Type	User Access Code Administrator Access Code Service Access Code	
Access Code		Use this generated Access Code or assign a new code.

Troubleshooting menu

Learn about the control-panel [Troubleshooting](#) menu.

At the printer control panel, select the [Support Tools](#) menu, and then select the [Troubleshooting](#) menu.

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

Reports

View the [Reports](#) settings in the [Troubleshooting](#) menu.

Table 3-60 Reports menu

Reports menu	Values	Description
Configuration/Status Pages	Settings Menu Map Current Settings Page Configuration Page How to Connect Page Supplies Status Page Usage Page File directory Page Web Services Status Page Event Log Paper Path Page	Select the desired report and then select the print icon  to print the page.
Fax Reports	Fax Activity Log Billing Codes Report Blocked Fax List Fax Call Report	Select the desired report and then select the print icon  to print the page.
Other Pages	PCL Font List PS Font List Secure Drum Data Erase	Select the desired report and then select the print icon  to print the page.

Fax Tools

View the [Fax Tools](#) settings in the [Troubleshooting](#) menu.

Table 3-61 Fax Tools menu

Fax Tools menu	Values	Description
Fax T.30 Trace Report	Never automatically print* Print after every fax Print only after fax send jobs Print only after received faxes Print only after fax send errors Print only after fax receive errors Print after any fax error	Use to print or configure the fax T.30 trace report. T.30 is the standard that specifies handshaking, protocols, and error correction between fax machines.
Fax V.34	Enable* Disable	Use to disable V.34 modulations if several fax failures have occurred or if phone line conditions require it.
JBIG Compression	On Off*	

Table 3-61 Fax Tools menu (continued)

Fax Tools menu	Values	Description
Fax Speaker Mode	Normal* Diagnostic	Used by a technician to evaluate and diagnose fax issues by listening to the sounds of fax modulations
Fax Service Log	Print	The standard fax log includes basic information such as the time and whether the fax was successful. The detailed fax log shows the intermediate results of the redial process not shown in the standard fax log.

Print Quality Pages

View the [Print Quality Pages](#) settings in the [Troubleshooting](#) menu.

Table 3-62 Print Quality Pages menu

Print Quality Pages menu	Values	Description
Fuser Test Page PQ Troubleshooting Pages	Print	Use to print pages that help you resolve problems with print quality.

Event Log

View the [Event Log](#) settings in the [Troubleshooting](#) menu.

Table 3-63 Event Log menu

Event Log menu	Values	Description
Event Code, Date/Time	Cycles Repetitions	Prints the 50 most recent events in the Event Log. For each event, the printed log shows the error number, page count, error code, and description or personality.

Paper Path Page

View the [Paper Path Page](#) settings in the [Troubleshooting](#) menu.

Table 3-64 Paper Path Page menu

Paper Path Page menu	Values	Description
Device Information	Product Serial Number Product Name Nickname	Shows the unique information of the printer.
Paper Path Usage		Provides statistical information about which paper trays have been used for printing.

Diagnostic Tests

View the [Diagnostic Tests](#) settings in the [Troubleshooting](#) menu.

Table 3-65 Diagnostic Tests menu

Diagnostic Tests menu	Submenu	Values	Description
Disable Cartridge Check		Continue	Use this diagnostic test to print internal pages or send an external job to the printer when the toner cartridge is removed or exchanged. Supply errors are ignored while the printer is in this mode.
Paper Path Test	Number of Copies	Range: 1 - 500 Default = 1	Sets the default number of copies for a copy job. This default applies when the Copy or Quick Copy function is initiated from the printer Home screen. The factory default setting is 1.
Paper Path Test	Paper Tray	All Trays Tray 1 Tray 2-X	Generates a test page for testing paper handling features. You can define the path that is used for the test to test specific paper paths
Output Sides		1-sided 2-sided Pages flip up	
Print/Stop Test		Stop next print job Delay	Specify the length of time in milliseconds (0-60,000).
Paper Path Sensor Test		Select from a list of the printer sensors. Tray 2 Empty Sensor Tray 2 Paper Surface Sensor Tray 2 Feed Sensor Tray 1 Empty Sensor Duplex Feed Sensor Fuser Exit Sensor Output bin full sensor	Initiates a test of the paper path sensors.

Table 3-65 Diagnostic Tests menu (continued)

Diagnostic Tests menu	Submenu	Values	Description
Sensors	Document Feeder Sensors Flatbed Sensors Tray Sensors Input Path Sensors Output Path Sensors Door Sensors	Select from a list of available components. Select the callouts for information and options. Tray Sensors options: Tray 1 Sensors Tray 2-X Sensors Door Sensors options: Front Door Sensor Rear Door Sensor	Test the printer sensors and switches for correct operation. Each sensor is displayed on the control-panel screen, along with its status. Manually trip each sensor and watch for it to change on the screen.
Component Tests	Continuous Scan MFP	2-sided	
Component Tests NOTE: This item appears in the control-panel menus. However, the menu items will vary in each printer	Document Feeder Motors Flatbed Motors Tray Motor Print Zone Motors Laser Scanner Motor Fuser Motor Duplex Path Motor	Select from a list of available components. Select the callouts for information and options. Tray Motor options: Tray 1 Motors Tray 2-X Motors	Use to exercise individual parts independently to isolate noise, leaking, or other issues. To start the test, select one of the components. The test will run the number of times specified by the Repeat option. You might be prompted to remove parts from the printer during the test. Press the Stop button to abort the test.

Debug Data Configuration

View the [Debug Data Configuration](#) settings in the [Troubleshooting](#) menu.

Table 3-66 Debug Data Configuration menu

Debug Data Configuration menu	Values	Description
Use the default configuration	Print Scan Copy Fax Network Security Device Administration Control Panel EWS System Platform Job Extensibility Solutions	A Configuration page will open where you can make your selections.
Use a custom configuration	Print diagnostics Scan diagnostics Copy diagnostics Fax diagnostics Connectivity diagnostics	Provides detailed diagnostic settings.

Retrieve Diagnostic Data

Retrieve Diagnostic Data setting in the [Troubleshooting](#) menu.

Table 3-67 Retrieve Diagnostic Data menu

Retrieve Diagnostic Data menu	Values	Description
Insert USB to export Data		Retrieve diagnostic data from the printer that will help HP technical support troubleshoot printer problems. Create files that contain information about the printer that can help identify the cause of problems.

Additional Diagnostic Data

Additional Diagnostic Data setting in the [Troubleshooting](#) menu.

Table 3-68 Additional Diagnostic Data menu

Additional Diagnostic Data menu	Values	Description
Insert USB to export Data		Export printer information to a file that can be useful for HP technical support to use for detailed problem analysis.

Service menu

Learn about the control-panel [Service](#) menu.

At the printer control panel, select the [Support Tools](#) menu, and then select the [Service](#) menu.

The [Service](#) menu is locked and requires a personal identification number (PIN) for access. This menu is intended for use by authorized service personnel. See the Service menu section of this manual.

Table 3-69 Service menu

Menu item	Submenu item	Values	Description
Event Log	Event Code, Date/Time	Cycles, Repetitions	
Counts	Service Count Mono Service Count Refurbish Count Document Feeder Kit Count (A4/Letter equivalent count) Setting for MFP: Document Feeder Kit Interval ADF Count Flatbed Count ADF Simplex Count ADF Duplex Count Copy Scan Count Send Scan Count Fax Scan Count Copy Pages Count		Document Feeder Kit Interval: Use this item to set the interval that causes the printer to prompt the customer to replace the document feeder maintenance kit. ADF Count: Set the total pages fed through the document feeder. Flatbed Count: Set the total pages scanned from the flatbed. ADF Simplex Count: Set the total single-sided pages fed through the document feeder. ADF Duplex Count: Set the total two-sided pages fed through the document feeder. Copy Scan Count: Set the total copy pages that have been scanned. Send Scan Count: Set the number of scanned pages sent to email. Fax Scan Count: Set the number of scanned pages that have been faxed. Copy Pages Count: Set the number of scanned pages that have been printed.

Table 3-69 Service menu (continued)

Menu item	Submenu item	Values	Description
Scanner Settings (MFP)	Item to adjust	Glass: Left edge Glass: Rear edge ADF: Leading front edge ADF: Leading back edge ADF: Trailing front edge ADF: Trailing back edge ADF: Left side front ADF: Left side back	ADF settings: WARNING! Do not change these values unless instructed to do so. This feature is for MFP models, provides a graphic to show paper orientation.
Scanner Settings	Adjustment	(-20 to 20)	
Serial Number			This is used to change the Product Serial number after a formatter change. Do not change serial number except for this instance. This will cause a hard fail of the printer.
Service ID			The Service ID is a five digit number. Use this item to show the date that the printer was first used on the control panel. This eliminates the need for users to keep paper receipts for proof of warranty.
Cold Reset Paper		Letter A4	When you perform a cold reset, the paper size that is stored in NVRAM is reset to the default factory setting. If you replace a formatter board in a country/region that uses A4 as the standard paper size, use this menu to reset the default paper size to A4. LETTER and A4 are the only available values.
MPS Settings	Low Alerts	On Off	Turn on (or off) low alerts (for supplies).
MPS Settings	Reset Supplies Level	Reset to Level 1 Reset to Level 2 Reset to Level 3 Reset to Non-HP Managed mode	

Table 3-69 Service menu (continued)

Menu item	Submenu item	Values	Description
PTT Test Mode (Fax models)			This setting is available for fax models. Test the internal modem for the analog fax accessory.

Service menu

Learn about the printer [Service](#) menu.

[Service](#) menu access is restricted by using a personal identification number (PIN). Only authorized service people should access the [Service](#) menu. When selecting [Service](#) from the list of menus, the printer prompts the user to enter an eight-digit PIN.



NOTE: The printer automatically exits the [Service](#) menu after about one minute if no items are selected or changed.

Access the [Service](#) menu using the control panel on non-touchscreen models

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Service](#), and then press the [OK](#) button.
3. Make sure the [Service Access Code](#) is selected for the [Access Type](#) item.



NOTE: Use the arrow buttons to select and change the [Access Type](#) item if necessary.

4. Enter the default PIN configured for the printer.

The default PIN is typically formatted using the production month, model identifier, and year (for example: 10680022).

Access the [Service](#) menu using the control panel on touchscreen models

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - [Service](#)
3. Make sure the [Service Access Code](#) is selected for the [Access Type](#) item.
4. Enter the default PIN configured for the printer.

The default PIN is typically formatted using the production month, model identifier, and year (for example: 10680022)

Printer resets

Learn about the printer resets.

Restore factory-set defaults from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Settings](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [General](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Restore Factory Settings](#), and then press the [OK](#) button.
4. A verification message advises that completing the reset function might result in loss of data. Select the [Reset](#) button to complete the process.

Restore factory-set defaults from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Settings](#) button.
2. Open the following menus:
 - [General Settings](#)
 - [Reset Factory Settings](#)
3. A verification message advises that completing the reset function might result in loss of data. Touch the [Reset](#) button to complete the process.

Restore the Service ID

When replacing the formatter, the Service ID date is lost. Use this menu item to reset the date to the original date that the printer was first used. The date format is YYDDD. Use the following formula to calculate the Service ID.

Calculate the service ID

For the calculation below, the placed-in-service date is 17OCT2002.

1. To calculate YY, subtract 1990 from the calendar year. If the printer was first used in 2002, calculate YY as follows: $2002 - 1990 = 12$. YY = 12.
2. Subtract 1 from 10 (October is the tenth month of the year): $10 - 1 = 9$.
 - Multiply 9 by 30: $9 \times 30 = 270$ and add 17 to 270: $270 + 17 = 287$. Thus, DDD = 287.
3. In this example the Service ID is 12287.

Convert the Service ID to an actual date

Use the printer Service ID number to determine whether the printer is still under warranty. Use the following formula to convert the Service ID into the actual date the printer was placed-in-service. For the example below, use the Service ID previously calculated (12287).

1. Add 1990 to YY to get the actual year that the printer was installed.
2. Divide DDD by 30. If there is a remainder, add 1 to the result. This is the month.
3. The remainder from the calculation in step 2 is the date.
 - a. $12 + 1990 = 2002$, so the year is 2002.
 - b. $287 \text{ divided by } 30 = 9 \text{ with a remainder of } 17$. Because there is a remainder, add 1 to 9 to get 10, which represents October.

- c. The remainder in step 2 is 17, so that is the date. The complete date is 17-October-2002.

 **NOTE:** A six-day grace period is built into the date system.

Cold reset using the Pre-boot menu from a non-touchscreen control panel

 **CAUTION:** This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Press the **Cancel** button when you see the **1/8** under the logo
2. Use the arrow buttons to highlight **+3:Administrator** item, and then press the **OK** button.
3. Use the arrow buttons to highlight **+8:Startup Options** item, and then press the **OK** button.
4. Use the arrow buttons to highlight **2 Cold Reset** item, and then press the **OK** button.
5. Press the Home button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then press the **OK** button.

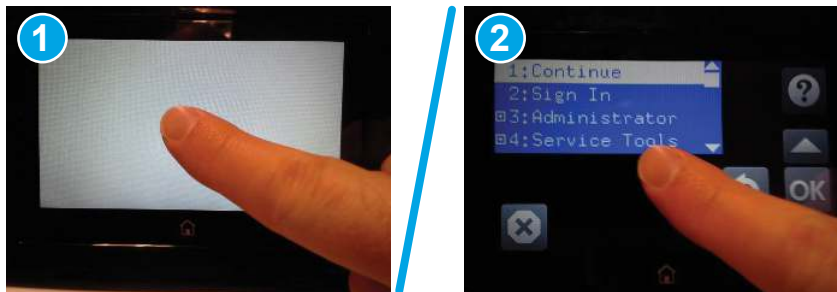
 **NOTE:** The printer initializes.

Cold reset using the Pre-boot menu from a touchscreen control panel

 **CAUTION:** This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Touch the middle of the control-panel display when you see the **1/8** under the logo

Figure 3-30 Open the Pre-boot menu (MFP)



2. Use the arrow buttons to highlight **+3:Administrator** item, and then press the **OK** button.
3. Use the arrow buttons to highlight **+8:Startup Options** item, and then press the **OK** button.
4. Use the arrow buttons to highlight **2 Cold Reset** item, and then press the **OK** button.
5. Touch the Home button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then press the **OK** button.

 **NOTE:** The printer initializes.

Control panel troubleshooting

If the control panel is not responding normally or has display issues, use the following procedures to troubleshoot the issues.

Troubleshooting power-on or blank control panel problems

If the printer is not powering on correctly, use the following steps to begin troubleshooting the problem.

1. Verify that power is available to the printer. If the printer is plugged into a surge protector or uninterruptible power supply (UPS), remove it. Plug the printer directly into a known operating wall receptacle (make sure that the wall receptacle provides the correct voltage and current for the printer).



NOTE: Unplug any other devices on the same circuit that the printer is using.

2. Try another known operating wall receptacle and a different power cord.
3. To eliminate a thermal switch issue, unplug the power cord and leave it unplugged for over 20 minutes. Re-attach the power cord, and then turn the power on again.
4. During normal operation, a cooling fan or fans begin to spin briefly after the printer power is turned on. Place a hand over the cover vent or vents to feel air passing out of the printer. Lean close to the printer to hear the fan or fans operating. Look for illuminated lights on the control panel and formatter LEDs.



NOTE: Operational fans, motors, and control-panel lights indicate the following:

- AC power is present at the printer.
 - The power supply is providing either or both 24 Vdc and 5 Vdc voltages.
 - The DC controller microprocessor is functioning.
-
5. If the printer powers on, but the control panel is blank, make sure that the control-panel display wire harness or harnesses and flat flexible cable or cables (FFCs) are connected.



NOTE: The following conditions indicate that the printer has frozen while in Sleep mode or Sleep delay. Opening a door or pressing a control-panel button should cause the printer to wake up from Sleep mode or Sleep delay.

- The control panel home button LED is illuminated
 - The power-switch LED flashes once every three to five seconds
-

If the control panel is not responding, or if it appears black or blank, try the following:

- a. Turn the printer power off, and then on again.
- b. Verify that the system is correctly functioning by printing a test page. Does the test page print correctly?

Is the printer HP Embedded Web Server (EWS) accessible?
- c. Verify that the control panel is correctly functioning. If it is not, turn the printer off and reseal the control-panel assembly cable connections at the control-panel assembly and the formatter.
- d. Try upgrading the firmware. If the firmware upgrade fails to resolve the problem, and the printer still freezes while in Sleep mode or Sleep delay, elevate the case.
- e. If the error persists and the EWS functions correctly, replace the control-panel assembly.

6. If normal start-up noises are not heard, turn the printer off, and then remove any installed accessories (for example, envelope feeders, paper feeders, or output accessories).
7. Turn the printer on, and then listen for start-up noises. If normal start-up noises are heard, the problem might be with an accessory.
8. Perform an engine test. The engine test procedure varies by printer, so refer to the printer Service Manual to get instructions.
9. If the engine test page prints, the print engine is operating normally. Replace the formatter.

 **CAUTION:** Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the model of printer it is installed in and is not designed to be swapped or repurposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable
- 33.02.01 Used board/Disk installed errors

If a used formatter is installed and causes this issue, the **partner** must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed.**

 **NOTE:** If the engine test page does not print, turn the printer off, reconnect the formatter power connector, remove the embedded MultiMedia Card (eMMC), and then try the engine test again. If the page prints, the problem might be the eMMC.

10. If after replacing the formatter or eMMC normal start-up noises are still not heard, replace the DC controller.
11. If the print engine appears to be correctly operating (the engine test page successfully printed) and the control panel is still blank, replace the power supply.

Control panel system diagnostics

Learn about printer firmware control panel troubleshooting.

Use the diagnostics in this section to test the control panel hardware and display using the printer firmware system diagnostics.

Open the control panel system diagnostic tests

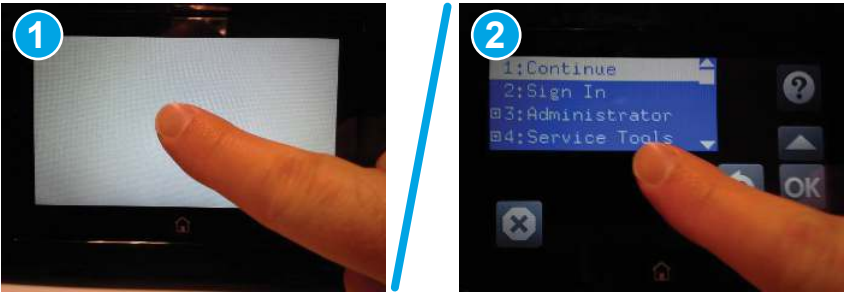
Learn about accessing the control panel system diagnostics tests from a touchscreen control panel.

Use the following procedure to open the control panel system diagnostics tests.

1. Turn the printer power off, and then on again.

2. Touch the middle of the control panel display when you see the 1/8 under the logo.

Figure 3-31 Open the Pre-boot menu



3. On the Pre-boot menu screen, use the following buttons to navigate the tests.

Figure 3-32 Pre-boot menu



Table 3-70 Pre-boot menu button descriptions

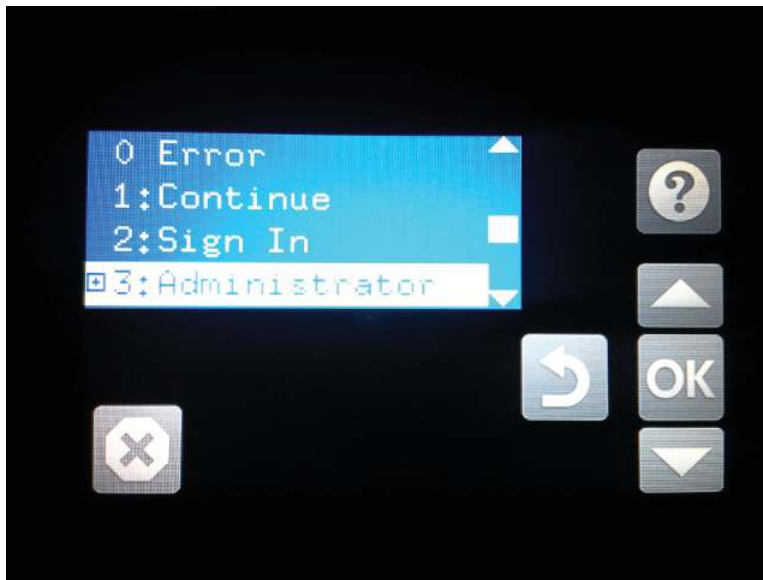
Button	Description
	Use this button to see more information about a selected item.
	Use this button to scroll up through menu items.
	Use this button to select a highlighted menu item.

Table 3-70 Pre-boot menu button descriptions (continued)

Button	Description
	Use this button to scroll down through menu items.
	Use this button to go back to the previous menu.
	Not used.

4. Use the [down arrow ▼](#) button to scroll to [+3 Administration](#), and then press the [OK](#) button to select it.

Figure 3-33 Access the administration menu



5. Use the [down arrow ▼](#) button to scroll to [+E CP Diagnostics](#), and then press the [OK](#) button to select it.



NOTE: An administrator password might be required to continue.

Figure 3-34 Access the diagnostics menu

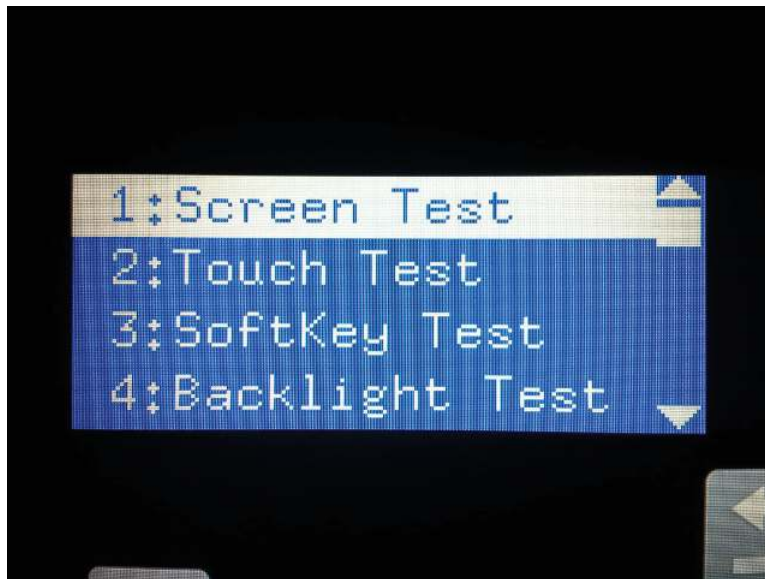


Screen test

Learn about the control panel system diagnostic screen test.

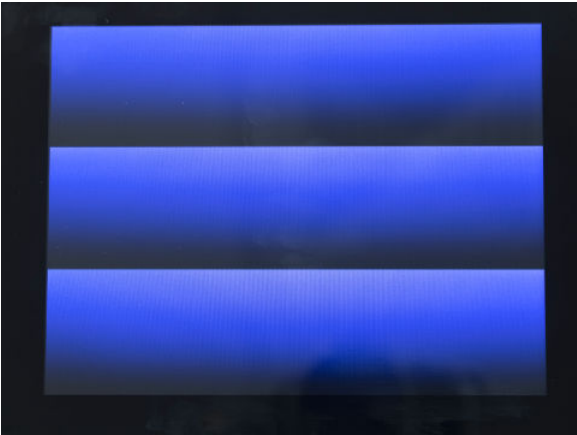
1. Open the control panel system diagnostic tests.
2. With **1:Screen Test** highlighted, press the **OK** button to select it.

Figure 3-35 Open the screen test



The blue horizontal gradient screen appears.

Figure 3-36 Blue horizontal gradient screen



3. Touch the touchscreen to scroll though the remaining touchscreen test screens.

 **NOTE:** Touch the [Home](#) button to exit the test.

Table 3-71 Touchscreen test screens

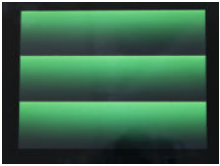
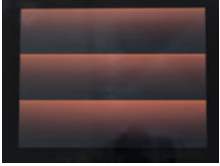
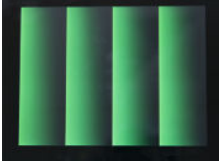
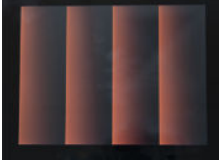
Screen	Description
	Green horizontal gradient
	Red horizontal gradient
	Blue vertical gradient
	Green vertical gradient
	Red vertical gradient

Table 3-71 Touchscreen test screens (continued)

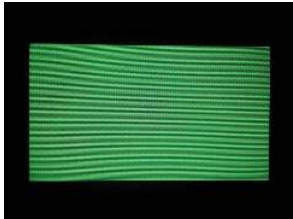
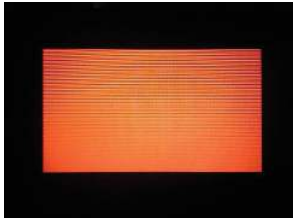
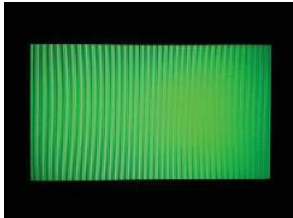
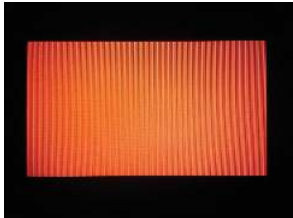
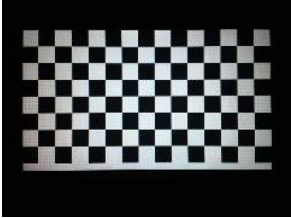
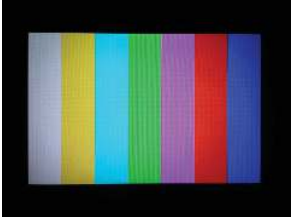
Screen	Description
	Blue with horizontal interlaced
	Green with horizontal interlaced
	Red with horizontal interlaced
	Blue with vertical interlaced
	Green with vertical interlaced
	Red with vertical interlaced

Table 3-71 Touchscreen test screens (continued)

Screen	Description
	Black with white center
	White with black center
	Checkerboard
	Multicolor stripes
	Blue green grid meshing

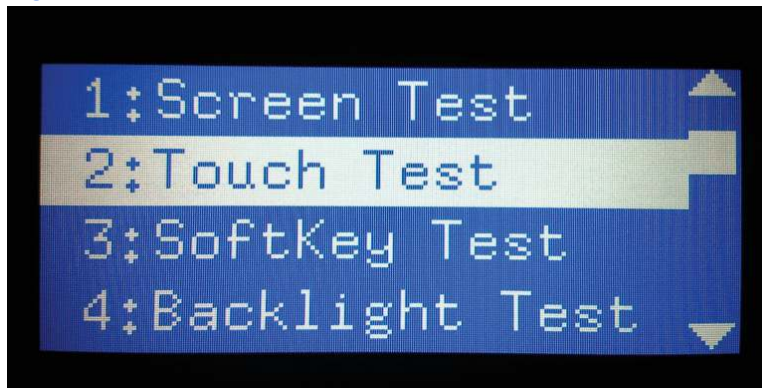
Touch test

Learn about the control panel system diagnostic touch test.

1. Open the control panel system diagnostic tests.

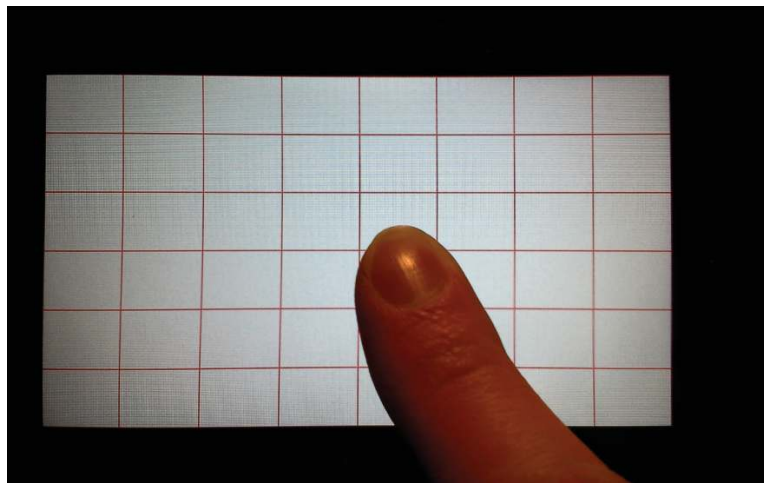
2. Use the [down arrow ▼](#) button to scroll to [2 Touch Test](#), and then press the [OK](#) button to select it.

Figure 3-37 Open the touch test



3. Use your finger to touch the white grid on the display.

Figure 3-38 Touch the white grid

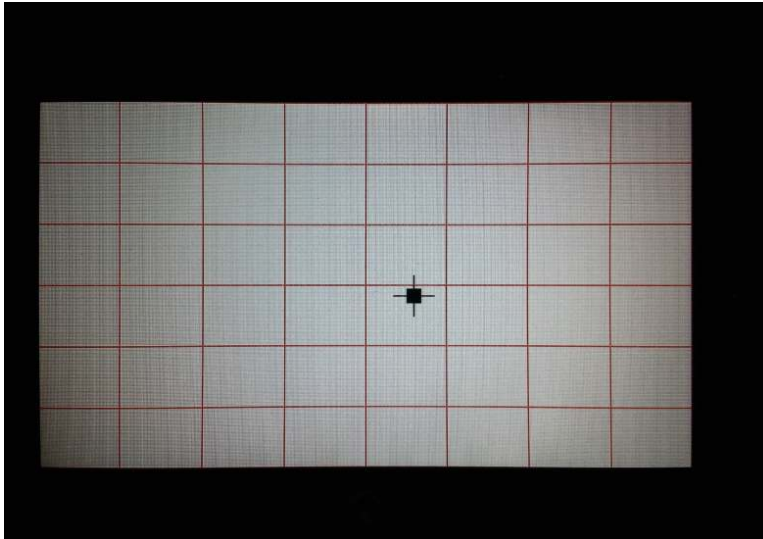


A mark appears on the grid where it was touched.



NOTE: Touch the [Home](#) button to exit the test.

Figure 3-39 Verify the mark



SoftKey test

Learn about the control panel system diagnostic SoftKey test.

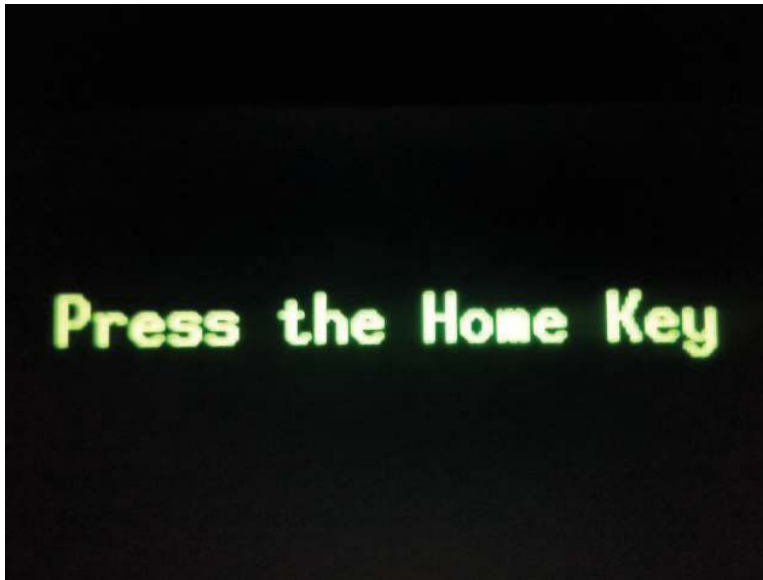
1. Open the control panel system diagnostic tests.
2. Use the [down arrow ▼](#) button to scroll to [3 SoftKey Test](#), and then press the [OK](#) button to select it.

Figure 3-40 Open the softkey test



3. When prompted, touch the [Home](#) button.

Figure 3-41 Touch the [Home](#) button



If the test is successful, the following screen appears on the display.



NOTE: Touch the screen to exit the test.

Figure 3-42 Successful test



Backlight test

Learn about the control panel system diagnostic backlight test.

1. Open the control panel system diagnostic tests.

2. Use the [down arrow ▼](#) button to scroll to [4 Backlight Test](#), and then press the [OK](#) button to select it.
After selecting the [4 Backlight Test](#), the screen automatically dims, and then returns to full brightness.

 **NOTE:** Touch any key to exit the test.

Figure 3-43 Open the backlight test



Sound test

Learn about the control panel system diagnostic sound test.

1. Open the control panel system diagnostic tests.
2. Use the [down arrow ▼](#) button to scroll to [5 Sound Test](#), and then press the [OK](#) button to select it.
After selecting the [5 Sound Test](#), the printer emits a series of audible tones.

 **NOTE:** Touch any key to exit the test.

Figure 3-44 Open the sound test



Version

Learn about the control panel system diagnostic version information.

1. Open the control panel system diagnostic tests.
2. Use the [down arrow ▼](#) button to scroll to [7 Version](#), and then press the [OK](#) button to select it.

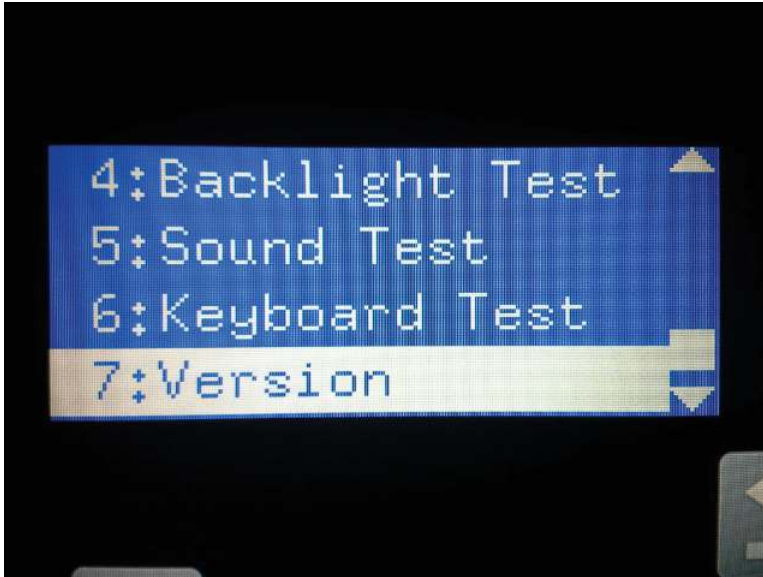
 **NOTE:** Touch any key to exit the test.

Select [7 Version](#) to view the following types of information:

 **NOTE:** The following types of information are for the control panel only, not the printer.

- Panel ID
- Hardware (version)
- Firmware (version)
- KB Hw (version)
- KB Firm (version)
- LCD Vendor
- Touch Controller Version

Figure 3-45 Open the version information



Control panel diagnostic flowcharts

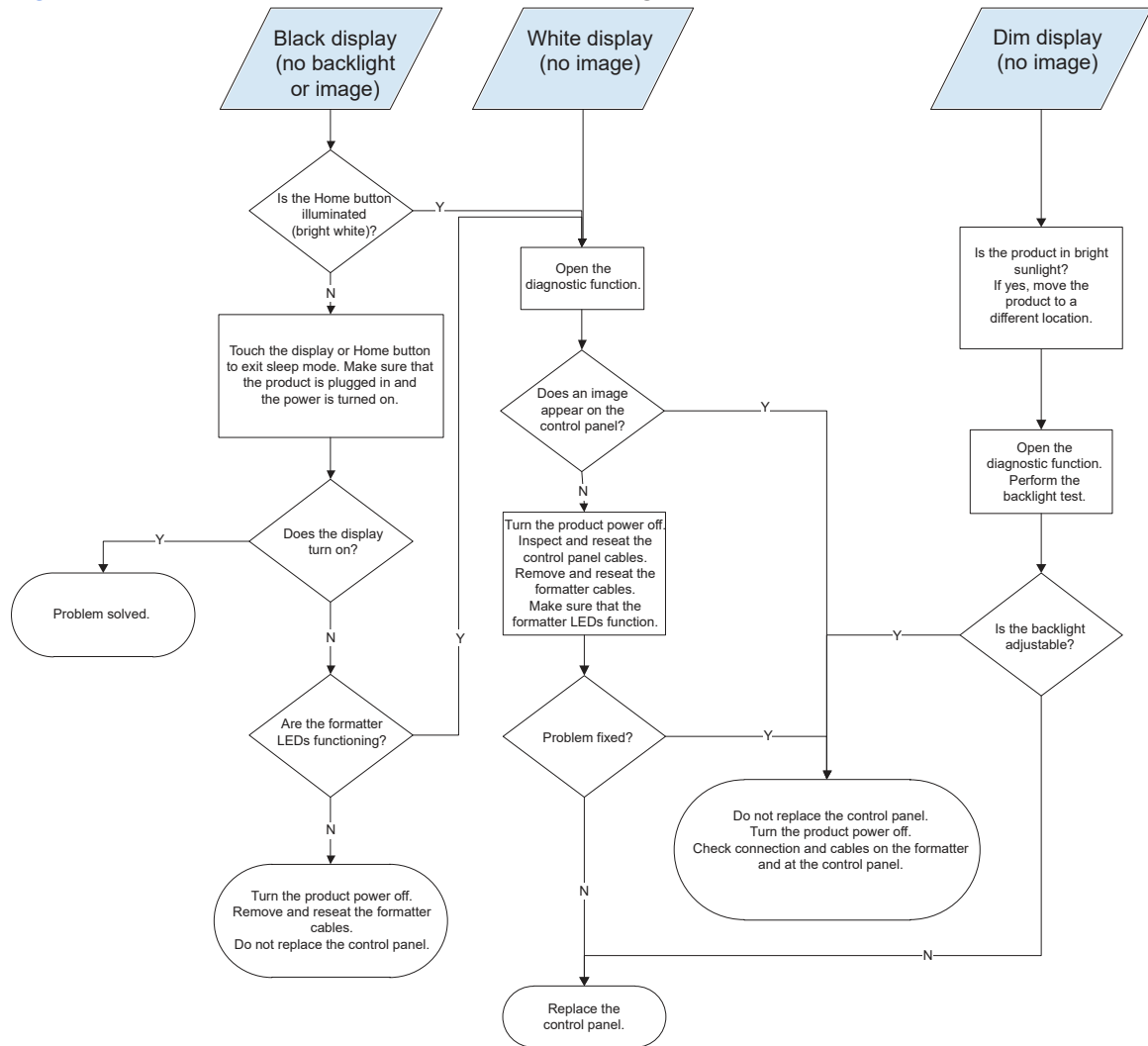
Use the flowcharts in this section to troubleshoot the following control panel problems.

- Touchscreen is blank, white, or dim (no image).
- Touchscreen is slow to respond or requires multiple presses to respond.
- Touchscreen has an unresponsive zone.
- No control panel sound.
- Home button is unresponsive.
- Hardware integration pocket (HIP) is not functioning (control panel functional).

Touchscreen black, white, or dim (no image)

To open the diagnostic function, press the button on the back of the control panel.

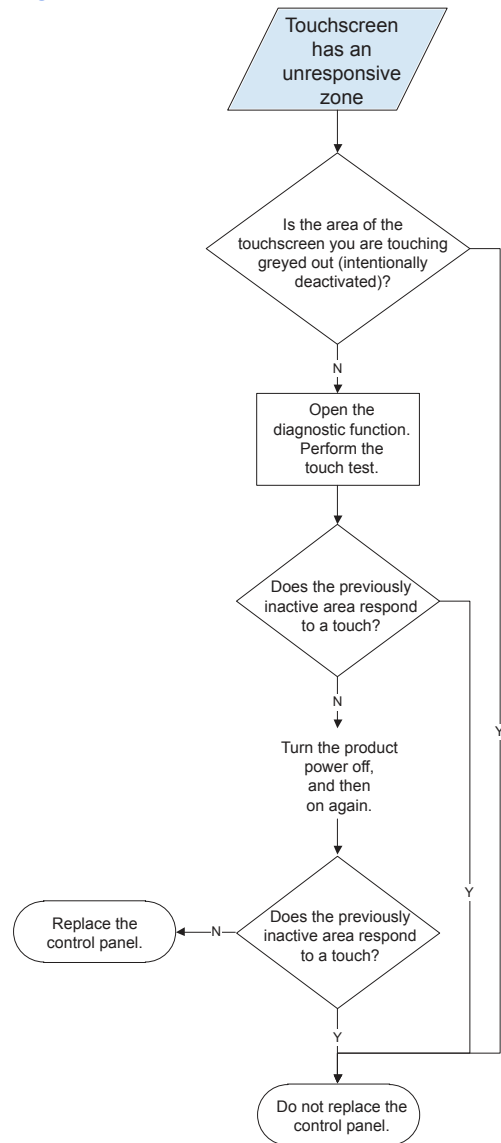
Figure 3-46 Touchscreen blank, white, or dim (no image)



Touchscreen has an unresponsive zone

To open the diagnostic function, press the button on the back of the control panel.

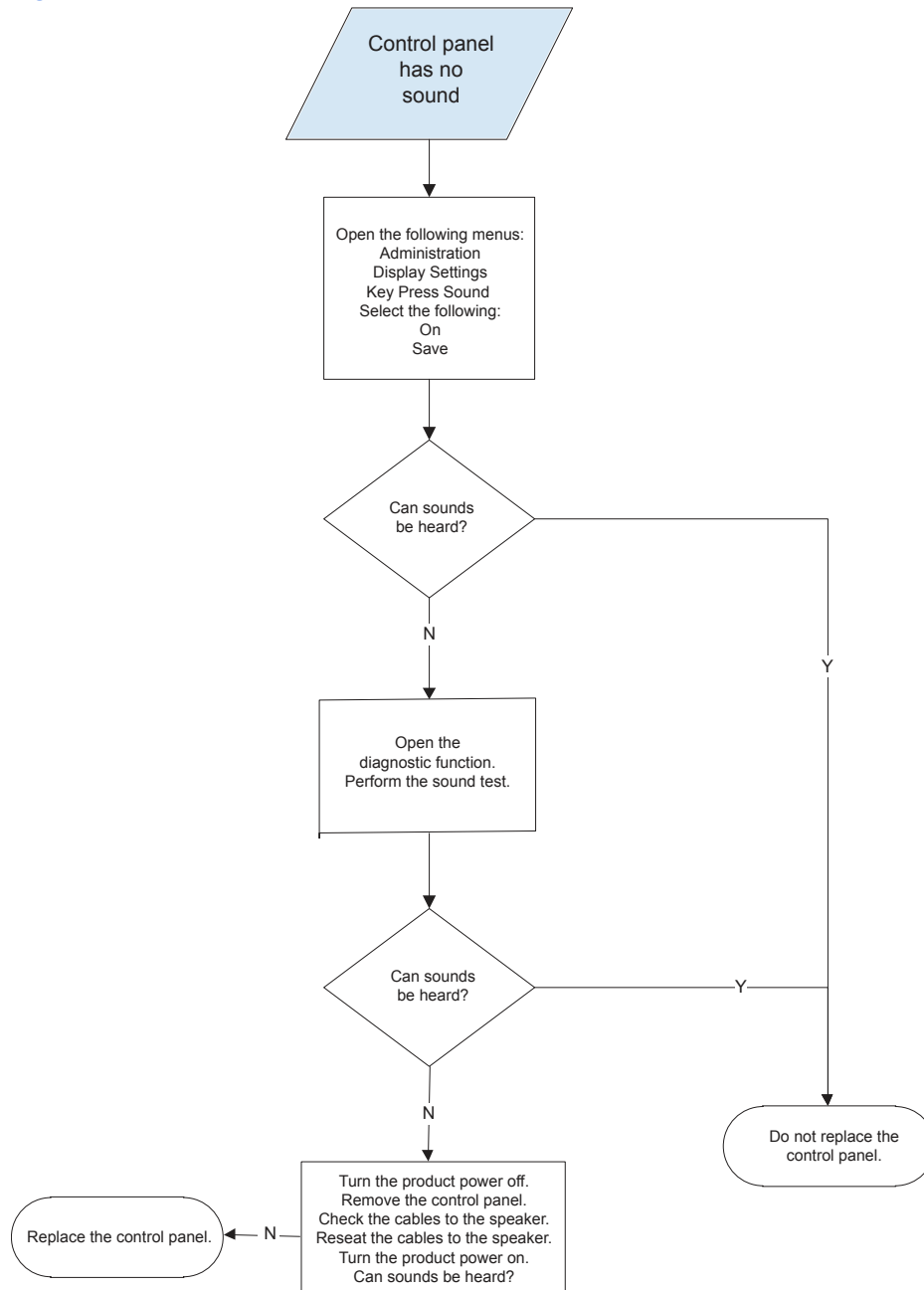
Figure 3-47 Touchscreen has an unresponsive zone



No control panel sound

To open the diagnostic function, press the button on the back of the control panel.

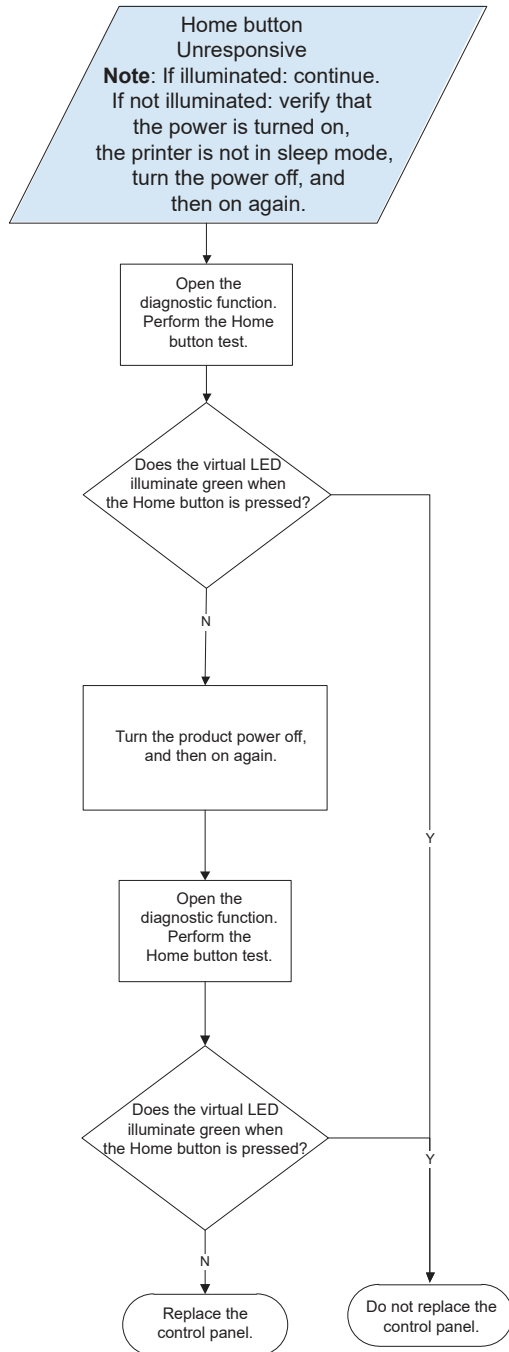
Figure 3-48 No control panel sound



Home button is unresponsive

To open the diagnostic function, press the button on the back of the control panel.

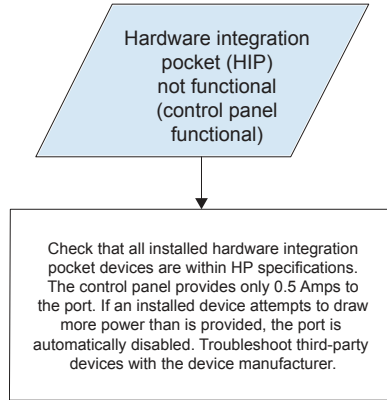
Figure 3-49 Home button is unresponsive



Hardware integration pocket (HIP) is not functioning (control panel functional)

Review the following information when the HIP is not functioning, but the control panel is functional.

Figure 3-50 Hardware integration pocket (HIP) is not functioning (control panel functional)



Power on troubleshooting

Learn about power on troubleshooting.

Power-on checks

Learn about power-on checks.

The basic printer functions should start up when the printer is connected to an electrical outlet and the power switch is pushed to the on position. If the printer does not start, use the information in this section to isolate and solve the problem.

If the control panel display remains blank, random patterns display, or asterisks remain on the control panel display, perform power-on checks to find the cause of the problem.

Power on troubleshooting overview

Learn about general power on troubleshooting.

During normal operation, a cooling fan begins to spin briefly after the printer power is turned on. Place a hand over the fan intake vents located on the right-side cover. When the fan is correctly operating, air passing into the printer is felt. Lean close to the printer to hear the fan operating. If the fan is operating, the dc side of the power supply is functioning.

After the fan is operating, the main motor turns on (unless the top cover is open, a jam condition is sensed, or the paper-path sensors are damaged). Visually and audibly determine that the main motor is turned on.

If the fan and main motor are operating correctly, the next troubleshooting step is to isolate print engine, formatter, and control panel problems. Perform an engine test. If the formatter is damaged, it might interfere with the engine test. If the engine-test page does not print, try removing the formatter, and then performing the engine test again. If the engine test is then successful, the problem is almost certainly with the formatter, the control panel, or the cable that connects them.

Troubleshooting power-on or blank control panel problems

If the printer is not powering on correctly, use the following steps to begin troubleshooting the problem.

1. Verify that power is available to the printer. If the printer is plugged into a surge protector or uninterruptible power supply (UPS), remove it. Plug the printer directly into a known operating wall

receptacle (make sure that the wall receptacle provides the correct voltage and current for the printer).



NOTE: Unplug any other devices on the same circuit that the printer is using.

2. Try another known operating wall receptacle and a different power cord.
3. To eliminate a thermal switch issue, unplug the power cord and leave it unplugged for over 20 minutes. Re-attach the power cord, and then turn the power on again.
4. During normal operation, a cooling fan or fans begin to spin briefly after the printer power is turned on. Place a hand over the cover vent or vents to feel air passing out of the printer. Lean close to the printer to hear the fan or fans operating. Look for illuminated lights on the control panel and formatter LEDs.



NOTE: Operational fans, motors, and control-panel lights indicate the following:

- AC power is present at the printer.
 - The power supply is providing either or both 24 Vdc and 5 Vdc voltages.
 - The DC controller microprocessor is functioning.
5. If the printer powers on, but the control panel is blank, make sure that the control-panel display wire harness or harnesses and flat flexible cable or cables (FFCs) are connected.



NOTE: The following conditions indicate that the printer has frozen while in Sleep mode or Sleep delay. Opening a door or pressing a control-panel button should cause the printer to wake up from Sleep mode or Sleep delay.

- The control panel home button LED is illuminated
- The power-switch LED flashes once every three to five seconds

If the control panel is not responding, or if it appears black or blank, try the following:

- a. Turn the printer power off, and then on again.
 - b. Verify that the system is correctly functioning by printing a test page. Does the test page print correctly?

Is the printer HP Embedded Web Server (EWS) accessible?
 - c. Verify that the control panel is correctly functioning. If it is not, turn the printer off and reseal the control-panel assembly cable connections at the control-panel assembly and the formatter.
 - d. Try upgrading the firmware. If the firmware upgrade fails to resolve the problem, and the printer still freezes while in Sleep mode or Sleep delay, elevate the case.
 - e. If the error persists and the EWS functions correctly, replace the control-panel assembly.
6. If normal start-up noises are not heard, turn the printer off, and then remove any installed accessories (for example, envelope feeders, paper feeders, or output accessories).
 7. Turn the printer on, and then listen for start-up noises. If normal start-up noises are heard, the problem might be with an accessory.
 8. Perform an engine test. The engine test procedure varies by printer, so refer to the printer Service Manual to get instructions.

9. If the engine test page prints, the print engine is operating normally. Replace the formatter.

 **CAUTION:** Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the model of printer it is installed in and is not designed to be swapped or repurposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable
- 33.02.01 Used board/Disk installed errors

If a used formatter is installed and causes this issue, the **partner** must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed.**

 **NOTE:** If the engine test page does not print, turn the printer off, reconnect the formatter power connector, remove the embedded MultiMedia Card (eMMC), and then try the engine test again. If the page prints, the problem might be the eMMC.

10. If after replacing the formatter or eMMC normal start-up noises are still not heard, replace the DC controller.
11. If the print engine appears to be correctly operating (the engine test page successfully printed) and the control panel is still blank, replace the power supply.

Engine diagnostics

Learn about internal engine diagnostics that help in troubleshooting print quality, paper path, noise, assembly, and timing issues.

Engine test

Learn about troubleshooting the printer using the engine test diagnostic.

Engine test is a diagnostic function that helps to determine if a printing problem is with the engine or with the formatter.

 **NOTE:** Printing test pages helps determine if the printer engine and formatter are functioning.

There are two types of test pages: Engine test page and Controller test page. If the defect occurs in the engine, examine the test pages to determine the abnormality of the printer.

Engine test page

 **NOTE:** Make sure to load paper in Tray 2 for engine tests.

- If the front door is opened and closed four times, single-sided printing will be executed from Tray 2.
- If the front door is opened and closed five or more times, double-sided printing will be executed from Tray 2.

 **NOTE:** The interval between closing the front door and the next opening must be within 1.5 seconds.

When an engine test is performed, a test page with lines prints if the engine is functioning correctly. The engine-test page has grid test pattern in the print area of B5 size as indicated in the image below.



Controller test page

The Controller test page depends on the formatter specifications.

Defeating interlocks

Learn about defeating printer interlocks.

Different tests can be used to isolate different types of issues. For assembly or noise isolation, run the diagnostic test when the front, right or rear (model specific) door is open.

Defeating the door interlocks allows observation of the paper pick operation.

⚠ WARNING! Be careful when performing printer diagnostics to avoid risk of injury. Only trained service personnel should open and run the diagnostics with the covers removed. Never touch any of the power supplies when the printer is turned on.

Defeat the toner cartridge door interlocks

1. Open the toner cartridge door or front door.
2. Insert a folded piece of paper into the slot.

💡 TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slot for the door interlock logic switch..

Defeat the rear door interlock

📝 NOTE: For MFP 4801, X47635 printers, this is the rear door.

1. Open the rear door.

2. Insert a folded piece of paper into the slot.



TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slot for the door interlock logic switch.

Disable cartridge check

Learn about the disable cartridge check troubleshooting diagnostic.

Use this diagnostic test to print internal pages or send an external job to the printer when the toner cartridge is removed or exchanged. Supply errors are ignored while the printer is in this mode.

When the printer is in this mode, access the troubleshooting menus and print internal pages (the print quality pages will be the most useful). This test can be used to isolate problems, such as noise, and to isolate print-quality problems that are related to the toner cartridge.



NOTE: Do not remove or exchange the toner cartridge until after beginning the disable cartridge check diagnostic.

Disable cartridge check from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Diagnostic Tests](#), and then press the [OK](#) button.
4. Select [Continue](#) to enter *Maintenance Mode*.
5. Use the arrow buttons to scroll to [Disable Cartridge Check](#), and then press the [OK](#) button.

Disable cartridge check from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - a. [Troubleshooting](#)
 - b. [Diagnostic Tests](#)
 - c. [Disable Cartridge Check](#)

LED diagnostics (formatter)

Learn about troubleshooting the printer using formatter LEDs.

Understand lights on the formatter

Three LEDs on the formatter indicate the printer is functioning correctly.

Figure 3-51 LEDs (formatter)

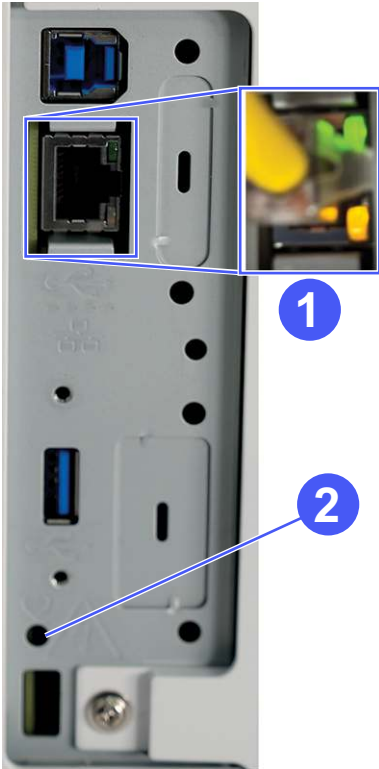


Table 3-72 LEDs (formatter)

Item	Description
Callout 1: HP Jetdirect LEDs (2 LEDs)	Indicates network activity and link status.
Callout 2: Heartbeat LED	Indicates the formatter is functioning.

CAUTION: Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the printer model it is installed in, and is not designed to be swapped or repurposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable.
- 33.02.01 Used board/Disk installed errors.

If a used formatter is installed and causes this issue, the **partner** must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed.**

 This part contains components that are electrostatic discharge (ESD) sensitive. To reduce the possibility of ESD damage, always touch the sheet-metal chassis to ground yourself before touching an ESD sensitive part.

Heartbeat LED

The heartbeat LED indicates the formatter is functioning correctly. While the printer is initializing after it is turned on, the LED blinks rapidly, and then turns off. When the printer has finished the initialization sequence, the heartbeat LED pulses on and off.

The following list describes the heartbeat LED operation while the printer is executing the firmware boot process.



NOTE: If after initialization, the heartbeat LED is not solid green, see the table below: *Heartbeat LED, printer operational*.

Heartbeat LED, printer firmware boot

- Green
 - Blinking: The printer is correctly functioning.
 - Solid: The FW has not yet booted.
- Yellow (Amber)
 - Blinking: The control panel is not detected.
 - Solid: The FFC between the formatter and DC controller is not connected or is damaged.
- Red
 - Solid: Valid SPI code; there is a problem releasing ASIC and running the BIOS.
Solid: BIOS initiates PROSAC to change the LED from red to green.
Solid: PROSAC is not running (No ROM or SPI code).
 - Blinking: Valid SPI code not found.
- Off: No 5V or 3.3V PROSAC power.

The following table describes the heartbeat LED operation when the printer completes the firmware boot process and is in the **Ready** state.

Table 3-73 Heartbeat LED, printer operational

Heartbeat LED status	Description
Green	● Normal operation — Formatter is operating normally — Firmware is operating normally — Control panel is connected
Yellow	● Formatter cannot connect to the control panel — Check control panel connections — Verify control panel functionality

Table 3-73 Heartbeat LED, printer operational (continued)

Heartbeat LED status	Description
Red	• Formatter error or failure – Serial peripheral interface (SPI) flash memory boot error – Power on self test (formatter) failed – Diagnostic (formatter) failed
Off	TIP: The heartbeat LED is off if the power cable is disconnected, the product power switch is in the off position, or the product is in Sleep Mode. • Firmware or system freeze – Check control panel for an error message – Control panel failure NOTE: This condition is not usually caused by a formatter failure. Turn the power off, and then on again. If the error persists, perform a firmware upgrade.

HP Jetdirect LEDs

The embedded HP Jetdirect print server has two LEDs. When the printer 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.

Figure 3-52 Yellow and green LEDs on the network port



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, try to manually configure the network card link speed setting by using the printer control panel.

Configure link speed setting from a SFP control panel

1. From the [Home](#) screen on the printer control panel, use the arrow keys to navigate to [Settings](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Networking](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Ethernet](#), and then press the [OK](#) button.
4. Use the arrow buttons to scroll to [Link Speed](#), and then press the [OK](#) button.
5. Use the arrow buttons to scroll to the desired link speed setting, and then press the [OK](#) button.
6. Use the arrow buttons to scroll to [Done](#) (at the bottom of the control-panel display), and then press the [OK](#) button.

Configure link speed setting from an MFP control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Settings](#) button.
2. Open the following menus:
 - a. [Networking](#)
 - b. [Ethernet](#)
 - c. [Link Speed](#)
3. Touch the desired link speed setting, and then touch the [Done](#) button.

Use the solve problems checklist

Learn about using the solve problems checklist.

If the printer is not correctly functioning, complete the steps (in the order given) in the following checklist. If the printer fails a checklist step, follow the corresponding troubleshooting suggestions for that step. If a checklist step resolves the problem, skip the remaining checklist items.

1. If the control panel is blank or black, check the following before proceeding:
 - Check to make sure the printer is not in Sleep mode (press a button on the control panel).
 - Check the power cable.
 - Check whether the power is turned on.
 - Make sure the line voltage is correct for the printer power configuration. (See the label on the back of the printer for voltage requirements.) If a power strip is in use, and its voltage is not within specifications, connect the printer directly into the electrical outlet. If it is already connected into the outlet, try a different outlet.



NOTE: The following conditions indicate the printer has frozen while in Sleep mode. Opening a door or pressing a control-panel button causes the printer to wake up from Sleep mode.

- The control panel home button LED is illuminated

- The power-switch LED flashes once every three to five seconds
-

If the control panel is not responding, or if it appears black or blank, try the following:

- a. Turn the printer power off, and then on again.
 - b. Verify the system is correctly functioning.
-



TIP: The LED on the formatter will blink if the control panel is not detected or the cables are not properly seated.

- Try printing from a host computer. Does the printer print a test page?
 - Is the printer HP Embedded Web Server (EWS) accessible?
- c. Verify the control panel is correctly functioning.
 - i. Turn the power off.
 - ii. Reseat the cable connections on the bottom of the control-panel assembly and the control-panel connectors at the formatter.
 - iii. Turn the printer power on, and then check for functionality of the control-panel by pressing a button on the control panel.
 - d. Try upgrading the firmware. If the firmware upgrade fails to resolve the problem, and the printer still freezes while in Sleep mode, elevate the case.
 - e. If the error persists and the EWS functions correctly, replace the control-panel assembly.
2. The control panel should indicate a [Ready](#), [Paused](#), or [Sleep mode on](#) status. If an error message displays, resolve the error.
 - Try using the Power-on checks section in this manual to solve the problem.
 3. For network connection errors, verify the network port is active and the cables are securely seated.
 - a. Check the network cable connections between the printer and the computer or network port. Make sure the connections are secure.
-



NOTE: The network LEDs should be illuminated and flashing.



- b. Make sure the cables are not faulty by trying different cables, if possible.
- c. Check the network connection. Verify the port is active.

4. Print a configuration page. If the printer is connected to a network, an HP Jetdirect page also prints.
 - a. From the **Home** screen on the printer control panel, scroll to and touch the **Reports** button. Open the following menus:
 - i. **Configuration/Status Pages**
 - ii. **Configuration Page**
 - b. Touch **Configuration Page** to select it.



TIP: Multiple report pages can be selected, and then printed together.

- c. Touch the **Print** button to print the pages.
- If the pages do not print, then check at least one tray contains paper.



TIP: Make sure the selected paper size and type meet HP specifications. Also open the **Trays** menu on the printer control panel and verify the tray is configured correctly for the paper type and size.

- If the page jams in the printer, follow the instructions on the control panel to clear the jam.
- If the page does not print correctly, the problem is with the printer hardware.
- If the page prints correctly, the printer hardware is working. The problem is with the host computer, with the print driver, or with the program.

5. Print a supplies status page and then check the maintenance items below are not at their end-of-life.



NOTE: HP long-life consumables and maintenance kit life specifications are estimations. Actual individual life/yield during normal use varies depending on usage, environment, media, and other factors. Estimated life is not an implied guarantee or warrantable.

- a. From the **Home** screen on the printer control panel, scroll to and touch the **Reports** button. Open the following menus:
 - i. **Configuration/Status Pages**
 - ii. **Supplies Status Page**
- b. Touch **Supplies Status Page** to select it.



TIP: Multiple report pages can be selected, and then printed together.

- c. Touch the **Print** button to print the pages.

If a maintenance item needs to be replaced, order the replacement part.

6. Verify the correct print driver for this printer is installed. Check the program to make sure the print driver for this printer is used. The print driver is on the CD that came with the printer, or can be downloaded from this Web site: <http://www.hp.com/support/colorlj4701>, or <http://www.hp.com/support/colorljX45135>, or <http://www.hp.com/support/colorlj4801mfp>, or <http://www.hp.com/support/colorljX47635mfp>.
7. Print a short document from a different program that has worked in the past. If this solution works, the problem is with the program. 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 printer software installed.
- b. If the printer is connected to the network, connect the printer directly to a host computer with a USB cable. Redirect the printer to the correct port, or reinstall the software (make sure to select the new connection type).

Control panel messages document (CPMD)

Learn about the printer control panel messages document (CPMD).



NOTE: A complete CPMD is not included in this manual.

You can use the error code look-up tool from product home page.

Error codes (types and structure)

Error codes and control-panel messages display on the printer control panel to indicate the current printer status or situations that might require action. Error codes are numerical, or alphanumerical, and have a set structure with six characters (example: 13.WX.YZ).

- The first two characters are numeric and represent the system component that is causing the error. For example, in error code 10 . 22 . 15, **10** = **Supplies** for HP LaserJet printers.
- The remaining four characters (W, X, Y, and Z values) further define the error.

HP LaserJet and HP PageWide Enterprise error codes are documented in the control panel message document (CPMD) for each printer.

The CPMD is a comprehensive list of error codes, diagnostic and troubleshooting steps to clear or resolve the error, and other helpful information such as service mode pins and part numbers.

The CPMD is continually updated and republished with the latest information for the following error codes.

Table 3-74 ERROR CODES: The first two characters

Error code	System Component	System Error Description
10.WX.YZ	Supplies (LaserJet)	Supply error or supply memory error.
11.WX.YZ	Real-time clock	Internal error with the clock on the formatter.
13.WX.YZ	Jam (LaserJet)	Paper jam or open door jam error.
15.WX.YZ	Jam (PageWide)	Paper jam or open door jam error.
17.WX.YZ	Supplies (PageWide)	Supply error or supply memory error.
20.WX.YZ	Printer memory	Insufficient memory or buffering error.
21.WX.YZ	Page	Page complexity causing a decompression error when trying to process job.
30.WX.YZ	Scanner	Flatbed scanner error occurring inside the unit.
31.WX.YZ	Document feeder	Document feeder, scanner, or jam error.
32.WX.YZ	Backup, restore, or reset	Backup, restore, or reset notification or error.
33.WX.YZ	Security	Backup, Disk, EFI BIOS, Firmware integrity (SureStart), or Trusted Platform Module (TPM) notification or error.

Table 3-74 ERROR CODES: The first two characters (continued)

Error code	System Component	System Error Description
40.WX.YZ	Input/Output (I/O)	Partition manager, secure erase, or USB accessory error.
41.WX.YZ	Fuser, Laser scanner, or Paper path	Miscellaneous error including general and misprint or mismatch errors typically involving (but not limited to) the fuser, the laser scanner, or the paper path.
42.WX.YZ	Firmware	Firmware failure involving the Event Log, Shell, System Manager, or other component.
44.WX.YZ	Firmware	Firmware failure involving a digital sending component.
45.WX.YZ	OXPd/Web Kit (PageWide)	Informational notifications involving the OXPd Web Kit (communications log).
46.WX.YZ	Engine (LaserJet)	Engine communication error.
47.WX.YZ	Firmware	Job parser or printer calibration error.
48.WX.YZ	Firmware	PJA job accounting, job management, or job pipeline error.
49.WX.YZ	Firmware	Firmware communication error.
50.WX.YZ	Fuser (LaserJet)	Fuser error.
51.WX.YZ	Laser scanner (LaserJet)	Laser scanner beam error.
52.WX.YZ	Laser scanner (LaserJet)	Laser scanner startup error.
54.WX.YZ	Sensor	Sensor error (not jam related).
55.WX.YZ	DC controller (LaserJet)	DC controller communication error.
56.WX.YZ	Paper handling (LaserJet)	Paper input/output or accessory error.
57.WX.YZ	Fan	Fan error.
58.WX.YZ	Sensor	Engine sensor failure.
59.WX.YZ	Motor (LaserJet)	Motor error.
60.WX.YZ	Tray motor error (LaserJet)	Tray lifting or pick up error.
61.WX.YZ	Engine (PageWide)	Print engine error with the 8-bit data package.
62.WX.YZ	System (LaserJet)	LaserJet internal system error.
	Print bar (PageWide)	PageWide print system error.
63.WX.YZ	Engine (LaserJet)	General engine error (electrical, communication, etc.).
65.WX.YZ	Connector	Output accessory connection error.
66.WX.YZ	Output accessory	Output accessory error.
67.WX.YZ	Input accessory	Input accessory connection error
69.WX.YZ	Duplexer	Duplexer error.
70.WX.YZ	DC controller (LaserJet)	DC controller firmware error.

Table 3-74 ERROR CODES: The first two characters (continued)

Error code	System Component	System Error Description
76.WX.YZ	DC controller (LaserJet)	Power supply fluctuations causes formatter and DC controller communication issue and results them not to be in synchronization.
80.WX.YZ	Managed device	Embedded Jetdirect error.
81.WX.YZ	Near Field Communication (NFC)	Wireless, Bluetooth or internal EIO error.
82.WX.YZ	Memory (SSD, HDD, EMMC, etc.)	Disk hardware error.
90.WX.YZ	Internal diagnostics	Internal test of systems (i.e. disk, CPB, display) or interconnection error.
98.WX.YZ	SSD or HDD	SSD or Hard disk partition error.
99.WX.YZ	Firmware installer	Remote Firmware Upgrade (RFU), firmware install (engine or accessory), or disk error.

Printer service information

Use the PIN code to access the Service menu.

Service mode PIN numbers

The default PIN is typically formatted using the production month, model identifier, and year (for example: 03650026).



NOTE: When possible, always update the printer firmware to the latest available version at HP.com as part of the troubleshooting performed for any error codes.

If the default PIN has been changed, contact the printer administrator.

Solve paper handling problems

Review the following information to solve paper handling problems.

Clear paper jams (SFP)

Use the procedures in this section to clear jammed paper from the printer paper path.

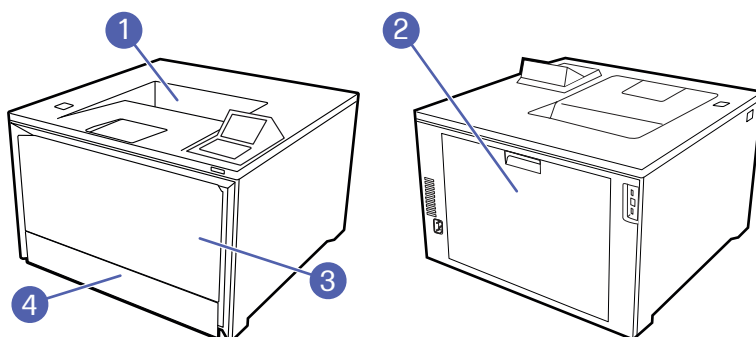


NOTE: To avoid tearing the paper, pull the jammed paper out slowly and gently.

Figures in this section are representational only. The actual printer being serviced might look slightly different depending on the model and installed accessories.

Paper jam locations

Learn about the paper jam locations.



Item	Description
1	Output bin
2	Rear door/fuser
3	Tray 1
4	Tray 2

Experiencing frequent or recurring paper jams?

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

[View a video that demonstrates how to load paper in a way that reduces the number of paper jams](#)

1. Use only paper that meets HP specifications for this printer.
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. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the [Trays](#) menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

13.B2.D1 Clear jam in engine

Use the following procedure to clear paper jams in Tray 1.

Recommended action for customers

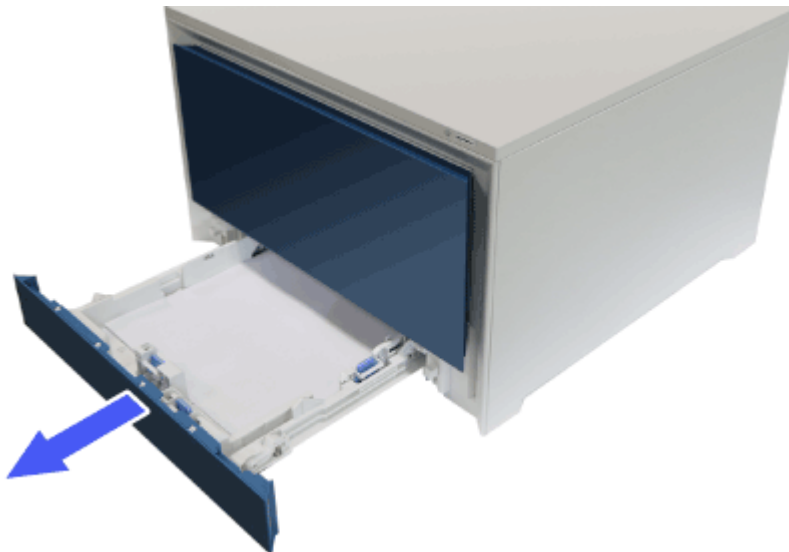
When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.B2.D1 Paper jam in Tray 1** Event log message

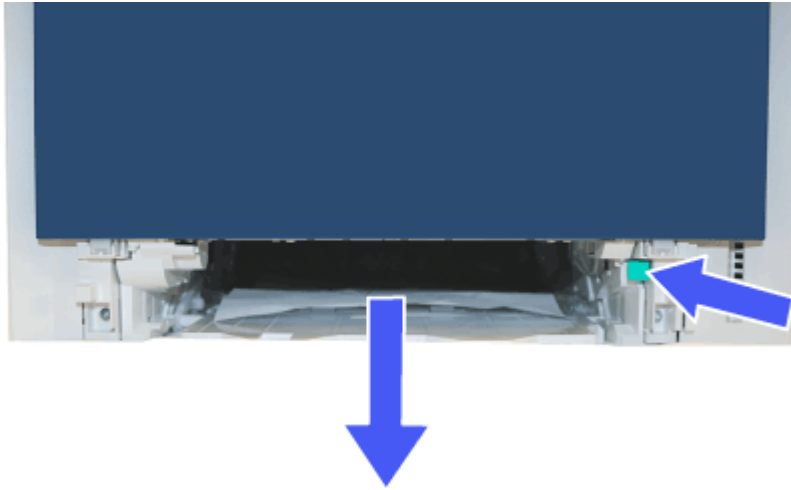
1. If you can see the jammed sheet in Tray 1, remove the jammed sheet by gently pulling it straight out.



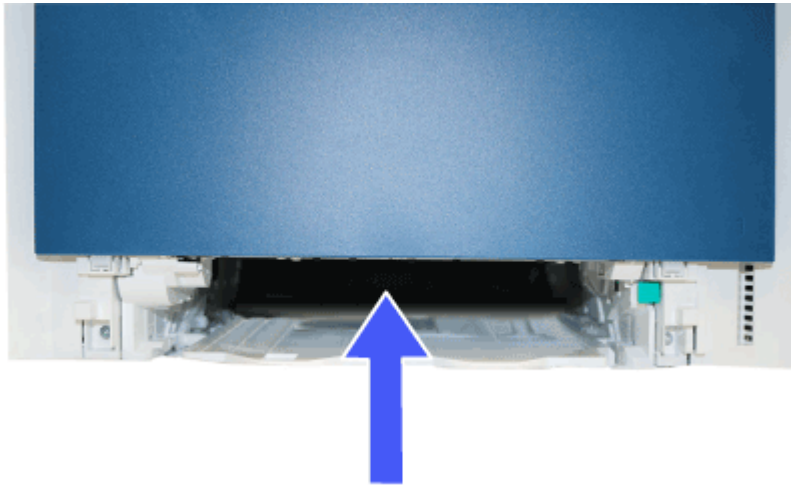
2. If you cannot see the jammed sheet, close Tray 1, and then remove Tray 2.



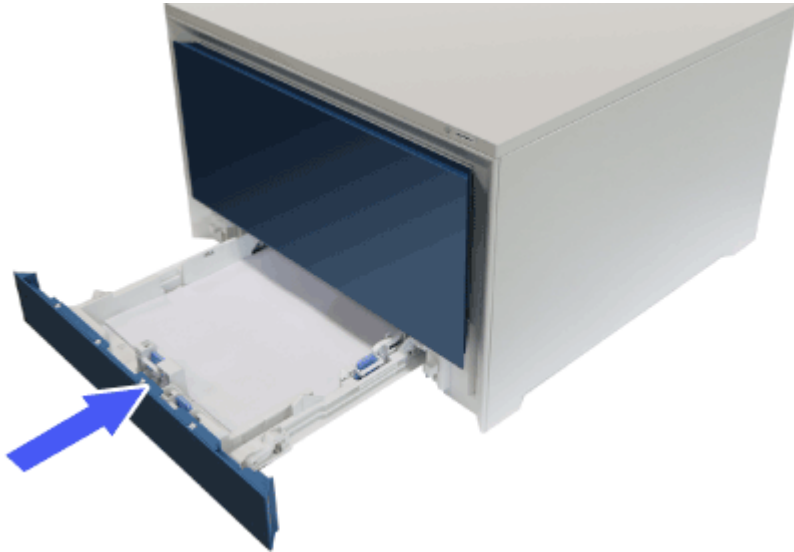
3. At the right side of the Tray 2 cavity, press the tab to lower the tray plate, and then remove any paper. Remove the jammed sheet by gently pulling it straight out.



4. Push the tray plate back up into place.

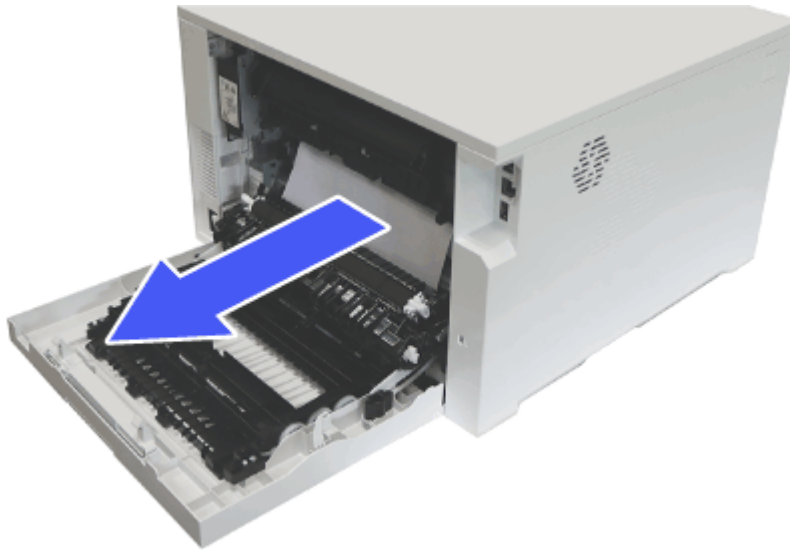


5. Reinstall Tray 2.

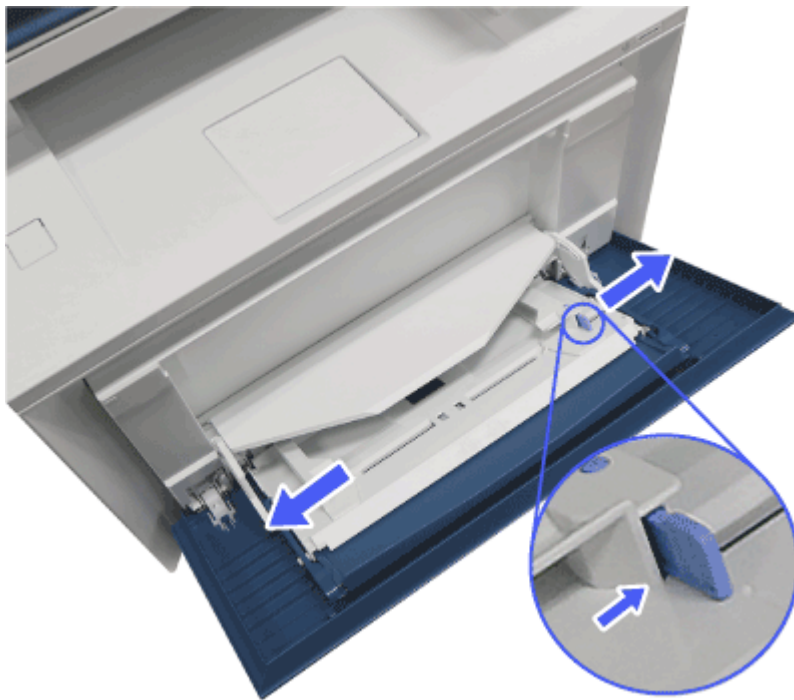


6. Open the rear door and look for and clear any paper present or obstructions in the paper path.





7. Make sure the type and quality of the paper being used meets the HP specifications for the printer.
8. Reopen Tray 1 and load paper into the tray. Ensure the tray guides are set to the correct paper size.



9. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.B2.D2 Clear jam in engine

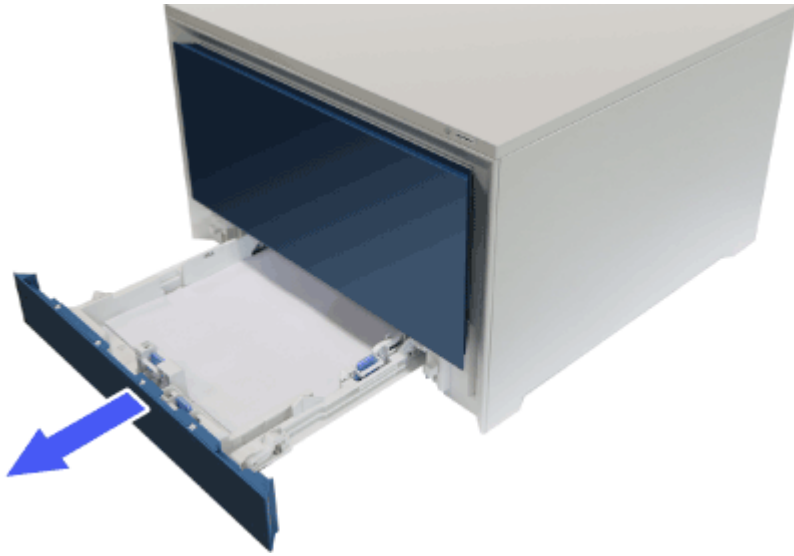
Use the following procedure to check for a paper jam in Tray 2.

Recommended action for customers

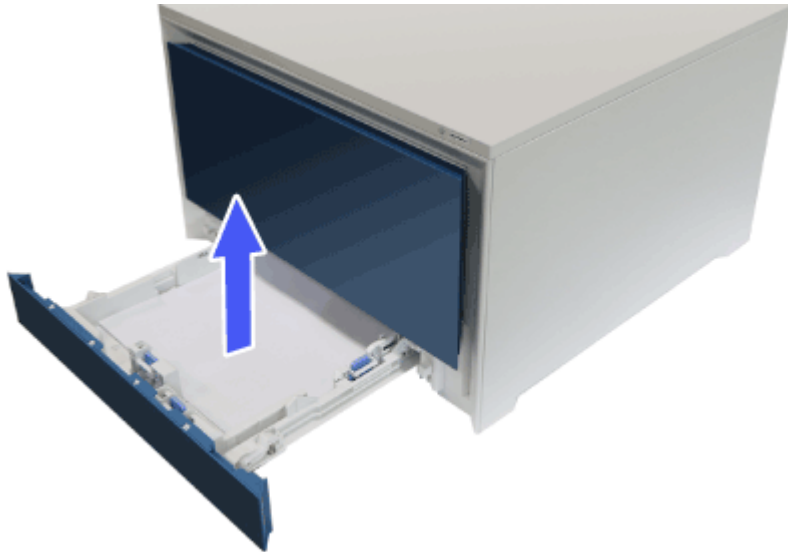
When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.B2.D2 Paper jam in Tray 2** Event log message

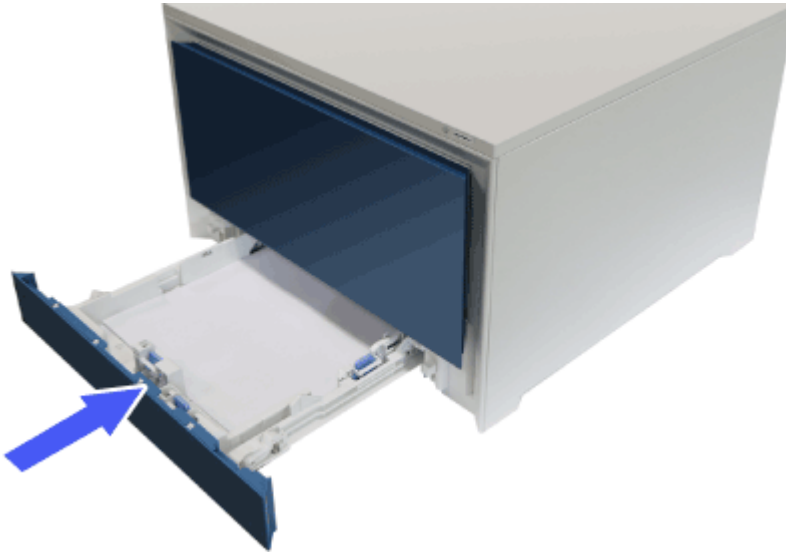
1. Pull the tray completely out of the printer.



2. Remove any jammed or damaged sheets of paper.



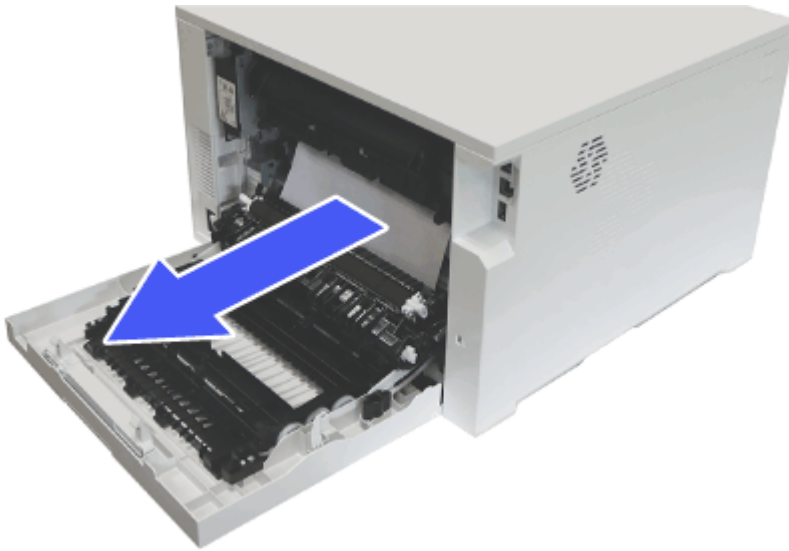
3. Reinsert and close Tray 2.



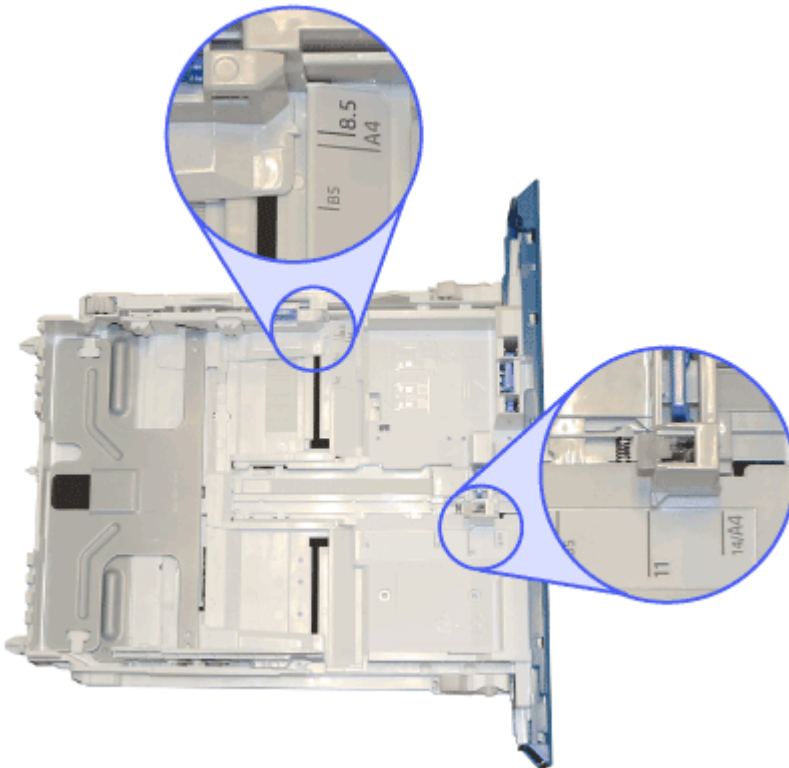
NOTE: When reinserting the paper, make sure the paper guides are adjusted properly for the paper size.

4. Open the rear door and look for and clear any paper present or obstructions in the paper path.





5. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
6. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark (line below 3 triangles). See following images.





7. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.A3 jam error in tray 3

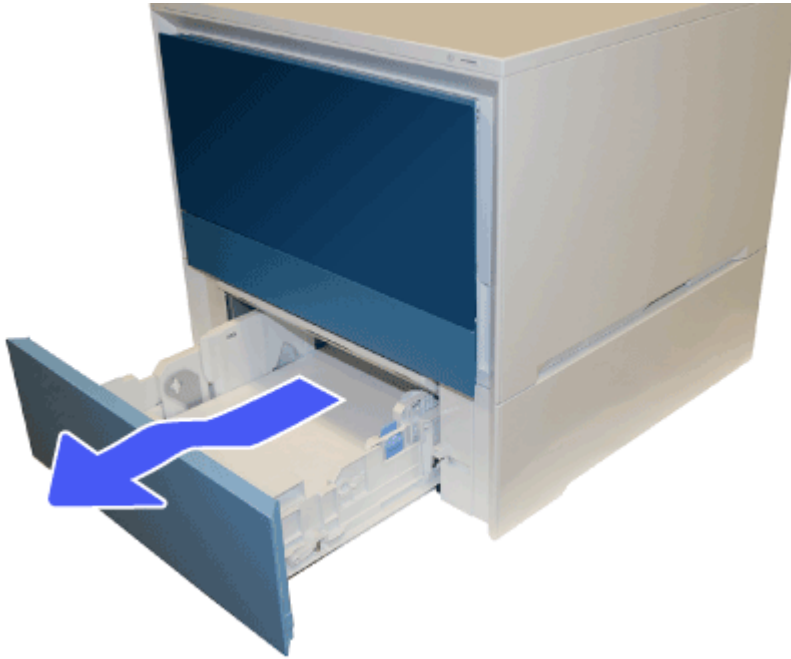
Follow these troubleshooting steps in the order presented.

Recommended action for customers

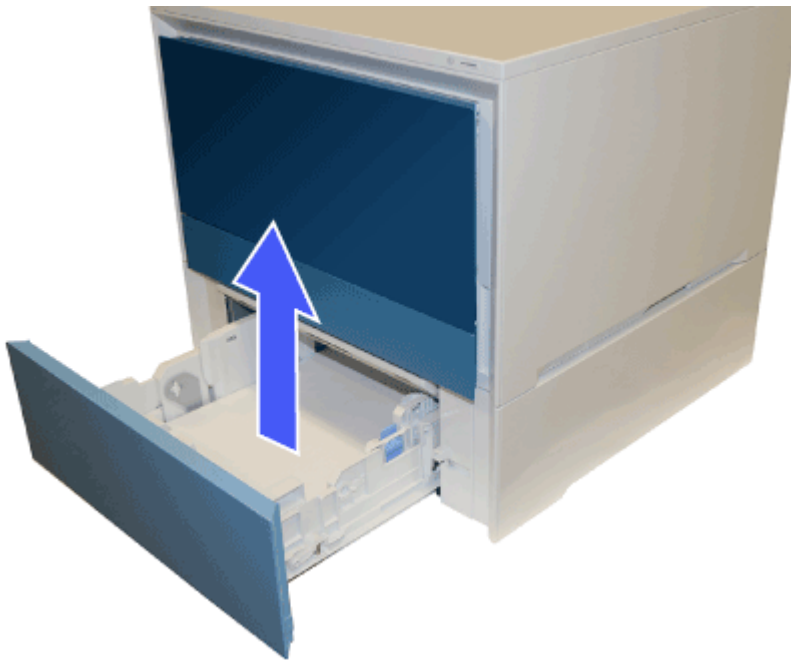
Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A3.A3 Jam in tray 3**
- **13.A3.D3 Jam in tray 3**

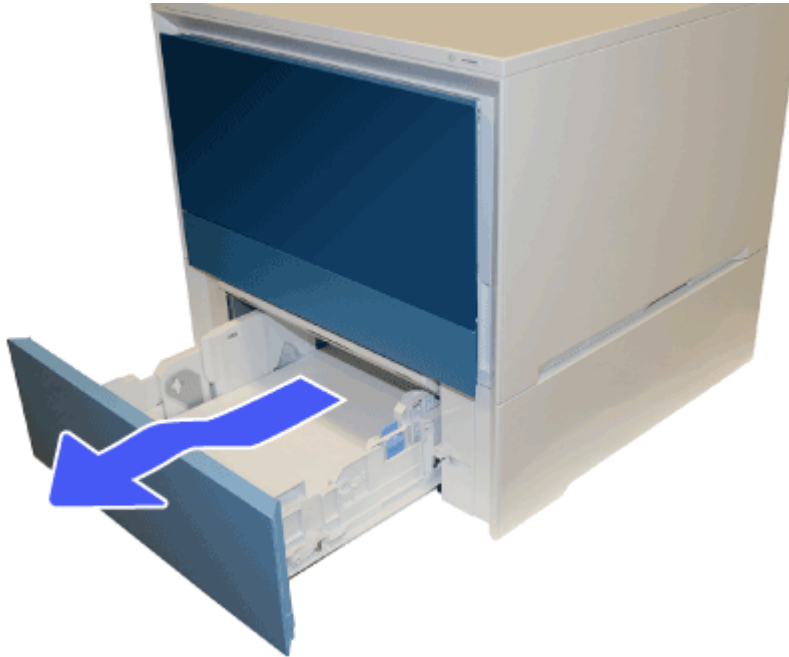
1. Open tray 3.



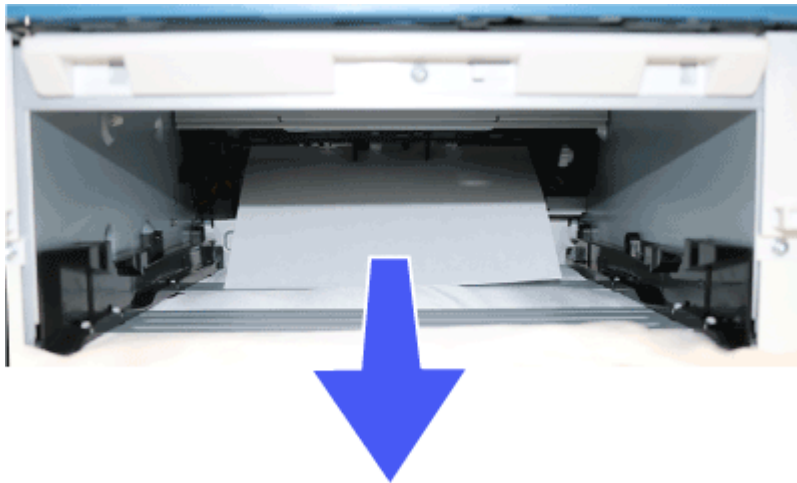
2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



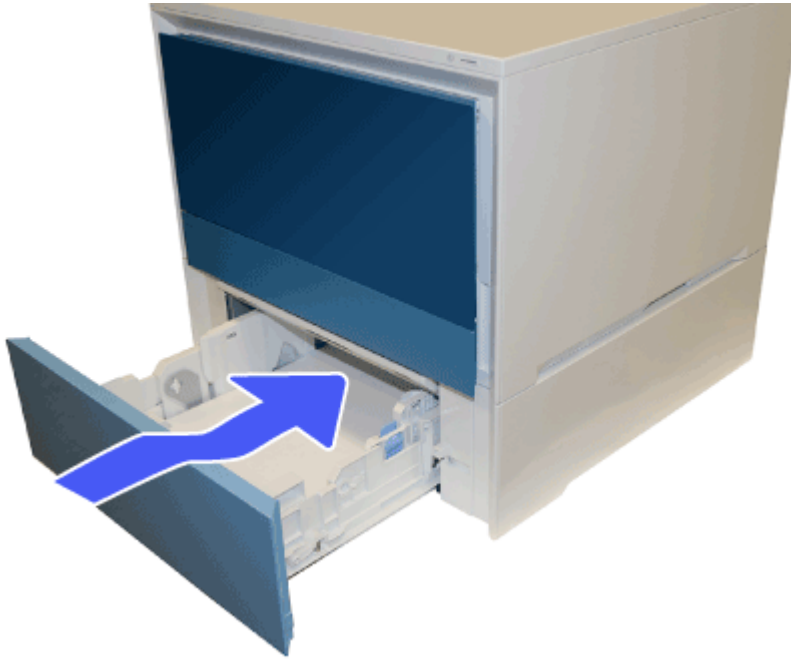
3. If needed, remove the tray by pulling out and then lifting up out of the printer.



4. If paper is stuck going up into the printer, try to grab it with two hands and pull slowly down to remove it.

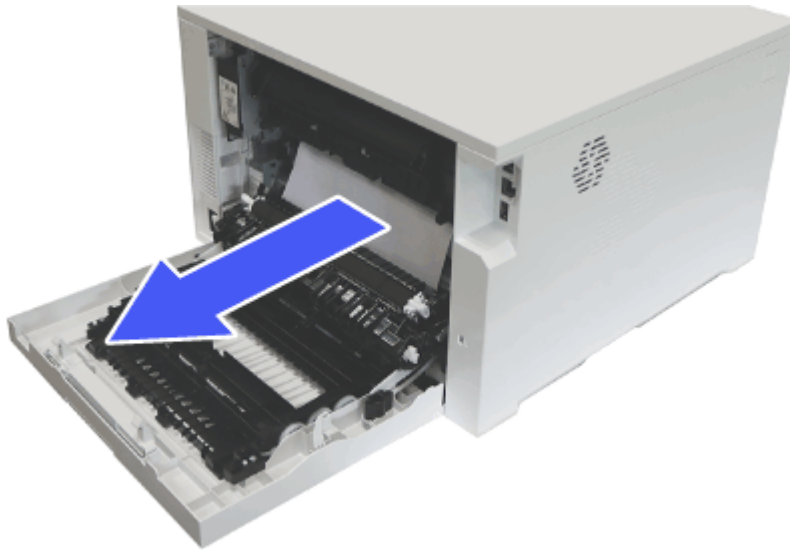


5. Install and close the tray.

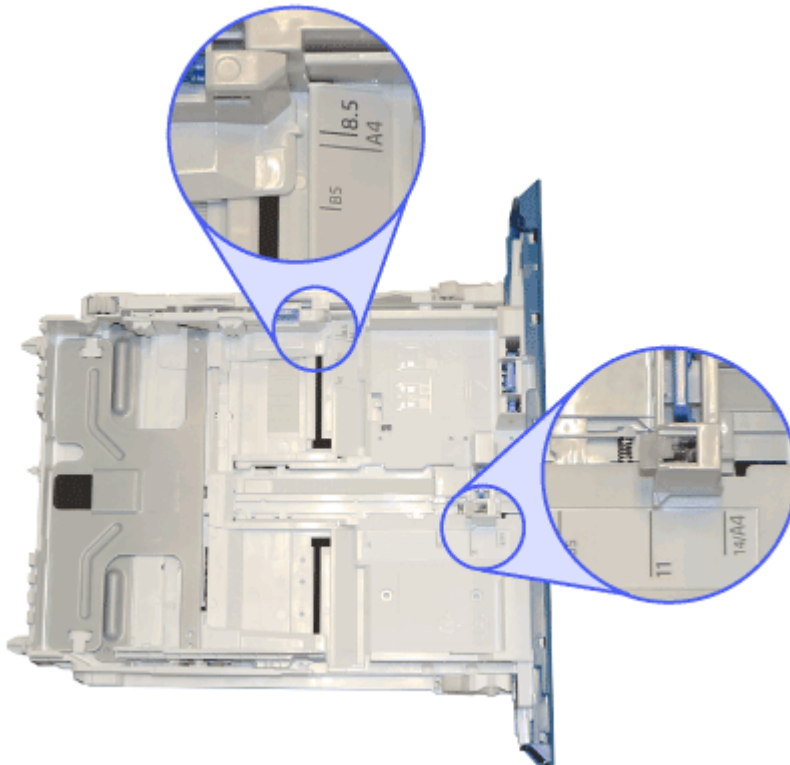


6. Open the rear door and look for and clear any paper present or obstructions in the paper path.





7. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
8. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark (line below 3 triangles). See following images.





9. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.E1 Clear jam in engine

Use the following procedure to check for paper in all possible jam locations related to the output bin.

Recommended action for customers

When a jam occurs, the control panel displays an error message that assists in clearing the jam.

- **13.E1.Dz, 13.E1.Az Jam in output bin** Event log message
- **13.E1.FF Residual paper jam in output bin** Event log message

z = paper type that is being printed on. This can be 0-9 or A-F.

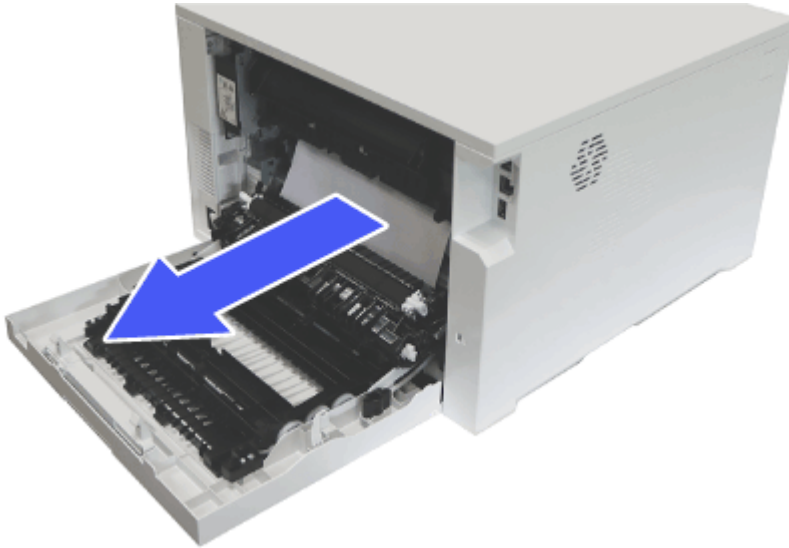
1. If paper is visible in the output bin, grasp the leading edge and remove it.



2. Open the rear door.



3. Gently pull out any jammed paper from the rollers in the rear door area.



4. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.D3 Clear jam in engine

Use the following procedure to check for paper in all possible jam locations inside the rear door.

Recommended action for customers

When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.D3.Az Duplex re-feed stay jam** Event log message
- **13.D3.Dz Late to duplex re-feed jam** Event log message
- **13.D3.FF Residual paper jam in Duplexer** Event log message

z = paper type that is being printed on. This can be 0-9 or A-F.

1. Check the output area of the printer. If paper is extruding out slowly, pull it out of the printer.

2. At the rear of the printer, open the rear door.



3. Remove any jammed or damaged sheets of paper from the rear door of the printer.



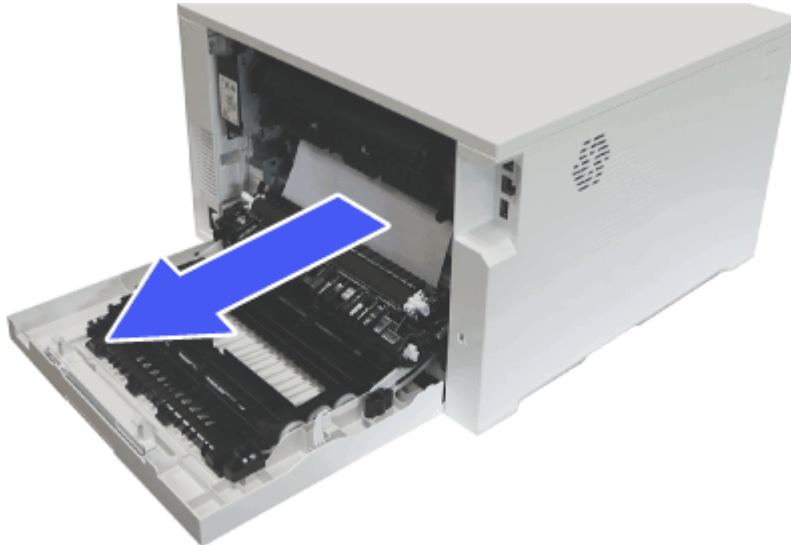
CAUTION:

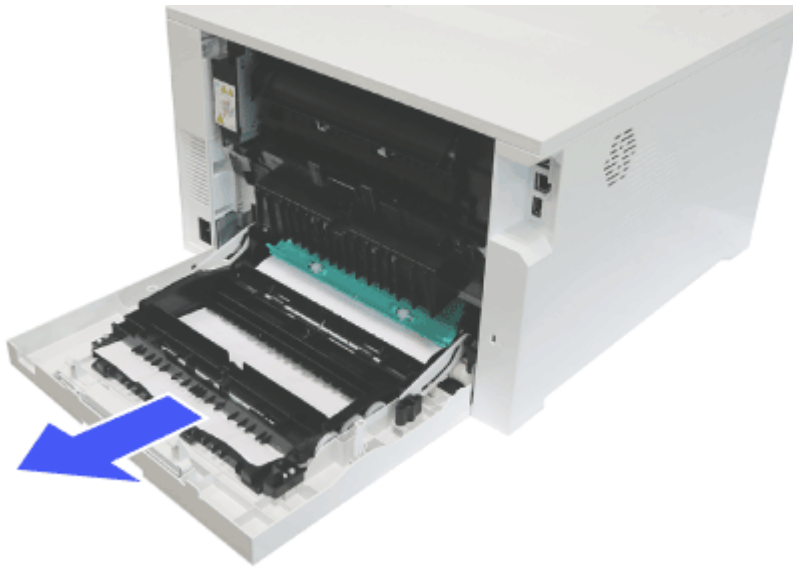


The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.



NOTE: Check all areas inside the rear door for paper.





4. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.B9 Clear jam in engine

Use the following procedure to check for paper in all possible jam locations in the fuser area.

Recommended action for customers

When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.B9.yz Jam in fuser** Event log message



CAUTION:

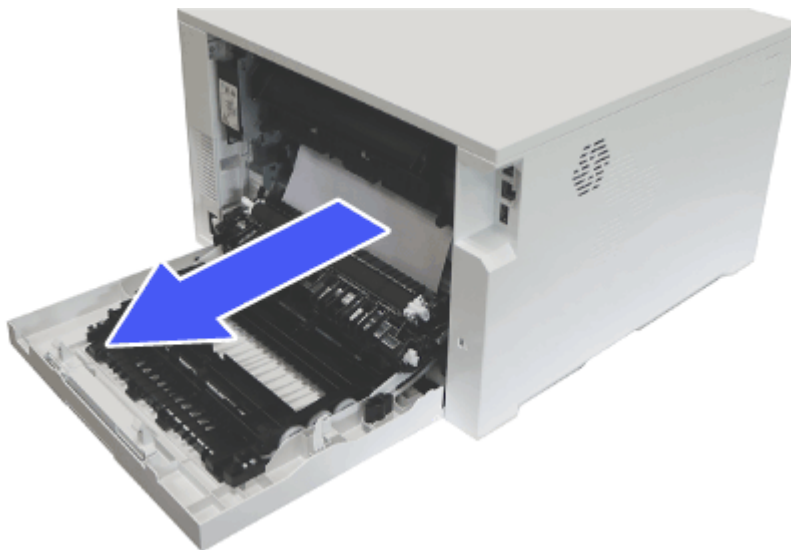


The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

1. Open the rear door.



2. Gently pull out any jammed paper from the rollers in the rear door area.



3. If paper is stuck in the fuser, gently pull the paper down and out from the printer.



4. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Change jam recovery (non-touchscreen)

Use the following procedure to change jam recovery from a non-touchscreen control panel (FutureSmart 4 firmware or later).

1. From the **Home** screen on the printer control panel, use the arrow buttons to navigate to **Settings**, and then press the **OK** button.
 2. Use the buttons to scroll to **General**, and then press the **OK** button.
 3. Use the arrow buttons to scroll to **Jam Recovery**, and then press the **OK** button.
 4. Use the arrow buttons to scroll to an option, and then press the **OK** button to select it.
 - **Auto** – The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.
 - **Off** – The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.
-
-  **NOTE:** Some pages can be lost if the printer runs out of paper while printing a duplex job with **Jam Recovery** set to **Off**.
-
- **On** – The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed.

Clear paper jams (MFP)

Use the procedures in this section to clear jammed paper from the printer paper path.



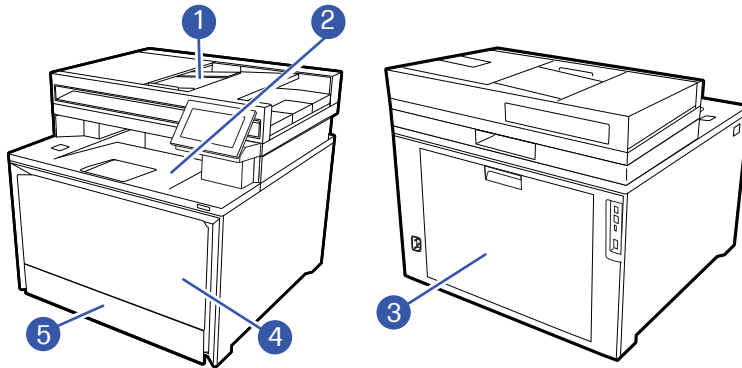
NOTE: To avoid tearing the paper, pull the jammed paper out slowly and gently.

Figures in this section are representational only. The actual printer being serviced might look slightly different depending on the model and installed accessories.

Paper jam locations

Jams can occur in these locations.

Figure 3-53 Jam locations



Number	Description
1	Document feeder
2	Output bin
3	Rear door/Duplexer
4	Tray 1
5	Tray 2

Auto-navigation for clearing paper jams

Learn about printer jam clearing auto-navigation.

The auto-navigation feature assists in clearing jams by providing step-by-step instructions on the control panel.

When you complete a step, the printer displays instructions for the next step until you have completed all steps in the procedure.

Experiencing frequent or recurring paper jams?

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

[View a video that demonstrates how to load paper in a way that reduces the number of paper jams](#)

1. Use only paper that meets HP specifications for this printer.
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. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the **Trays** menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

31.13.yz jam error in the document feeder

Use the following procedure to check for paper in all possible jam locations related to the document feeder.

Recommended action for customers

When a jam occurs, the control panel displays an error message that assists in clearing the jam.

1. Open the document feeder cover.



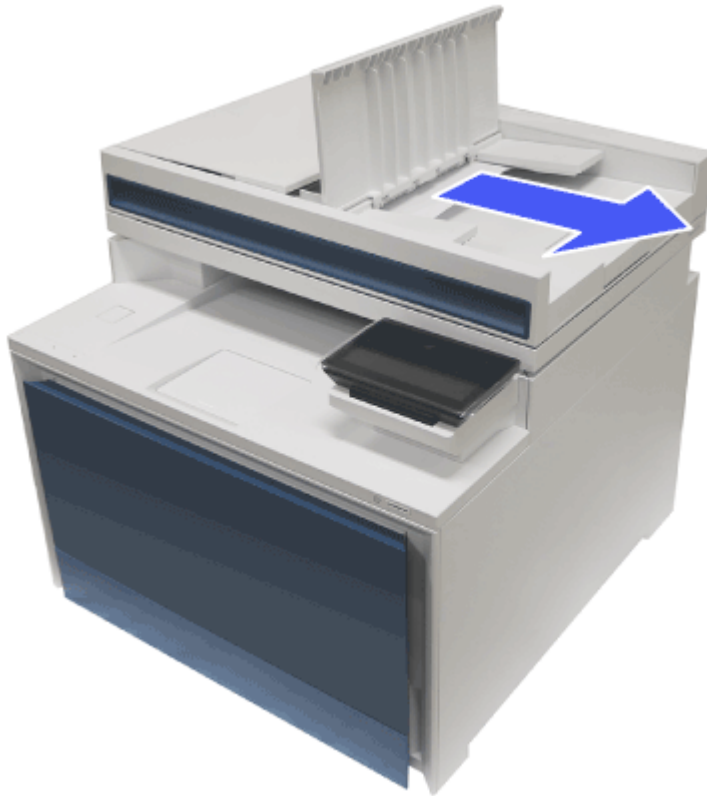
2. Remove any jammed paper.



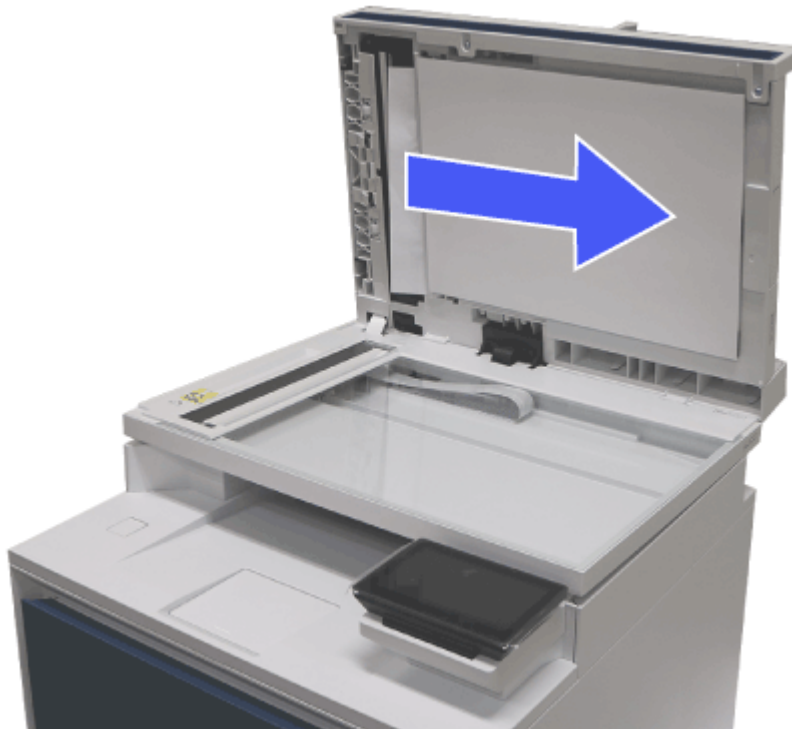
3. Close the document feeder cover.



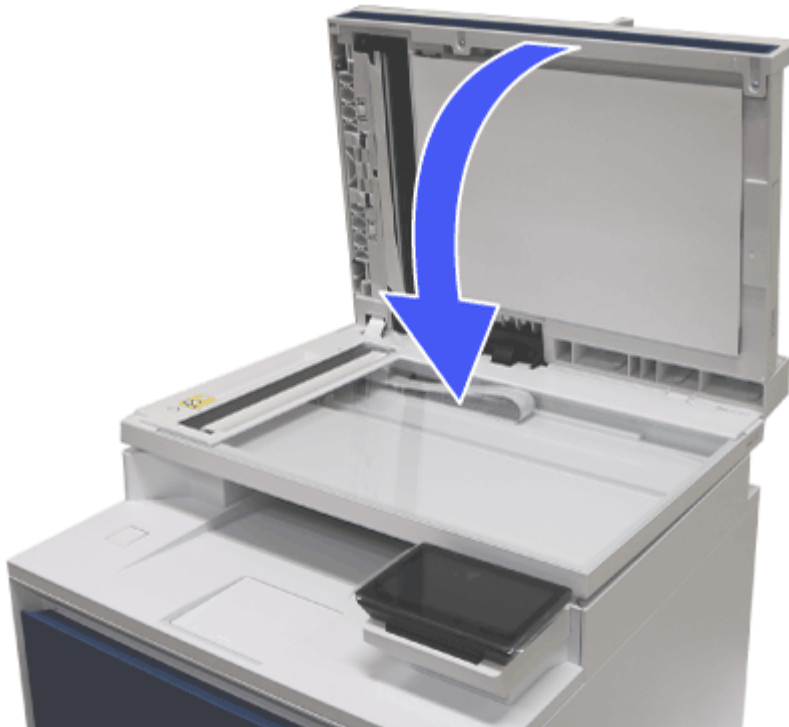
4. Lift the document feeder input tray to provide better access to the document feeder output bin, and then remove any jammed paper from the output area.



5. Open the scanner lid. If paper is jammed behind the white plastic backing, gently pull it out.



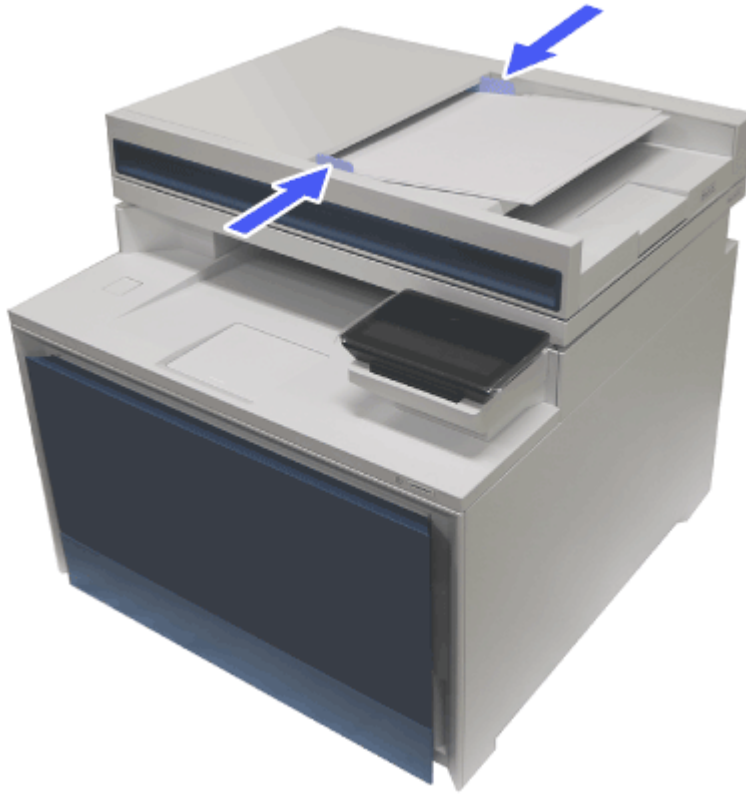
6. Lower the scanner lid.



7. If the error persists, ensure that the paper meets the document feeder (ADF) specifications for the printer.
8. Ensure that the input tray is not overloaded and that the tray guides are set to the correct size. Make sure that the paper stack is correctly aligned at the center of the input tray when paper is loaded

in the tray. The correct position of the loaded paper is parallel with the direction of travel into the document feeder paper path.

Figure 3-54 Set the ADF guides



 **NOTE:** To avoid jams, make sure the guides in the document feeder input tray are adjusted correctly. Remove all staples, paper clips, or tape from original documents.

 **NOTE:** Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

9. Open the document feeder and check and clean the Document Feeder Kit rollers and separation pad by removing any visible lint or dust from each of the feed rollers and the separation pad using a clean

lint-free cloth moistened with warm water. View the [How to Clean the Pick Rollers in HP LaserJet and PageWide Printers](#) for detailed instructions.



- 10.** If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.



NOTE: To avoid jams, make sure the guides in the document feeder input tray are adjusted tightly against the document. Remove all staples and paper clips from original documents.



NOTE: Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

13.B2.D1 Clear jam in engine

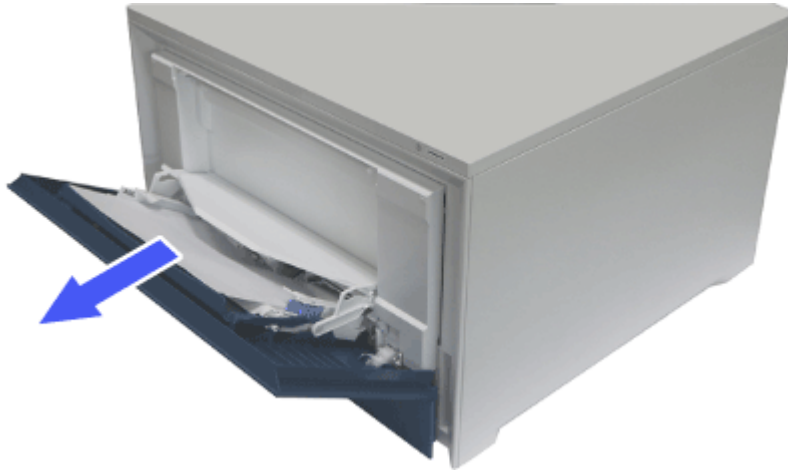
Use the following procedure to clear paper jams in Tray 1.

Recommended action for customers

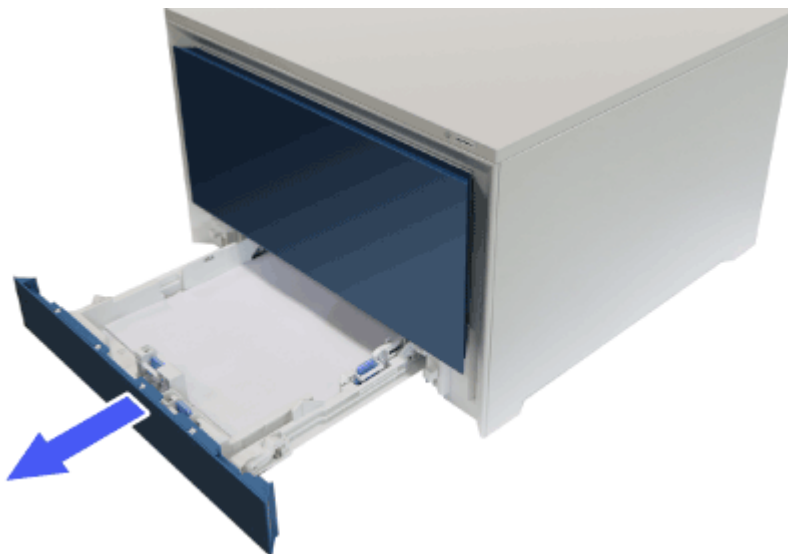
When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.B2.D1 Paper jam in Tray 1** Event log message

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



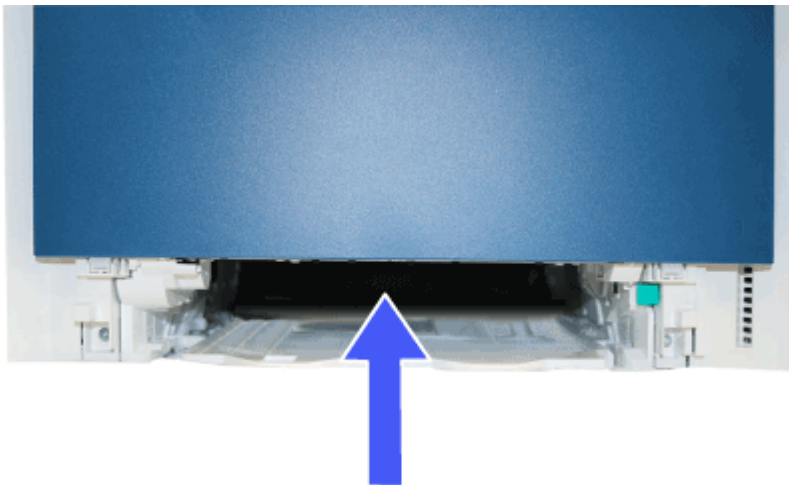
2. If you cannot see the jammed sheet, close Tray 1, and then remove Tray 2.



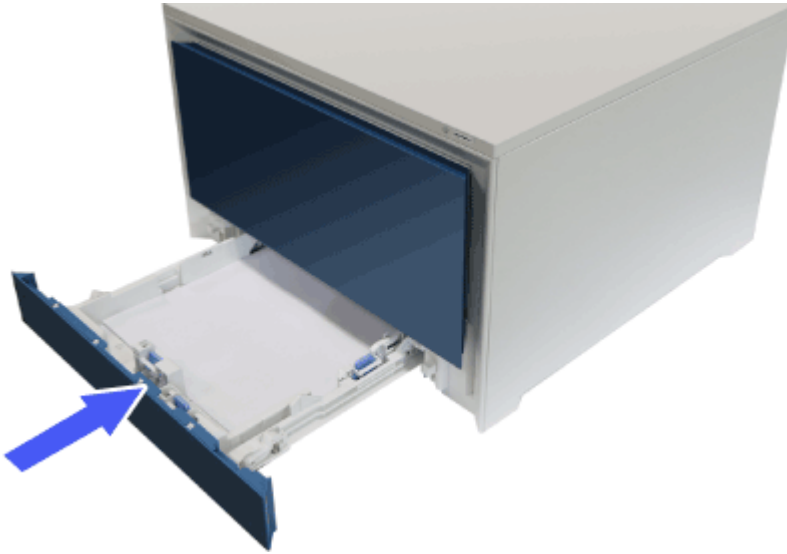
3. At the right side of the Tray 2 cavity, press the tab to lower the tray plate, and then remove any paper. Remove the jammed sheet by gently pulling it straight out.



4. Push the tray plate back up into place.

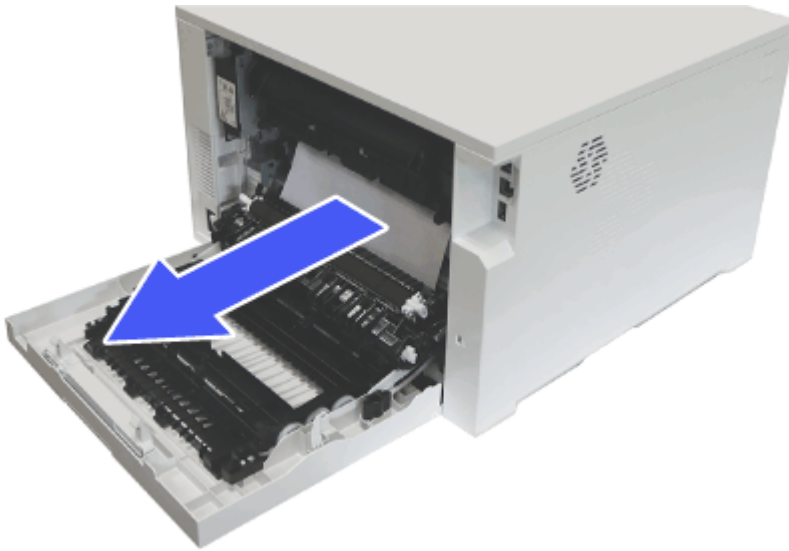


5. Reinstall Tray 2.

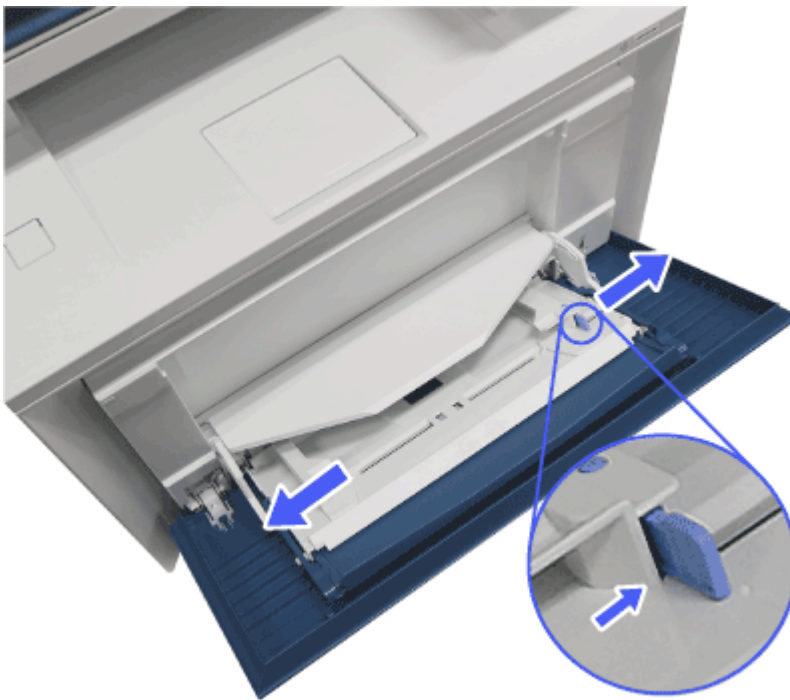


6. Open the rear door and look for and clear any paper present or obstructions in the paper path.





7. Make sure the type and quality of the paper being used meets the HP specifications for the printer.
8. Reopen Tray 1 and load paper into the tray. Ensure the tray guides are set to the correct paper size.



9. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.B2.D2 Clear jam in engine

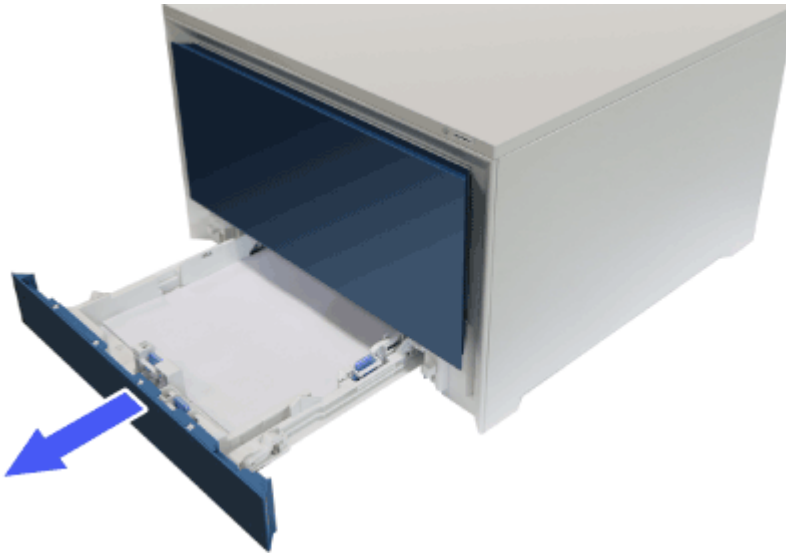
Use the following procedure to check for a paper jam in Tray 2.

Recommended action for customers

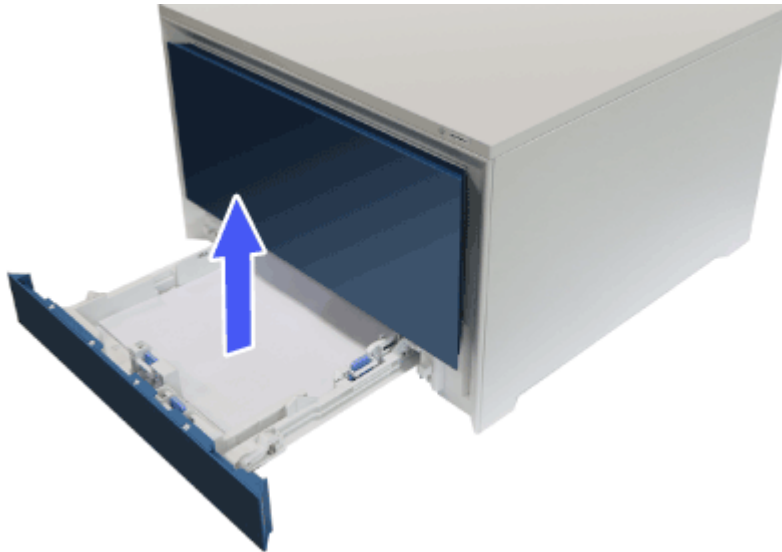
When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.B2.D2 Paper jam in Tray 2** Event log message

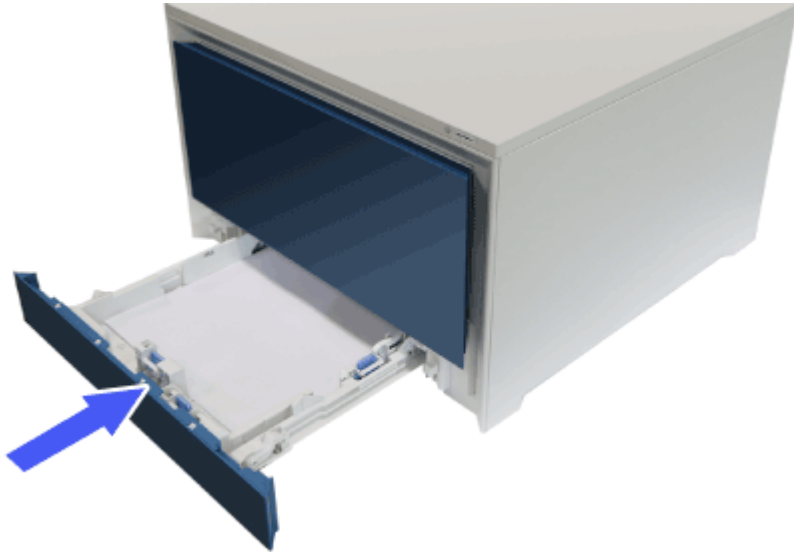
1. Pull the tray completely out of the printer.



2. Remove any jammed or damaged sheets of paper.



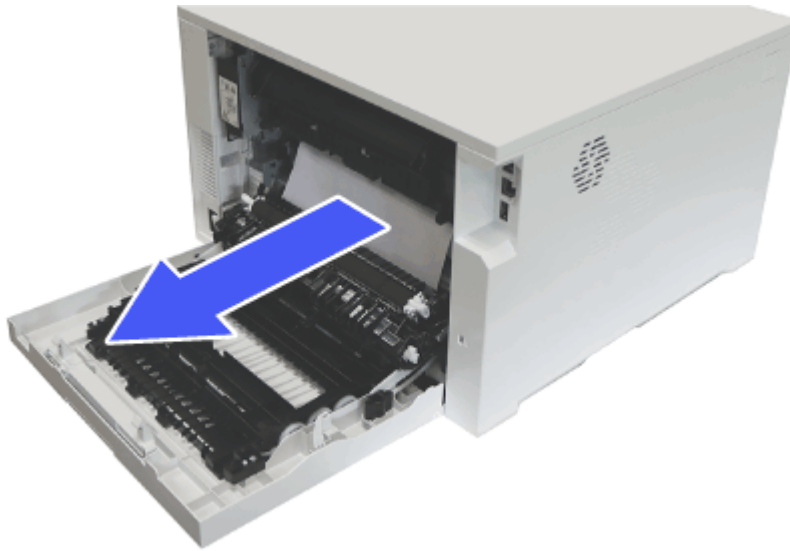
3. Reinsert and close Tray 2.



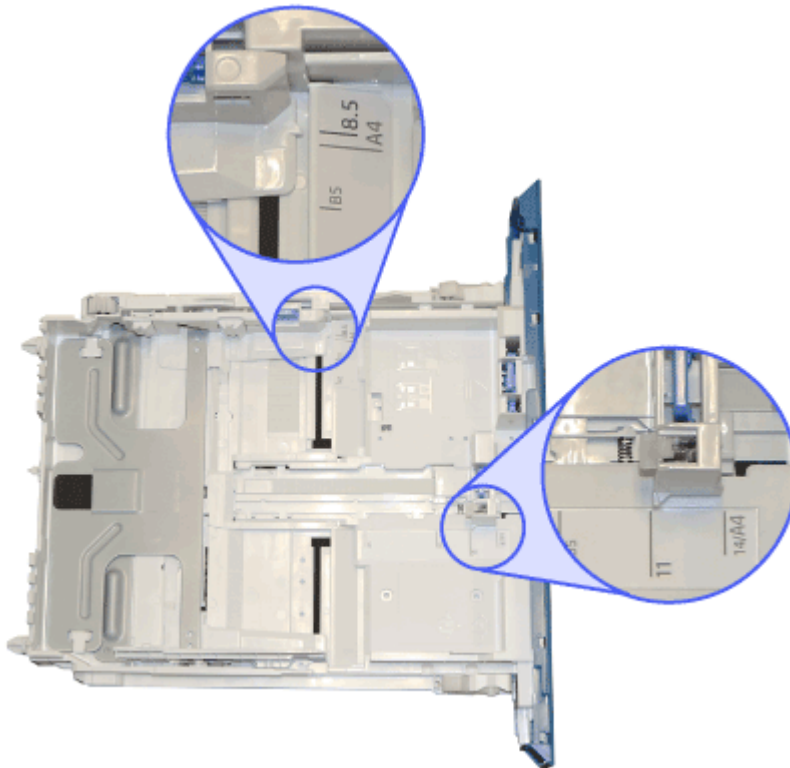
 **NOTE:** When reinserting the paper, make sure the paper guides are adjusted properly for the paper size.

4. Open the rear door and look for and clear any paper present or obstructions in the paper path.





5. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
6. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark (line below 3 triangles). See following images.





7. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.A3 jam error in tray 3

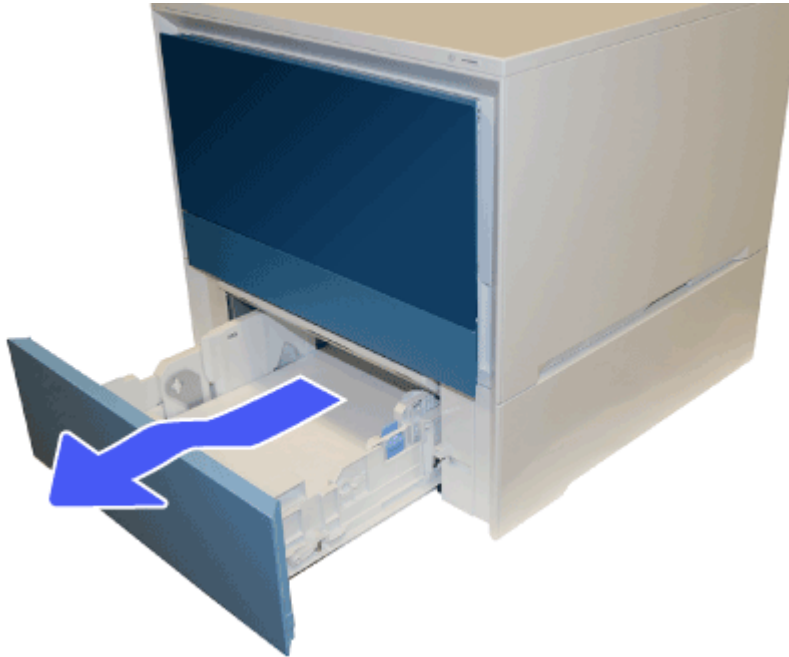
Follow these troubleshooting steps in the order presented.

Recommended action for customers

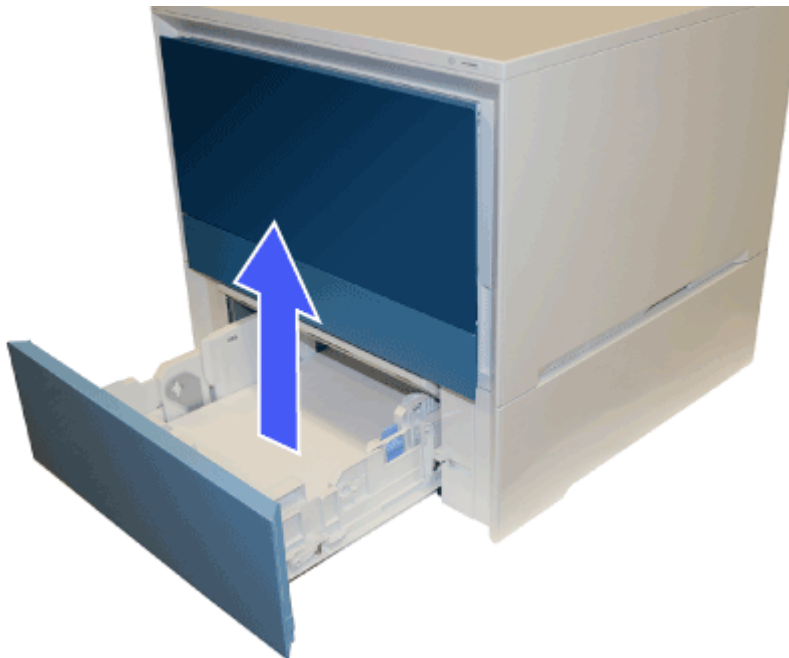
Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A3.A3 Jam in tray 3**
- **13.A3.D3 Jam in tray 3**

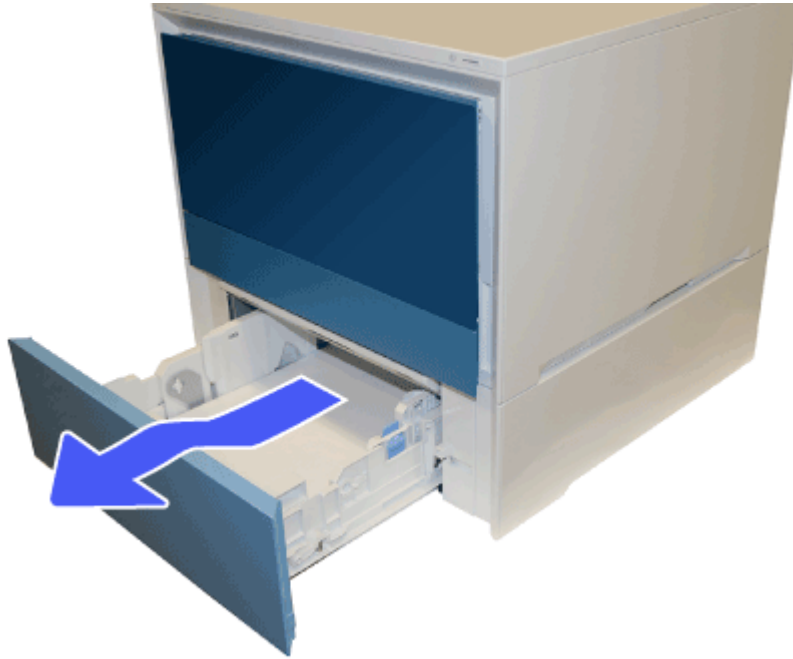
1. Open tray 3.



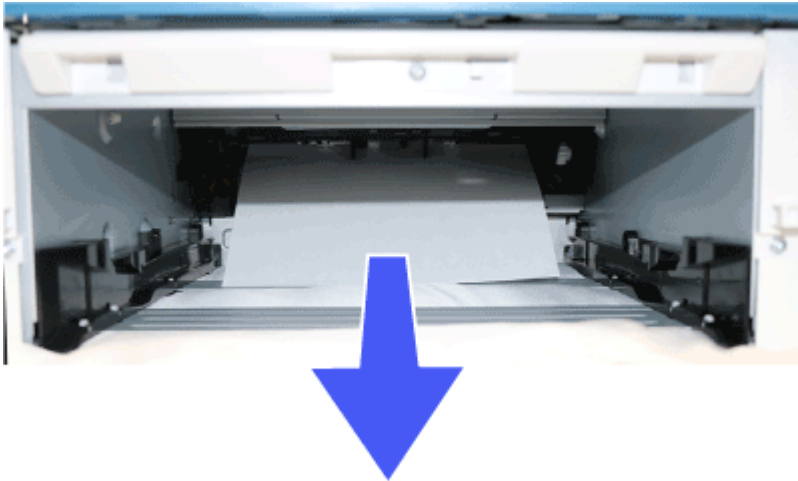
2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



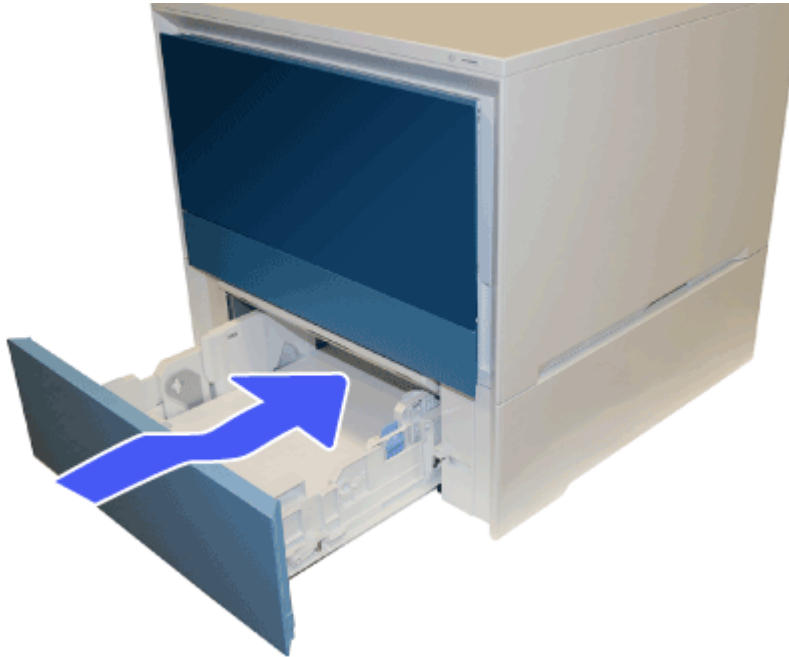
3. If needed, remove the tray by pulling out and then lifting up out of the printer.



4. If paper is stuck going up into the printer, try to grab it with two hands and pull slowly down to remove it.

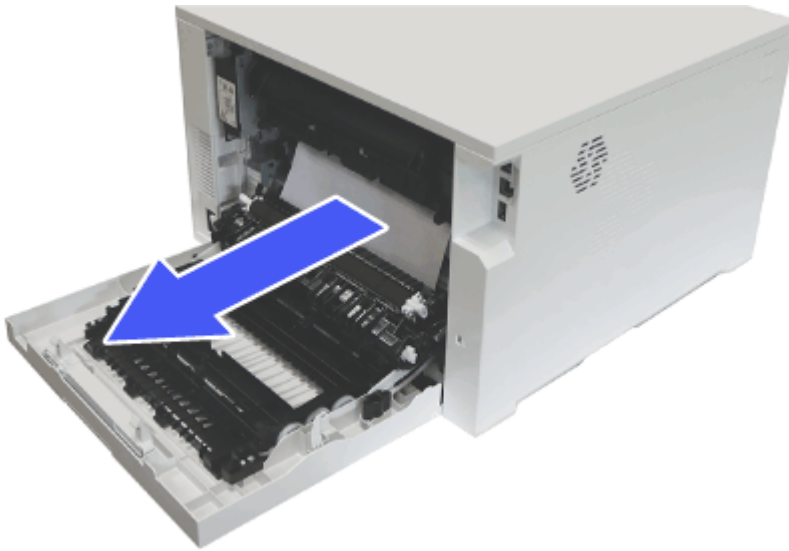


5. Install and close the tray.

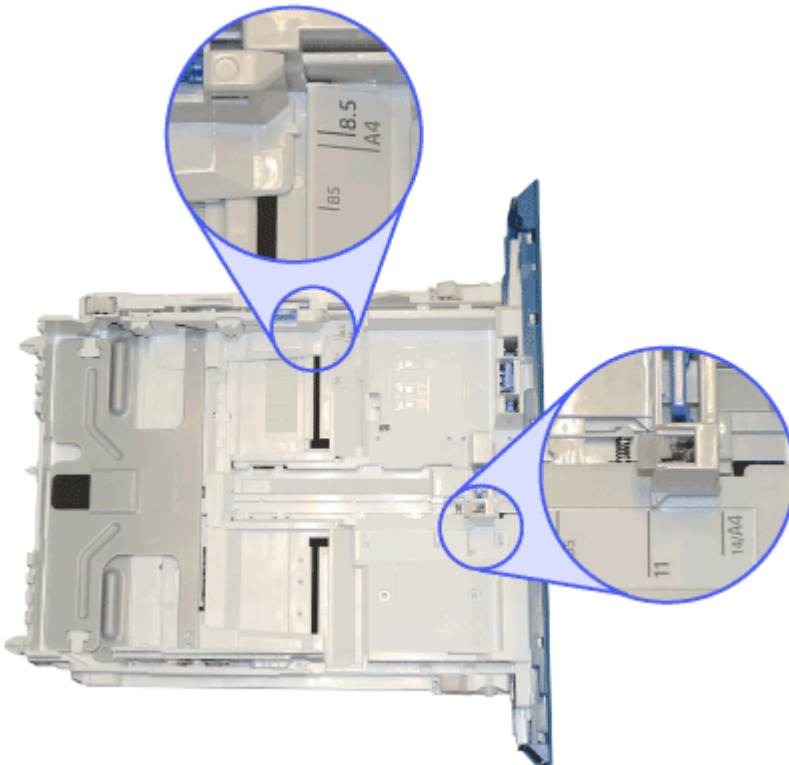


6. Open the rear door and look for and clear any paper present or obstructions in the paper path.





7. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
8. If the error persists, ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark (line below 3 triangles). See following images.





9. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.E1 Clear jam in engine

Use the following procedure to check for paper in all possible jam locations related to the output bin.

Recommended action for customers

When a jam occurs, the control panel displays an error message that assists in clearing the jam.

- 13.E1.Dz, 13.E1.Az Jam in output bin
- 13.E1.FF Residual paper jam in output bin

z = paper type that is being printed on. This can be 0-9 or A-F.

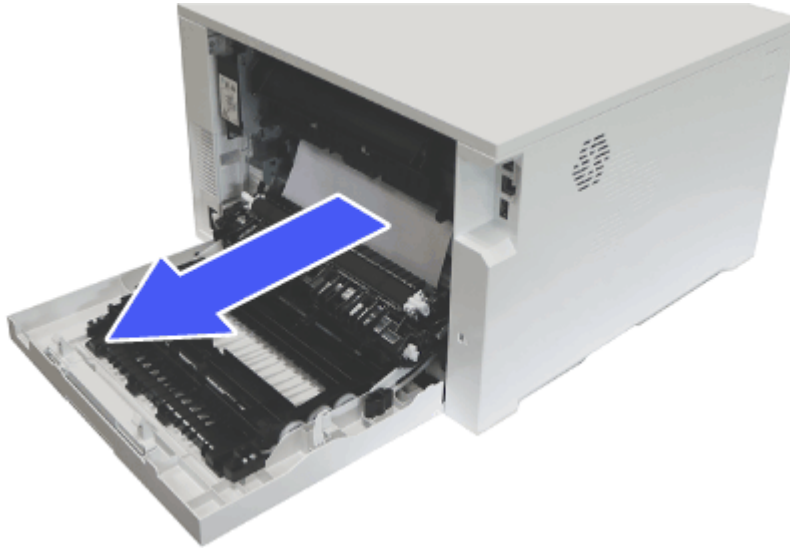
1. Lift the document scanner and check for paper. If paper is visible in the output bin, grasp the leading edge and remove it.



2. Open the rear door.



3. Gently pull out any jammed paper from the rollers in the rear door area.



4. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.D3 Clear jam in engine

Use the following procedure to check for paper in all possible jam locations inside the rear door.

Recommended action for customers

When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.D3.Az Duplex re-feed stay jam** Event log message
- **13.D3.Dz Late to duplex re-feed jam** Event log message
- **13.D3.FF Residual paper jam in Duplexer** Event log message

z = paper type that is being printed on. This can be 0-9 or A-F.

1. Check the output area of the printer. If paper is extruding out slowly, pull it out of the printer.

2. At the rear of the printer, open the rear door.



3. Remove any jammed or damaged sheets of paper from the rear door of the printer.



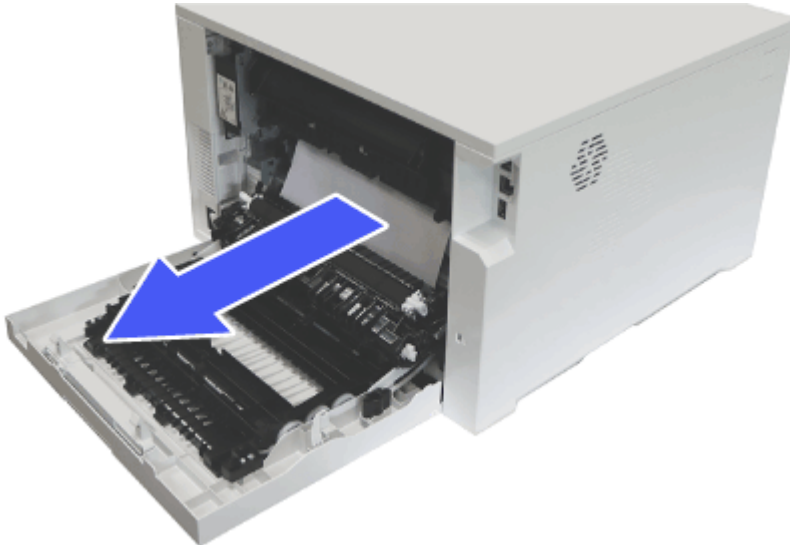
CAUTION:

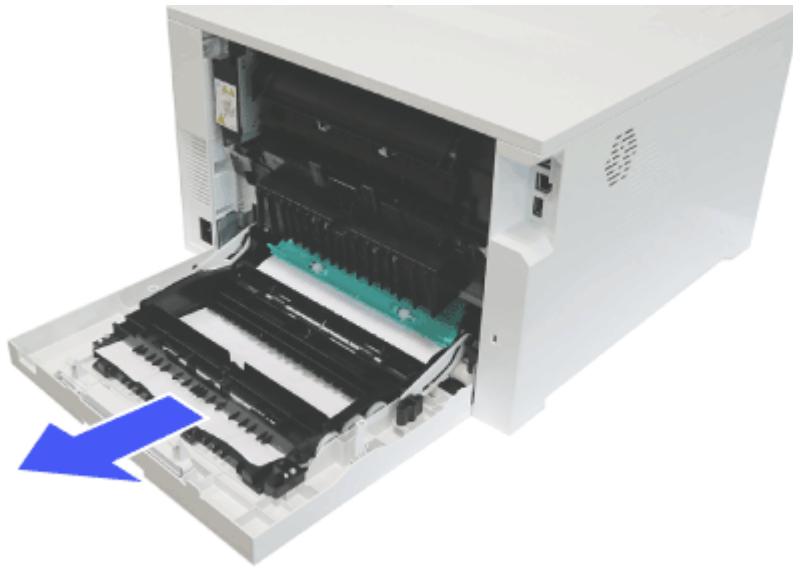


The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.



NOTE: Check all areas inside the rear door for paper.





4. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.B9 Clear jam in engine

Use the following procedure to check for paper in all possible jam locations in the fuser area.

Recommended action for customers

When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.B9.yz Jam in fuser** Event log message



CAUTION:

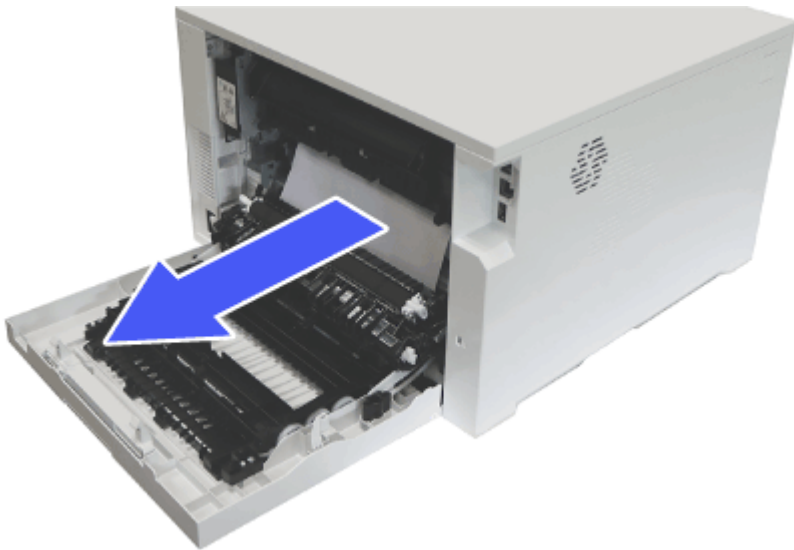


The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

1. Open the rear door.



2. Gently pull out any jammed paper from the rollers in the rear door area.



3. If paper is stuck in the fuser, gently pull the paper down and out from the printer.



4. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Change jam recovery (touchscreen)

Use the following procedure to change jam recovery from a touchscreen control panel.

1. From the Home screen on the printer control panel, scroll to and touch the **Settings** button.
 2. Open the **General** menu, and then open the **Jam recovery** menu.
 3. Select one of the following options:
 - **Auto** – The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.
 - **Off** – The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.
-
-  **NOTE:** Some pages can be lost if the printer runs out of paper while printing a duplex job with **Jam Recovery** set to **Off**.
-
- **On** – The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed.

Printer feeds incorrect page size

Review the following information when the printer feeds an incorrect page size.

Table 3-75 Printer feeds incorrect page size

Cause	Solution
The correct size paper is not loaded in the tray.	Load the correct size paper in the tray.

Table 3-75 Printer feeds incorrect page size (continued)

Cause	Solution
The correct size paper is not selected in the software program or printer driver.	Confirm that the settings in the software program and printer driver are correct, because the software program settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings.
The correct size paper for the tray is not selected in the printer control panel.	From the control panel, select the correct size paper for the tray.
The paper size is not configured correctly for the tray.	Print a configuration page to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the paper guides are touching the paper.

Printer pulls from incorrect tray

Review the following information when the printer pulls from an incorrect tray.

Table 3-76 Printer pulls from incorrect tray

Cause	Solution
A driver for a different printer is in use.	Use a driver for this printer.
The specified tray is empty.	Load paper in the specified tray.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Printer will not duplex or duplexes incorrectly (duplex models)

Review the following information when the printer will not duplex or duplexes incorrectly.

Table 3-77 Printer will not duplex (print 2-sided jobs) or duplexes incorrectly

Cause	Solution
The duplex job is trying to use unsupported paper.	Verify that the paper is supported for duplex printing.
The printer driver is not set up for duplex printing.	Set up the printer driver to enable duplex printing.
The first page is printing on the back of preprinted forms or letterhead.	Load preprinted forms and letterhead in Tray 1 with the letterhead or printed side down, with the top of the page leading into the printer. For Tray 2-X, load the paper printed side up with the top of the page toward the right of the printer.
The printer model does not support automatic 2-sided printing.	The printer model does not support automatic 2-sided printing.

Paper does not feed from Tray 2-X

Review the following information when the paper does not feed from Tray 2-X.



NOTE: To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

Table 3-78 Paper does not feed from Tray 2-X

Cause	Solution
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper in the input tray.
The correct paper type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the input tray. Trays configured for a paper type with a specific weight range will not match a print job that specifies an exact weight, even if the specified weight is within the weight range.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path. Closely inspect the fuser area for jams.
None of the optional trays appear as input tray options.	The optional trays only display as available if they are installed. Verify that any optional trays are correctly installed. Verify that the printer driver has been configured to recognize the optional trays.
An optional tray is incorrectly installed.	Print a configuration page to confirm that the optional tray is installed. If not, verify that the tray is correctly attached to the printer.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Output is curled or wrinkled

Review the following information when the output is curled or wrinkled.

Table 3-79 Output is curled or wrinkled

Cause	Solution
Paper does not meet the specifications for this printer.	Use only paper that meets the HP paper specifications for this printer. Non-recycled, 75 g/m2 (20 lb) paper is optimal for office use.
The correct paper type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the input tray. Trays configured for a paper type with a specific weight range will not match a print job that specifies an exact weight, even if the specified weight is within the weight range.
Paper is damaged or in poor condition.	Remove paper from the input tray and load paper that is in good condition.
The printer is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
The print job consist of large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
Paper used was not stored correctly and might have absorbed moisture.	Remove paper and replace it with paper from a fresh, unopened package. Store paper in a plastic bag to protect it from humidity.
Paper has poorly cut edges.	Remove paper, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan paper. If the problem persists, replace the paper.
The specific paper type was not configured for the tray or selected in the software.	Configure the software for the paper (see the software documentation). Configure the tray for the paper.
The paper has previously been used for a print job.	Do not re-use paper.

The printer does not pick up paper

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



NOTE: Tray 1 and Tray 2 are optimal for paper pickup when using special paper or media other than 20lb plain paper. For Tray 1 and Tray 2 the printer increases the number of attempts to pick up a page, which increases the reliability of successfully picking the page from the tray and decreases the possibility of a mispick jam.

HP recommends using Tray 1 or Tray 2 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 1 and Tray 2, or for print jobs that require media other than 20lb plain paper.

1. Open the printer and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.
4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
5. Check the printer control panel to see if the printer is waiting for an acknowledgment to the feed the paper manually prompt. Load paper, and continue.
6. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The printer picks up multiple sheets of paper

If the printer 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 printer.
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. Adjust the guides to the appropriate indentation in the tray.
6. Make sure the printing environment is within recommended specifications.
7. The tray pick and/or feed rollers might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The document feeder jams, skews, or picks up multiple sheets of paper (MFP)

Learn about MFP document feeder paper handling problems.

Review the following information when the document feeder jams, skews, or picks up multiple sheets of paper.

- Check to see if there are areas on the page that might have had staples removed. This can cause jams and/or mispicks.

- The original might have something on it, such as staples or self-adhesive notes that must be removed.
- Check that all rollers are in place and correctly installed.
- Make sure that the top document-feeder cover is closed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight, and the guides are against the paper stack.
- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray and remove pages from the output bin.
- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.
- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.
- Use the control panel menus to check the status of the document-feeder kit and replace it if necessary.

Paper does not feed automatically

Review the following information when the paper does not feed automatically.



NOTE: To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

Table 3-80 Paper does not feed automatically

Cause	Solution
Manual feed is selected in the software program.	Load Tray 1 with paper, or, if the paper is loaded, press the OK button.
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper into the input tray.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width paper guides are touching the paper.

Image-quality troubleshooting

Learn about image-quality troubleshooting.

Use the information in this topic to troubleshoot and resolve image-quality (what you see on the final printed page) problems including copy-quality, print-quality, and color problems (color printers only).

Various printer hardware problems can cause image-quality defects. This topic is a guide to the steps used to isolate the specific areas of the printer that are causing image-quality defects on the printed page, and to provide solutions to resolve those image-quality defects.

Image-quality problems are defined as:

- **Print-quality (PQ) problems:** PQ problems are associated with the print engine (printer base) of an MFP printer (single function non MFP image-quality problems are always PQ defects). PQ defects appear on pages that are **printed** by the print engine and not fed through an integrated scanner assembly (ISA).
- **Copy-quality (CQ) problems:** CQ problems are associated with the integrated-scanner assembly (ISA) portion of an MFP printer. CQ defects appear on pages that are **copied** using the document feeder or flatbed glass.

If the print defect is already known to be a PQ or CQ problem, skip to the appropriate troubleshooting topic listed below. Otherwise, follow the steps in the next section below to get started troubleshooting image-quality problems.

- **Print-quality (PQ) problems:** See [Print-quality troubleshooting](#).
- **Copy-quality (CQ) problems:** See [Copy-quality troubleshooting](#).

Get started troubleshooting image-quality problems

Print a demonstration page to identify the defect as a PQ (print engine) or CQ (ISA) problem.



NOTE: If the image defect appears on the printed demonstration page, the issue is a print-quality (PQ) problem (associated with the print engine and not the document feeder or flatbed glass) and not a CQ problem.

Make sure that the demonstration page is printed on **plain paper**.

Enterprise printers

1. Select **Reports** > **Other pages**.
2. Select [Demonstration Page](#).

Pro printers

1. At the printer, scroll to or select [Setup](#).
2. Go to [Reports](#), and then select [Demonstration Page](#).

Does the demonstration page show any image-quality defects?

- **Yes:** If defects appear on the printed demonstration page the issue is PQ-related. See [Print-quality troubleshooting](#).
- **No:** If defects do not appear on the printed demonstration page the issue is CQ-related. See [Copy-quality troubleshooting](#).

Print-quality troubleshooting

Learn about the print-quality (PQ) troubleshooting.

Print quality (PQ) problems are issues such as spots, streaks, or other defects visible on the printed page.

Visible defects associated with a multi-function printer (MFP) with copy/scan capabilities could be related to either the print function OR the copy function. Whereas, PQ defects on pages that are **printed** from single function (non-MFP) printers and not fed through an integrated scanner assembly (ISA) are always associated with the print engine.

Print from a different software program

Try printing from a different software program.

If the page prints correctly, the problem is with the software program from which you were printing.

Check the paper-type setting for the print job

Check the paper type setting when printing from a software program and the printed pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or small areas of missing toner.

Check the paper type setting on the control panel

Check the paper type setting on the printer control panel, and change the setting as needed.

1. Open and close the paper tray.
2. Follow the control panel prompts to confirm or modify the paper type and size settings for the tray.
3. Make sure the paper loaded meets specifications.
4. Adjust the humidity and resistance setting on the control panel to match the environment.
 - a. Open the following menus:
 - i. [Settings](#)
 - ii. [Copy/Print](#) or [Print](#)
 - iii. [Print Quality](#)
 - iv. [Adjust Paper Type](#)
 - b. Select the paper type that matches the type loaded in the tray.
 - c. Use the arrows to increase or decrease the humidity and resistance setting.
5. Make sure the driver settings match the control panel settings.



NOTE: The print driver settings will override any control panel settings.

Check the paper type setting (Windows)

Check the paper type setting for Windows, and change the setting as needed.



NOTE: The print driver settings will override any control panel settings.

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper Type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.

6. Expand the category of paper types that best describes your paper.
7. Select the option for the type of paper you are using, and click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Check the paper type setting (macOS)

Check the paper type setting for macOS, and change the setting as needed.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. Click **Show Details** or **Copies & Pages**.
4. Open the menus drop-down list, and then click the **Paper/Quality** menu.
5. Select a type from the **Media Type** drop-down list.
6. Click the **Print** button.

Check toner-cartridge status

Follow these steps to check the estimated life remaining in the toner cartridges and if applicable, the status of other replaceable maintenance parts.

Step one: Print the Supplies Status Page

The supplies status page indicates the cartridge status.

1. From the Home screen on the printer control panel, select the **Reports** menu.
2. Select the **Configuration/Status Pages** menu.
3. Select **Supplies Status Page**, and then select **Print** to print the page.

Step two: Check supplies status

Check the supplies status report as follows.

1. Look at the supplies status report to check the percent of life remaining for the toner cartridges and, if applicable, the status of other replaceable maintenance parts.

Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low. After an HP supply has reached the very low threshold, HP's premium protection warranty on that supply has ended.

The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

If you determine that you need to replace a toner cartridge or other replaceable maintenance parts, the supplies status page lists the genuine HP part numbers.

2. Check to see if you are using a genuine HP cartridge.

A genuine HP toner cartridge has the word "HP" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutsupplies.

Print a cleaning page

Learn how to print a cleaning page.

Print a cleaning page from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow keys to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Maintenance](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Calibration/Cleaning](#), and then press the [OK](#) button.
4. Use the arrow buttons to scroll to [Cleaning page](#), and then press the [OK](#) button.



TIP: Use this screen to set up automatic cleaning page intervals if desired.

5. Use the arrow buttons to scroll to [Print](#) (at the bottom of the control-panel display), and then press the [OK](#) button to print the cleaning page.



NOTE: A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Print a cleaning page from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - [Maintenance](#)
 - [Calibration/Cleaning](#)
3. Touch [Cleaning Page](#), and then touch the [Print](#) button to print the cleaning page.



NOTE: A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.



TIP: Use this screen to set up automatic cleaning page intervals if desired.

Visually inspect the toner cartridge or cartridges

Follow these steps to inspect each toner cartridge:

1. Remove the toner cartridge from the printer, and verify that the sealing tape has been removed.
2. Check the memory chip for damage.
3. Examine the surface of the green imaging drum.



CAUTION: Do not touch the imaging drum. Fingerprints on the imaging drum can cause print-quality problems.

4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.
5. Reinstall the toner cartridge and print a few pages to see if the problem has resolved.

Check paper and the printing environment

Use the following information to check the paper selection and the printing environment.

Step one: Use paper that meets HP specifications

Some print-quality problems arise from using paper that does not meet HP specifications.

- Always use a paper type and weight that this printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

The environment can directly affect print quality and is a common cause of print-quality or paper-feeding issues. Try the following solutions:

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.
- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. From the Home screen on the printer control panel, select the [Settings](#) menu.
2. Select the following menus:
 - a. [Copy/Print](#) or [Print](#)
 - b. [Print Quality](#)
 - c. [Image Registration](#)
3. Select [Tray](#), and then select the tray to adjust.
4. Select [Print Test Page](#), and then follow the instructions on the printed pages.
5. Select [Print Test Page](#) again to verify the results, and then make further adjustments if necessary.

6. Select **Done** to save the new settings.

Try a different print driver

Try a different print driver when printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

Download a different print driver from the HP support Web site: <http://www.hp.com/support/colorlj4701>, or <http://www.hp.com/support/colorljX45135>, or <http://www.hp.com/support/colorlj4801mfp>, or <http://www.hp.com/support/colorljX47635mfp>.

Troubleshoot image defects

Review examples of image defects and steps to resolve these defects.

Table 3-81 Image defects table quick reference

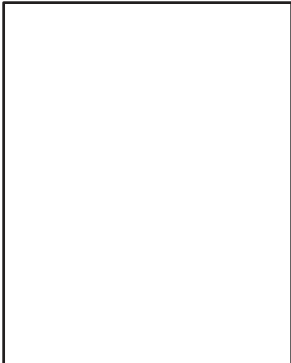
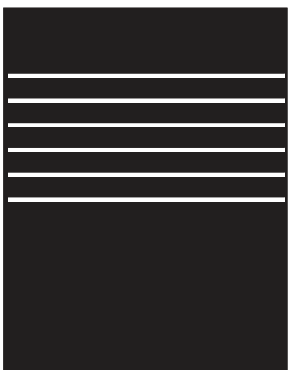
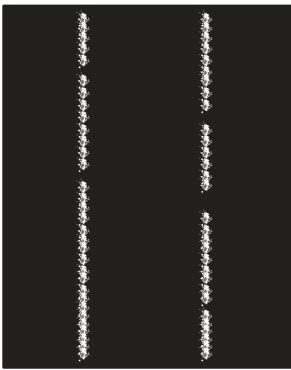
Defect	Defect	Defect
Table 3-89 Light print 	Table 3-87 Gray background or dark print 	Table 3-84 Blank page - No print 
Table 3-83 Black page 	Table 3-82 Banding defects 	Table 3-91 Streak defects 

Table 3-81 Image defects table quick reference (continued)

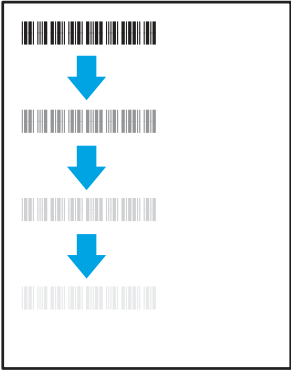
Defect	Defect	Defect
Table 3-86 Fixing/fuser defects 	Table 3-88 Image placement defects 	Table 3-85 Color plane registrations defects (color models only) 
Table 3-90 Output defects 		

Image defects, no matter the cause, can often be resolved using the same steps. Use the following steps as a starting point for solving image defect issues.

1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the driver and tray print mode settings match the media that is loaded in the tray. Try using a different ream of media or a different tray. Try using a different print mode.
4. Make sure the printer is within the supported operating temperature/humidity range.
5. Make sure that the paper type, size, and weight are supported by the printer. See the printer support page at support.hp.com for a list of the supported paper sizes and types for the printer.



NOTE: The term "fusing" refers to the part of the printing process where toner is affixed to paper.

The following examples depict letter-size paper that has passed through the printer with the short edge first.

Table 3-82 Banding defects

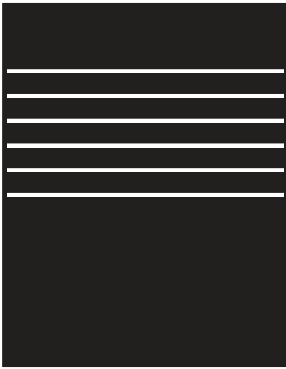
Sample	Description	Possible solutions
	Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Try printing from another tray. 3. Replace the cartridge. 4. Use a different paper type. 5. Enterprise models only: From the Home screen on the printer control panel, go to the Adjust Paper Types menu, and then choose a print mode that is designed for a slightly heavier media than what you are using. This slows the print speed and might improve the print quality. 6. If the issue persists, go to support.hp.com.

Table 3-83 Black page

Sample	Description	Possible solutions
	The entire printed page is black.	1. Visually inspect the cartridge to check for damage. 2. Make sure that the cartridge is installed correctly. 3. Replace the cartridge. 4. If the issue persists, go to support.hp.com.

Table 3-84 Blank page - No print

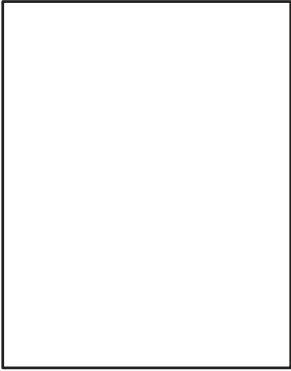
Sample	Description	Possible solutions
	The page is completely blank and contains no printed content.	1. Make sure that the cartridges are genuine HP cartridges. 2. Make sure that the cartridge is installed correctly. 3. Print with a different cartridge. 4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 5. If the issue persists, go to support.hp.com.

Table 3-85 Color plane registrations defects (color models only)

Sample	Description	Possible solutions
	One or more color plane(s) is not aligned with the other color planes. This registration error will typically occur with yellow.	1. Reprint the document. 2. From the printer control panel, calibrate the printer. 3. If a cartridge has reached a Very Low state, or the printed output is severely faded, replace the cartridge. 4. From the printer control panel use the Restore Calibration feature to reset the printer's calibration settings to the factory defaults. 5. If the issue persists, go to support.hp.com.

Table 3-86 Fixing/fuser defects

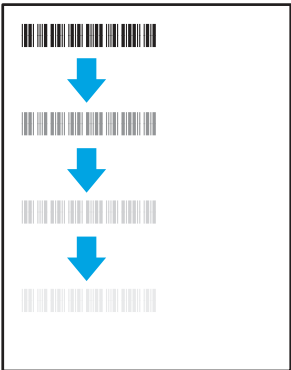
Sample	Description	Possible solutions
	Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 3. If the issue persists, go to support.hp.com.

Table 3-86 Fixing/fuser defects (continued)

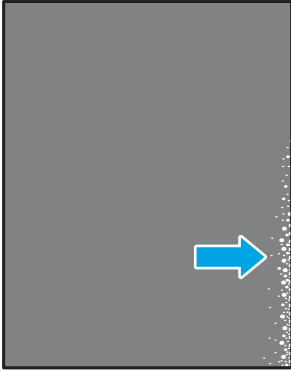
Sample	Description	Possible solutions
	Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type. 3. Enterprise models only: From the printer control panel, go to the Edge-to-Edge menu and then select Normal. Reprint the document. 4. Enterprise models only: From the printer control panel, select Auto Include Margins and then reprint the document. 5. If the issue persists, go to support.hp.com.

Table 3-87 Gray background or dark print

Sample	Description	Possible solutions
	The image or text is darker than expected and/or the background is gray.	1. Make sure that the paper in the trays has not already been run through the printer. 2. Use a different paper type. 3. Reprint the document. 4. Mono models only: From the Home screen on the printer control panel, go to the Adjust Toner Density menu, and then adjust the toner density to a lower level. 5. Make sure that the printer is within the supported operating temperature and humidity range. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 3-88 Image placement defects

Sample	Description	Possible solutions
	The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path.	1. Reprint the document. 2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides. 3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray. 4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray. 5. If the issue persists, go to support.hp.com.

Table 3-89 Light print

Sample	Description	Possible solutions
	The printed content is light or faded on the entire page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see <i>Replace the toner cartridges</i>. 3. Mono models only: Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver. 4. Make sure that the cartridge is installed correctly. 5. Print a Supplies Status Page and check the life and usage of the cartridge. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 3-90 Output defects

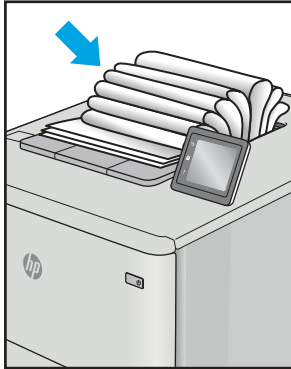
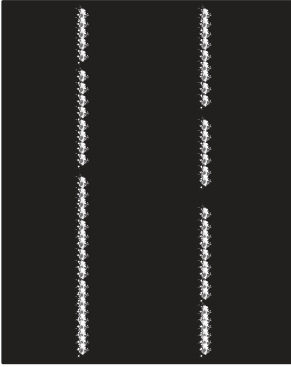
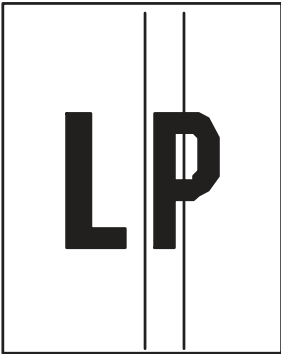
Sample	Description	Possible solutions
	Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible: • Positive curl: The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages. • Negative curl: The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages.	1. Reprint the document. 2. Positive curl: From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing. Negative curl: From the printer control panel, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior to use, or use freshly opened paper. 3. Print in duplex mode. 4. If the issue persists, go to support.hp.com.
	The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect: • Extreme paper curl • The paper in the tray is wrinkled or deformed • The paper is a non-standard paper type, such as envelopes • The output tray is too full	1. Reprint the document. 2. Extend the output bin extension. 3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl." 4. Use a different paper type. 5. Use freshly opened paper. 6. Remove the paper from the output tray before the tray gets too full. 7. If the issue persists, go to support.hp.com.

Table 3-91 Streak defects

Sample	Description	Possible solutions
	Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see <i>Replace the toner cartridges</i>. 3. If the issue persists, go to support.hp.com. NOTE: Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.
	Dark vertical lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content. On color models, these lines or streaks will also be visible on the ITB cleaning page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see <i>Replace the toner cartridges</i>. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. If the issue persists, go to support.hp.com.

Copy-quality troubleshooting

Learn about copy-quality troubleshooting.



NOTE: Copy-quality (CQ) problems are associated with the integrated-scanner assembly (ISA) portion of an MFP printer. CQ defects appear on pages that are **copied** using the document feeder or flatbed glass.

Identify the location and type of the CQ problem

Resolving CQ problems involves isolating the defect to the document feeder or flatbed glass. Comparing printed output between the document feeder and the flatbed glass might determine the ISA location that is causing the CQ defect.



NOTE: If a CQ defect appears on printed output from both the document feeder **and** the flatbed glass, carefully inspect the original source for a print-quality (PQ) problem.

Document feeder isolation test

1. Mark a printed page in a way that clearly identifies it as the source document used in this isolation procedure.
2. Place the source page in the document feeder, and then make a copy.
3. Mark the copied output page to clearly identify it as output from the document feeder.
4. Compare the original and copied pages. Defects appearing on the copied page are caused by a problem in the document feeder.

Flatbed isolation test

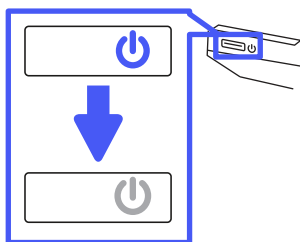
1. Mark a printed page in a way that clearly identifies it as the source document used in this isolation procedure.
2. Place the source page on the flatbed glass, and then make a copy.
3. Mark the copied output page to clearly identify it as output from the flatbed.
4. Compare the original and copied pages. Defects appearing on the copied page are caused by a problem in the flatbed.

Check the scanner glass for dirt and smudges

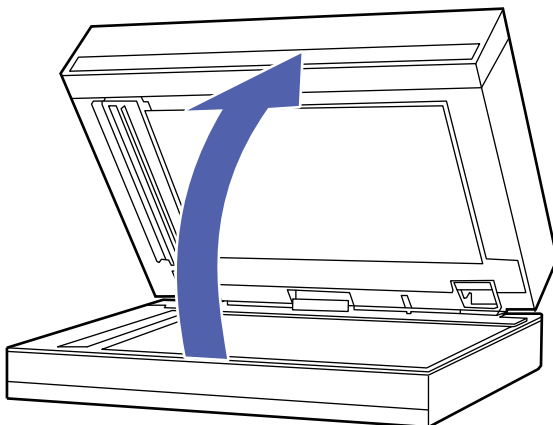
Learn about solving copy-quality debris problems.

Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

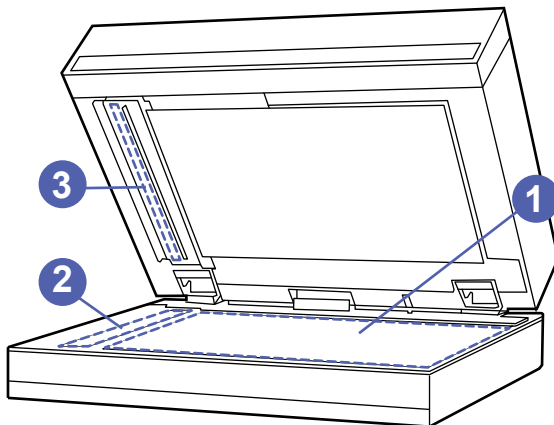
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



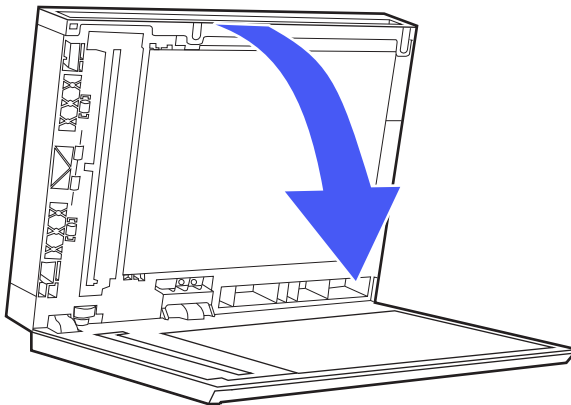
3. Clean the scanner glass (callout 1) and the document feeder strips (callout 2, callout 3) with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



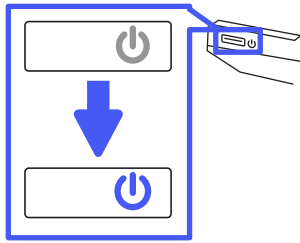
⚠ CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

📝 NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Close the scanner lid.



6. Connect the power cable to an outlet, and then press the power button to turn the printer on.



Modify printer settings to improve scan or copy quality

Learn about printer settings to improve scan or copy quality.

Optimize printer settings to potentially improve scan or copy quality.

 **IMPORTANT:** The printer settings described in this section are firmware dependent and might not be available for a specific printer (for example, color adjustment settings do not apply to mono printers).

Image Adjustment settings

 **NOTE:** [Settings](#) > [Print \(SFP\)](#) or [Copy/Print \(MFP\)](#) > [Image Adjustment](#) > [Background Cleanup](#).

Use the sliders to perform a [Background Cleanup](#), adjust the image [Darkness](#) as well as changing the [Sharpness](#) and [Contrast](#).

Use this feature to improve the overall quality of the copy (for example, adjusting the [Darkness](#) and [Sharpness](#). Use the [Background Cleanup](#) setting to remove faint images from the background or to remove a light background color.

- [Darkness](#): Adjust this setting to increase or decrease the amount of white and black in the colors.
- [Contrast](#): Adjust this setting to increase or decrease the difference between the lightest and darkest color on the page.
- [Background Cleanup](#): Adjust this setting if copying a faint image is a problem.
- [Sharpness](#): Adjust this setting to clarify or soften the image. Increasing the sharpness might make text appear crisper, but decreasing it would make photographs appear smoother.

Optimize Text/Picture settings

 **NOTE:** [Settings](#) > [Scan/Digital Send Settings](#) > [Optimize Text/Picture](#).

Use to optimize the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture.

Use this setting to optimize the output for a particular type of content.

- [Mixed](#): Use to optimize the setting for text and for pictures.
- [Text](#): Use to optimize the text portion of the copy when text and/or pictures are on the original.
- [Printed picture](#): Use to optimize line drawing and preprinted images such as magazine clippings or pages from a book. If you see bands of irregular intensity on copies, try selecting [Printed picture](#) to improve quality.

- **Photographs:** Use to optimize photographic prints.

Color/Black settings



NOTE: Settings > Scan/Digital Send Settings > Color/Black.

Use to enable or disable color scanning.(some highlighters will not auto detect as color).

- **Automatically detect color or black:** When pages without color are detected, the printer creates an image of the page in 1-bit black if other settings allow. If the other settings don't allow (File Type, for example), the image is in grayscale.
- **Automatically detect color or gray:** When pages without color are detected, the printer creates an image of the page in grayscale. Select this option for the best image quality for non-color pages.
- **Color:** Scans the documents in color.
- **Black:** Scans documents in black and white with a compressed file size.
- **Black/Gray:** Scans or prints documents in grayscale.

Light or faint copies (color models)

Learn how to resolve light or faint copy-quality problems.

Are you attempting to copy or scan highlighted text?



NOTE: When digitally sending or copying highlighted images or text objects, the image might appear lighter than expected or does not show up at all with certain brands/types of highlighter pens.

Highlighters come in bright, often fluorescent colors. Fluorescent highlighter inks tend to reflect more light than that which is absorbed by the paper source. This reflection might cause the image to not show up as well as non-fluorescent colors depending upon the scanner/MFP being used.

The most common color for highlighters is yellow, but many other colors are also found such as pink, blue, green, orange, and purples. Yellow is often the preferred color to use when making a photocopy as it tends to not produce as much of a shadow on copies or scans.

There are different color and ink properties depending upon the brand of highlighters used. Due to these differences, scanning of the images might vary greatly from not being seen at all to changing colors (for example, orange highlighter might appear brown in the copy or scan or yellow highlighter might appear green).

Automatic color detect

HP has a feature in all FutureSmart (LaserJet Enterprise Series only) printers which automatically detects color on each page. Depending upon the amount of color information on a page, the scanner might determine the page to be black and white due to a very, very small amount of color which might be considered background artifacts. This helps to reduce the file size of sent files as well as toner usage on a copied page. You might see small highlighted marks on pages print out in black and white or even disappear.

The black and white effect is due to the printer not seeing enough color on the page, in which case the whole image is rendered as a black and white page. The highlighted mark disappearing might be due to the marker characteristics not being detected by the scanner.

Does the printer have the latest firmware version installed?

No or I don't know.

A Firmware enhancement has been introduced for certain LaserJets to help with the reproduction of highlighted images.



NOTE: Some Multifunction Printers (MFPs) using FutureSmart firmware v3.5.3 or later have improved color reproduction of fluorescent highlighters when scanning or copying.

Use the following steps to identify the installed firmware version, and then upgrade the firmware if needed.

1. Print a configuration page (from the printer control panel).
2. On the printed configuration page look in the section marked **Device Information**, and then identify the **Firmware Datecode** and **Firmware Revision**.

This is the current version of firmware installed on this printer.

3. In the US, go to <http://www.hp.com/support/colorlj4701>, or <http://www.hp.com/support/colorljX45135>, or <http://www.hp.com/support/colorlj4801mfp>, or <http://www.hp.com/support/colorljX47635mfp>.

- a. Select **Get drivers, Software, and Firmware**, and then select the appropriate product by name.



NOTE: More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.

- b. Select the driver language and operating system.
- c. Locate the firmware download. If the firmware version is more recent than the one shown on the printed configuration page, select **Download**.

4. Outside the U.S., go to www.hp.com/support.

- a. Select your country/region.
- b. Select **Drivers & Downloads**.
- c. Enter the product name in the **Find my product** dialogue box, and then select **Go**.



TIP: Click on the **How do I find my product name/number?** link to see a short video on identifying the printer name and number.

- d. Select the appropriate product by name.



NOTE: More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.

- e. Select the driver language and operating system.
- f. Locate the firmware download. If the firmware version is more recent than the one shown on the printed configuration page, select **Download**.

5. Perform a firmware upgrade. See the *Firmware upgrades* topic in the product service manual.
6. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

Yes

These procedures help provide settings which affect the way highlighters are scanned or copied. A firmware enhancement is available for certain printers that helps with the reproduction of highlighted images.

- **Enable Firmware Enhancement**

1. From the Home screen, select the desired scanning application (for example, [Copy](#), [E-Mail](#), [Save to Network Folder](#)).
2. Select [More Options](#) > [Optimize Text/Picture](#) > [Text](#) button (not slider). This enables the improved color reproduction of fluorescent highlighters.



TIP: Administrators can set Text as the default setting on the device.

- **Alternative Settings**

See [Modify printer settings to improve scan or copy quality](#) for more information.

Performance and connectivity troubleshooting

Learn about performance and connectivity troubleshooting.

Solve performance problems

Review the following information and procedures to solve performance problems.



NOTE: Tray 1 and Tray 2 are optimal for paper pickup when using special paper or media other than 75-80gsm (20lb) plain paper. For Tray 1 and Tray 2 the printer increases the number of attempts to pick up a page, which increases the reliability of successfully picking the page from the tray and decreases the possibility of a mis-pick jam.

HP recommends using Tray 1 or Tray 2 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 1 and Tray 2, or for print jobs that require media other than 75-80gsm (20lb) plain paper.

Factors affecting print performance

Review the following information about factors affecting print performance.

Table 3-92 Solve performance problems

Problem	Cause	Solution
Pages print but are totally blank.	The document might contain blank pages.	Check the original document to see if content is present on all of the pages.
Pages print but are totally blank.	The printer might be malfunctioning.	To check the printer, print a Configuration page.
Pages print but are totally blank.	Make sure that the printer is not feeding multiple pages (especially if very thin paper is used).	Make sure that the paper meets HP specifications for this printer. For a complete list of specific HP-brand paper that this printer supports, go to http://www.hp.com/support/colorlj4701 , or http://www.hp.com/support/colorljX45135 , or http://www.hp.com/support/colorlj4801mfp , or http://www.hp.com/support/colorljX47635mfp .

Table 3-92 Solve performance problems (continued)

Problem	Cause	Solution
Pages print very slowly. NOTE: Some software programs process print jobs slowly.	Heavier paper types can slow the print job.	Print on a different type of paper.
Pages print very slowly. NOTE: Some software programs process print jobs slowly.	Complex pages can print slowly.	Proper fusing might require a slower print speed to ensure the best print quality.
Pages print very slowly. NOTE: Some software programs process print jobs slowly.	Large batches, narrow paper, and special paper such as gloss, transparency, cardstock, and HP Tough Paper can slow the print job.	Print in smaller batches, on a different type of paper, or on a different size of paper.
Pages did not print.	The printer might not be pulling paper correctly.	Make sure paper is loaded in the tray correctly.
Pages did not print.	The paper is jamming in the printer.	Clear the jam.
Pages did not print.	The USB cable might be defective or incorrectly connected.	• Disconnect the USB cable at both ends and reconnect it. • Try printing a job that has printed in the past. • Try using a different USB cable.
Pages did not print.	Other devices are running on the host computer.	The printer might not share a USB port. If an external hard drive or network switchbox is connected to the same port as the printer, the other device might be interfering with the printer. To connect and use the printer, disconnect the other device or use two USB ports on the host computer.
Pages did not print.	The print job might not have arrived at the printer.	Check the printer status queue. Also, the Printing message should appear on the control panel display.

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 printer operation. Factors that determine the print speed of the printer include the following:

- **Page formatting time**
The printer 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.
- **Media size**
Legal-size media reduces print speed because it is longer than the standard Letter- or A4-size media. A reduced 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, make sure that the correct media type in the print driver is selected.

- Printer temperature

To prevent printer damage, print speed is reduced if the printer reaches a specific internal temperature (thermal slow down). The starting temperature of the printer, ambient environment temperature, and the print job size effect the number of pages that can be printed before the printer 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 printer does not print

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

1. Make sure the printer is turned on and that the control panel indicates it is ready.
 - If the control panel does not indicate the printer is ready, turn the printer off and then on again.
 - If the control panel indicates the printer is ready, try sending the job again.
2. If the control panel indicates the printer has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the printer is connected to a network, check the following items:
 - Check the bottom LED next to the network connection on the printer. If the network is active, the light is green.
 - Make sure that a network cable and not a phone cord is used 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 for the printer. 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 a network cable is used to connect to the network, make sure the printer name listed on the **Ports** tab matches the one on the printer configuration page.
 - If a USB cable is used, and the printer is connected to a wireless network, make sure the box is checked next to **Virtual printer port for USB**.
6. If a personal firewall system on the computer is used, it might be blocking communication with the printer. Try temporarily disabling the firewall to see if it is the source of the problem.
7. If the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

The printer prints slowly

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

1. Make sure the computer meets the minimum specifications for this printer. For a list of specifications, go to this Web site: <http://www.hp.com/support/colorlj4701>, or <http://www.hp.com/support/colorljX45135>, or <http://www.hp.com/support/colorlj4801mfp>, or <http://www.hp.com/support/colorljX47635mfp>.
2. When the printer is configured to print on some paper types, such as heavy paper, the printer 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 the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

Solve wired network problems

Review the following information and procedures to solve wired network problems.

Introduction

Learn about solving wired network problems.

Certain types of problems can indicate there is a network communication problem. These problems include the following issues:

- The periodic loss of ability to communicate with the printer
- The printer cannot be found during driver installation
- A periodic failure to print

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

Poor physical connection

Use the following procedure when the printer has a poor physical connection.

1. Verify that the printer 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 printer, 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 printer

Use the following procedure when the computer is using the incorrect IP address for the printer.

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
2. If you installed the printer 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 printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

Use the following procedure when the computer is unable to communicate with the printer.

1. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer.
 - For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
 - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
 - b. Type `ping` followed by the IP address for your printer.
 - 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 printer, and the computer are all configured for the same network.

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

HP recommends leaving these settings 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 print driver.

The computer or workstation might be set up incorrectly

Use the following procedure when the computer or workstation might be set up incorrectly.

1. Check the network drivers, print drivers, and the network redirection settings.
2. Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

Use the following procedure when the printer 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.



NOTE: To print a configuration page using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

2. Reconfigure the network settings if necessary.

4 Removal and replacement

When servicing the printer, several items must be considered to ensure a successful repair and to avoid damage to the printer or personal injury. Learn about these considerations and find detailed instructions for removing and replacing printer parts.

Safety and support guidelines when using the printer

Learn how to use your printer safely and review the information required when contacting HP support for printer assistance.

Safety precautions

Follow these safety protocols when handling or repairing the printer.

Product safety classification: This is a Safety Class I product, which means it has a protective earth terminal. This terminal must be connected to earth ground.

 **IMPORTANT:** Before operation or repair, check the product and review this manual for safety warnings and instructions. Safety warnings for specific procedures are located at appropriate places in the manual.

WARNING: Hazardous voltages exist within the product.

NOTE: HP recommends that only qualified personnel trained in working with high voltage power equipment should service this unit.

Follow these precautions always:

NOTE: If you do not want to disassemble and repair the printer yourself, contact your local HP Service Representative for service, see [Contact HP Support](#) section.

Warnings and Cautions

To ensure the proper use of the printer and to prevent the printer from being damaged, follow the warning and caution symbols marked in this guide. See [Conventions used in this guide](#).

Electrical precautions

- **Power cord instructions**

- Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label.

Typically, the product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz. Depending on a product, the voltage usage might change (100-127 Vac, for example). It is recommended to refer your product manual for the specified voltage.

- 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.

Do not damage, cut, or repair the power cord. A damaged power cord can cause fire or electric shock. Replace a damaged power cord with an HP-approved power cord.

- Unplug the power cord when disassembling or assembling the printer.

The printer utilizes a power switch (button) that is turned "ON" or "OFF". Be aware that electricity may flow on the primary side of the printer even when the printer is "OFF".

- Power off the printer and unplug the power cord and fax cord (if available) from the electrical outlet in any of the following cases:
 - When removing product enclosure or covers from the printer or when accessing internal parts of a printer.
 - If there is smoke or an unusual smell coming from the printer.
 - A piece of metal or a liquid (not part of cleaning and maintenance routines) touches internal parts of the printer.
 - During an electrical storm (with thunder and/or lightning).
 - During an electrical power failure.

Electrostatic Discharge (ESD) precautions

Electrostatic discharge (ESD) can damage electronic components inside your printer.

Use these guidelines to protect sensitive parts against damage from electrostatic discharge.

- Touch a metal object that is not painted and is grounded.
- Leave electronic parts such as a memory chip in the bag it was shipped in until you are ready to perform the installation.
- ESD wrist straps can also be used to help release excess electrostatic charge.



Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts.

Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly.

- Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

Handling toner

HP recommends that you wear gloves when handling toner cartridges and toner system components.

Do not expose toner or toner cartridge to fire or any heat source.

Keep imaging unit and/or toner cartridge away from children. The toner powder contained in the imaging unit and toner cartridge may be harmful, and if swallowed, you should contact a doctor.

Lifting equipment

Follow the recommendations for lifting or moving your printer.

The printed inbox guides and support documentation available on support.hp.com for your printer model will provide the lifting requirements to avoid injury and to safely move the printer.

NOTE: Do not attempt to lift heavy equipment without assistance.

Safety measures during disassembling or reassembling



IMPORTANT: Before disassembling or reassembling a printer, be sure to unplug its power cord from the electrical outlet.

NOTE: Assembly is the reverse of disassembly unless otherwise specified.

- During disassembly, reassembly, or transportation of a printer, remove the toner cartridge as necessary.
- Only fuses with the required rated current, voltage, and specified type (normal blow, time delay, etc.) should be used.

Do not use repaired fuses or short-circuited fuse holders. Doing so, could cause a shock or fire hazard.

- Capacitors inside this product may hold a hazardous charge even if the product has been disconnected from its power source.
- Do not disable safety functions (Interlocks or safety circuits). Safety will not be assured leading to a safety hazard and potential injury.
- Note the length, diameters, and locations of screws as you remove them. When reassembling the printer, be sure to use them in their original locations.
- As a best practice safety rule, do not run the printer with any parts removed.

Ingestion hazards

This product may contain a button cell or coin battery that is not intended to be replaced.

- A swallowed button cell or coin battery can cause internal chemical burns in as little as two (2) hours. Death or serious injury can occur if ingested.
- Keep new and used batteries out of reach of children. Used batteries may cause severe injury or death.

Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body. Call a local poison control center for treatment information.

- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do not dispose of batteries in household trash or incinerate.

Laser radiation hazards

The printer is certified as a Class 1 laser product.

WARNING: Using controls, adjusting or performing procedures other than those specified in the user guide could result in exposure to hazardous radiation. Do not disassemble the laser/scanner unit as the laser beam can injure your eyes. An invisible laser beam is emitted within the laser/scanner unit.

Mechanical hazards

The printer has moving parts that could cause injury. To avoid personal injury, take the following precautions when working close to the printer.

- Keep your clothes and body away from the printer's moving parts.
 - Avoid wearing dangling jewelry or other hanging objects around the printer as it might be caught by moving parts and lead to injury.
 - Keep long hair tied up and away from the paper feed mechanism.
 - Ensure the sleeves or gloves do not get caught in the printer's moving parts.
- Avoid standing close to the fans as it could cause injury and could also affect print quality (by obstructing the air flow).
- Do not touch gears or moving rolls during printing.
- Do not operate the printer when having enclosure covers removed or interlock switches bypassed.
- The product may have internal sharp edges.

Make sure the wiring does not come into contact with sharp edges, burrs, or other pointed parts. Current can leak, leading to a risk of electrical shock or fire hazard.

- During and after repair, check internal electrical wiring for squeezing, sheaths and any damage.
- - Make sure that all screws, components, wiring, connectors and so forth that were removed, have been reinstalled in the original location.
 - Do not allow any metal parts such as clips, staples and screws to fall into the printer. This could potentially short internal circuits and cause an electrical shock hazard.
 - Do not allow liquids (except those used in HP cleaning kits) to touch the internal parts of the printer. Doing so may cause fire, electric shock, or other serious hazards.

Thermal hazards

Caution: Inspection before repair for fuser

The area around the fuser unit may be hot. Wait for a few minutes until the fuser assembly cools down.

Contact HP Support

HP offers phone support to assist you for printer issues. Ensure to read the following information before contacting HP Support.

Before contacting HP Support

Before contacting support, consider checking the resources available on HP Customer Support.

1. Go to [HP Customer Support](https://support.hp.com) (<https://support.hp.com>) to locate your product support page.
2. Review the documents for troubleshooting before contacting HP.

Information required when contacting HP Support

If you call an HP support representative for assistance, ensure you have the following information for HP support to answer your questions quickly:

- **Product model:** Note the printer model, product number, and serial number you are using. The product number and the serial number are typically found on the label at the back of the product.
- **Error code:** If there is an error code or message displaying on the printer control panel, note the error code and message.
- **Computer (operating system):** Provide the name of the computer/computer operating system you are using.
- Any **special equipment or software** you are using (for example, spoolers, networks, switch-boxes, modems or special software drivers).
 - The type of interface used on your product (USB or network).
 - The software and driver name and firmware version number that you are currently using.
- **Printer service information:** You can obtain the printer service information from the Embedded Web Server (EWS). If you need to send this information by email, download it as a file from your browser, and send the file.



NOTE: Depending on your printer firmware version, the menu items in the EWS might vary.

1. Open a Web browser on your computer, and then enter the IP address of your printer to access the Embedded Web Server.
2. Click **Support > Service support > Service information > Display**.

Phone support

HP phone support is available on the HP support website. For assistance, go to one of the following websites:

- <https://support.hp.com/contact> or
- <https://support.hp.com/contact/help/printer> or
- <https://www.hp.com/us-en/contact-hp/contact.html>.

Introduction

Learn the overall process for troubleshooting failures and replacing parts, as well as items of note related to installing and tracking printer supplies

Repair normally begins by using the printer internal diagnostics and the following two-step process:

1. Isolate the problem to the major system (for example, the network, the server, or the printer).
2. Identify the cause of failures according to the troubleshooting section in the printer service manual, and follow the disassembly procedures to replace the defective parts or the consumable parts.

After locating a faulty part, the printer can usually be repaired at the assembly level by replacing the field replaceable unit (FRUs). HP does not support replacement of components on the printed circuit assemblies (PCAs).

The user replaces supplies (cartridges) as they are depleted. Additional instructions about other user-replaceable parts are provided in this section.

The printer tracks the amount of use on the customer-replaceable supplies by keeping a page count. The printer prompts the user to replace certain items when a supply is depleted or a specific number of pages have been printed.

Swapping supplies between products might be necessary in some test scenarios. However, this might cause a misrepresentation of supply life values, and is not recommended.

Customer-replaceable units

Learn about customer-replaceable parts removal and replacement.

Customer self-repair (CSR) B parts and accessories

Customer self-repair (CSR) B parts are parts that a customer replaces without assistance from a field technician. These parts might require the use of tools.

Removal and replacement: Automatic document feeder (ADF) top cover

Learn how to remove and replace the automatic document feeder top cover.

 [View a video of removing and replacing the Automatic document feeder \(ADF\) top cover.](#)

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

 **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-1 Part information

Part number	Part description
4RA80-67006	ADF Top cover assembly - including rollers

Required tools

Small flat-blade screwdriver

After performing service

1. Connect the power cable.
2. Turn the printer power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the document feeder top cover

Follow the procedure below to remove and replace the document feeder top cover.



NOTE: The document feeder top cover includes the rollers.

1. Open the document feeder top cover.

Figure 4-1 Open the cover



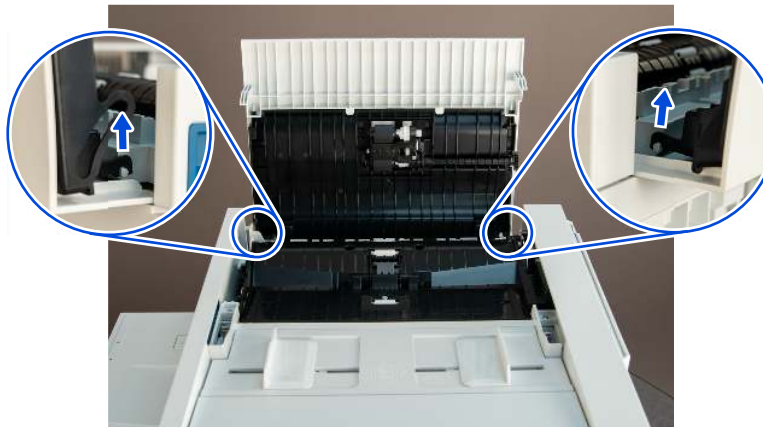
2. Release the cover retainer clip.

Figure 4-2 Release the clip



3. Pull straight up on each hinge clip to release them.

Figure 4-3 Release the hinge clips



4. Remove the document feeder cover.

Figure 4-4 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3

Learn how to install the optional 550-sheet paper tray (Tray 3) on the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service



WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-2 Part information

Part number	Part description
BV1G1A	HP LaserJet 550 Sheet Paper Tray
BV1G2A	HP LaserJet 550 Sheet Grey Paper Tray

Required tools

None

After performing service

1. Connect the power cable.
2. Turn the printer power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

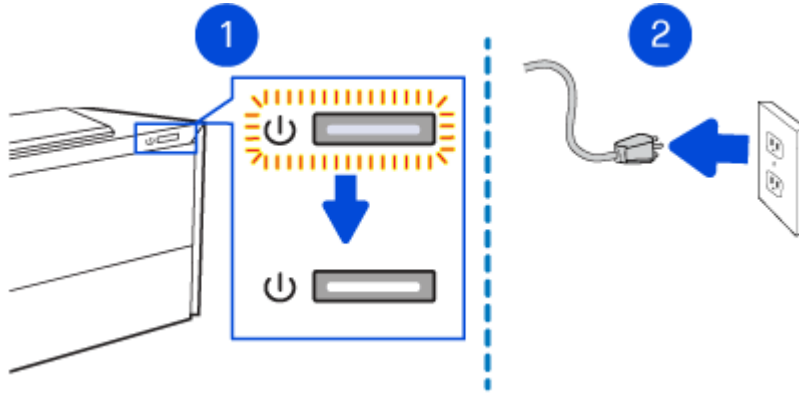
Install the optional 550-sheet tray

Follow these steps to install the optional 550-sheet paper tray:

1. Turn off the printer and disconnect the power cord and cables.

- a. Press the Power button to turn off the printer.
- b. Wait at least 30 seconds to allow the printer to power down completely.
- c. Disconnect the power cord from the rear of the printer and from the electrical outlet.
- d. Disconnect any USB, network, or fax/telephone cables (if present) from the rear of the printer.

Figure 4-5 Turn off printer and disconnect power cord



2. Remove Tray 2.

Tray 2 must be removed to reduce the weight before lifting the printer.

- a. Open Tray 2 and pull it out of the printer to remove it.

Figure 4-6 Open Tray 2

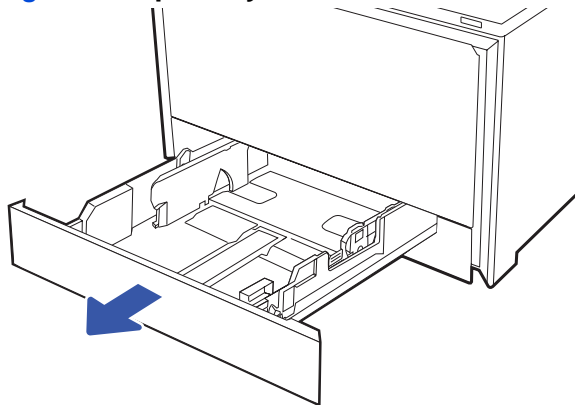
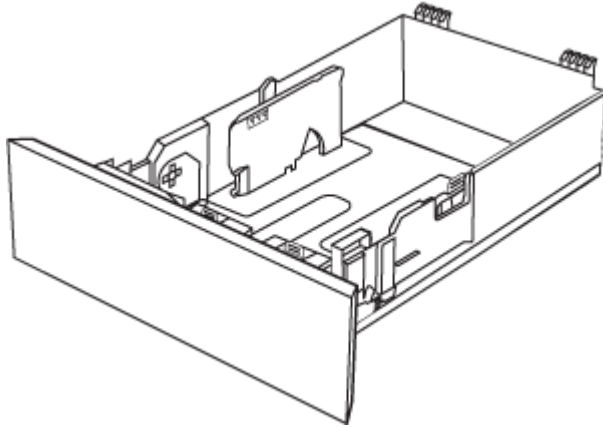
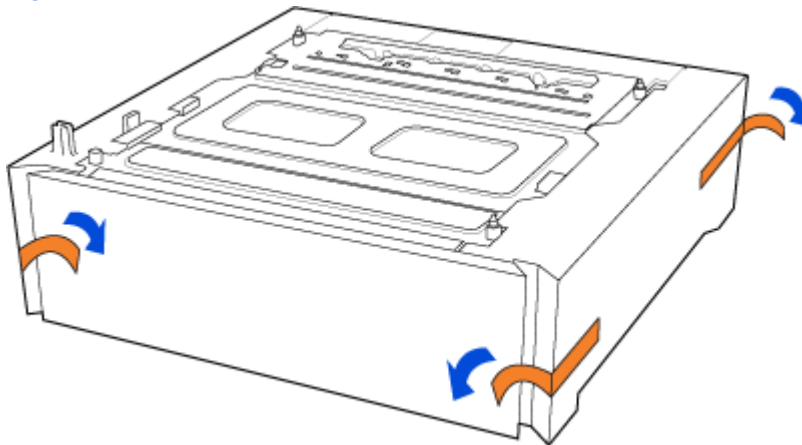


Figure 4-7 Remove Tray 2



- b.** Set Tray 2 aside on a clean stable surface.
- 3.** Unpack the optional 550-sheet paper tray (Tray 3).
 - a.** Remove all tape and protective packing materials from Tray 3.

Figure 4-8 Remove tape



- b.** Place Tray 3 on a sturdy surface.
- 4.** Install the printer on the optional 550-sheet paper tray (Tray 3).

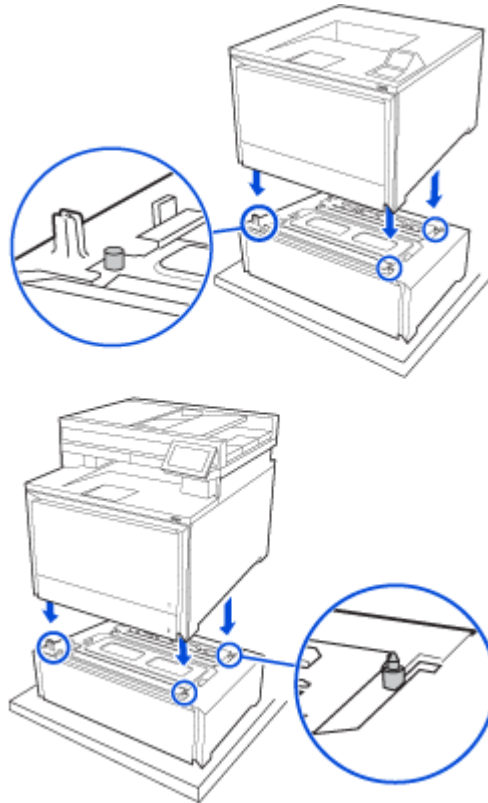
HP recommends two people lift and position the printer.

⚠ CAUTION: Ensure all trays are closed before moving the printer.

- a.** Lift the printer and align it with the positioning pins on Tray 3.

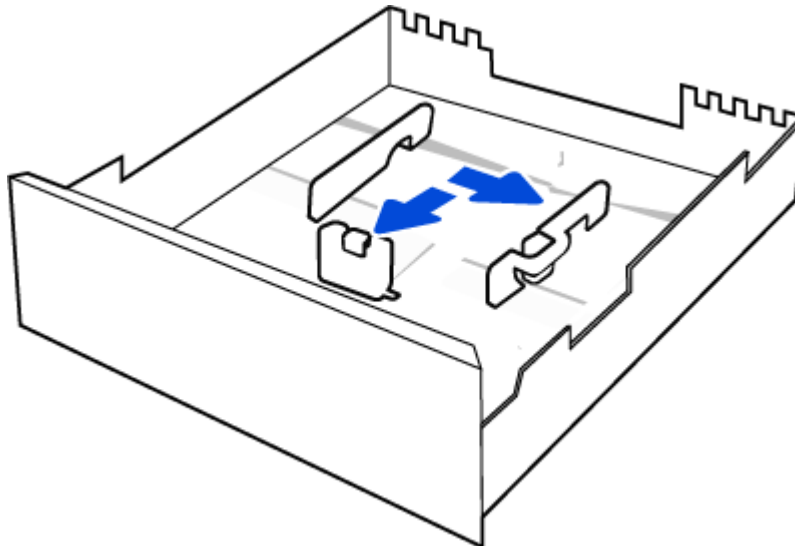
- b. Turn the tray lock to secure Tray 3 to the printer.

Figure 4-9 Position the printer on Tray 3 and lock the tray



- c. Adjust the paper guides to the desired paper size.

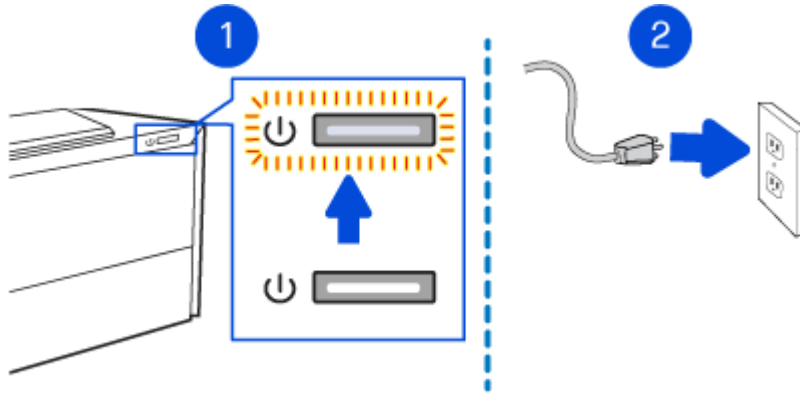
Figure 4-10 Adjust the paper guides to the desired paper size (Tray 3)



- d. Reinsert Tray 2 into the printer until it is fully seated.
5. Reconnect the power cord and turn on the printer.
- a. Reconnect the power cord to the rear of the printer and to the electrical outlet.

- b. Press the Power button to turn on the printer.

Figure 4-11 Connect the power cord and turn on the printer



Configure the accessory in the printer driver settings for your operating system (Windows or macOS) after installation.

Field-replaceable units (FRUs)

Learn about FRU parts removal and replacement.

Automatic document feeder

Learn how to remove and replace document feeder and scanner parts.

Removal and replacement: ISA (MFP)

Learn about ISA lift assembly and slider pin removal.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-3 Part information

Part number	Part description
4RA80-67011	ISA assembly
B3Q10-60128	ISA lift assembly
B3Q10-40041	ISA lift slider pin

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Remove the left cover (MFP)

Follow the procedure below to remove and replace the left cover (MFP).



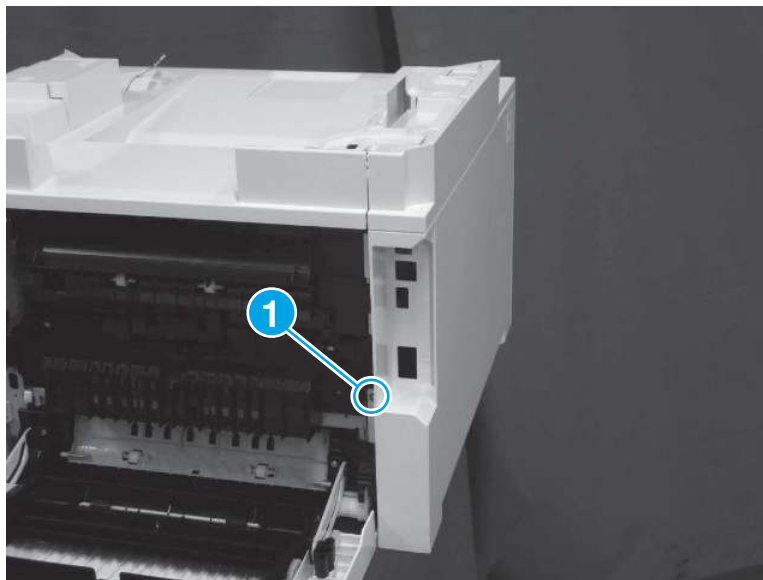
NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.



TIP: There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

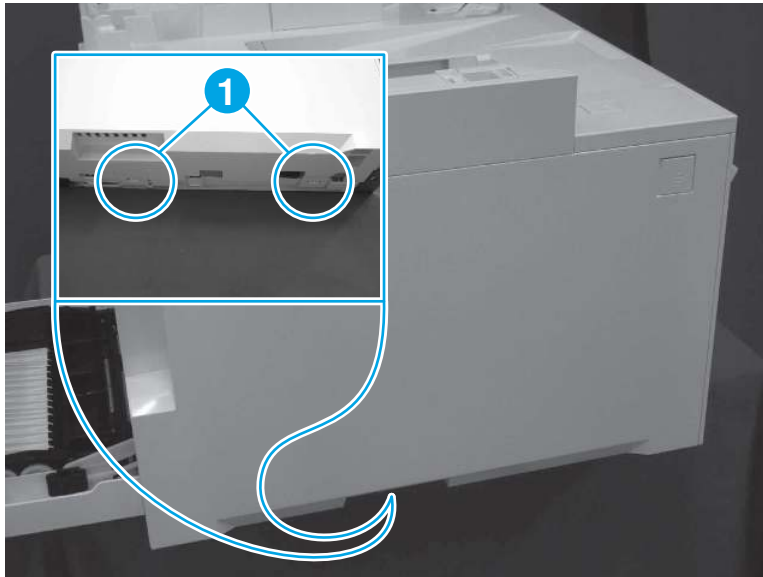
1. Remove one screw (callout 1).

Figure 4-12 Remove one screw



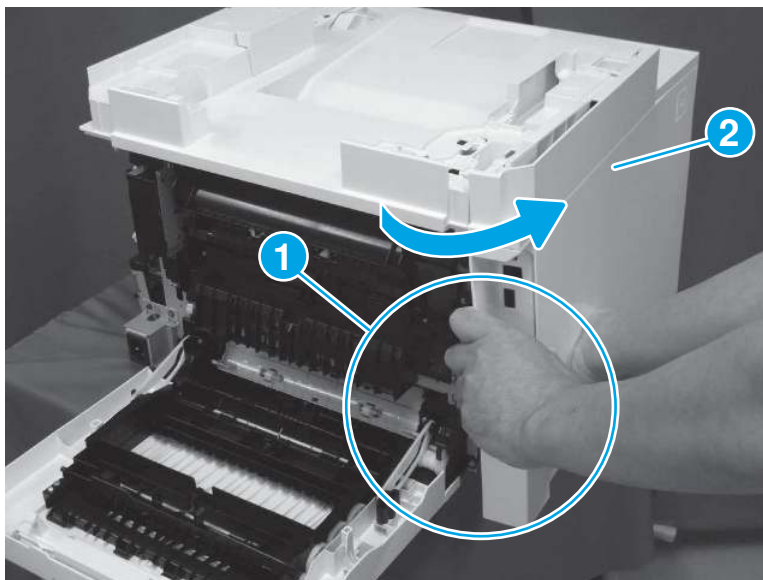
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-13 Release two tabs



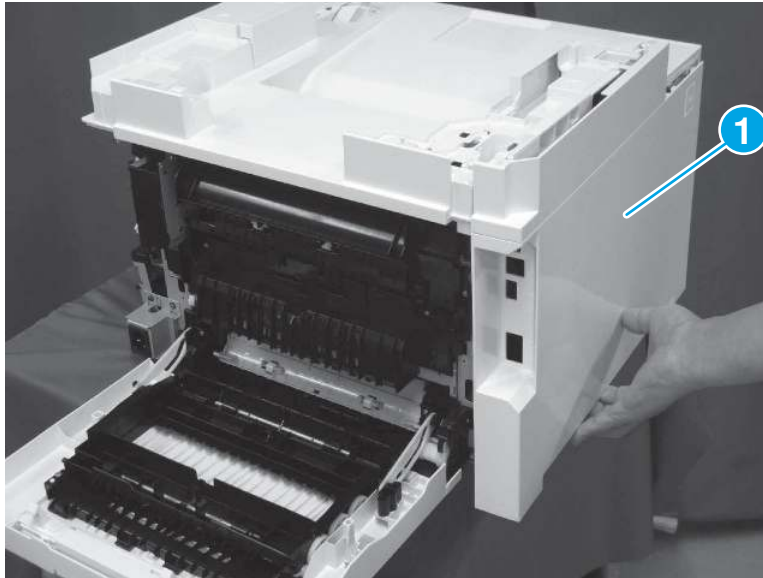
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-14 Disengage the cover corner



4. Remove the left cover (callout 1).

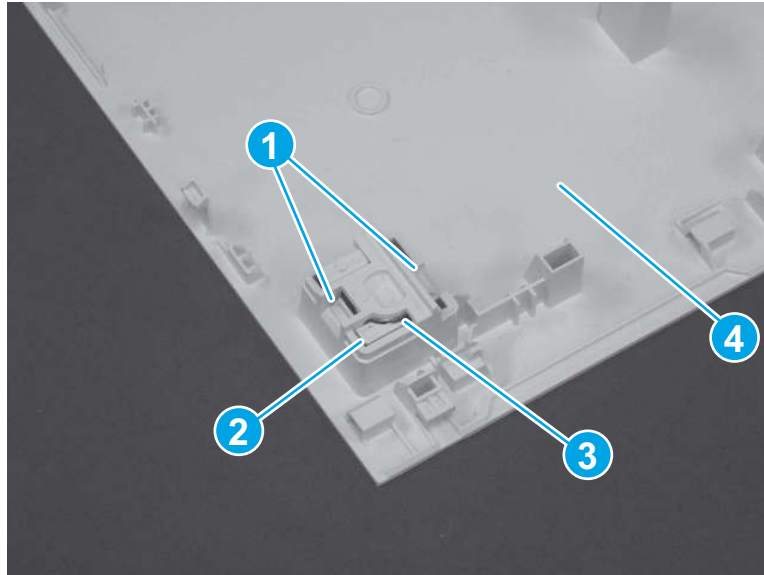
Figure 4-15 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-16 Remove the cartridge door button

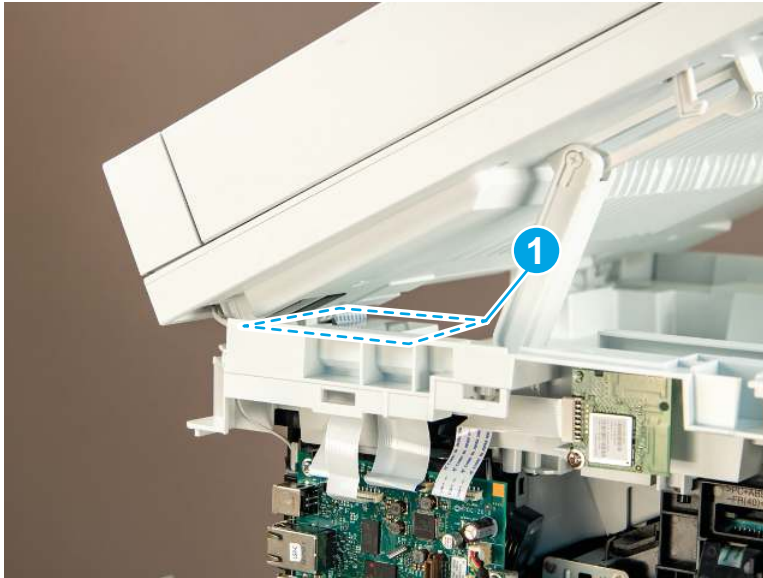


Remove the ISA (MFP)

Follow the procedure below to remove and replace the ISA.

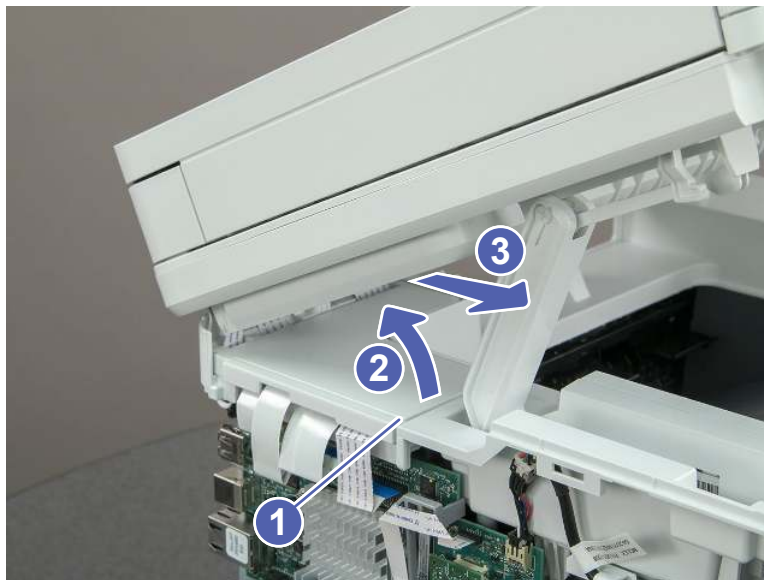
1. Open the ISA, and then remove the ISA FFC cover (callout 1).

Figure 4-17 Remove the FFC cover



- Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-18 Remove the ISA FFC cover



2. Disconnect three FFCs, and then remove one screw to release the ground cable.

Figure 4-19 Disconnect FFCs and remove screw



3. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it. Remove the slider pin.

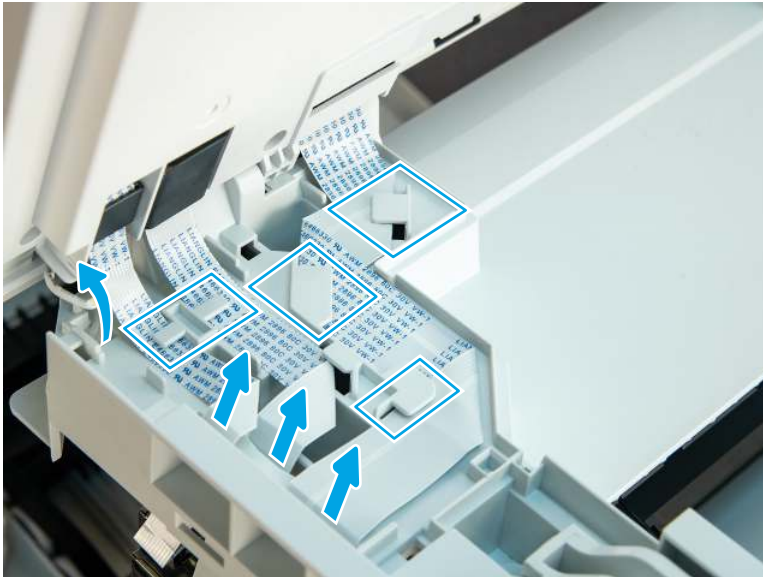
CAUTION: When the slider pin is removed, the ISA is not captive and can suddenly detach from the printer.

Figure 4-20 Remove the slider pin



4. Support the ISA, release the FFCs from the retainers, and then carefully pass the FFCs and the ground wire up through the slots in the top cover.

Figure 4-21 Release the FFCs and ground wire



5. Slide ISA as shown below to release it.

Figure 4-22 Release the ISA



6. Remove the ISA.

Figure 4-23 Remove the ISA



Remove the ISA lift assembly (MFP)

Follow the procedure below to remove and replace the ISA lift assembly (MFP).

- ⚠ CAUTION:** Firmly grasp the ISA while performing the steps in this task. The ISA hinges are not captive in the top cover mounting bosses when the lift assembly is detached.

Do not allow the ISA to slip off of the top cover.

1. Open the ISA, release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 4-24 Release the slider pin



2. Remove the slider pin.

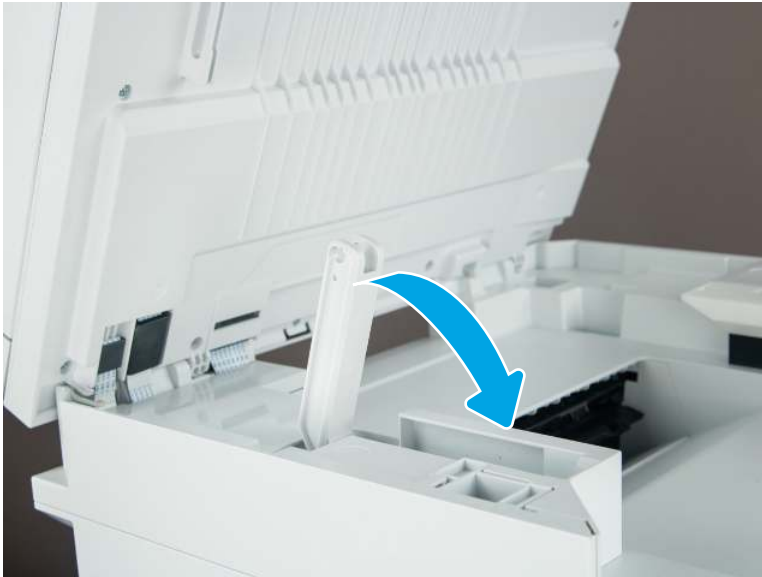
Figure 4-25 Remove the slider pin



3. Support the ISA, and then lower the ISA lift assembly support arm to the closed position.

CAUTION: The ISA hinges are not captive in the top cover mounting bosses. Do not allow the ISA to slip off of the top cover.

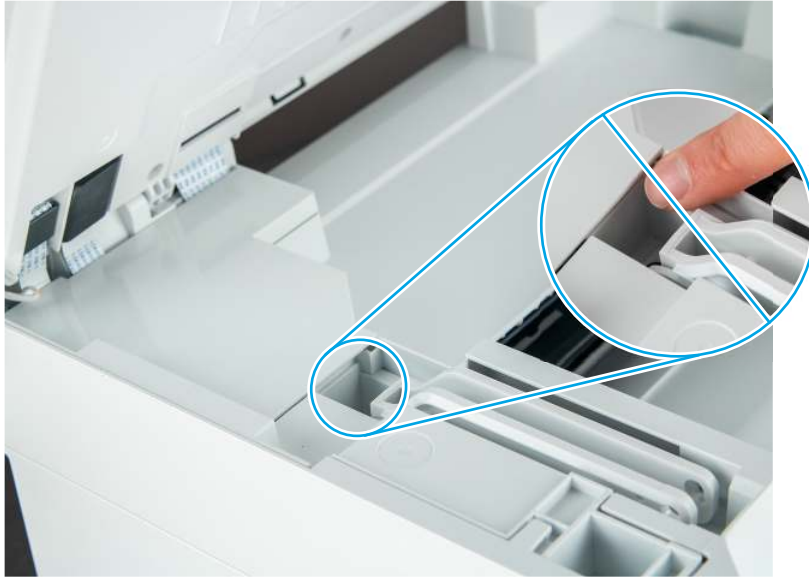
Figure 4-26 Lower the lift assembly arm



4. Before proceeding, read the following caution statement.

CAUTION: The lift assembly support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw well when the support arm is in the closed position.

Figure 4-27 Spring loaded lift assembly support arm



5. Remove one screw (callout 1).

Figure 4-28 Remove one screw



6. Remove the ISA lift assembly.

Figure 4-29 Remove the assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Control panel (MFP)

Learn how to remove and replace the control panel on a MFP.

Mean time to repair: 12 minutes

Service level: Medium

Before performing service

Turn the printer power off



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-4 Part information

Part number	Part description
67Q05-67001	4.3" Color touchscreen
4RA83-67005	4.3" Control panel base

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the control panel (MFP)

Follow the procedure below to remove and replace the control panel (MFP).

1. Open the ISA.

Figure 4-30 Open the ISA



2. Release one tab (callout 1), and then rotate the slider pin toward the front of the printer (callout 2) to release it. Remove the slider pin.

CAUTION: When the slider pin is removed, the ISA is not captive. Do not dislodge and drop the ISA.

Figure 4-31 Remove the slider pin



3. Support the ISA, and then remove one screw.

Figure 4-32 Remove screw



4. Reinstall the slider pin to secure the ISA.

Figure 4-33 Reinstall the slider pin



5. Remove two screws.

Figure 4-34 Remove two screws



6. Release one tab, rotate one end of the mount base cover up (callout 1), and then slide the cover as shown (callout 2) to remove it.



NOTE: If the mount base cover is the target service part, stop now and skip the remaining removal steps.

Figure 4-35 Remove the cover



7. Disconnect two FFCs.

 **NOTE:** The FFC on the left in the image below (black FFC) does not need to be disconnected unless removing the control panel from the mount.

 **NOTE:** These are zero-insertion force (ZIF) connectors. To remove the FFCs, first release the locking clip on the connector, and then pull the cable straight out of the connector.

 **Reinstallation tip:** Make sure that the line on the FFC tab is parallel with the connector body.

Figure 4-36 Disconnect two FFCs



8. Remove four screws.

 **NOTE:** Two of the screws are self-tapping threads (black), and two of the screws are machine thread (silver).

Figure 4-37 Remove four screws

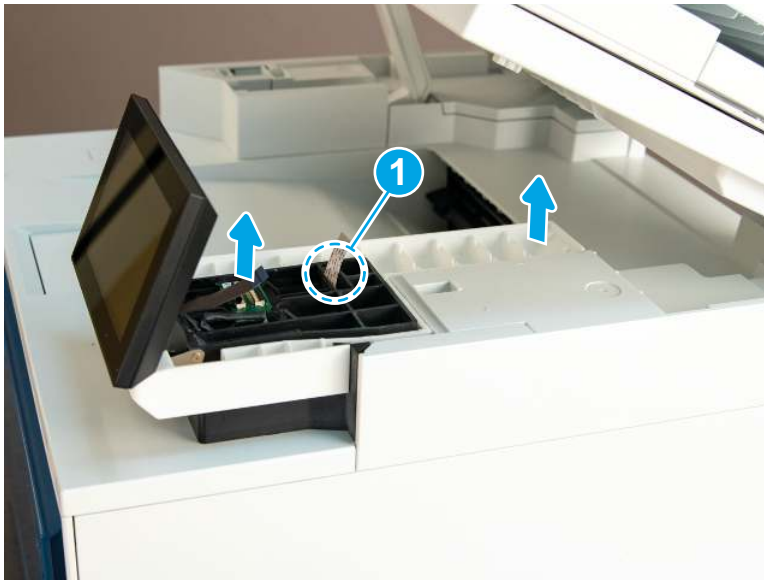


9. Lift the control panel and mount base straight up and off of the printer to release them together.



NOTE: When handling the assembly, do not lose the ferrite (callout 1).

Figure 4-38 Lift straight up



10. Remove control panel and mount base.



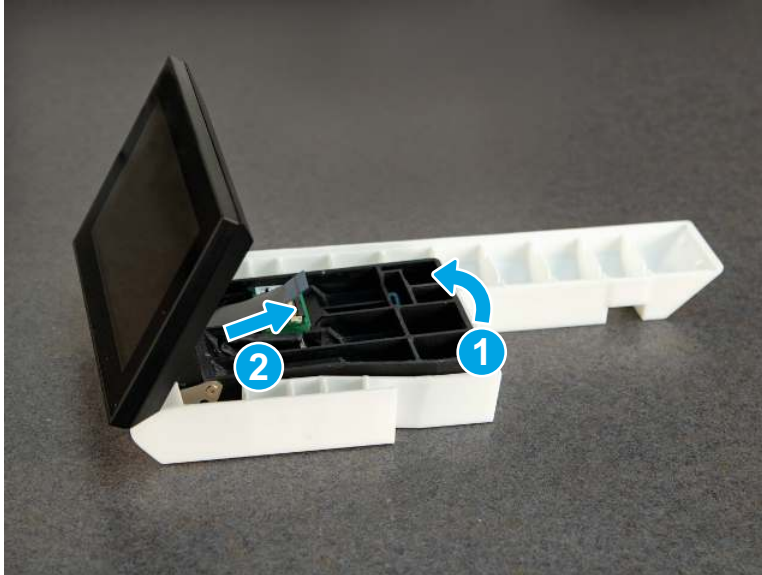
CAUTION: Control panel and base are not captive. Be careful not to drop the touchscreen.

Figure 4-39 Remove control panel and mount base



11. Rotate one end of the control panel up and away from the mount base (callout 1), and then slide it as shown (callout 2) to remove it.

Figure 4-40 Separate control panel and base



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Base printer: Covers, panels, and doors

Learn how to remove and replace covers, panels, and doors on the base printer.

Removal and replacement: Left cover

Learn about left cover and cartridge door button removal (SFP).

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-5 Part information

Part number	Part description
RC6-5257-000CN	Cover, left (SFP)
RC5-5411-000CN	Button, cartridge door

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

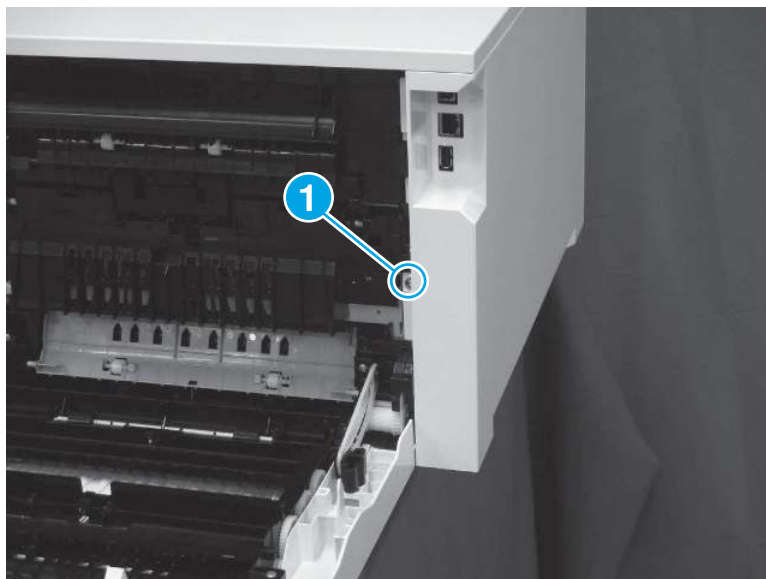
1. Remove the left cover and cartridge door button (SFP)

Follow the procedure below to remove and replace the left cover and cartridge door button (SFP).

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

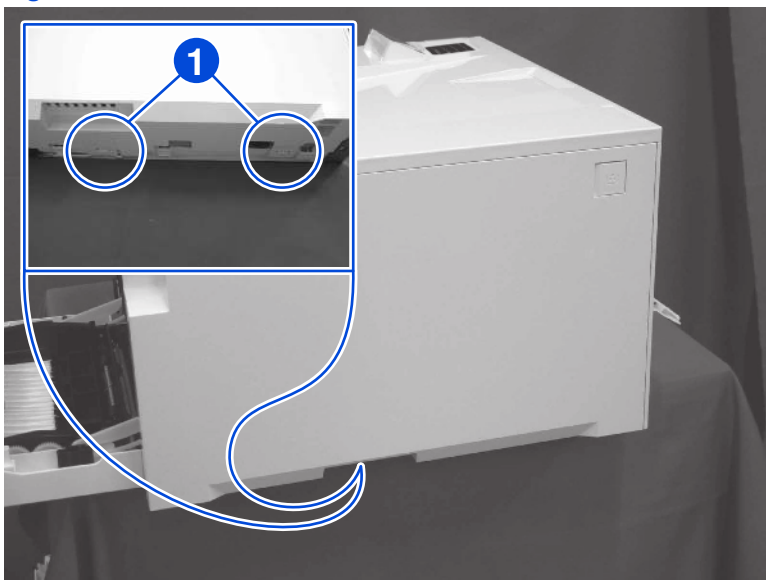
1. Remove one screw (callout 1).

Figure 4-41 Remove one screw



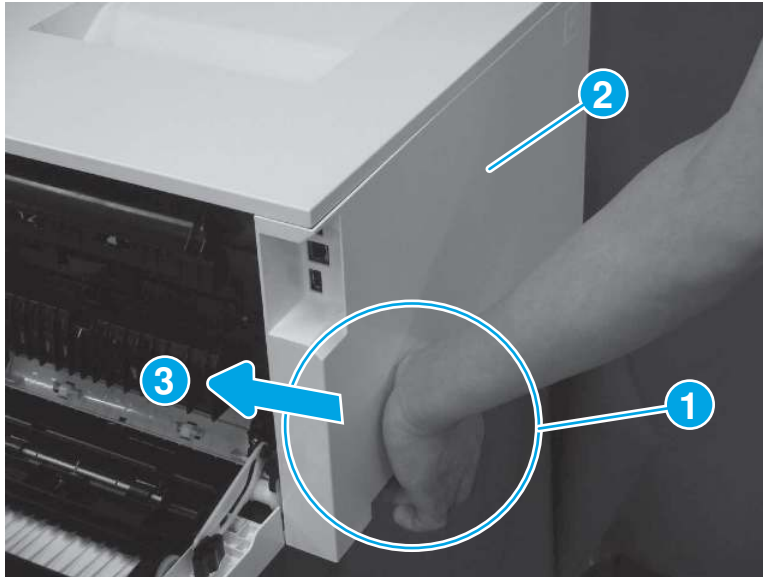
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-42 Release two tabs



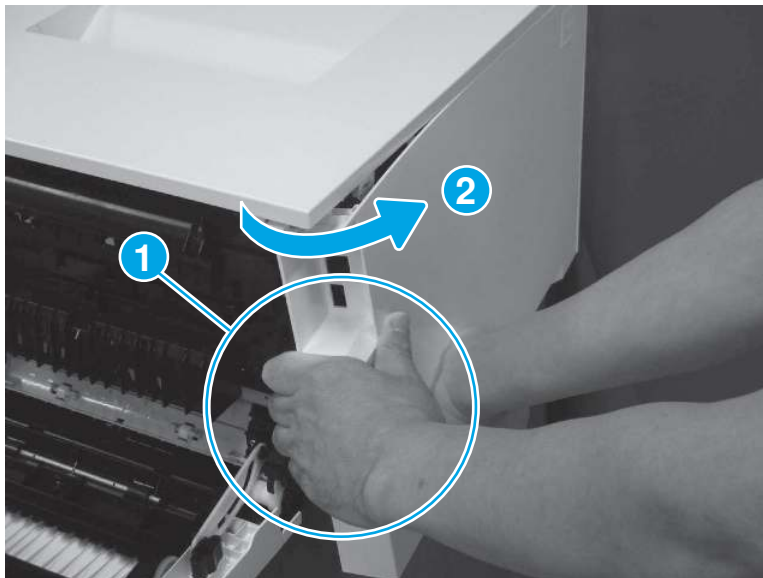
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-43 Release the rear cover corner



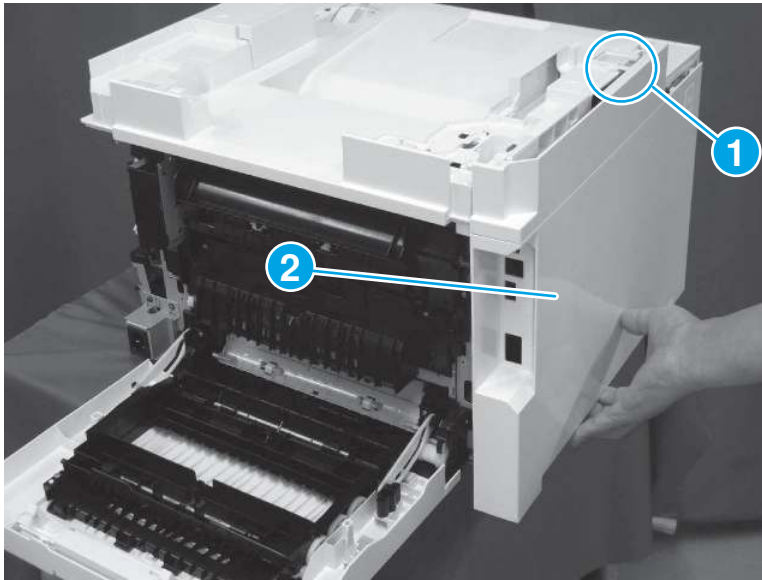
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-44 Disengage the cover corner



5. Remove the left cover (callout 1).

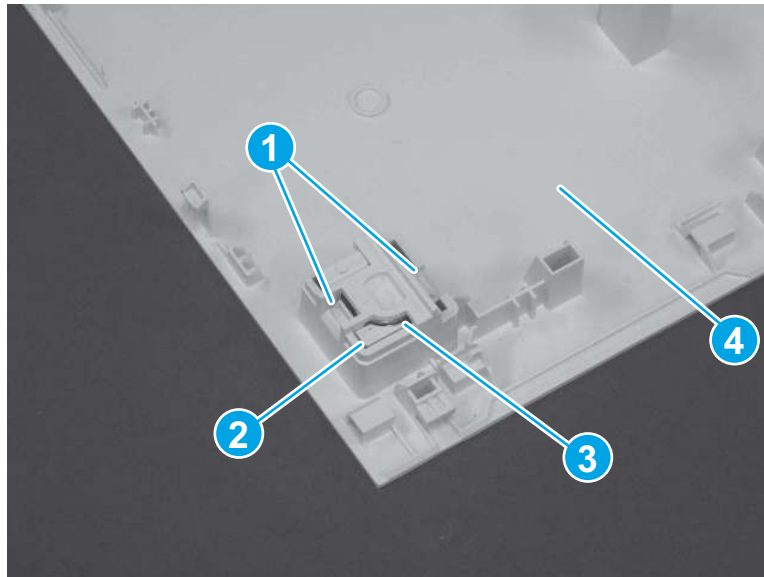
Figure 4-45 Remove the cover



6.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-46 Remove the cartridge door button



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

 **NOTE:** HP recommends responsible disposal of the defective part.

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left cover

Learn about left cover and cartridge door button removal (MFP).

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-6 Part information

Part number	Part description
RC6-5258-000CN	Cover, left (MFP)
RC5-5411-000CN	Button, cartridge door

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

1. Remove the left cover (MFP)

Follow the procedure below to remove and replace the left cover (MFP).



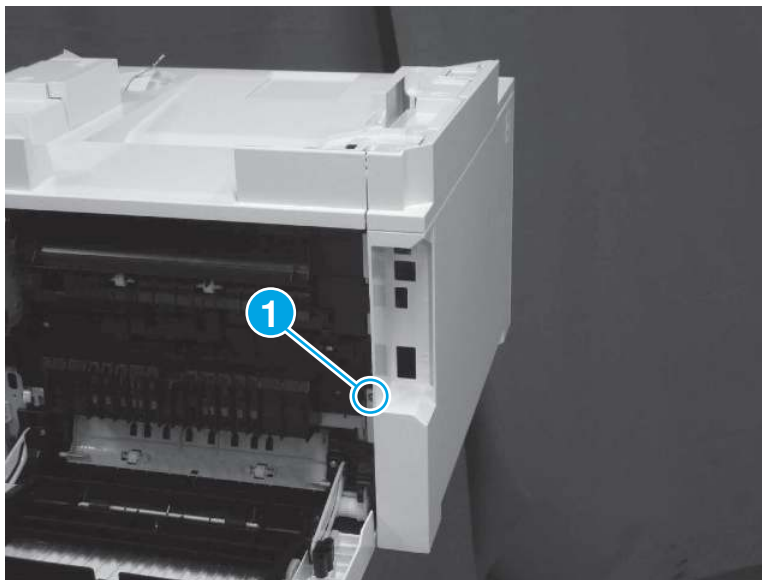
NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.



TIP: There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

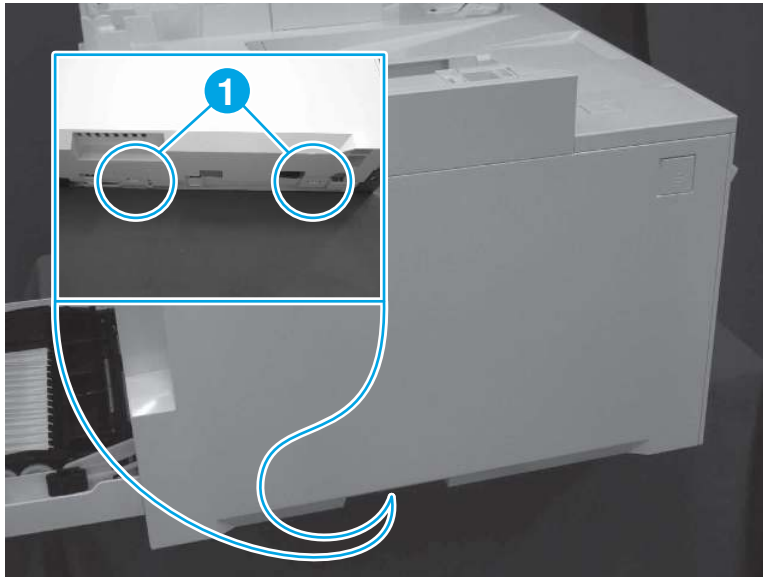
1. Remove one screw (callout 1).

Figure 4-47 Remove one screw



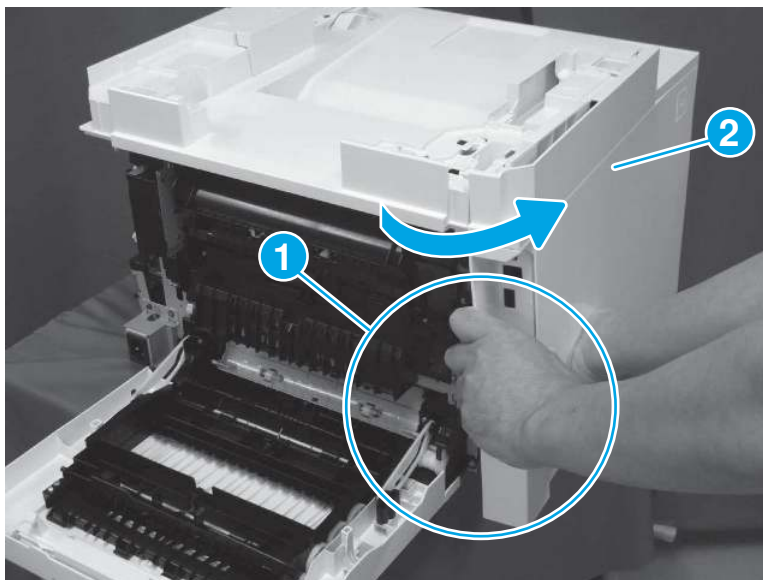
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-48 Release two tabs



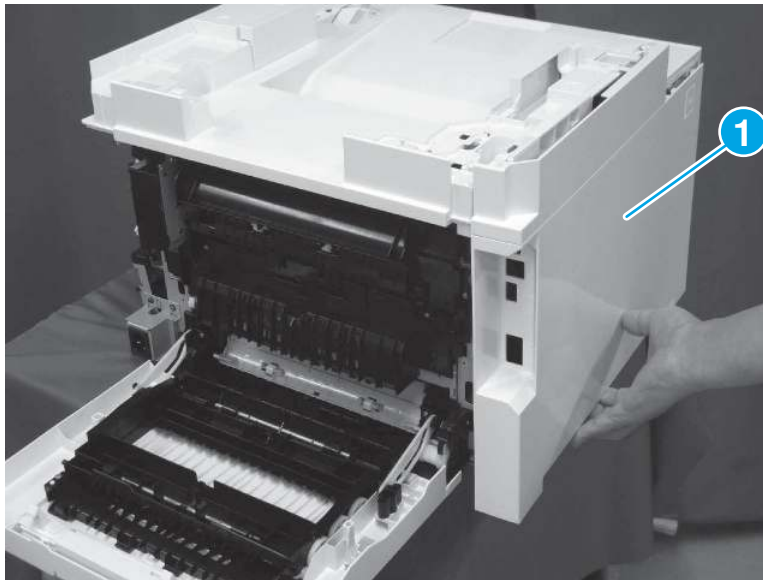
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-49 Disengage the cover corner



4. Remove the left cover (callout 1).

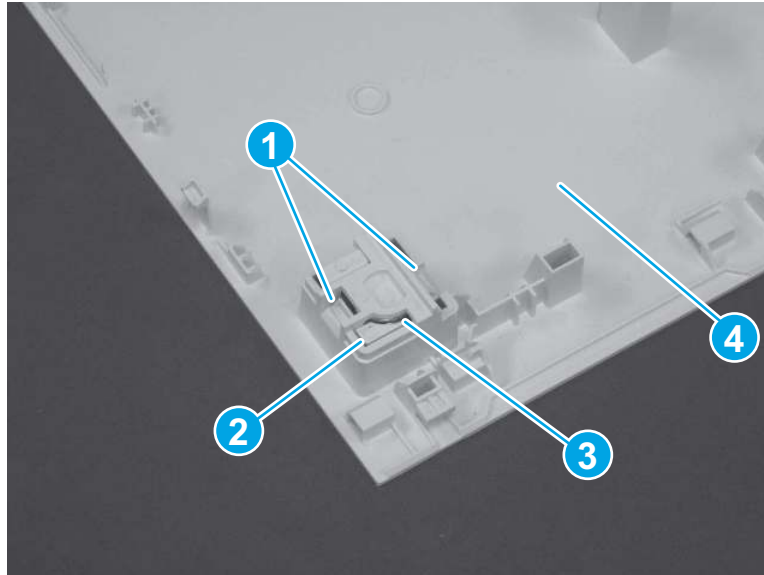
Figure 4-50 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-51 Remove the cartridge door button



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

 **NOTE:** HP recommends responsible disposal of the defective part.

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right cover

Learn about right cover removal (SFP).

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING: To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-7 Part information

Part number	Part description
RM2-2812-000CN	Cover, right (SFP)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

1. Remove the right cover (SFP)

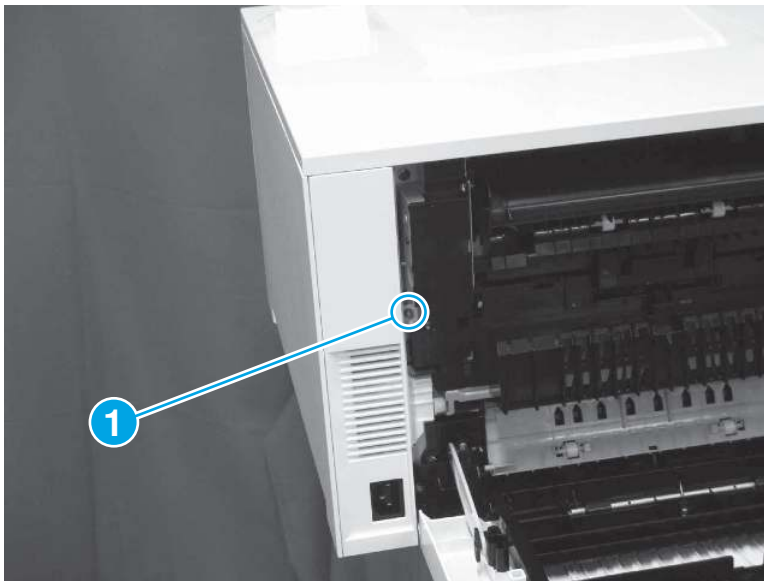
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

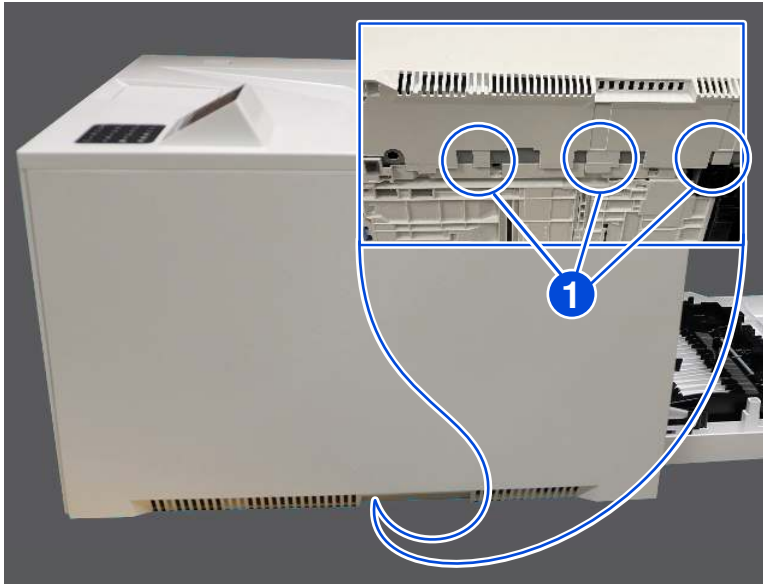
1. Remove one screw (callout 1).

Figure 4-52 Remove one screw



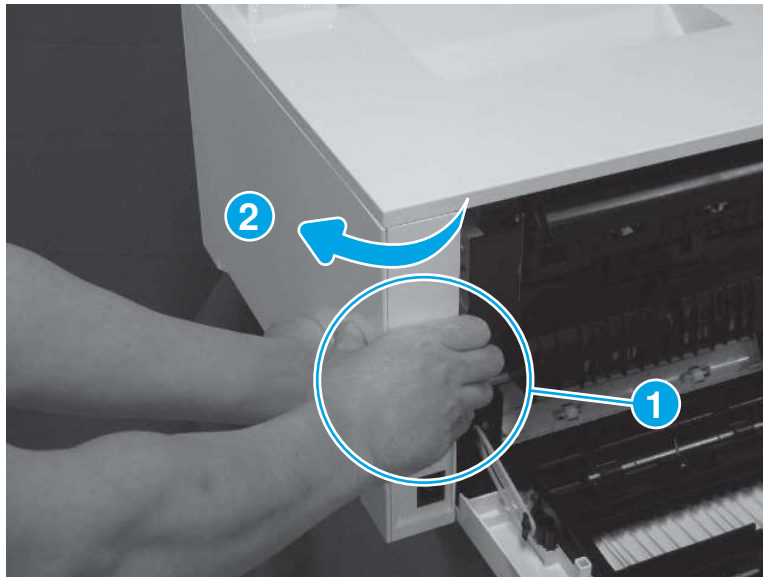
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-53 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-54 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-55 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right cover

Learn about right cover removal (MFP).

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-8 Part information

Part number	Part description
RM2-2827-000CN	Cover, right (MFP)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

1. Remove the right cover (MFP)

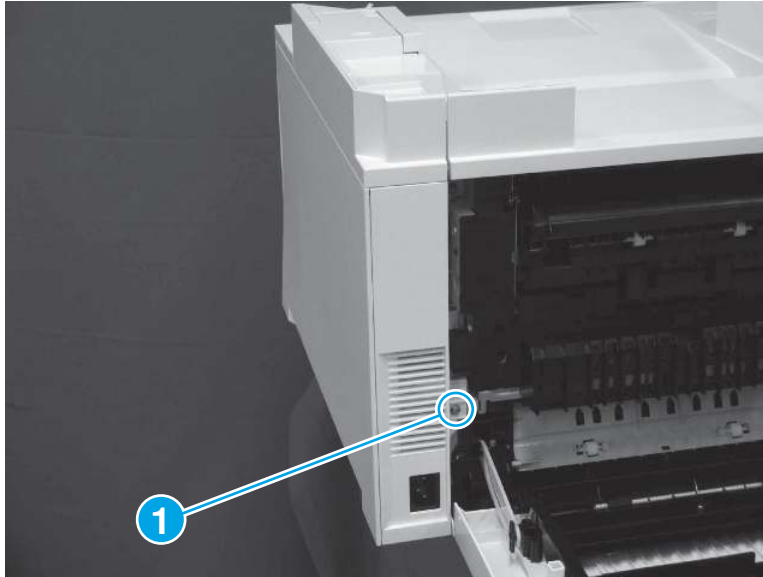
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

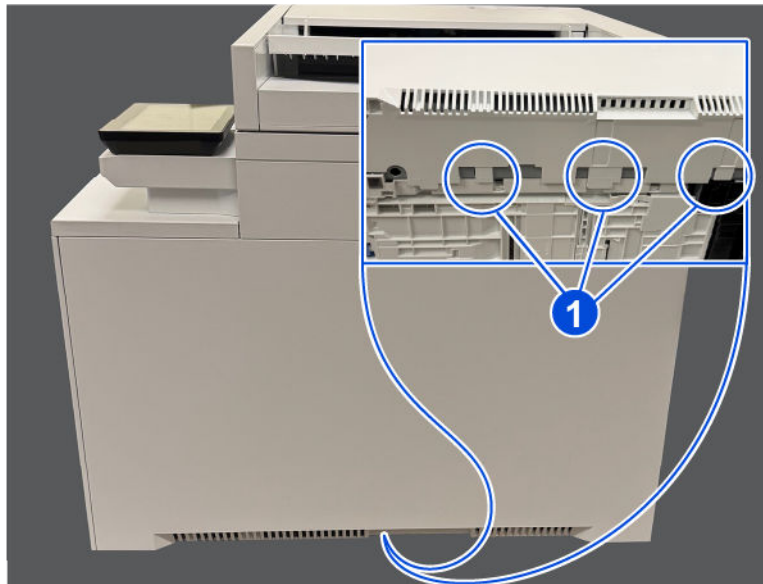
1. Remove one screw (callout 1).

Figure 4-56 Remove one screw



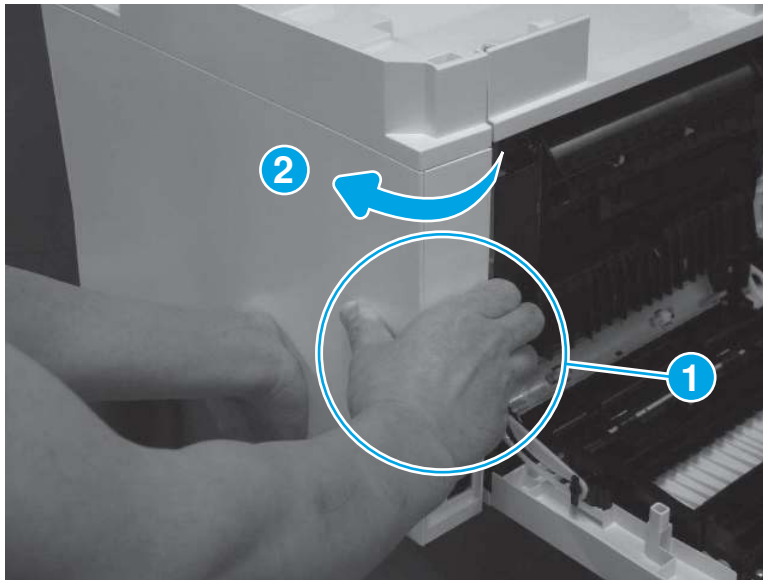
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-57 Release three tabs



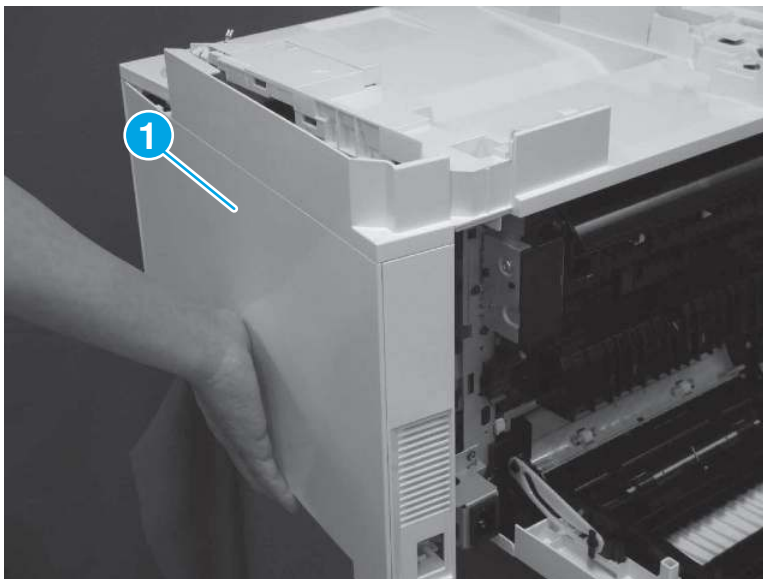
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-58 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-59 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front cover assembly

Learn about front cover removal.

Mean time to repair: 11 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-9 Part information

Part number	Part description
RM2-2824-000CN	Cover, front assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

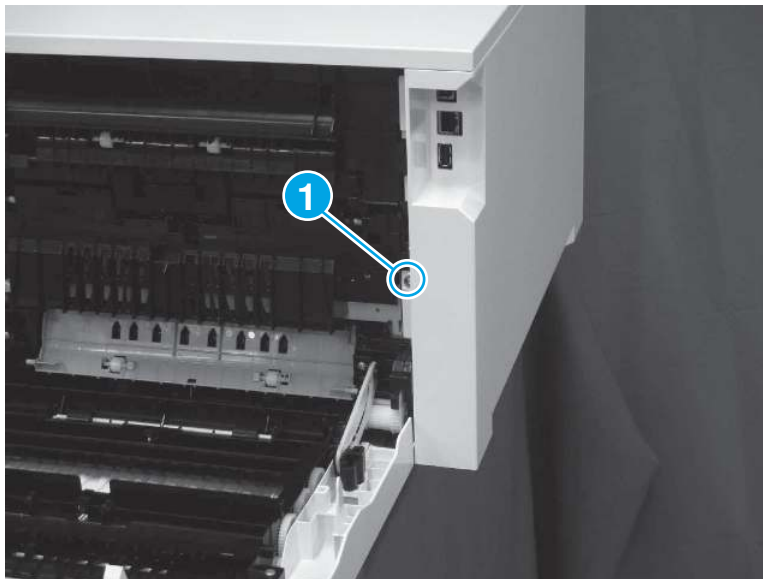
1. Remove the left cover and cartridge door button (SFP)

Follow the procedure below to remove and replace the left cover and cartridge door button (SFP).

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

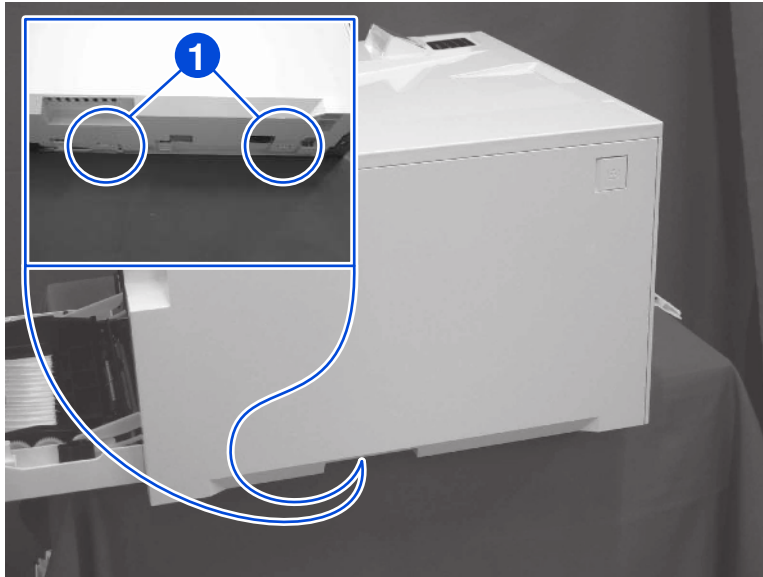
1. Remove one screw (callout 1).

Figure 4-60 Remove one screw



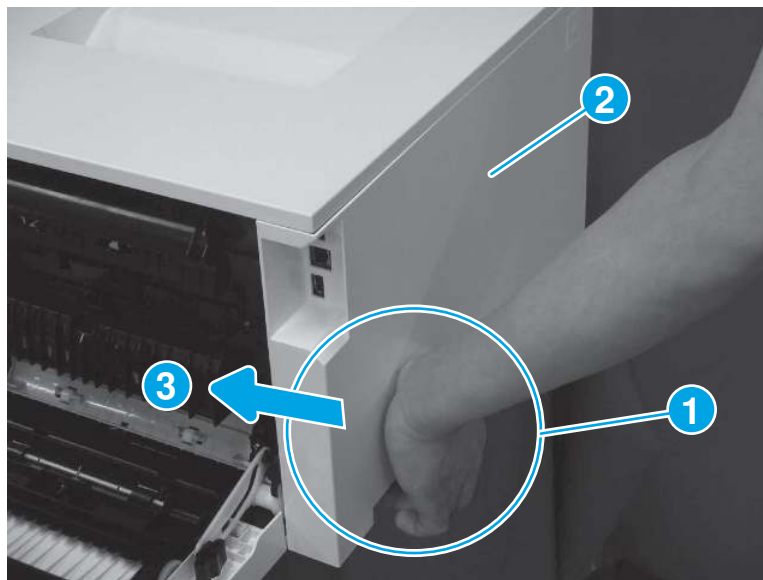
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-61 Release two tabs



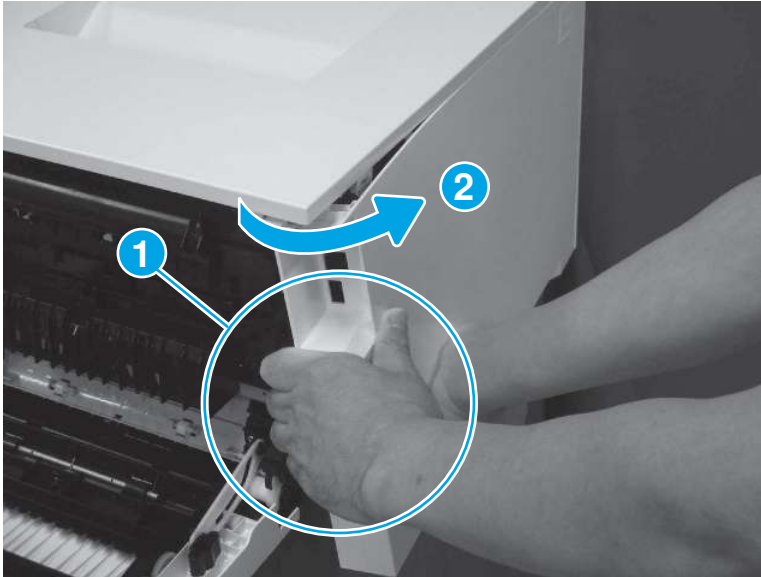
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-62 Release the rear cover corner



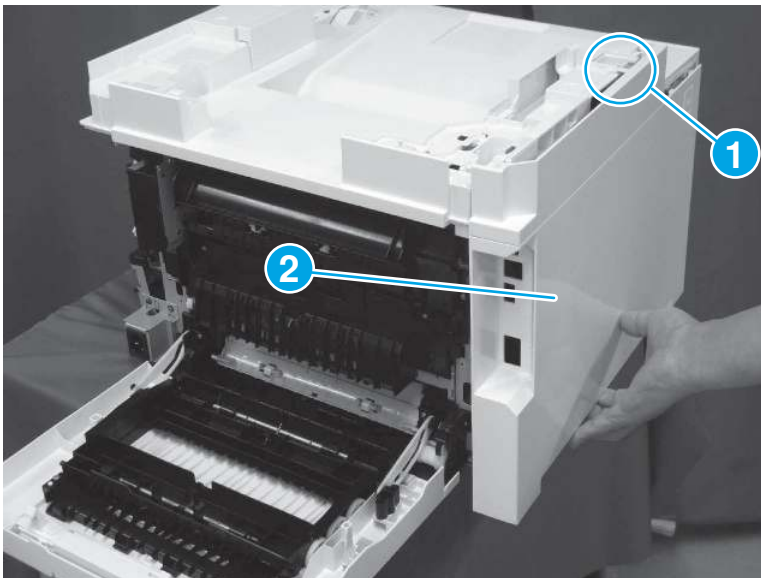
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-63 Disengage the cover corner



5. Remove the left cover (callout 1).

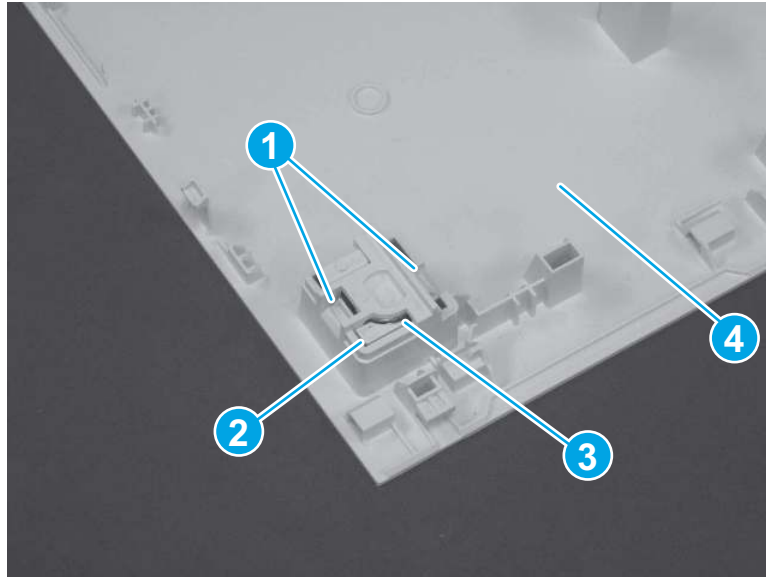
Figure 4-64 Remove the cover



6.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-65 Remove the cartridge door button



2. Remove the left cover (MFP)

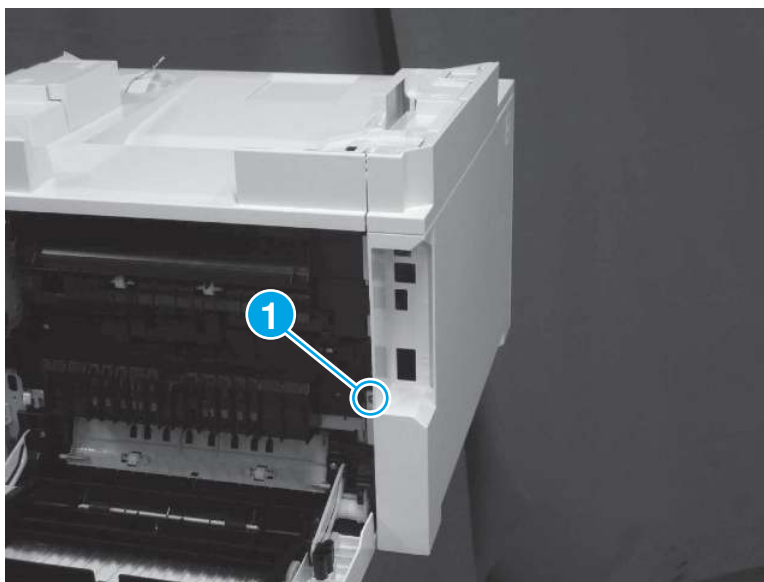
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

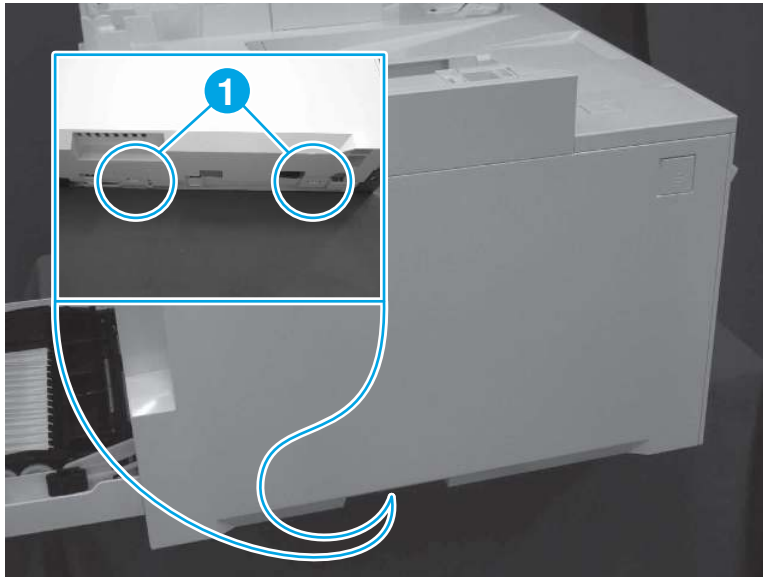
1. Remove one screw (callout 1).

Figure 4-66 Remove one screw



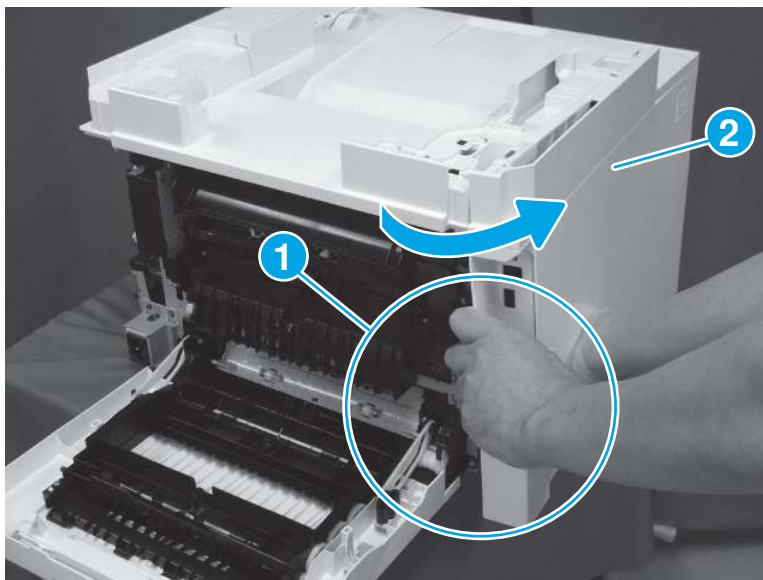
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-67 Release two tabs



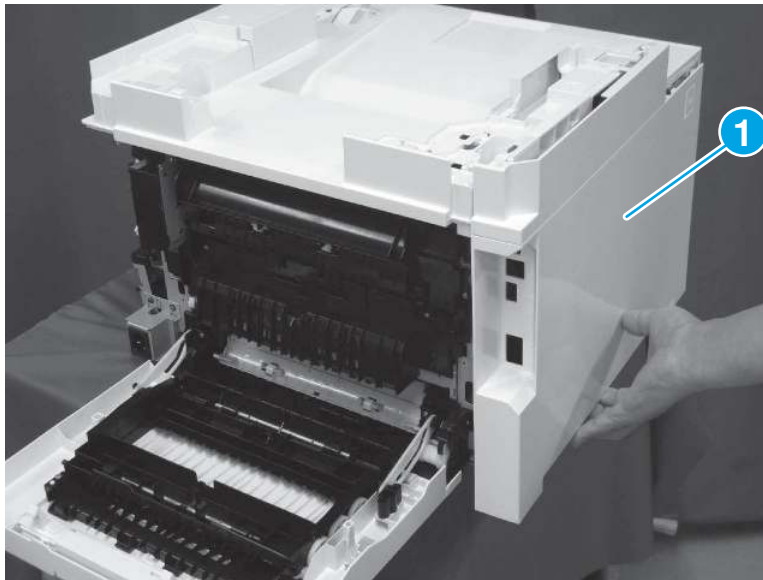
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-68 Disengage the cover corner



4. Remove the left cover (callout 1).

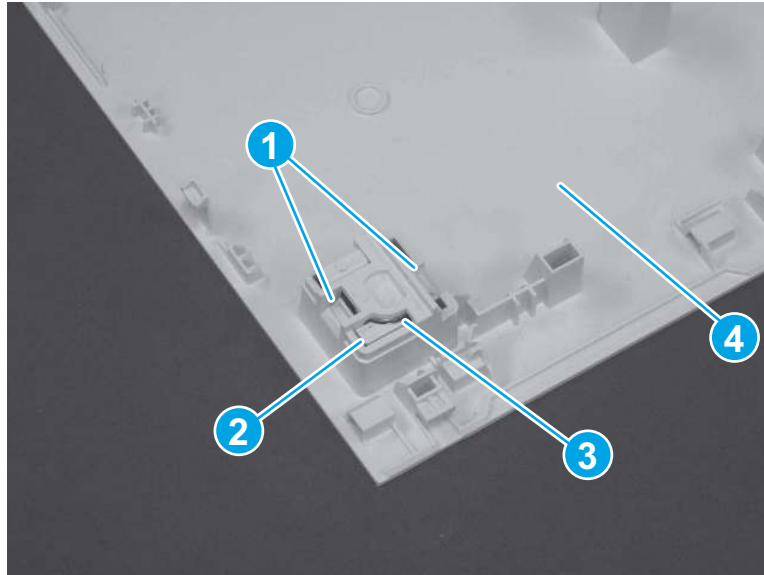
Figure 4-69 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-70 Remove the cartridge door button



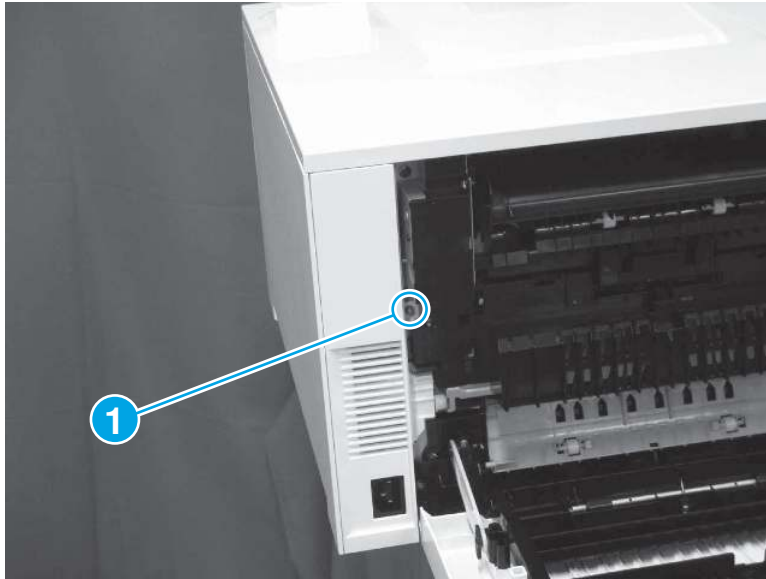
3. Remove the right cover (SFP)

Follow the procedure below to remove and replace the right cover (SFP).

-  **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

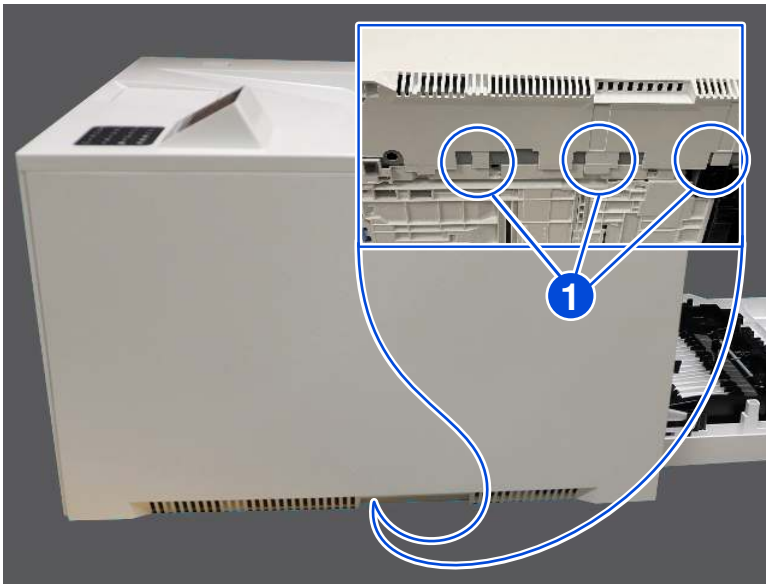
1. Remove one screw (callout 1).

Figure 4-71 Remove one screw



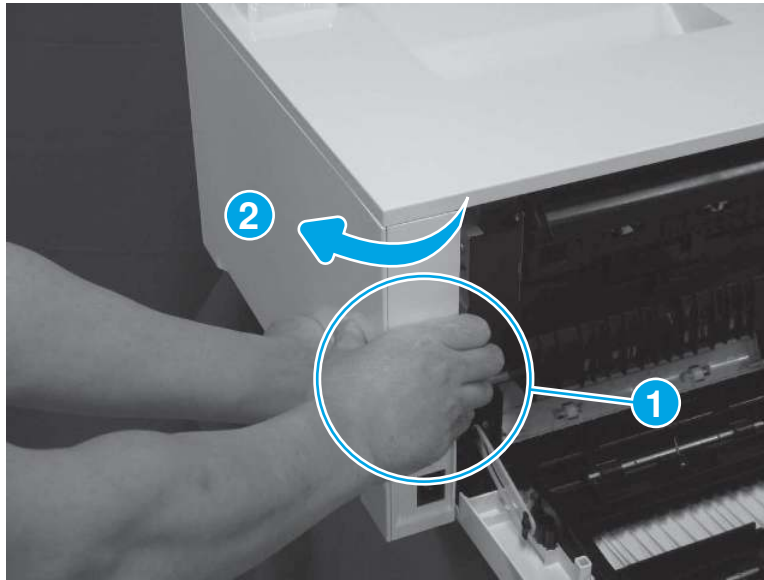
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-72 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-73 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-74 Remove the cover



4. Remove the right cover (MFP)

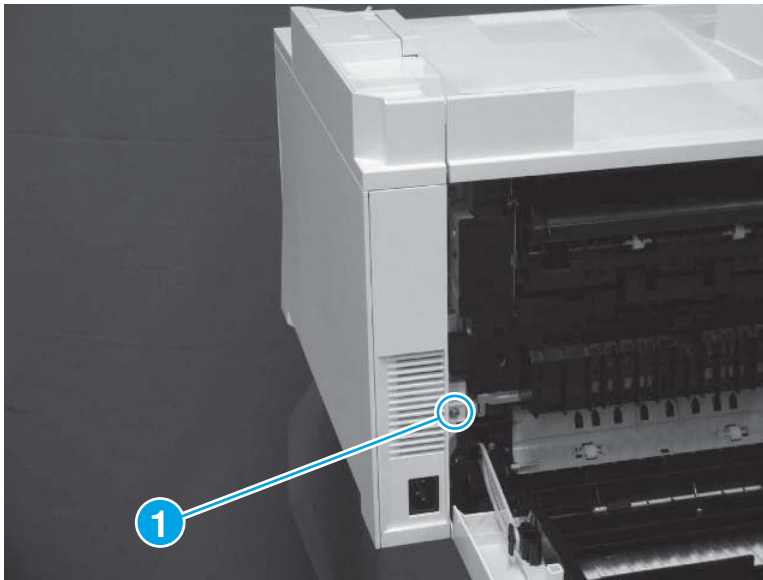
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

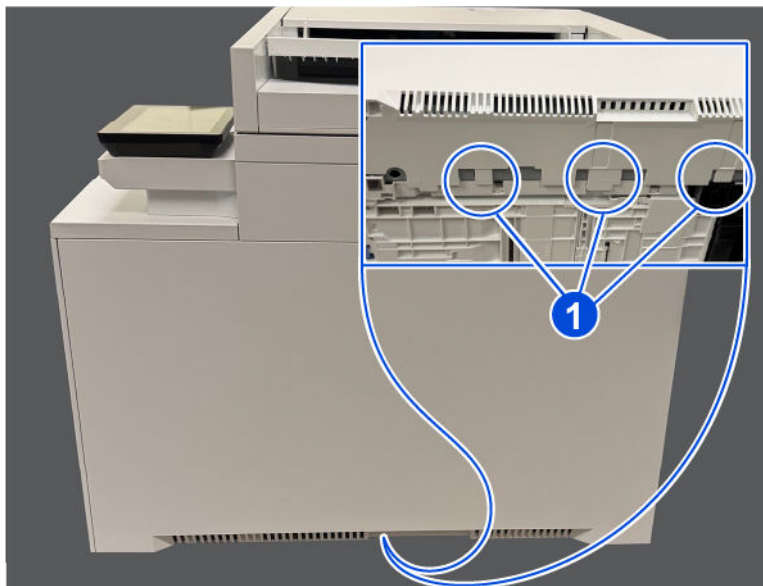
1. Remove one screw (callout 1).

Figure 4-75 Remove one screw



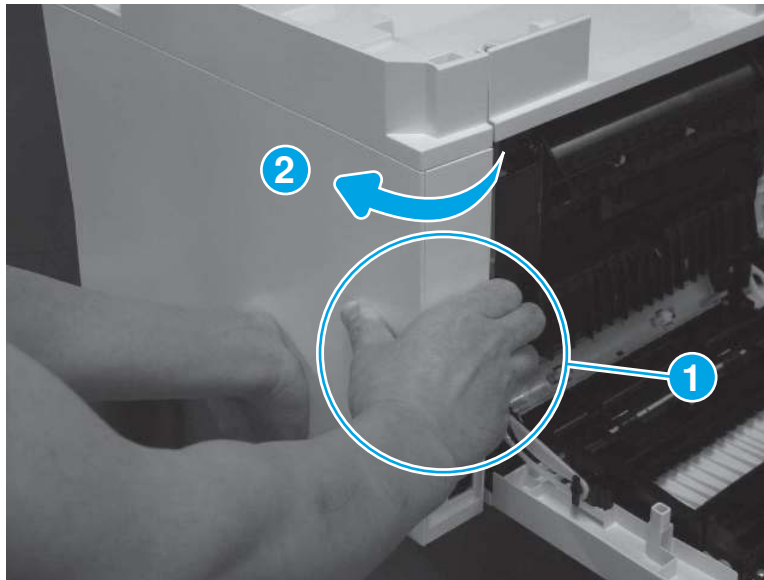
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-76 Release three tabs



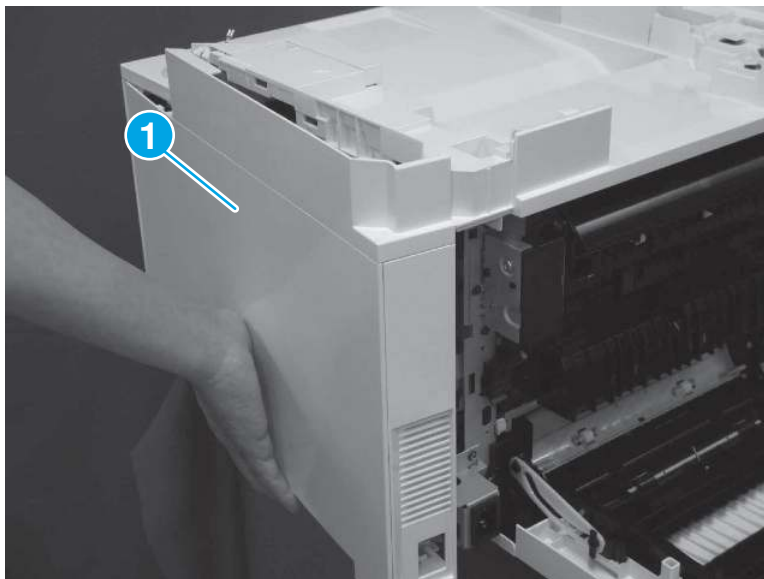
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-77 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-78 Remove the cover



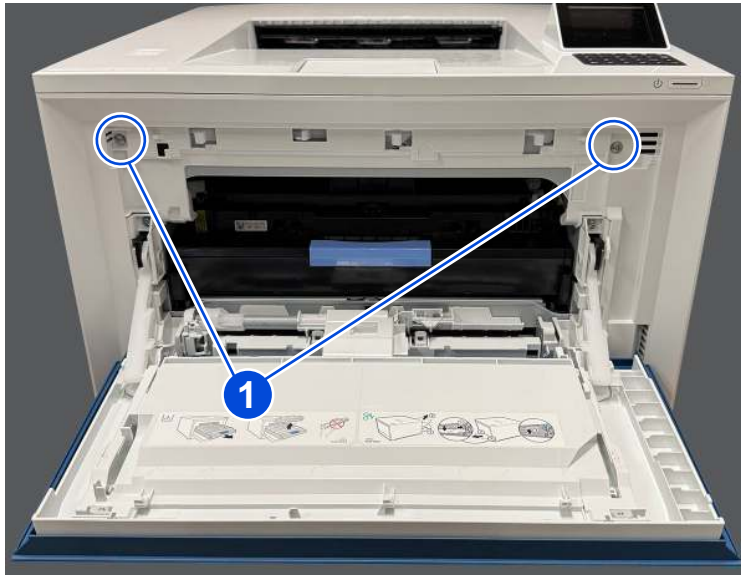
5. Remove the front cover

Follow the procedure below to remove and replace the front cover.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

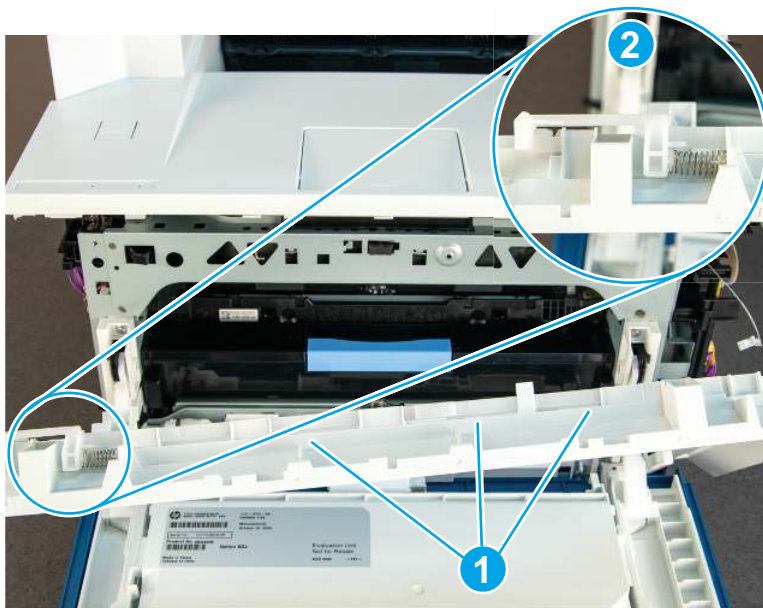
1. Remove two screws (callout 1).



2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.

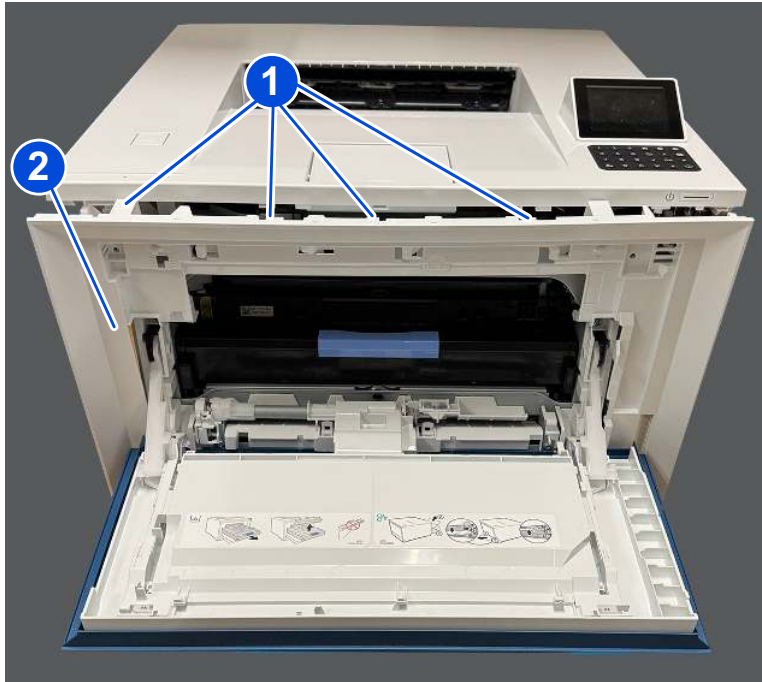
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-79 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-80 Remove the cover



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



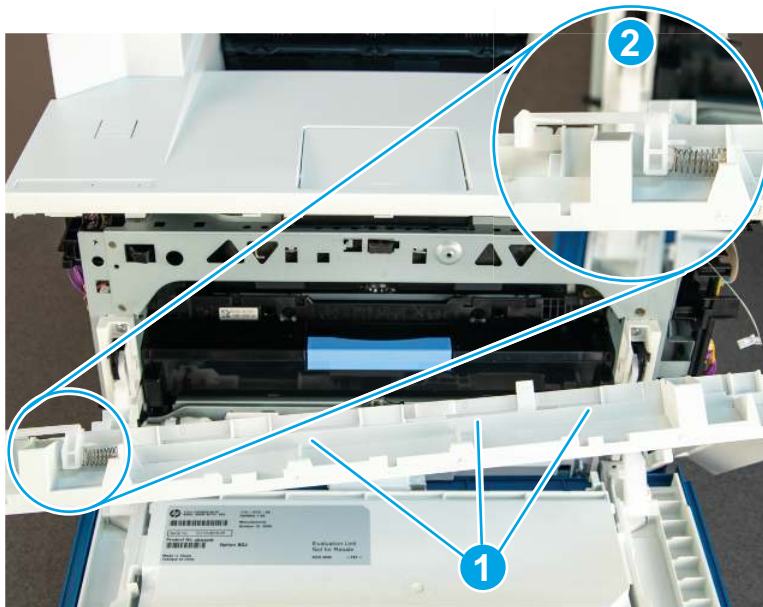
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

7. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

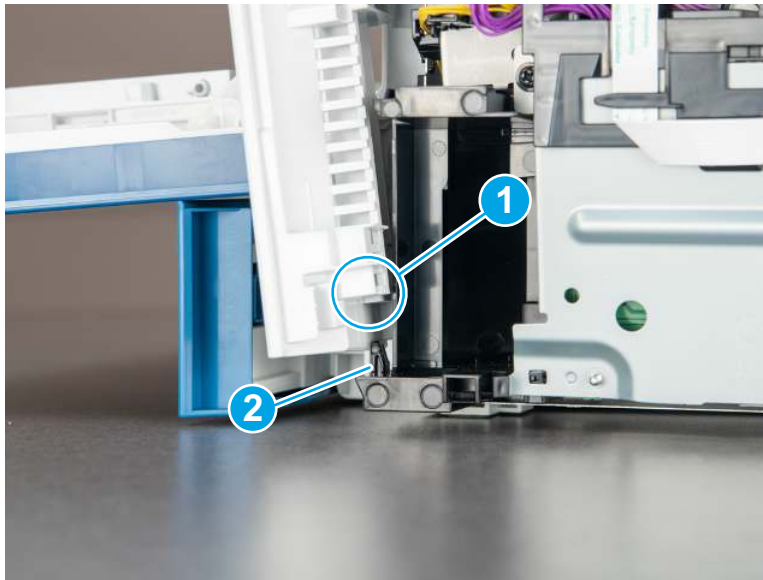
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-81 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

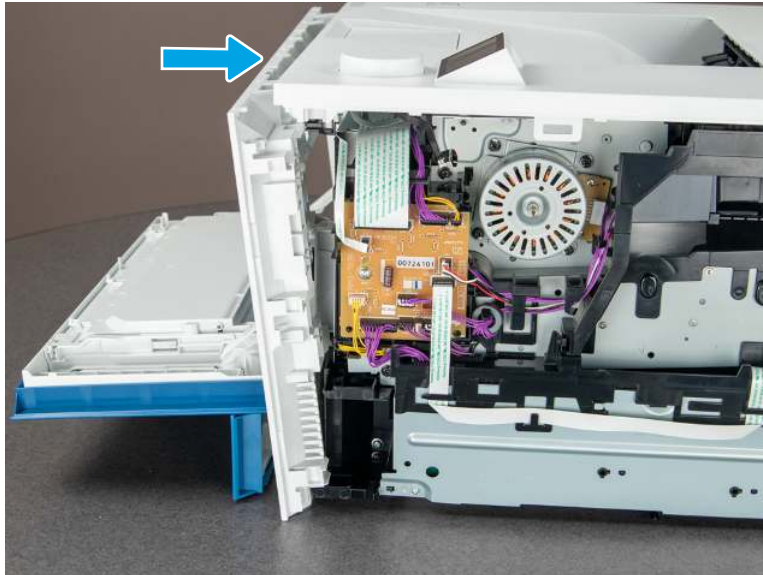
Figure 4-82 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-83 Install the cover



Removal and replacement: Top cover assembly

Learn about top cover (SFP) removal.

Mean time to repair: 18 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-10 Part information

Part number	Part description
RM2-2868-000CN	Cover, Top assembly (SFP)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

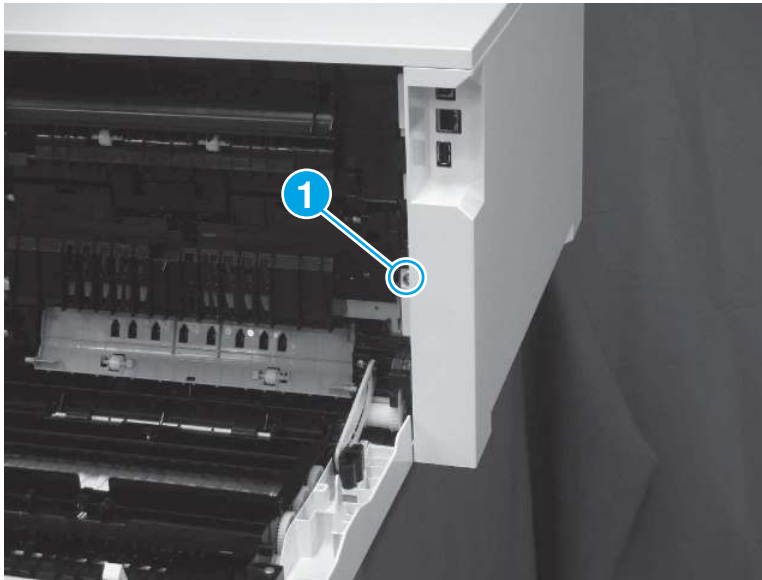
1. Remove the left cover and cartridge door button (SFP)

Follow the procedure below to remove and replace the left cover and cartridge door button (SFP).

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

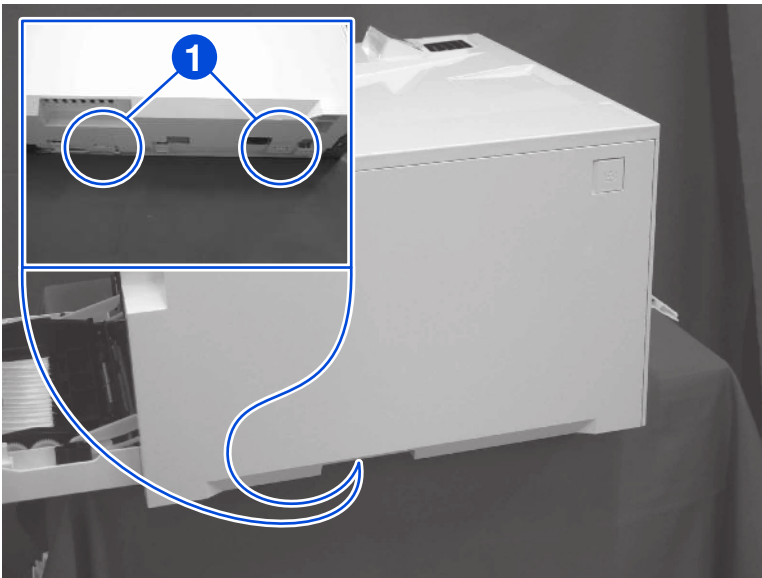
1. Remove one screw (callout 1).

Figure 4-84 Remove one screw



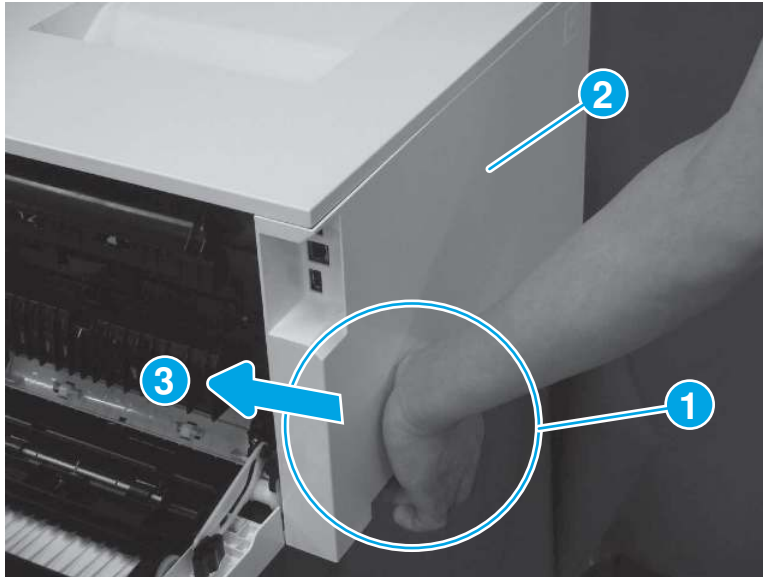
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-85 Release two tabs



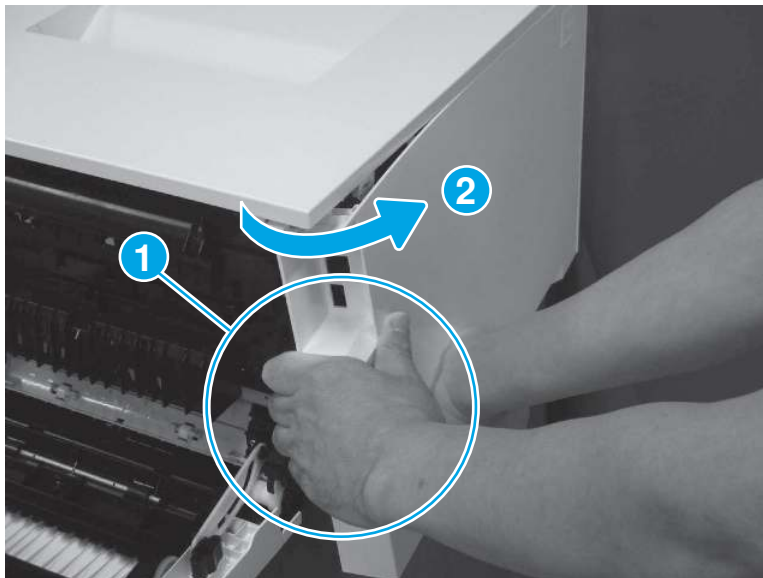
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-86 Release the rear cover corner



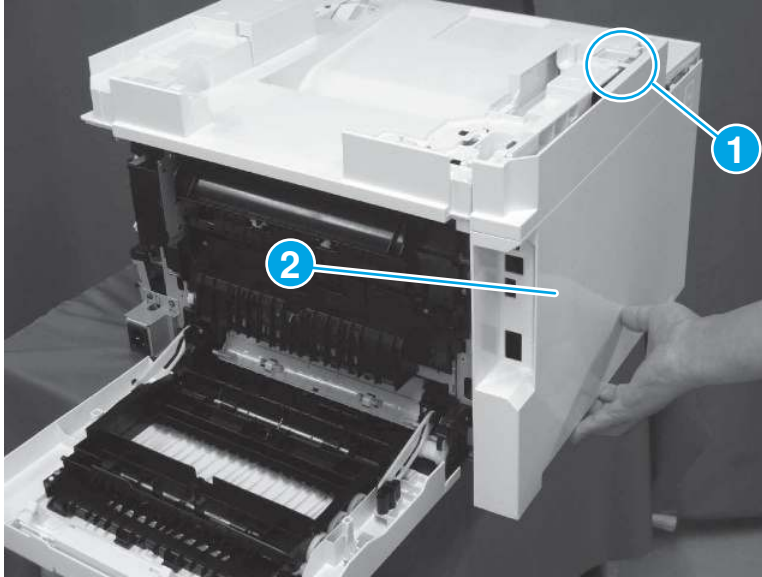
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-87 Disengage the cover corner



5. Remove the left cover (callout 1).

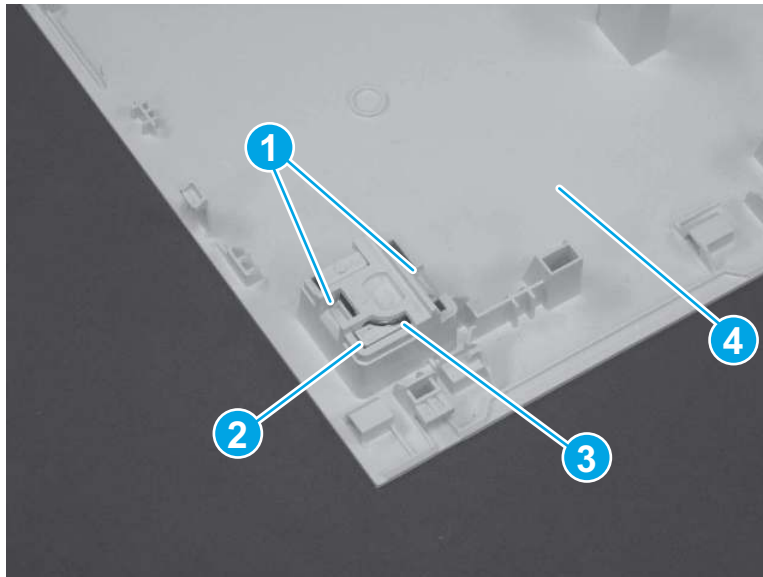
Figure 4-88 Remove the cover



6.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-89 Remove the cartridge door button



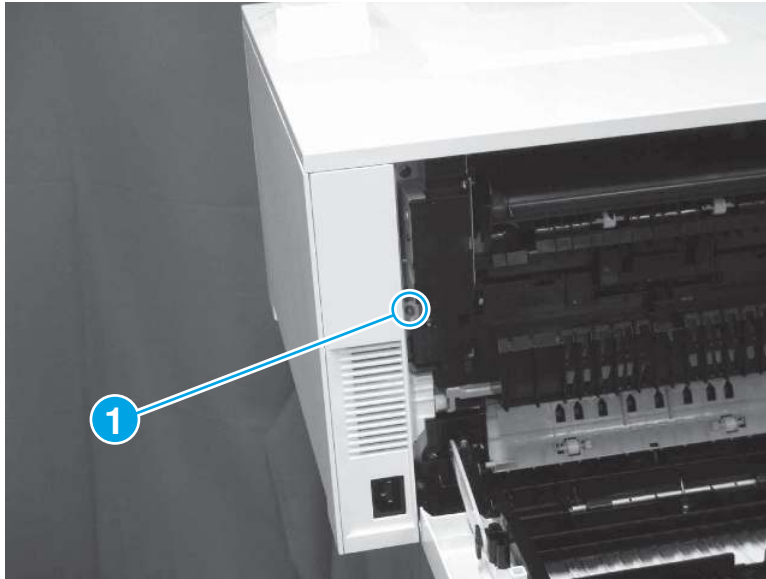
2. Remove the right cover (SFP)

Follow the procedure below to remove and replace the right cover (SFP).

-  **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

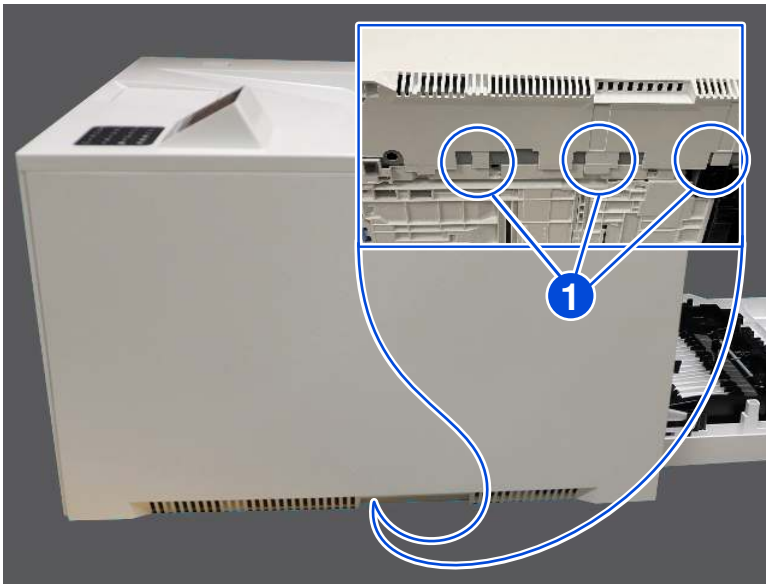
1. Remove one screw (callout 1).

Figure 4-90 Remove one screw



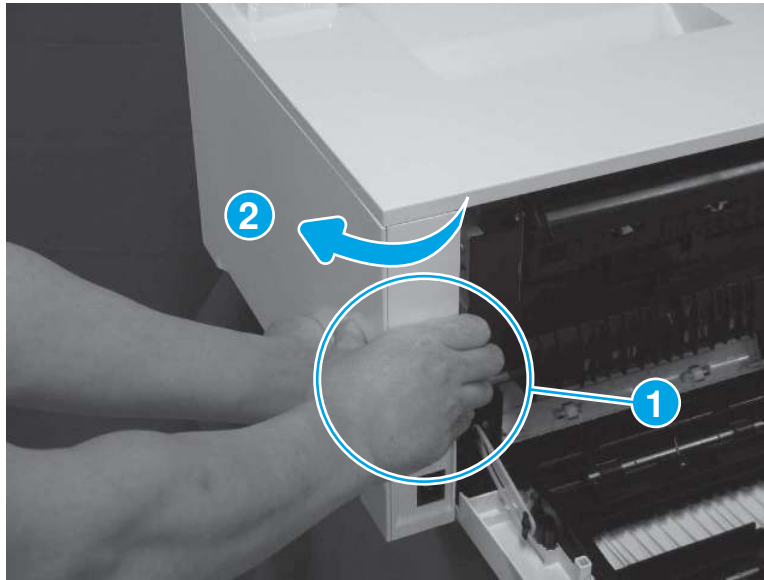
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-91 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-92 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-93 Remove the cover



3. Remove the front cover (SFP)

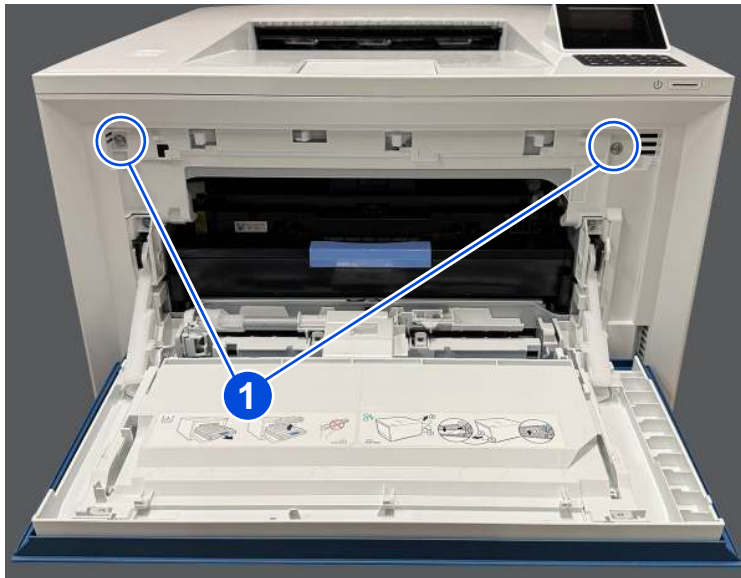
Follow the procedure below to remove and replace the front cover.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

1. Remove two screws (callout 1).

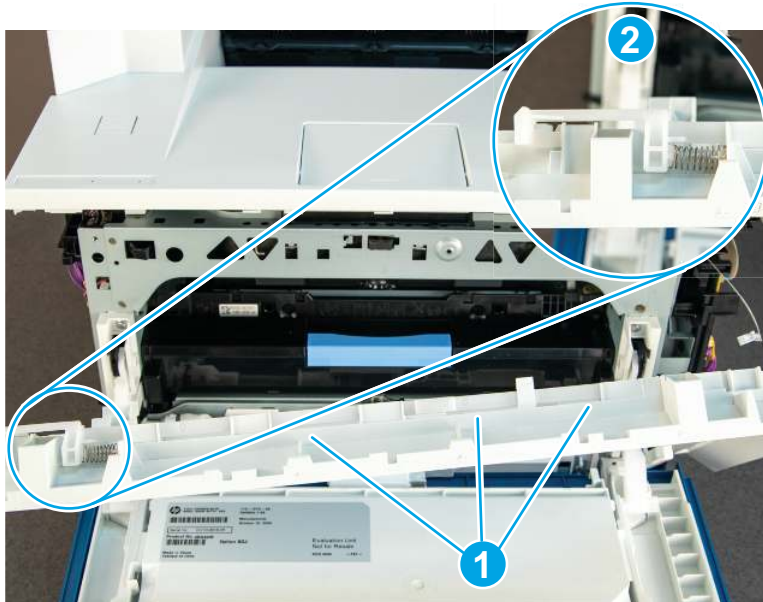
Figure 4-94 Remove two screws



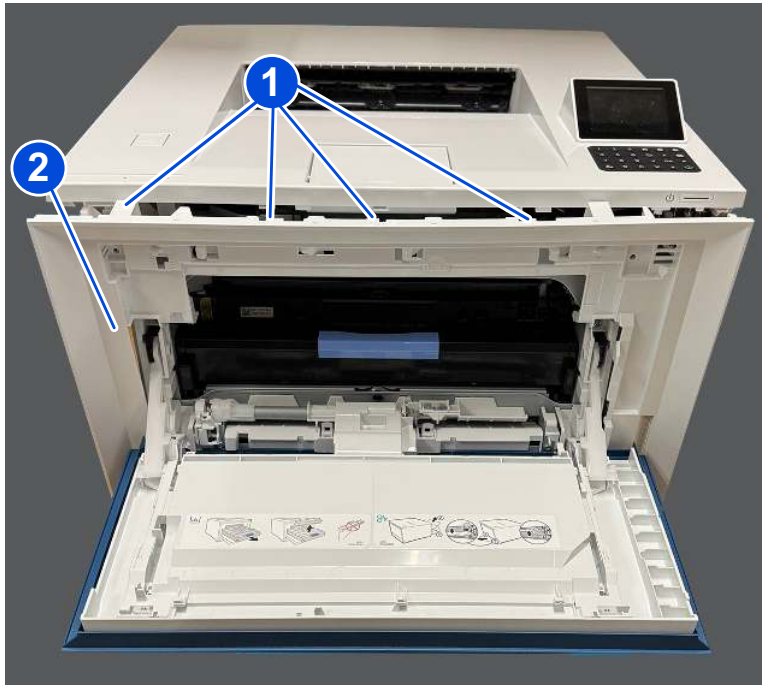
2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.

CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-95 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).



4. Remove the top cover (SFP)

Follow the procedure below to remove and replace the top cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

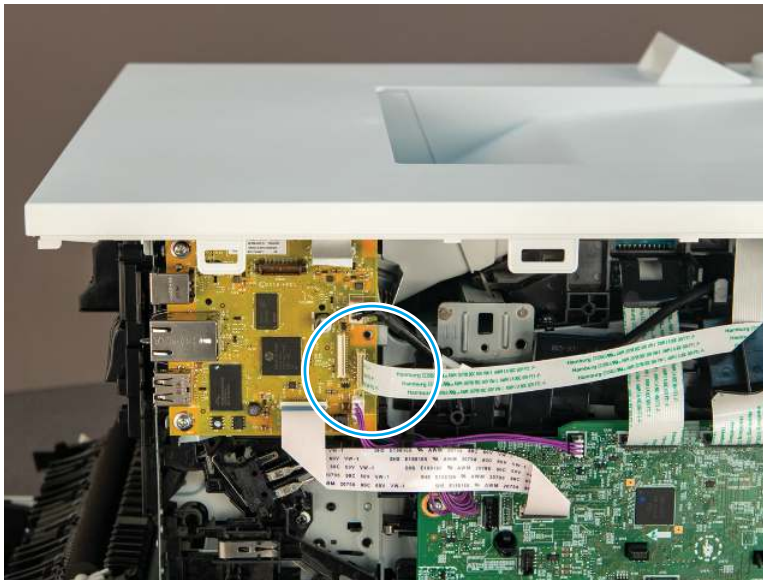
1. Disconnect one flat-flexible cable (FFC) at the top as indicated in the image.

Figure 4-96 Disconnect one flat-flexible cable



2. Disconnect one flat-flexible cable (FFC) as indicated in the image.

Figure 4-97 Disconnect one FFC

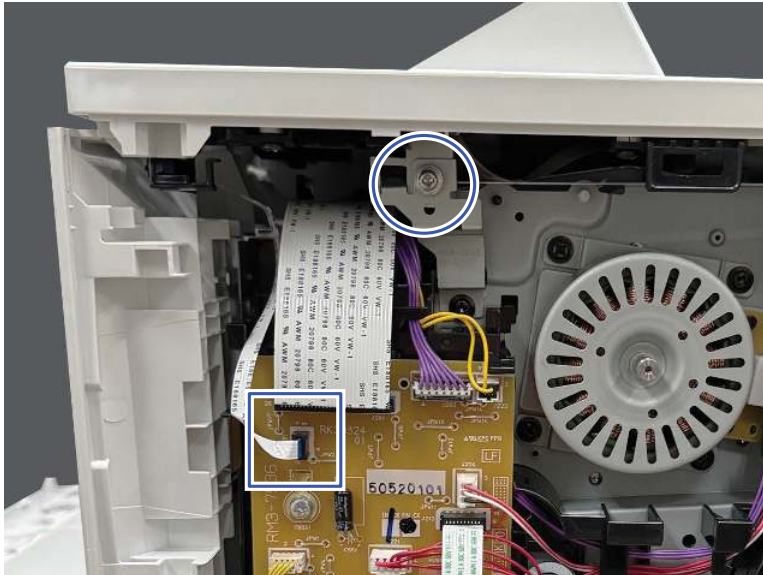


3. Disconnect one FFC, and then remove one screw to release the ground wire.



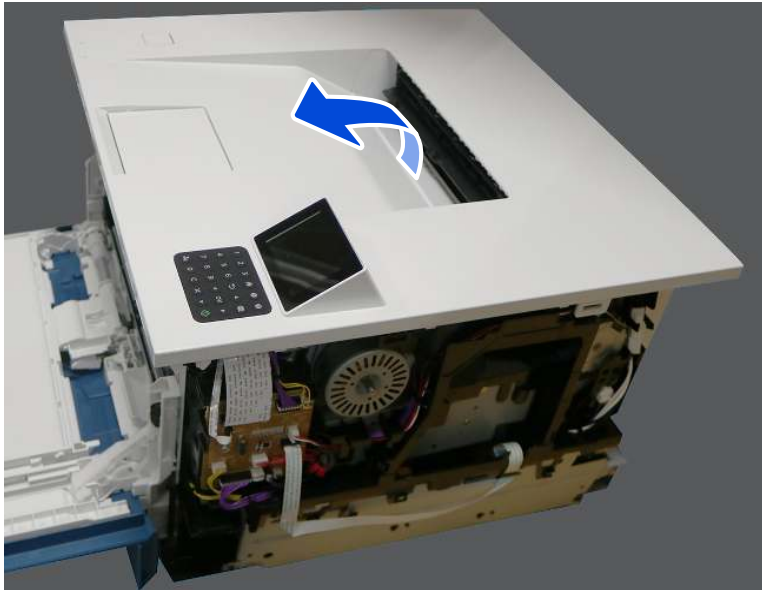
NOTE: The front cover is shown installed in the figure below. However, this step is correct for removing the top cover.

Figure 4-98 Disconnect one FFC and remove one screw



4. Slide the cover from the rear of the printer toward the front to remove it.

Figure 4-99 Remove the cover



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



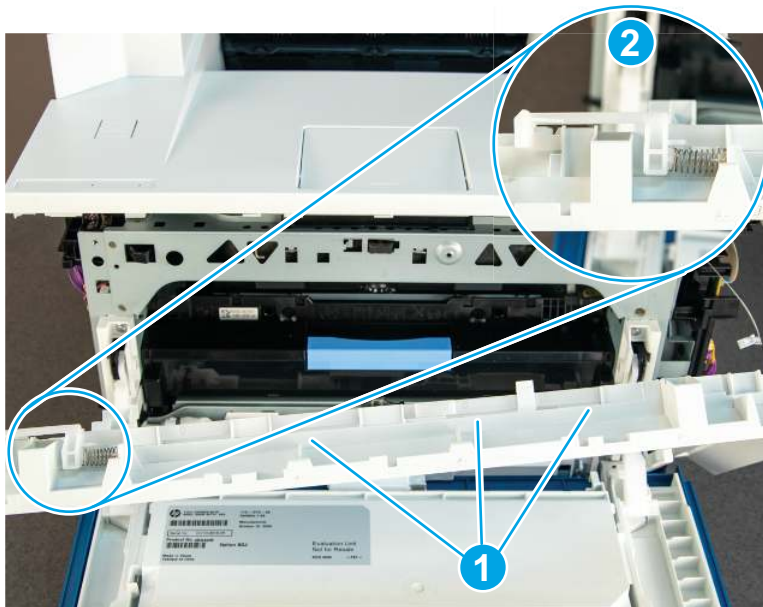
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

6. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

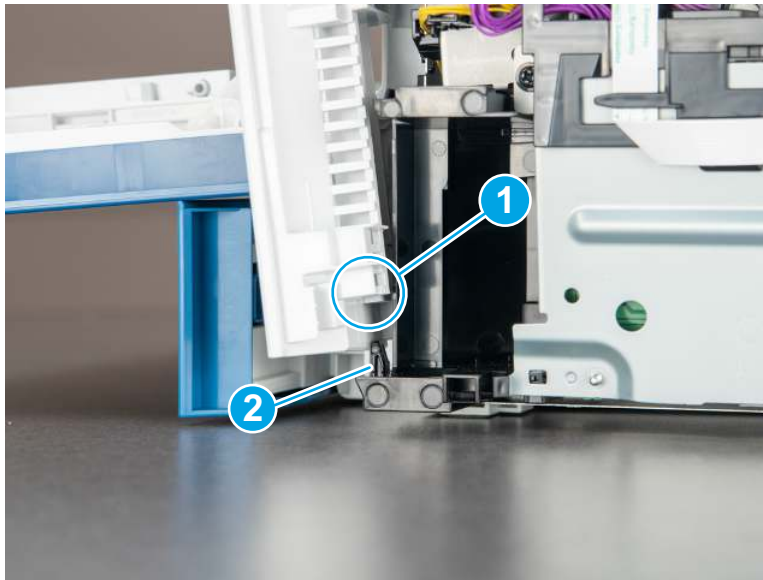
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-100 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

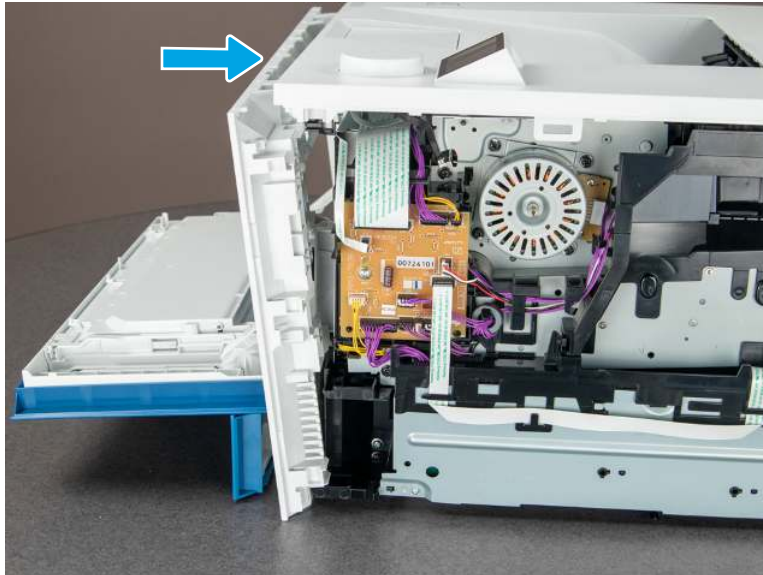
Figure 4-101 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-102 Install the cover



Removal and replacement: Top cover assembly

Learn about top cover (MFP) removal.

Mean time to repair: 28 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-11 Part information

Part number	Part description
RM2-2869-000CN	Cover, Top assembly (MFP)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

1. Remove the left cover (MFP)

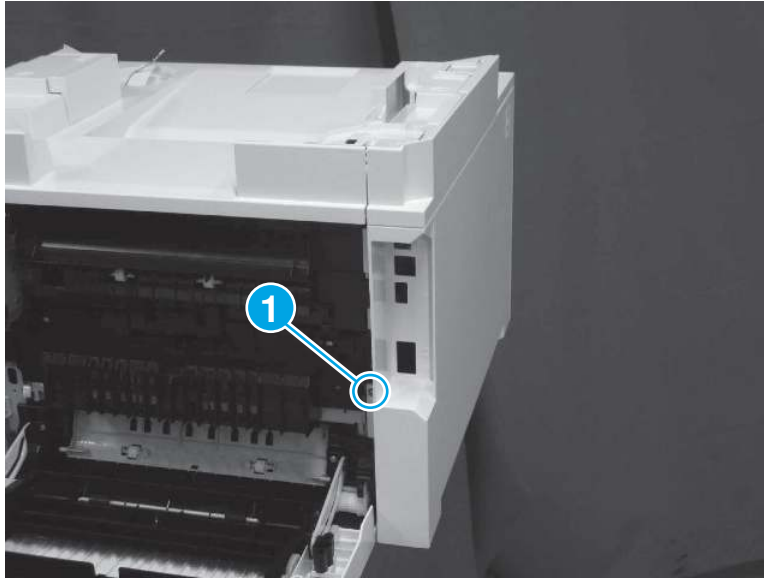
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

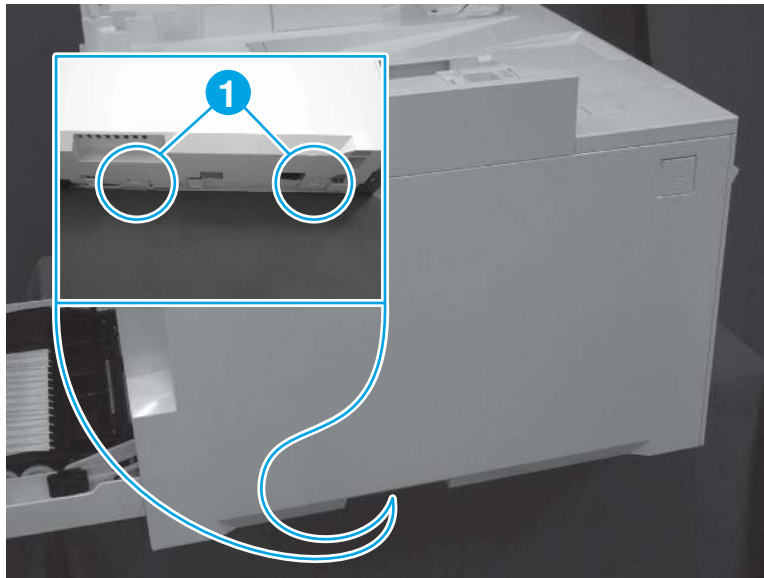
1. Remove one screw (callout 1).

Figure 4-103 Remove one screw



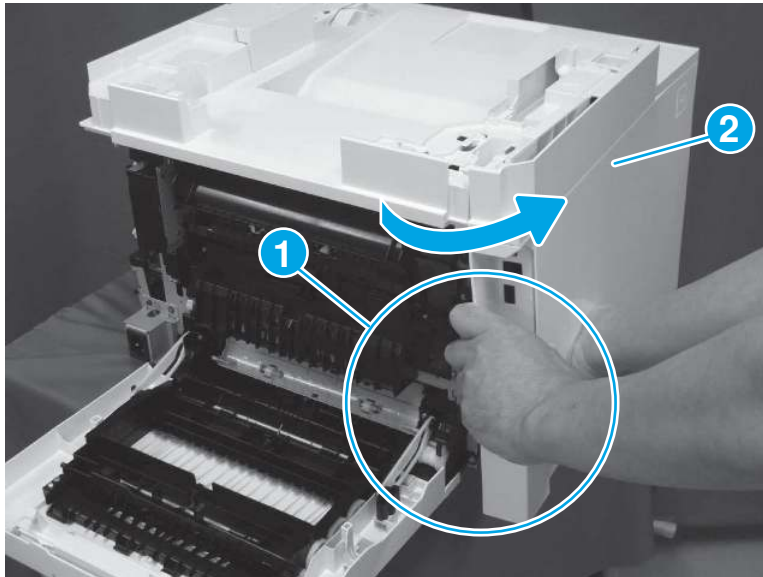
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-104 Release two tabs



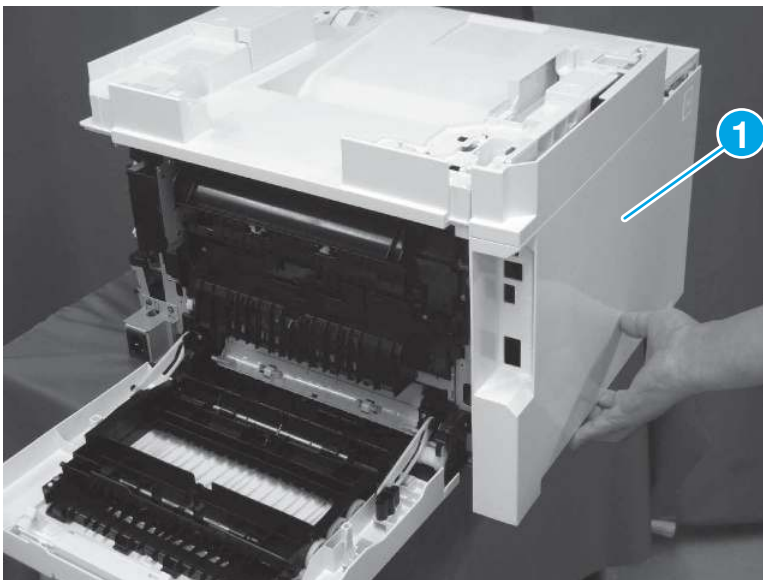
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-105 Disengage the cover corner



4. Remove the left cover (callout 1).

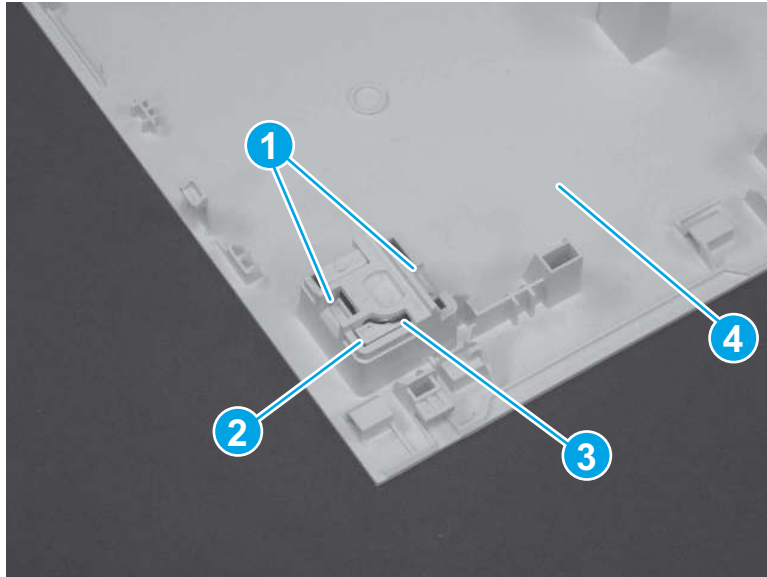
Figure 4-106 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-107 Remove the cartridge door button

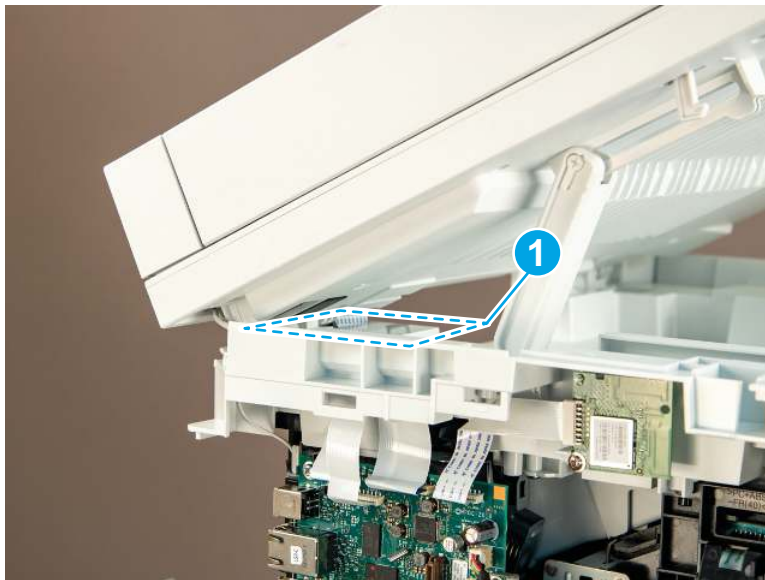


2. Remove the ISA (MFP)

Follow the procedure below to remove and replace the ISA.

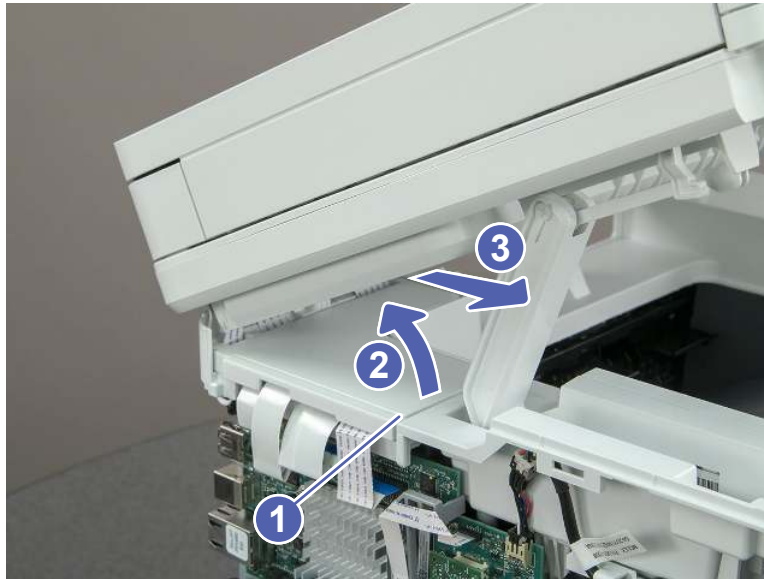
1. Open the ISA, and then remove the ISA FFC cover (callout 1).

Figure 4-108 Remove the FFC cover



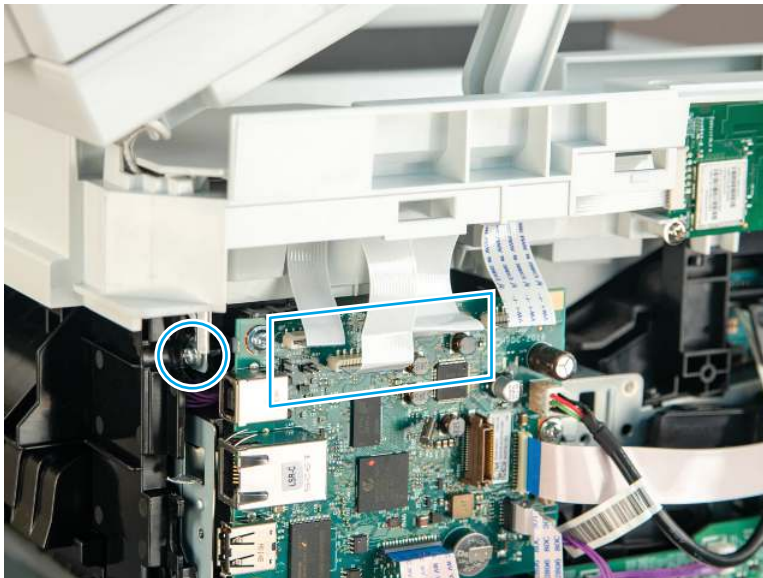
- Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-109 Remove the ISA FFC cover



2. Disconnect three FFCs, and then remove one screw to release the ground cable.

Figure 4-110 Disconnect FFCs and remove screw



3. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) toward the front of the printer to release it. Remove the slider pin.

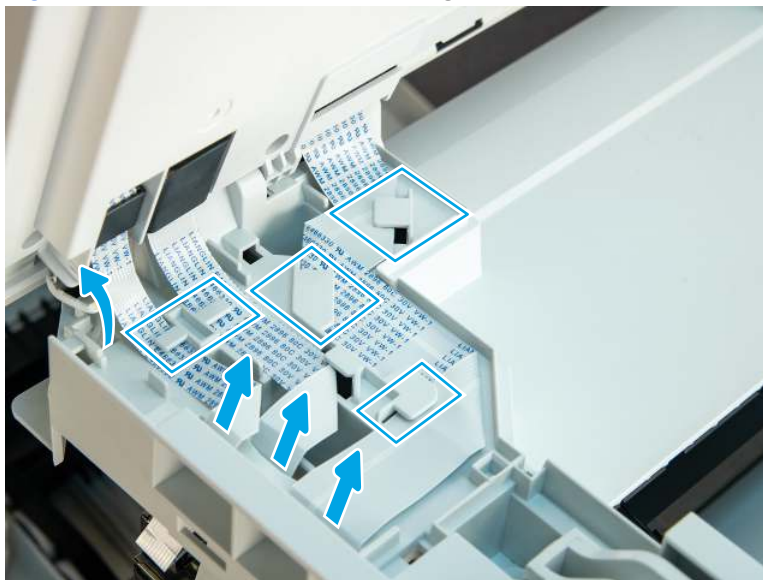
CAUTION: When the slider pin is removed, the ISA is not captive and can suddenly detach from the printer.

Figure 4-111 Remove the slider pin



4. Support the ISA, release the FFCs from the retainers, and then carefully pass the FFCs and the ground wire up through the slots in the top cover.

Figure 4-112 Release the FFCs and ground wire



5. Slide the ISA as shown in the image below to release it.

Figure 4-113 Release the ISA



6. Remove the ISA.

Figure 4-114 Remove the ISA



3. Remove the right cover (MFP)

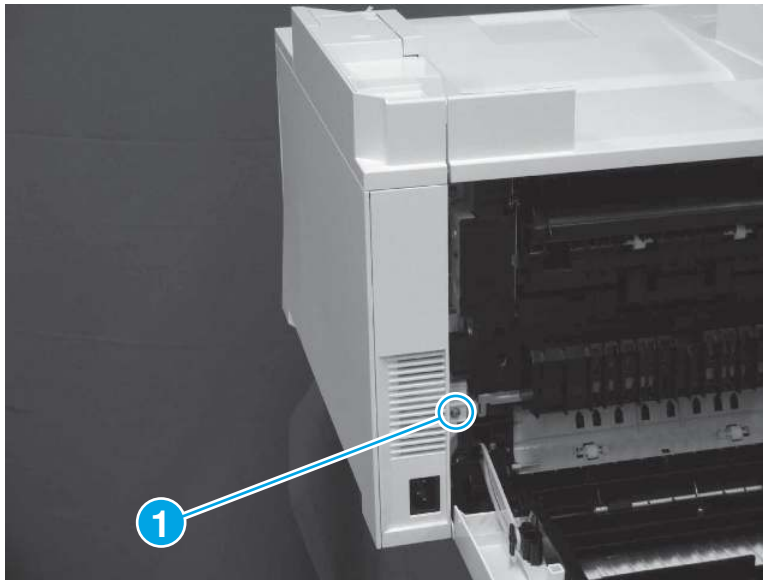
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

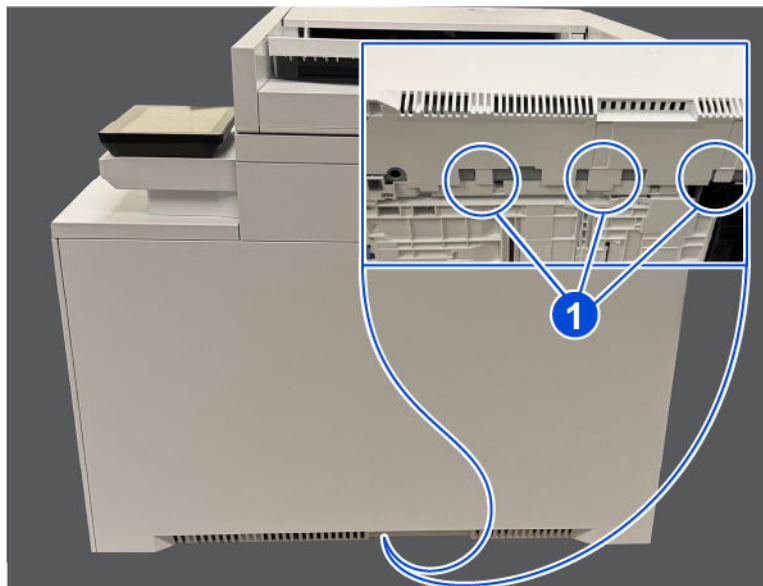
1. Remove one screw (callout 1).

Figure 4-115 Remove one screw



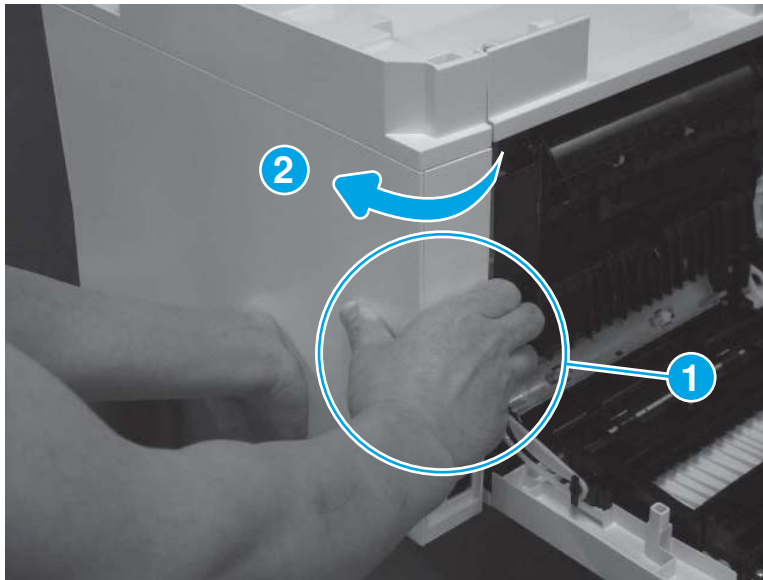
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-116 Release three tabs



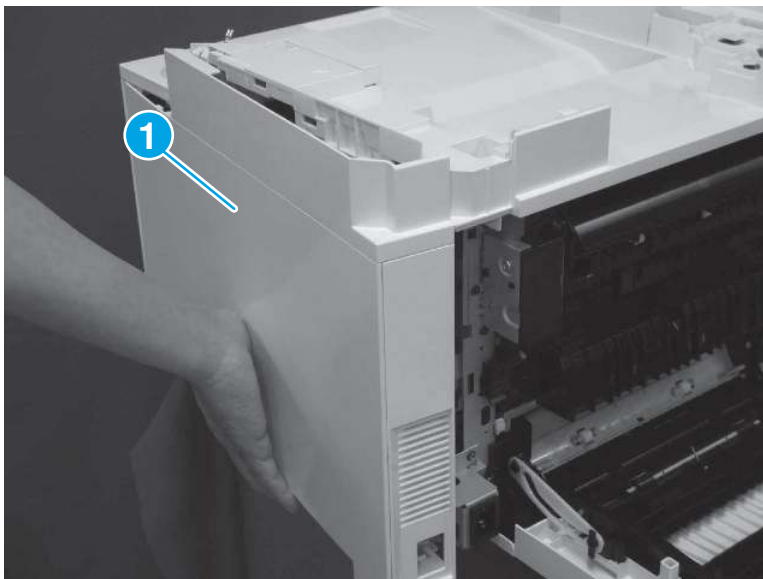
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-117 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-118 Remove the cover



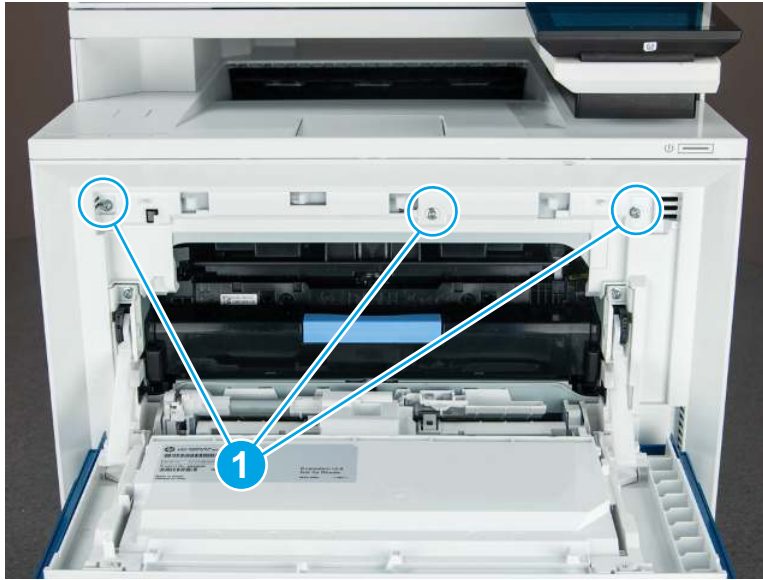
4. Remove the front cover (MFP)

Follow the procedure below to remove and replace the front cover.

 **Reinstallation tip:** Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

1. Remove three screws (callout 1).

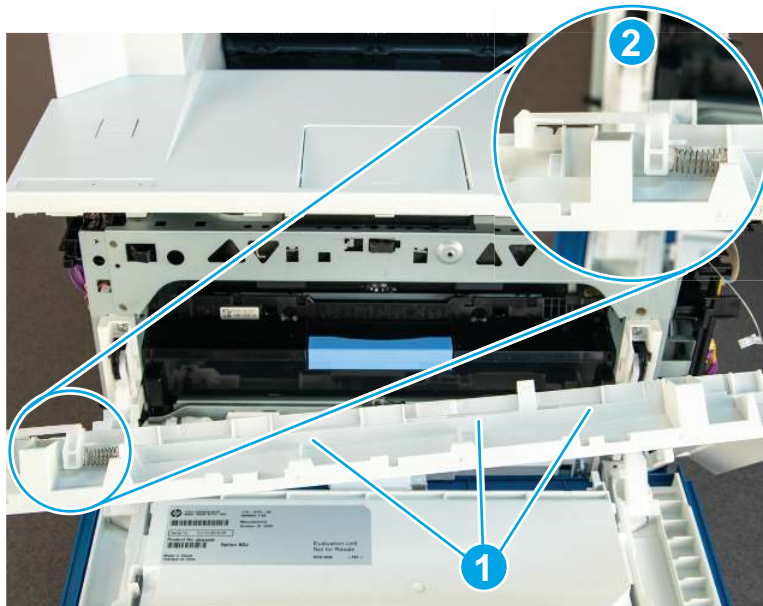
Figure 4-119 Remove three screws



2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.

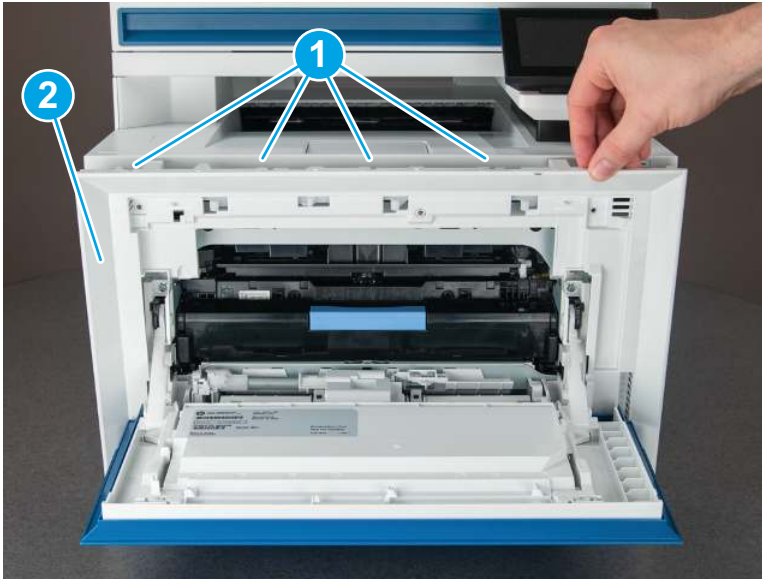
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-120 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-121 Remove the cover



5. Remove the top cover (MFP)

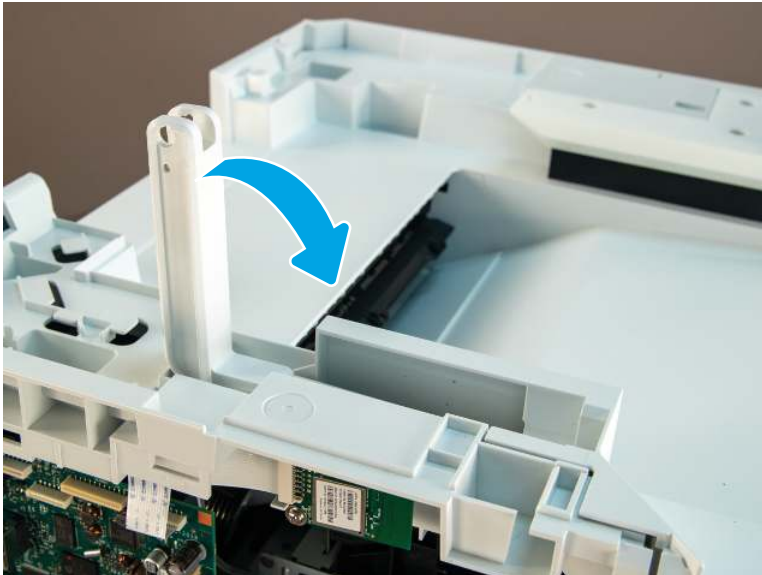
Follow the procedure below to remove and replace the top cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for an SFP printer, skip this step.

1. Close the ISA lift arm.

Figure 4-122 Close the ISA lift arm

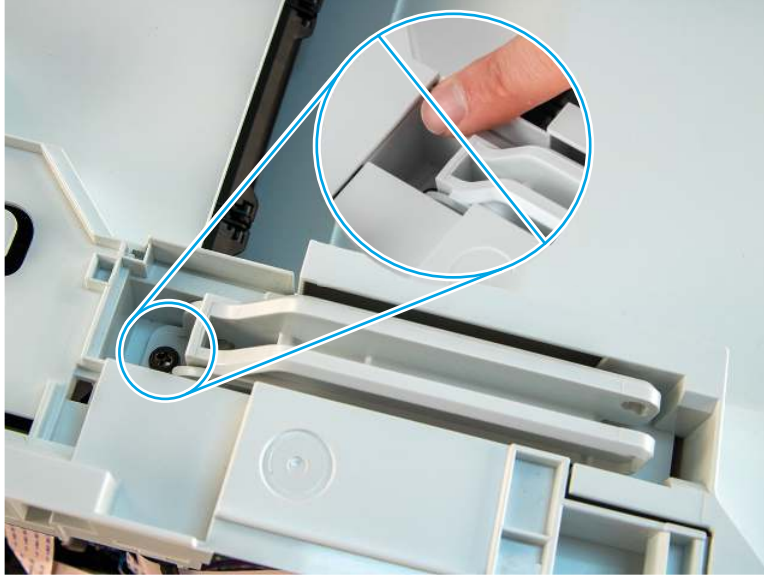


2. Remove one screw.



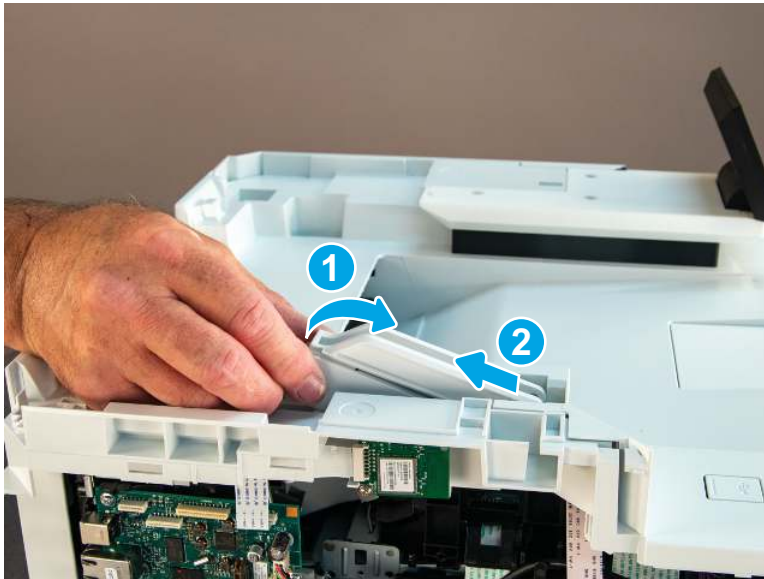
CAUTION: The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw recess when the support arm is in the closed position.

Figure 4-123 Remove one screw



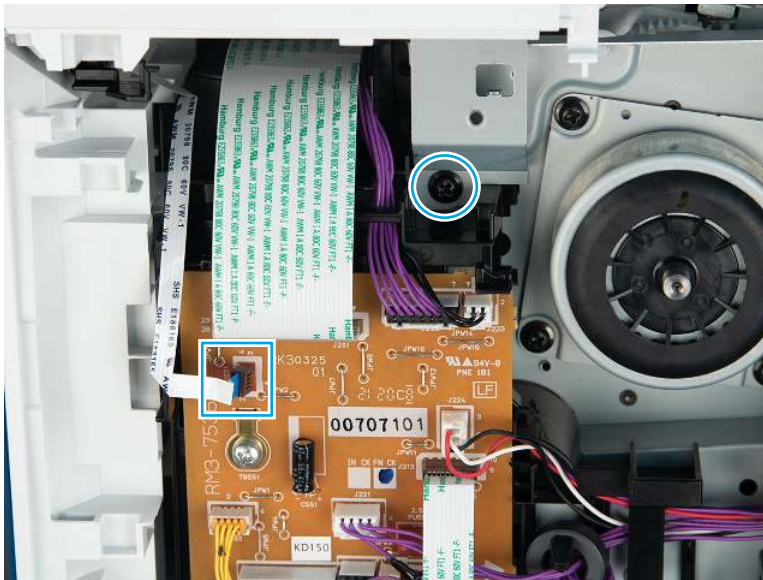
3. Rotate one end of the lift arm up (callout 1), and then slide the lift arm as shown below (callout 2) to release it. Remove the lift arm.

Figure 4-124 Remove the lift arm



4. Disconnect one FFC (power button), and then remove one screw (grounding sheet-metal plate).

Figure 4-125 Disconnect one FFC and remove one screw



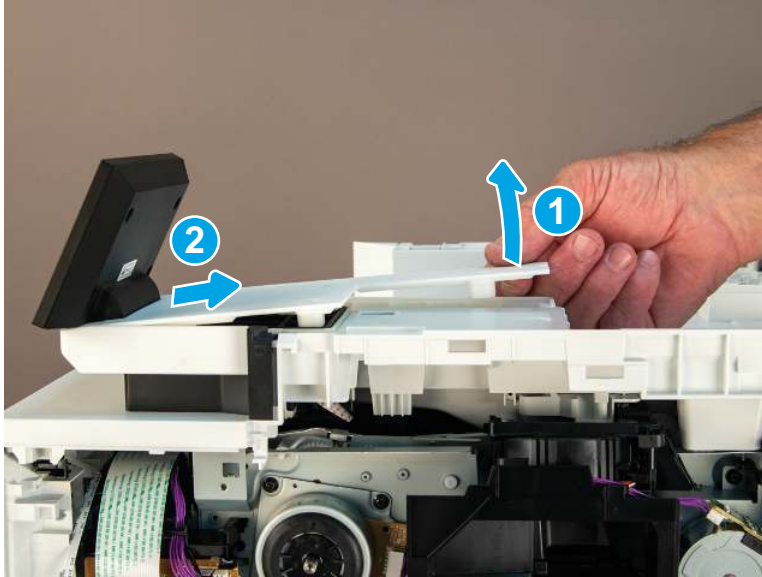
5. Remove three screws.

Figure 4-126 Remove three screws



6. Release one tab and rotate one end of the base cover up (callout 1), and then slide the cover as shown (callout 2) to remove it.

Figure 4-127 Remove the cover



7. Disconnect two FFCs.

 **NOTE:** These are zero-insertion force (ZIF) connectors. To remove the FFCs, first release the locking clip on the connector, and then pull the cable straight out of the connector.

 **TIP:** For re-installation, make sure that the line of the FFC is parallel with the body.

Figure 4-128 Disconnect two FFCs



8. Remove four screws.

 **NOTE:** Two of the screws are self-tapping threads (black), and two of the screws are machine thread (silver).

Figure 4-129 Remove four screws

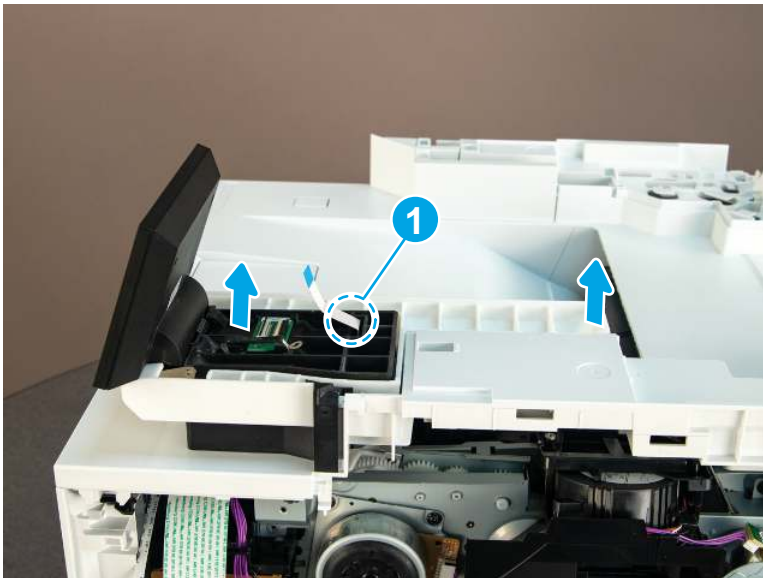


9. Lift the control panel and base straight up and off of the printer to remove them together.



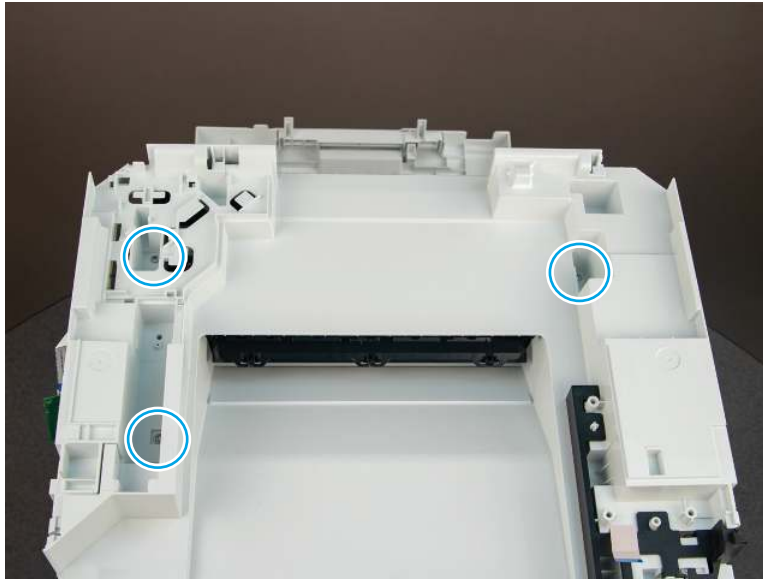
NOTE: When handling the assembly, do not lose the ferrite (callout 1).

Figure 4-130 Remove control panel and base



10. Remove three screws.

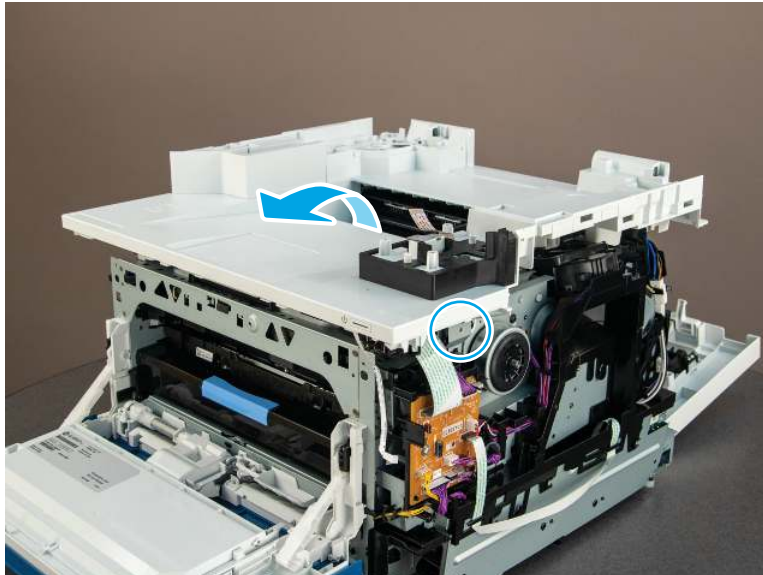
Figure 4-131 Remove three screws



11. Slide the cover from the back of the printer to the front to remove it.

 **TIP:** Slightly move the control-panel ground bracket (circled) back and forth to help release the top cover.

Figure 4-132 Remove the cover



12. **When the cover is reinstalled:** Make sure the front USB assembly is correctly positioned under the cover.

Figure 4-133 Front USB assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



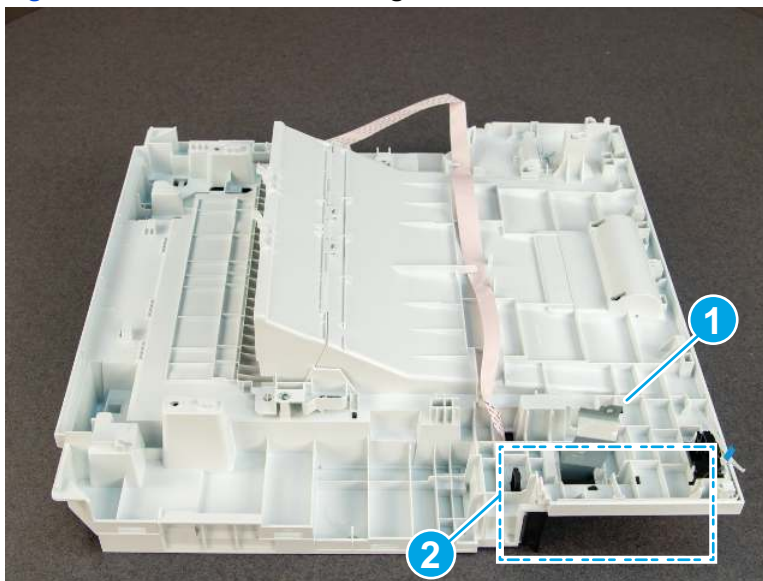
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

7. Special installation instructions - top cover (MFP)

Use the following special installation instructions to install a replacement top cover (MFP).

1. The following items must be removed from the discarded top cover, and then installed on a replacement top cover.
 - **Callout 1:** Control panel ground bracket
 - **Callout 2:** Control panel pillar cover (located on the top side of the cover)

Figure 4-134 Power switch and ground bracket



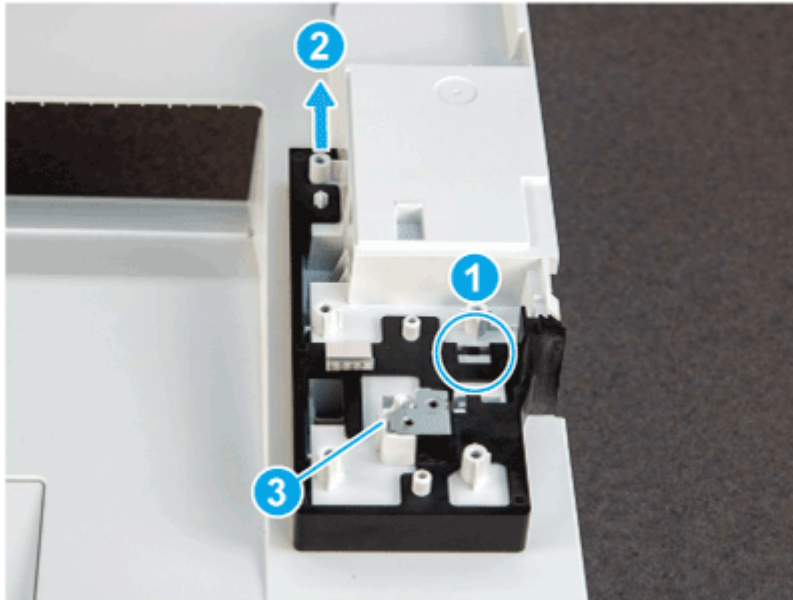
2. Remove the control-panel pillar cover and ground bracket. Do the following:



NOTE: The figure below shows a black-plastic pillar cover. On production model printers, the pillar cover is white.

- a. Release one tab (callout 1).
- b. Lift up on the end of the cover (callout 2).
- c. Remove the cover and ground bracket (callout 3) together.

Figure 4-135 Remove the cover and bracket

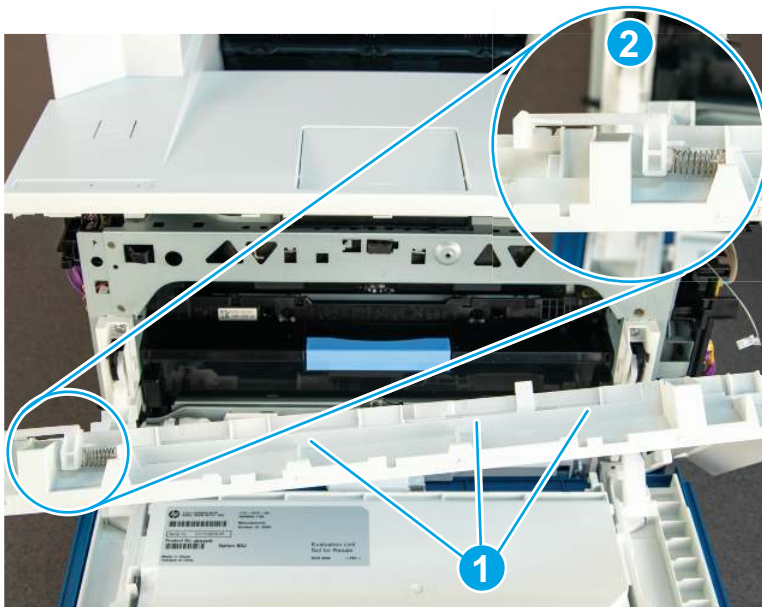


8. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

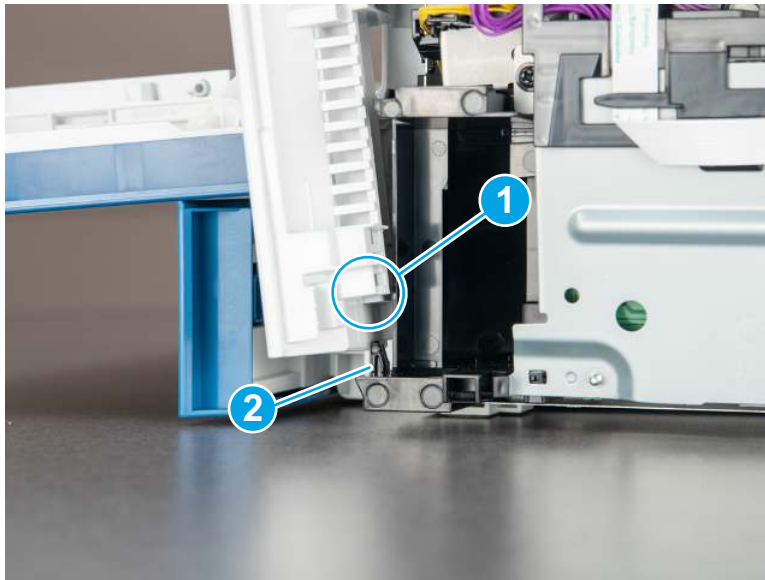
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-136 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

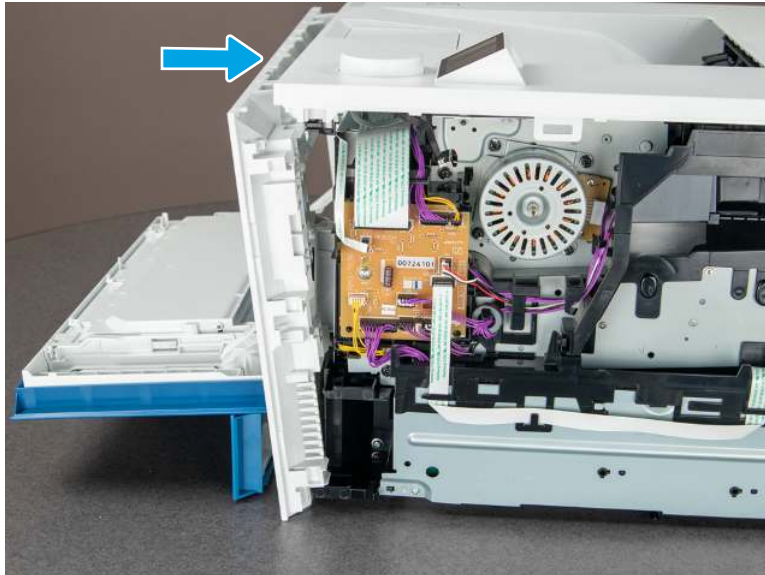
Figure 4-137 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-138 Install the cover



Removal and replacement: Rear door assembly

Learn about rear door removal.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-12 Part information

Part number	Part description
RM2-2754-000CN	Rear door assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

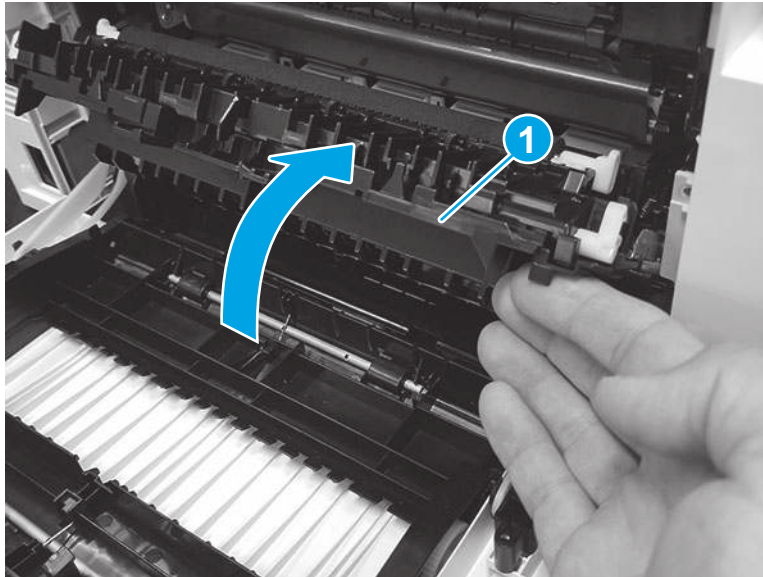
No post service test is available for this assembly.

1. Remove the rear door

Follow the procedure below to remove and replace the rear door.

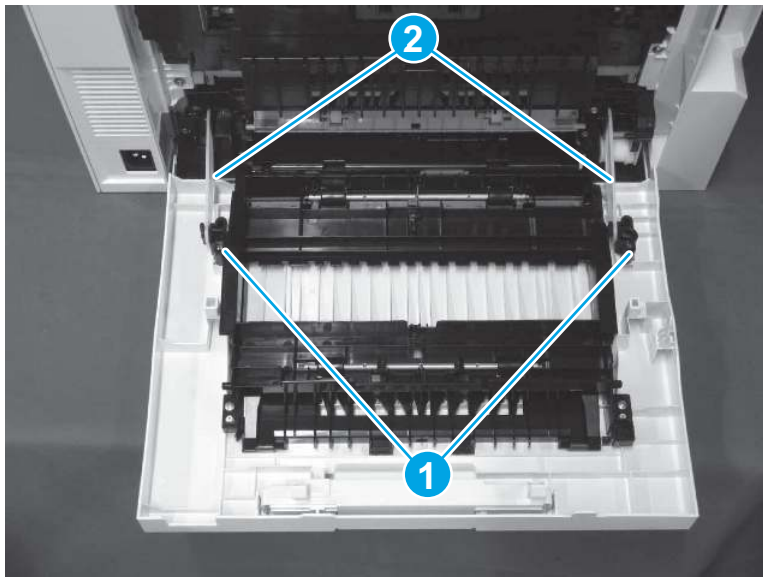
1. Open the rear door, and then raise the secondary transfer feed assembly (callout 1) up and into the locked position.

Figure 4-139 Place the T2 feed assembly in the locked position



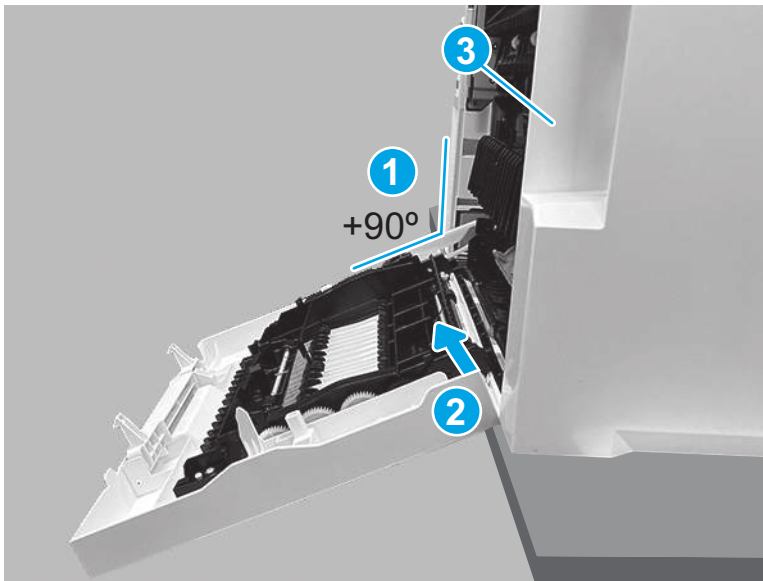
2. Remove two screws (callout 1), and then release the left- and right-side retainer arms (callout 2)

Figure 4-140 Release the retainer arms



3. Carefully position the printer at the edge of the work surface and allow the rear door to open to an angle greater than 90 degrees (callout 1). Slide the door away (callout 2) from the formatter side of the printer (callout 3) to release it, and then remove the rear door.

Figure 4-141 Remove the door



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Cartridge door assembly

Learn about cartridge door removal.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-13 Part information

Part number	Part description
RM2-2843-000CN	Cartridge door assembly (Blue) (SFP)
RM2-2847-000CN	Cartridge door assembly (Grey) (SFP)
RM2-2844-000CN	Cartridge door assembly (Blue) (MFP)
RM2-2848-000CN	Cartridge door assembly (Grey) (MFP)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

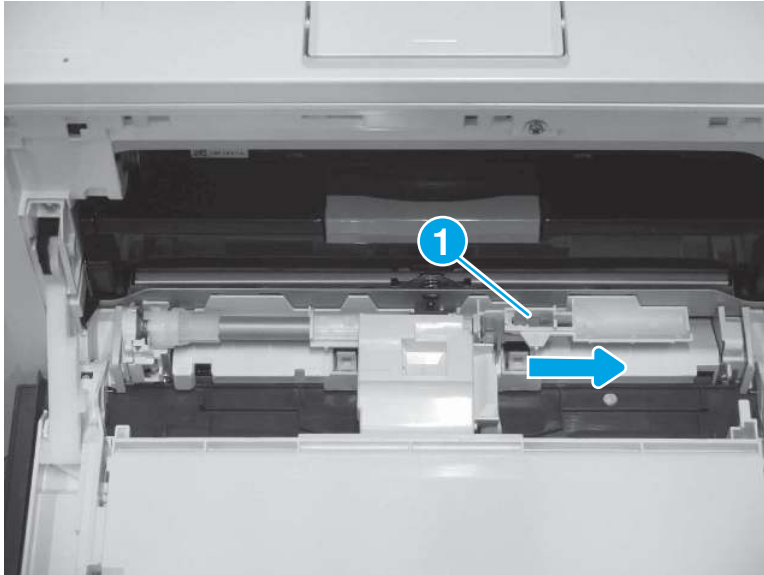
1. Remove the Tray 1 pickup roller assembly

Follow the procedure below to remove and replace the Tray 1 pickup roller assembly.

 **Reinstallation tip:** Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

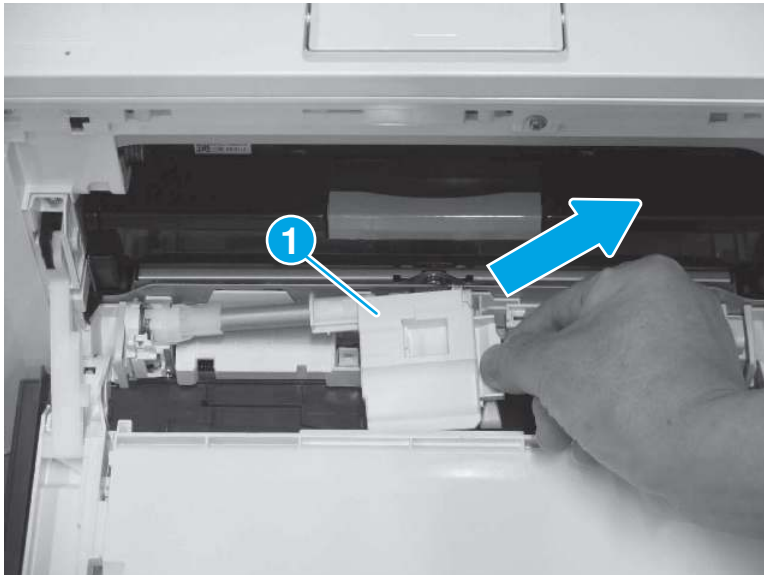
1. Open the cartridge door, and then depress the lever (callout 1) and slide it as shown below.

Figure 4-142 Release the Tray 1 pickup roller assembly



2. Slide the pickup roller assembly (callout 1) as shown below to remove it.

Figure 4-143 Remove the Tray 1 pickup roller assembly

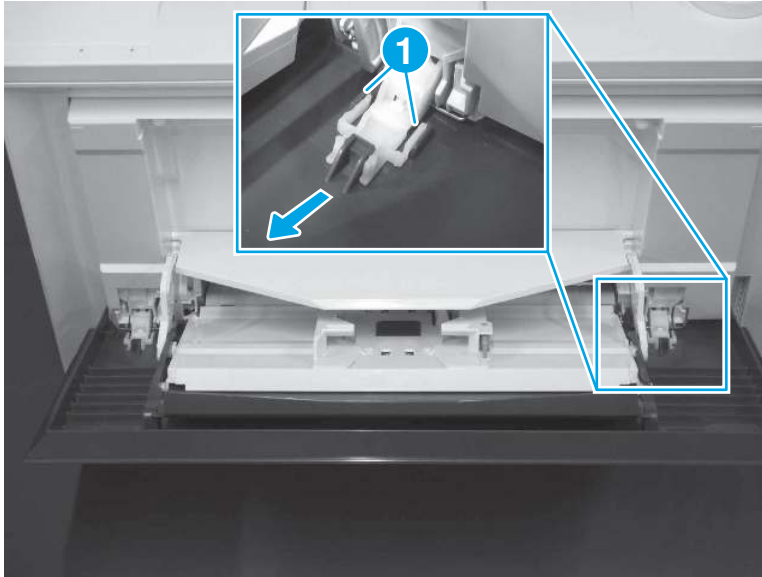


2. Remove the cartridge door assembly

Follow the procedure below to remove and replace the cartridge door assembly.

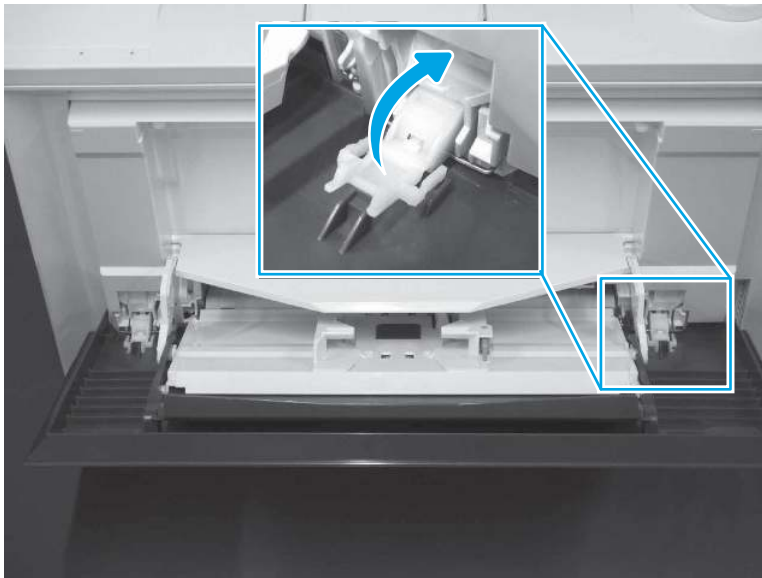
1. **Right-side door hinge:** Slightly pull Tray 1 away from the printer while releasing two tabs (callout 1) on the hinge.

Figure 4-144 Release two tabs (right hinge)



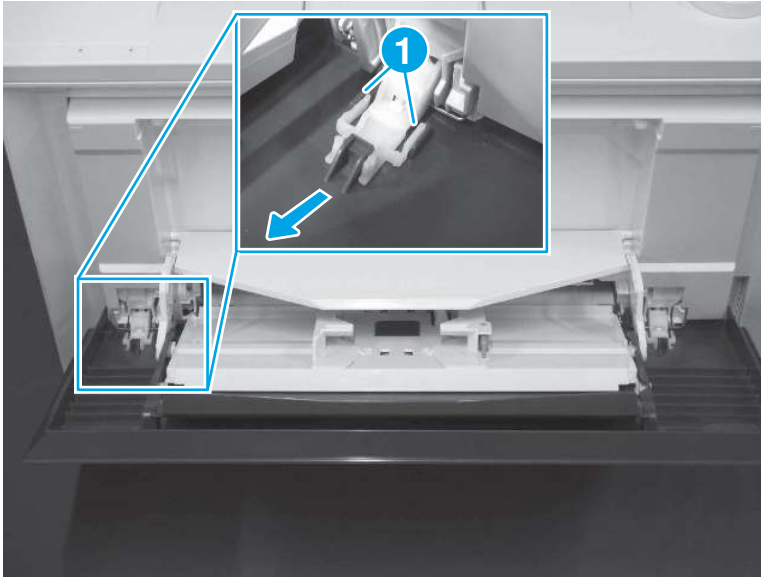
2. **Right-side door hinge:** Rotate the hinge up and away from the cover.

Figure 4-145 Remove the hinge (right side)



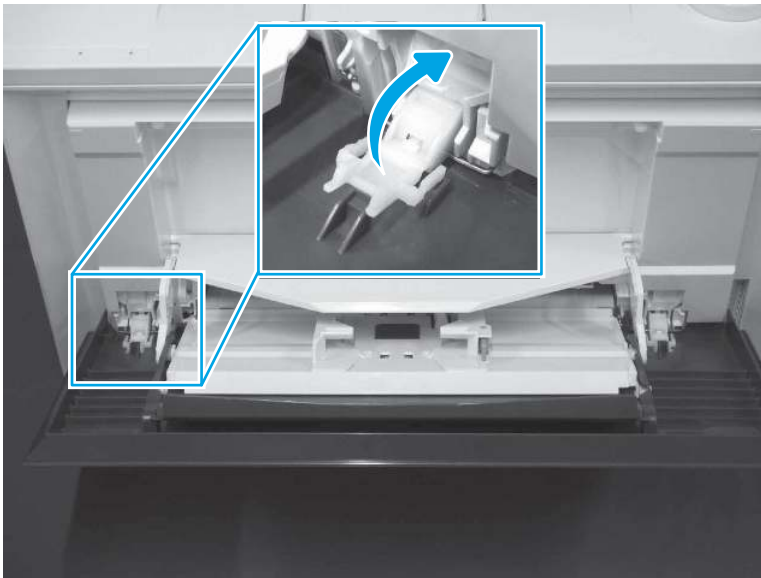
3. **Left-side door hinge:** Slightly pull Tray 1 away from the printer while releasing two tabs (callout 1) on the hinge.

Figure 4-146 Release two tabs (left hinge)



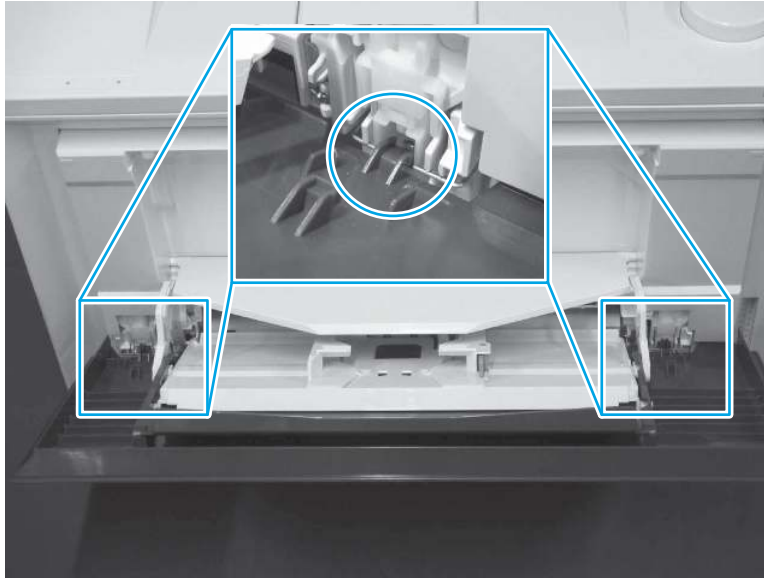
4. **Left-side door hinge:** Rotate the hinge up and away from the cover.

Figure 4-147 Remove the hinge (left side)



5. Release Tray 1 from the right- and left-side retainer hooks.

Figure 4-148 Release the retainer hooks



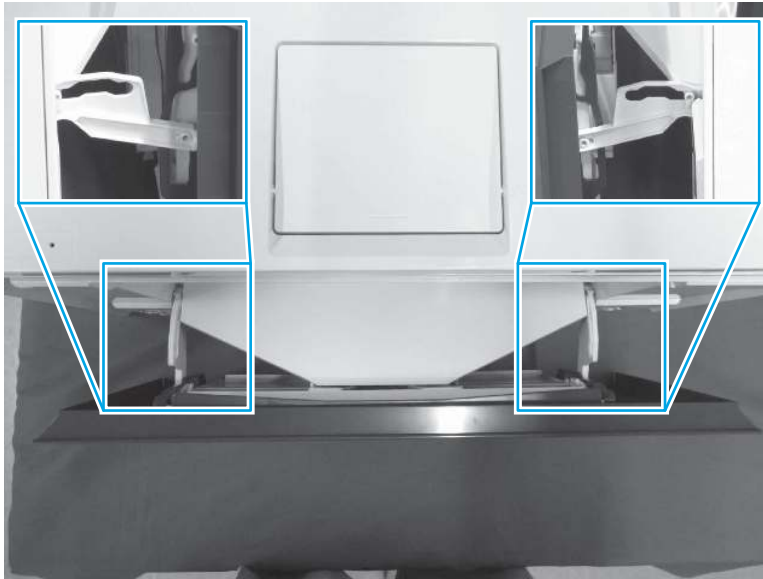
6. Position Tray 1 (callout 1) in the upright position resting on the work surface.

Figure 4-149 Position Tray 1



7. Release the right- and left-side arms, and then remove Tray 1.

Figure 4-150 Release the arms and remove the tray

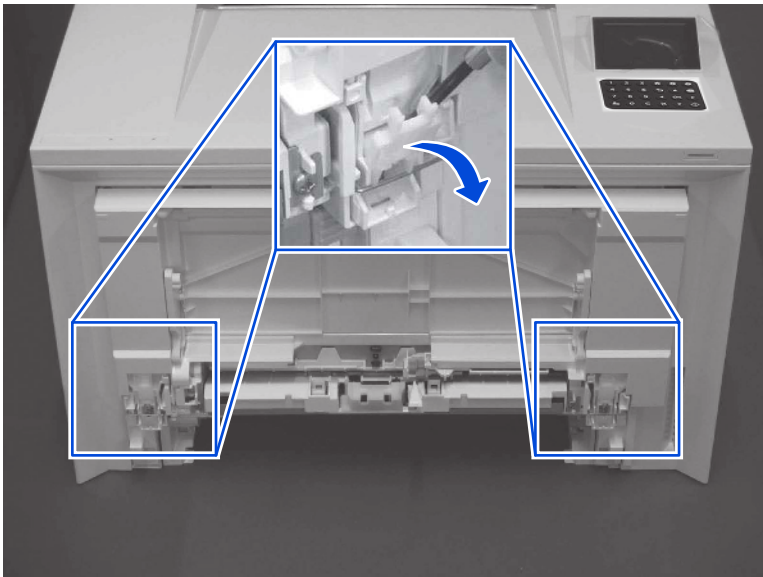


8. Use a small flat-blade screwdriver to remove the right- and left-side hinges.



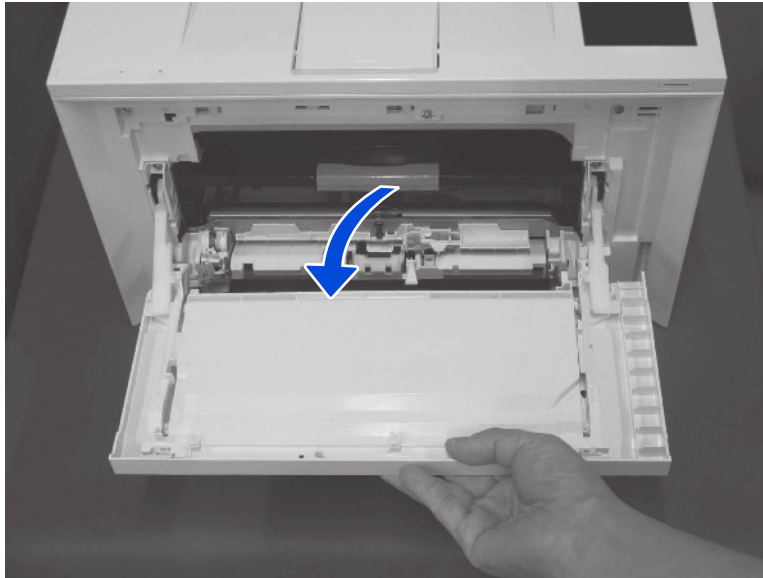
Reinstallation tip: For a replacement cover only: Install these hinges on the replacement assembly.

Figure 4-151 Remove the hinges



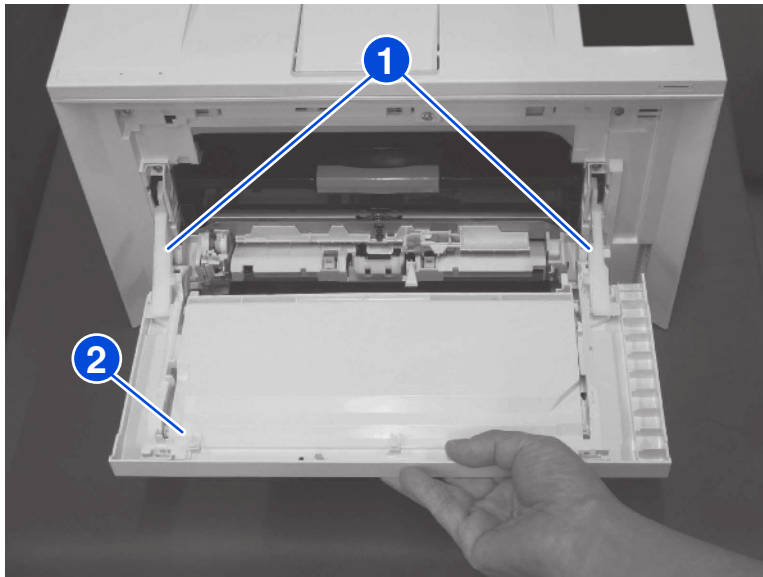
9. Open the cartridge door.

Figure 4-152 Open the door



10. Remove the right- and left-side link arms (callout 1), and then remove the cartridge door (callout 2).

Figure 4-153 Remove the link arms and cartridge door



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

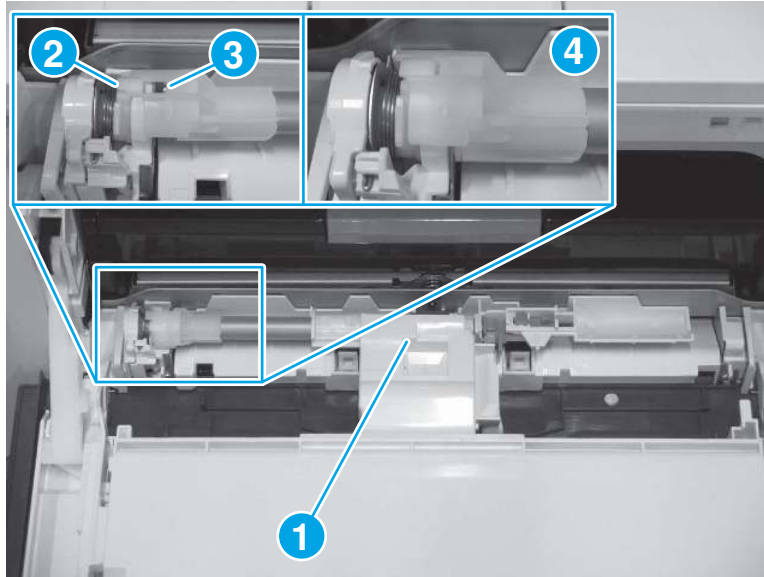
4. Special installation instructions - Tray 1 pickup roller assembly

Follow the special instructions below to install the Tray 1 pickup roller assembly.

- When the Tray 1 pickup roller assembly (callout 1) is installed, make sure that the alignment tab (callout 2) is in the slot (callout 3) on the assembly shaft.

💡 TIP: When correctly installed, the tab fits completely into the slot (callout 4).

Figure 4-154 Install the Tray 1 pickup roller assembly



Removal and replacement: Duplexing bottom cover (SFP/MFP)

Learn about duplexing bottom cover removal.

Mean time to repair: 6 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-14 Part information

Part number	Part description
RC5-6129-000CN	Cover, duplexing bottom

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

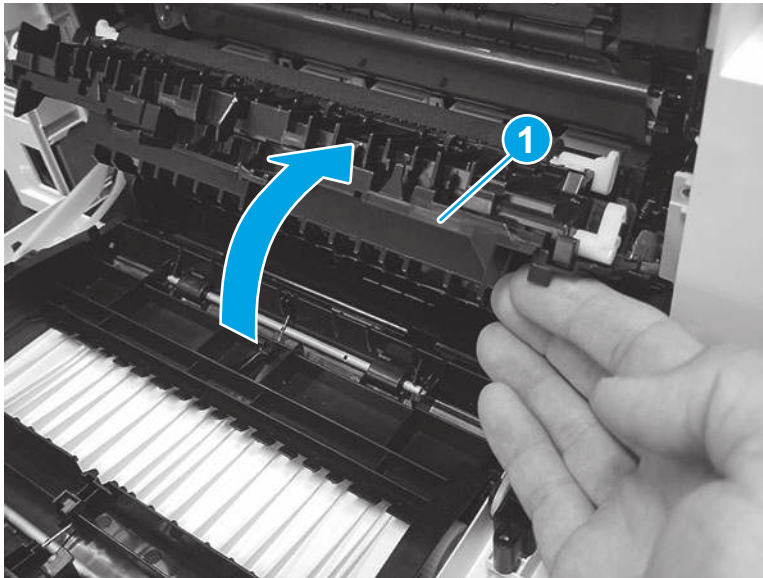
No post service test is available for this assembly.

1. Remove the rear door

Follow the procedure below to remove and replace the rear door.

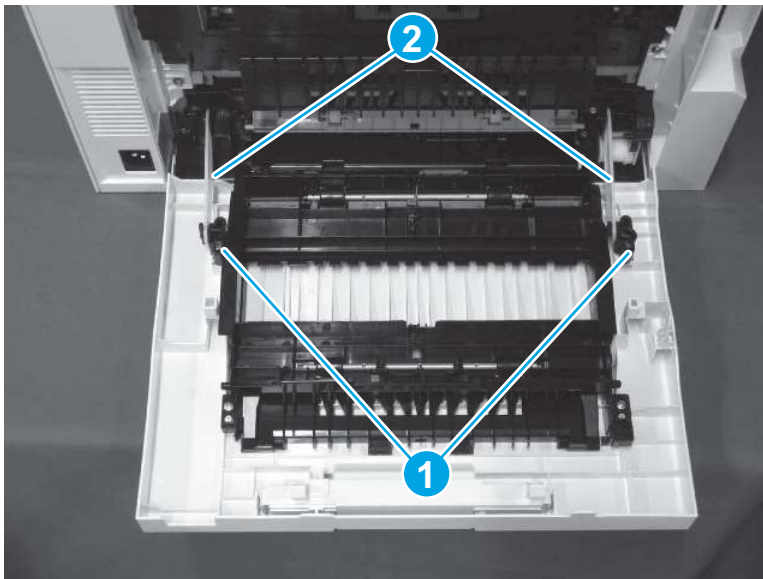
1. Open the rear door, and then raise the secondary transfer feed assembly (callout 1) up and into the locked position.

Figure 4-155 Place the T2 feed assembly in the locked position



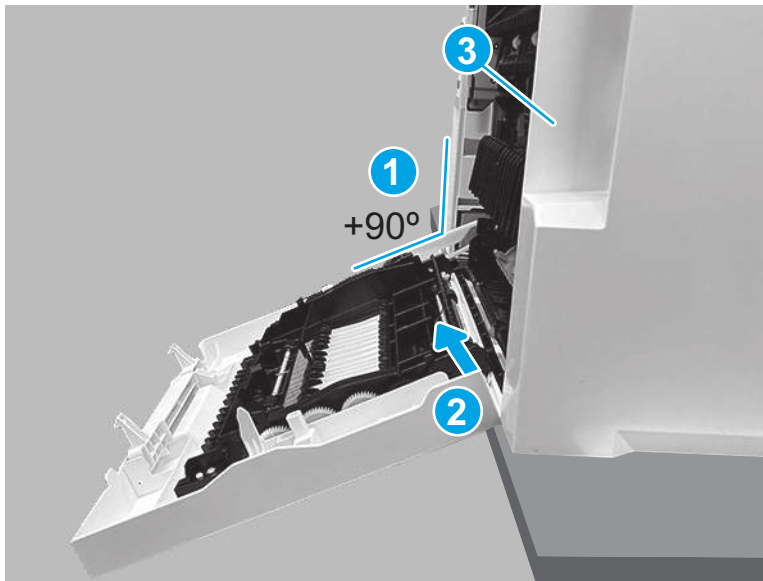
2. Remove two screws (callout 1), and then release the left- and right-side retainer arms (callout 2)

Figure 4-156 Release the retainer arms



3. Carefully position the printer at the edge of the work surface and allow the rear door to open to an angle greater than 90 degrees (callout 1). Slide the door away (callout 2) from the formatter side of the printer (callout 3) to release it, and then remove the rear door.

Figure 4-157 Remove the door

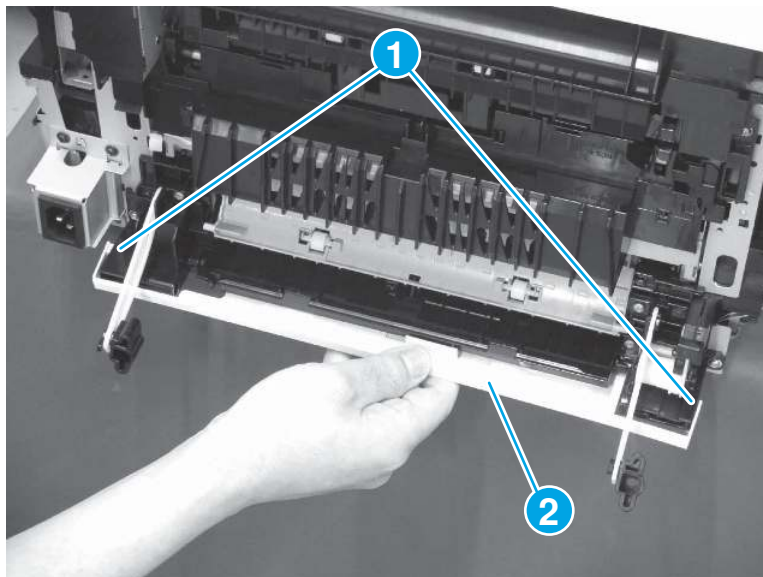


2. Remove the duplexing bottom cover

Follow the procedure below to remove and replace the duplexing bottom cover.

1. Release two tabs (callout 1).
2. Remove the duplexing bottom cover (callout 2).

Figure 4-158 Remove the duplexing bottom cover



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Base printer: Internal parts and assemblies

Learn how to remove and replace internal parts and assemblies on the base printer.

Removal and replacement: Intermediate transfer belt

Learn how to remove and replace the Intermediate transfer belt (ITB).

Mean time to repair: 5 minutes

Service level: Easy



IMPORTANT: Before ITB removal, do the following:

1. Make sure that the cartridge door and rear door are closed.
2. Turn the printer power on (initial rotation), and then turn the power off.
3. Open the cartridge door and rear door.
4. Pull the cartridge tray out of the printer until it stops.

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-15 Part information

Part number	Part description
RM2-2857-010CN	Intermediate transfer belt

Required tools

No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the intermediate transfer belt (ITB)

Follow the procedure below to remove and replace the ITB.

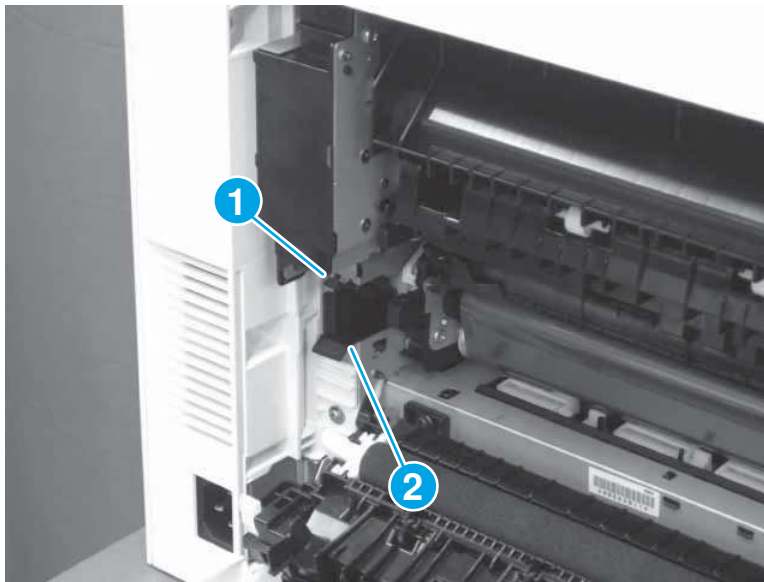
 **IMPORTANT:** Before ITB removal, do the following:

1. Make sure that the cartridge door and rear door are closed.
2. Turn the printer power on, wait for the complete initial rotation, and then turn the power off.
3. Unplug the printer.
4. Open the cartridge door and rear door.
5. Pull the cartridge tray out of the printer until it stops.

Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

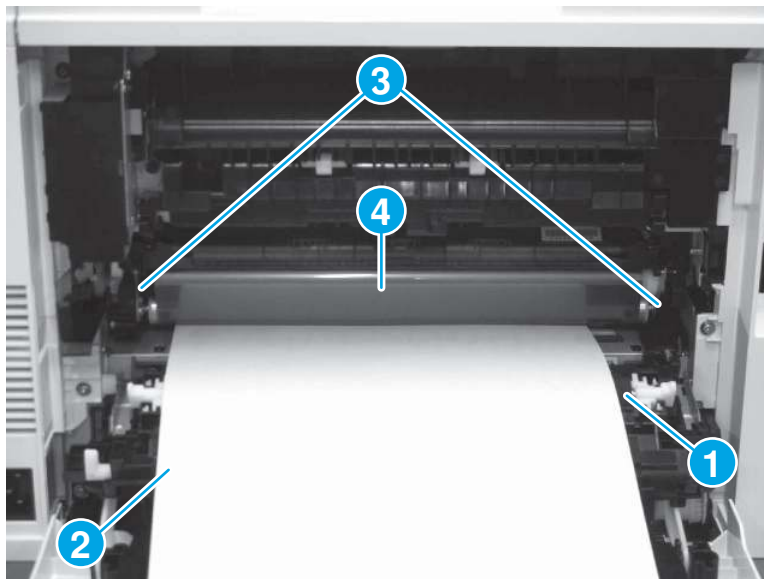
1. Press the tab (callout 1) while pulling out on the coupling release lever (callout 2).

Figure 4-159 Pull the coupling release lever out



2. Do the following:
 - a. Cover the secondary transfer (T2) roller (callout 1) with a sheet of clean paper (callout 2).
 - b. Grasp the left- and right-side ITB grips (callout 3), and then pull the ITB (callout 4) straight out of the printer to remove it.

Figure 4-160 Remove the ITB



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

3. Special installation instructions - ITB

Follow the special instructions below to install the ITB.

Before installing the ITB, use the steps below do the following:

- Make sure the drive gear on the ITB and the gear inside the printer are correctly aligned (in phase) with each other (see step 1).
- For a replacement ITB, use the control-panel menus to reset the firmware counter (see step 2).

1. Check the gear alignment.

- a. Make sure the gear (callout 1) inside the printer is positioned with the gear rib (callout 2) away from the rear door opening.



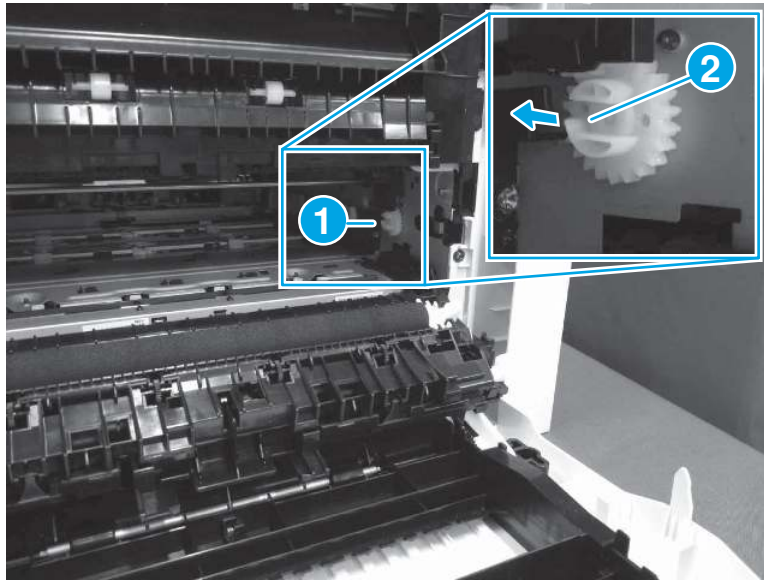
NOTE: If the gear is not positioned correctly, do the following:

1. Make sure the cartridge door and rear door are closed.
2. Use the power button to turn on the printer.
3. Wait until the printer completes the initial rotation.

4. Use the power button to turn off the printer.

Use the image below to check the ITB printer gear alignment.

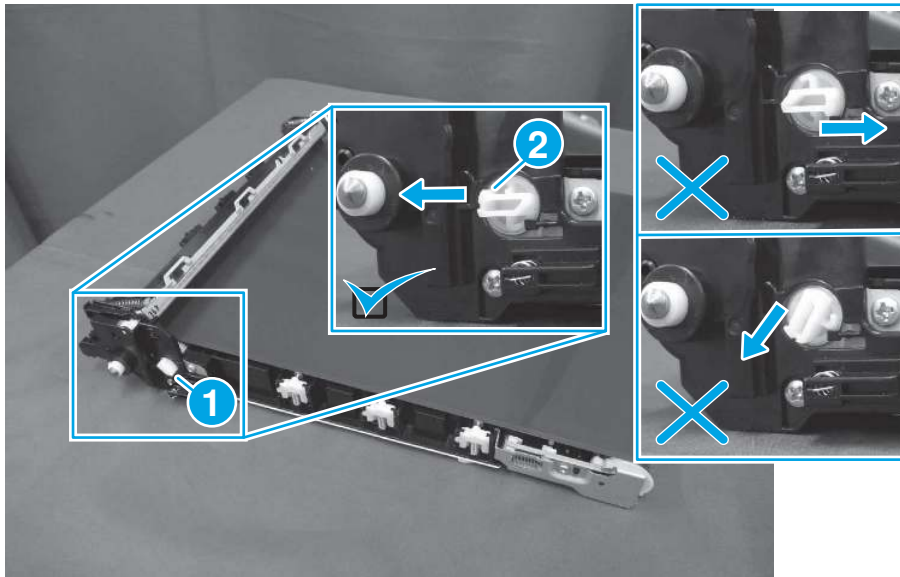
Figure 4-161 ITB printer gear alignment



- b. Make sure the gear (callout 1) on the ITB is positioned with the gear rib (callout 2) toward the handle grip end of the ITB.



NOTE: If the gear is not positioned correctly, rotate the gear to the correct position.



2. Upgrade the printer firmware and reset the firmware counter (replacement ITB only).



NOTE: If the ITB was removed to gain access to other assemblies, skip this step.

If a **replacement** ITB was installed, perform the steps below to reset the firmware counter.

- a. Print a Configuration Page to check the printer firmware version.

- b. If the latest firmware version is not installed, install the latest printer firmware version.
For instructions, go to [Update the printer firmware](#).
- c. From the control panel Home screen, open the [Menu](#) item, and then navigate to and select the [Tools](#) menu.
- d. Navigate to and select the [Service](#) menu.
- e. Navigate to and select the [Service Resets](#) menu.
- f. Navigate to and select the [Transfer Kit Resets](#) item, and then select [Resets](#) to initiate the process.

Removal and replacement: USB front assembly

Learn how to remove and replace the front USB assembly.

Mean time to repair: 33 minutes (MFP)

Service level: Medium (MFP)

Before performing service

Turn the printer power off

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-16 Part information

Part number	Part description
5851-7008	USB front assembly

Required tools

Small flat-blade screwdriver

After performing service

Turn the printer power on

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (MFP)

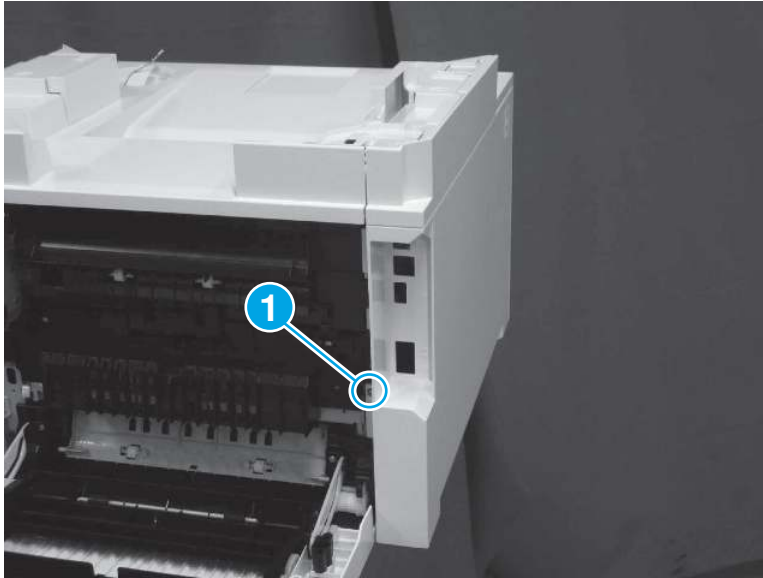
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

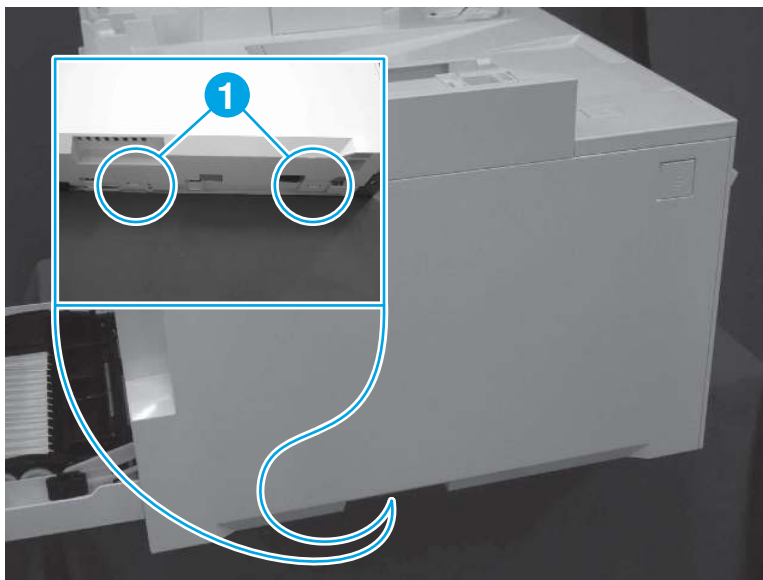
1. Remove one screw (callout 1).

Figure 4-162 Remove one screw



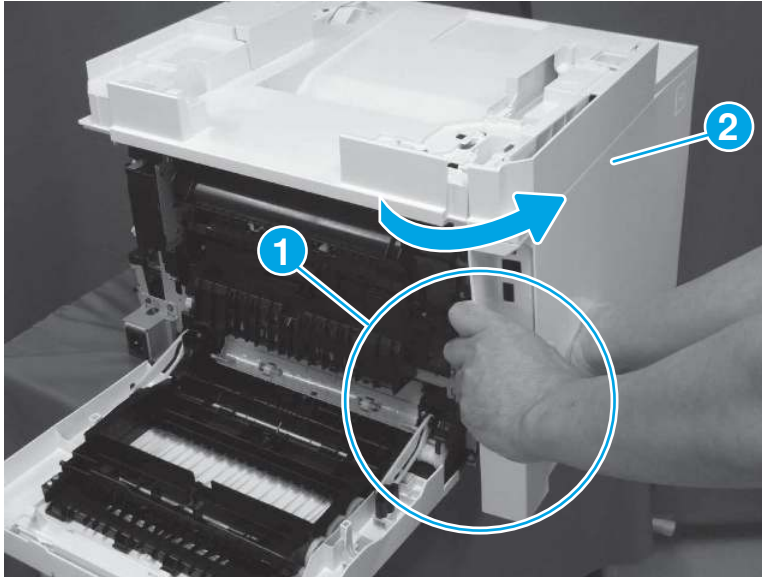
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-163 Release two tabs



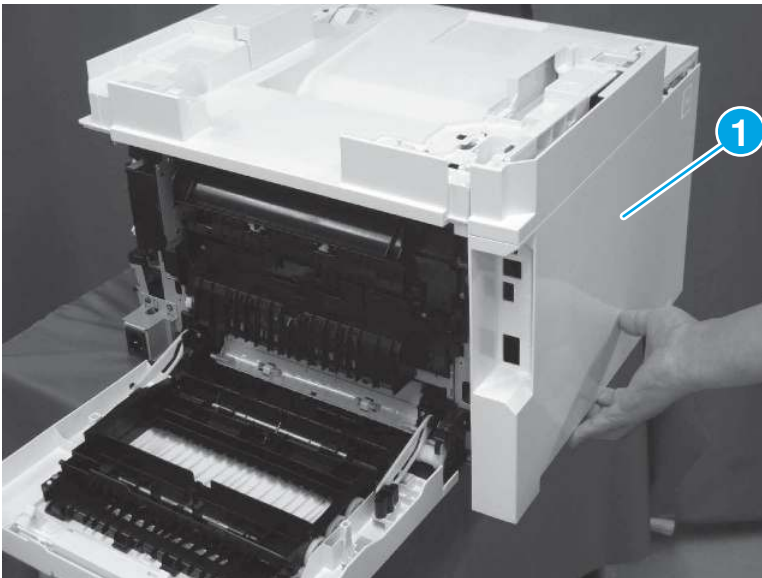
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-164 Disengage the cover corner



4. Remove the left cover (callout 1).

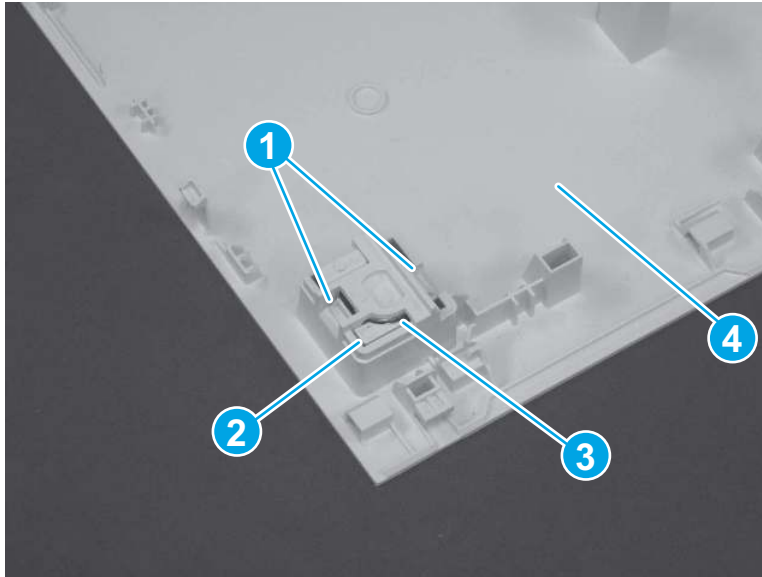
Figure 4-165 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-166 Remove the cartridge door button

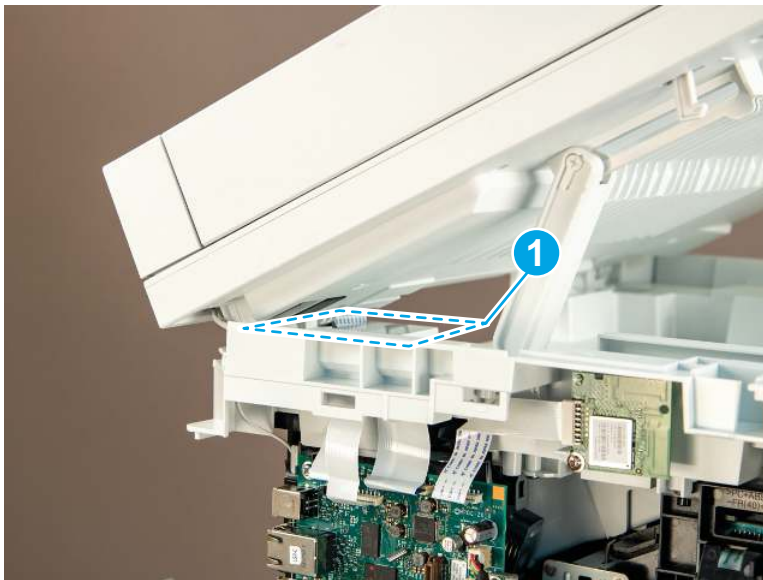


2. Remove the ISA (MFP)

Follow the procedure below to remove and replace the ISA.

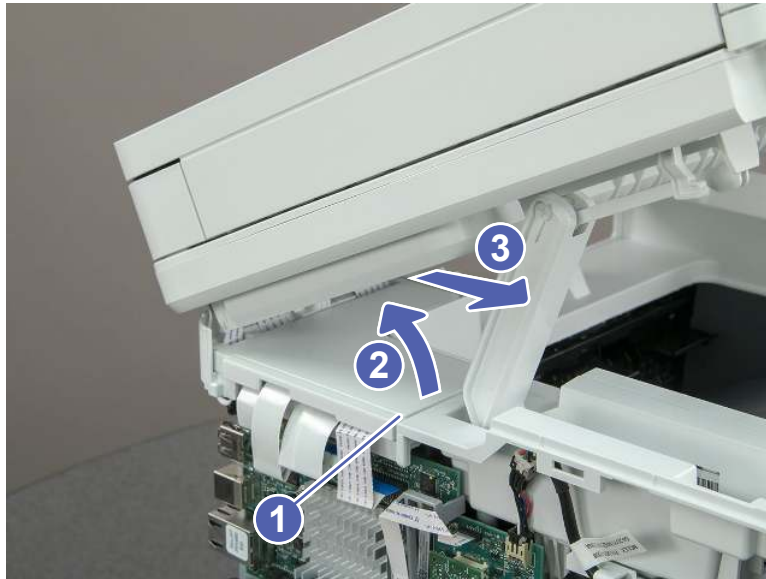
1. Open the ISA, and then remove the ISA FFC cover (callout 1).

Figure 4-167 Remove the FFC cover



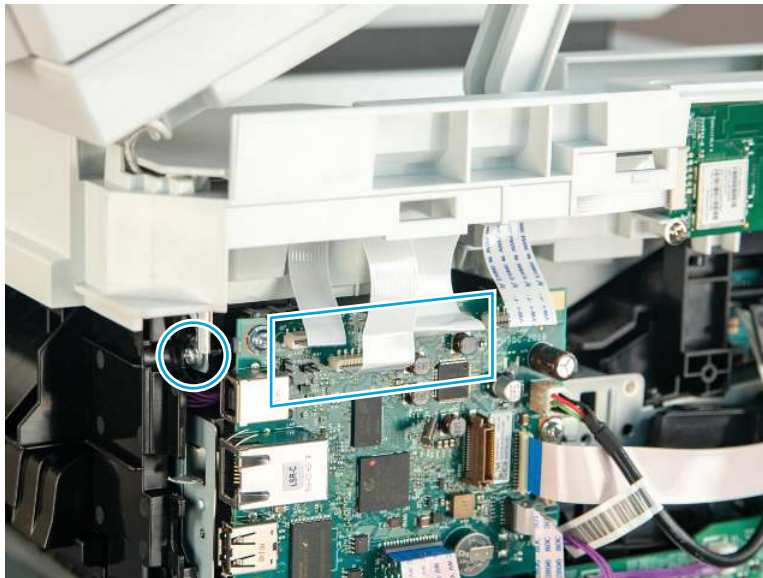
- Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-168 Remove the ISA FFC cover



2. Disconnect three FFCs, and then remove one screw to release the ground cable.

Figure 4-169 Disconnect FFCs and remove screw



3. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) toward the front of the printer to release it. Remove the slider pin.

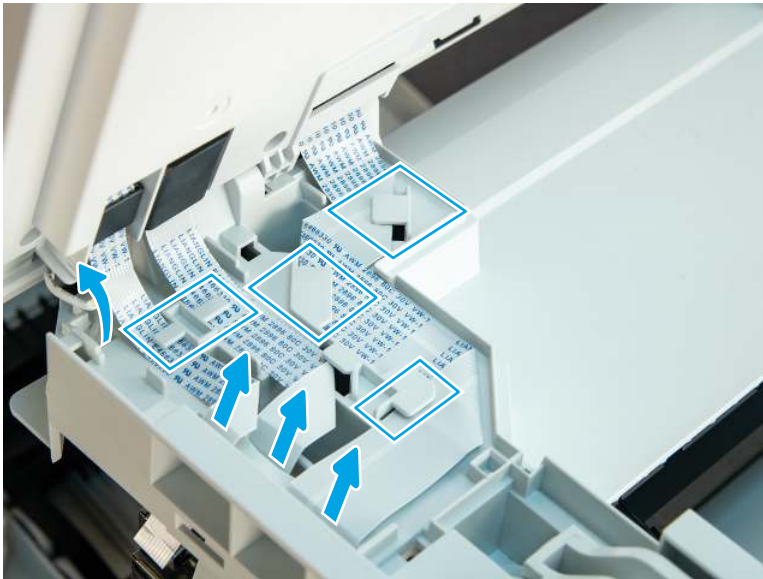
CAUTION: When the slider pin is removed, the ISA is not captive and can suddenly detach from the printer.

Figure 4-170 Remove the slider pin



4. Support the ISA, release the FFCs from the retainers, and then carefully pass the FFCs and the ground wire up through the slots in the top cover.

Figure 4-171 Release the FFCs and ground wire



5. Slide the ISA as shown in the image below to release it.

Figure 4-172 Release the ISA



6. Remove the ISA.

Figure 4-173 Remove the ISA



3. Remove the right cover (MFP)

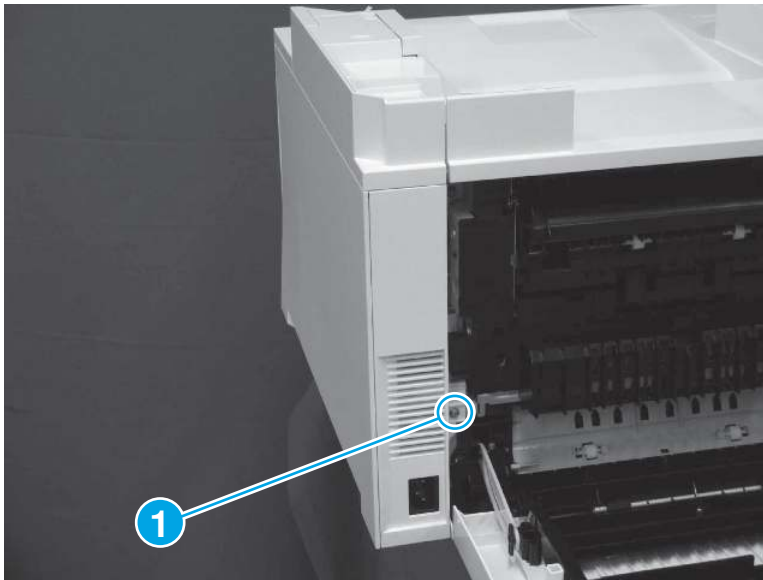
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

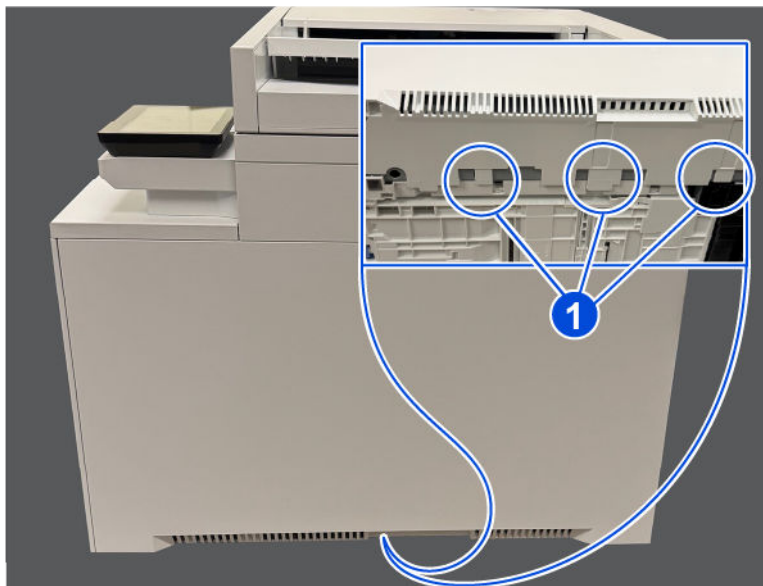
1. Remove one screw (callout 1).

Figure 4-174 Remove one screw



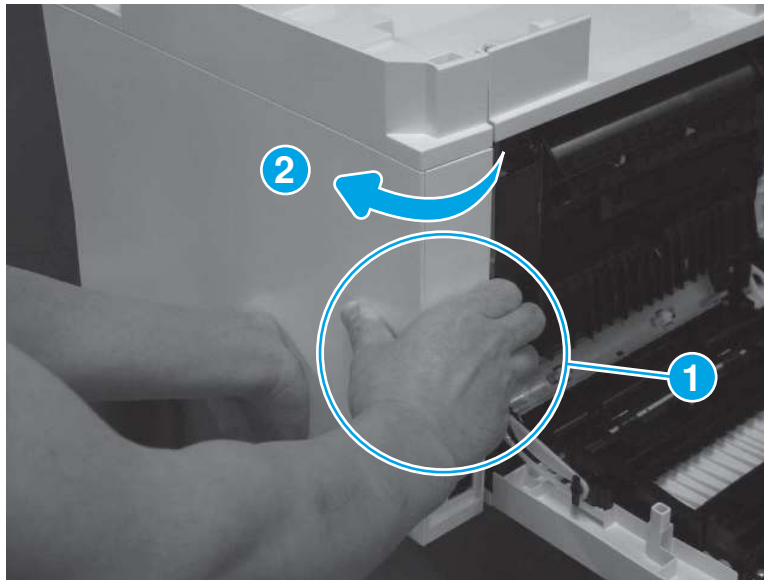
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-175 Release three tabs



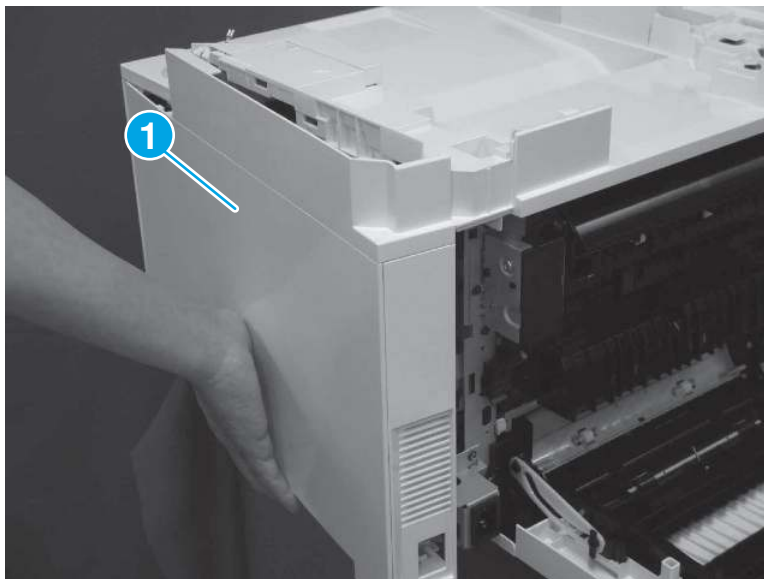
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-176 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-177 Remove the cover



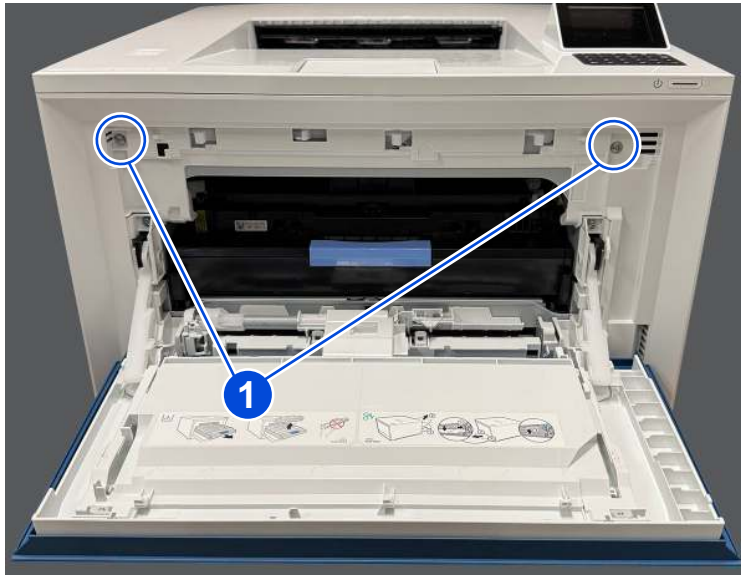
4. Remove the front cover

Follow the procedure below to remove and replace the front cover.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

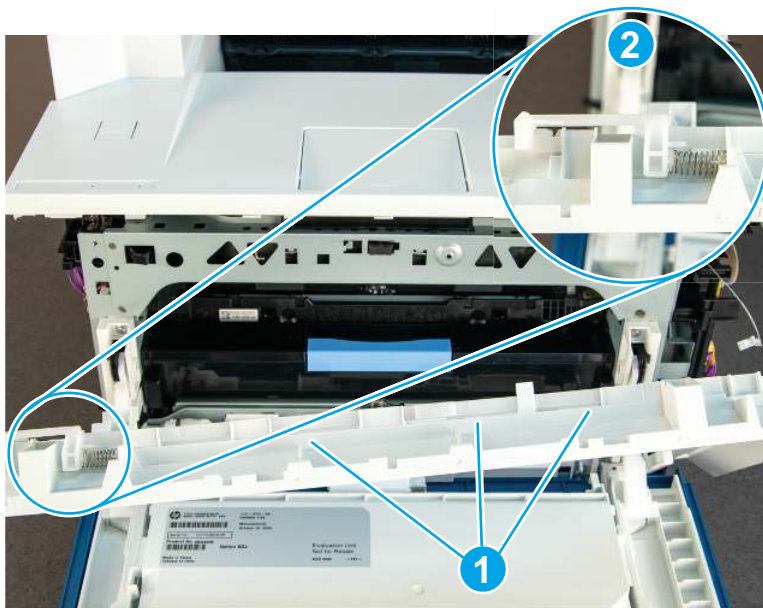
1. Remove two screws (callout 1).



2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.

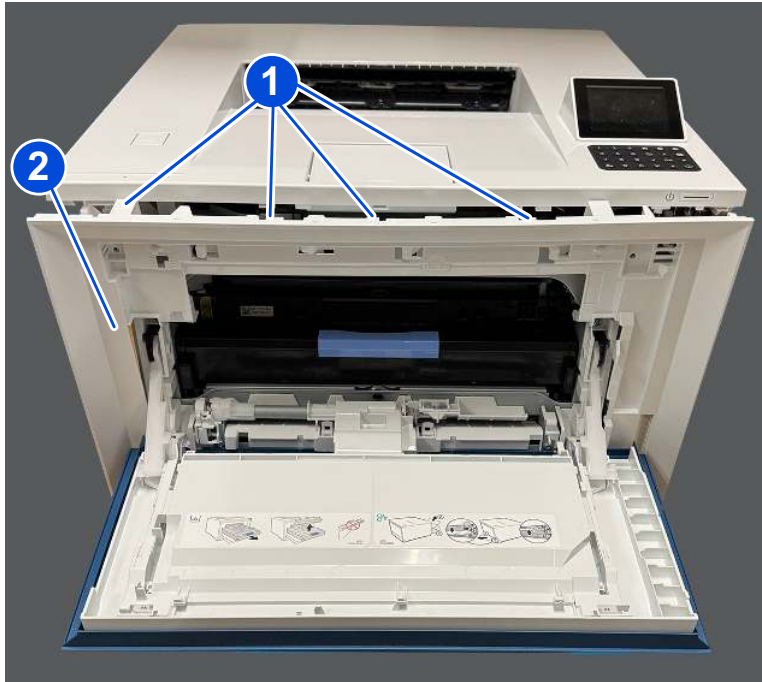
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-178 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-179 Remove the cover



5. Remove the top cover (MFP)

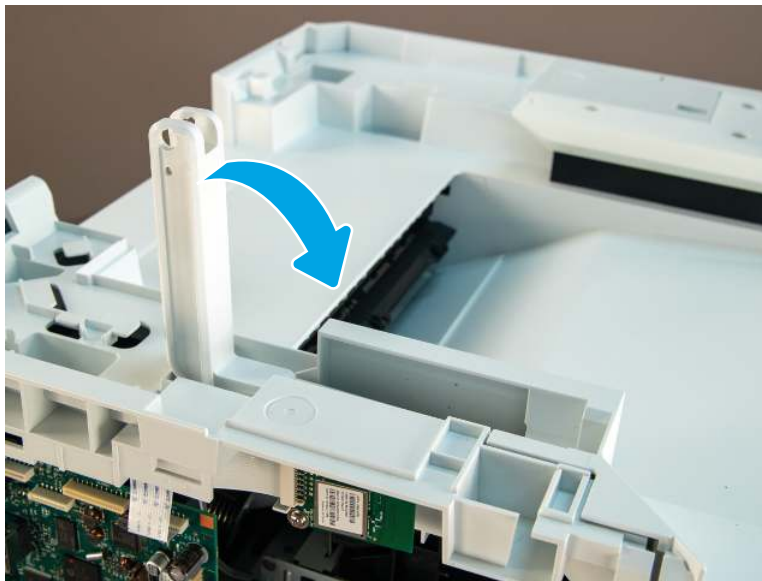
Follow the procedure below to remove and replace the top cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for an SFP printer, skip this step.

1. Close the ISA lift arm.

Figure 4-180 Close the ISA lift arm



2. Remove one screw.

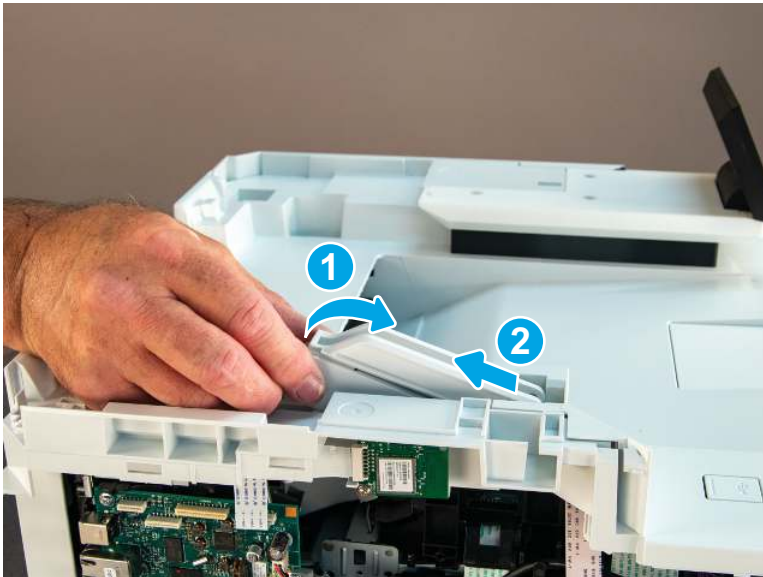
⚠ CAUTION: The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw recess when the support arm is in the closed position.

Figure 4-181 Remove one screw



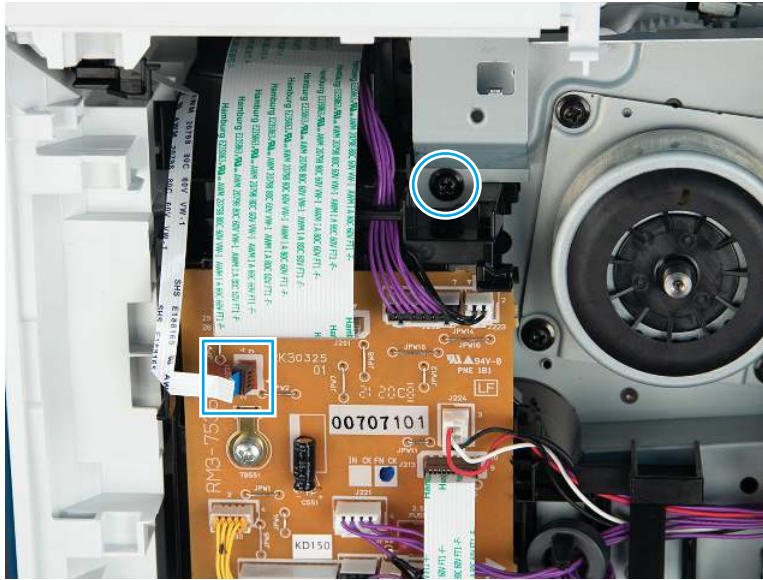
3. Rotate one end of the lift arm up (callout 1), and then slide the lift arm as shown below (callout 2) to release it. Remove the lift arm.

Figure 4-182 Remove the lift arm



4. Disconnect one FFC (power button), and then remove one screw (grounding sheet-metal plate).

Figure 4-183 Disconnect one FFC and remove one screw



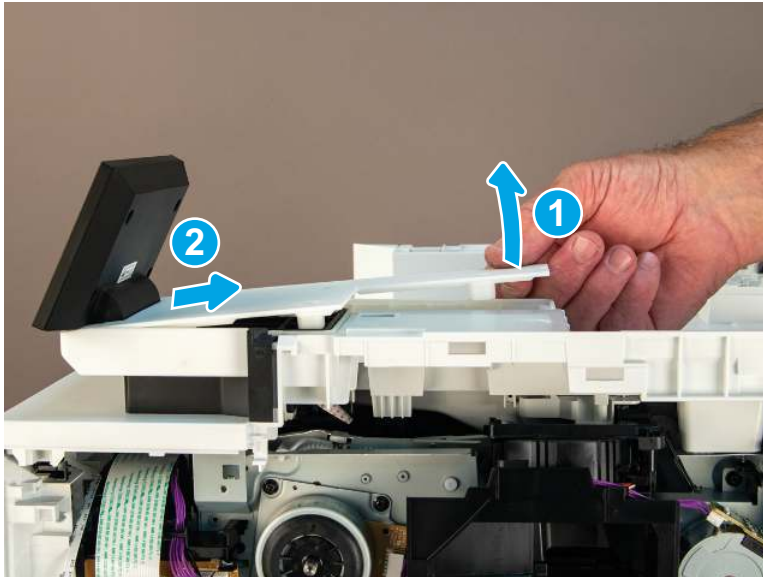
5. Remove three screws.

Figure 4-184 Remove three screws



6. Release one tab and rotate one end of the base cover up (callout 1), and then slide the cover as shown (callout 2) to remove it.

Figure 4-185 Remove the cover



7. Disconnect two FFCs.



NOTE: These are zero-insertion force (ZIF) connectors. To remove the FFCs, first release the locking clip on the connector, and then pull the cable straight out of the connector.



TIP: For re-installation, make sure that the line of the FFC is parallel with the body.

Figure 4-186 Disconnect two FFCs



8. Remove four screws.



NOTE: Two of the screws are self-tapping threads (black), and two of the screws are machine thread (silver).

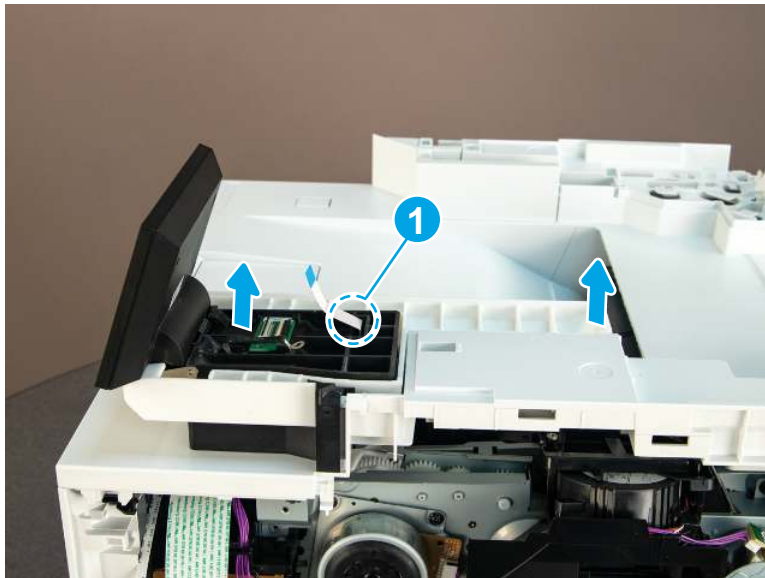
Figure 4-187 Remove four screws



9. Lift the control panel and base straight up and off of the printer to remove them together.

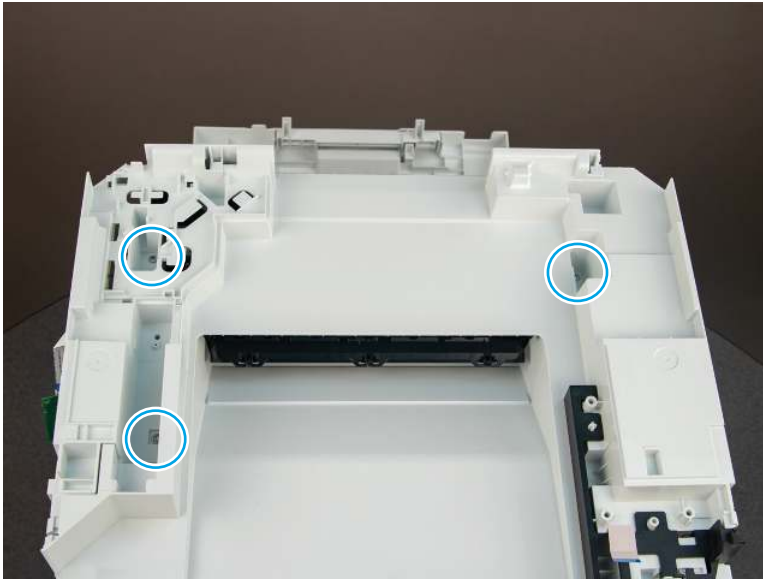
 **NOTE:** When handling the assembly, do not lose the ferrite (callout 1).

Figure 4-188 Remove control panel and base



10. Remove three screws.

Figure 4-189 Remove three screws

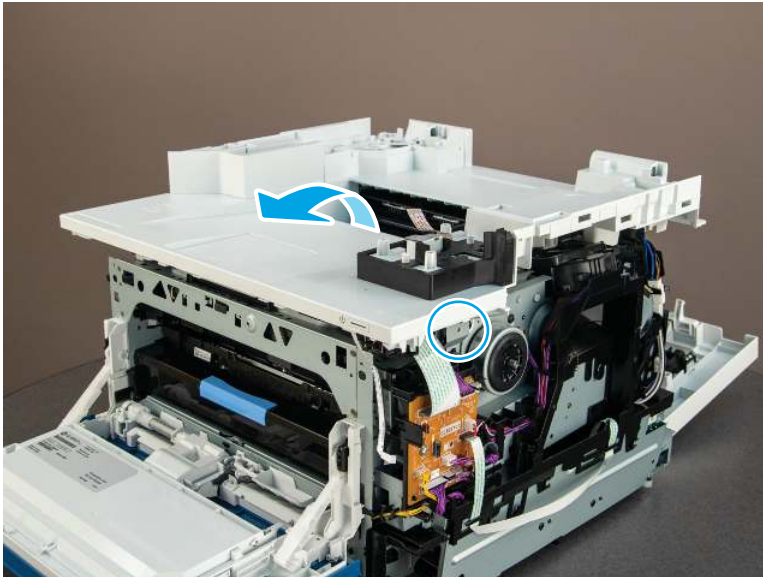


11. Slide the cover from the back of the printer to the front to remove it.



TIP: Slightly move the control-panel ground bracket (circled) back and forth to help release the top cover.

Figure 4-190 Remove the cover



12. **When the cover is reinstalled:** Make sure the front USB assembly is correctly positioned under the cover.

Figure 4-191 Front USB assembly



6. Remove the front USB

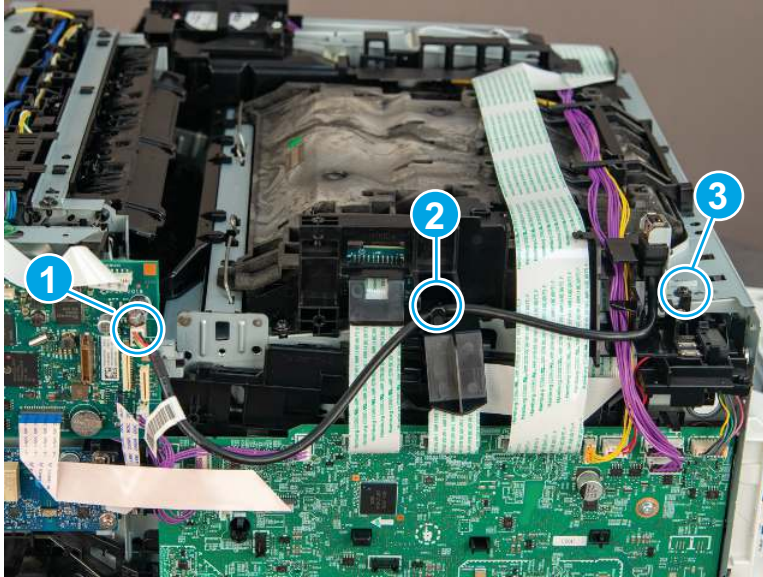
Follow the procedure below to remove the front USB.



NOTE: An MFP printer is shown in this section. However, the procedure is correct for all printer models.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the wire harness from the retainer (callout 2).
 - c. Remove one screw (callout 3), and then remove the front USB and bracket together.

Figure 4-192 Remove the assembly



2. Remove one screw, and then separate the front USB and cable from the bracket.

Figure 4-193 Separate the assembly from the bracket



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

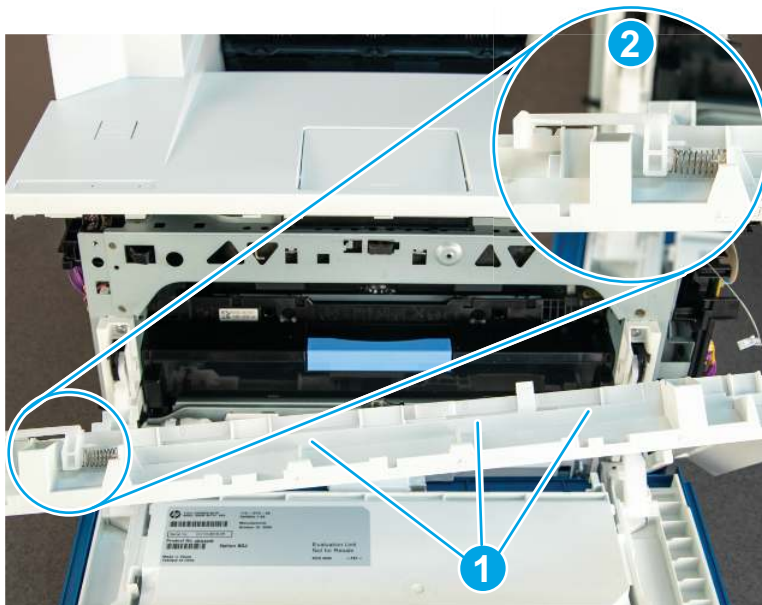
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

8. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

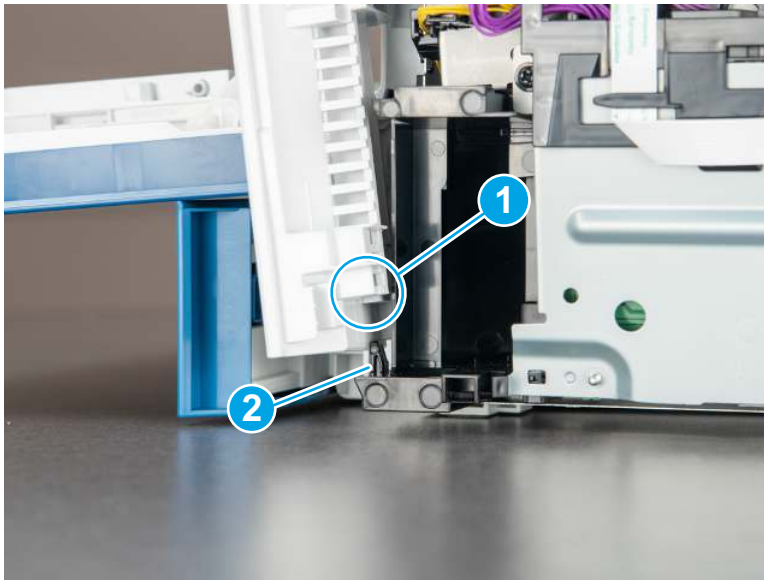
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-194 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

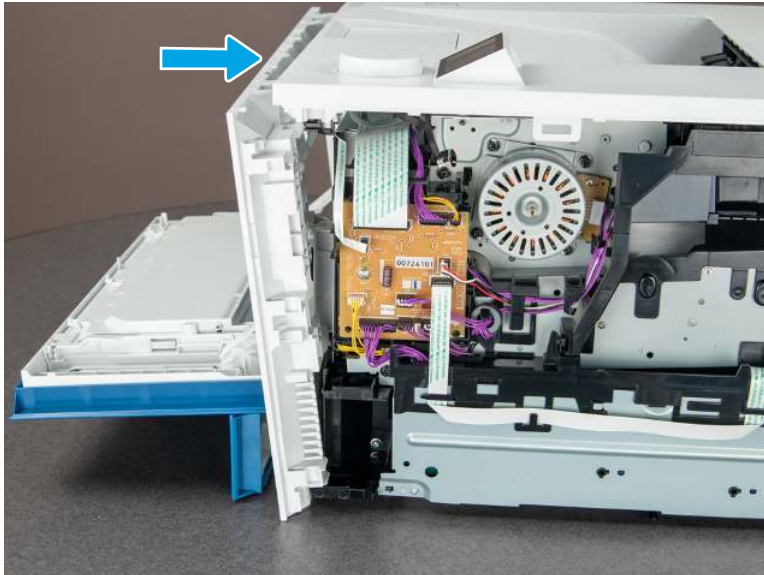
Figure 4-195 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-196 Install the cover



Removal and replacement: Wireless PCB

Learn how to remove and replace the Wi-Fi PCB on wireless models.

Mean time to repair: 6 minutes

Service level: Easy

Before performing service

Turn the printer power off

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-17 Part information

Part number	Part description
0960-5937	Stellar Wifi6 2.4 5GHZ SDIO PCB ANT FFC

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

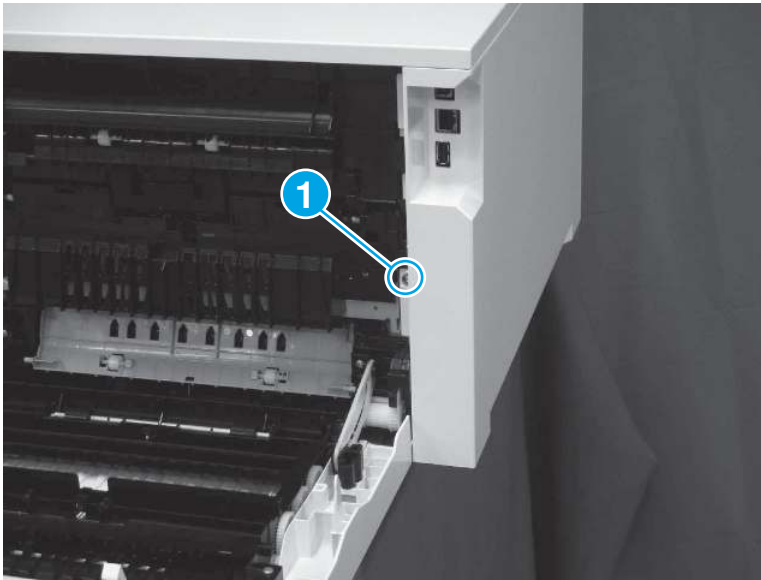
1. Remove the left cover and cartridge door button (SFP)

Follow the procedure below to remove and replace the left cover and cartridge door button (SFP).

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

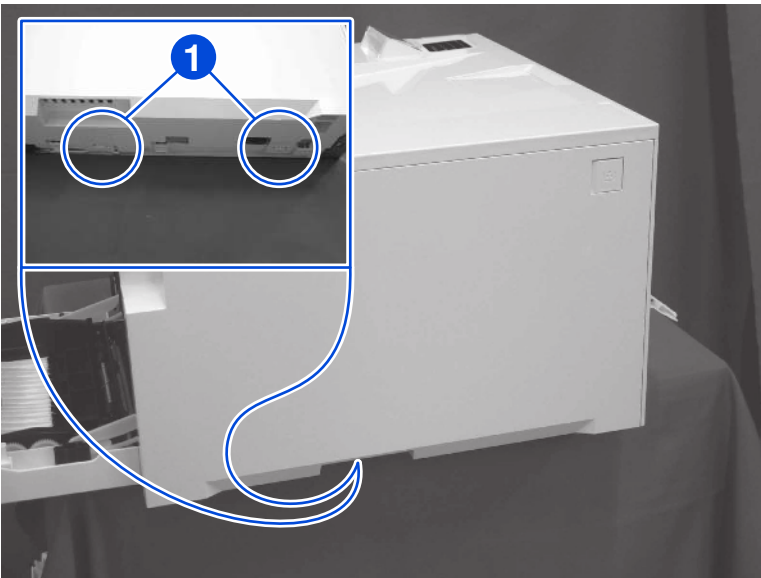
1. Remove one screw (callout 1).

Figure 4-197 Remove one screw



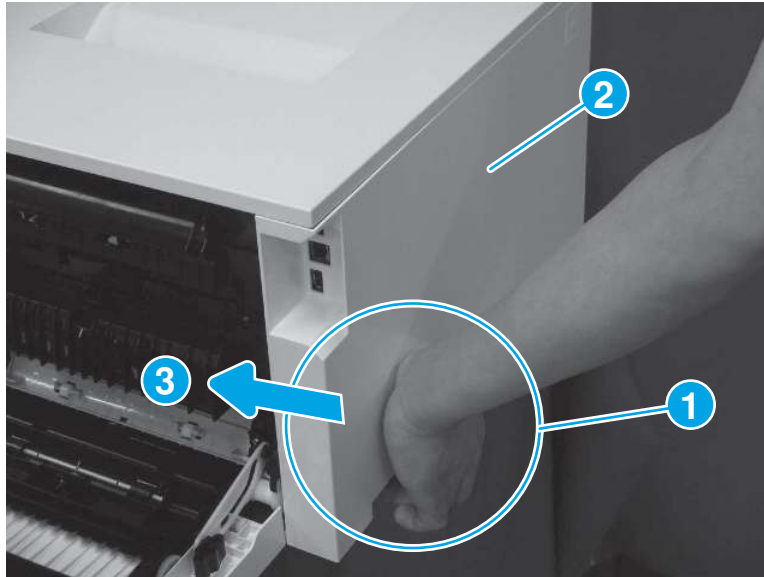
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-198 Release two tabs



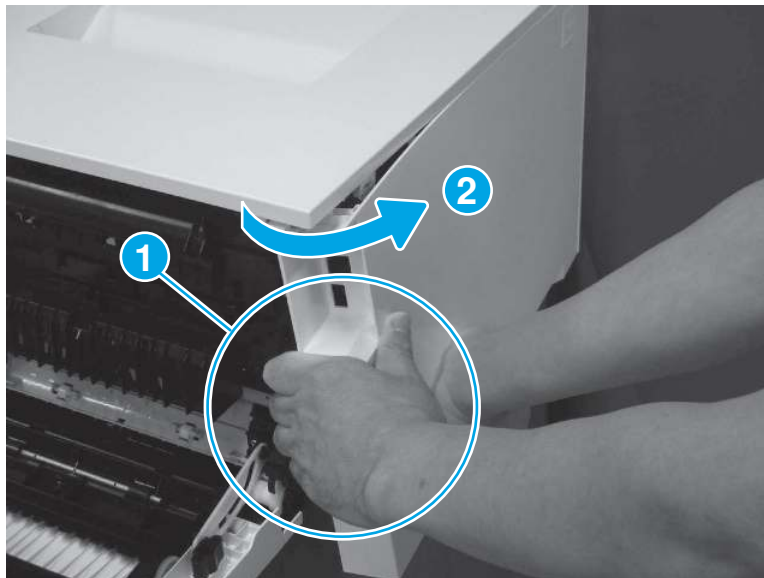
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-199 Release the rear cover corner



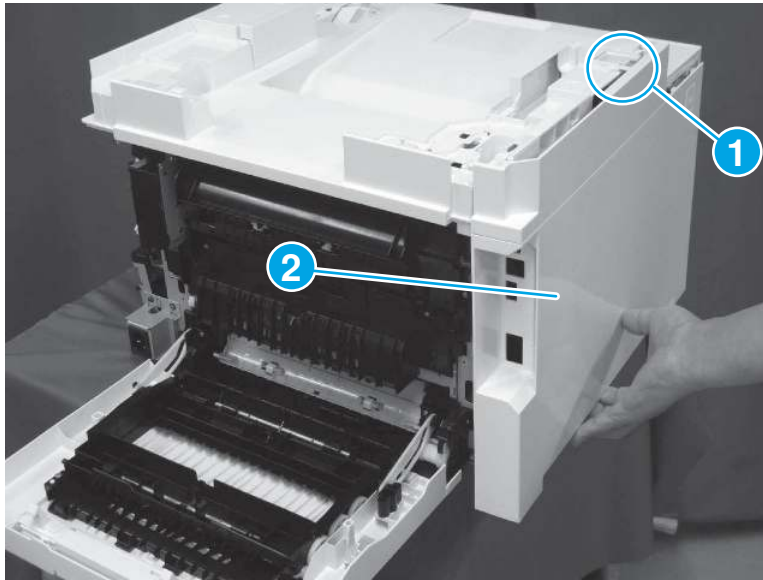
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-200 Disengage the cover corner



5. Remove the left cover (callout 1).

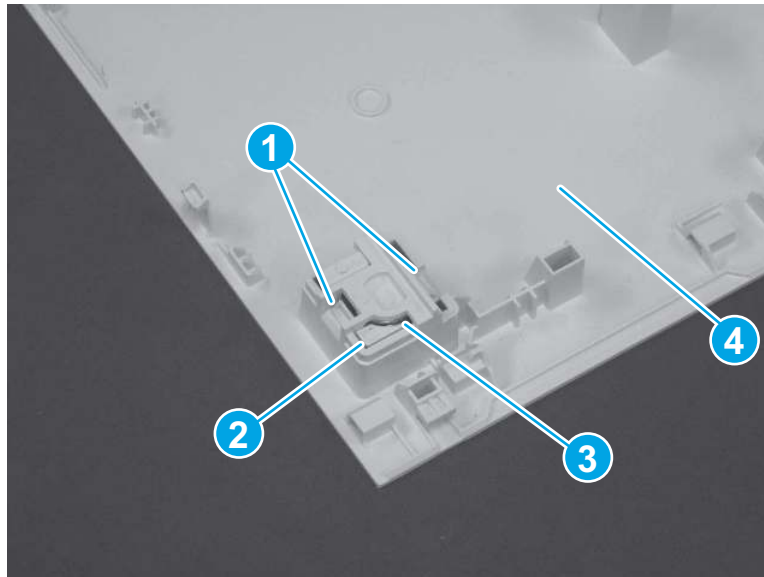
Figure 4-201 Remove the cover



6.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-202 Remove the cartridge door button



2. Remove the left cover (MFP)

Follow the procedure below to remove and replace the left cover (MFP).



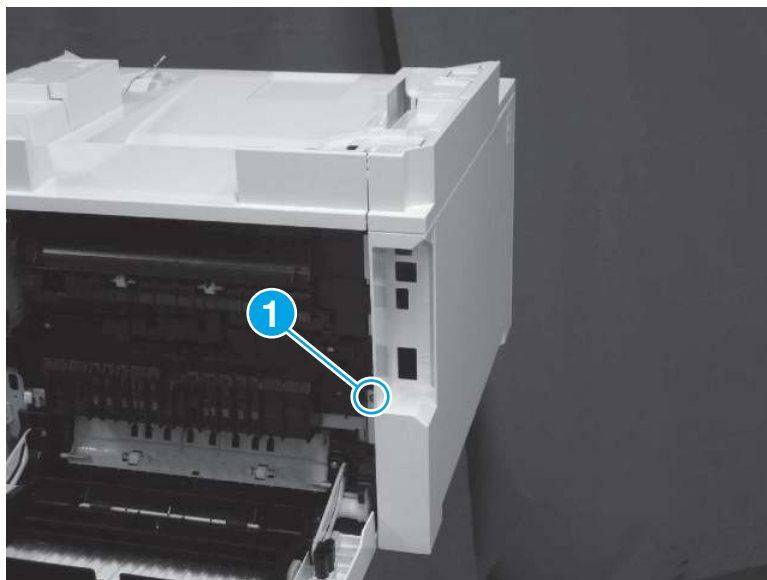
NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.



TIP: There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

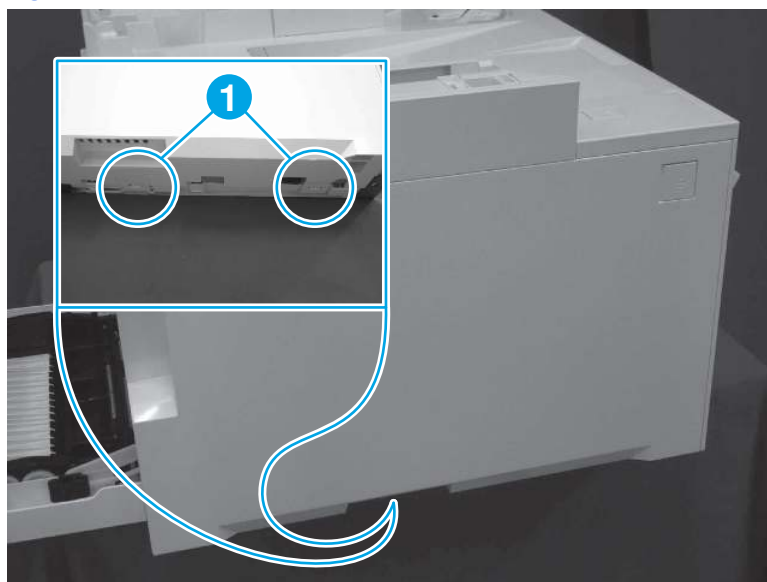
1. Remove one screw (callout 1).

Figure 4-203 Remove one screw



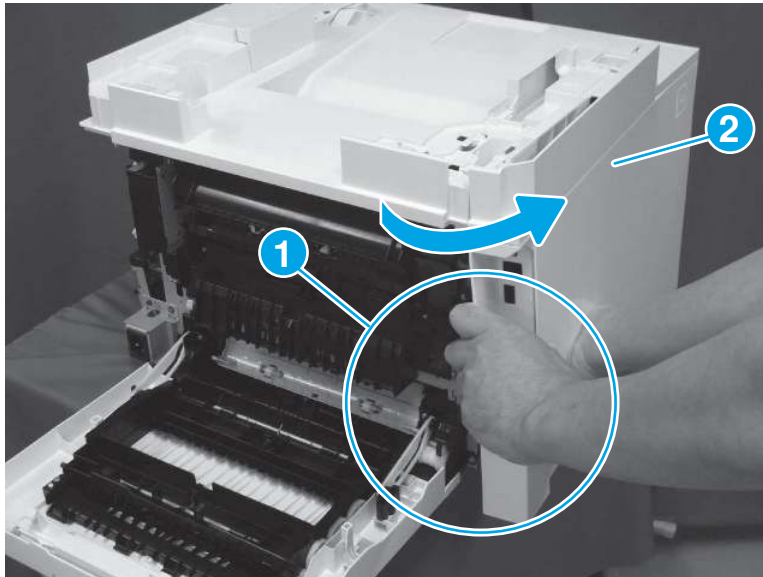
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-204 Release two tabs



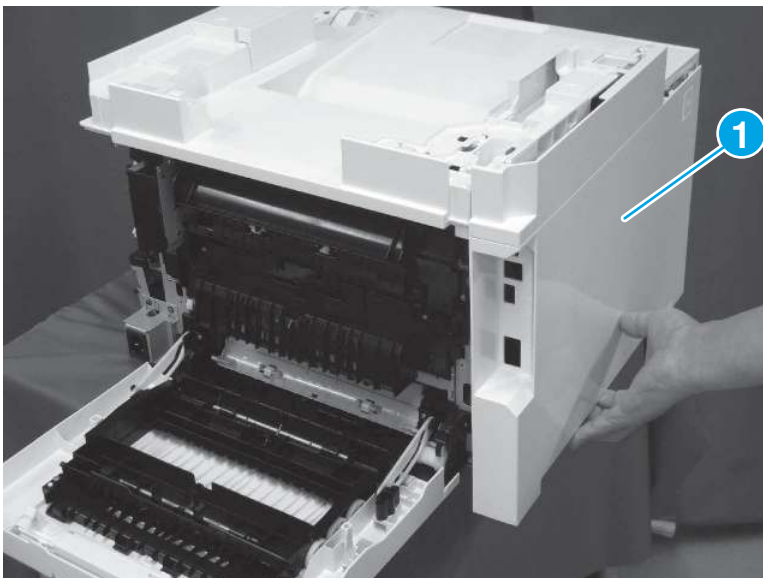
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-205 Disengage the cover corner



4. Remove the left cover (callout 1).

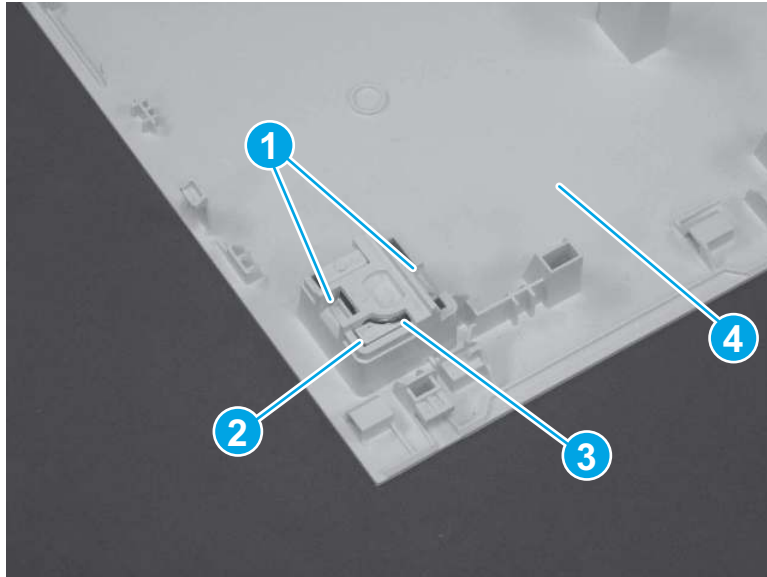
Figure 4-206 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-207 Remove the cartridge door button



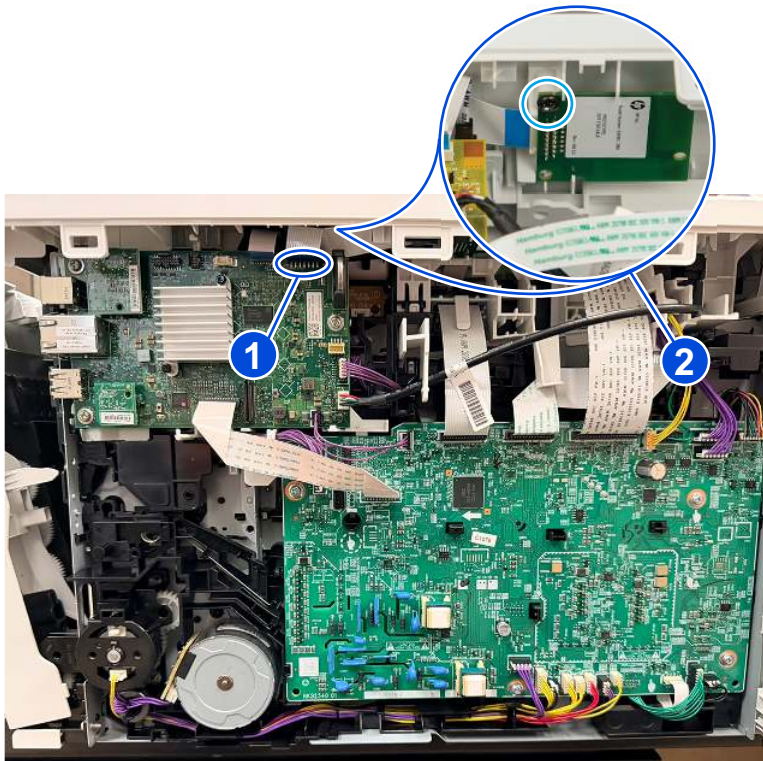
3. Remove the wireless PCB (SFP)

Follow these steps to remove the wireless PCB on a SFP.

1. Disconnect the flat-flex cable from the formatter PCB (callout 1).

2. Remove one screw from the Wi-Fi PCB (callout 2).

Figure 4-208 Disconnect the wireless PCB

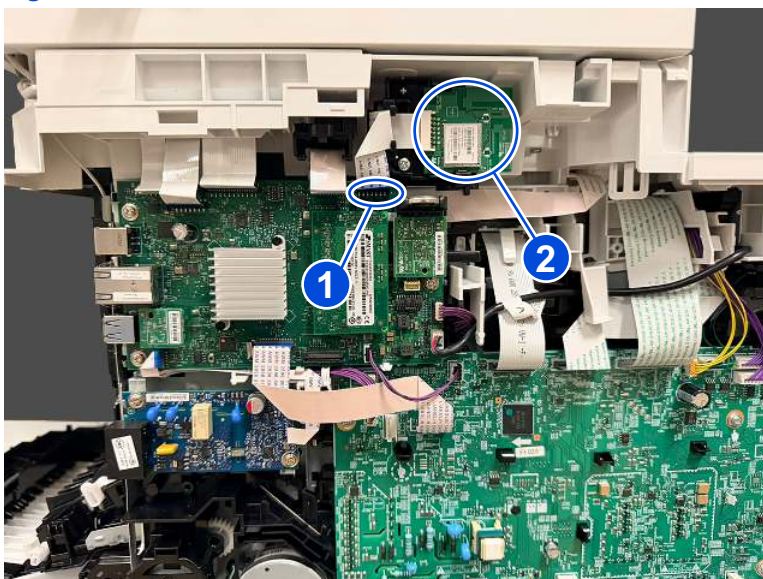


4. Remove the wireless PCB (MFP)

Follow these steps to remove the wireless PCB on a Multifunction printer (MFP).

1. Disconnect the flat-flex cable from the formatter PCB (callout 1).
2. Remove the PCB from the harness (callout 2).

Figure 4-209 Disconnect the wireless PCB



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fax PCB (MFP)

Learn how to remove and replace the fax PCB on an MFP.

Mean time to repair: 8 minutes

Service level: Easy

Before performing service

Turn the printer power off.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-18 Part information

Part number	Part description
67Q05-67003	Fax PCB

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (MFP)

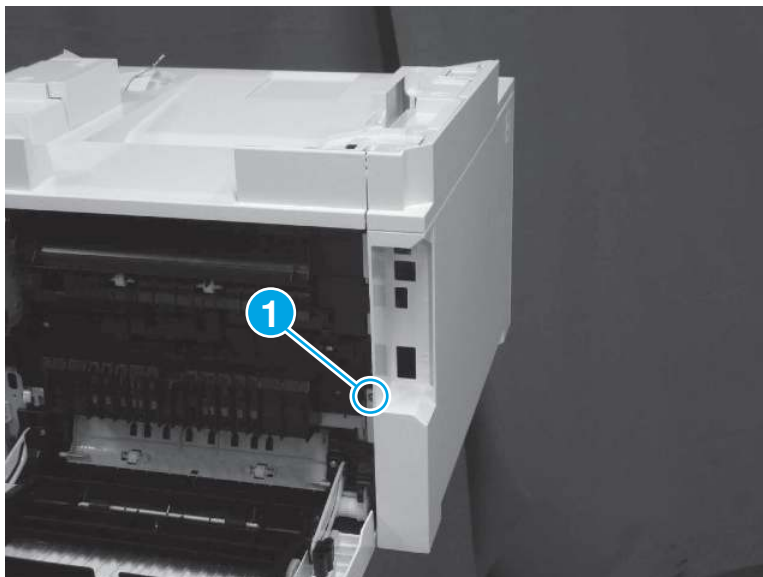
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

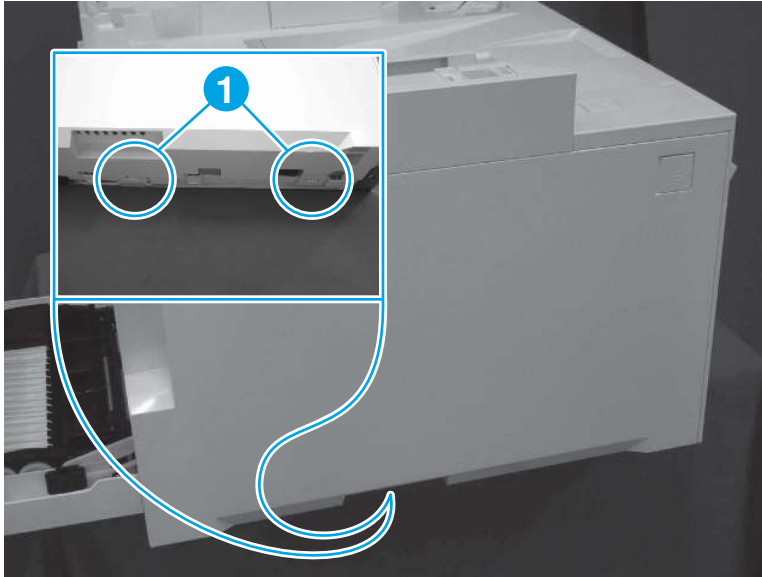
1. Remove one screw (callout 1).

Figure 4-210 Remove one screw



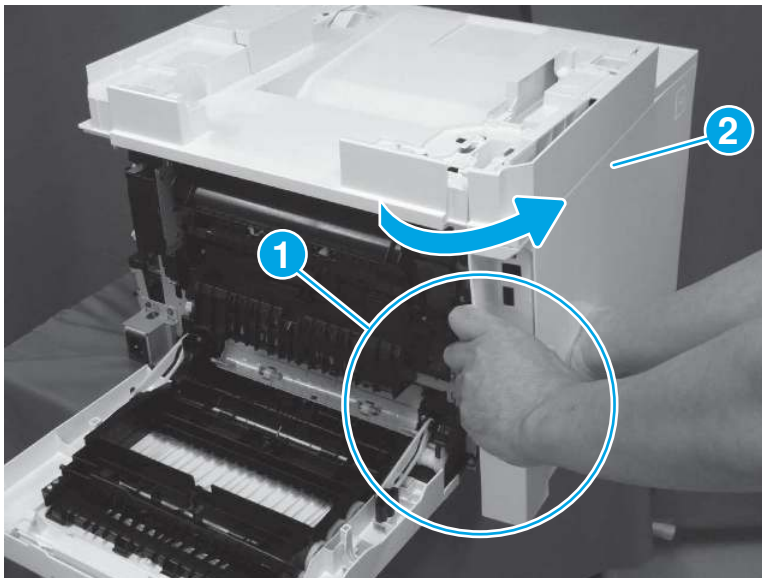
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-211 Release two tabs



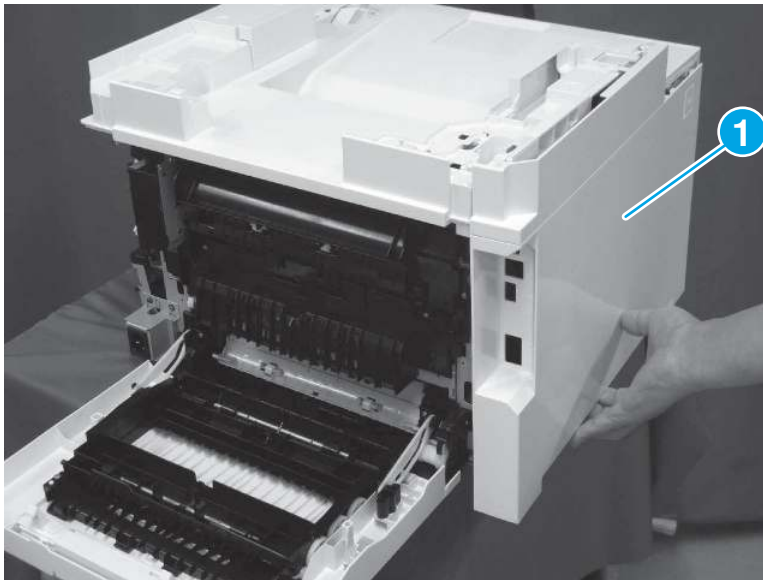
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-212 Disengage the cover corner



4. Remove the left cover (callout 1).

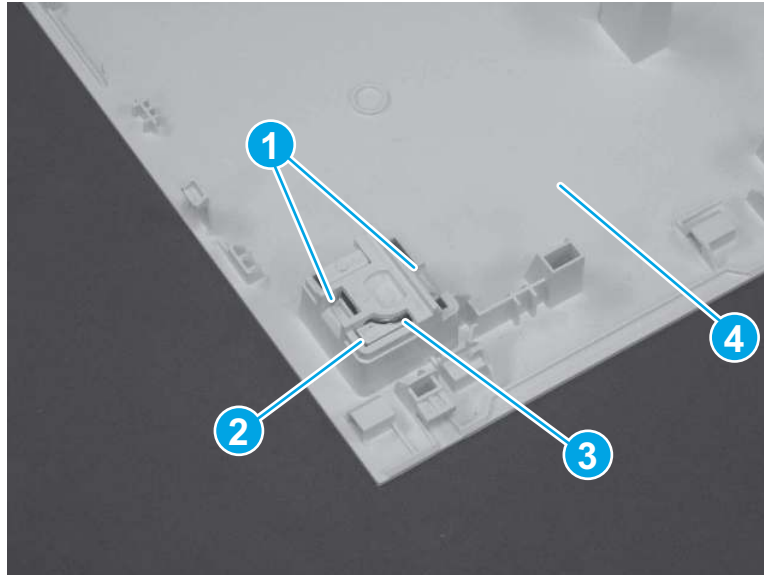
Figure 4-213 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-214 Remove the cartridge door button

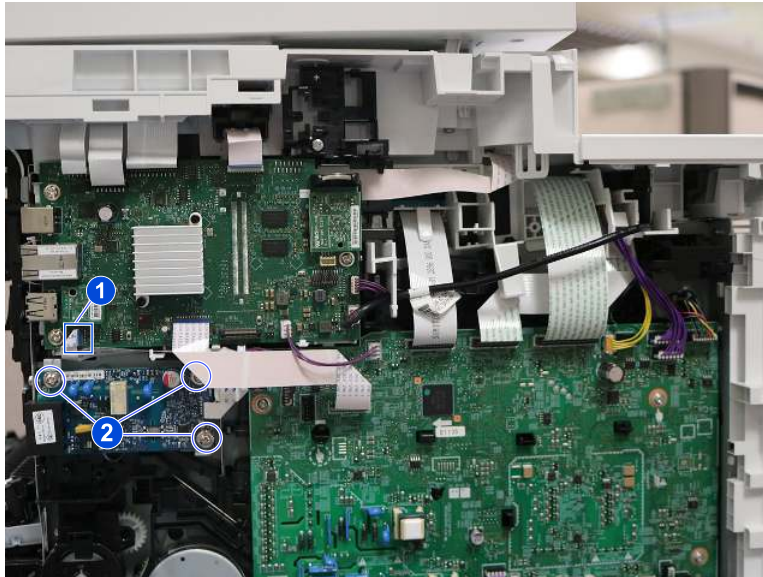


2. Remove the Fax PCB (MFP)

Follow the procedure below to remove the fax PCB.

1. Disconnect one flat-flex cable (callout 1) from the formatter PCB, and remove three screws (callout 2) from the fax PCB.

Figure 4-215 Remove the fax PCB



2. Remove the fax PCB.

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Multipurpose paper feed assembly

Learn about MP paper feed guide removal.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-19 Part information

Part number	Part description
RM2-2741-000CN	MP paper feed assembly

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover and cartridge door button (SFP)

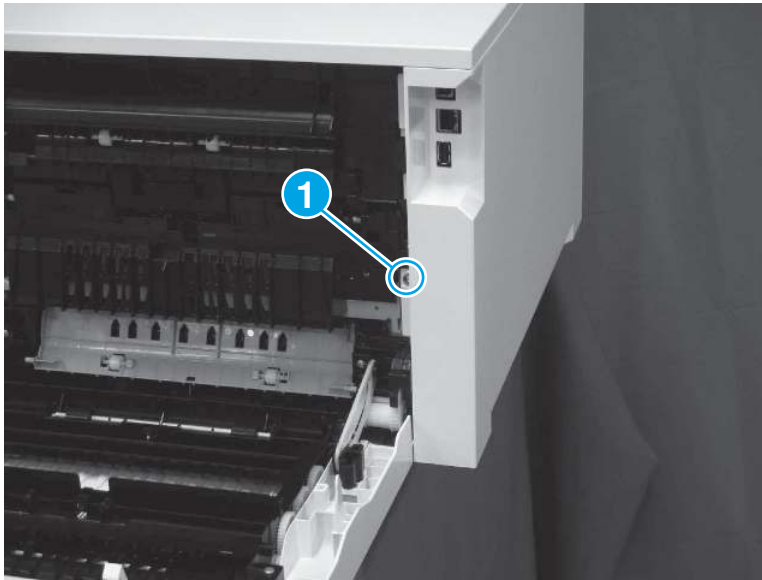
Follow the procedure below to remove and replace the left cover and cartridge door button (SFP).



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

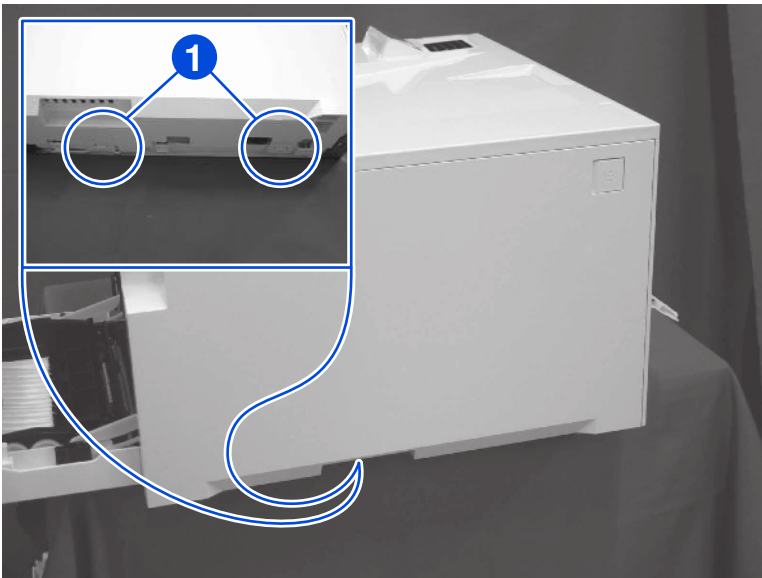
1. Remove one screw (callout 1).

Figure 4-216 Remove one screw



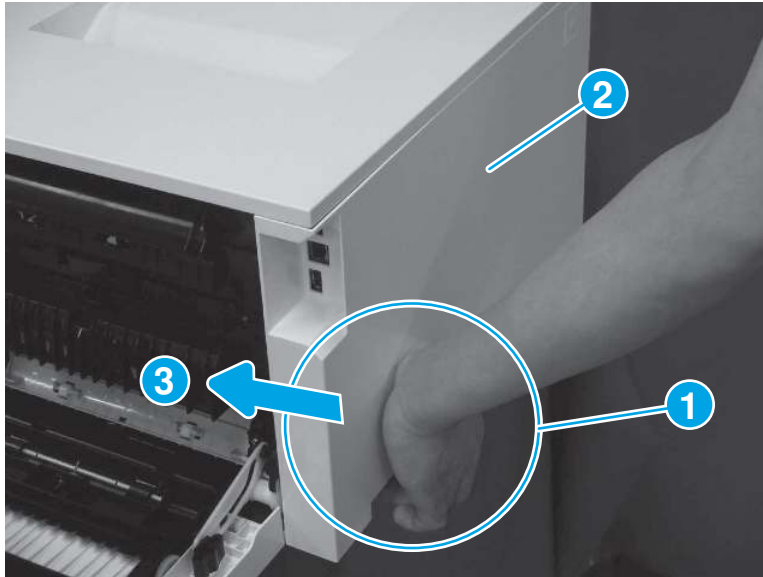
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-217 Release two tabs



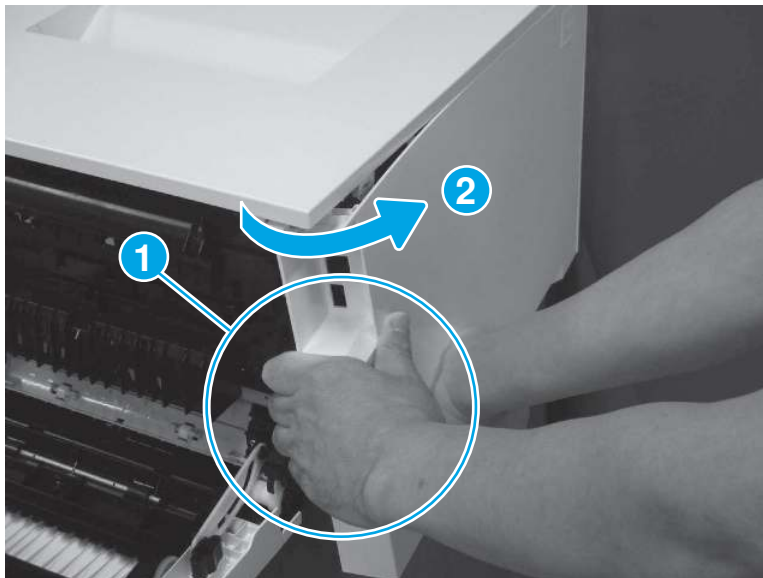
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-218 Release the rear cover corner



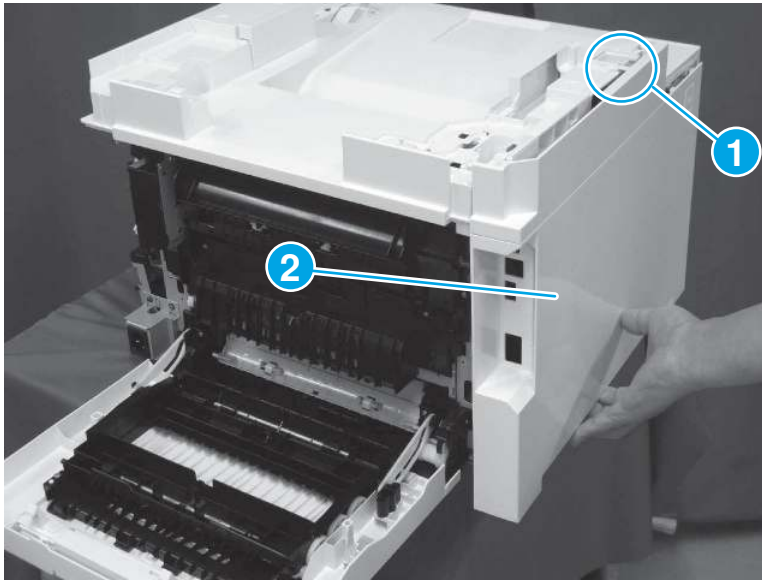
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-219 Disengage the cover corner



5. Remove the left cover (callout 1).

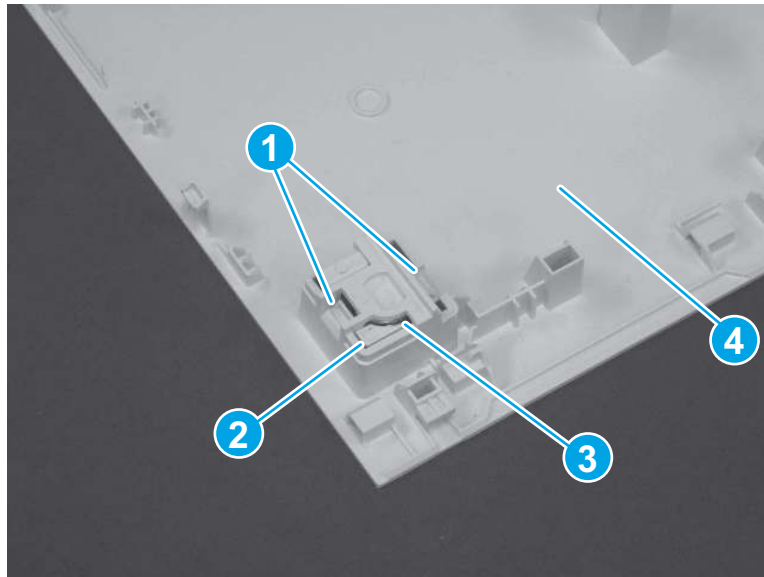
Figure 4-220 Remove the cover



6.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-221 Remove the cartridge door button



2. Remove the left cover (MFP)

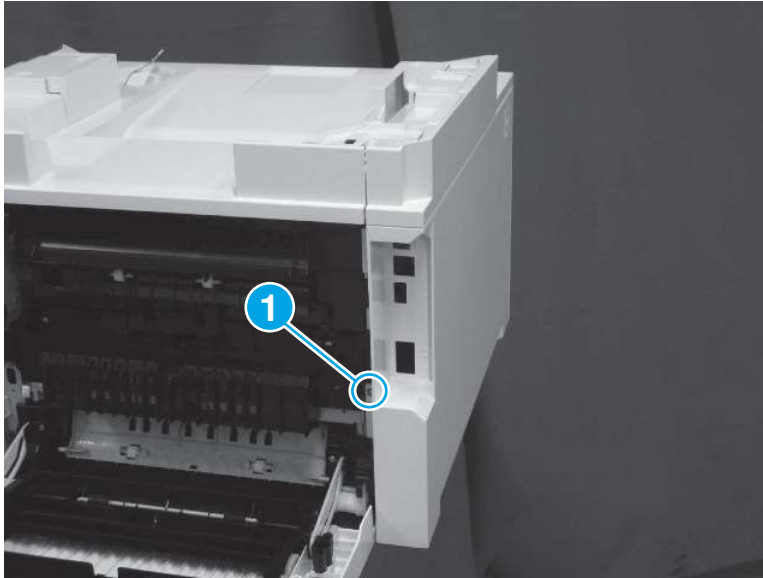
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

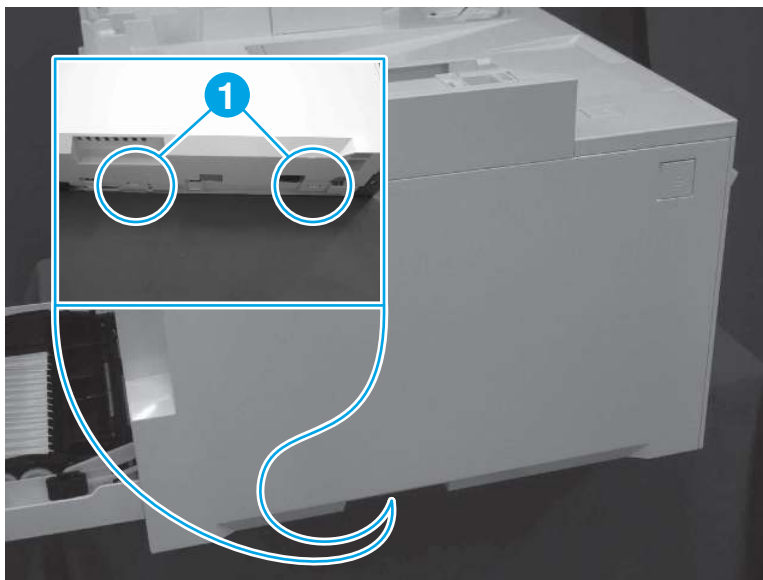
1. Remove one screw (callout 1).

Figure 4-222 Remove one screw



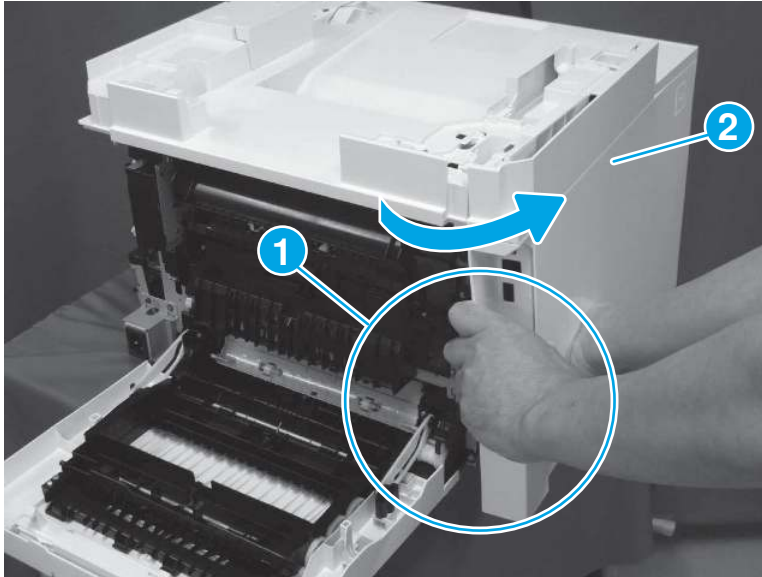
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-223 Release two tabs



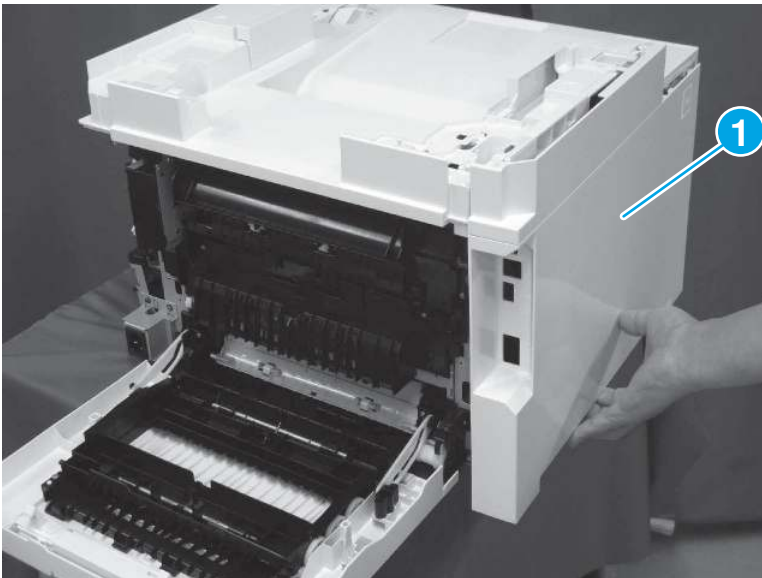
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-224 Disengage the cover corner



4. Remove the left cover (callout 1).

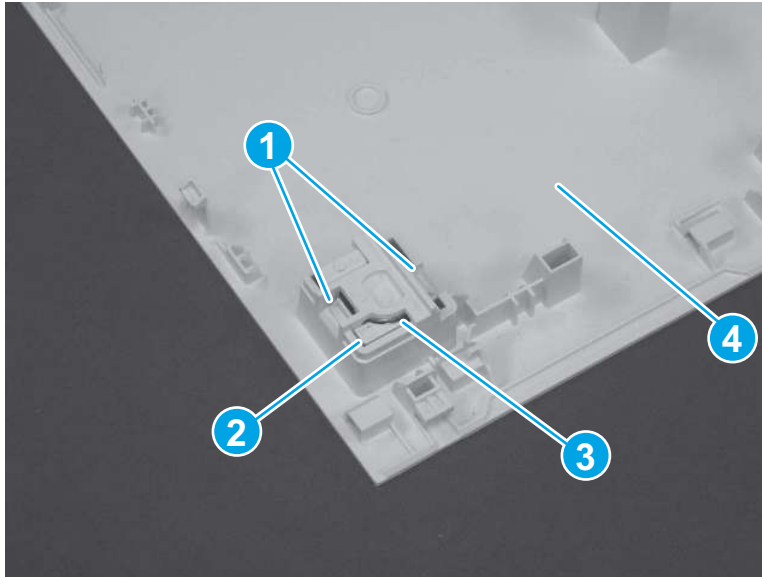
Figure 4-225 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-226 Remove the cartridge door button



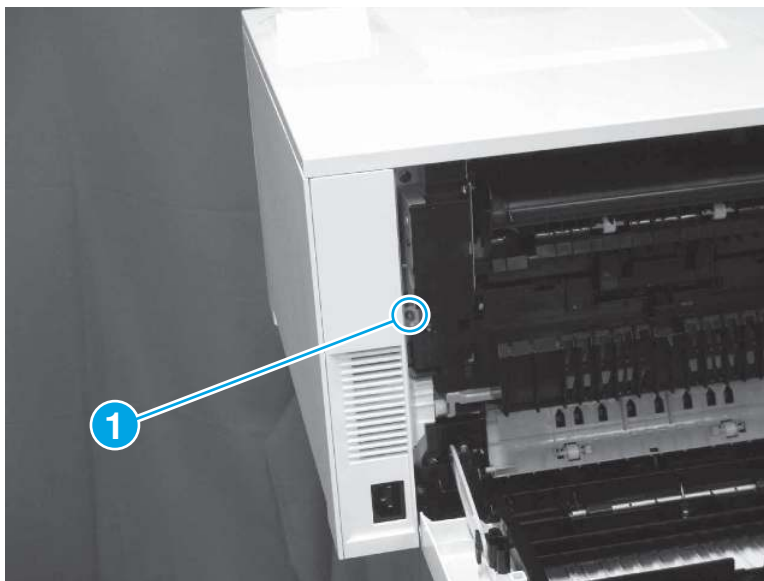
3. Remove the right cover (SFP)

Follow the procedure below to remove and replace the right cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

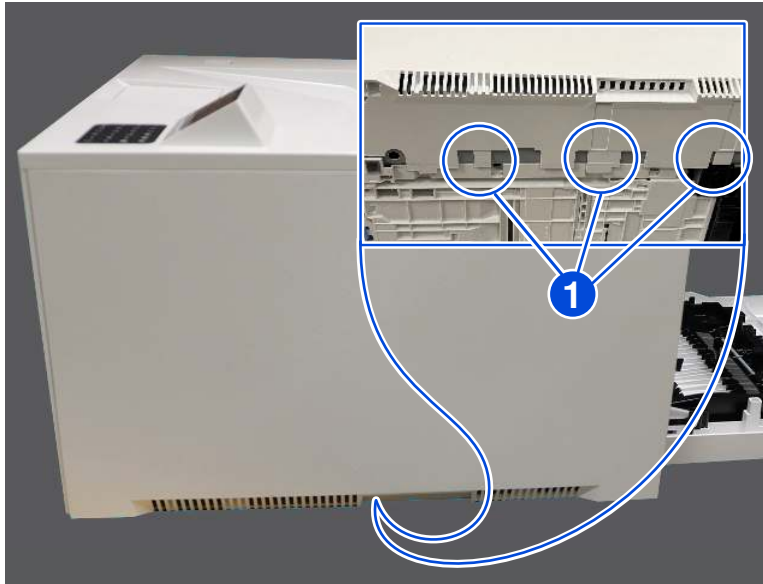
1. Remove one screw (callout 1).

Figure 4-227 Remove one screw



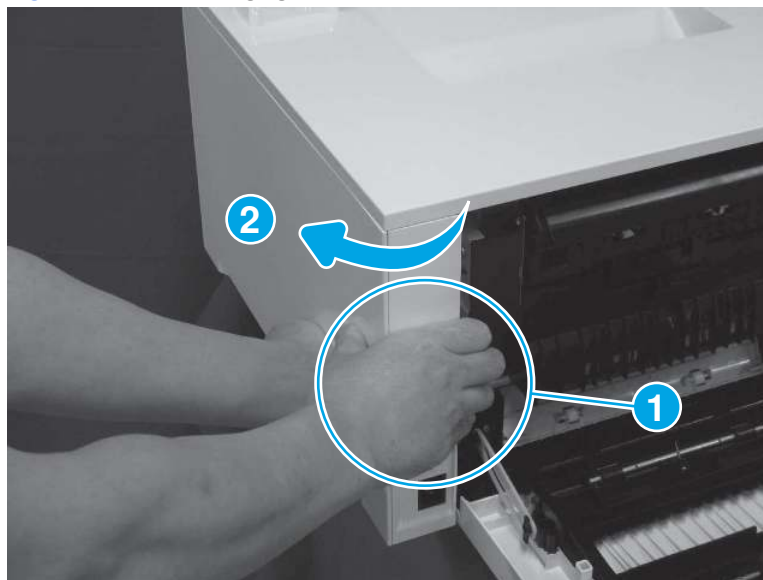
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-228 Release three tabs



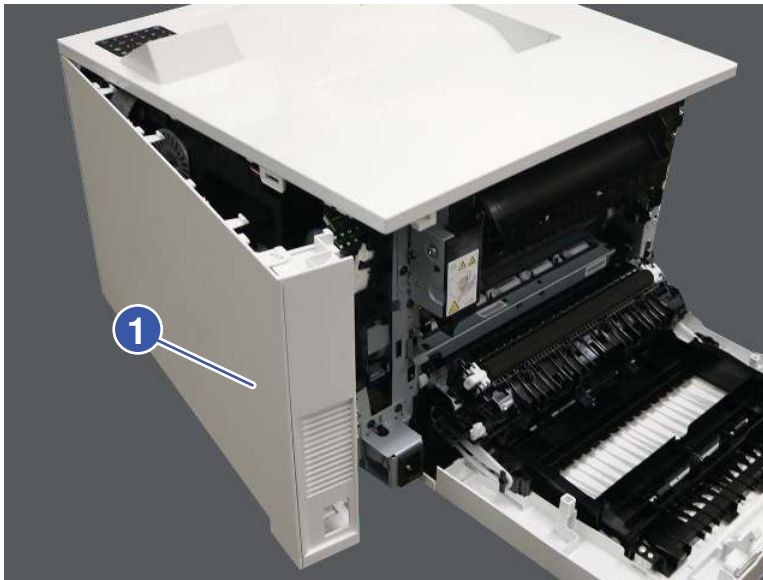
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-229 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-230 Remove the cover



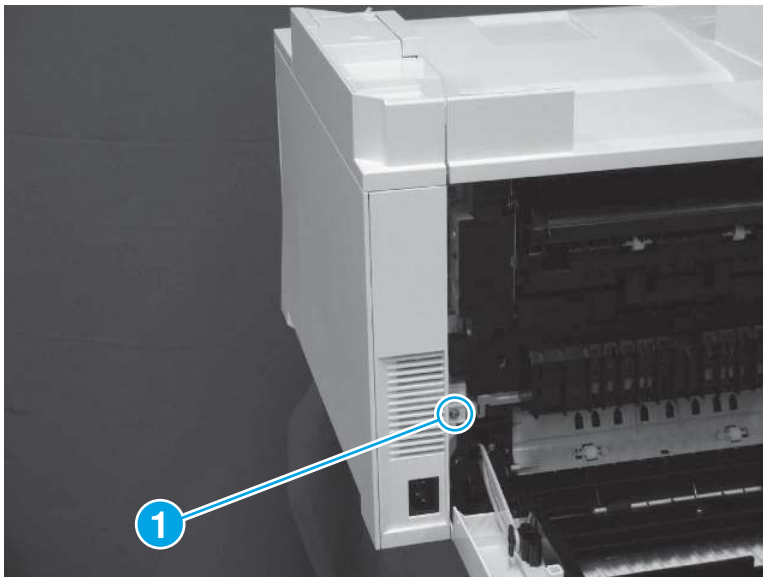
4. Remove the right cover (MFP)

Follow the procedure below to remove and replace the right cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

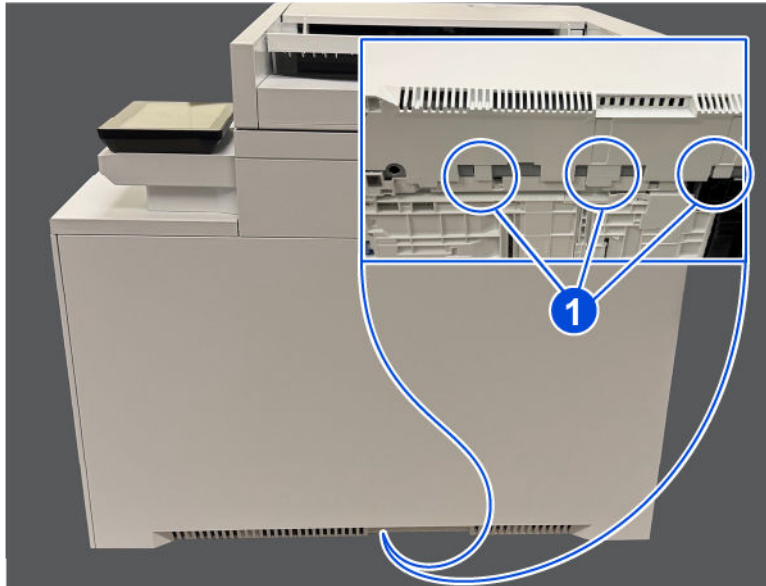
1. Remove one screw (callout 1).

Figure 4-231 Remove one screw



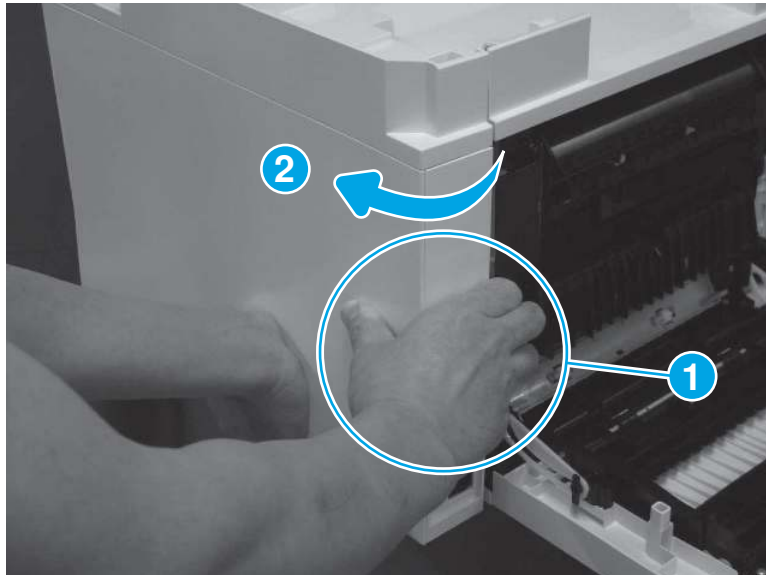
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-232 Release three tabs



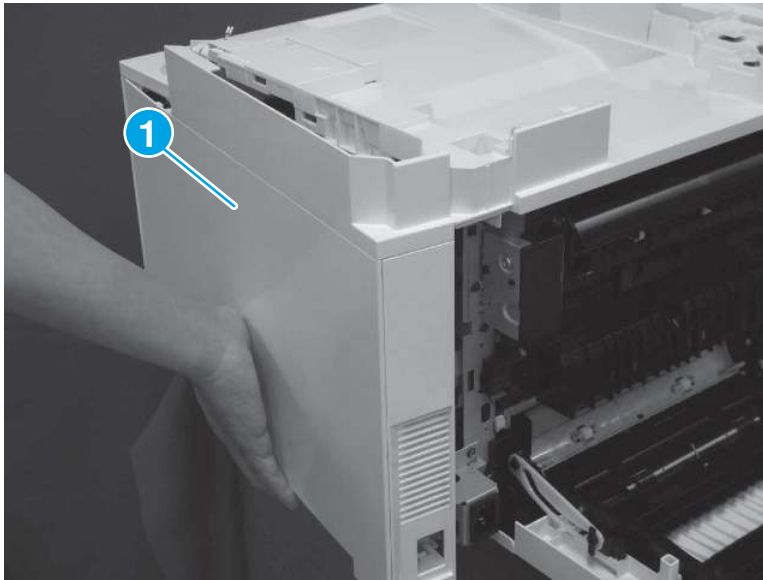
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-233 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-234 Remove the cover

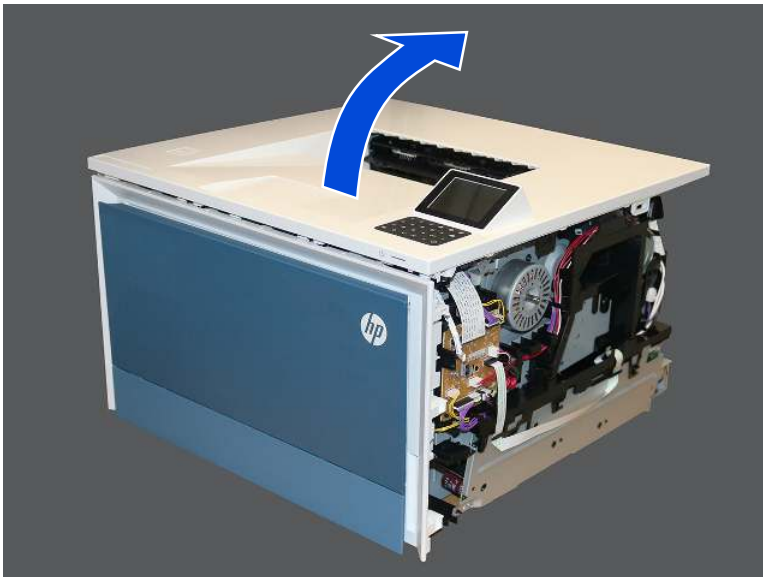


5. Remove the MP paper feed assembly

Follow the procedure below to remove the MP paper feed assembly.

1. Position the printer with the rear-door side down.

Figure 4-235 Position the printer



2. Press the green button to release the assembly.

Figure 4-236 Release the assembly

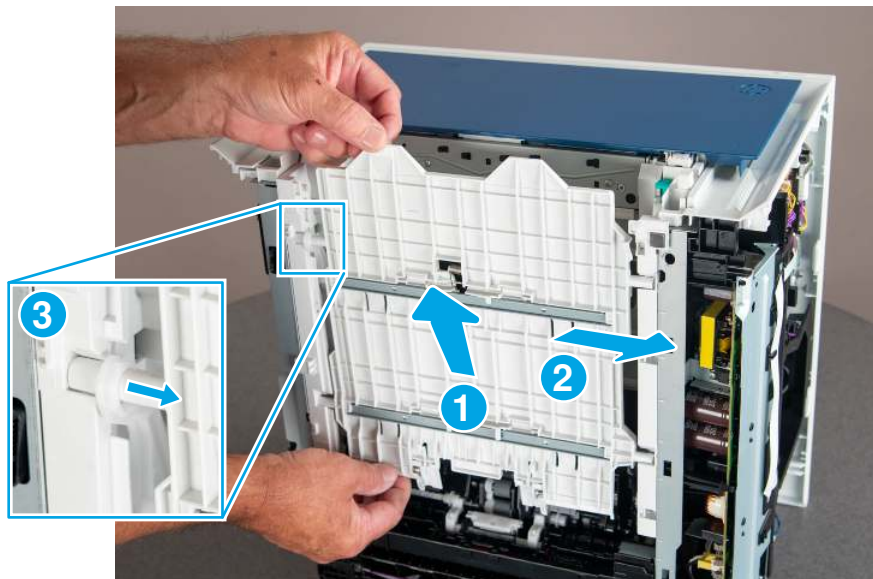


3. Slide the assembly up (callout 1), and then toward the right-side of the printer (callout 2) to remove it.



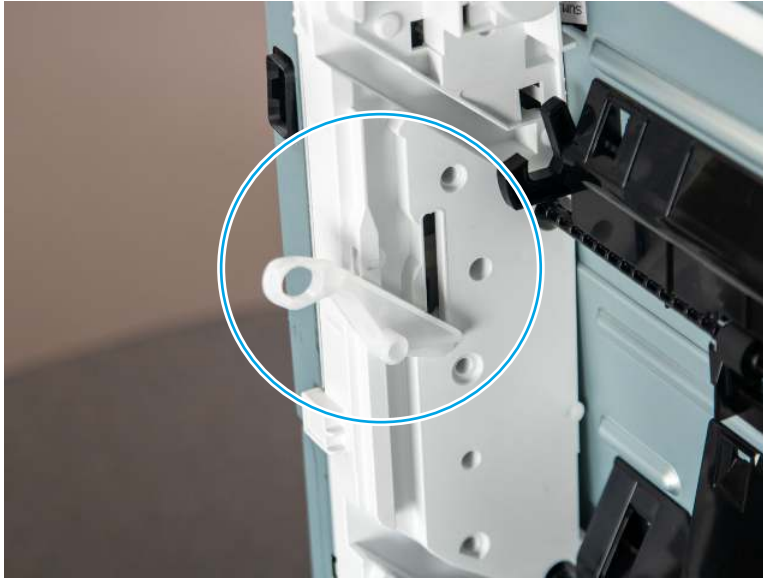
NOTE: There is a retainer arm (callout 3) on one of the assembly legs. Carefully disengage the retainer arm and leg when removing the assembly.

Figure 4-237 Remove the assembly



4. If the retainer arm becomes dislodged, reinstall it as shown below.

Figure 4-238 Install the retainer arm



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Feed motor

Learn about feed motor removal.

Mean time to repair: 6 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-20 Part information

Part number	Part description
RK3-0335-000CN	Motor, stepping DC (feed; M3)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

Follow the procedure below to remove and replace the left cover (SFP).



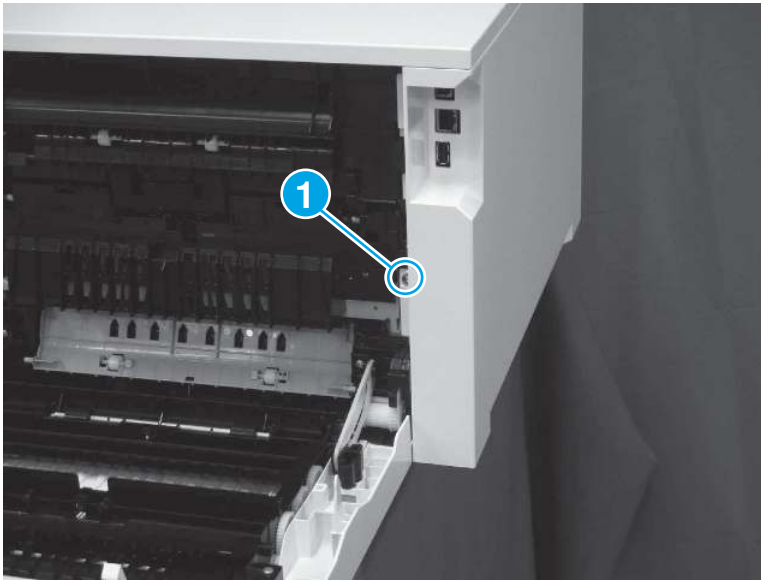
NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

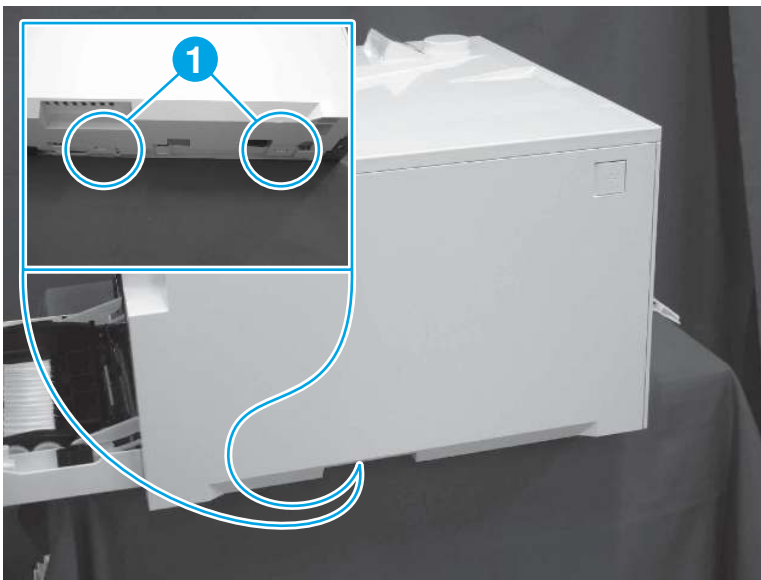
1. Remove one screw (callout 1).

Figure 4-239 Remove one screw



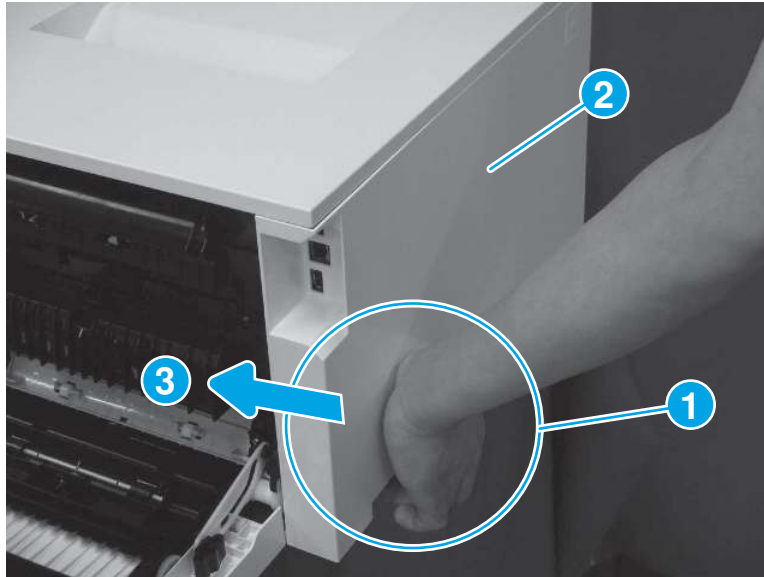
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-240 Release two tabs



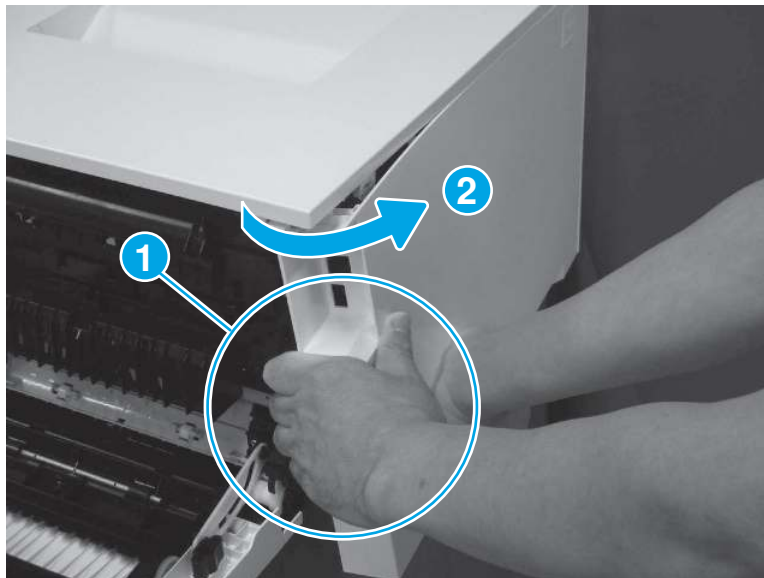
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-241 Release the rear cover corner



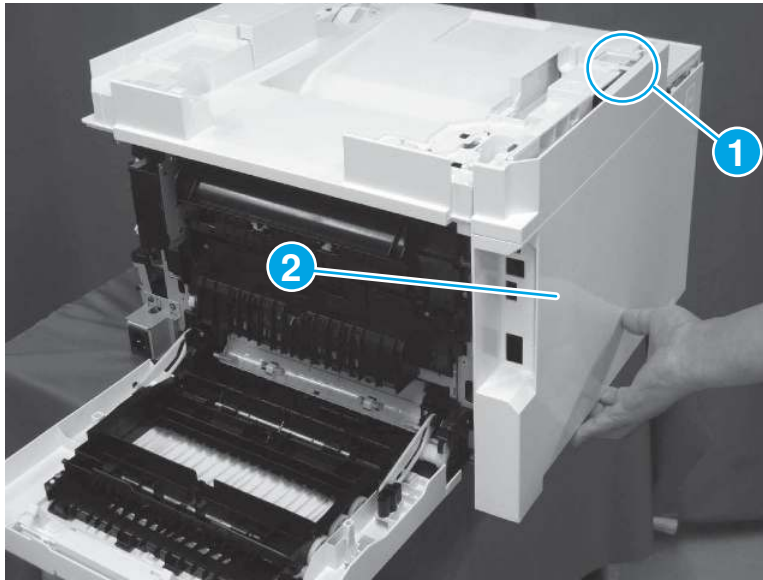
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-242 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-243 Remove the cover



2. Remove the left cover (MFP)

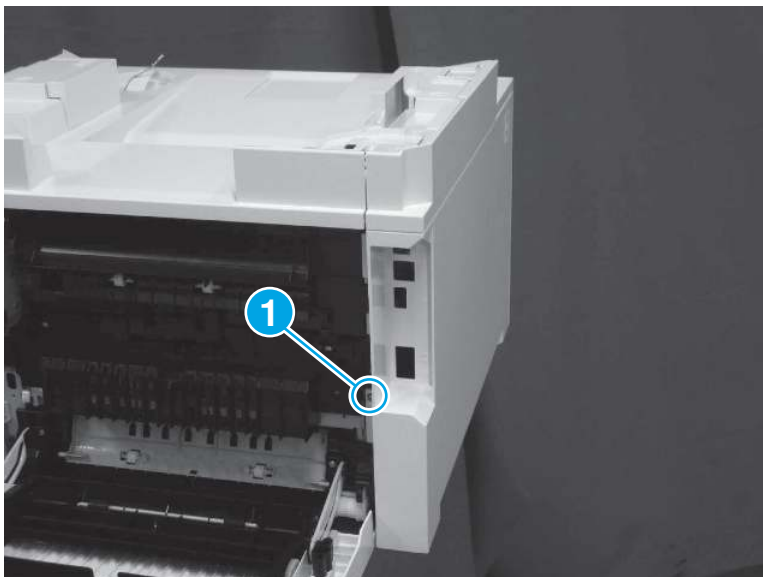
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

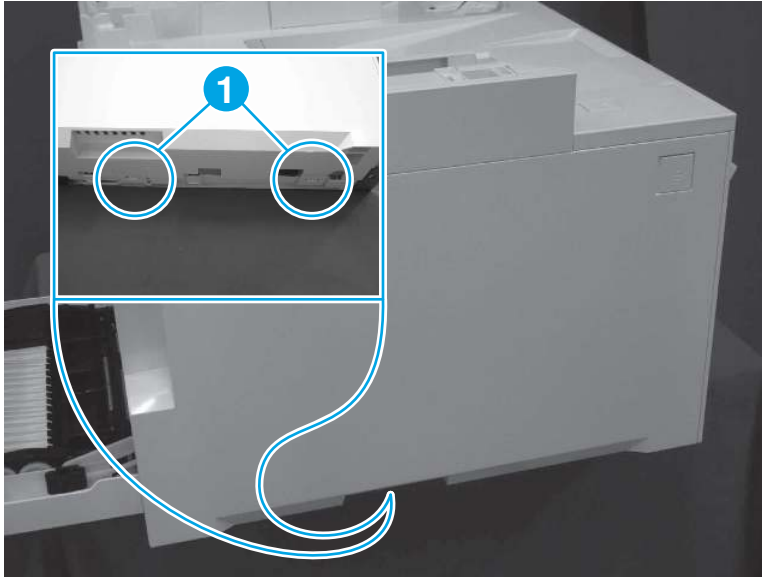
1. Remove one screw (callout 1).

Figure 4-244 Remove one screw



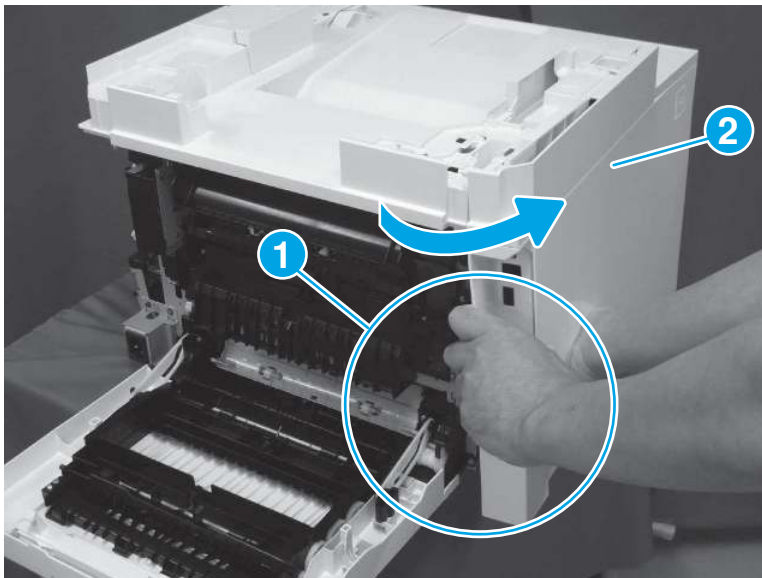
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-245 Release two tabs



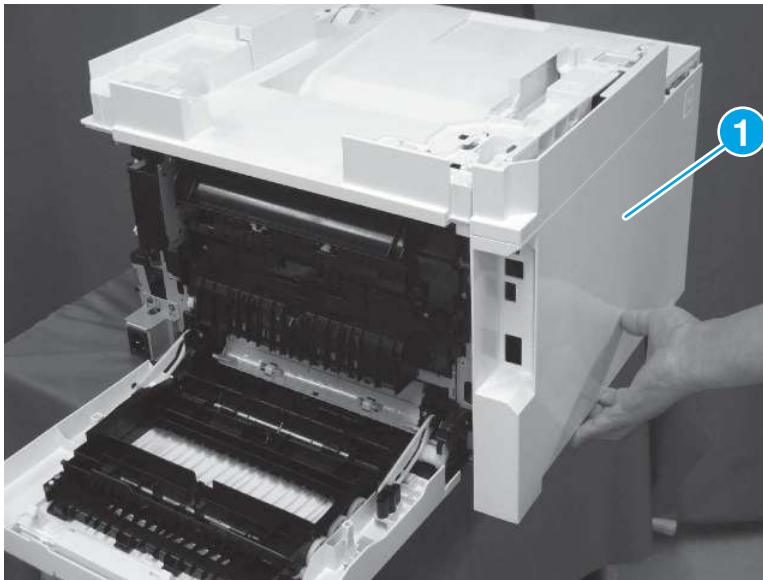
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-246 Disengage the cover corner



4. Remove the left cover (callout 1).

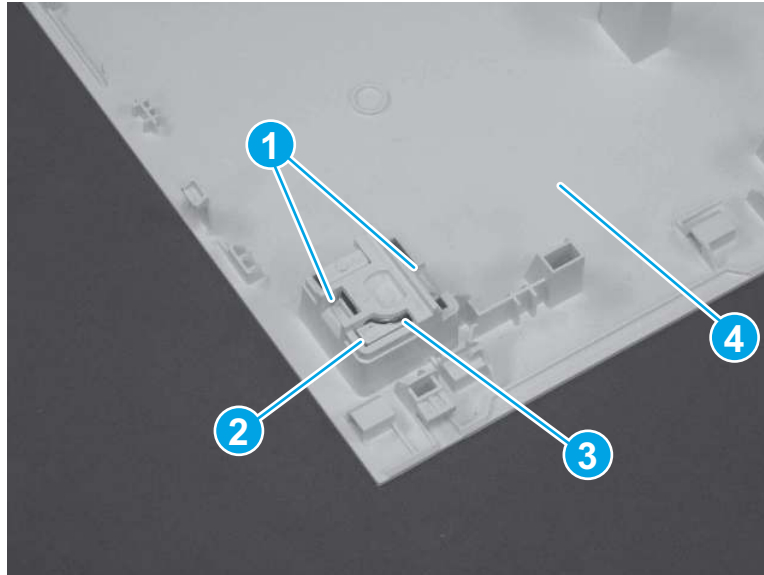
Figure 4-247 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-248 Remove the cartridge door button



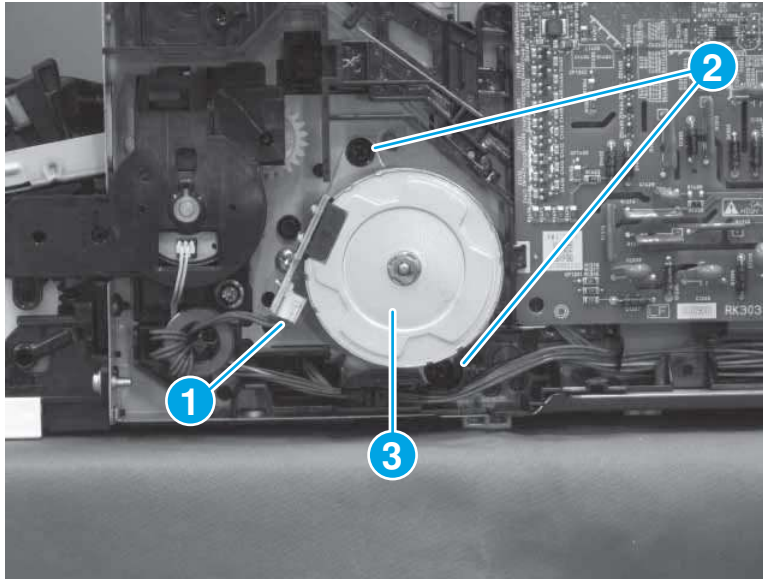
3. Remove the feed motor

Follow the procedure below to remove and replace the feed motor.

1. Disconnect one connector (callout 1).

2. Remove two screws (callout 2), and then remove the feed motor (callout 3).

Figure 4-249 Remove the feed motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drum motor

Learn about drum motor removal.

Mean time to repair: 8 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-21 Part information

Part number	Part description
RM2-2779-000CN	Main motor assembly (drum; M1)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right cover (SFP)

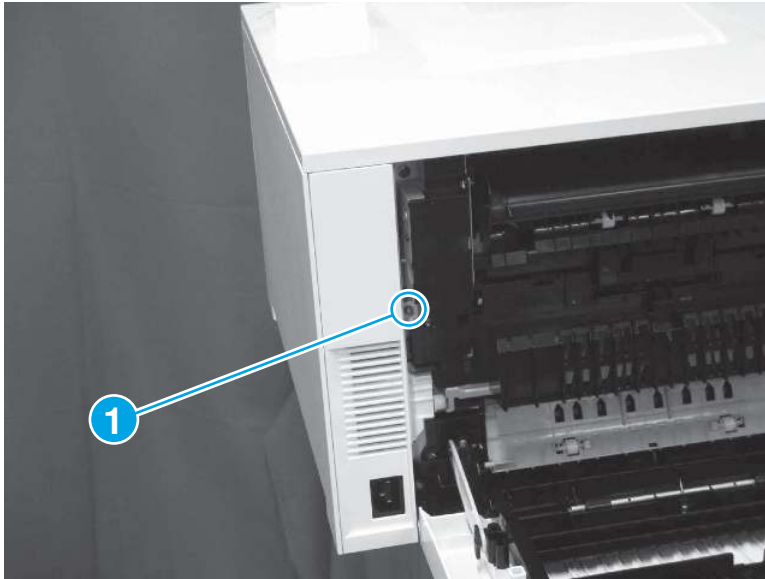
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

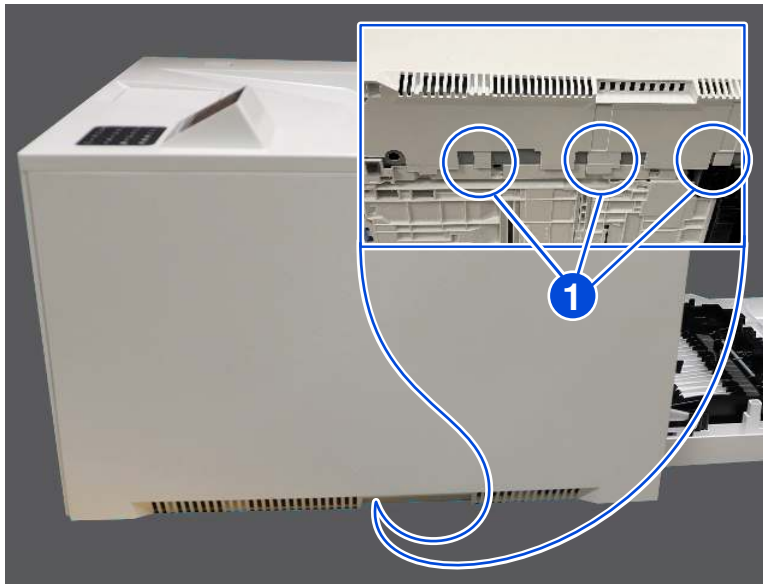
1. Remove one screw (callout 1).

Figure 4-250 Remove one screw



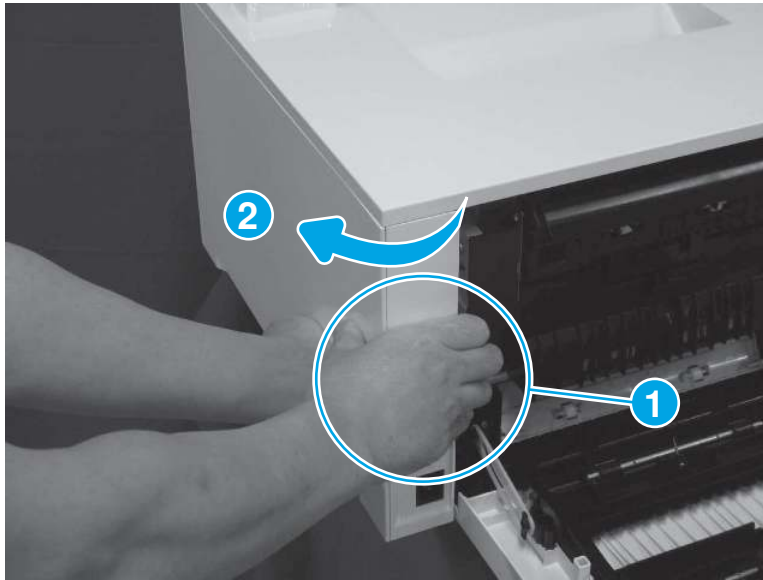
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-251 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-252 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-253 Remove the cover



2. Remove the right cover (MFP)

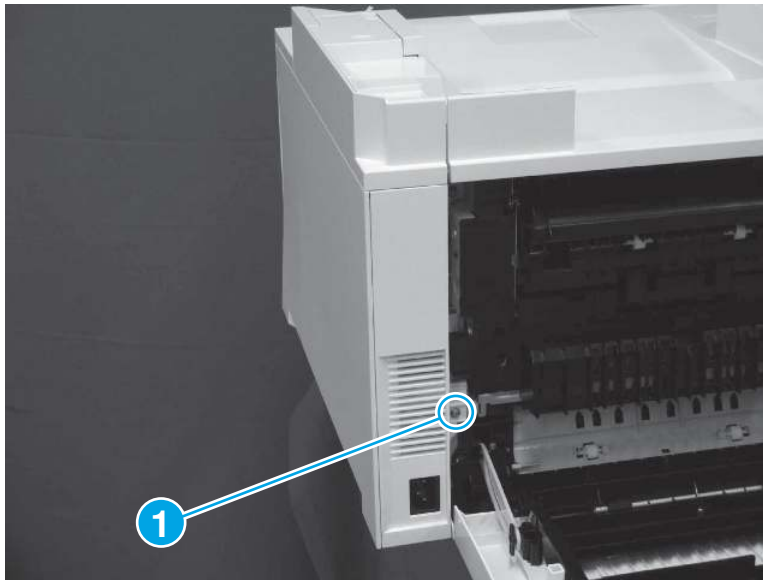
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

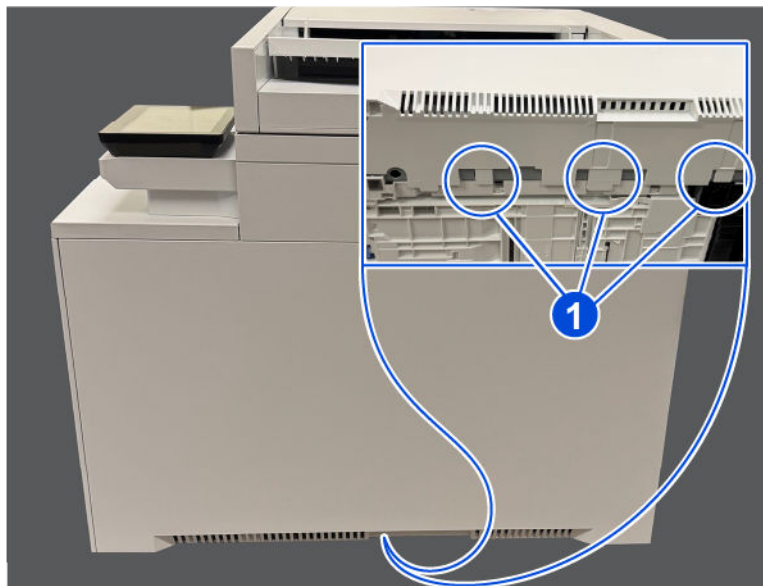
1. Remove one screw (callout 1).

Figure 4-254 Remove one screw



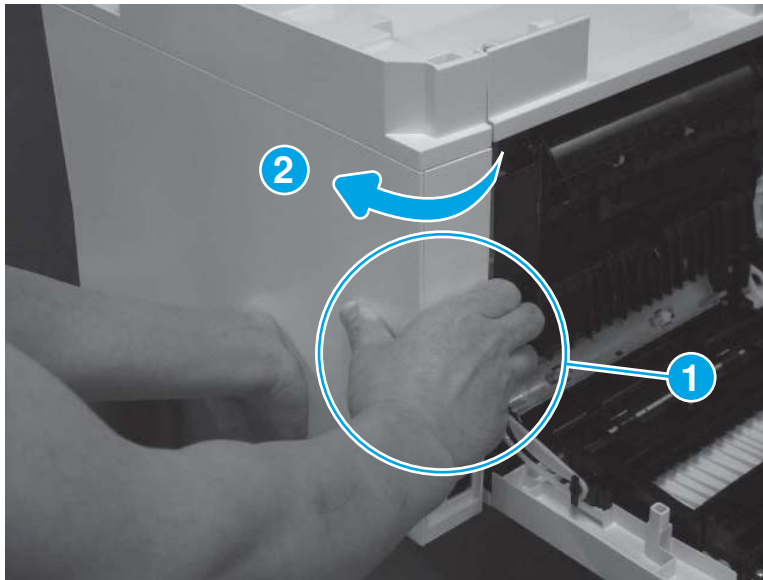
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-255 Release three tabs



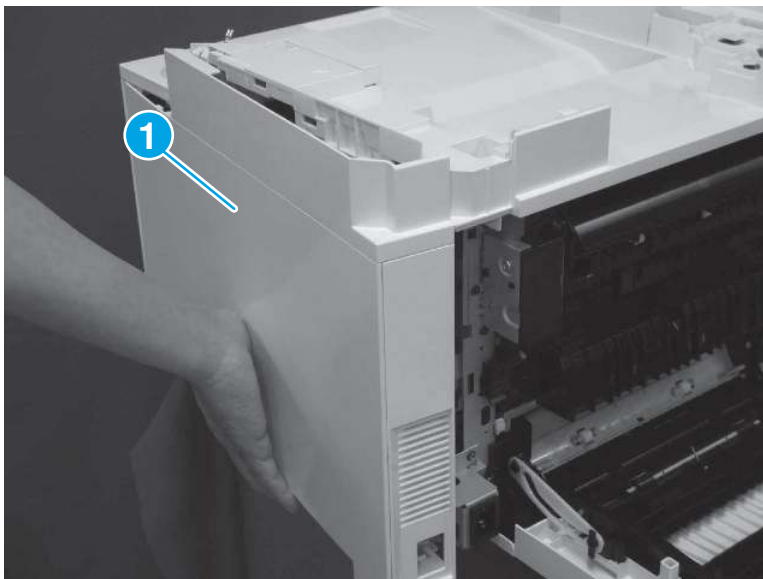
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-256 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-257 Remove the cover



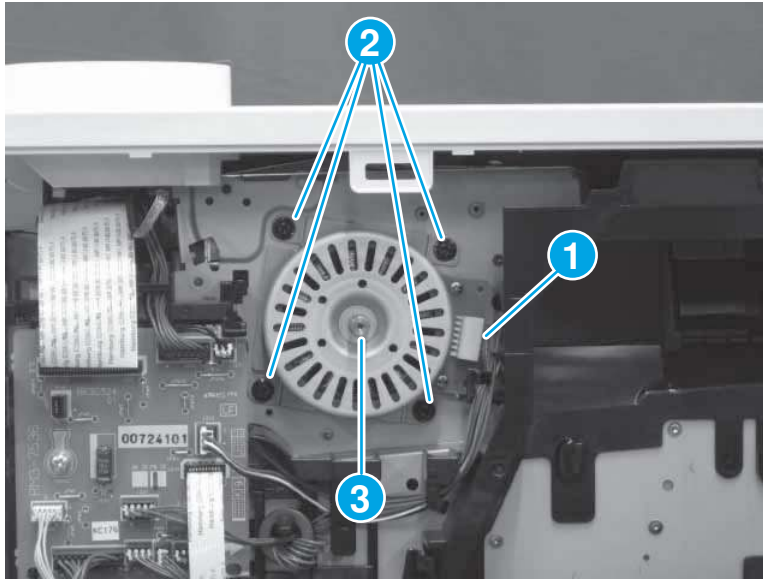
3. Remove the drum motor

Follow the procedure below to remove and replace the drum motor.

1. Disconnect one connector (callout 1).

2. Remove four screws (callout 2), and then remove the drum motor (callout 3).

Figure 4-258 Remove the drum motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stepping DC motor

Learn how to remove and replace the fuser motor.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

Turn the printer power off.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-22 Part information

Part number	Part description
RK3-0334-000CN	Motor, stepping DC (fuser; M2)

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right cover (SFP)

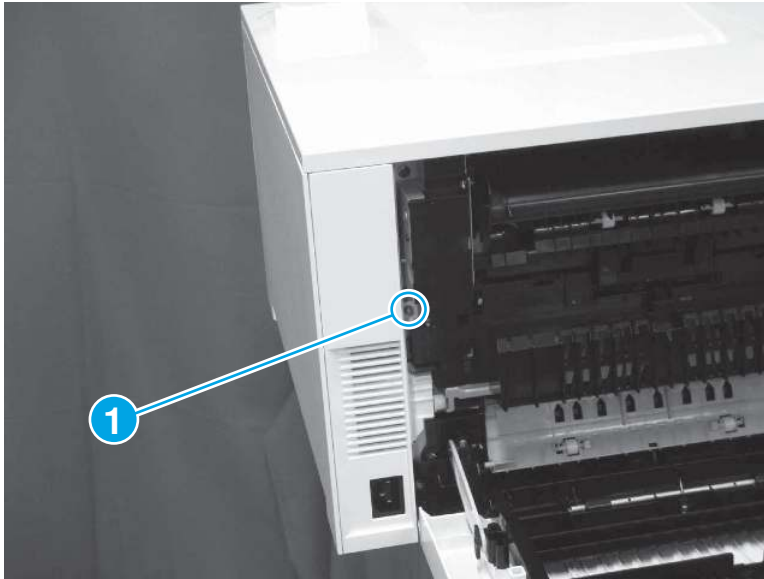
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

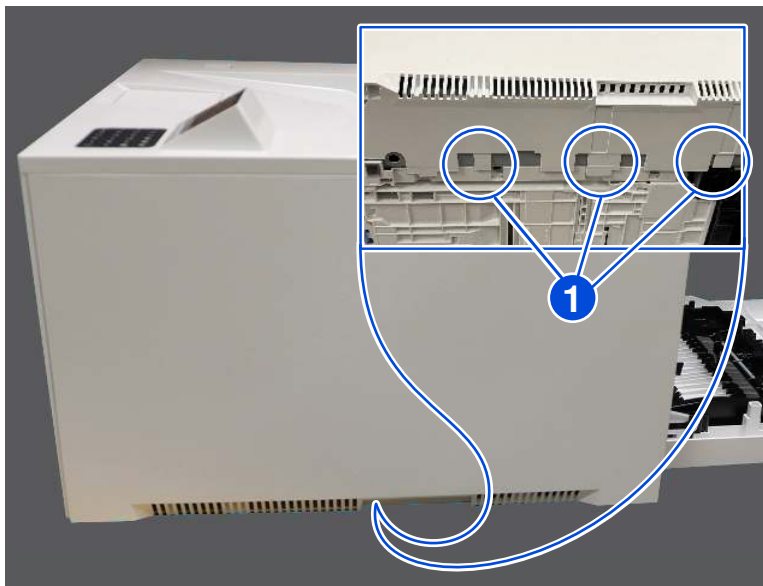
1. Remove one screw (callout 1).

Figure 4-259 Remove one screw



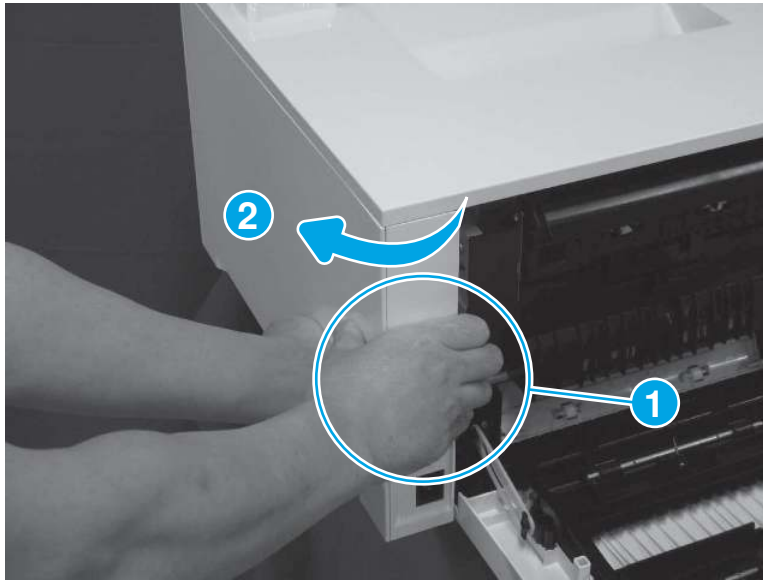
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-260 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-261 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-262 Remove the cover



2. Remove the right cover (MFP)

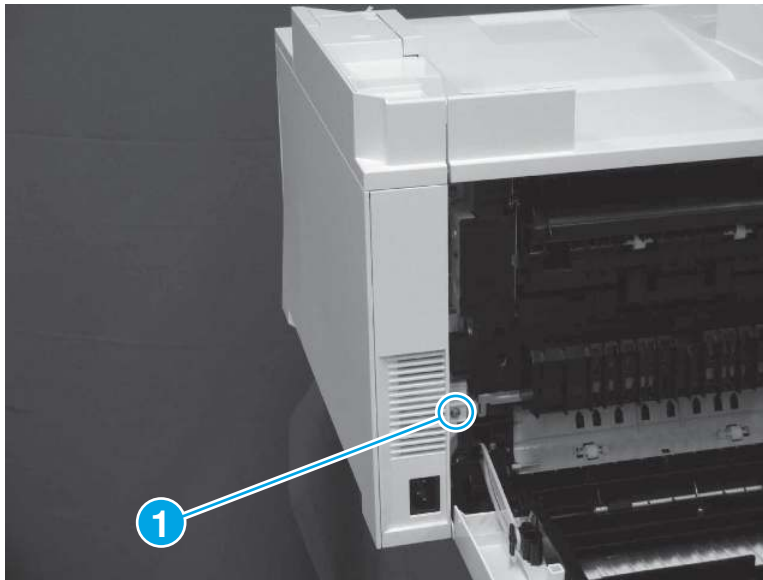
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

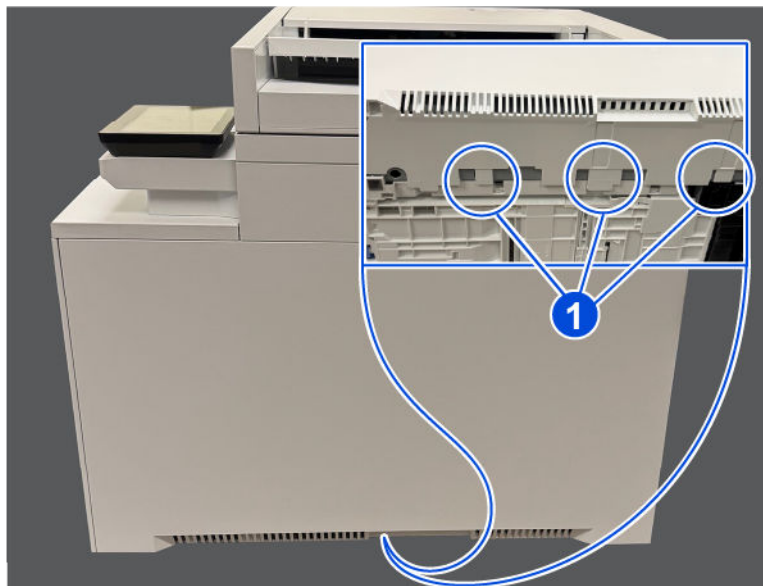
1. Remove one screw (callout 1).

Figure 4-263 Remove one screw



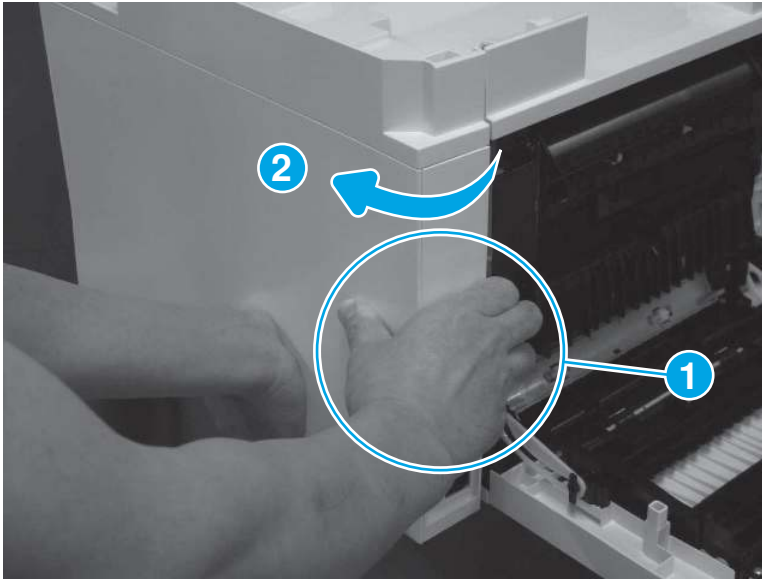
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-264 Release three tabs



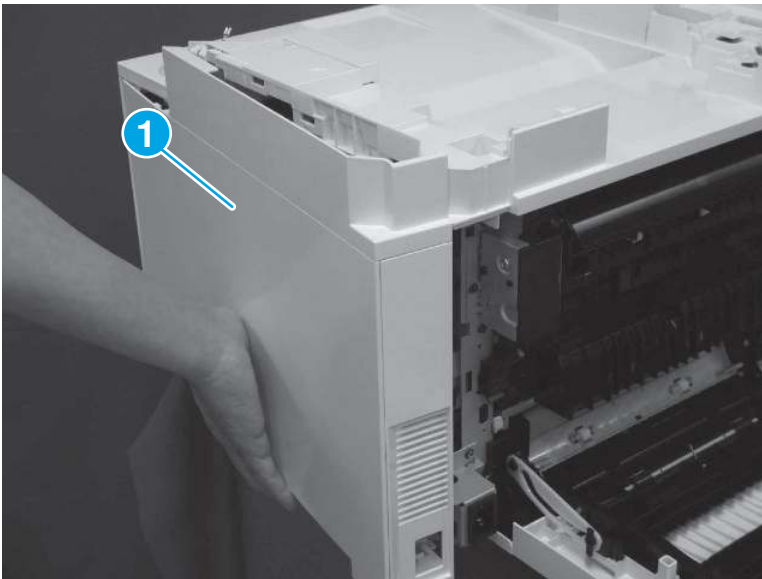
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-265 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-266 Remove the cover



3. Remove the fuser motor

Follow the procedure below to remove and replace the fuser motor.



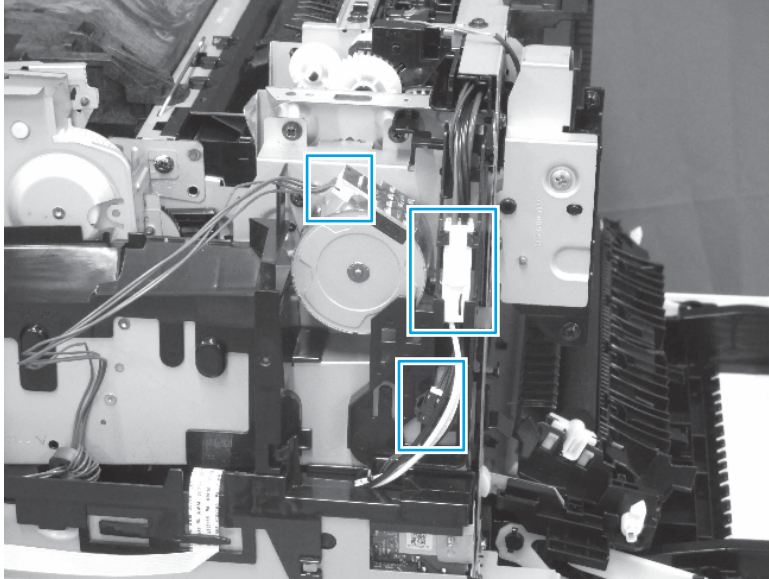
NOTE: Some covers and guides are shown removed in the figures below for clarity. However, only the right cover needs to be removed to service this motor.

1. Disconnect three connectors.



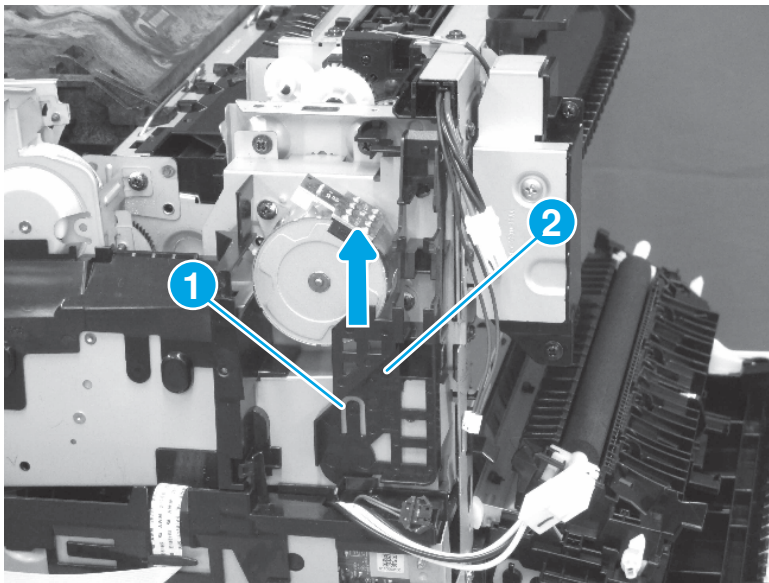
Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

Figure 4-267 Disconnect connectors



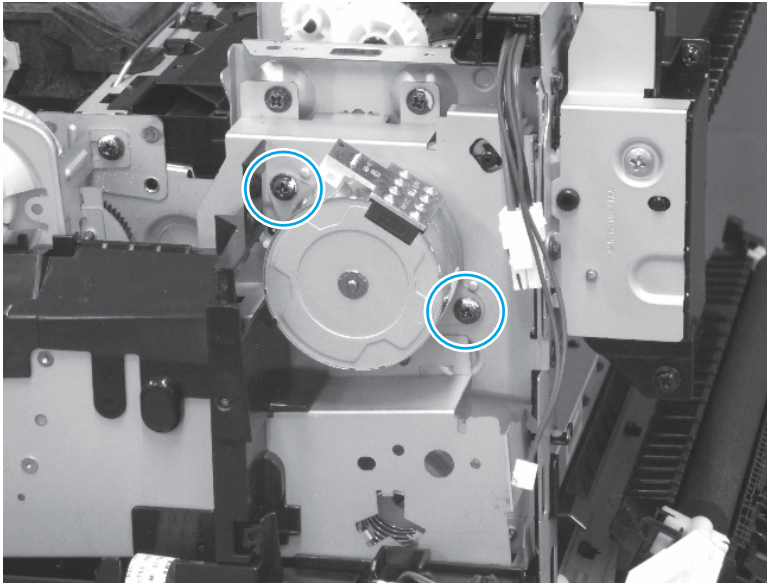
2. Release one tab (callout 1), slide the guide (callout 2) straight up to release it, and then remove the guide.

Figure 4-268 Remove the guide



3. Remove two screws, and then remove the fuser motor.

Figure 4-269 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

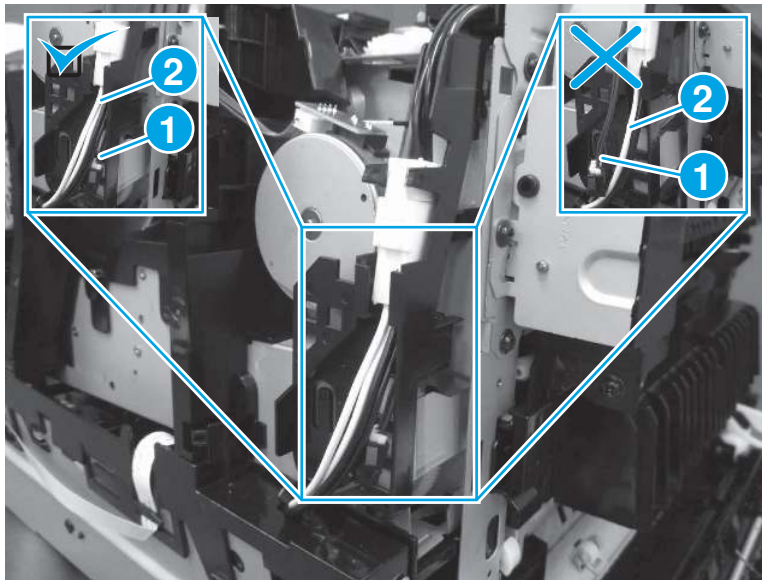
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

5. Special installation instructions - Fuser motor

Follow the special instructions below to install the fuser motor.

- Make sure that the fuser temperature fuse cable (callout 1) is positioned behind the thick cable (callout 2). This prevents the fuser cable from unnecessary movement.

Figure 4-270 Check the fuser temperature fuse cable



Removal and replacement: Fixing motor control PCB assembly

Learn how to remove and replace the fuser motor PCB.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-23 Part information

Part number	Part description
RM3-7536-000CN	Fixing motor control PCB assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right cover (SFP)

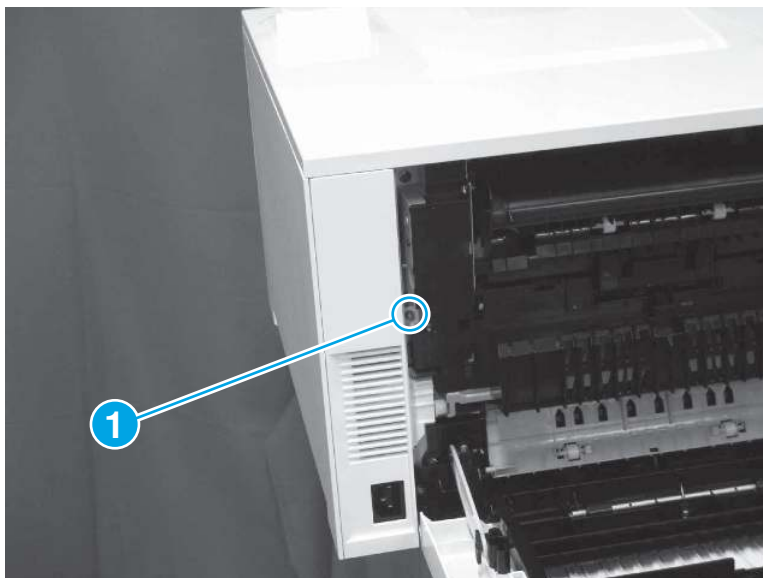
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

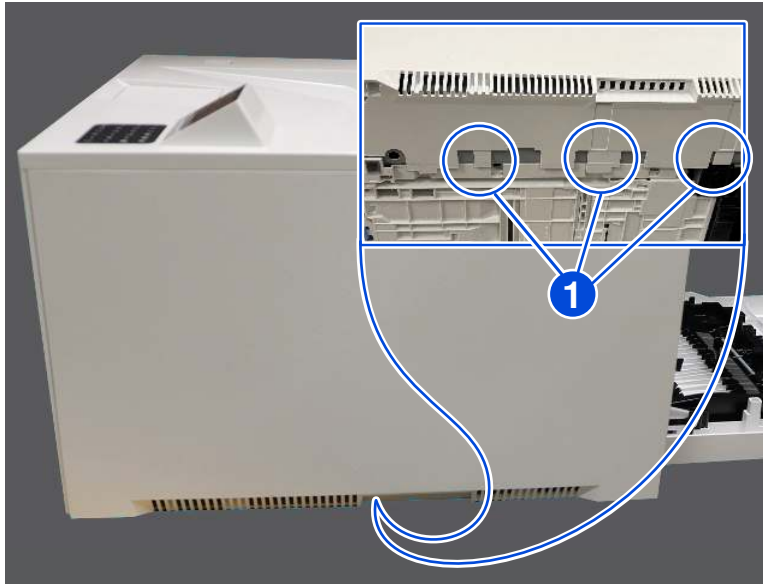
1. Remove one screw (callout 1).

Figure 4-271 Remove one screw



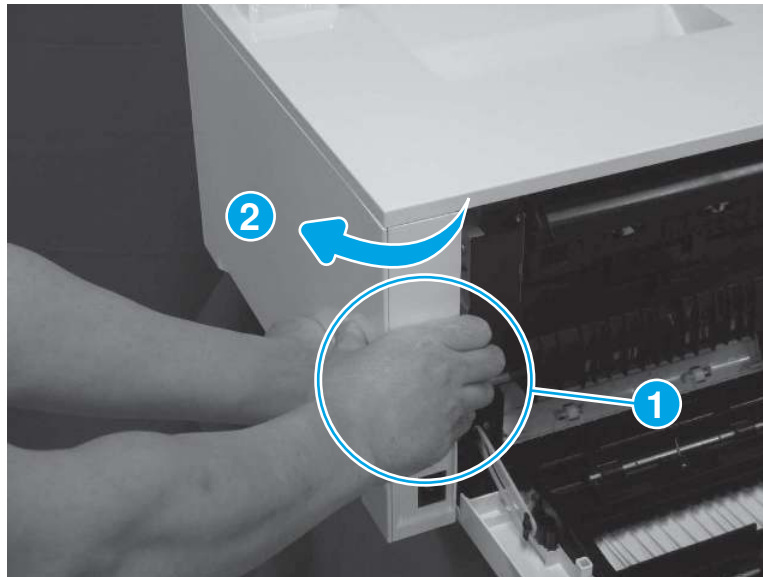
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-272 Release three tabs



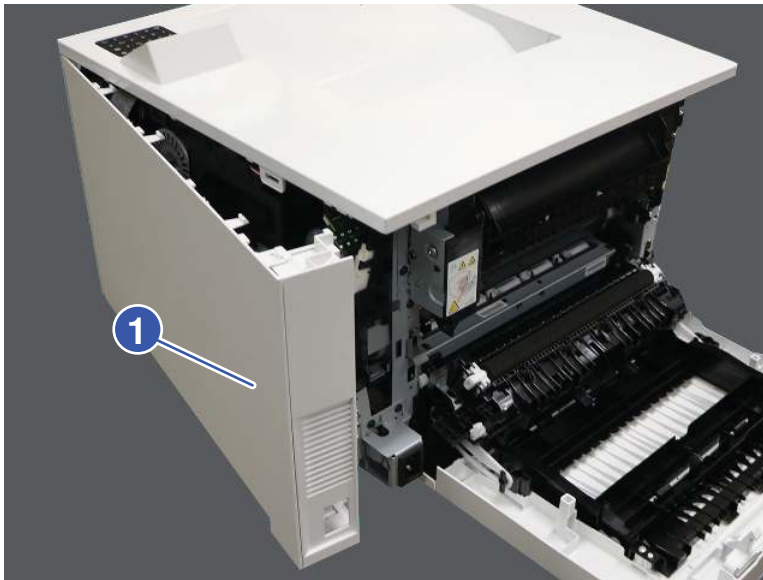
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-273 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-274 Remove the cover



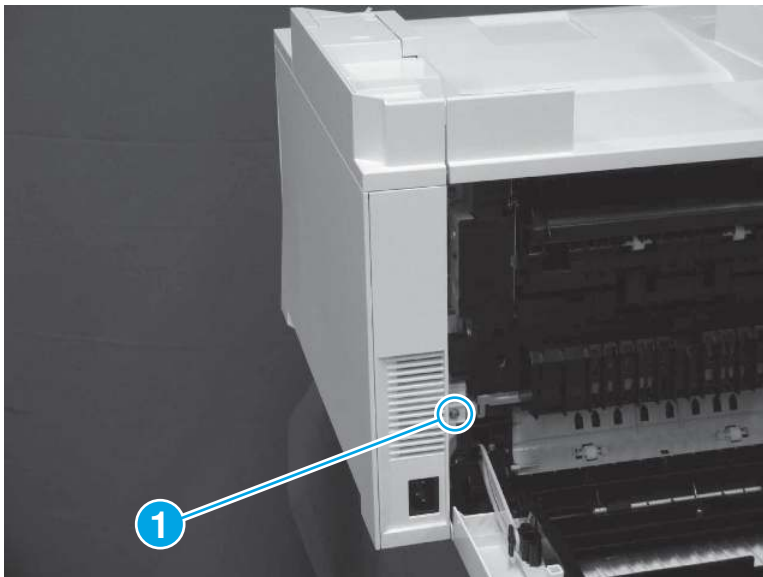
2. Remove the right cover (MFP)

Follow the procedure below to remove and replace the right cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

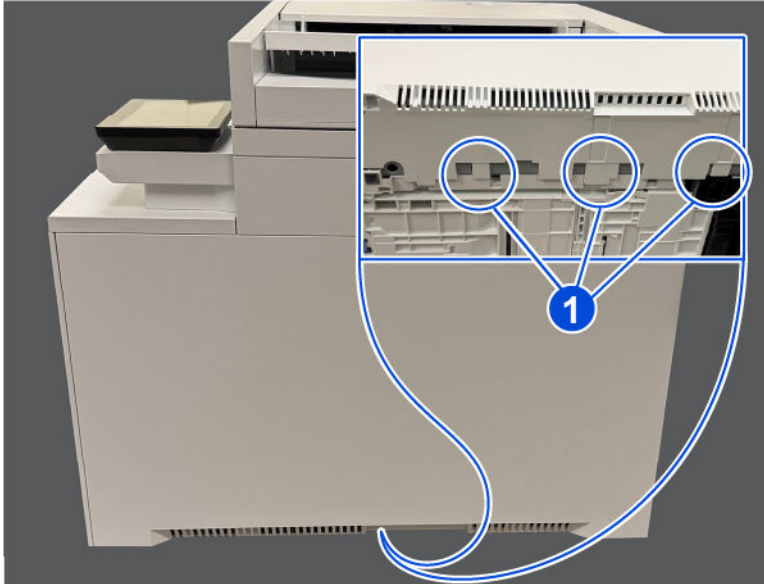
1. Remove one screw (callout 1).

Figure 4-275 Remove one screw



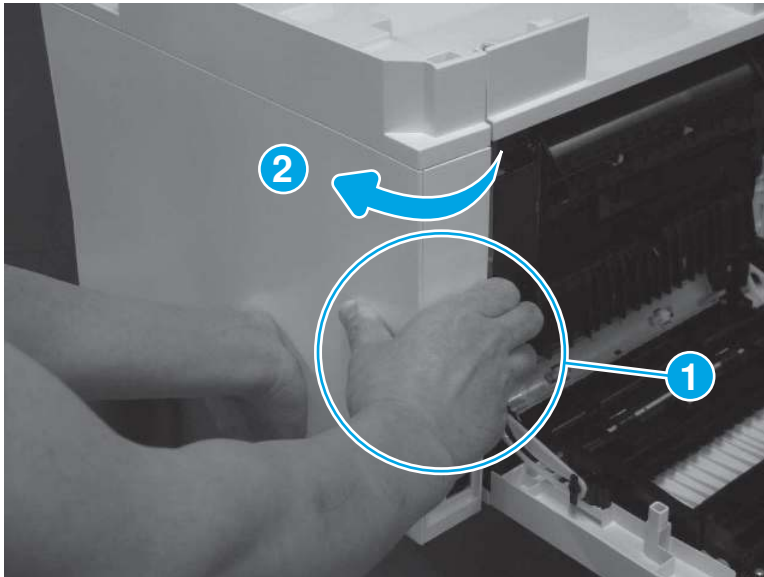
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-276 Release three tabs



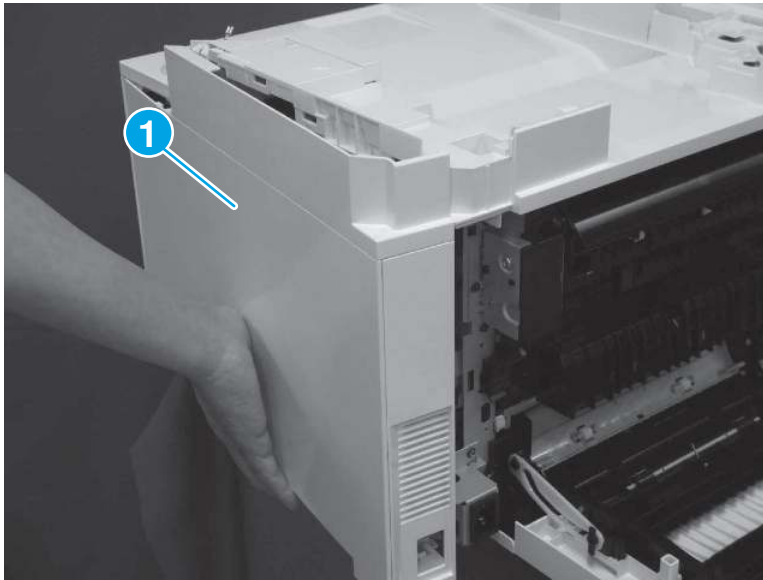
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-277 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-278 Remove the cover

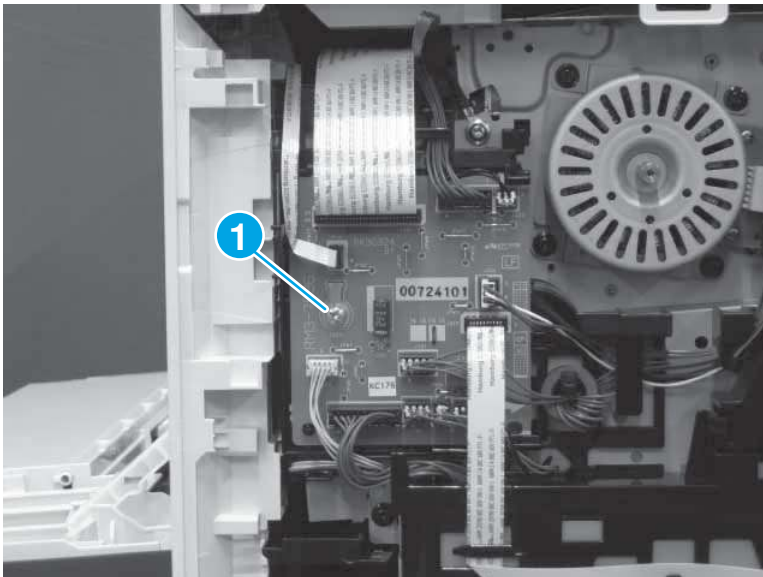


3. Remove the fuser motor PCB

Follow the procedure below to remove and replace the fuser motor PCB.

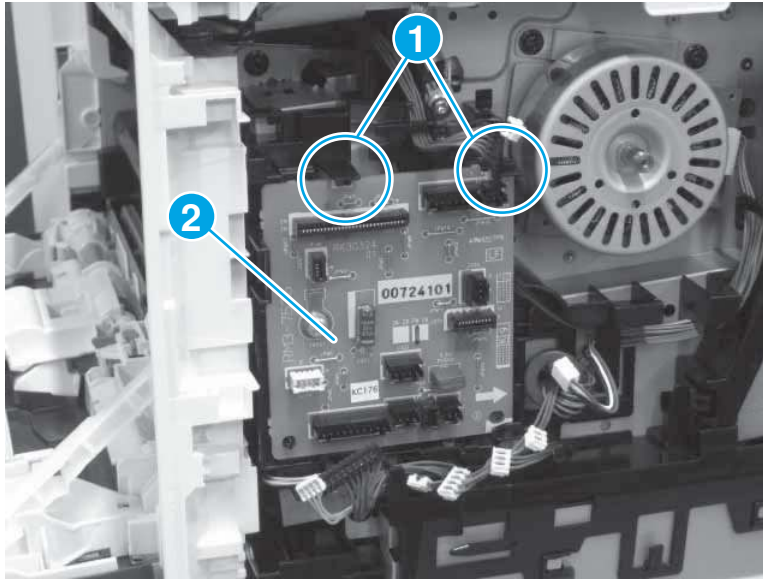
1. Disconnect twelve connectors on the fuser motor PCB, and then remove one screw (callout 1).

Figure 4-279 Disconnect connectors and remove one screw



2. Release two tabs (callout 1), and then remove the fuser motor PCB (callout 2).

Figure 4-280 Remove the fuser motor PCB



3. To reinstall the PCB, do the following:

- a. Slide the PCB from the left-side toward the right-side to install it on the holder (callout 1).



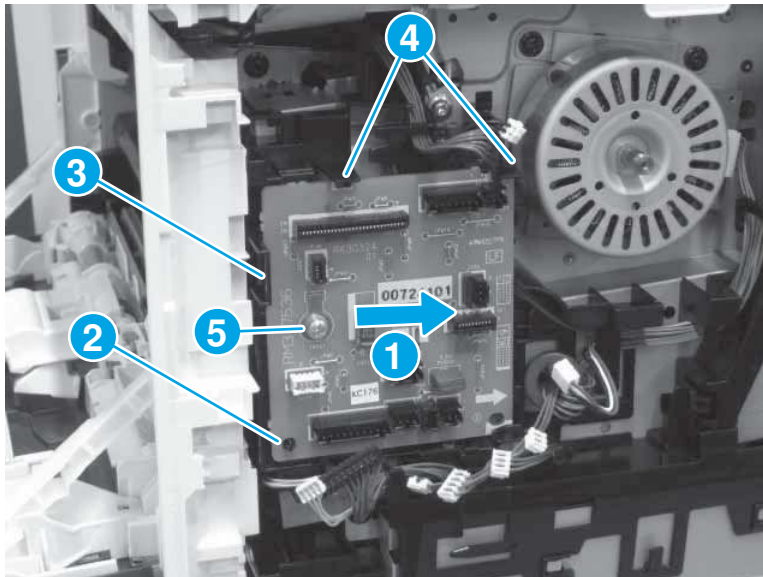
IMPORTANT: Make sure that none of the FFCs or wire harness are trapped behind the PCB when reinstalling it.

- b. Verify that the holder alignment pin (callout 2), boss (callout 3), and tabs (callout 4) are engaged with the PCB.



NOTE: With the PCB firmly held in place, reinstall the screw (callout 5).

Figure 4-281 Reinstall the fuser motor PCB



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Cartridge fan

Learn how to remove and replace the cartridge fan.

Mean time to repair: 30 minutes

Service level: Medium

Before performing service

Turn the printer power off.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-24 Part information

Part number	Part description
RK3-2335-000CN	Fan

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

No post service test is available for this assembly.

1. Remove the left cover (SFP)

Follow the procedure below to remove and replace the left cover (SFP).



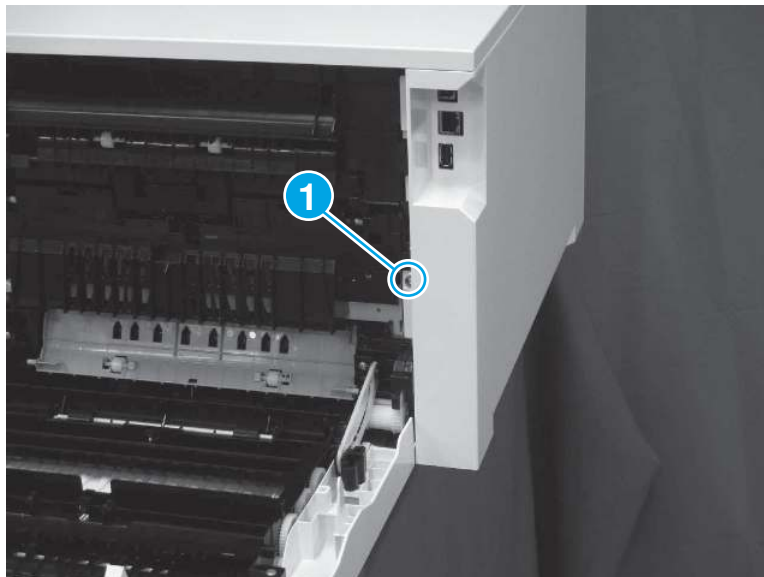
NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

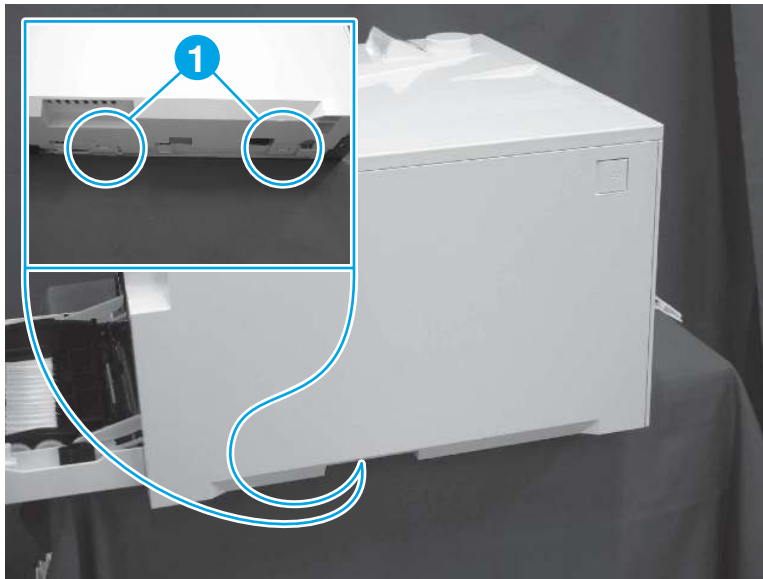
1. Remove one screw (callout 1).

Figure 4-282 Remove one screw



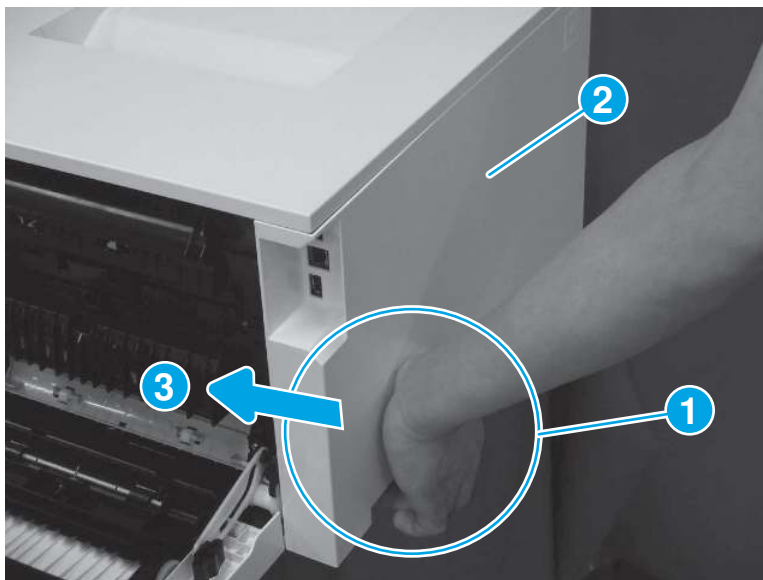
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-283 Release two tabs



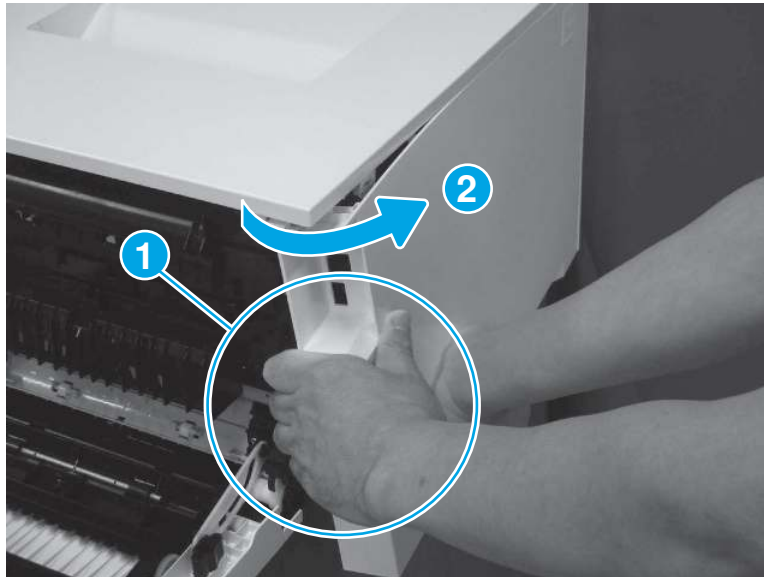
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-284 Release the rear cover corner



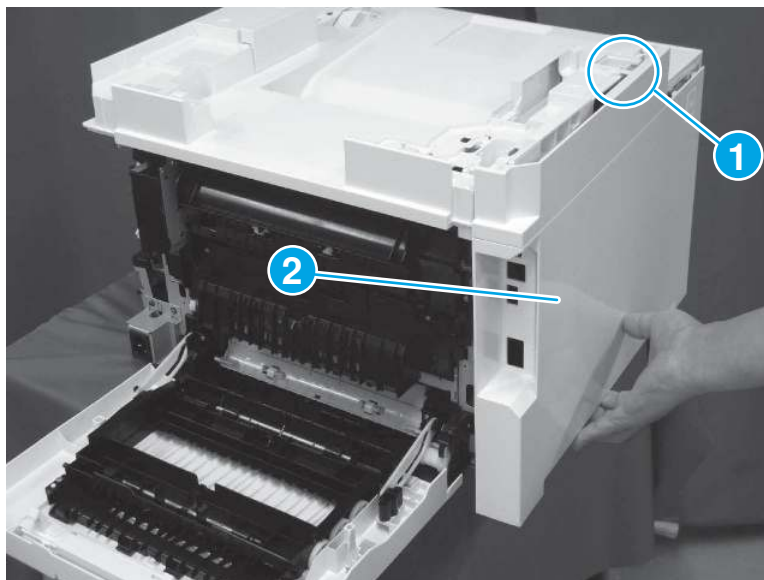
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-285 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-286 Remove the cover



2. Remove the left cover (MFP)

Follow the procedure below to remove and replace the left cover (MFP).



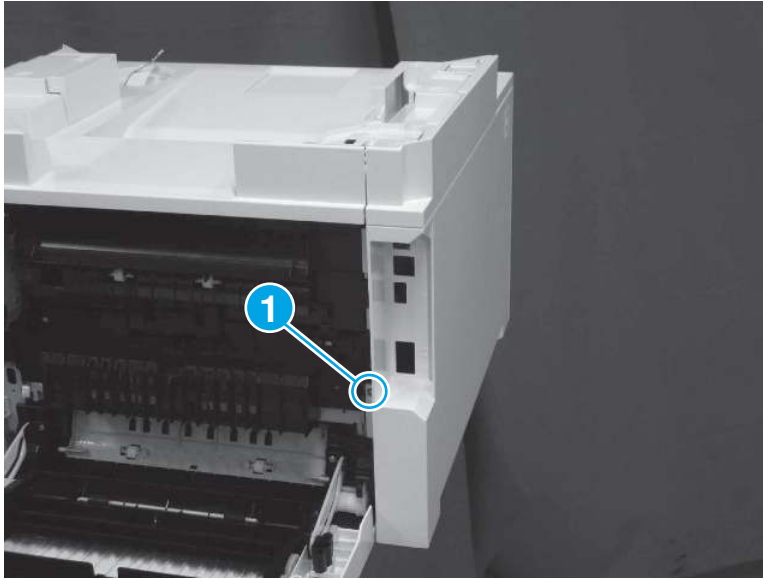
NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.



TIP: There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

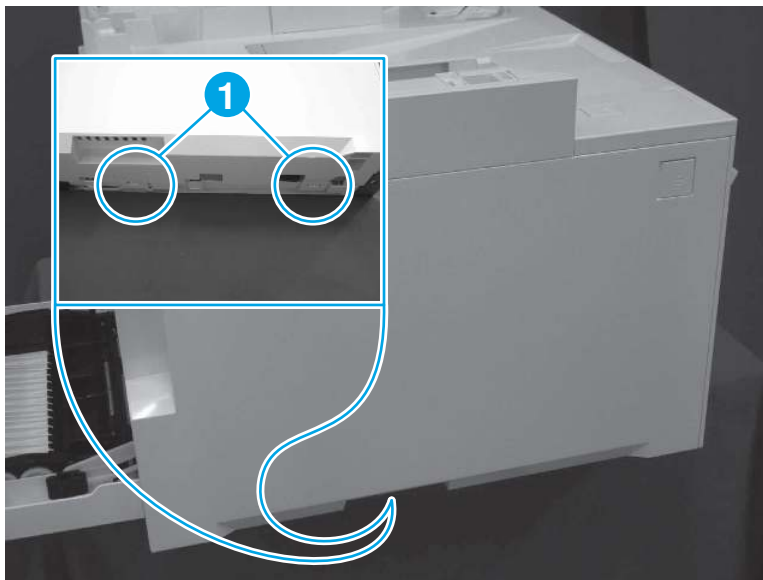
1. Remove one screw (callout 1).

Figure 4-287 Remove one screw



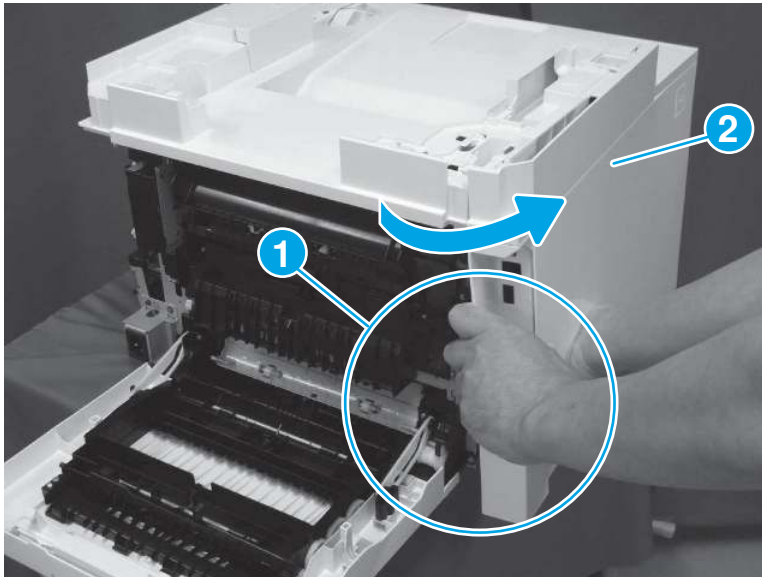
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-288 Release two tabs



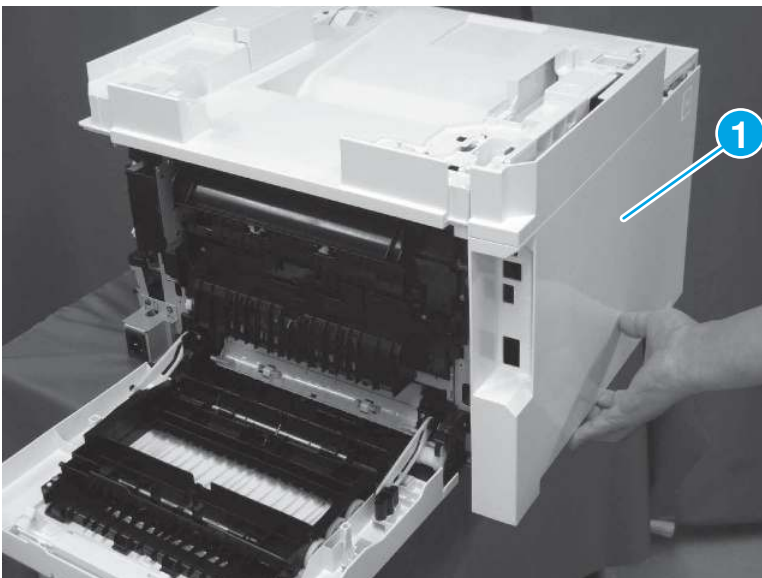
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-289 Disengage the cover corner



4. Remove the left cover (callout 1).

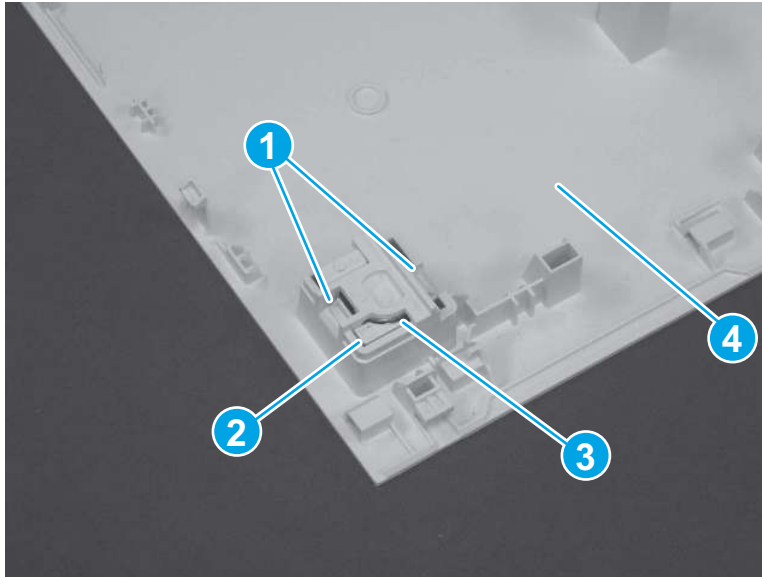
Figure 4-290 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-291 Remove the cartridge door button

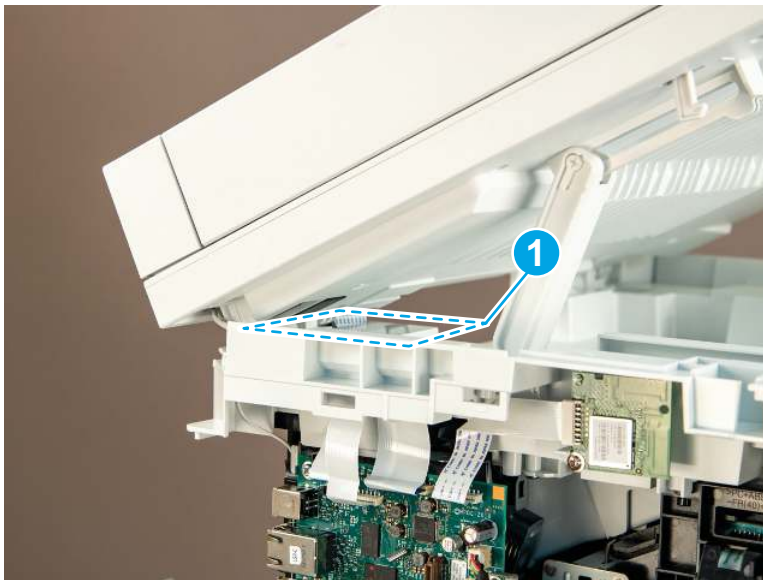


3. Remove the ISA (MFP)

Follow the procedure below to remove and replace the ISA.

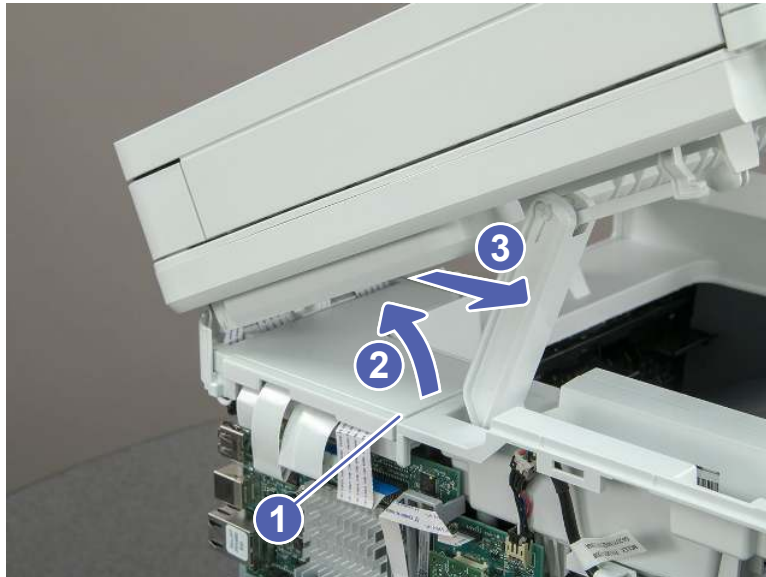
1. Open the ISA, and then remove the ISA FFC cover (callout 1).

Figure 4-292 Remove the FFC cover



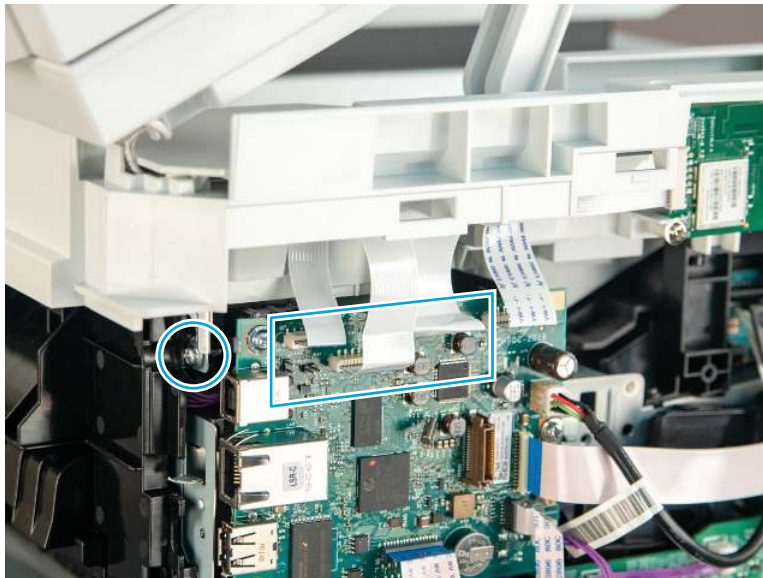
- Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-293 Remove the ISA FFC cover



2. Disconnect three FFCs, and then remove one screw to release the ground cable.

Figure 4-294 Disconnect FFCs and remove screw



3. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) toward the front of the printer to release it. Remove the slider pin.

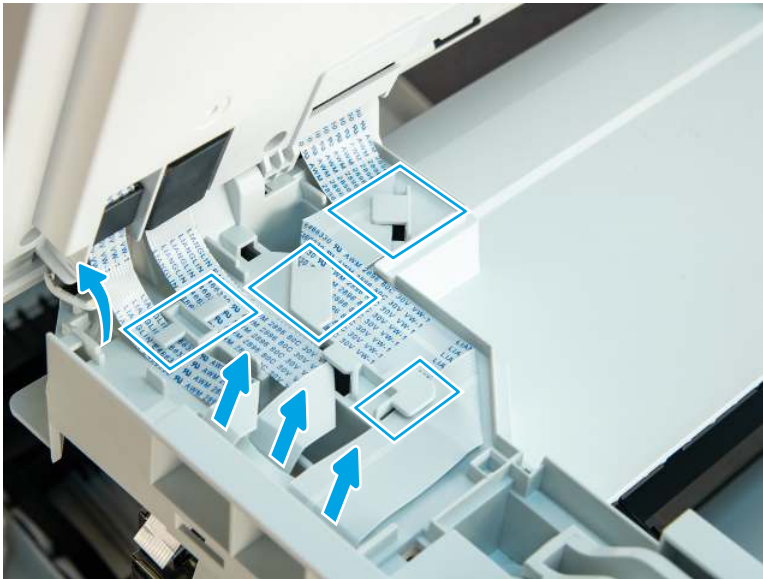
CAUTION: When the slider pin is removed, the ISA is not captive and can suddenly detach from the printer.

Figure 4-295 Remove the slider pin



4. Support the ISA, release the FFCs from the retainers, and then carefully pass the FFCs and the ground wire up through the slots in the top cover.

Figure 4-296 Release the FFCs and ground wire



5. Slide the ISA as shown in the image below to release it.

Figure 4-297 Release the ISA



6. Remove the ISA.

Figure 4-298 Remove the ISA



4. Remove the right cover (SFP)

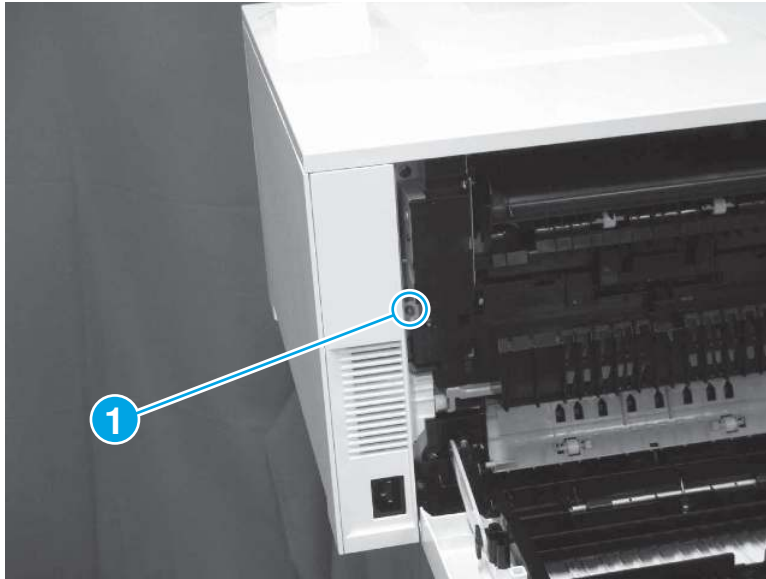
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

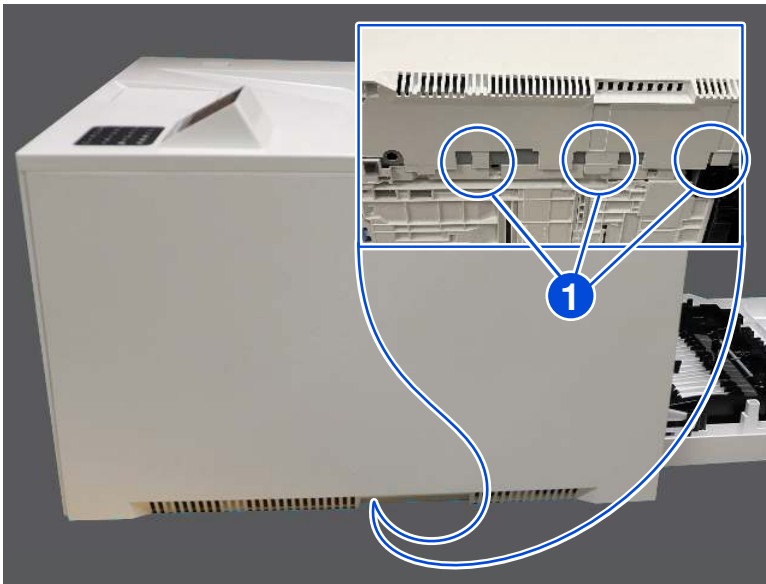
1. Remove one screw (callout 1).

Figure 4-299 Remove one screw



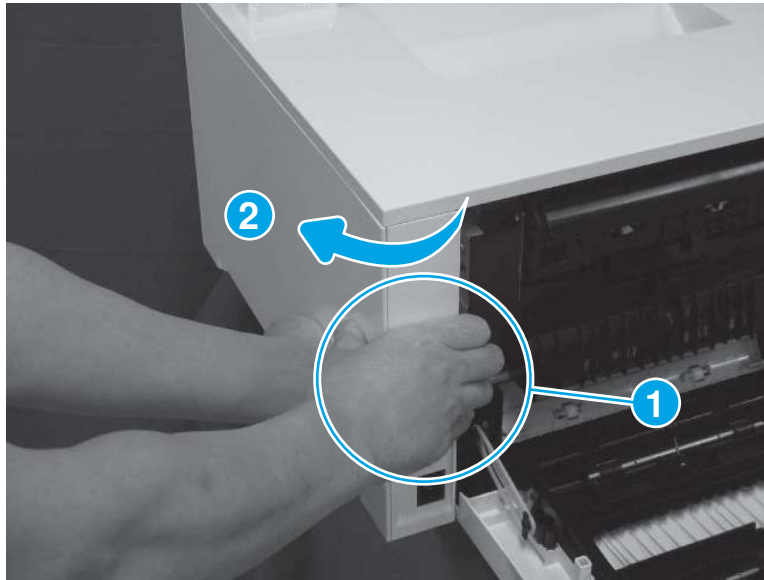
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-300 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-301 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-302 Remove the cover



5. Remove the right cover (MFP)

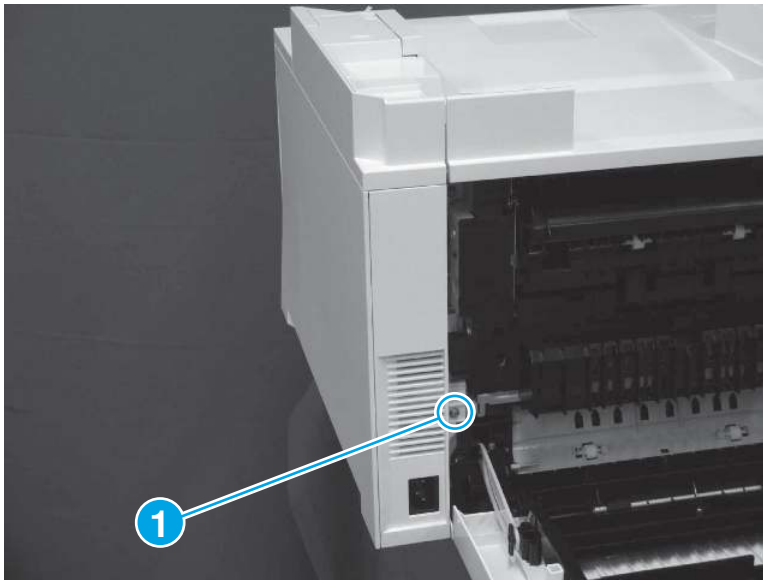
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

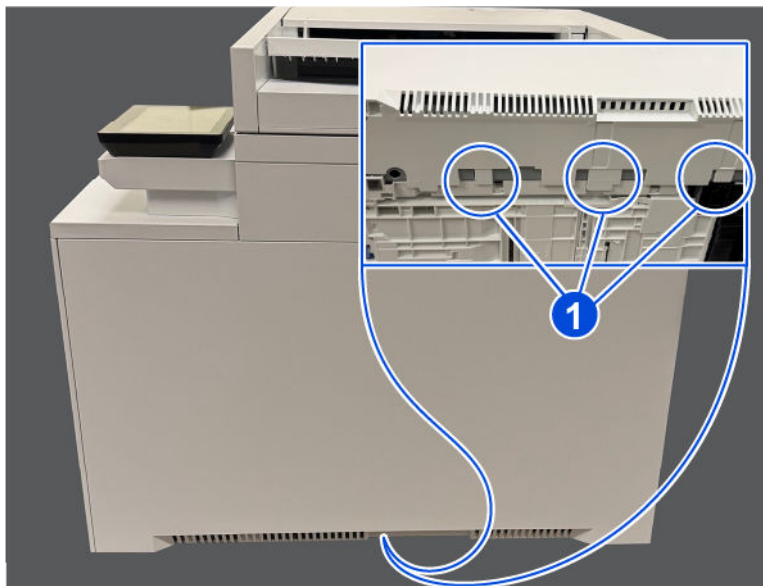
1. Remove one screw (callout 1).

Figure 4-303 Remove one screw



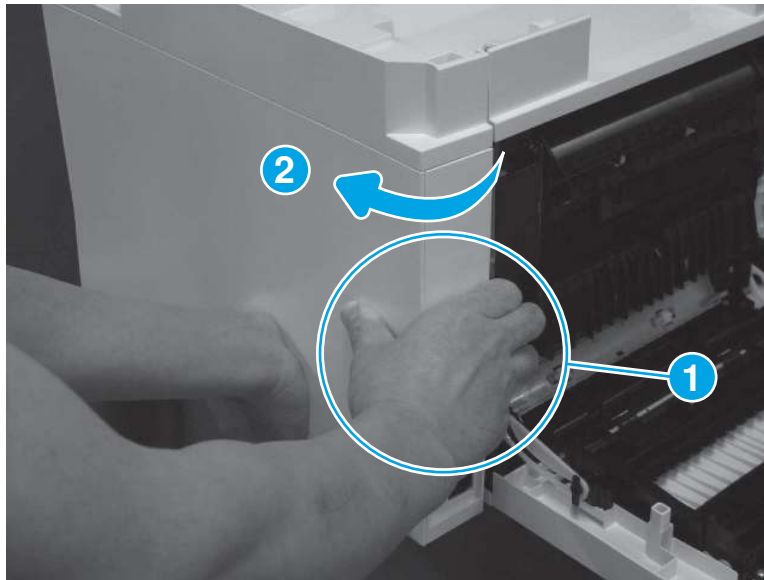
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-304 Release three tabs



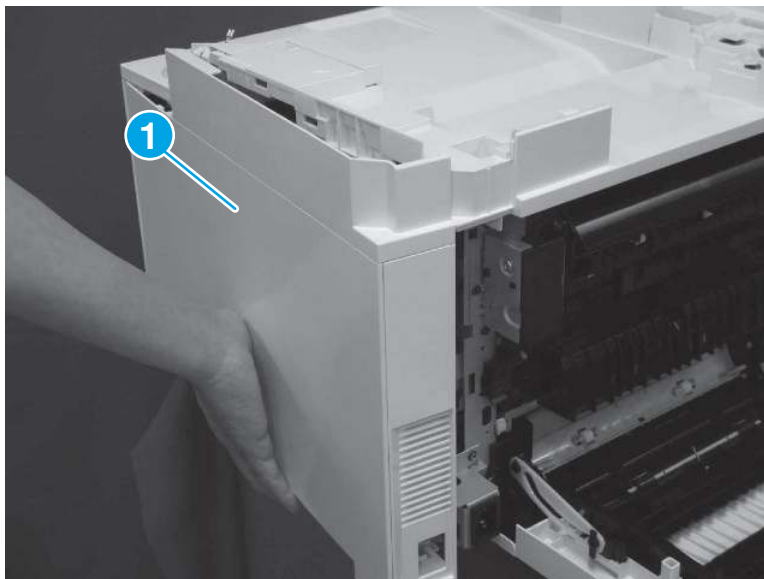
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-305 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-306 Remove the cover



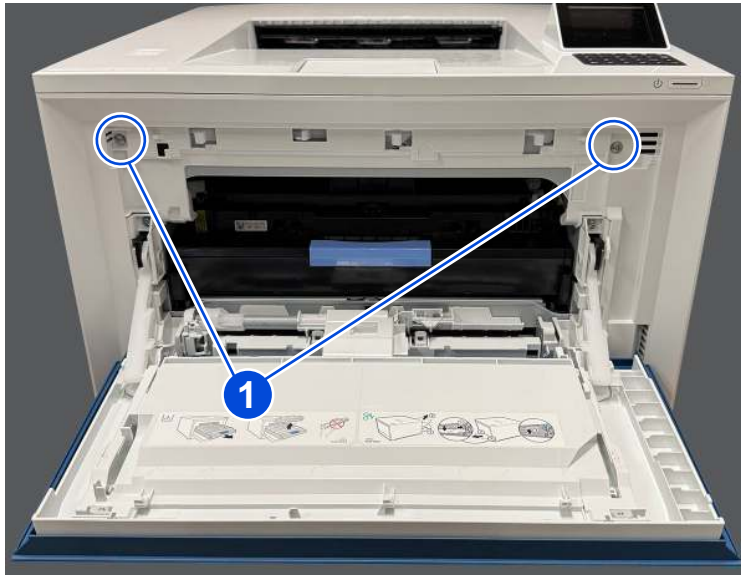
6. Remove the front cover

Follow the procedure below to remove and replace the front cover.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

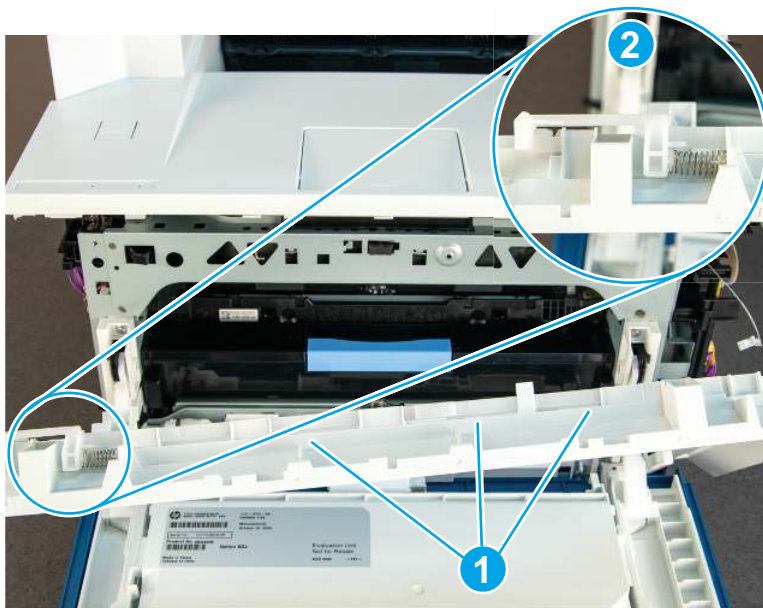
1. Remove two screws (callout 1).



2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.

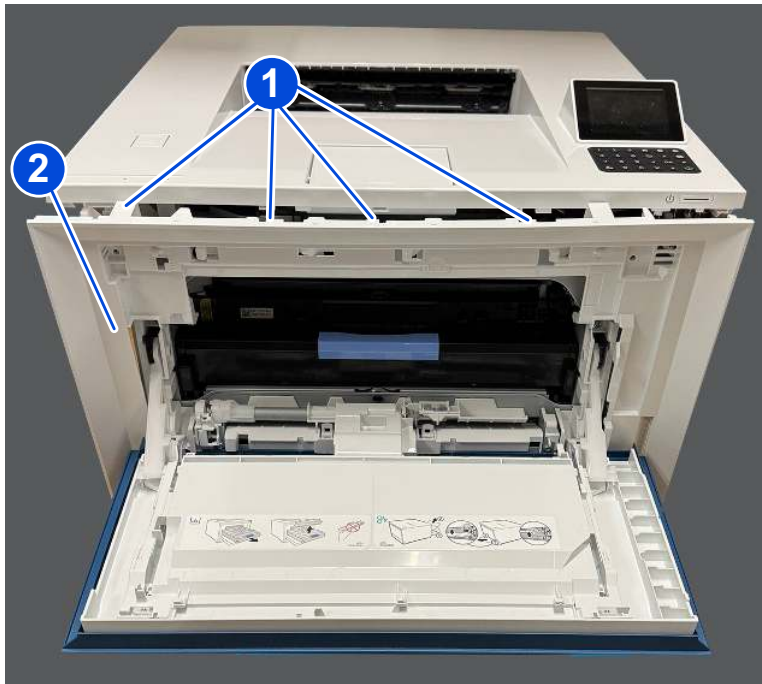
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-307 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-308 Remove the cover



7. Remove the top cover (SFP)

Follow the procedure below to remove and replace the top cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

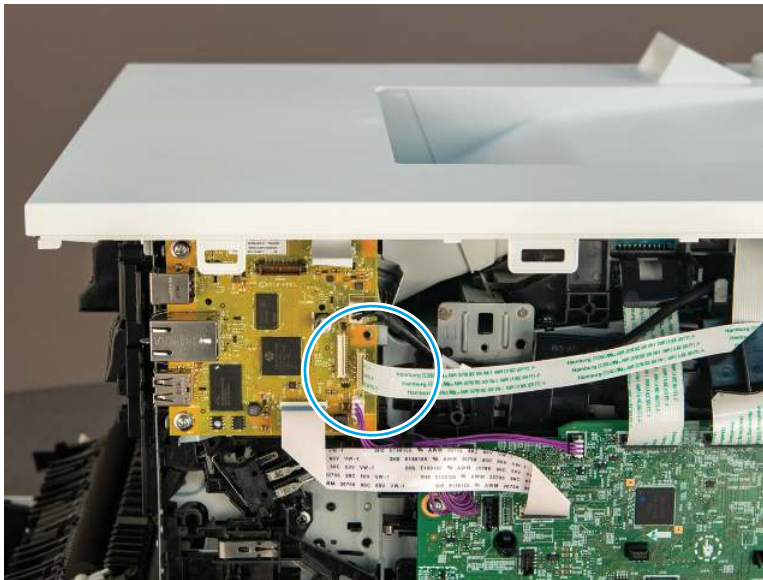
1. Disconnect one flat-flexible cable (FFC) at the top as indicated in the image.

Figure 4-309 Disconnect one flat-flexible cable



2. Disconnect one flat-flexible cable (FFC) as indicated in the image.

Figure 4-310 Disconnect one FFC

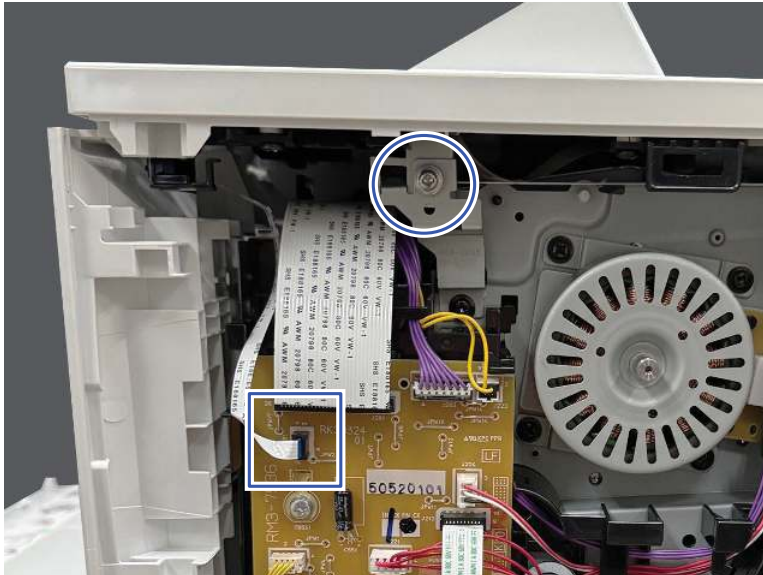


3. Disconnect one FFC, and then remove one screw to release the ground wire.



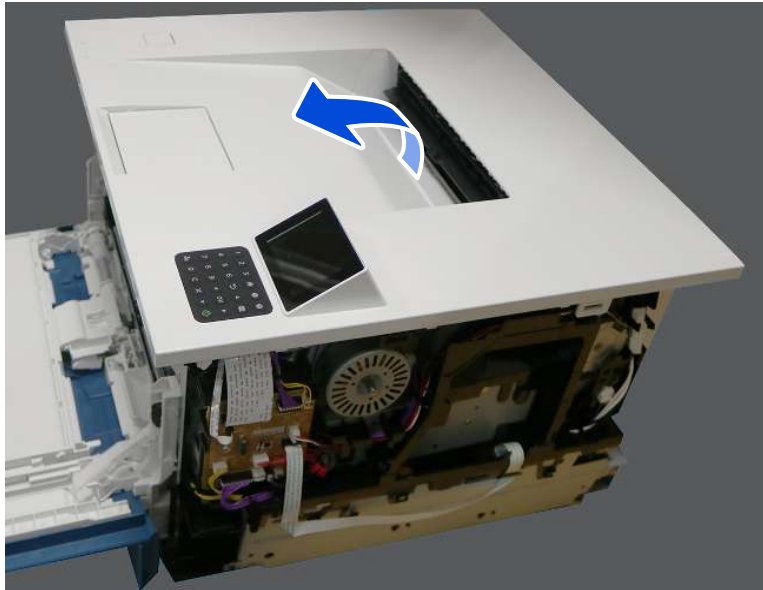
NOTE: The front cover is shown installed in the figure below. However, this step is correct for removing the top cover.

Figure 4-311 Disconnect one FFC and remove one screw



4. Slide the cover from the rear of the printer toward the front to remove it.

Figure 4-312 Remove the cover



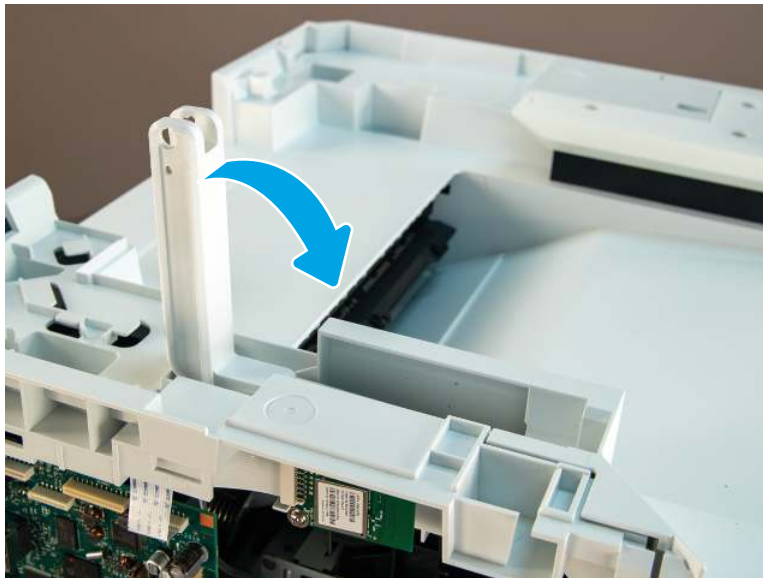
8. Remove the top cover (MFP)

Follow the procedure below to remove and replace the top cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for an SFP printer, skip this step.

1. Close the ISA lift arm.

Figure 4-313 Close the ISA lift arm



2. Remove one screw.

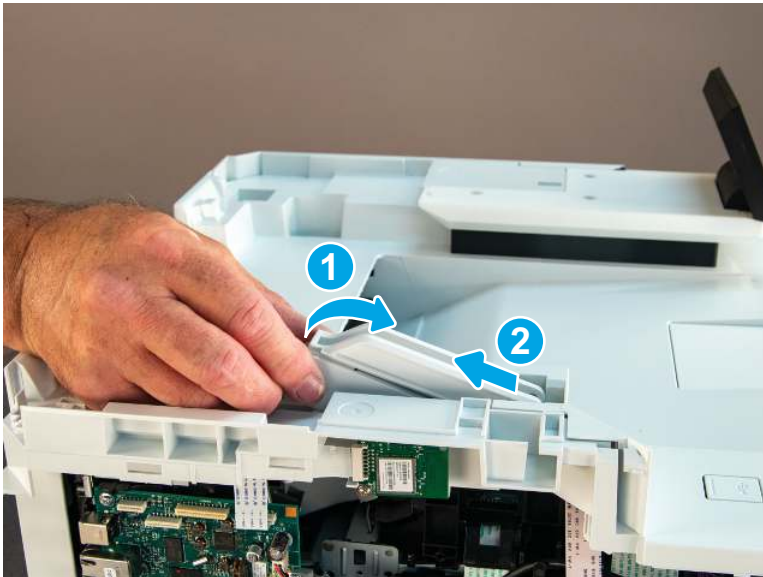
⚠ CAUTION: The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw recess when the support arm is in the closed position.

Figure 4-314 Remove one screw



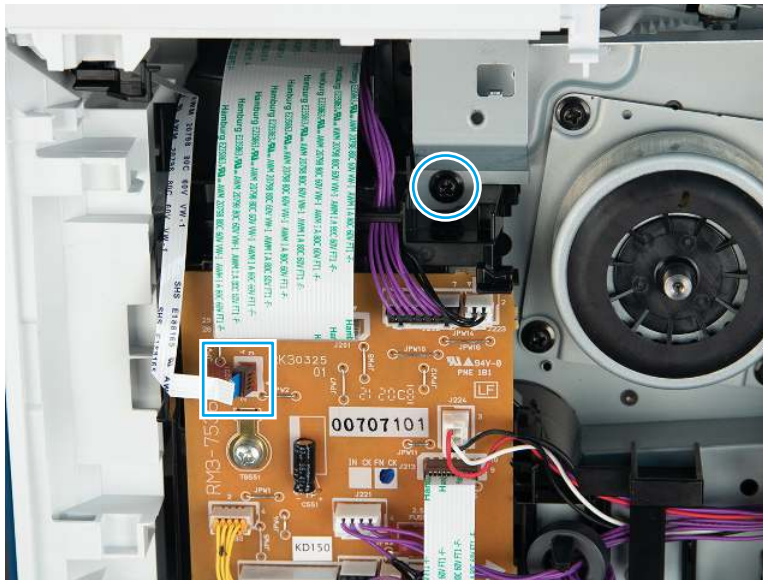
3. Rotate one end of the lift arm up (callout 1), and then slide the lift arm as shown below (callout 2) to release it. Remove the lift arm.

Figure 4-315 Remove the lift arm



4. Disconnect one FFC (power button), and then remove one screw (grounding sheet-metal plate).

Figure 4-316 Disconnect one FFC and remove one screw



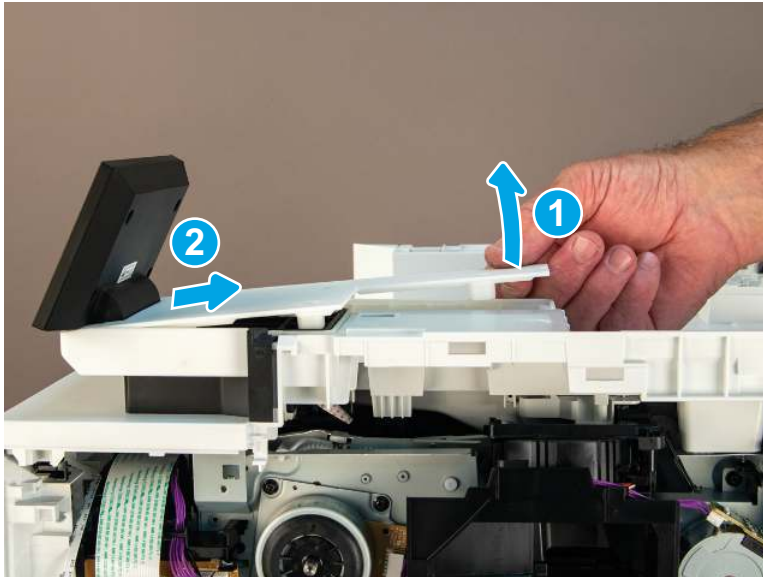
5. Remove three screws.

Figure 4-317 Remove three screws



6. Release one tab and rotate one end of the base cover up (callout 1), and then slide the cover as shown (callout 2) to remove it.

Figure 4-318 Remove the cover



7. Disconnect two FFCs.



NOTE: These are zero-insertion force (ZIF) connectors. To remove the FFCs, first release the locking clip on the connector, and then pull the cable straight out of the connector.



TIP: For re-installation, make sure that the line of the FFC is parallel with the body.

Figure 4-319 Disconnect two FFCs



8. Remove four screws.



NOTE: Two of the screws are self-tapping threads (black), and two of the screws are machine thread (silver).

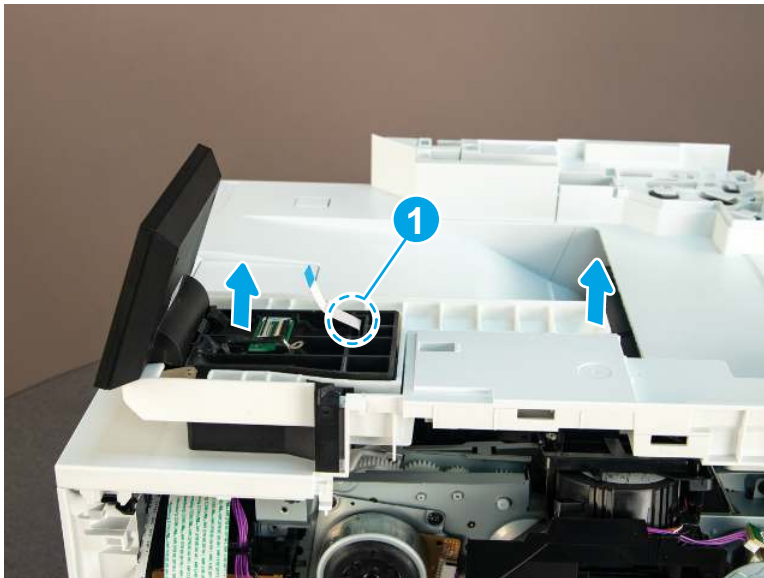
Figure 4-320 Remove four screws



9. Lift the control panel and base straight up and off of the printer to remove them together.

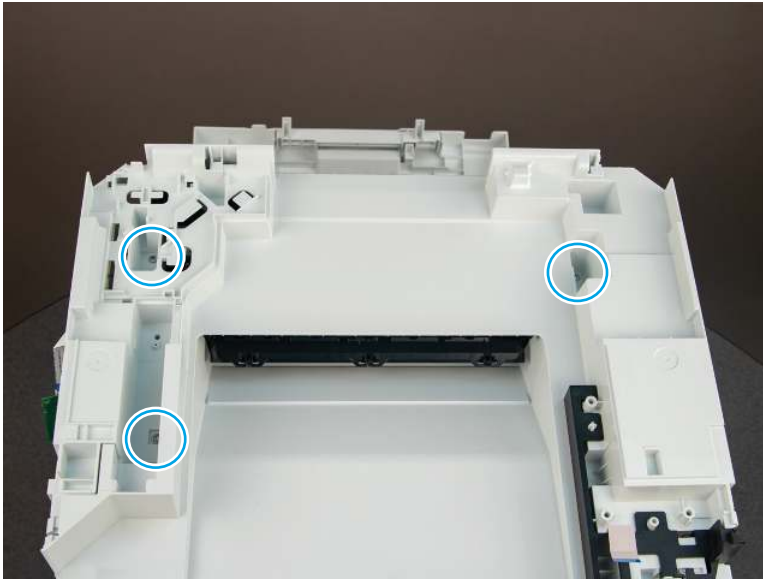
 **NOTE:** When handling the assembly, do not lose the ferrite (callout 1).

Figure 4-321 Remove control panel and base



10. Remove three screws.

Figure 4-322 Remove three screws

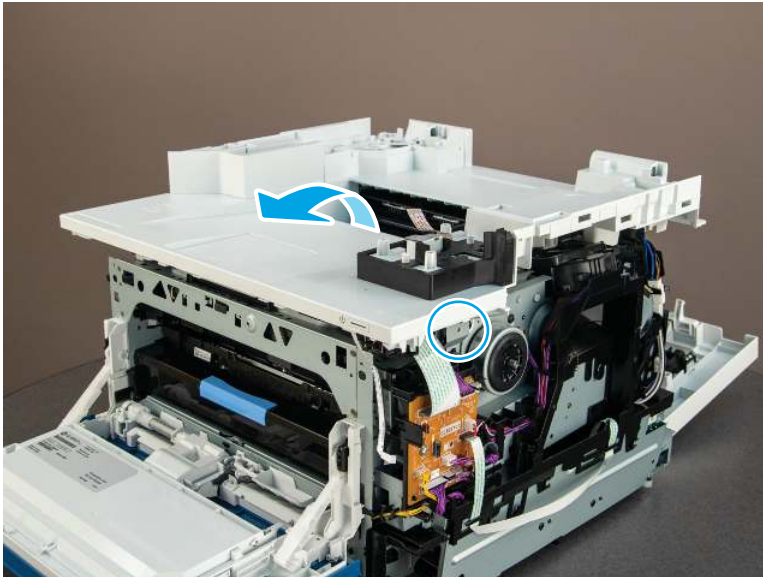


11. Slide the cover from the back of the printer to the front to remove it.



TIP: Slightly move the control-panel ground bracket (circled) back and forth to help release the top cover.

Figure 4-323 Remove the cover



12. **When the cover is reinstalled:** Make sure the front USB assembly is correctly positioned under the cover.

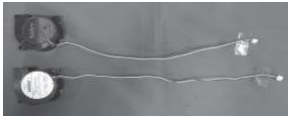
Figure 4-324 Front USB assembly



9. Remove the cartridge fan

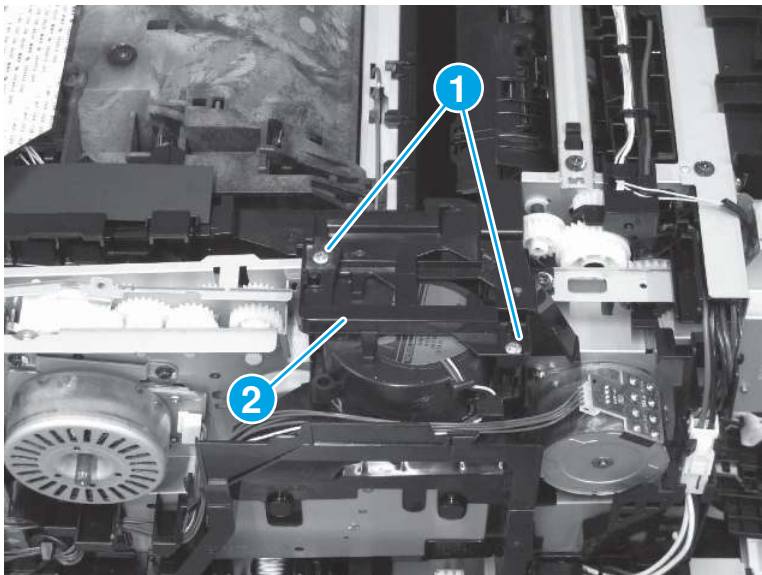
Follow the procedure below to remove and replace the cartridge fan.

-  **NOTE:** The fan installed in your printer might look different than the one shown in the figures below. However, these instructions are valid for BOTH cartridge fans.



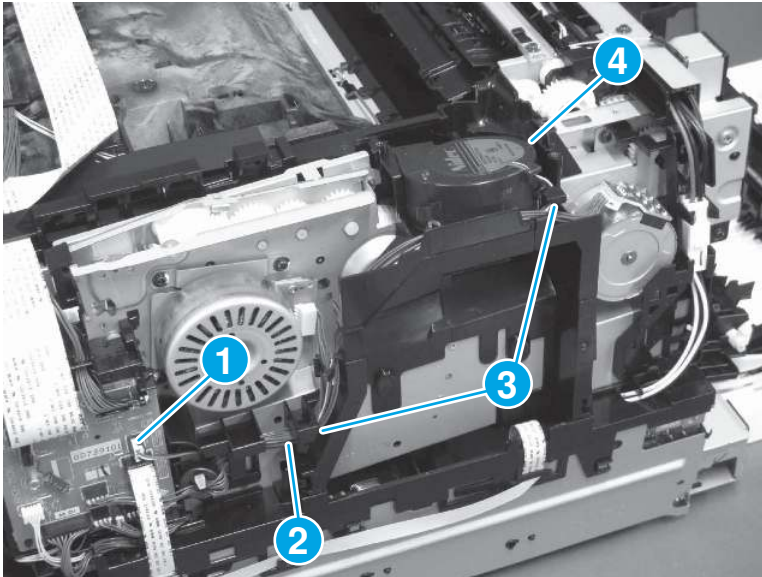
1. Remove two screws (callout 1), and then remove the holder (callout 2).

Figure 4-325 Remove the holder



2. Disconnect one connector (callout 1), release the cable (callout 2) from the guide (callout 3), and then remove the cartridge fan (callout 4).

Figure 4-326 Remove the cartridge fan



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

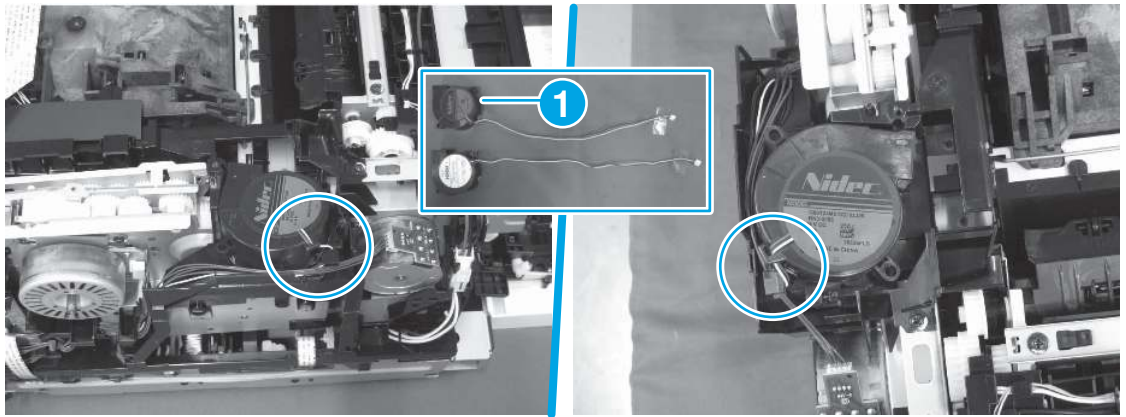
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Special installation instructions - Cartridge fan

Follow the special instructions below to install the cartridge fan.

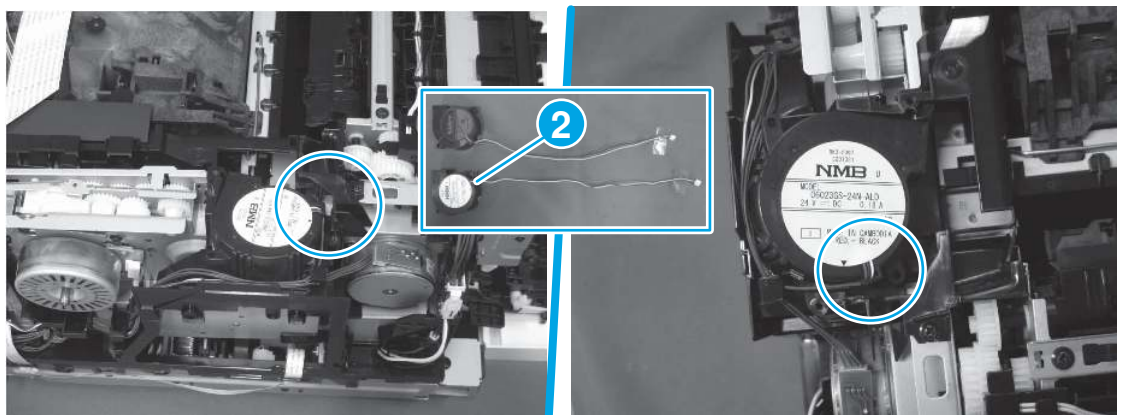
- One of two types of cartridge fan are installed in the printer. Adjust the position of the cartridge fan cable as necessary depending on which type of fan is installed.
- **Short cable cartridge fan** (callout 1)

Figure 4-327 Install the cartridge fan (1 of 2)



- **Long cable cartridge fan** (callout 2)

Figure 4-328 Install the cartridge fan (2 of 2)

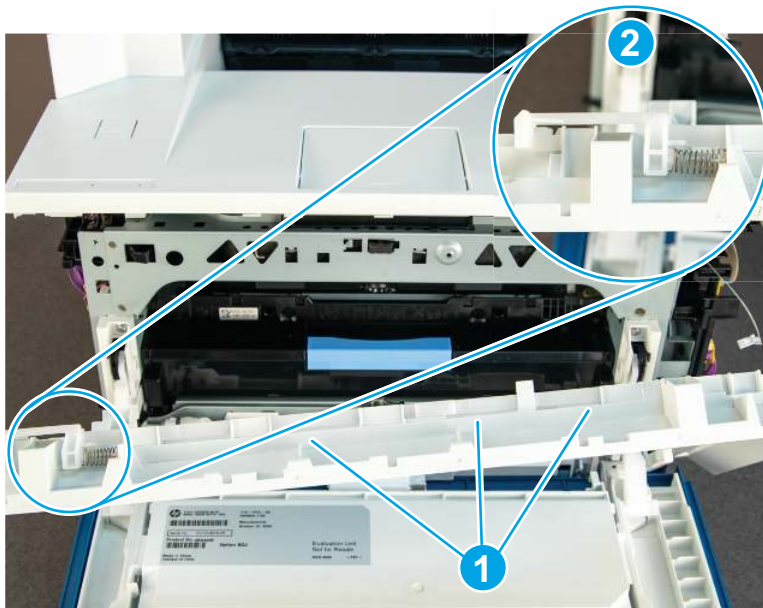


12. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

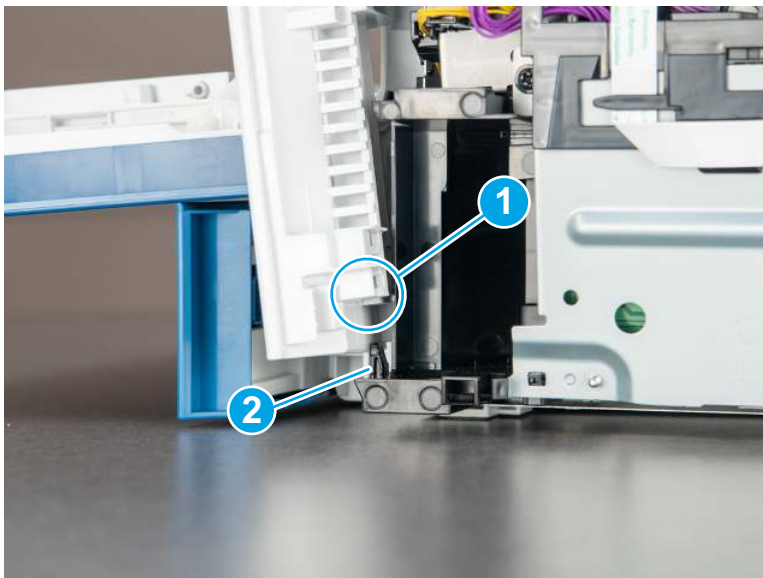
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-329 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

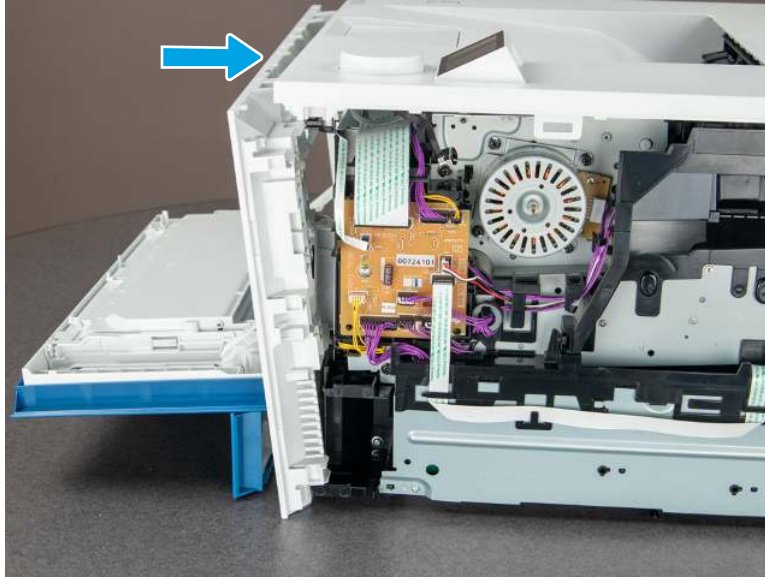
Figure 4-330 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-331 Install the cover



Removal and replacement: Cartridge tray assembly

Learn how to remove and replace the cartridge tray.

Mean time to repair: 12 minutes

Service level: Easy

Before performing service

Turn the printer power off.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-25 Part information

Part number	Part description
RM2-2860-000CN	Cartridge tray assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver
- Needle-nose pliers

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

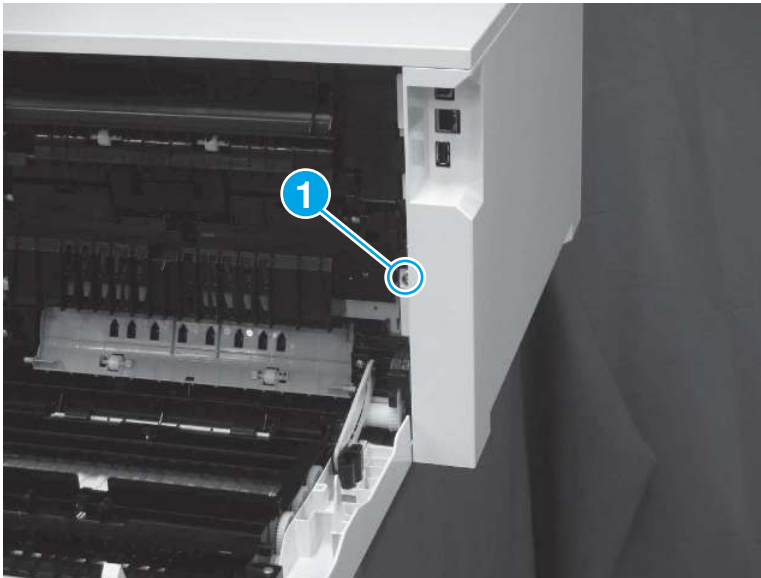
Follow the procedure below to remove and replace the left cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

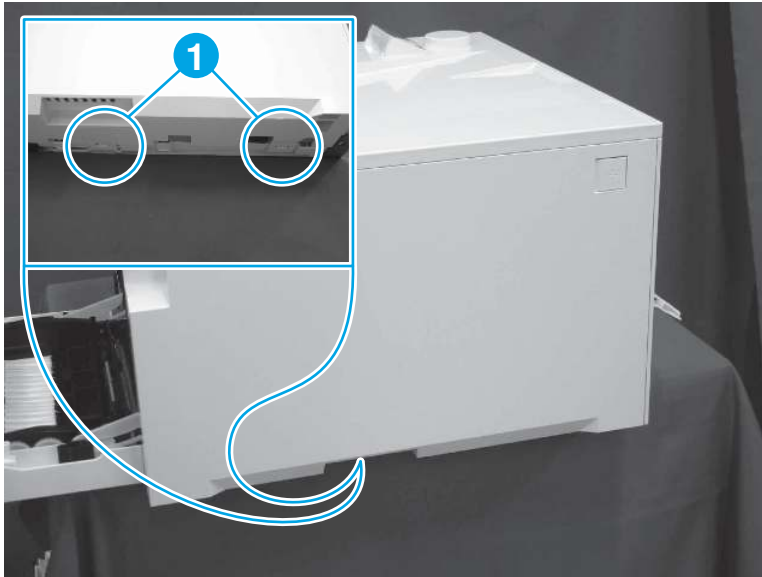
1. Remove one screw (callout 1).

Figure 4-332 Remove one screw



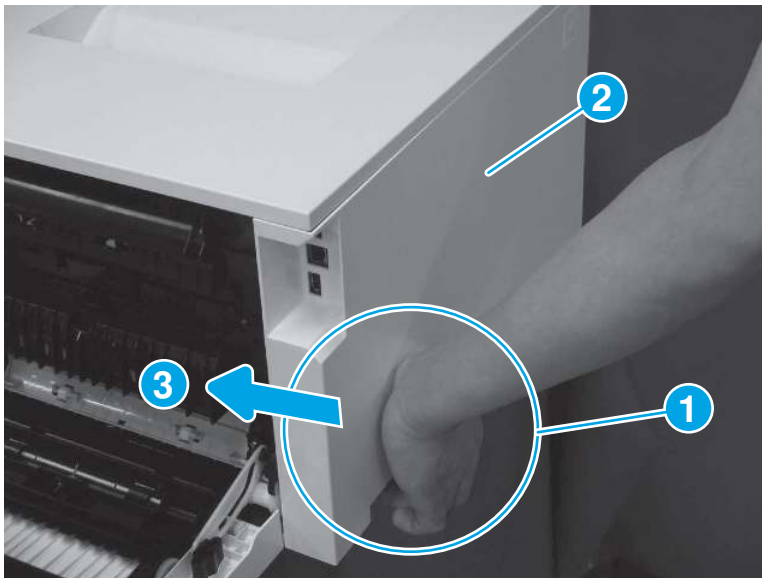
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-333 Release two tabs



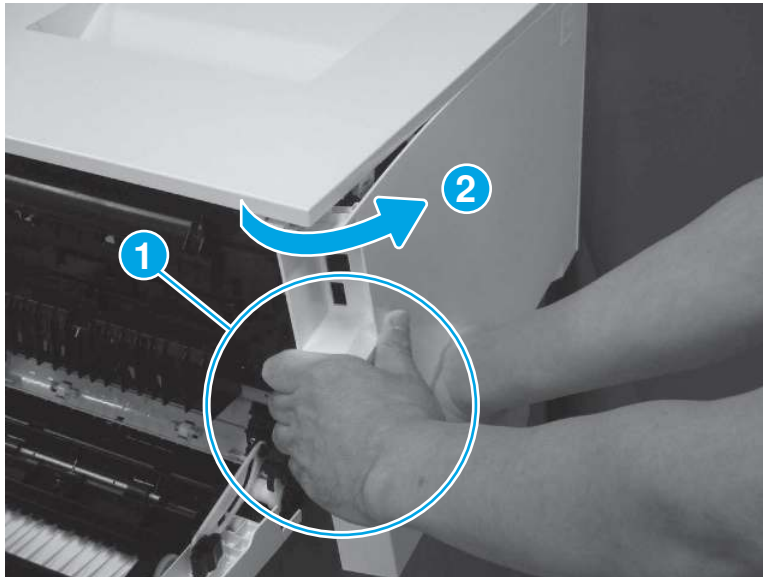
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-334 Release the rear cover corner



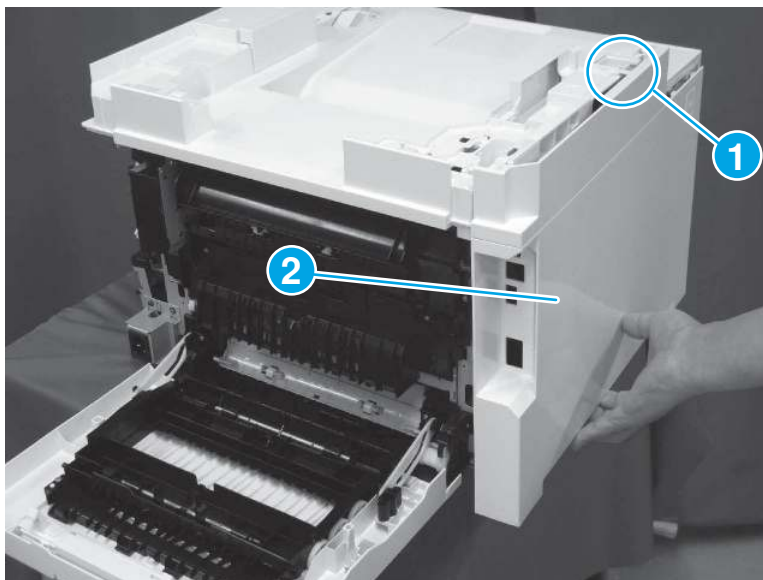
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-335 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-336 Remove the cover



2. Remove the left cover (MFP)

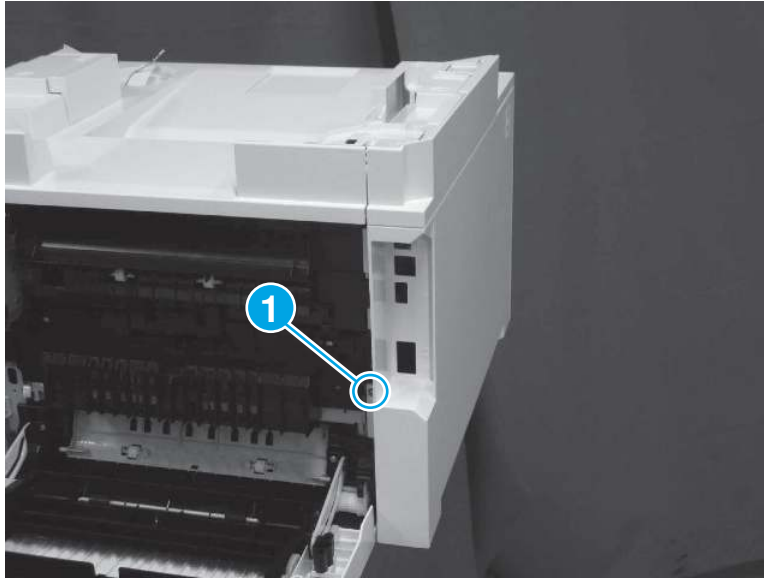
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

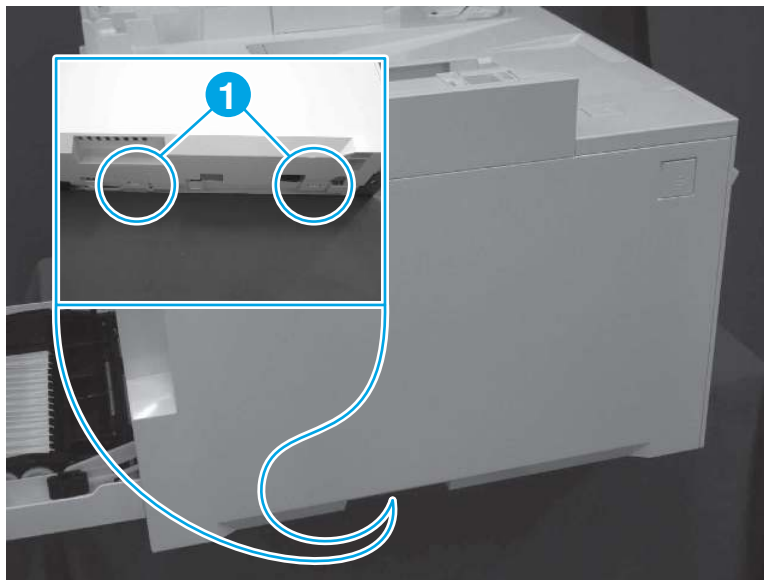
1. Remove one screw (callout 1).

Figure 4-337 Remove one screw



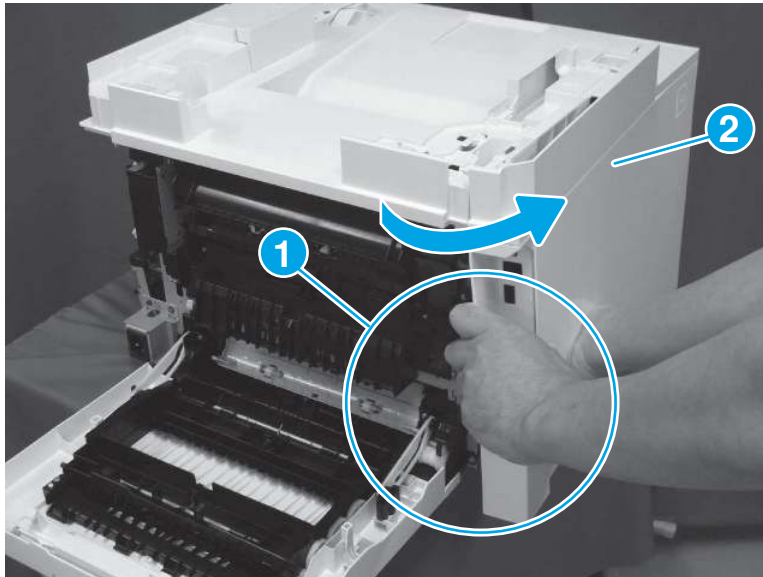
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-338 Release two tabs



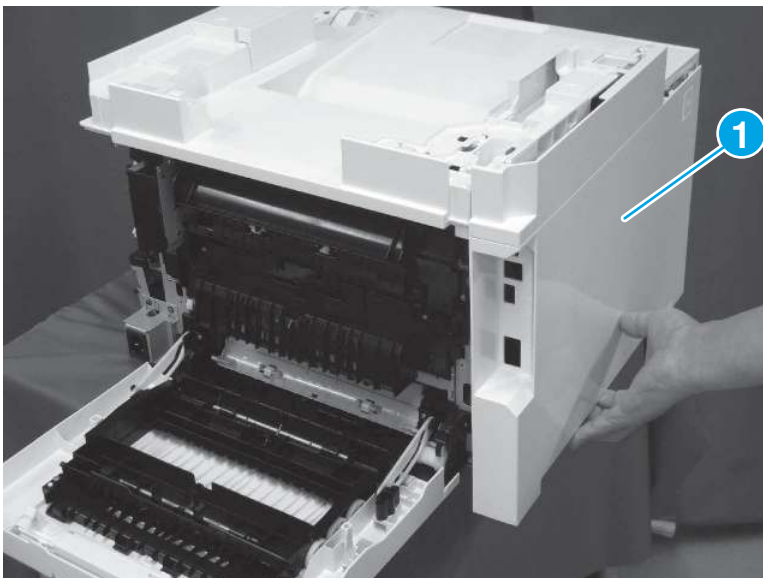
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-339 Disengage the cover corner



4. Remove the left cover (callout 1).

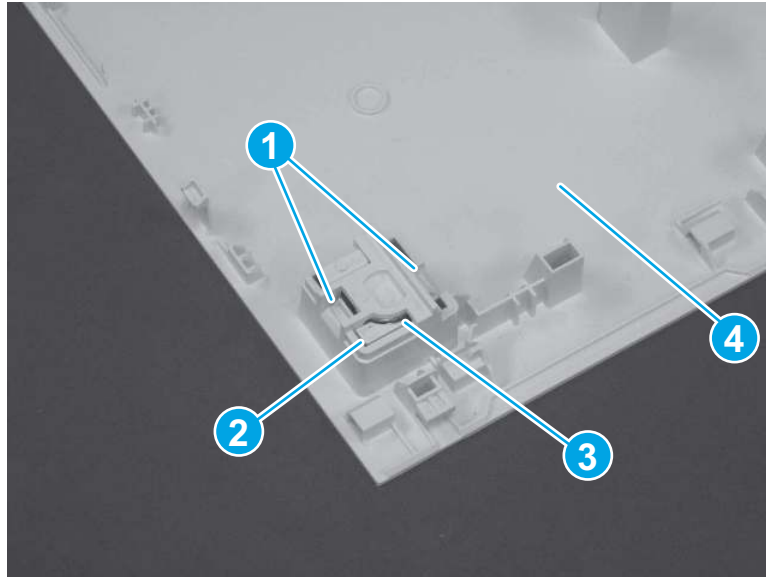
Figure 4-340 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-341 Remove the cartridge door button



3. Remove the right cover (SFP)

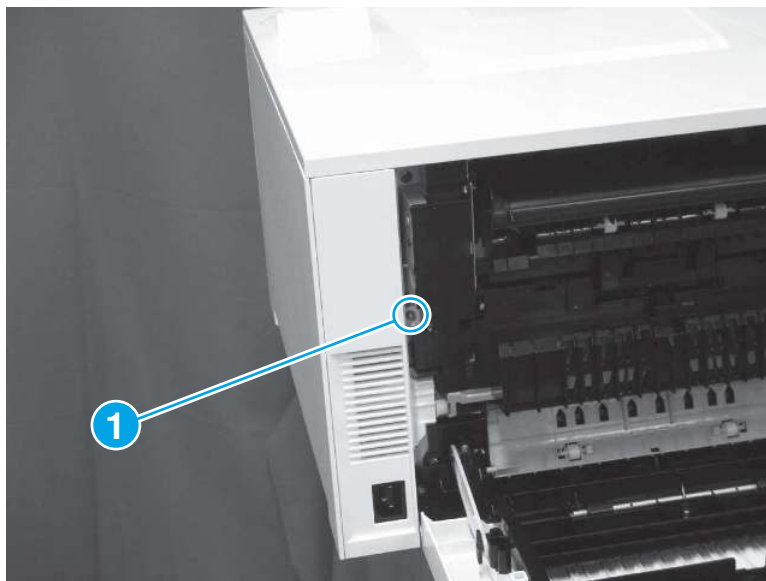
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

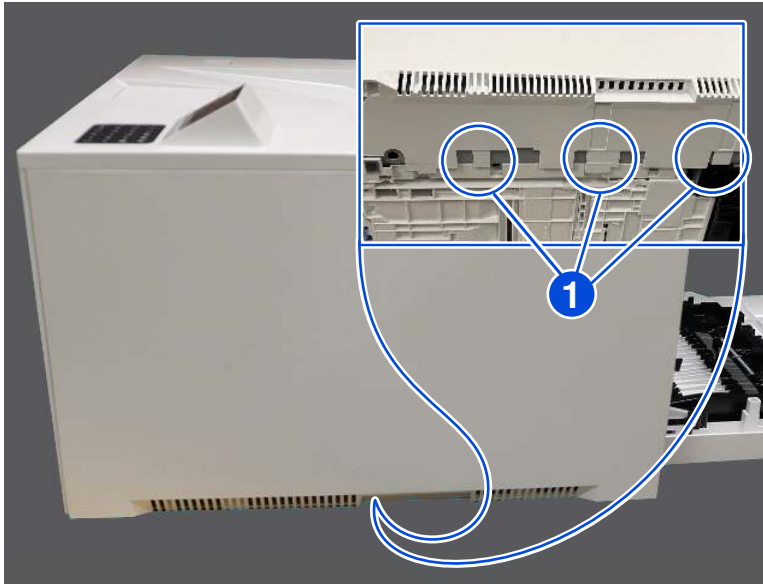
1. Remove one screw (callout 1).

Figure 4-342 Remove one screw



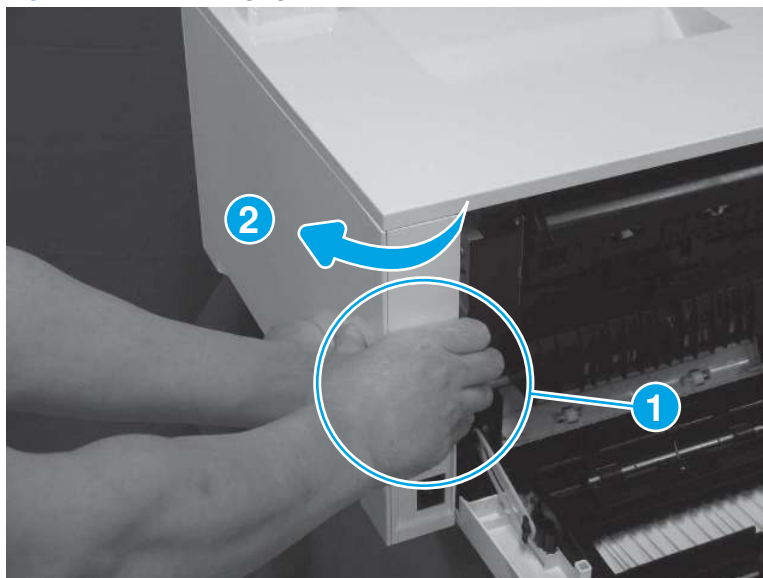
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-343 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-344 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-345 Remove the cover



4. Remove the right cover (MFP)

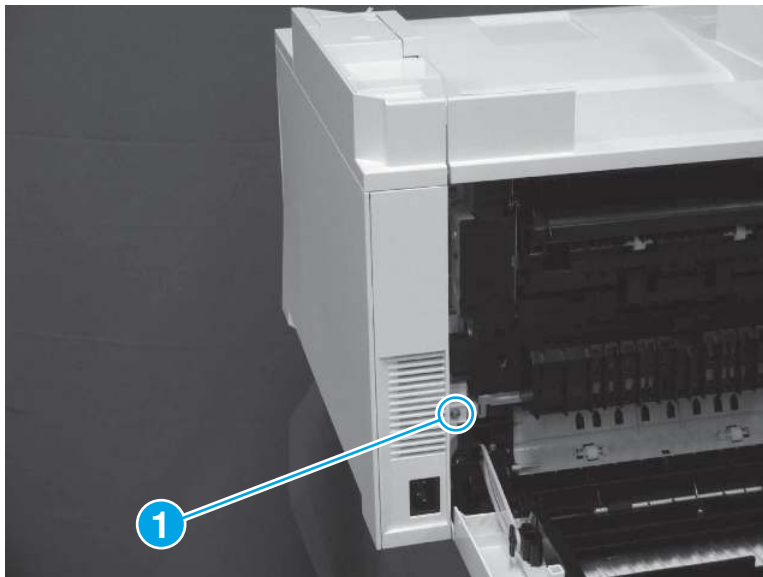
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

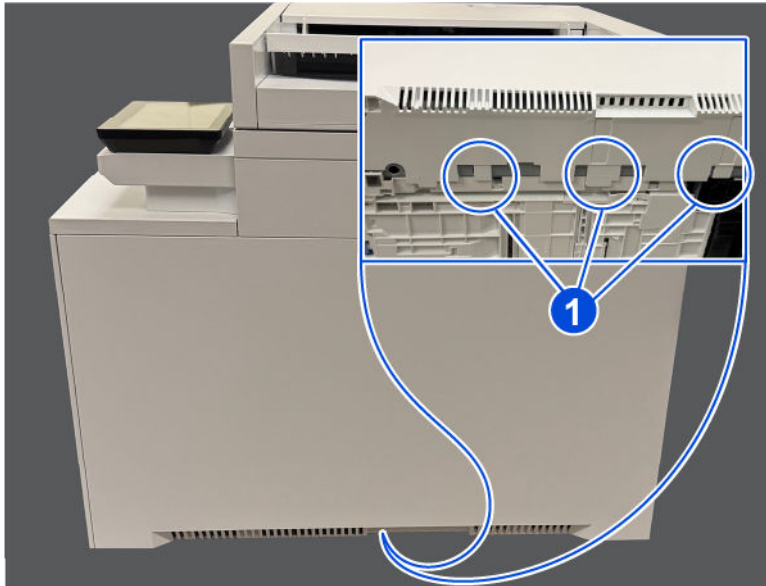
1. Remove one screw (callout 1).

Figure 4-346 Remove one screw



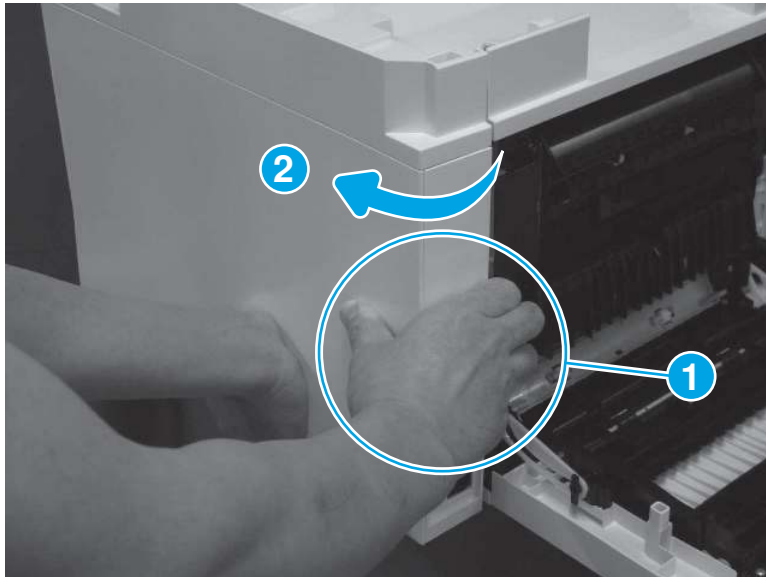
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-347 Release three tabs



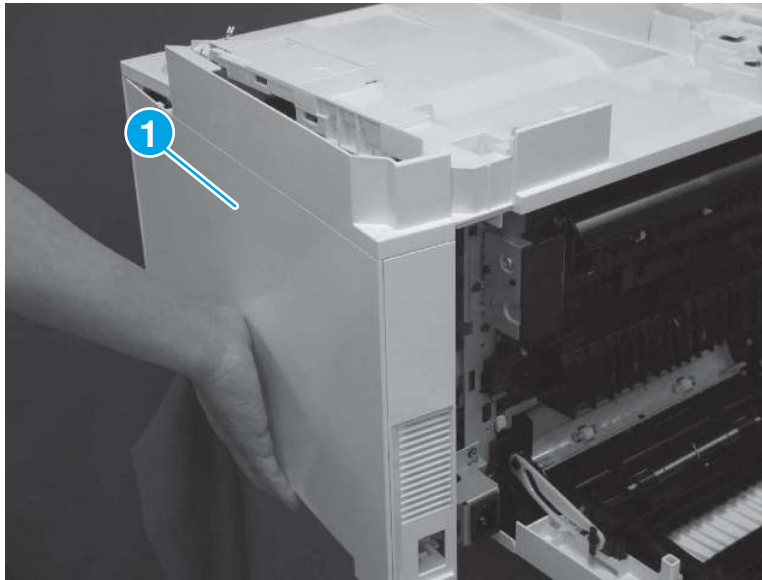
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-348 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-349 Remove the cover



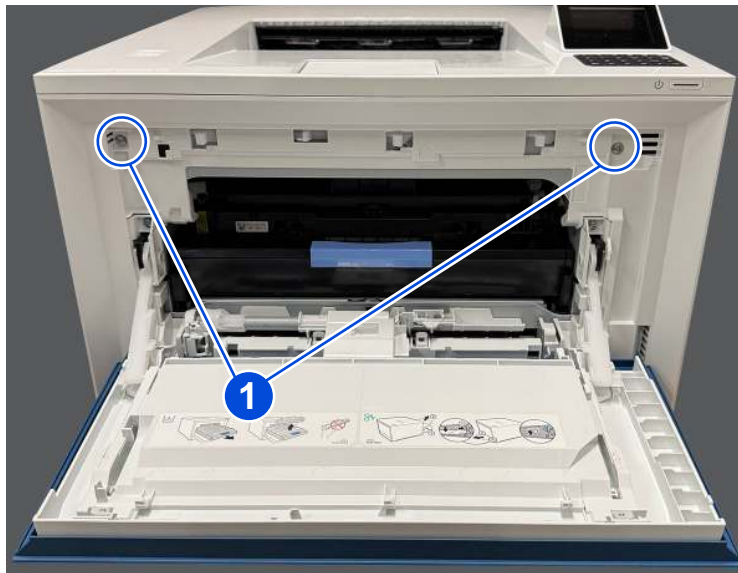
5. Remove the front cover

Follow the procedure below to remove and replace the front cover.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

1. Remove two screws (callout 1).

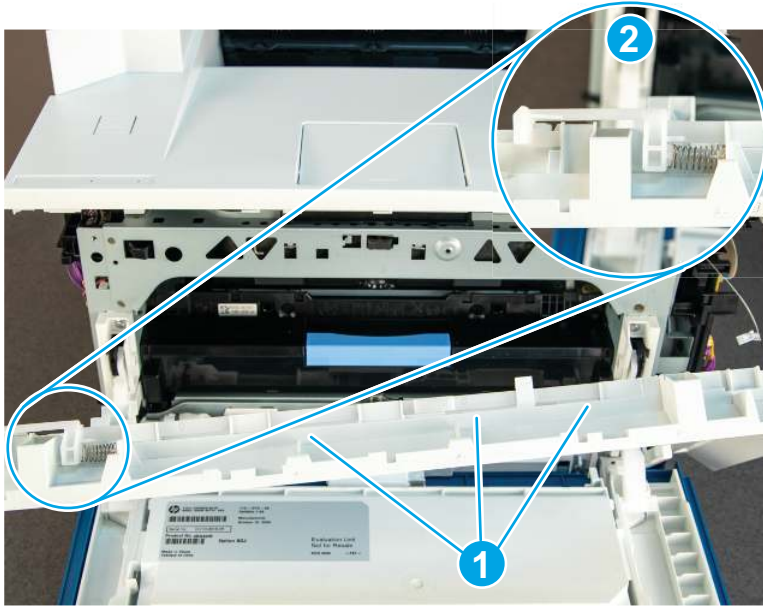


2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.



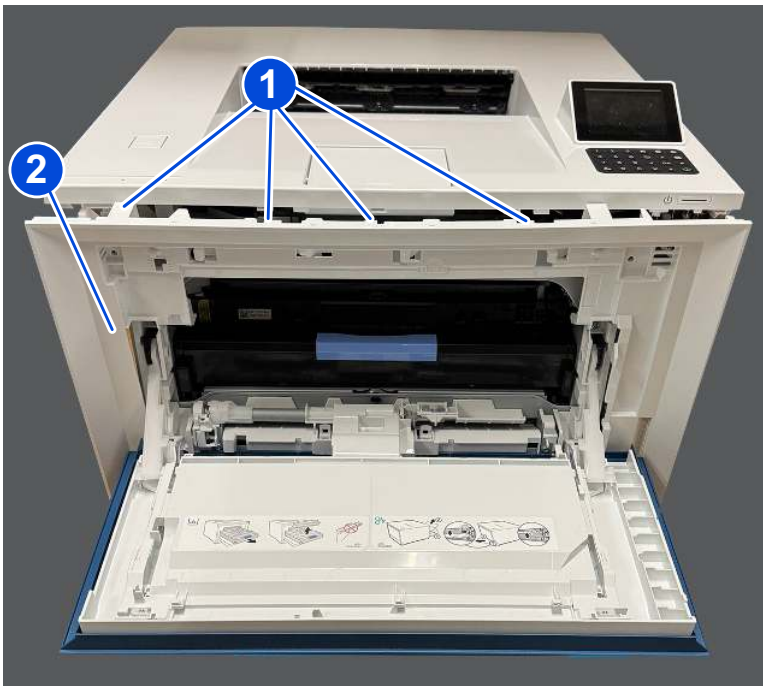
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-350 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-351 Remove the cover

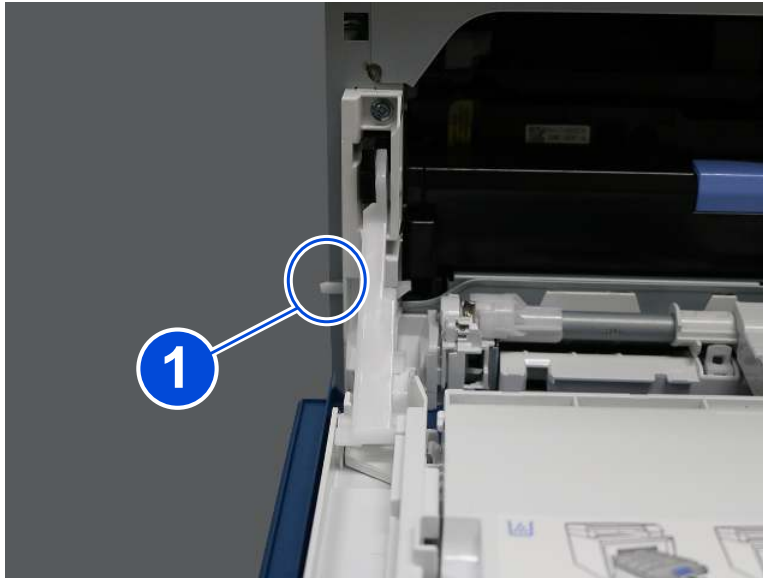


6. Remove the cartridge tray

Follow the procedure below to remove and replace the cartridge tray.

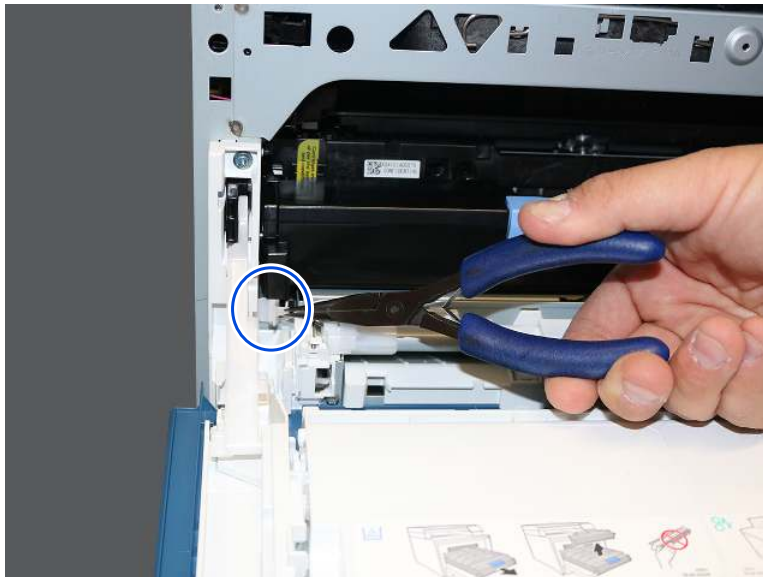
1. Release one tab (left side).

Figure 4-352 Release one tab (left side)



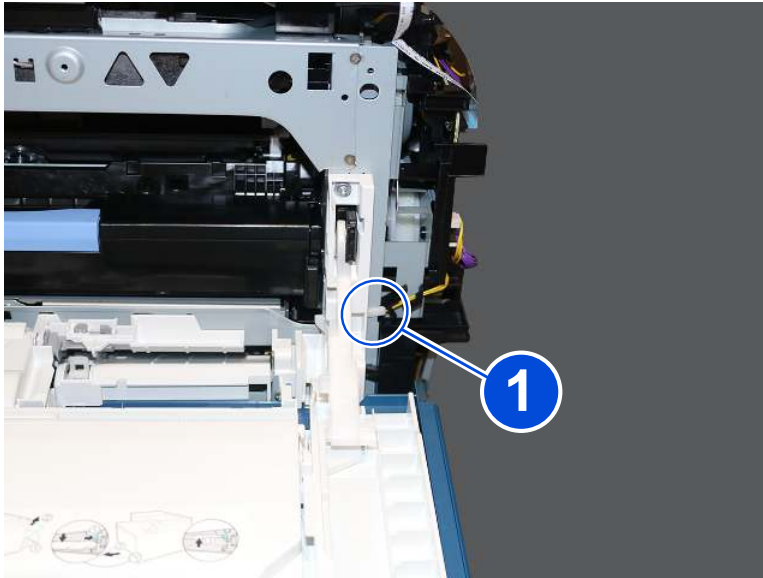
2. Use a pair of needle-nose pliers to remove the stopper (callout 1) (left side).

Figure 4-353 Remove the stopper (left side)



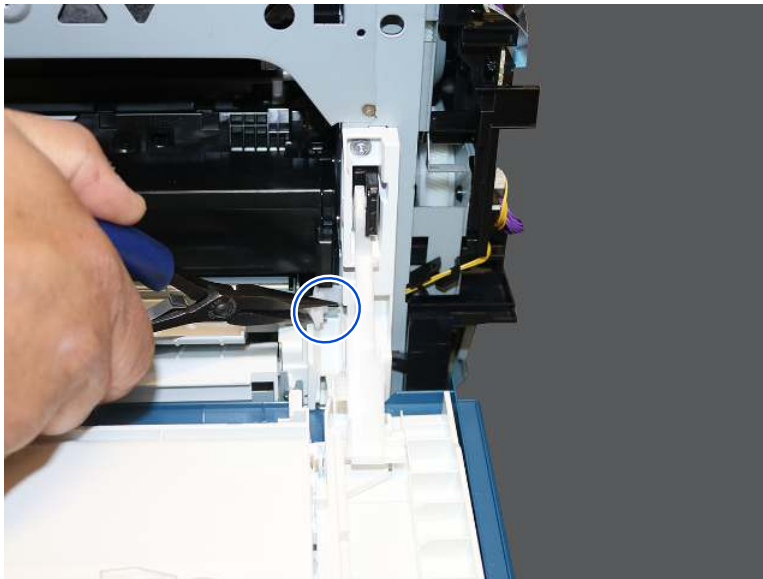
3. Release one tab (right side).

Figure 4-354 Release one tab (right side)



4. Use a pair of needle-nose pliers to remove the stopper (callout 1) (right side).

Figure 4-355 Remove the stopper (right side)

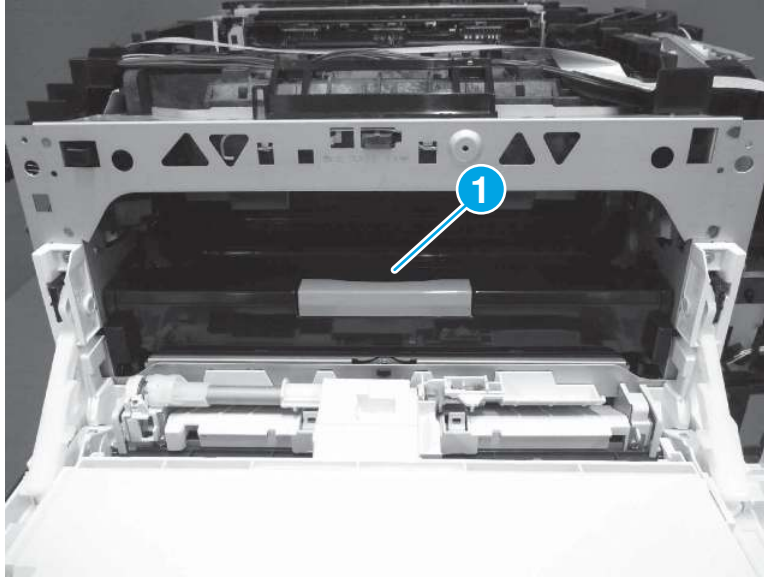


5. Pull the cartridge tray (callout 1) out of the printer to remove it.



NOTE: Slightly lift up on the front of the tray while removing it.

Figure 4-356 Remove the cartridge tray



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



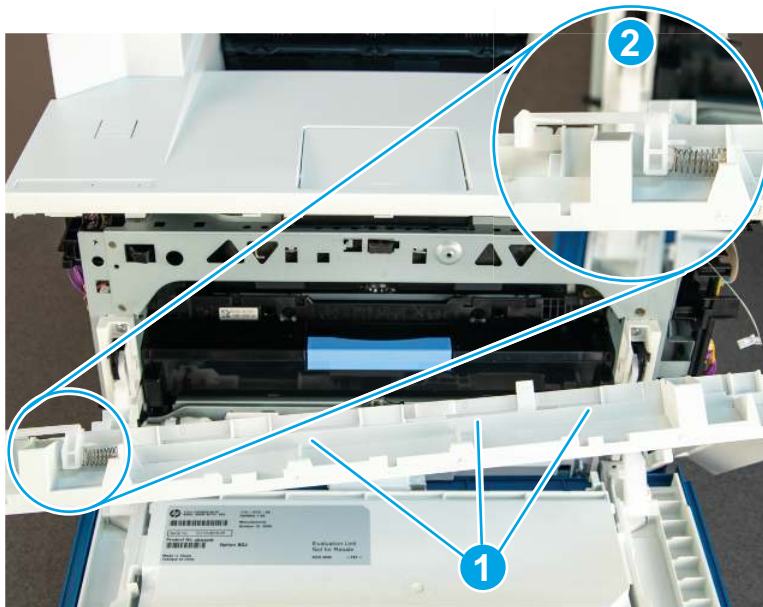
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

8. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

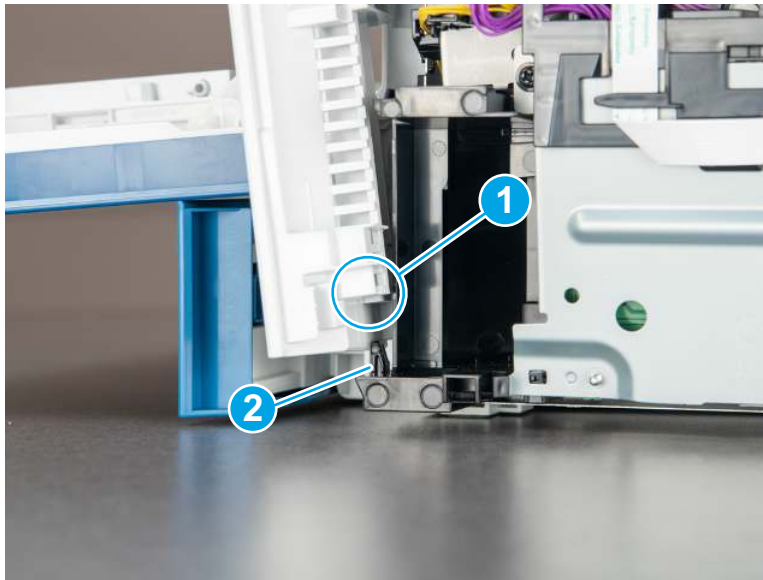
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-357 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

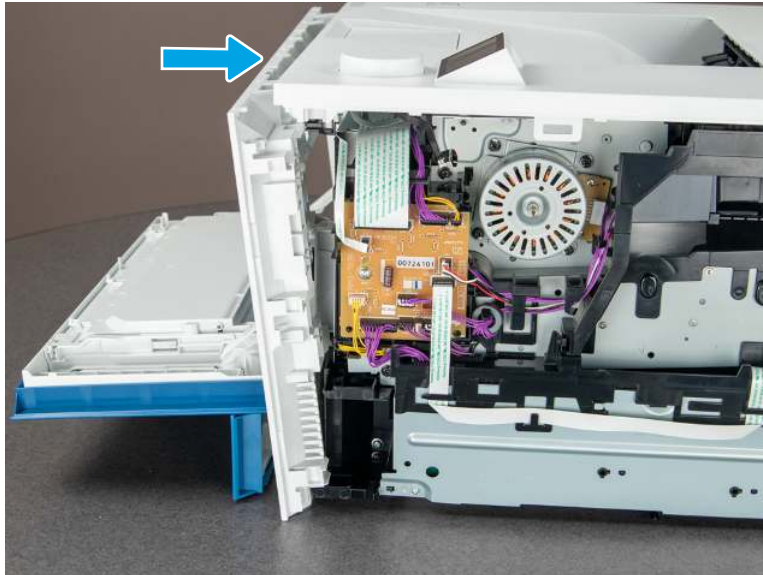
Figure 4-358 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-359 Install the cover



Removal and replacement: Fuser and duplex drive assembly

Learn how to remove and replace the fuser and duplex drive assembly.

 **IMPORTANT:** The power button **must** be used to turn the printer power off prior to removing the fuser. Unplugging the printer to turn the power off (without using the power button) does not disengage the fuser, making it impossible to remove.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-26 Part information

Part number	Part description
RM2-2731-000CN	Fuser assembly 110V
RM2-2732-000CN	Fuser assembly 220V
RM2-2841-000CN	Duplex drive assembly (SFP)
RM2-2842-000CN	Duplex drive assembly (MFP)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

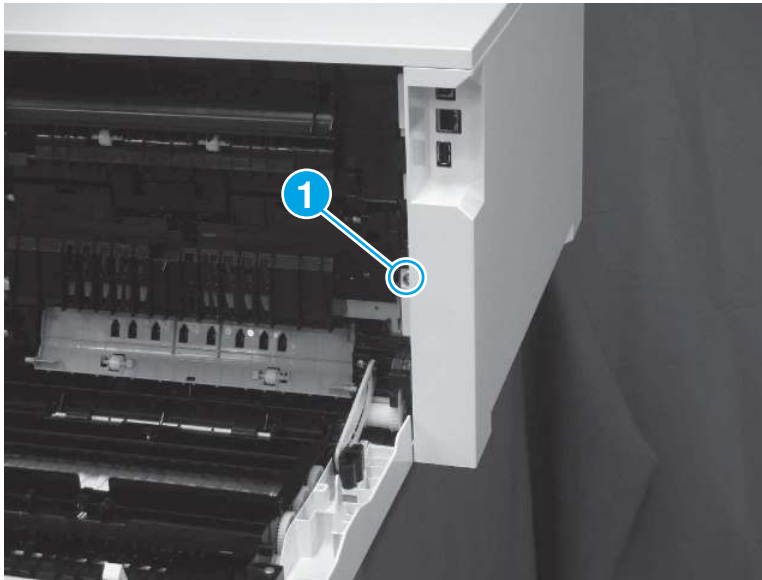
Follow the procedure below to remove and replace the left cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

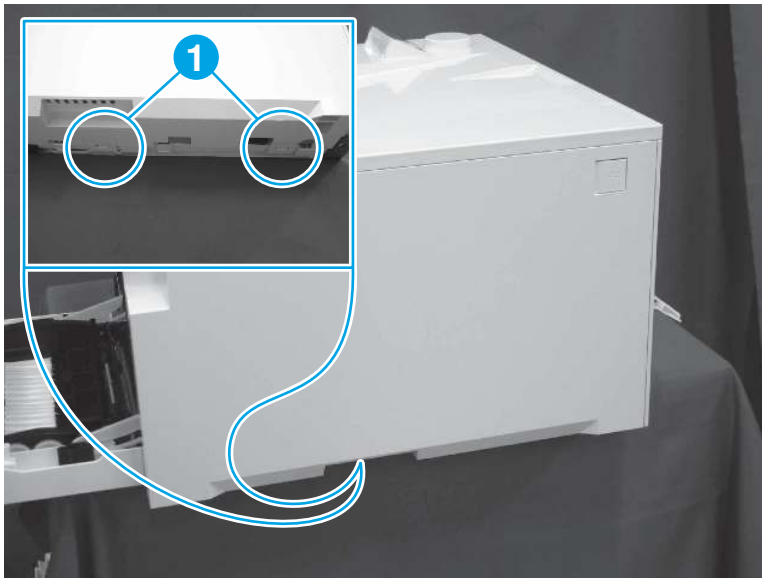
1. Remove one screw (callout 1).

Figure 4-360 Remove one screw



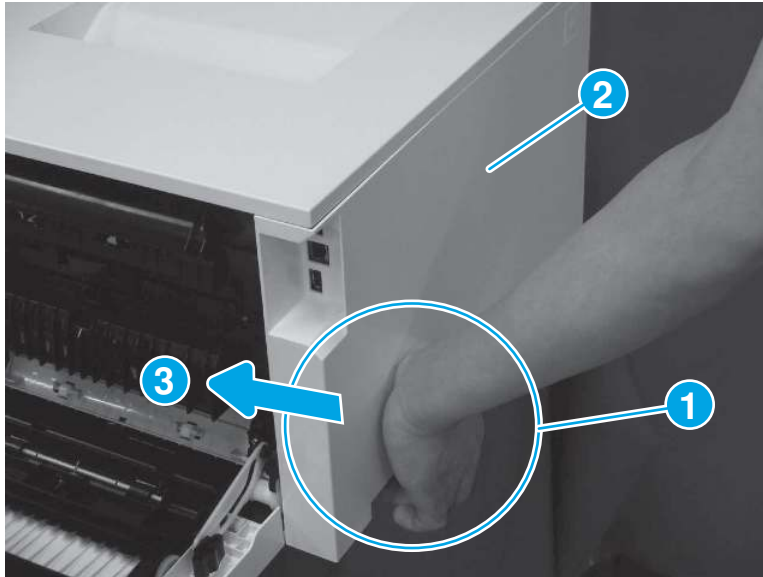
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-361 Release two tabs



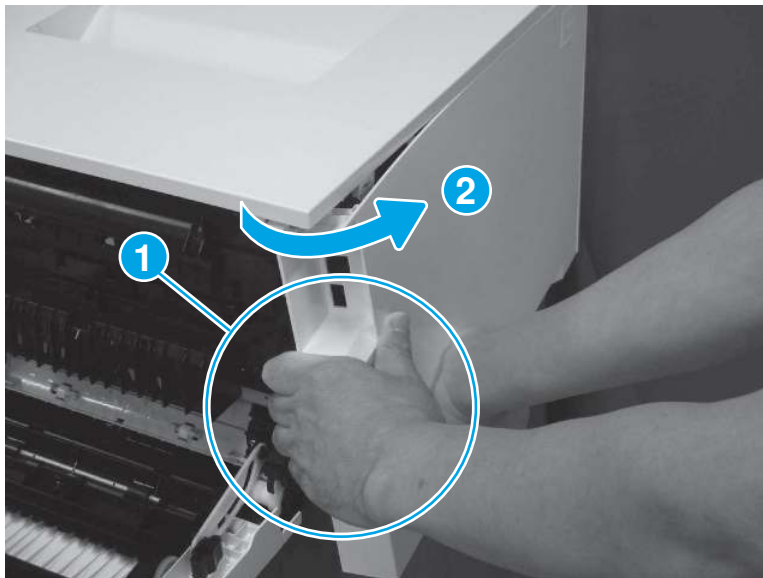
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-362 Release the rear cover corner



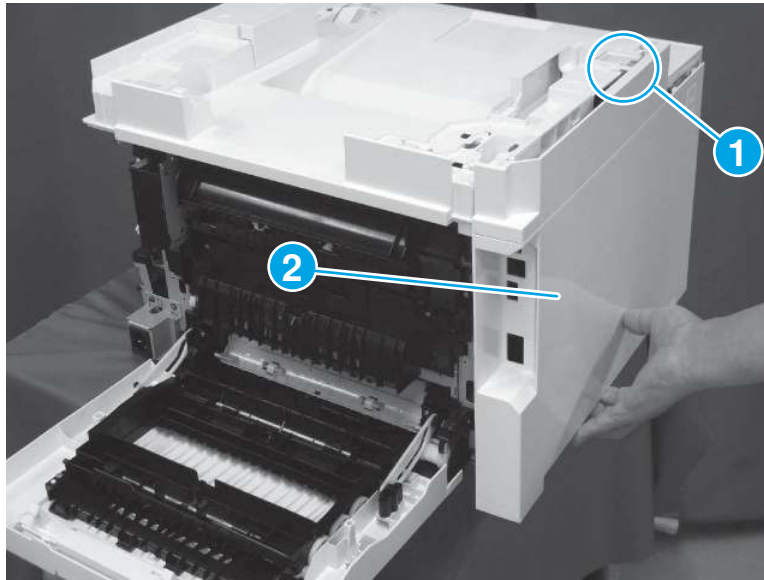
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-363 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-364 Remove the cover



2. Remove the left cover (MFP)

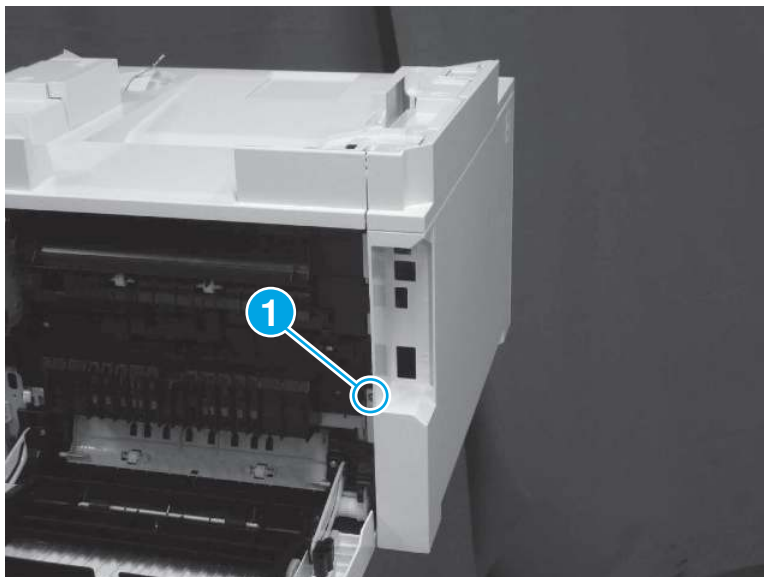
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

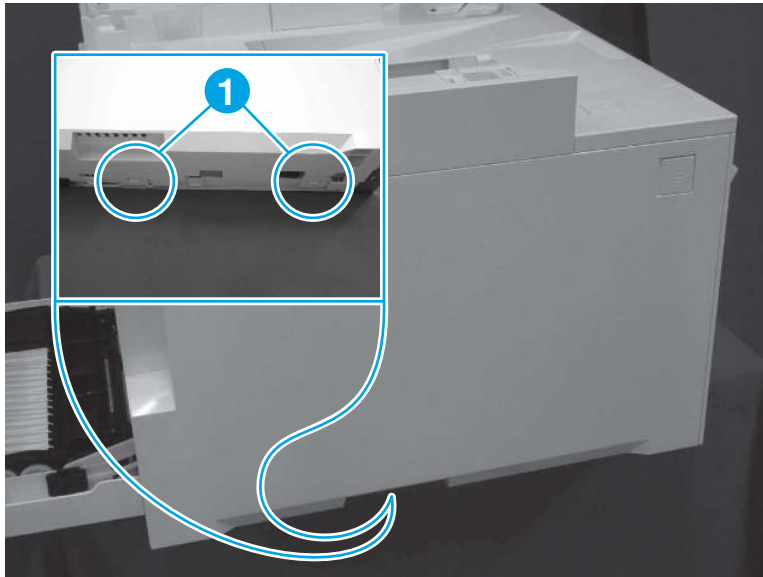
1. Remove one screw (callout 1).

Figure 4-365 Remove one screw



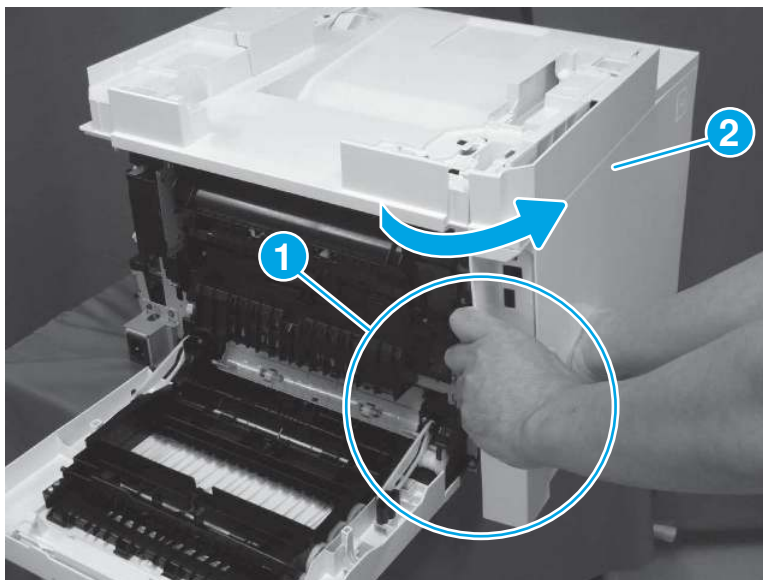
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-366 Release two tabs



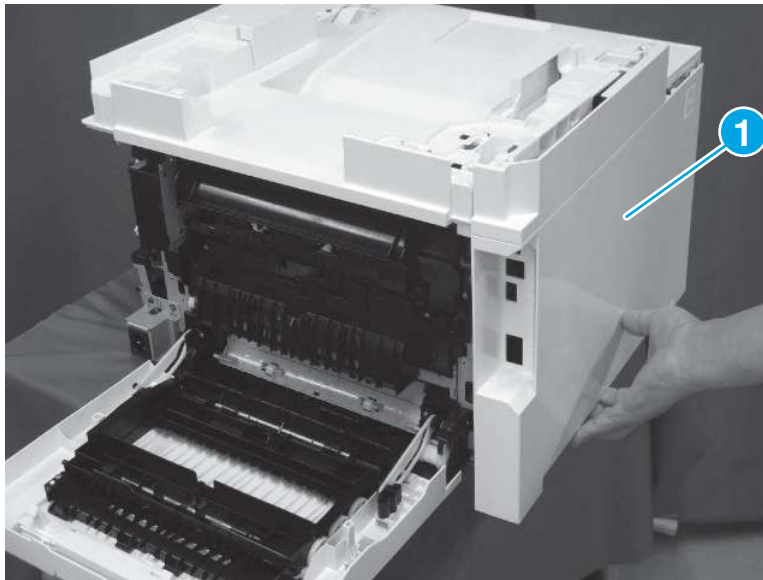
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-367 Disengage the cover corner



4. Remove the left cover (callout 1).

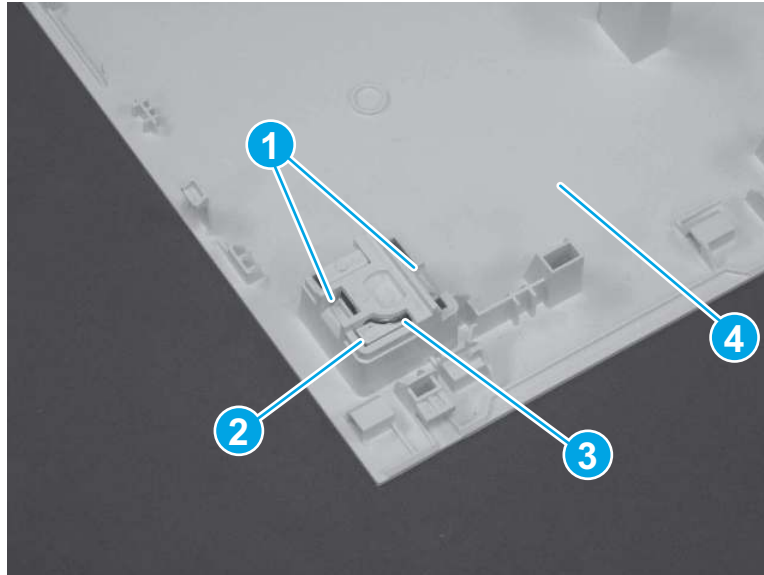
Figure 4-368 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-369 Remove the cartridge door button



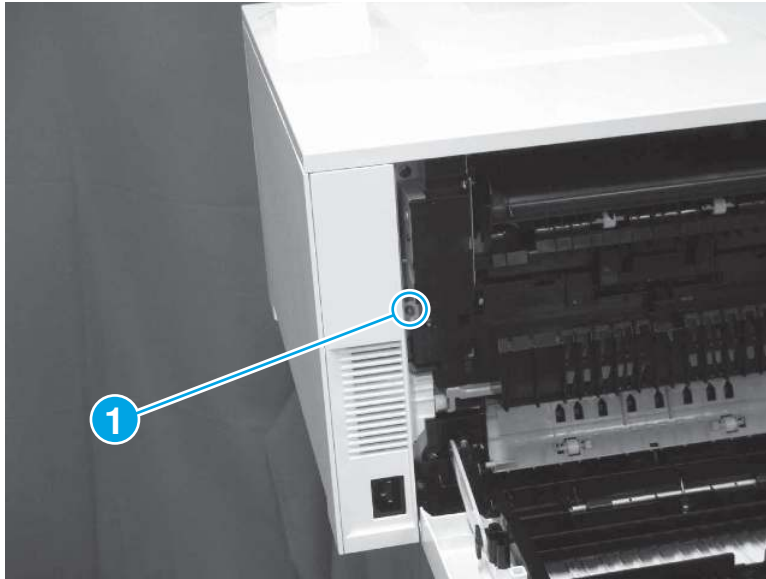
3. Remove the right cover (SFP)

Follow the procedure below to remove and replace the right cover (SFP).

-  **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

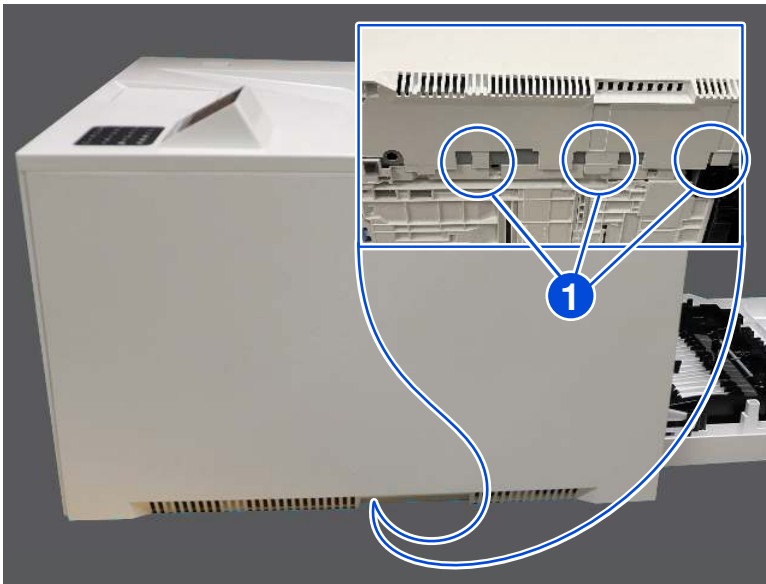
1. Remove one screw (callout 1).

Figure 4-370 Remove one screw



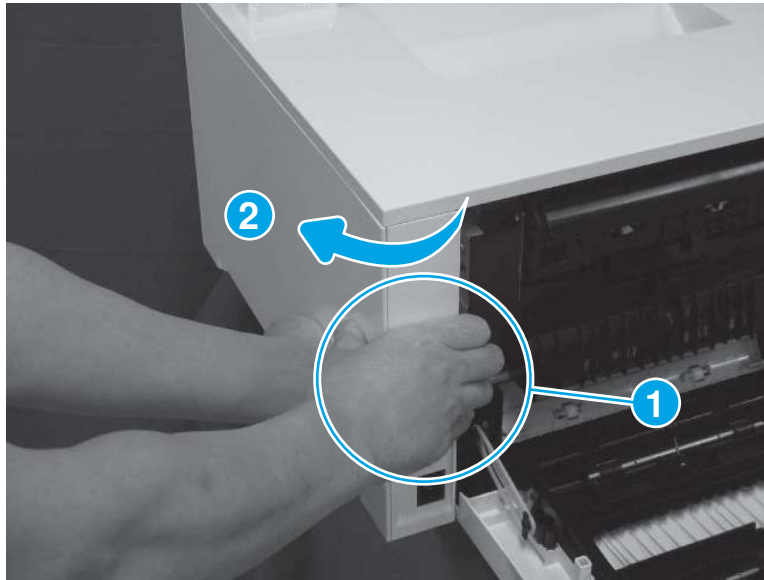
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-371 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-372 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-373 Remove the cover



4. Remove the right cover (MFP)

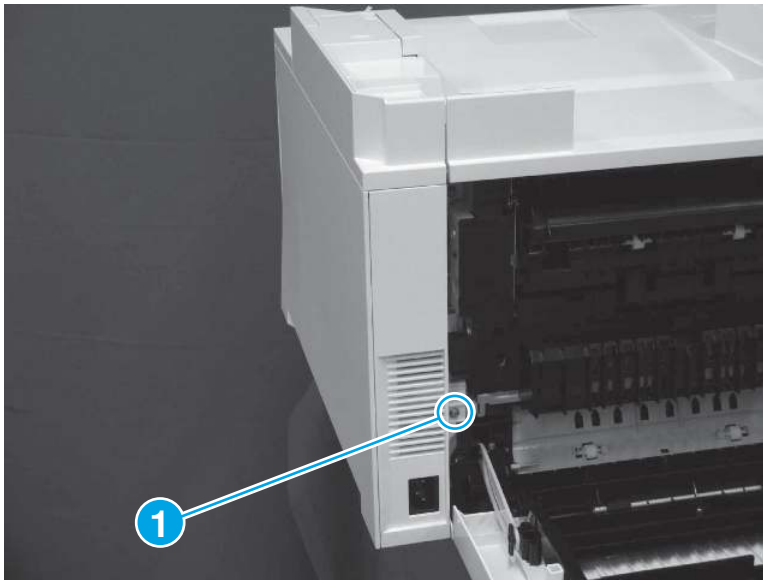
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

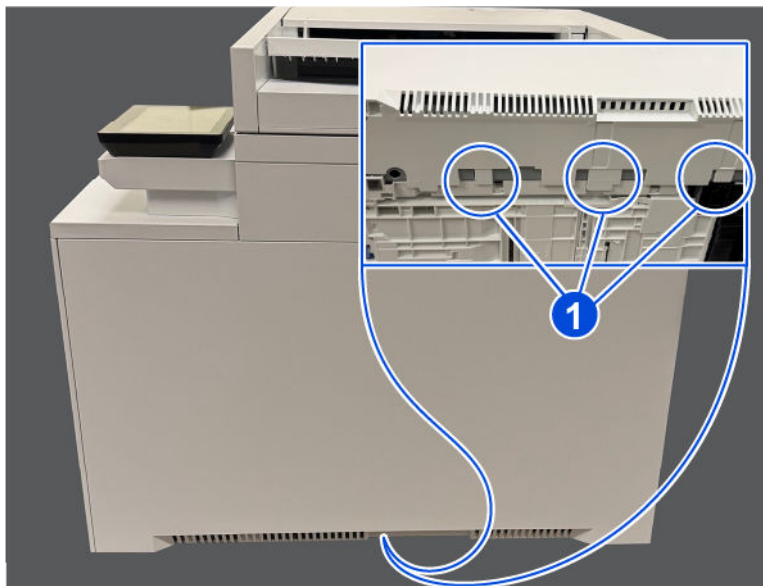
1. Remove one screw (callout 1).

Figure 4-374 Remove one screw



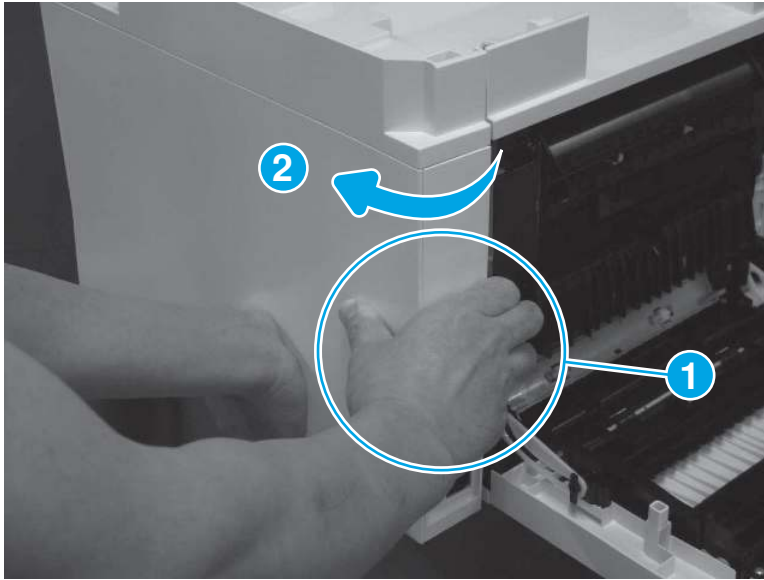
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-375 Release three tabs



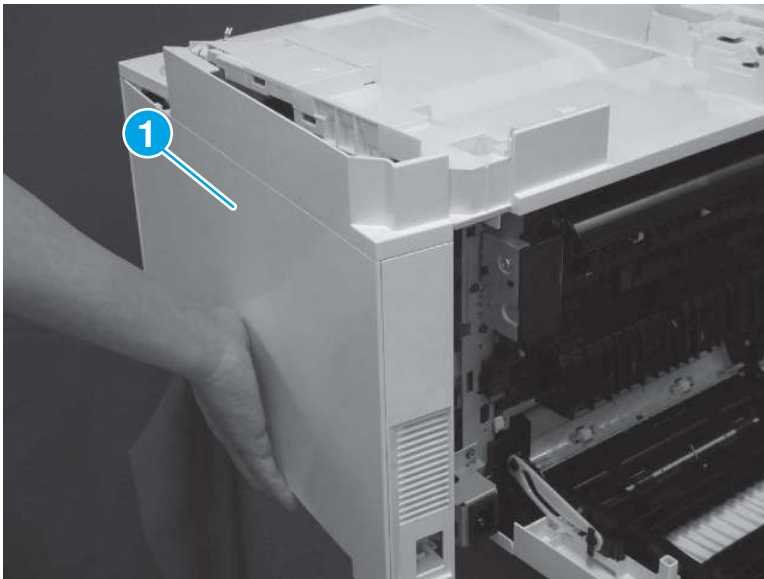
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-376 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-377 Remove the cover



5. Remove the fuser/duplex drive assembly

Follow the procedure below to remove and replace the fuser.

CAUTION: The fuser is hot. Wait at least 30 minutes after turning the printer power off before removing the fuser.

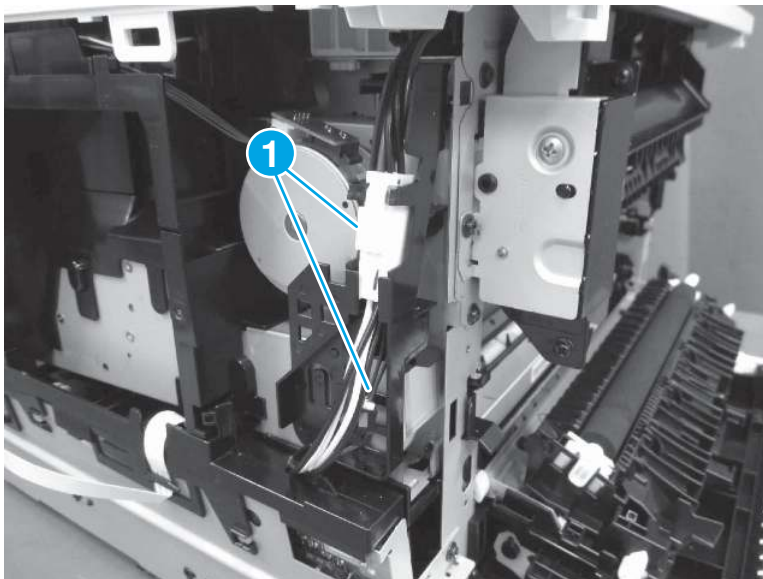
IMPORTANT: The power button **must** be used to turn the printer power off prior to removing the fuser. Unplugging the printer to turn the power off (without using the power button) does not disengage the fuser, making it impossible to remove.

NOTE: The fuser and duplex drive are removed as one assembly. If the fuser is being replaced, remove the duplex drive from the discarded fuser and then install it on the replacement fuser.

Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

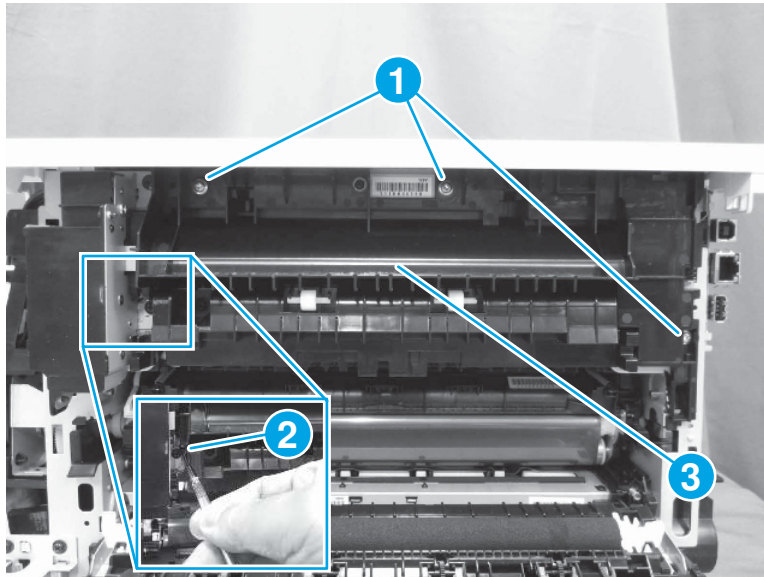
1. Disconnect two connectors (callout 1).

Figure 4-378 Disconnect two connectors



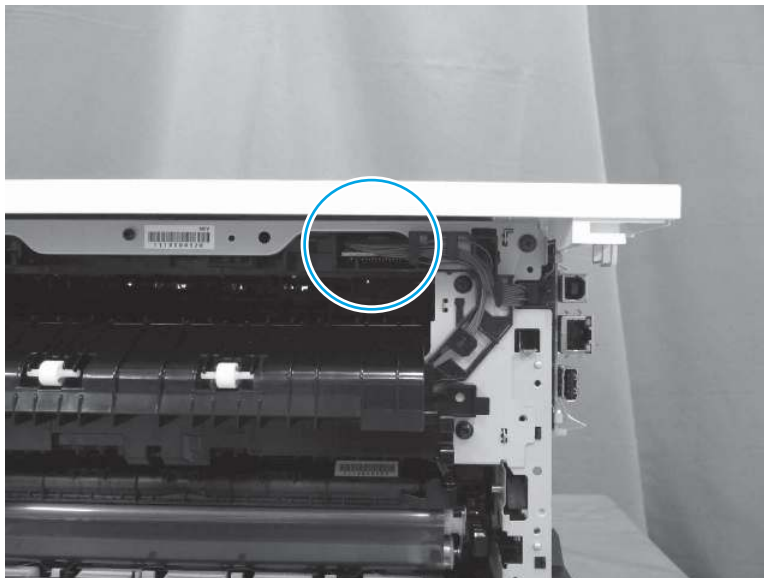
2. Remove three screws (callout 1), release one tab (callout 2), and then remove the switchback guide (callout 3).

Figure 4-379 Remove the switchback guide



3. Disconnect one connector.

Figure 4-380 Disconnect one connector



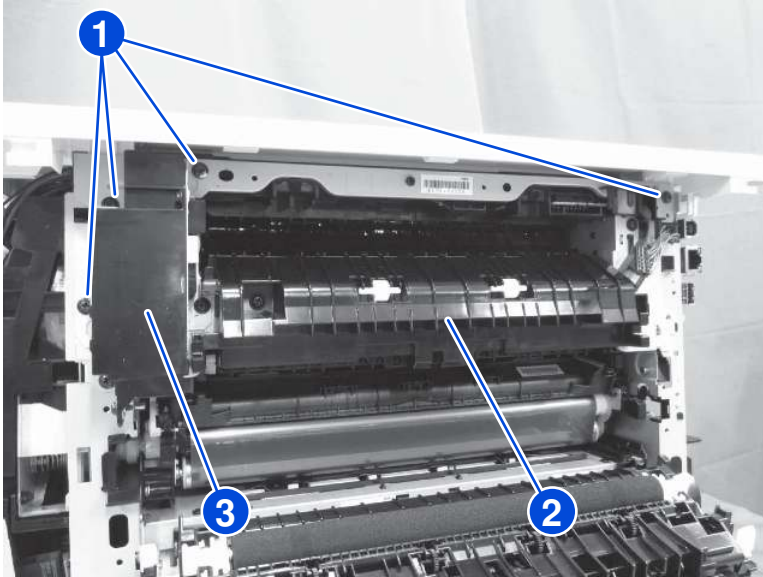
4. Remove four screws (callout 1), and then remove the fuser (callout 2) and duplex drive assembly (callout 3) together.



NOTE: Fuser/duplex drive assembly dependency part removal: If the fuser and duplex drive are being removed to gain access to other assemblies, stop and skip the remaining steps in this topic.

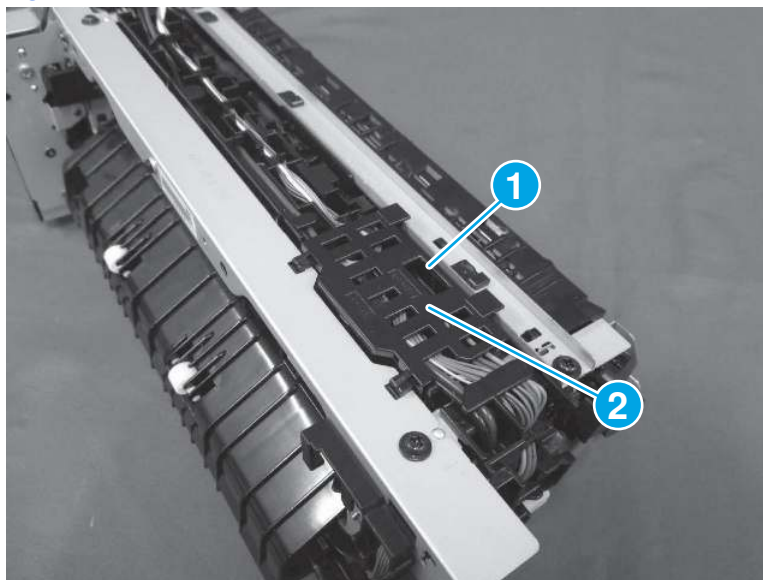
Fuser or duplex drive assembly replacement part removal: For a replacement fuser or duplex drive, use the steps below to remove the duplex drive assembly, and then install it on the replacement fuser.

Figure 4-381 Remove the fuser and duplex drive assembly



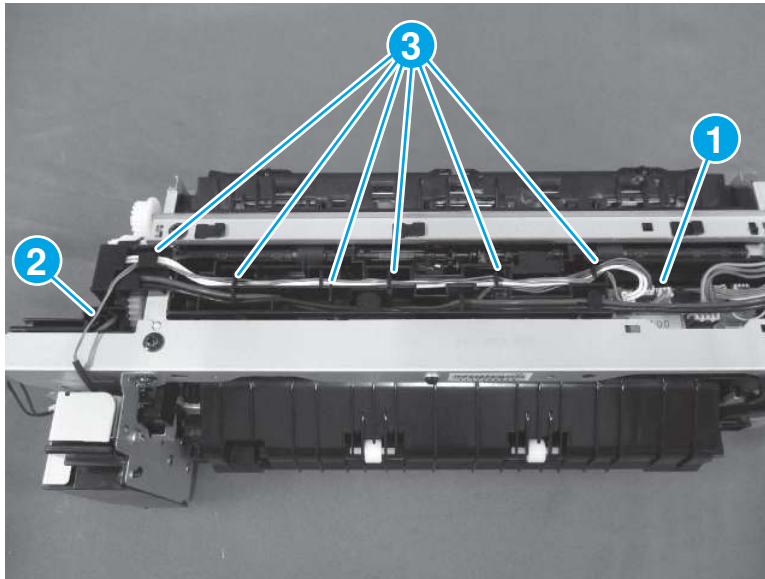
5. **Replacement fuser or duplex drive only:** Release one tab (callout 1), and then remove the cover (callout 2).

Figure 4-382 Remove the cover



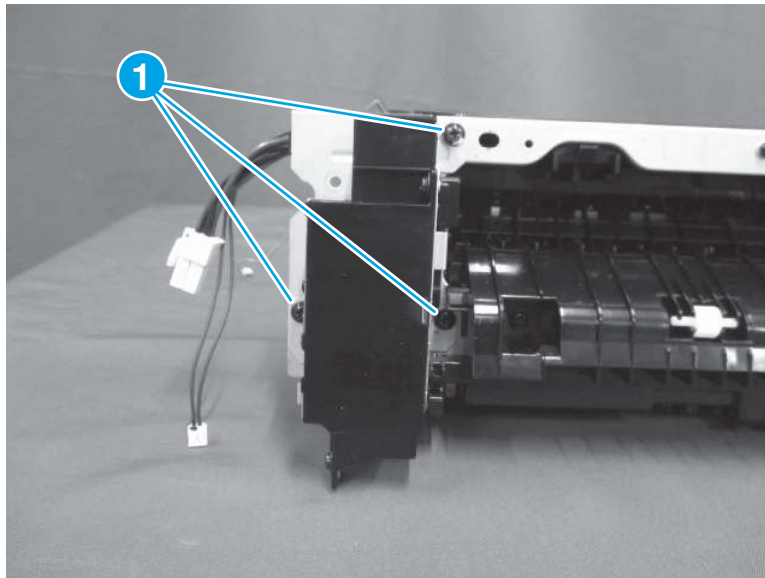
6. **Replacement fuser or duplex drive only:** Disconnect one connector (callout 1), and then release the cable (callout 2) from retainers (callout 3).

Figure 4-383 Disconnect one connector and release the cable



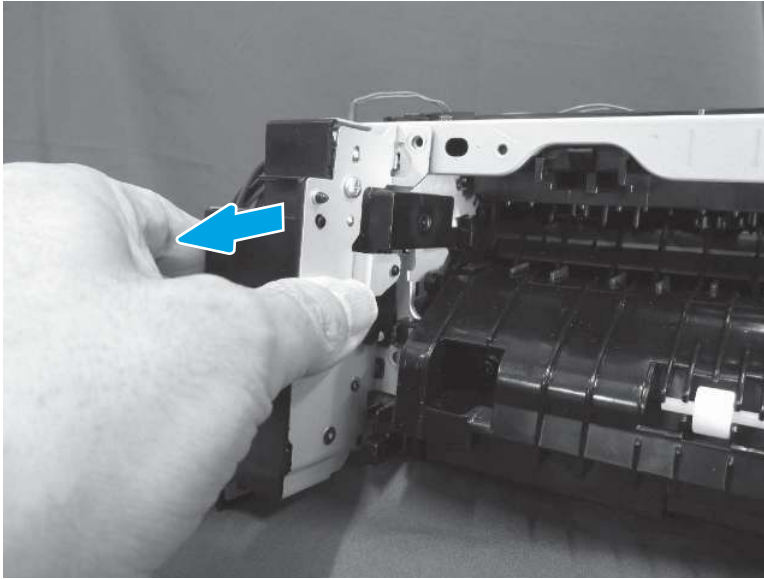
7. **Replacement fuser or duplex drive only:** Remove three screws (callout 1).

Figure 4-384 Remove three screws



8. **Replacement fuser or duplex drive only:** Remove the duplex drive assembly.

Figure 4-385 Remove the duplex drive assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



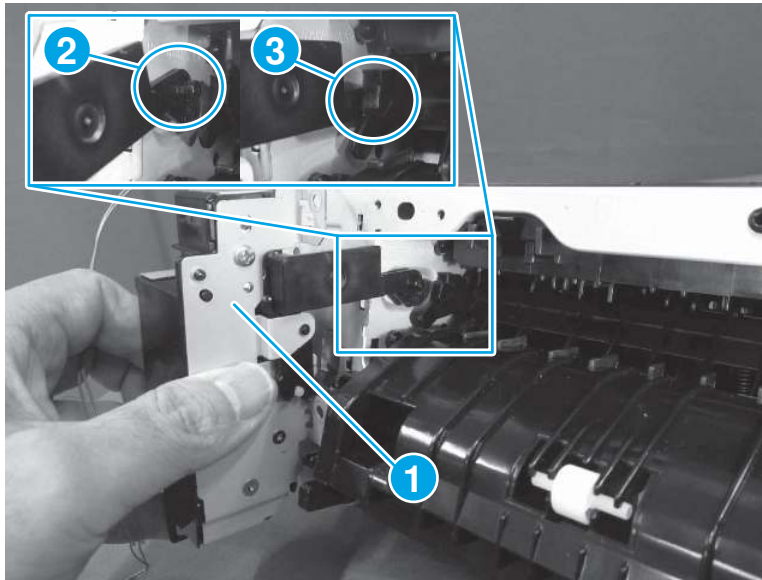
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

7. Special installation instructions - Fuser/duplex drive assembly

Follow the special instructions below to install the fuser/duplex drive assembly.

1. **Replacement fuser only:** When the duplex drive assembly (callout 1) is installed, make sure that the boss (callout 2) on the drive lever fits into the guide of the flapper (callout 3).

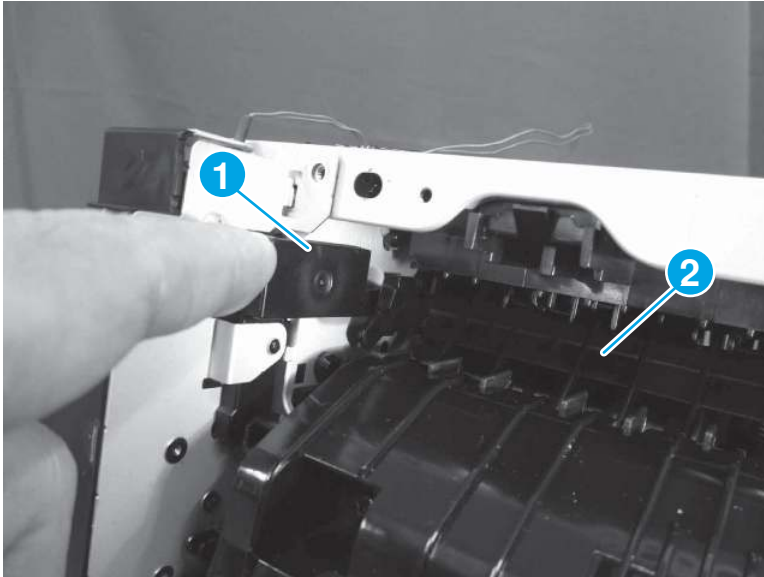
Figure 4-386 Duplex drive lever and flapper



2. **Replacement fuser only:** Actuate the duplex drive lever (callout 1) and make sure that the lever and the flapper (callout 2) move together.

Reverse the removal steps to finish installing the duplex drive assembly on the fuser.

Figure 4-387 Check the lever and flapper

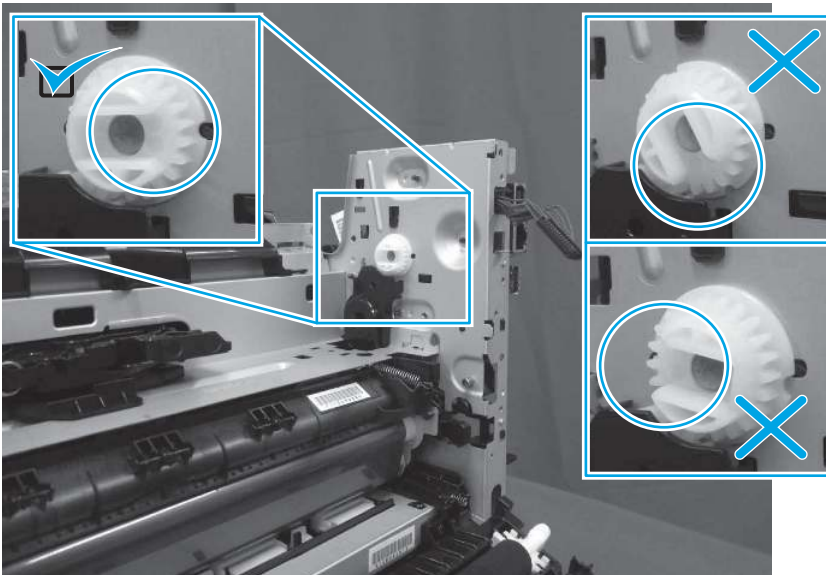


3. **Fuser/duplex drive assembly:** Make sure that the gear on the printer is correctly positioned. The opening in the gear circumference must face out and away from the printer.



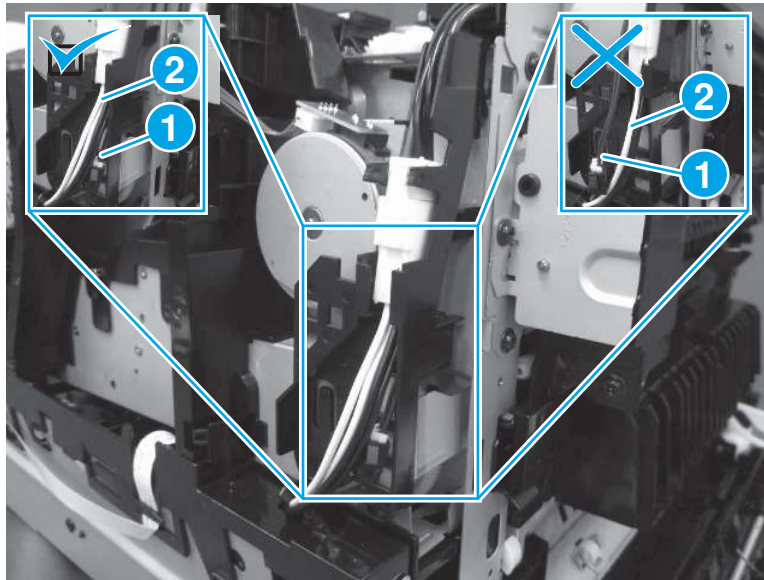
NOTE: If the gear is not correctly positioned, rotate it until it is correctly aligned.

Figure 4-388 Check the gear



4. **Fuser/duplex drive assembly:** Make sure that the fuser temperature fuse cable (callout 1) is positioned behind the thick cable (callout 2). This prevents the fuser cable from unnecessary movement.

Figure 4-389 Check the fuser temperature fuse cable



Removal and replacement: Laser scanner assembly

Learn how to remove and replace the laser and scanner assembly.

Mean time to repair: 35 minutes

Service level: Medium

Before performing service

Turn the printer power off.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-27 Part information

Part number	Part description
RM2-2633-000CN	Laser scanner unit

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

- Small flat-blade screwdriver

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

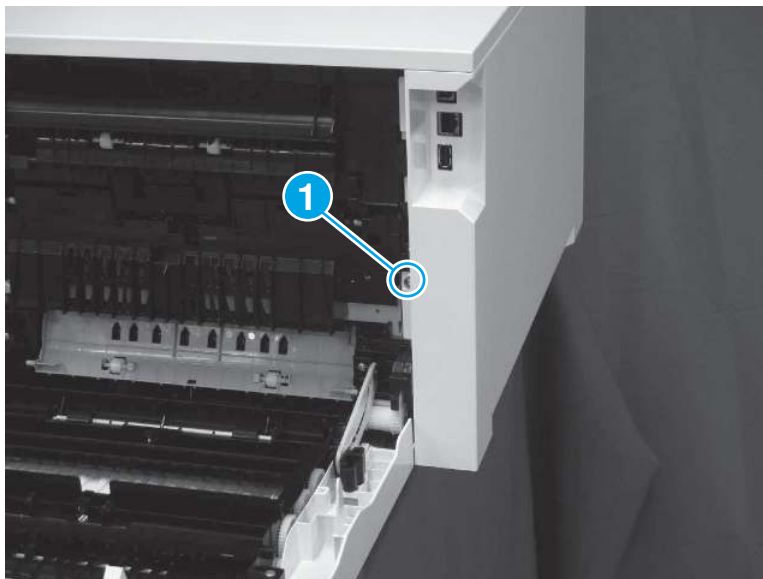
Follow the procedure below to remove and replace the left cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

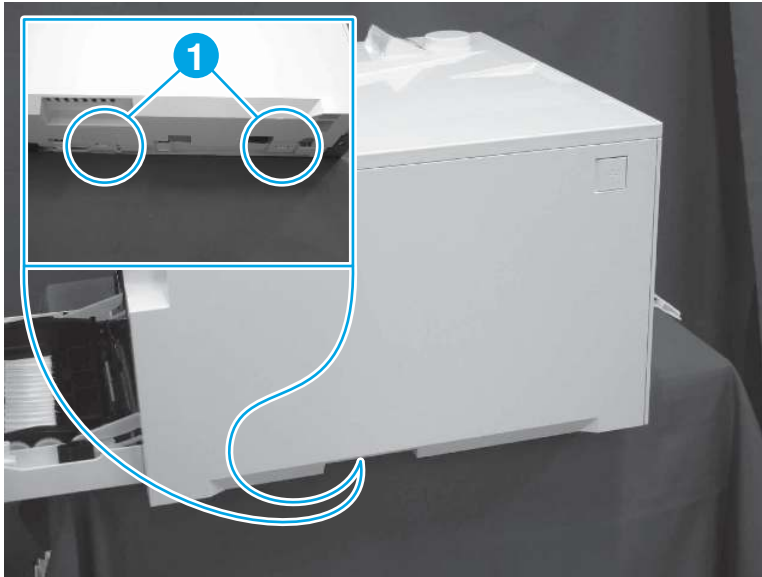
1. Remove one screw (callout 1).

Figure 4-390 Remove one screw



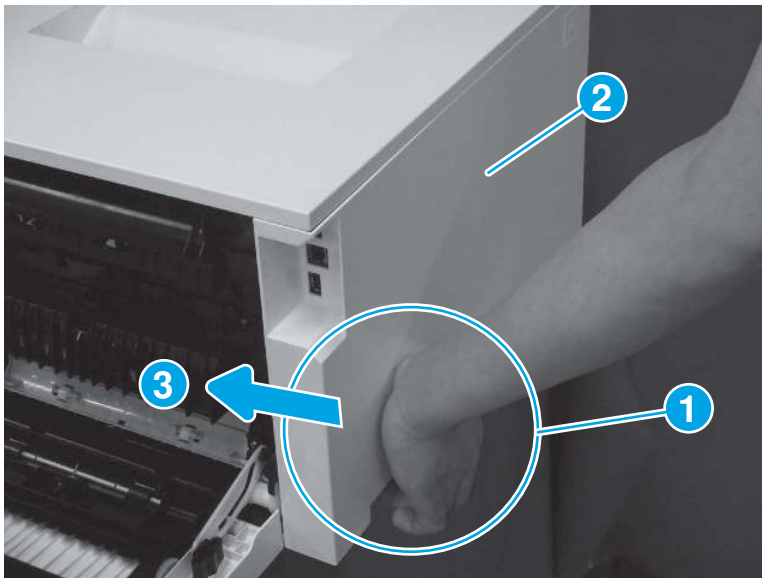
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-391 Release two tabs



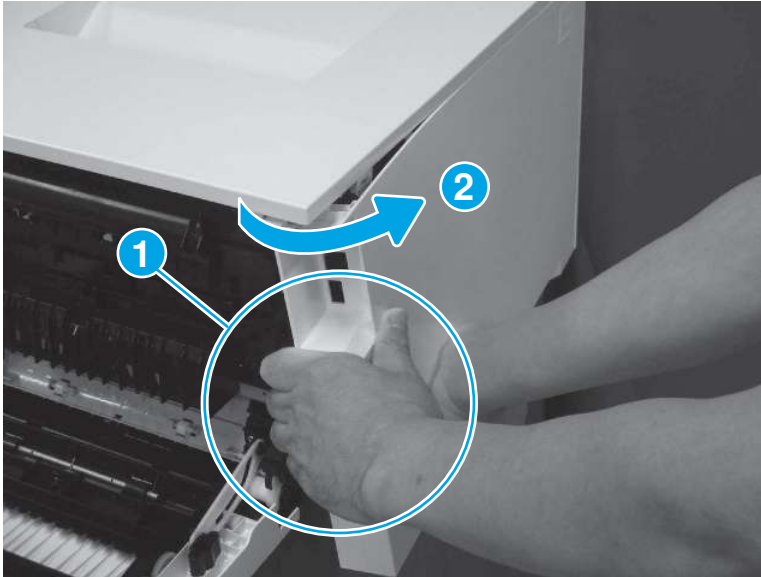
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-392 Release the rear cover corner



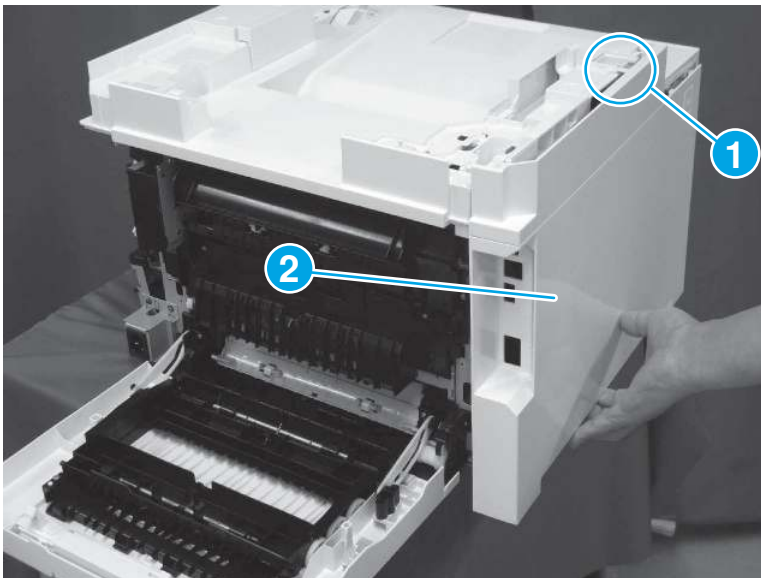
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-393 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-394 Remove the cover



2. Remove the left cover (MFP)

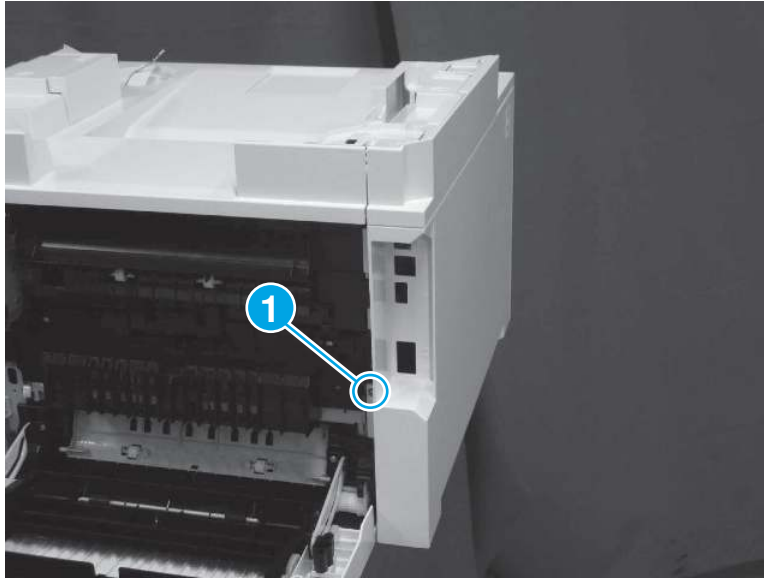
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

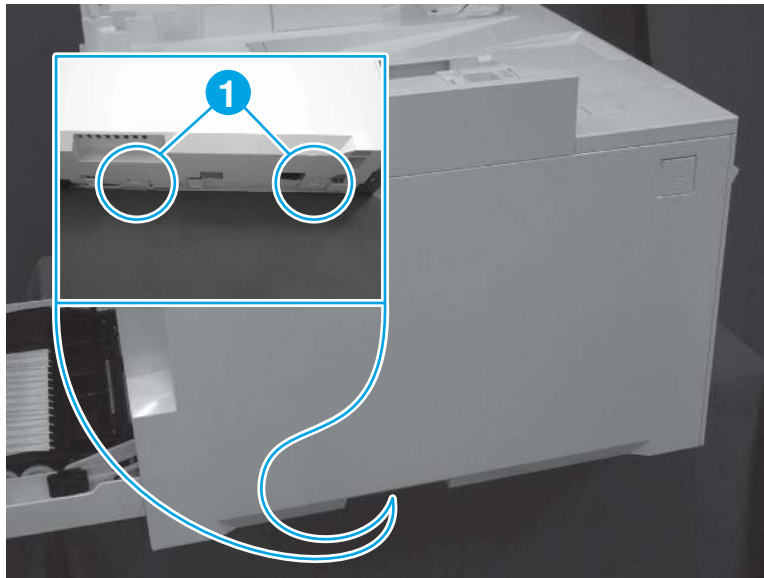
1. Remove one screw (callout 1).

Figure 4-395 Remove one screw



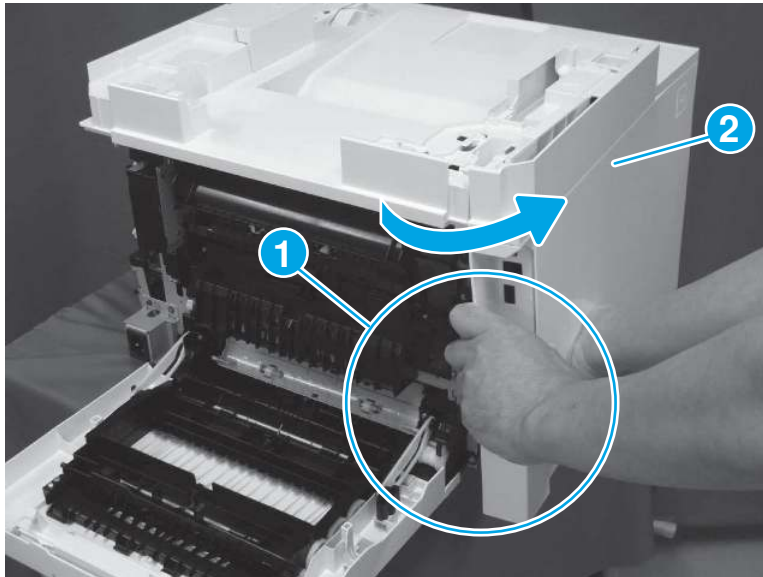
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-396 Release two tabs



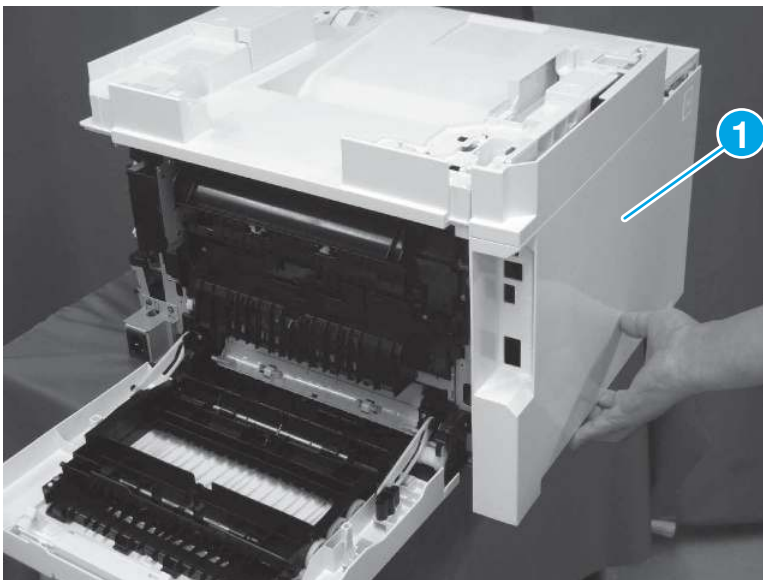
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-397 Disengage the cover corner



4. Remove the left cover (callout 1).

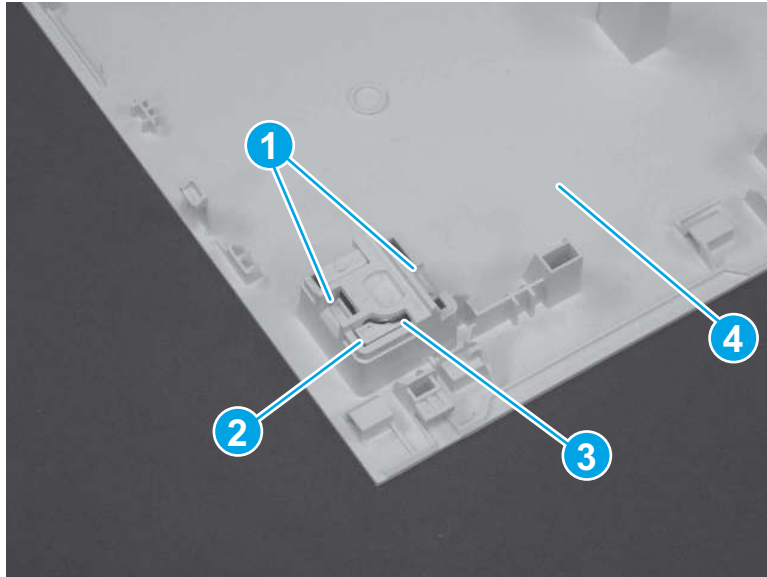
Figure 4-398 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-399 Remove the cartridge door button

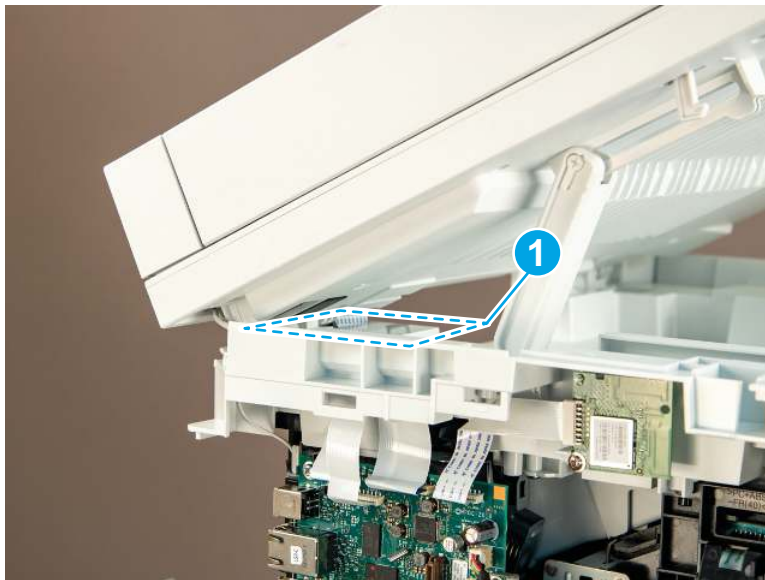


3. Remove the ISA (MFP)

Follow the procedure below to remove and replace the ISA.

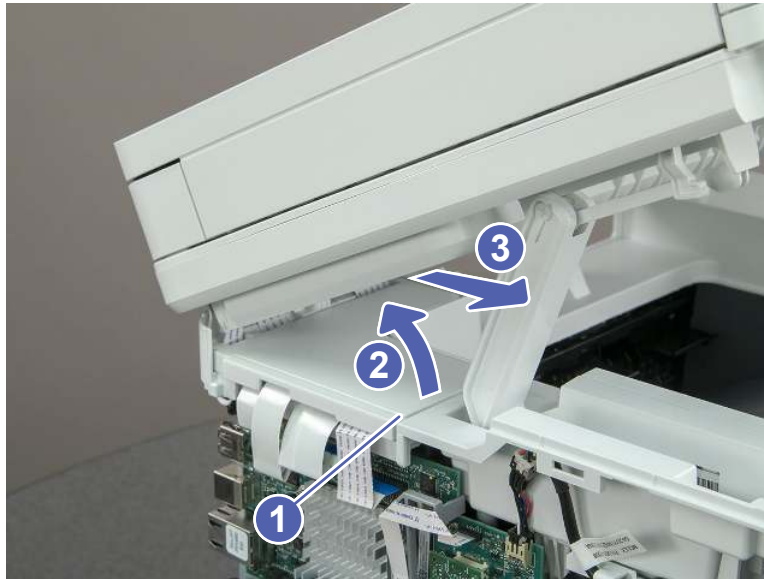
1. Open the ISA, and then remove the ISA FFC cover (callout 1).

Figure 4-400 Remove the FFC cover



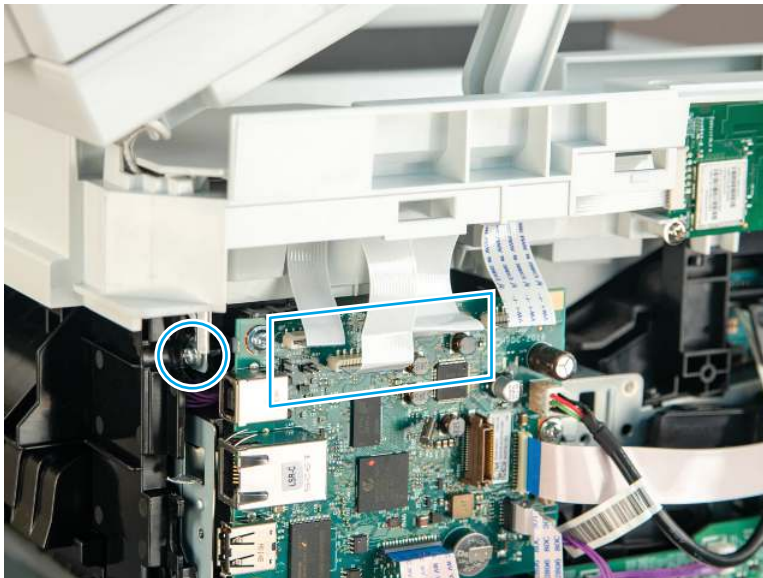
- Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-401 Remove the ISA FFC cover



2. Disconnect three FFCs, and then remove one screw to release the ground cable.

Figure 4-402 Disconnect FFCs and remove screw



3. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) toward the front of the printer to release it. Remove the slider pin.

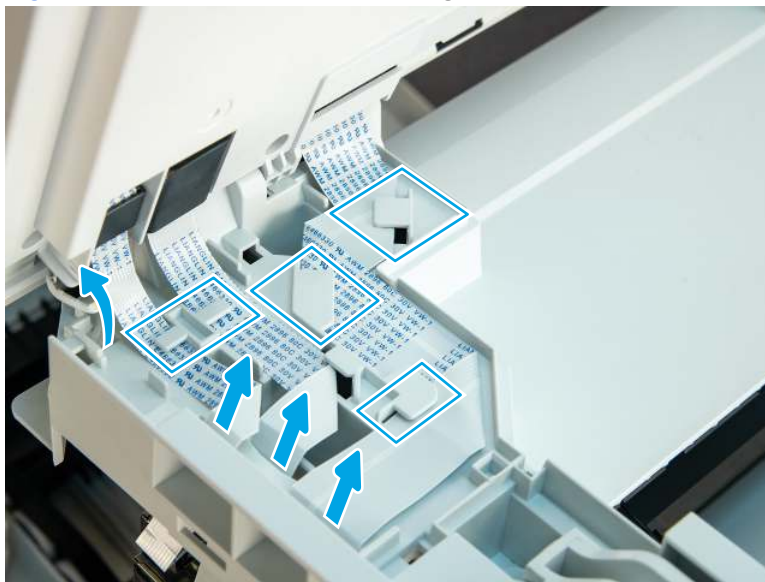
⚠ CAUTION: When the slider pin is removed, the ISA is not captive and can suddenly detach from the printer.

Figure 4-403 Remove the slider pin



4. Support the ISA, release the FFCs from the retainers, and then carefully pass the FFCs and the ground wire up through the slots in the top cover.

Figure 4-404 Release the FFCs and ground wire



5. Slide the ISA as shown in the image below to release it.

Figure 4-405 Release the ISA



6. Remove the ISA.

Figure 4-406 Remove the ISA



4. Remove the right cover (SFP)

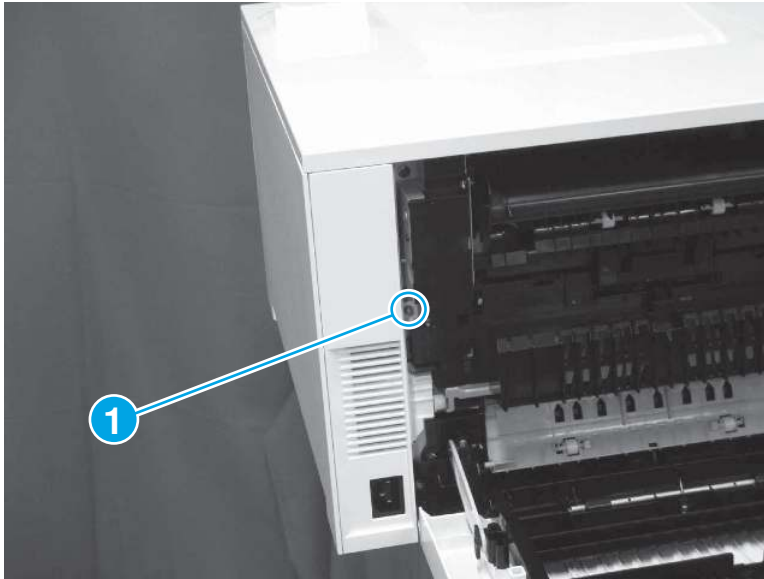
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

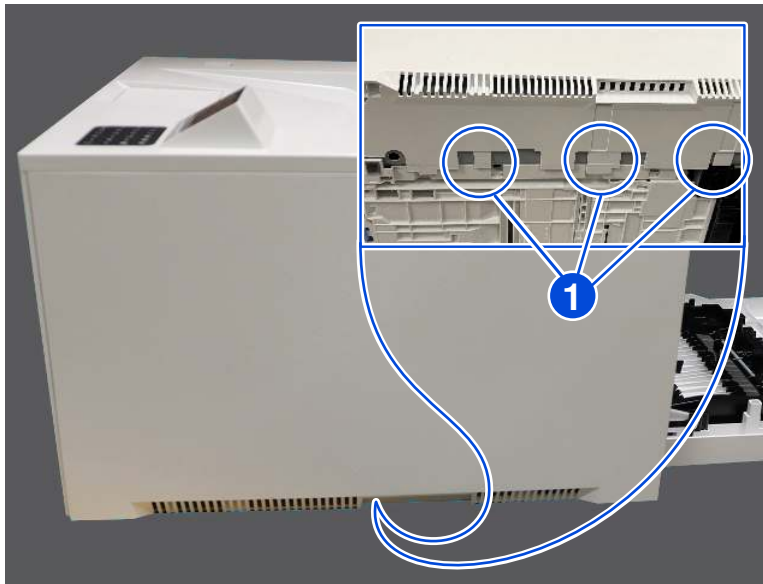
1. Remove one screw (callout 1).

Figure 4-407 Remove one screw



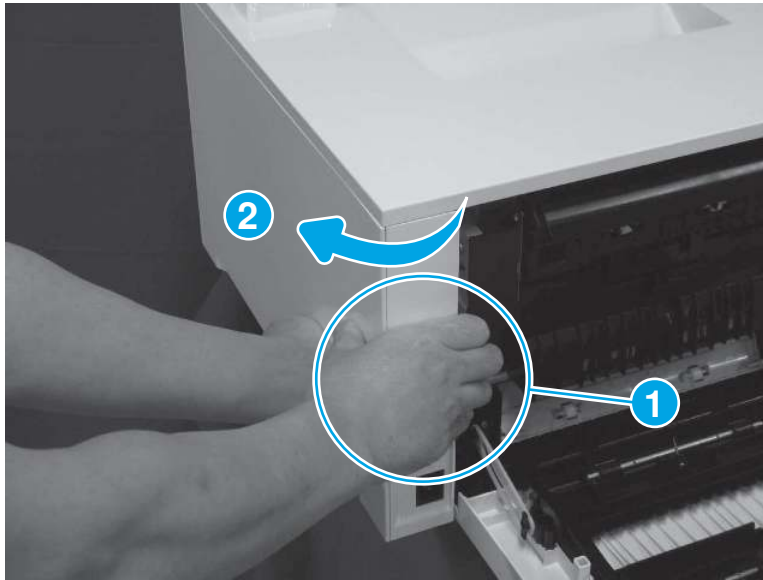
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-408 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-409 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-410 Remove the cover



5. Remove the right cover (MFP)

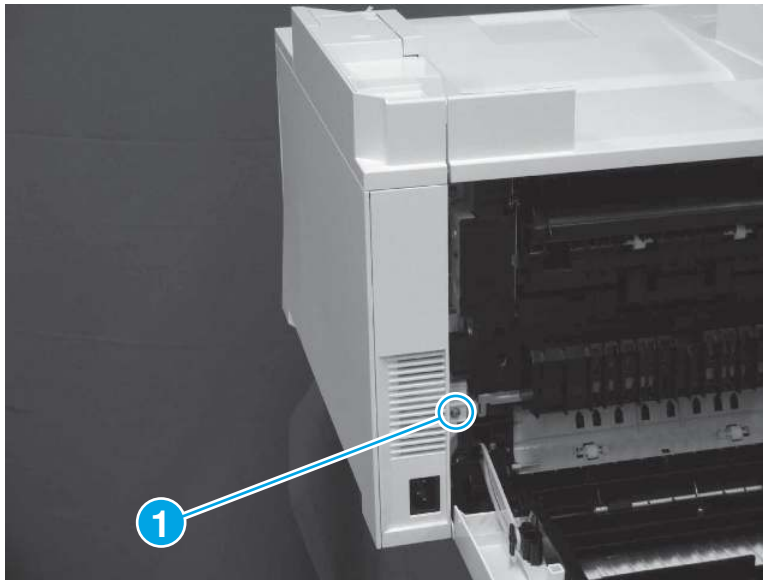
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

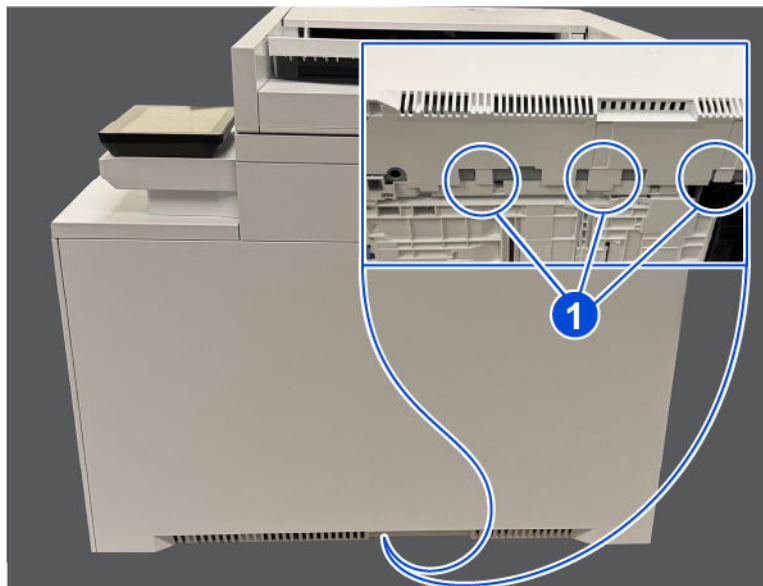
1. Remove one screw (callout 1).

Figure 4-411 Remove one screw



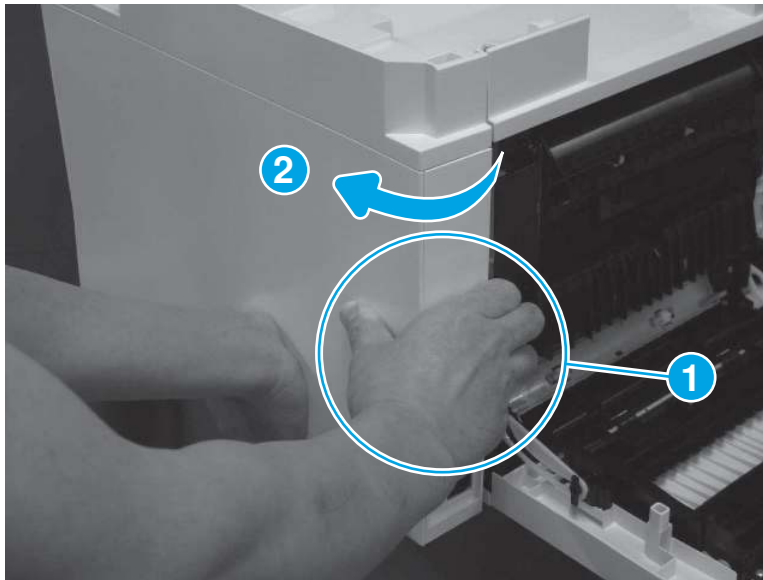
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-412 Release three tabs



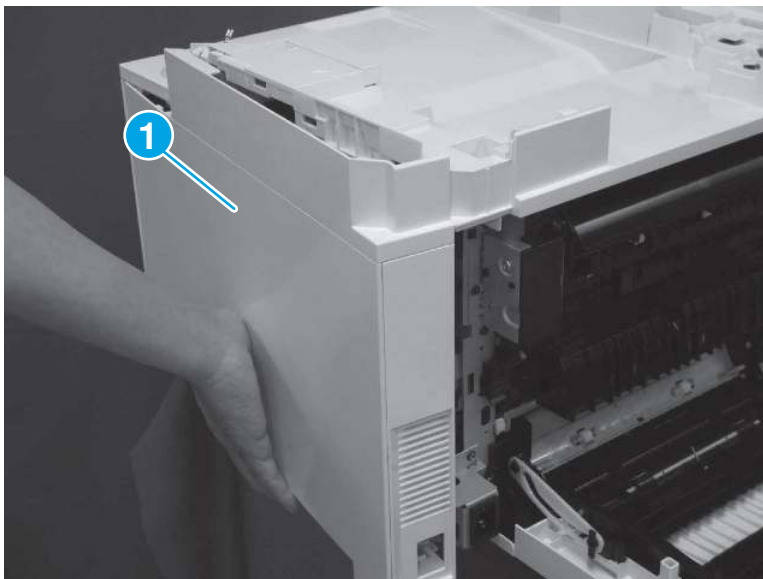
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-413 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-414 Remove the cover

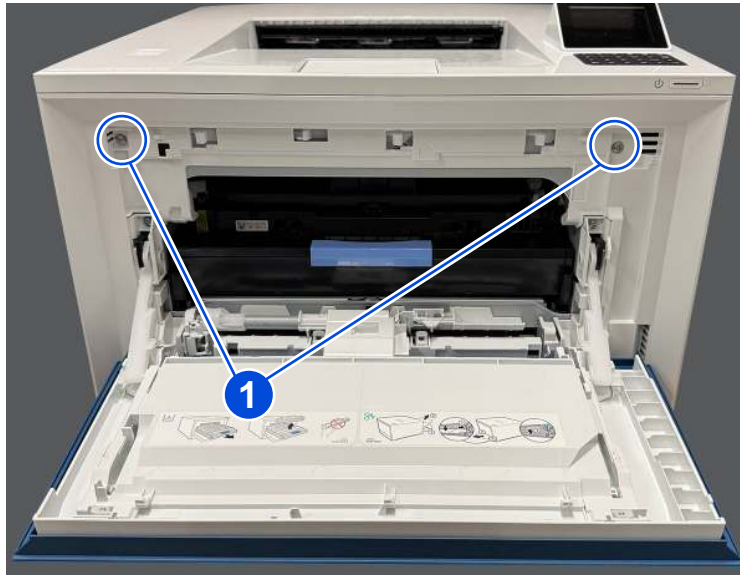


6. Remove the front cover

Follow the procedure below to remove and replace the front cover.

 **Reinstallation tip:** Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

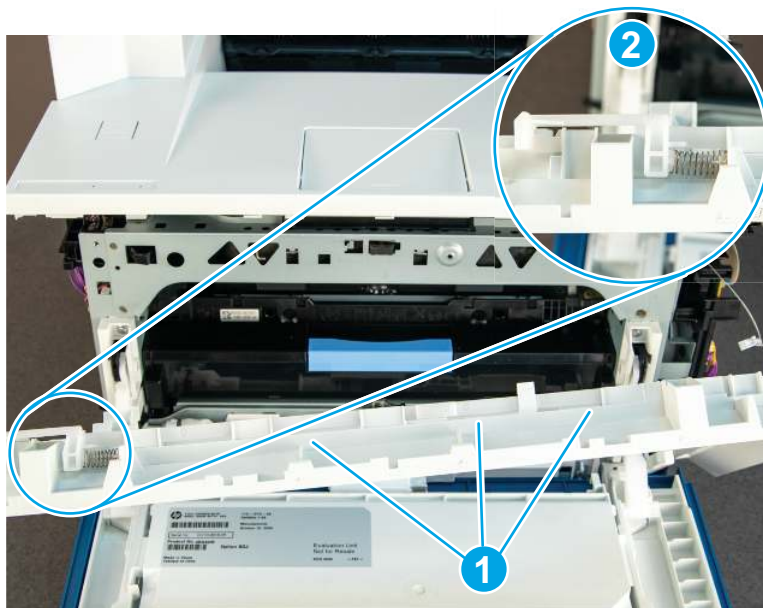
1. Remove two screws (callout 1).



2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.

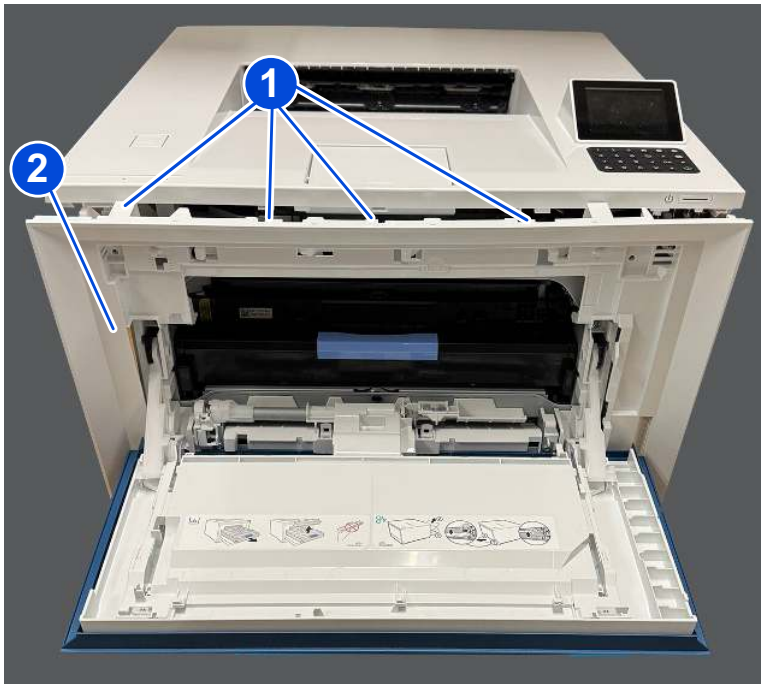
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-415 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-416 Remove the cover



7. Remove the top cover (SFP)

Follow the procedure below to remove and replace the top cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

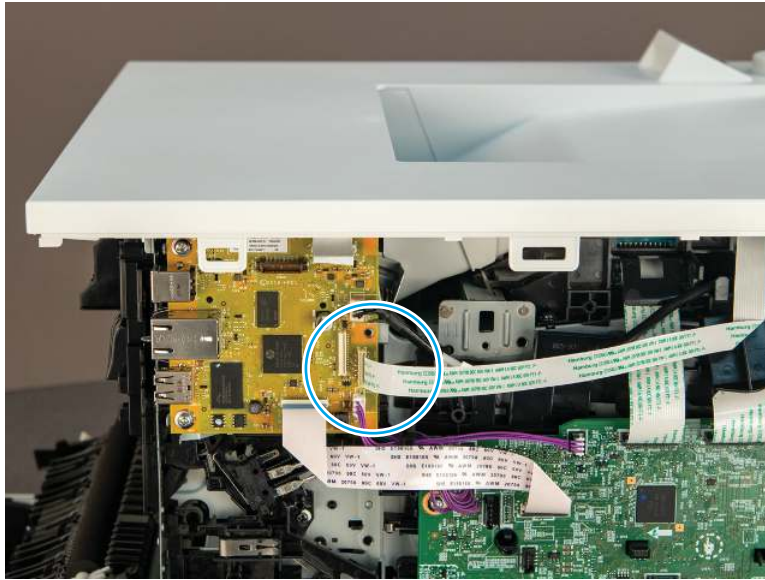
1. Disconnect one flat-flexible cable (FFC) at the top as indicated in the image.

Figure 4-417 Disconnect one flat-flexible cable



2. Disconnect one flat-flexible cable (FFC) as indicated in the image.

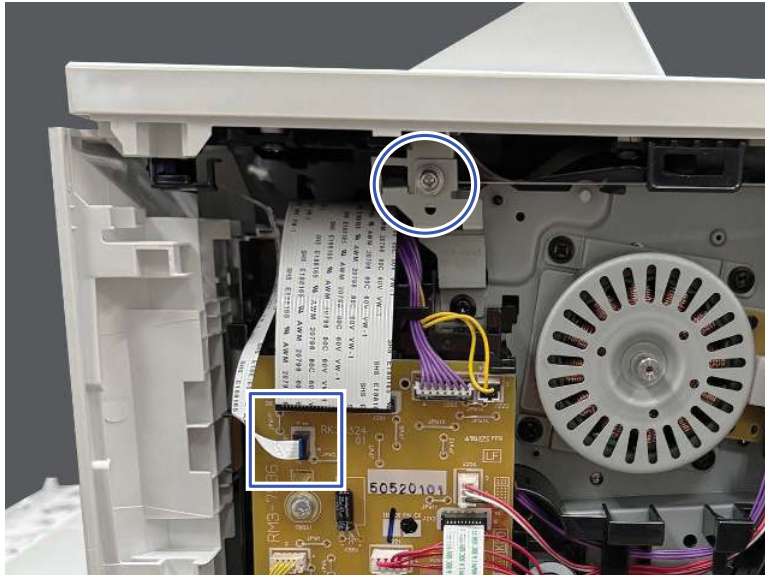
Figure 4-418 Disconnect one FFC



3. Disconnect one FFC, and then remove one screw to release the ground wire.

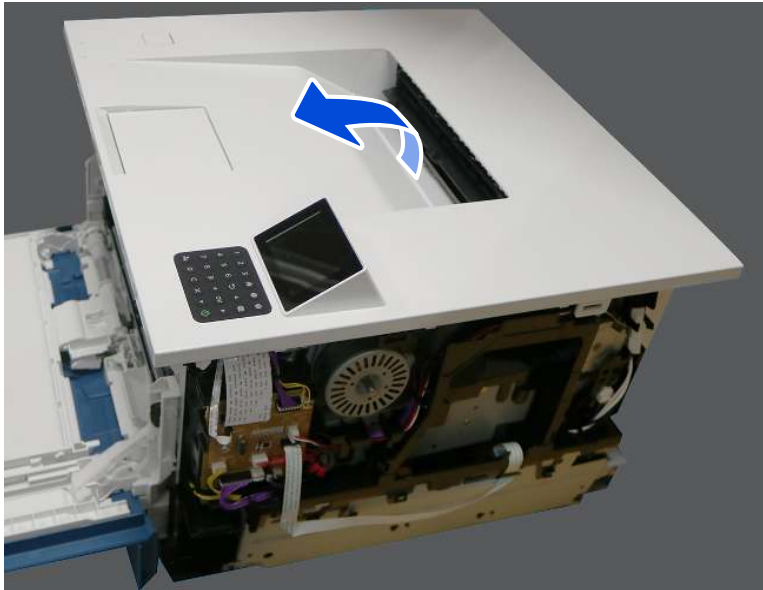
 **NOTE:** The front cover is shown installed in the figure below. However, this step is correct for removing the top cover.

Figure 4-419 Disconnect one FFC and remove one screw



4. Slide the cover from the rear of the printer toward the front to remove it.

Figure 4-420 Remove the cover



8. Remove the top cover (MFP)

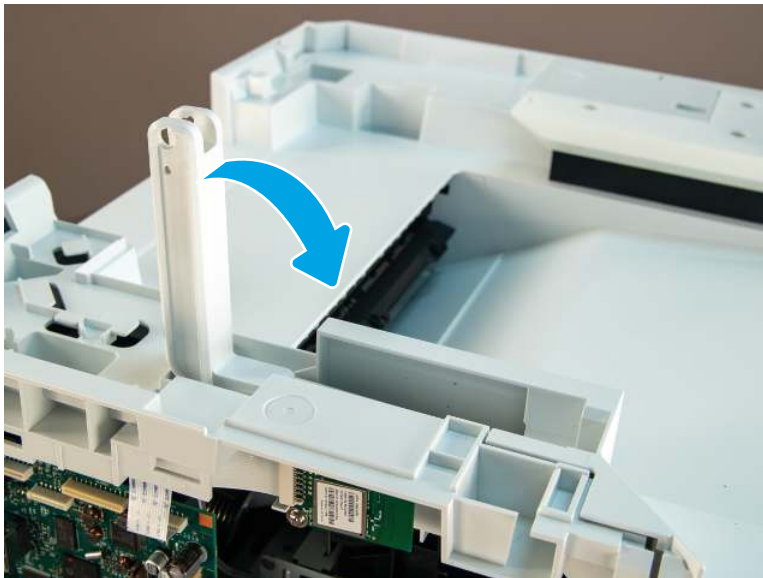
Follow the procedure below to remove and replace the top cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for an SFP printer, skip this step.

1. Close the ISA lift arm.

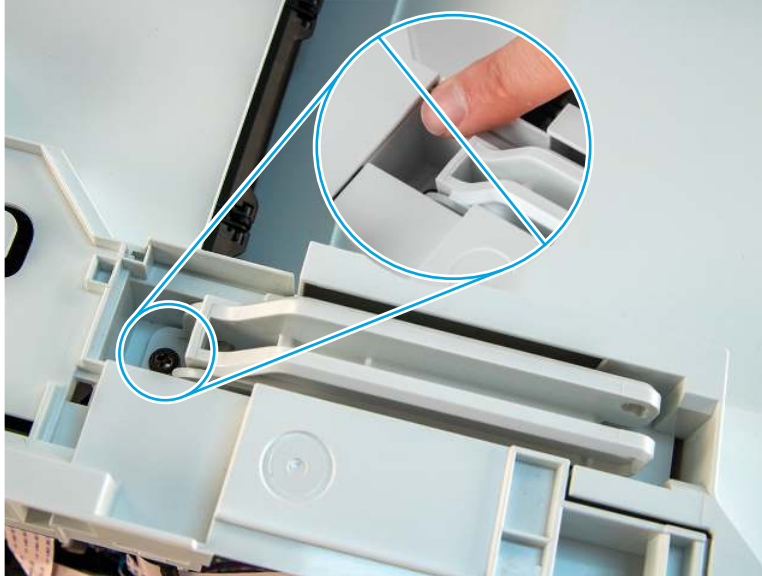
Figure 4-421 Close the ISA lift arm



2. Remove one screw.

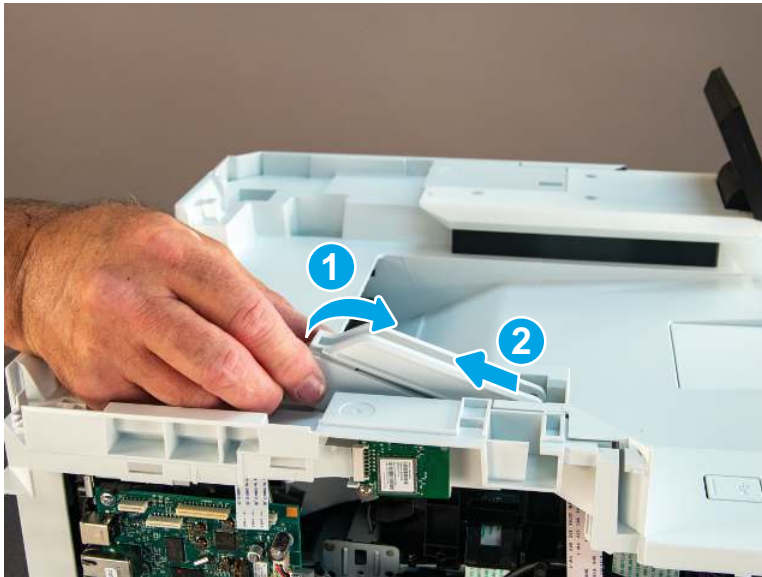
CAUTION: The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw recess when the support arm is in the closed position.

Figure 4-422 Remove one screw



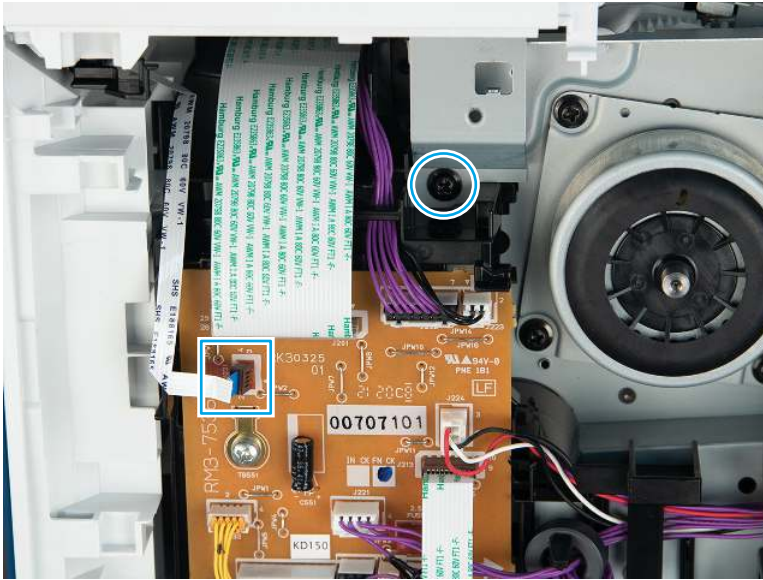
3. Rotate one end of the lift arm up (callout 1), and then slide the lift arm as shown below (callout 2) to release it. Remove the lift arm.

Figure 4-423 Remove the lift arm



4. Disconnect one FFC (power button), and then remove one screw (grounding sheet-metal plate).

Figure 4-424 Disconnect one FFC and remove one screw



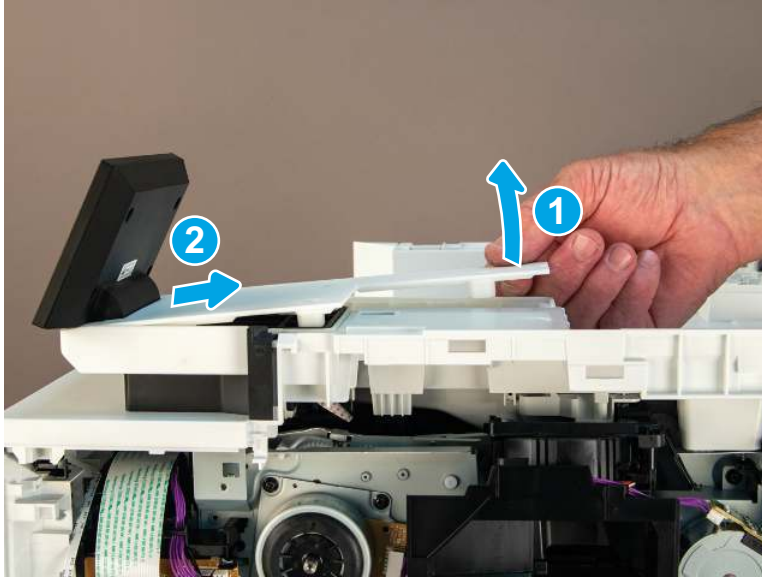
5. Remove three screws.

Figure 4-425 Remove three screws



6. Release one tab and rotate one end of the base cover up (callout 1), and then slide the cover as shown (callout 2) to remove it.

Figure 4-426 Remove the cover



7. Disconnect two FFCs.

 **NOTE:** These are zero-insertion force (ZIF) connectors. To remove the FFCs, first release the locking clip on the connector, and then pull the cable straight out of the connector.

 **TIP:** For re-installation, make sure that the line of the FFC is parallel with the body.

Figure 4-427 Disconnect two FFCs



8. Remove four screws.

 **NOTE:** Two of the screws are self-tapping threads (black), and two of the screws are machine thread (silver).

Figure 4-428 Remove four screws

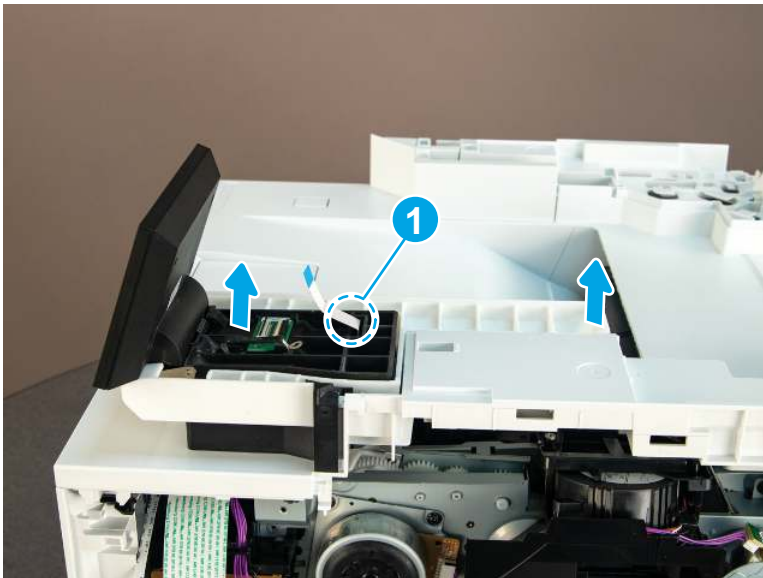


9. Lift the control panel and base straight up and off of the printer to remove them together.



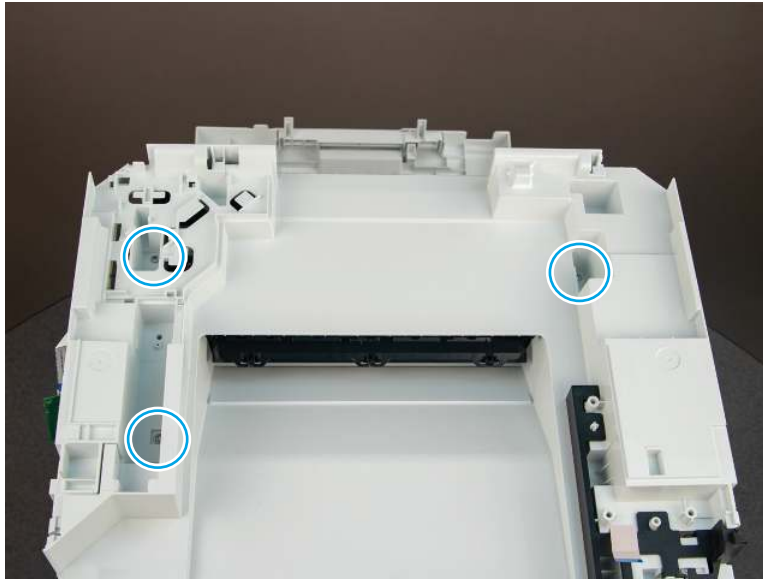
NOTE: When handling the assembly, do not lose the ferrite (callout 1).

Figure 4-429 Remove control panel and base



10. Remove three screws.

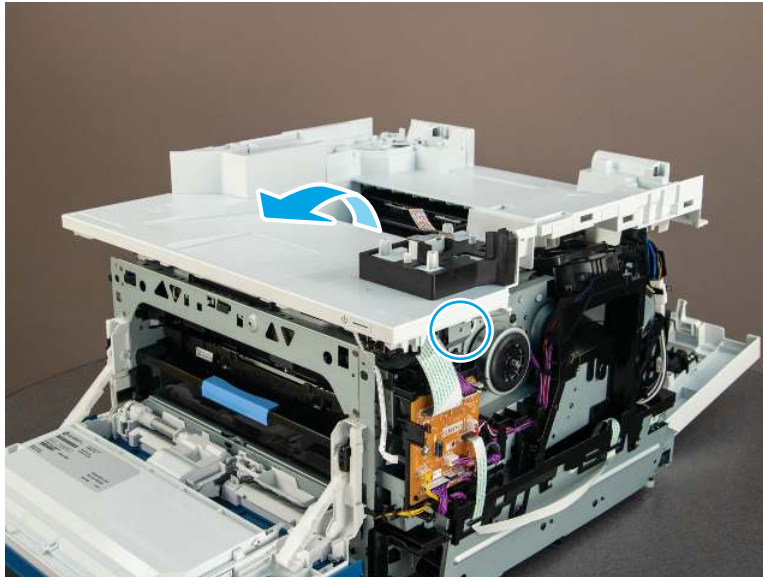
Figure 4-430 Remove three screws



11. Slide the cover from the back of the printer to the front to remove it.

 **TIP:** Slightly move the control-panel ground bracket (circled) back and forth to help release the top cover.

Figure 4-431 Remove the cover



12. **When the cover is reinstalled:** Make sure the front USB assembly is correctly positioned under the cover.

Figure 4-432 Front USB assembly



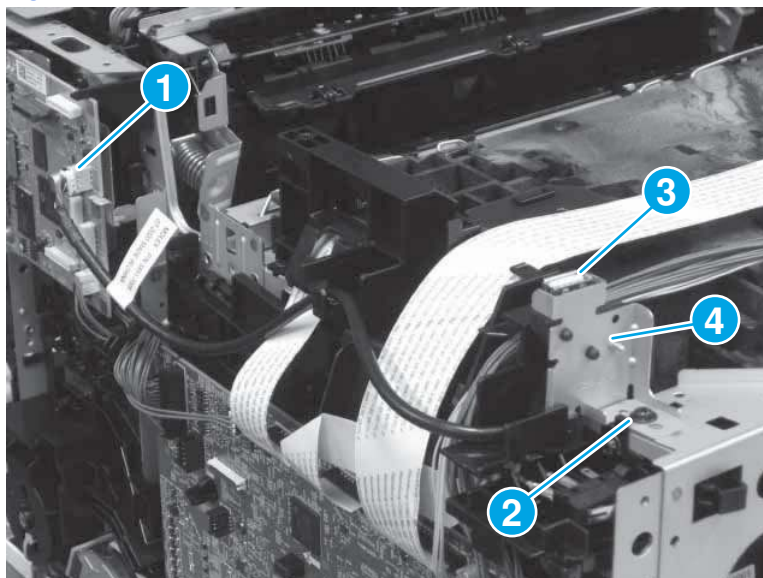
9. Remove the laser and scanner assembly

Follow the procedure below to remove and replace the laser and scanner (laser/scanner) assembly.

 **Reinstallation tip:** Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

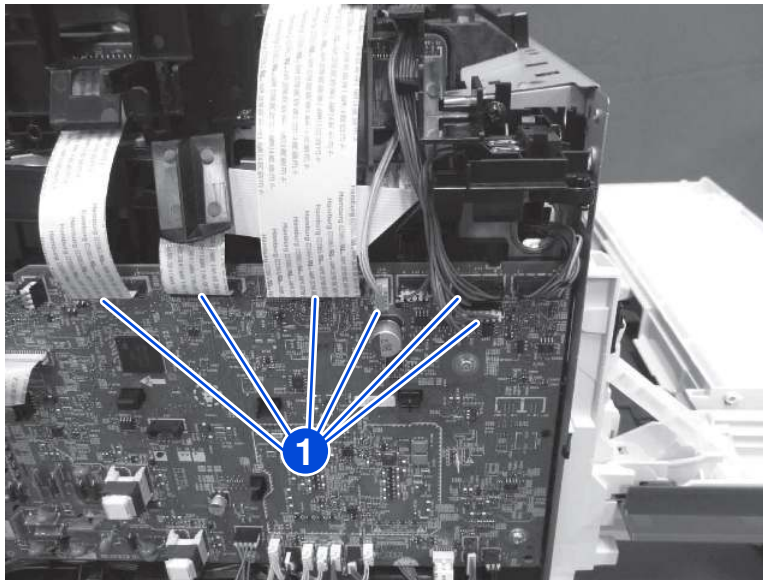
1. Disconnect one connector (callout 1), Remove one screw (callout 2), and then remove the USB cable (callout 3) and the plate (callout 4).

Figure 4-433 Disconnect one connector, remove one screw, remove USB cable



2. Disconnect three flat-flexible cables and three connectors (callout 1).

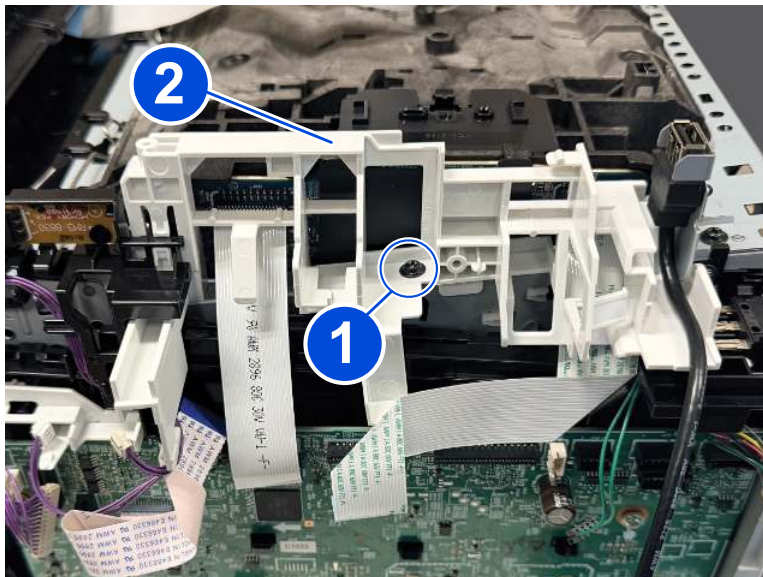
Figure 4-434 Disconnect the FFC and connectors



3. Remove one screw (callout 1) to remove the guide (callout 2) for the flat-flex cables and the memory PCB assembly.

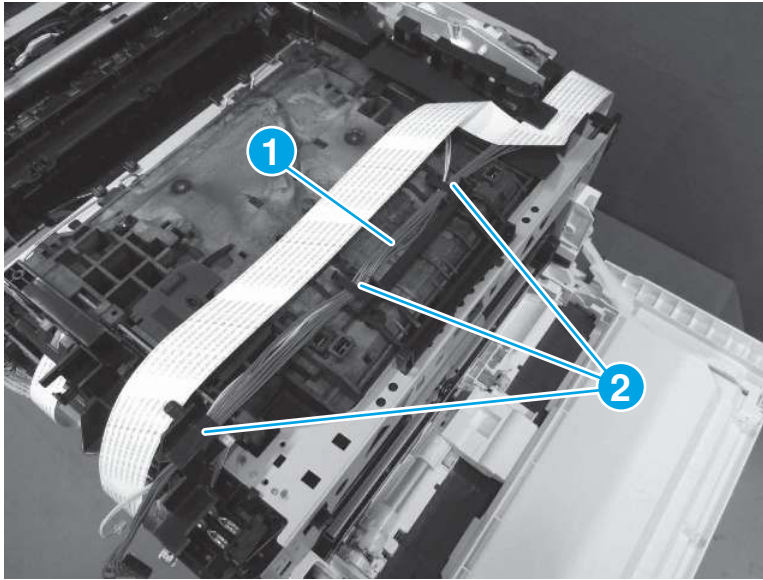
 **IMPORTANT:** Before removing the guide, make sure all flat-flex cables and connectors plugged into the engine controller PCB assembly are disconnected.

Figure 4-435 Remove cable and memory PCB harness



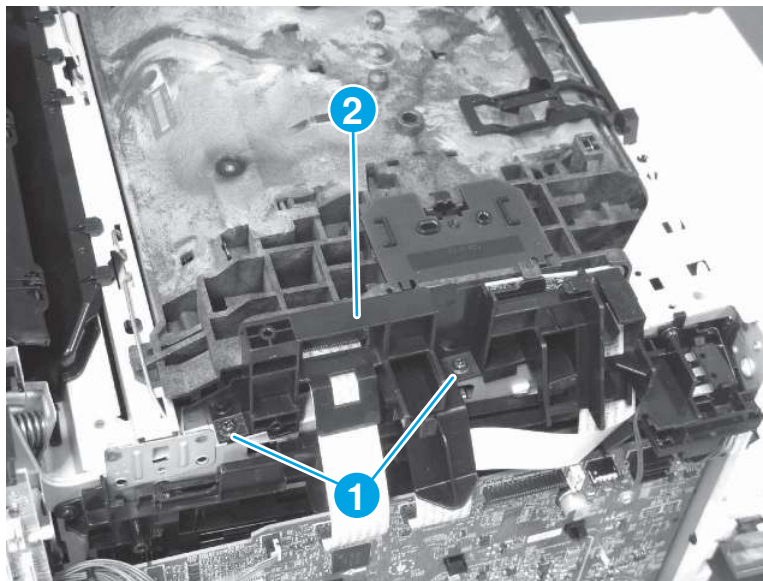
4. Release the cable harness (callout 1) from the retainers (callout 2).

Figure 4-436 Release the cable harness



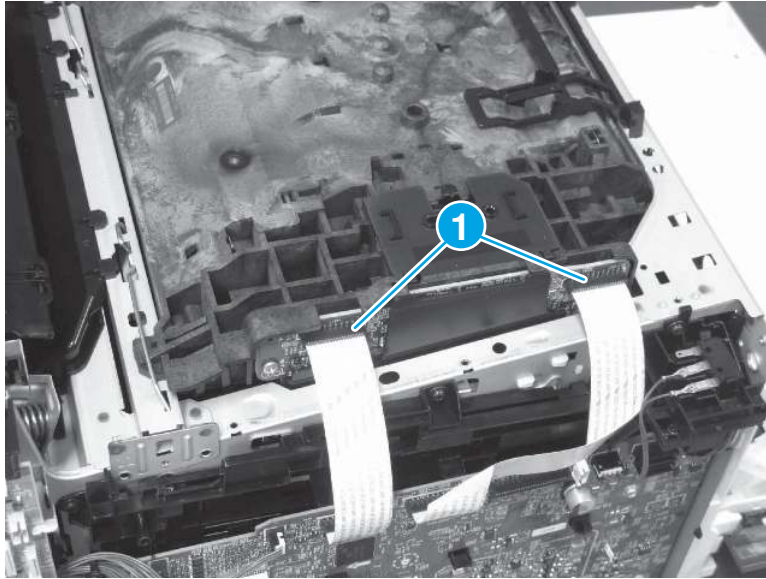
5. Remove two screws (callout 1), and then remove the guide (callout 2).

Figure 4-437 Remove the guide



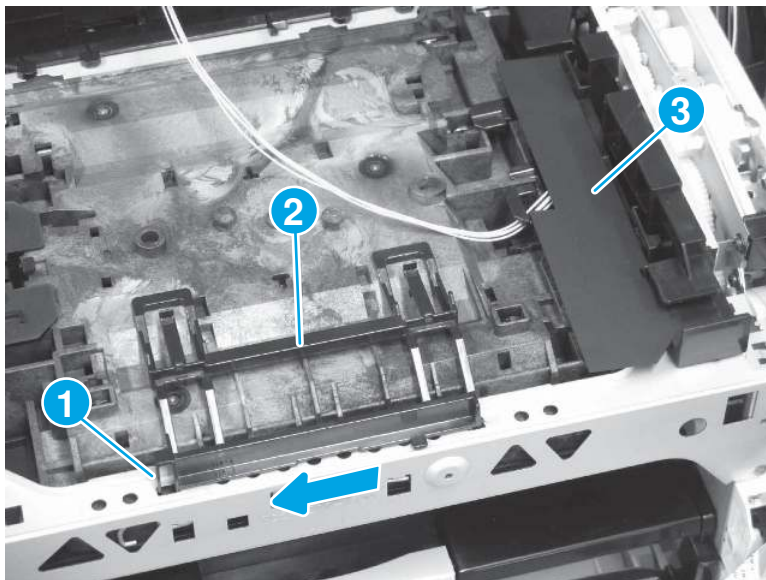
6. Disconnect two FFCs (callout 1).

Figure 4-438 Disconnect two FFCs



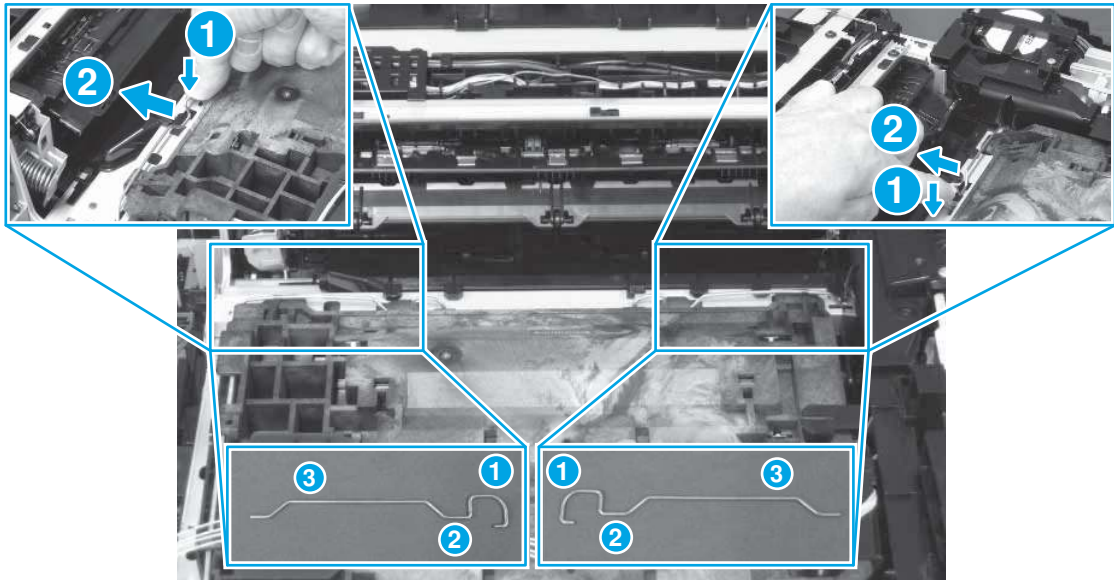
7. Release one tab (callout 1), slide the cable guide (callout 2) as shown to remove it, and then remove the scanner upper sheet (callout 3).

Figure 4-439 Remove the scanner upper sheet



8. Press down on the spring (callout 1), and then slide the middle portion of the spring as shown below (callout 2). Unhook the left- and right-side springs (callout 3) to remove them.

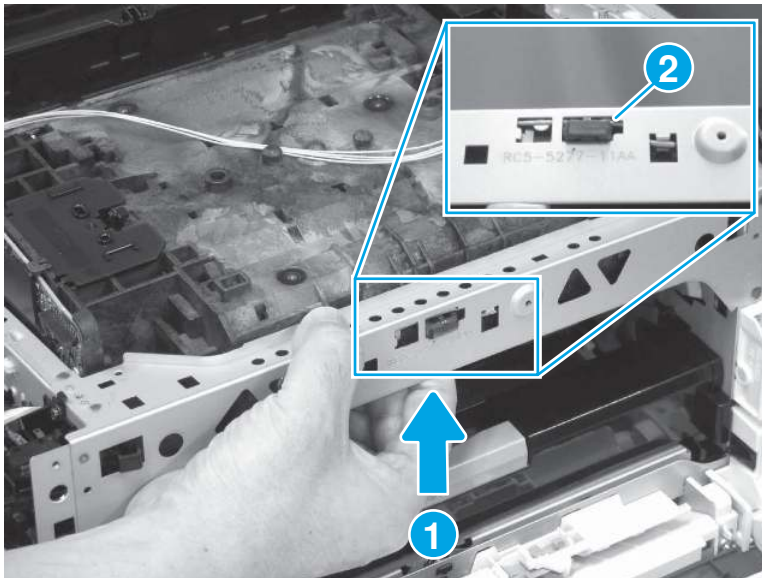
Figure 4-440 Remove two springs



9. Slightly lift up the laser/scanner assembly (callout 1) to release one boss (callout 2).

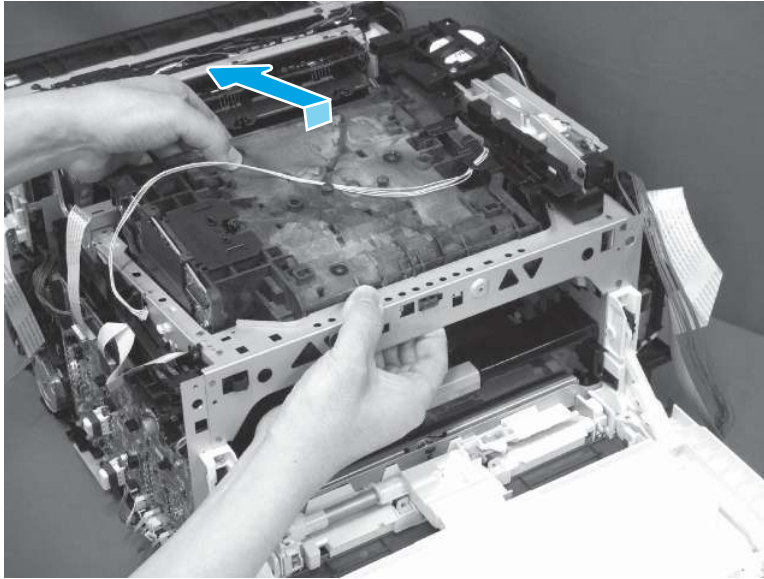
CAUTION: There is a spring (not shown) installed on the assembly that can become dislodged. Do not lose the spring while handling the assembly. Reinstall the spring if necessary.

Figure 4-441 Release the boss



10. Slide the laser/scanner assembly as shown below, and then remove it.

Figure 4-442 Remove the laser and scanner assembly



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Special installation instructions - Laser and scanner assembly

Follow the special instructions below to install a replacement laser and scanner (laser/scanner) assembly.



NOTE: Laser and scanner assembly dependency part removal: If the laser and scanner assembly was removed to gain access to other assemblies, stop and skip the special installation steps in this topic. Reverse the removal steps to install the assembly.

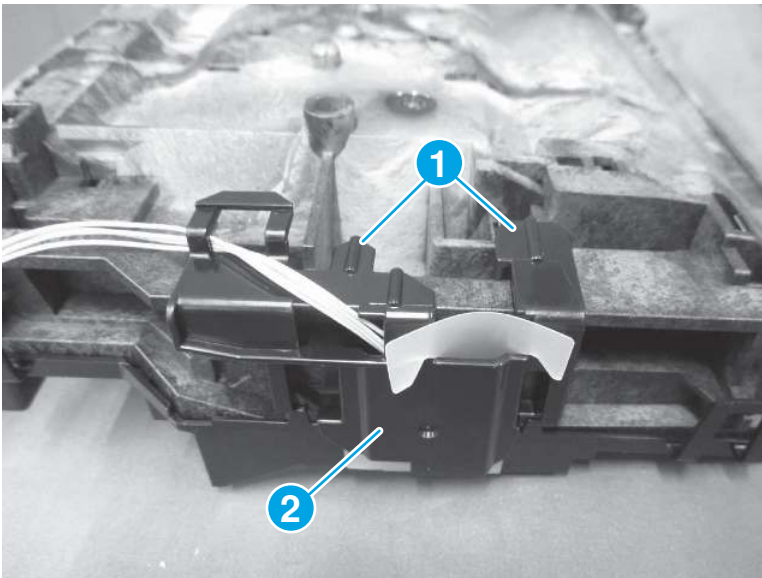
Laser and scanner assembly replacement part removal: For a replacement laser scanner, use the steps below to remove the cable cover, and then install it on the replacement laser/scanner.

1. Release two tabs (callout 1), and then separate the cable cover (callout 2) from the discarded laser/scanner assembly.



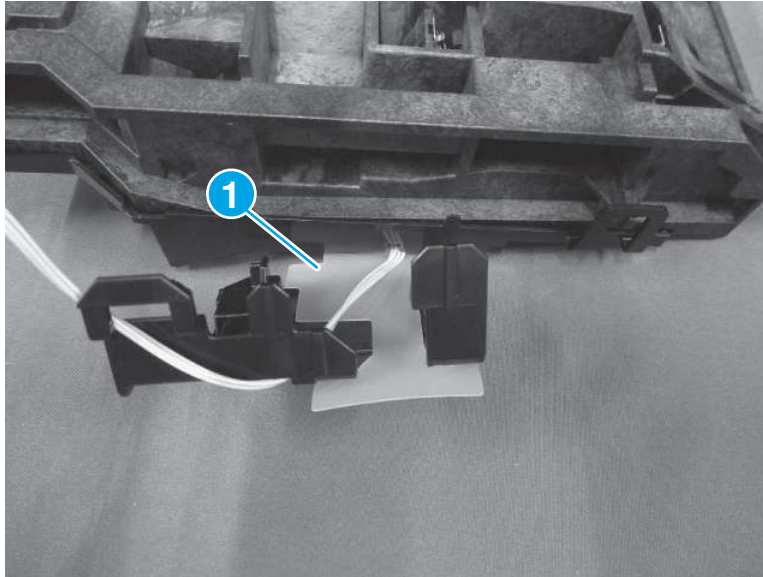
CAUTION: Do not attempt to completely remove the cover. It is still attached to the laser and scanner assembly by a cable.

Figure 4-443 Separate the cable cover from the discarded laser/scanner



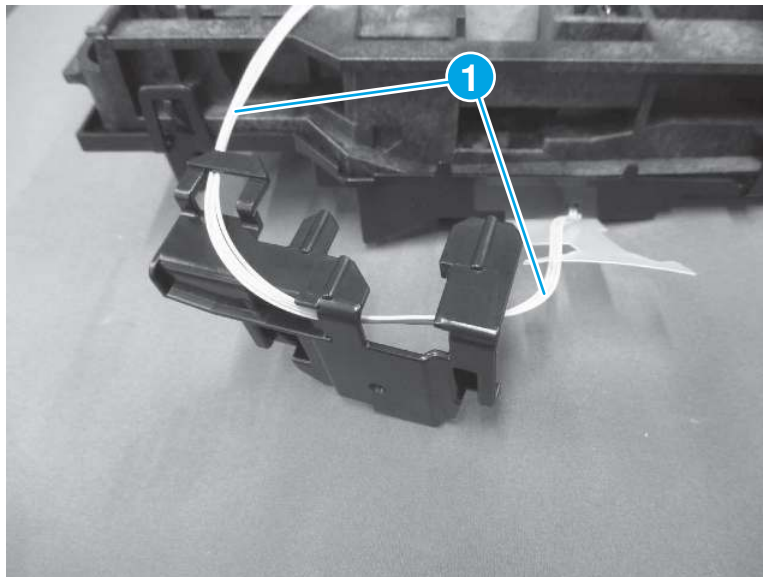
2. Remove the sheet (callout 1) from the cover.

Figure 4-444 Remove the sheet



3. Release the cable (callout 1) from the cover.

Figure 4-445 Release the cable



4. When the cover is installed on the replacement laser and scanner assembly, make sure the lower tabs are correctly positioned in front of the laser/scanner chassis.

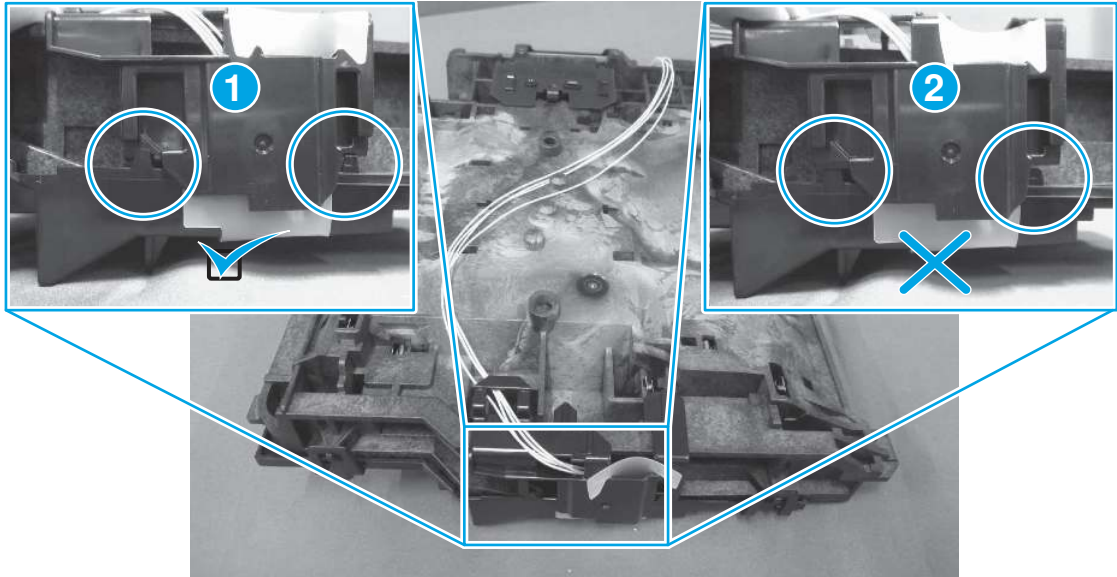


NOTE: If the tabs are incorrectly positioned, the cover will not lock in place.

- Correctly positioned tabs (callout 1).
- Incorrectly positioned tabs (callout 2).

Reverse the removal steps to finish installing the laser and scanner assembly.

Figure 4-446 Install the cover

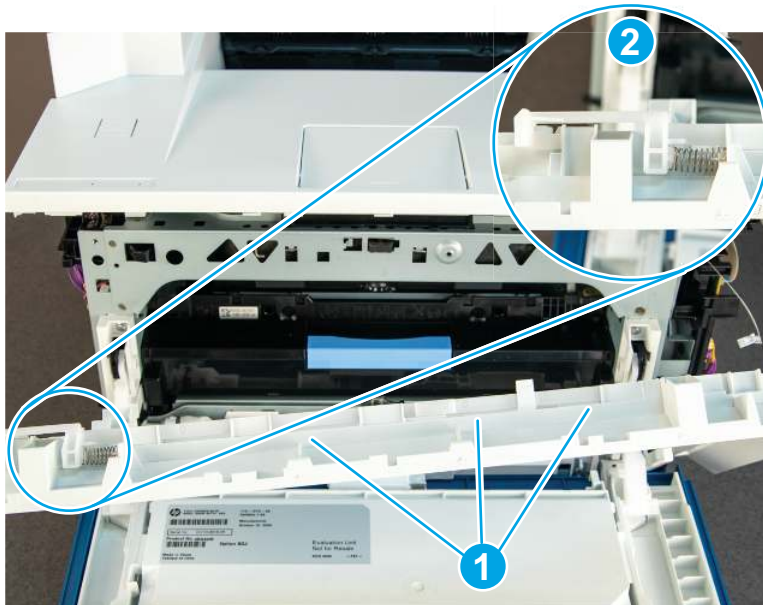


12. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-447 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

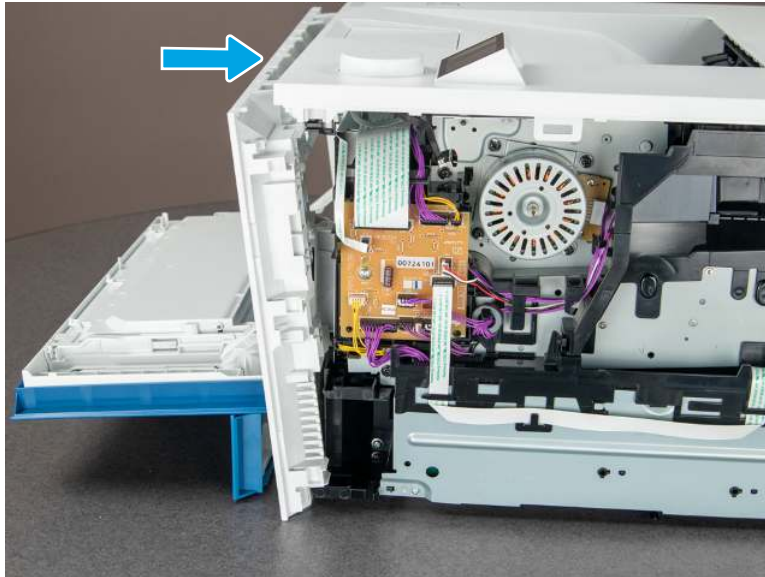
Figure 4-448 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-449 Install the cover



Removal and replacement: Low voltage power supply

Learn how to remove and replace the Low-voltage power supply (LVPS).

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-28 Part information

Part number	Part description
RM3-9084-000CN	Low-voltage power supply (110)
RM3-9085-000CN	Low-voltage power supply (220)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

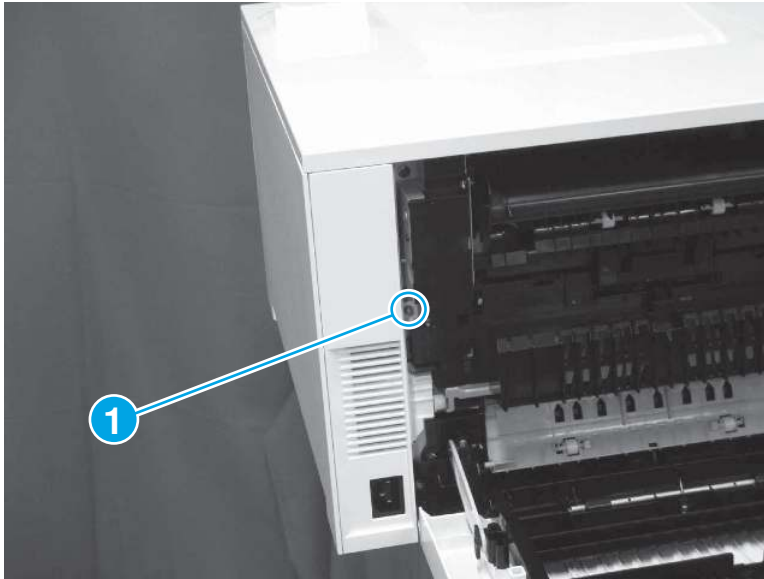
1. Remove the right cover (SFP)

Follow the procedure below to remove and replace the right cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

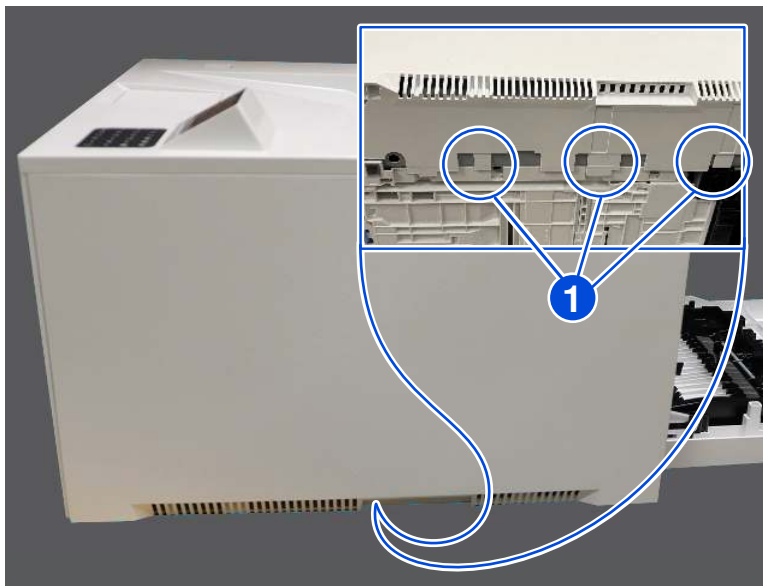
1. Remove one screw (callout 1).

Figure 4-450 Remove one screw



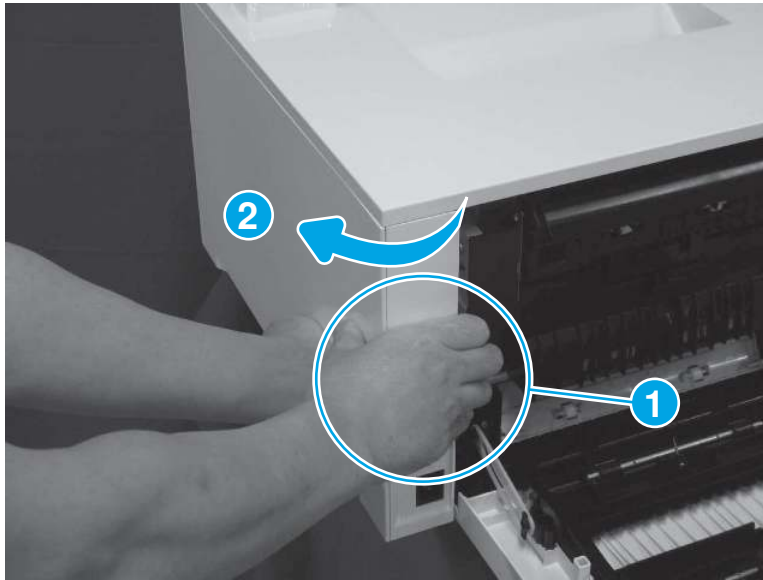
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-451 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-452 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-453 Remove the cover



2. Remove the right cover (MFP)

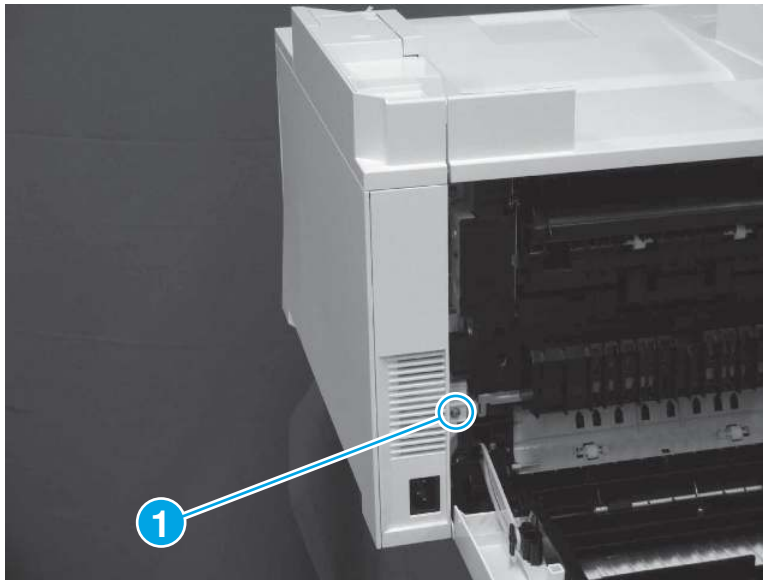
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

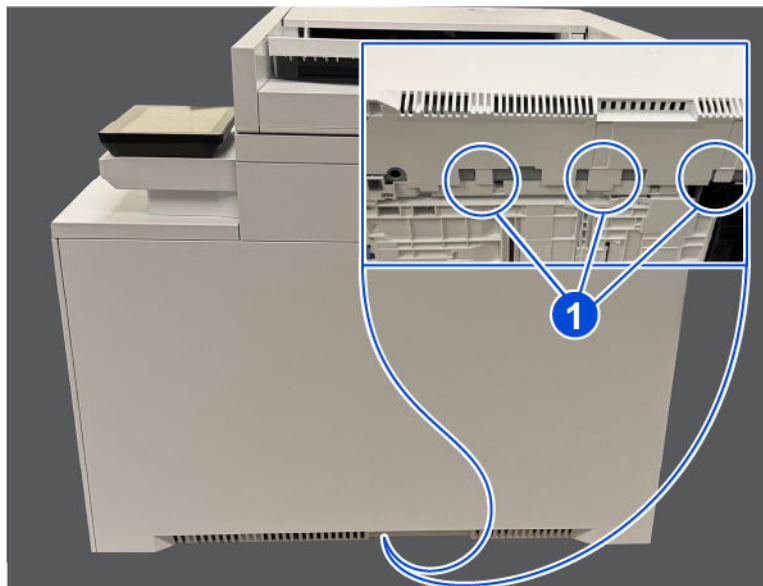
1. Remove one screw (callout 1).

Figure 4-454 Remove one screw



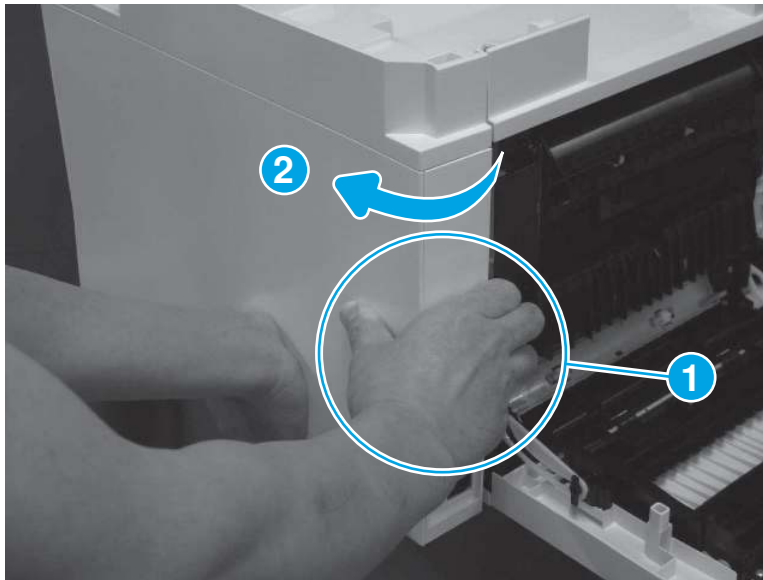
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-455 Release three tabs



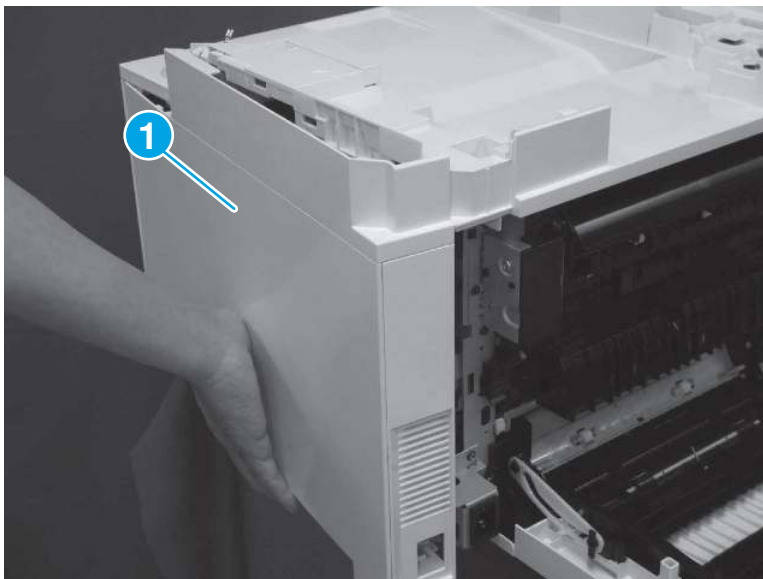
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-456 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-457 Remove the cover



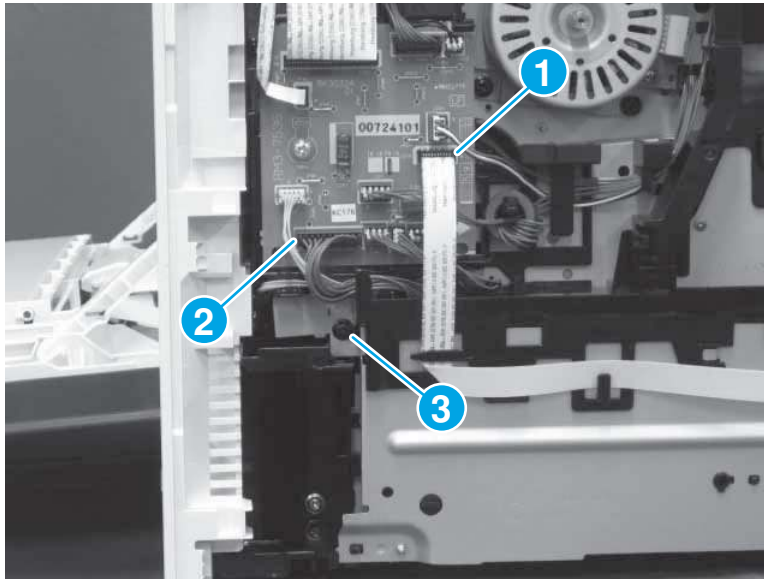
3. Remove the low-voltage power supply (LVPS)

Follow the procedure below to remove and replace the LVPS.

 **CAUTION:**  ESD sensitive part.

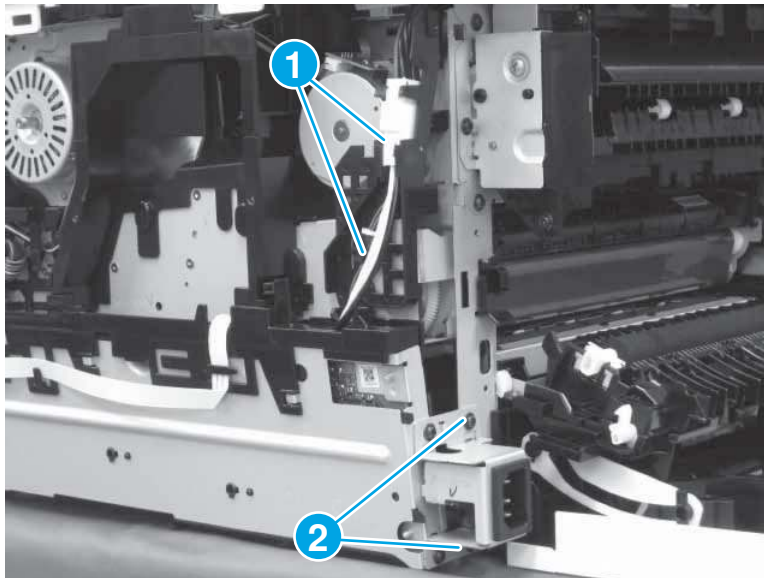
1. Disconnect one flat-flexible cable (callout 1) and one connector (callout 2), and then remove one screw (callout 3).

Figure 4-458 Disconnect FFC, connector, and remove one screw



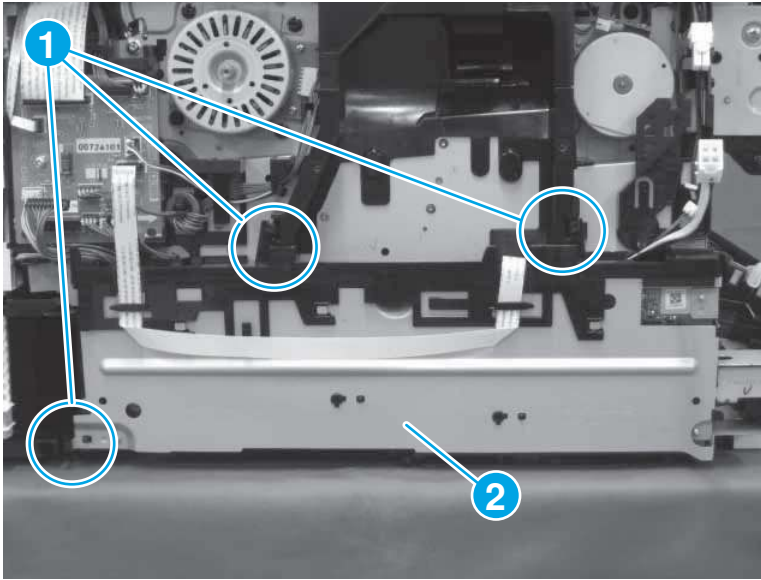
2. Disconnect two connectors (callout 1), and then remove two screws (callout 2).

Figure 4-459 Disconnect connectors and remove screws



3. Release three tabs (callout 1), and then remove the LVPS (callout 2).

Figure 4-460 Remove the LVPS



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

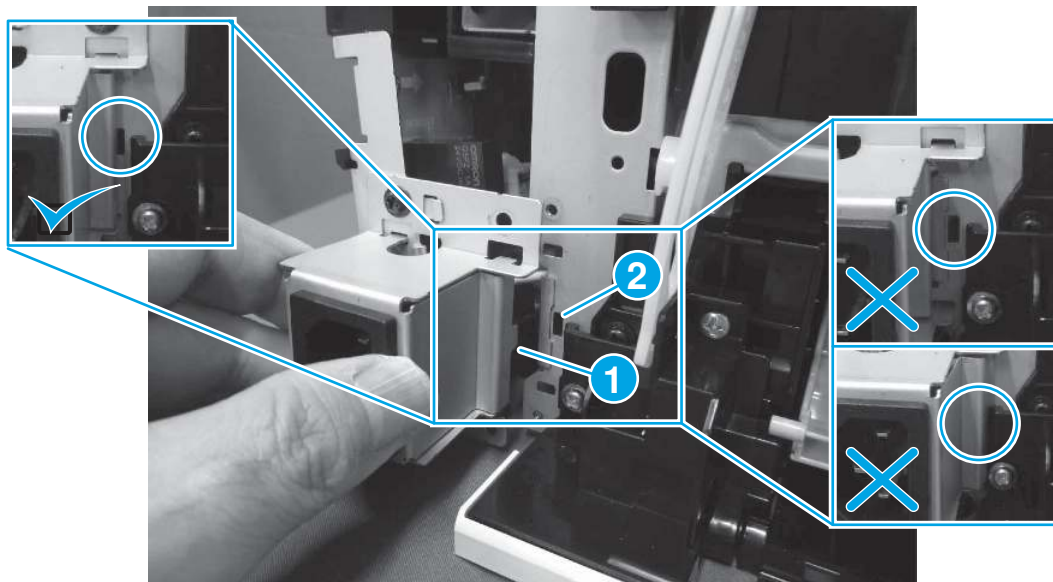
5. Special installation instructions - Low-voltage power supply (LVPS)

Follow the special instructions below to install a replacement LVPS.

 **CAUTION:**  ESD sensitive part.

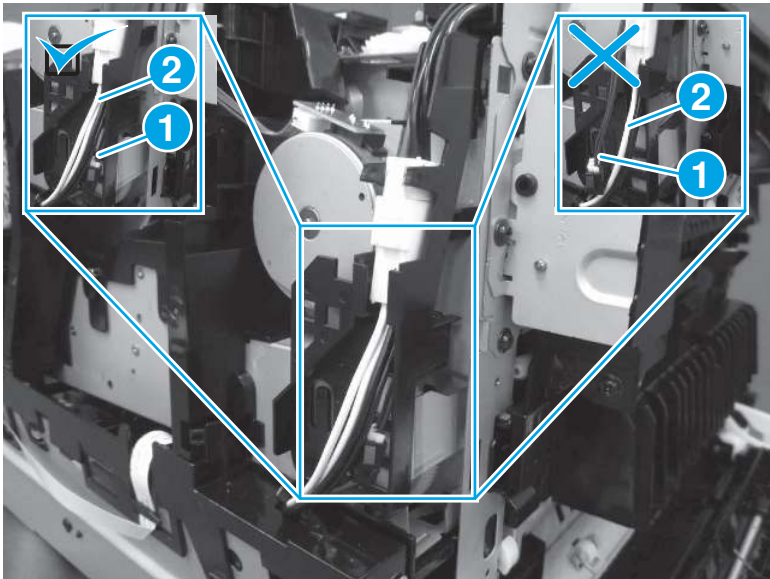
1. When the LVPS is installed, make sure that the sheet-metal tab (callout 1) near the power receptacle is inserted in the slot (callout 2) in the chassis.

Figure 4-461 Install the LVPS tab



2. Make sure that the fuser temperature fuse cable (callout 1) is positioned behind the thick cable (callout 2). This prevents the fuser cable from unnecessary movement.

Figure 4-462 Check the fuser temperature fuse cable



Removal and replacement: Multipurpose guide assembly, lower

Learn how to remove and replace the MP lower guide assembly.

Mean time to repair: 45 minutes (SFP)

Mean time to repair: 55 minutes (MFP)

Service level: Difficult (SFP/MFP)

Before performing service

Turn the printer power off.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-29 Part information

Part number	Part description
RM2-2749-000CN	Multipurpose guide assembly, lower

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

- Small flat-blade screwdriver

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 1 pickup roller assembly

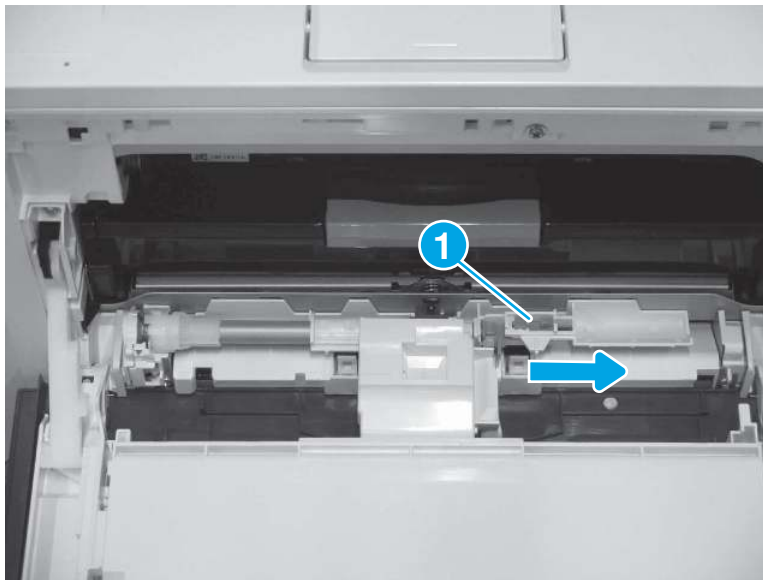
Follow the procedure below to remove and replace the Tray 1 pickup roller assembly.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

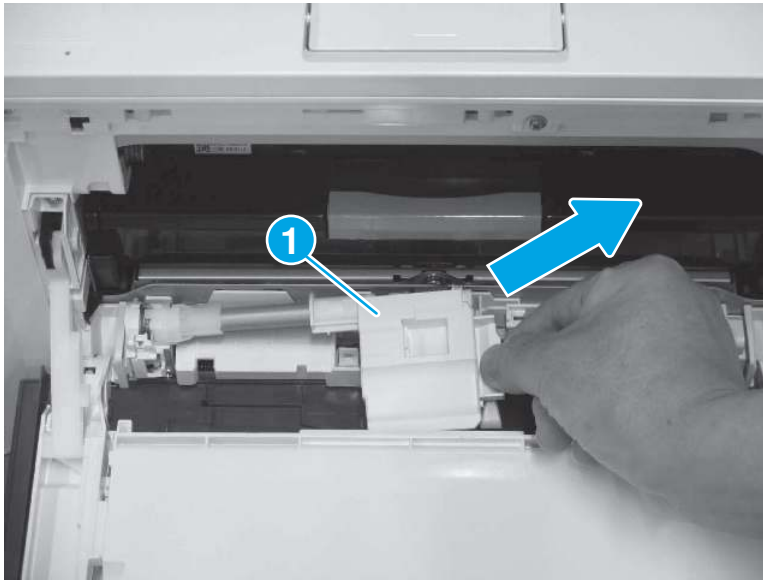
1. Open the cartridge door, and then depress the lever (callout 1) and slide it as shown below.

Figure 4-463 Release the Tray 1 pickup roller assembly



2. Slide the pickup roller assembly (callout 1) as shown below to remove it.

Figure 4-464 Remove the Tray 1 pickup roller assembly

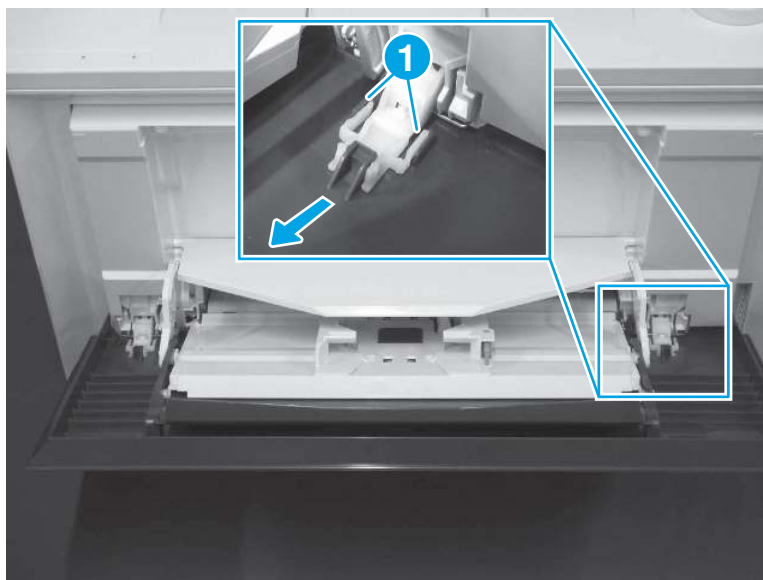


2. Remove the cartridge door assembly

Follow the procedure below to remove and replace the cartridge door assembly.

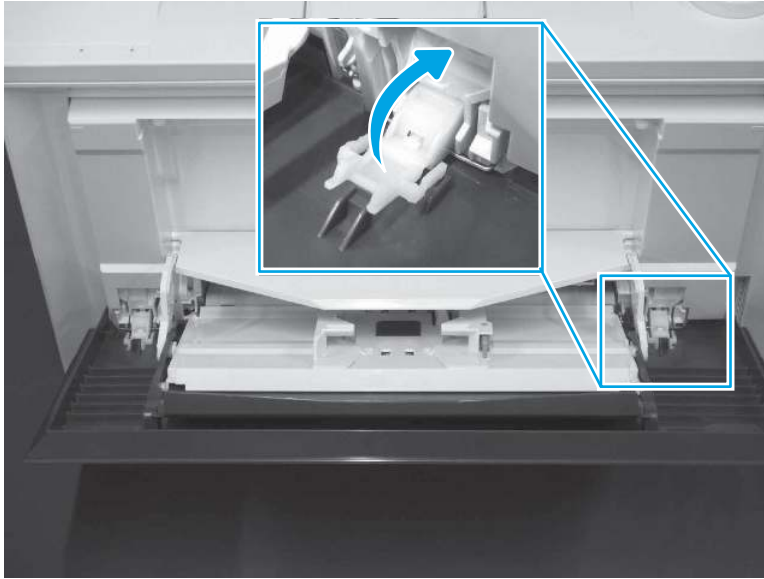
1. **Right-side door hinge:** Slightly pull Tray 1 away from the printer while releasing two tabs (callout 1) on the hinge.

Figure 4-465 Release two tabs (right hinge)



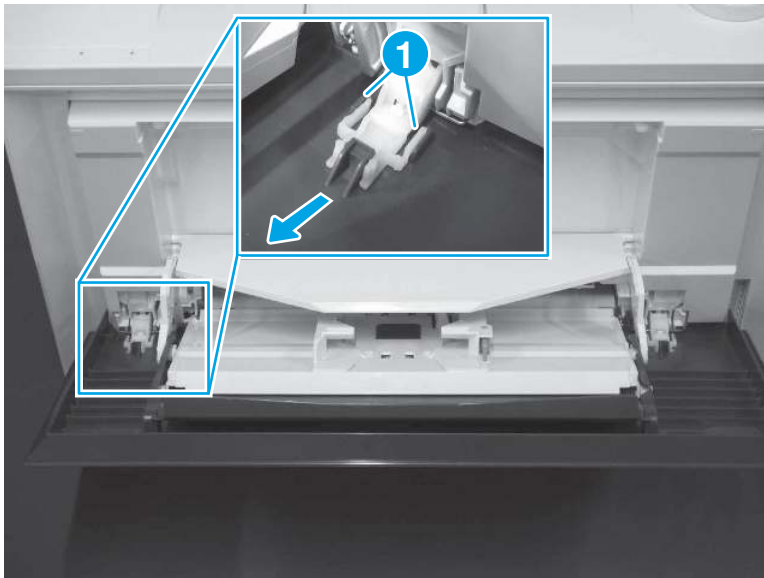
2. **Right-side door hinge:** Rotate the hinge up and away from the cover.

Figure 4-466 Remove the hinge (right side)



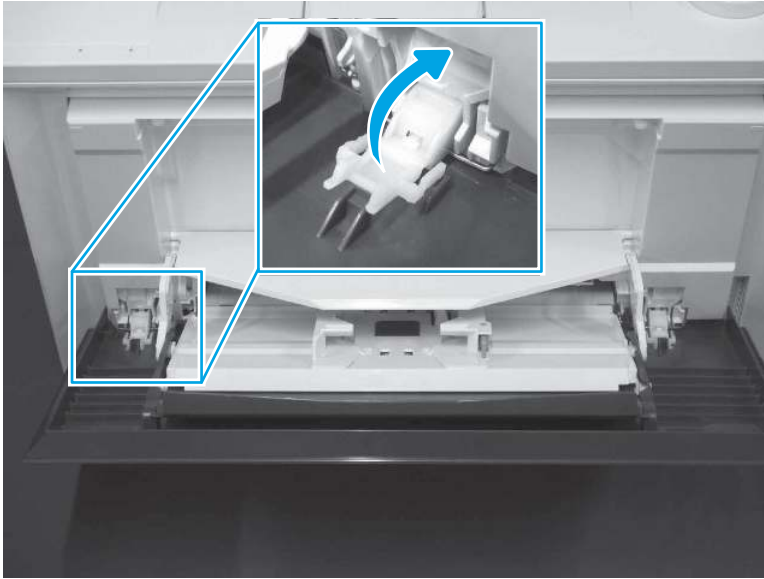
3. **Left-side door hinge:** Slightly pull Tray 1 away from the printer while releasing two tabs (callout 1) on the hinge.

Figure 4-467 Release two tabs (left hinge)



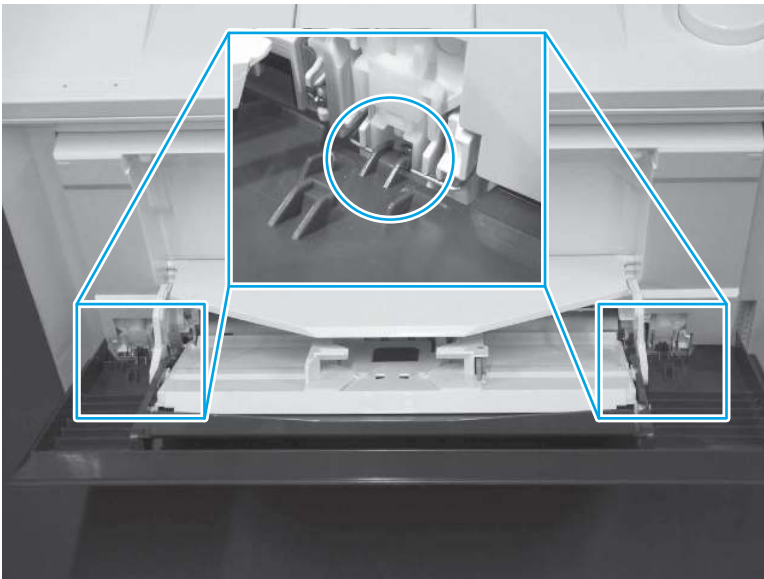
4. **Left-side door hinge:** Rotate the hinge up and away from the cover.

Figure 4-468 Remove the hinge (left side)



5. Release Tray 1 from the right- and left-side retainer hooks.

Figure 4-469 Release the retainer hooks



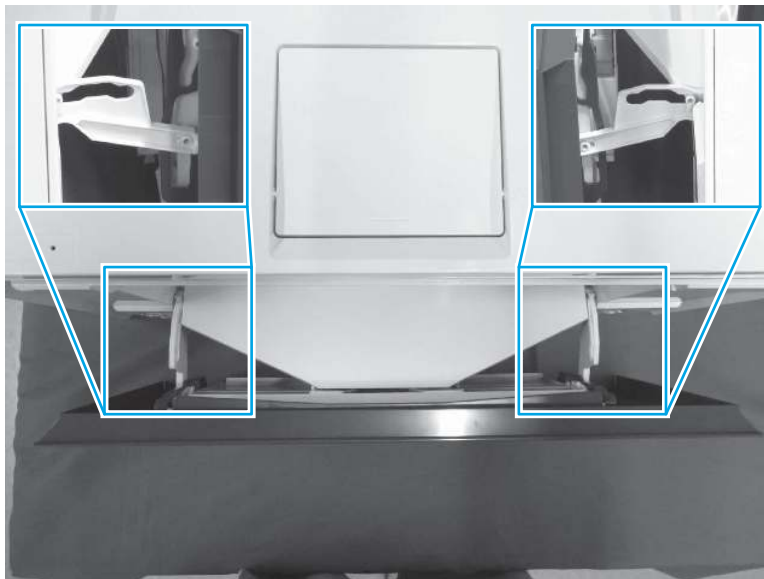
6. Position Tray 1 (callout 1) in the upright position resting on the work surface.

Figure 4-470 Position Tray 1



7. Release the right- and left-side arms, and then remove Tray 1.

Figure 4-471 Release the arms and remove the tray

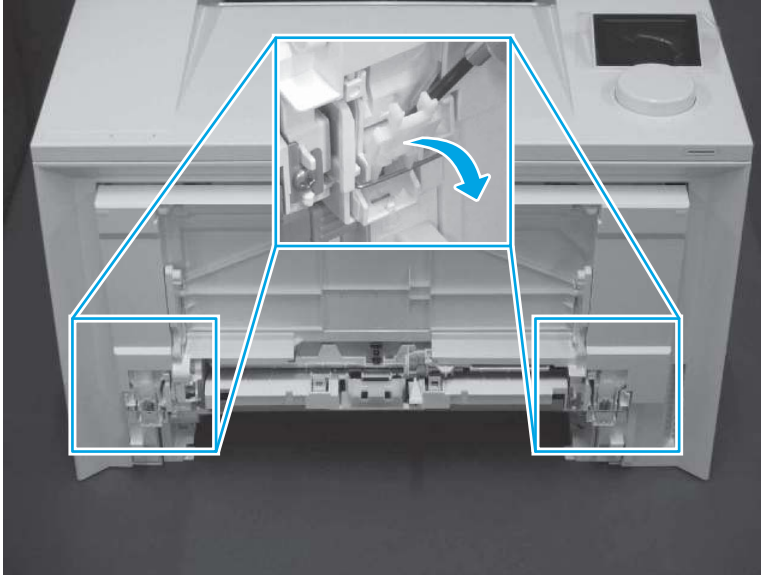


8. Use a small flat-blade screwdriver to remove the right- and left-side hinges.



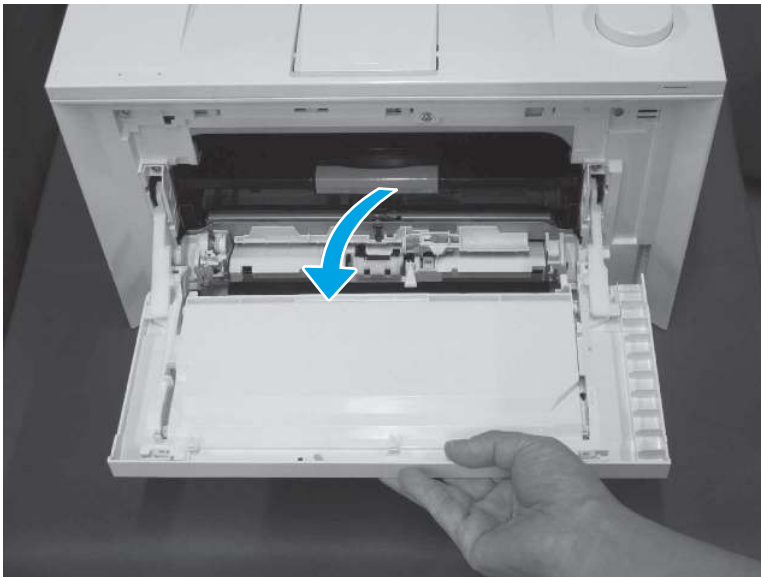
Reinstallation tip: For a replacement cover only: Install these hinges on the replacement assembly.

Figure 4-472 Remove the hinges



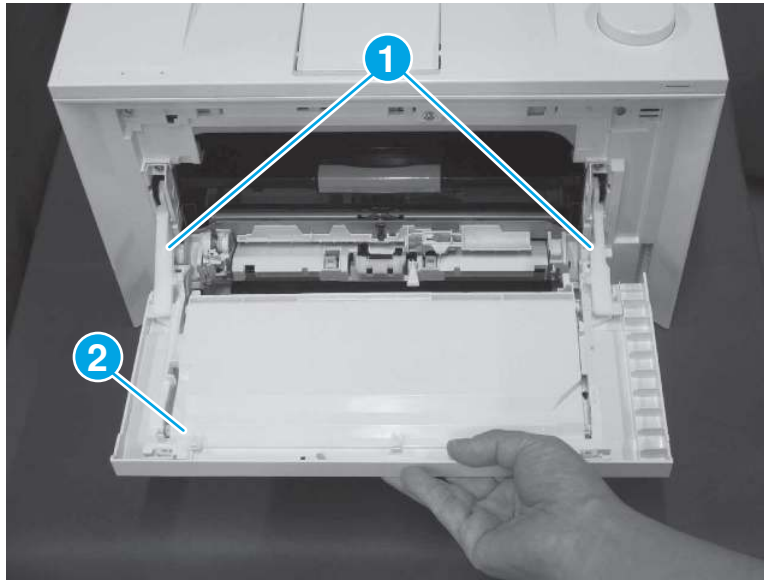
9. Open the cartridge door.

Figure 4-473 Open the door



10. Remove the right- and left-side link arms (callout 1), and then remove the cartridge door (callout 2).

Figure 4-474 Remove the link arms and cartridge door



3. Remove the left cover (SFP)

Follow the procedure below to remove and replace the left cover (SFP).



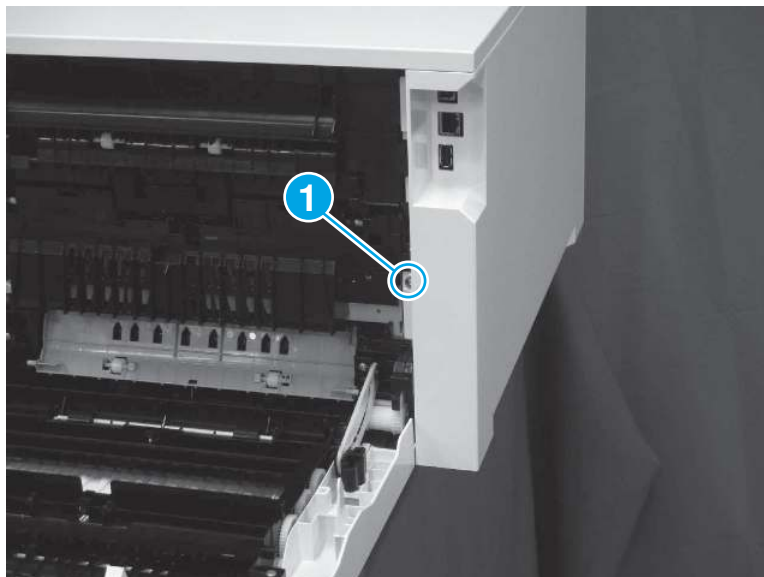
NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

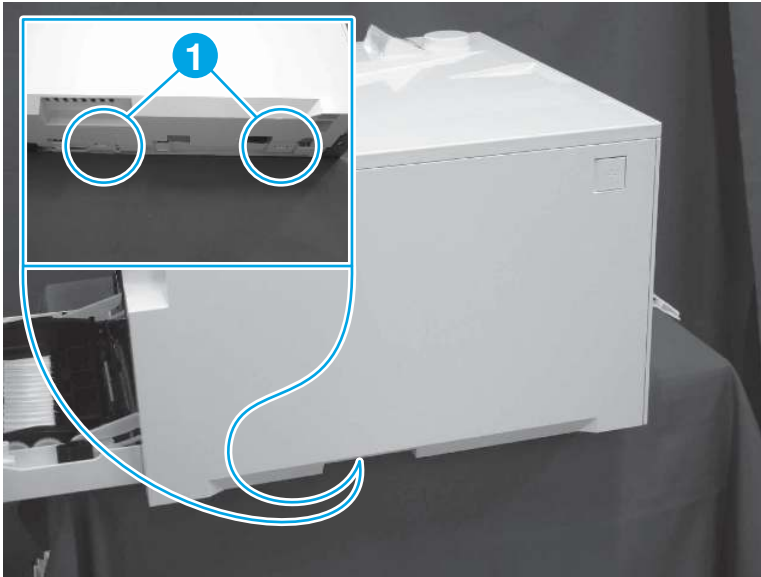
1. Remove one screw (callout 1).

Figure 4-475 Remove one screw



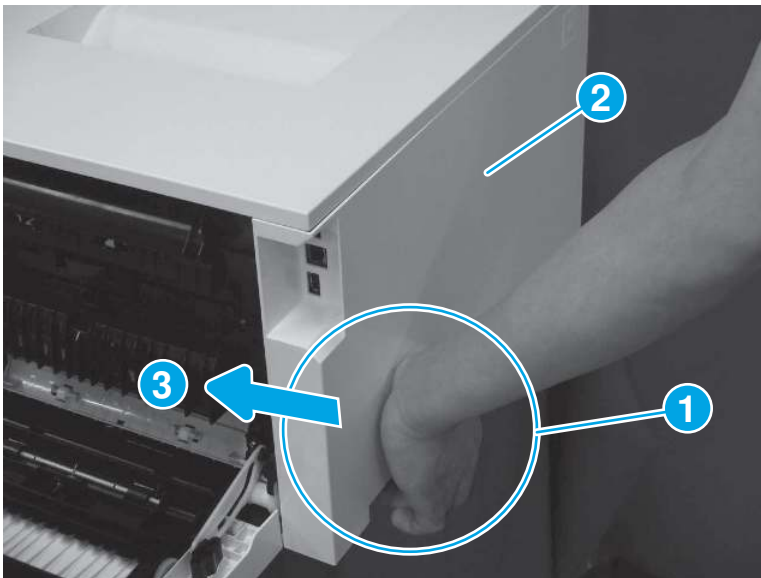
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-476 Release two tabs



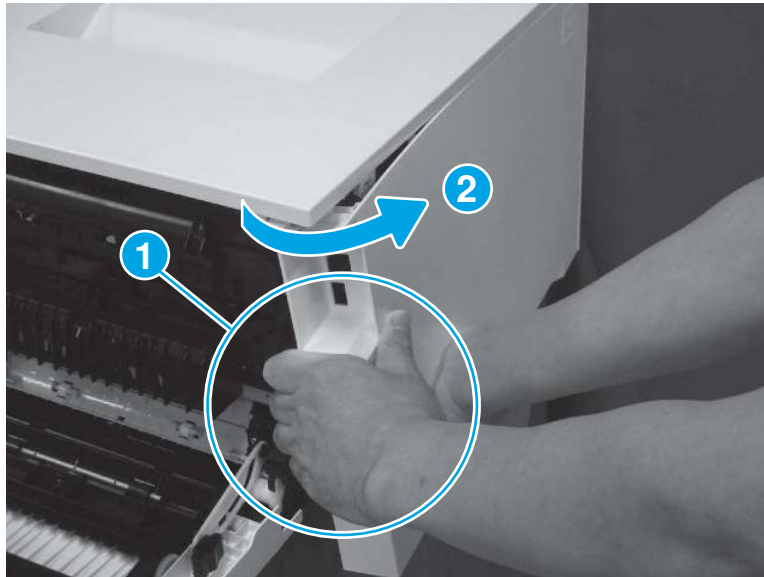
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-477 Release the rear cover corner



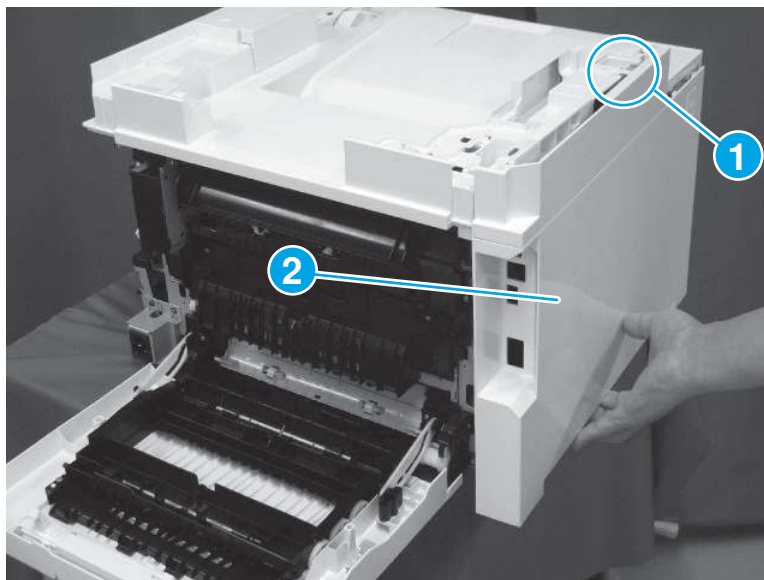
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-478 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-479 Remove the cover



4. Remove the left cover (MFP)

Follow the procedure below to remove and replace the left cover (MFP).



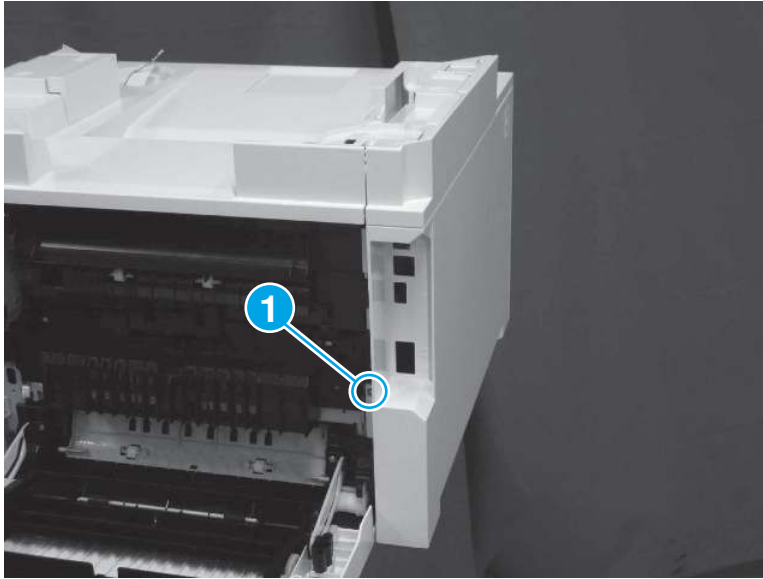
NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.



TIP: There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

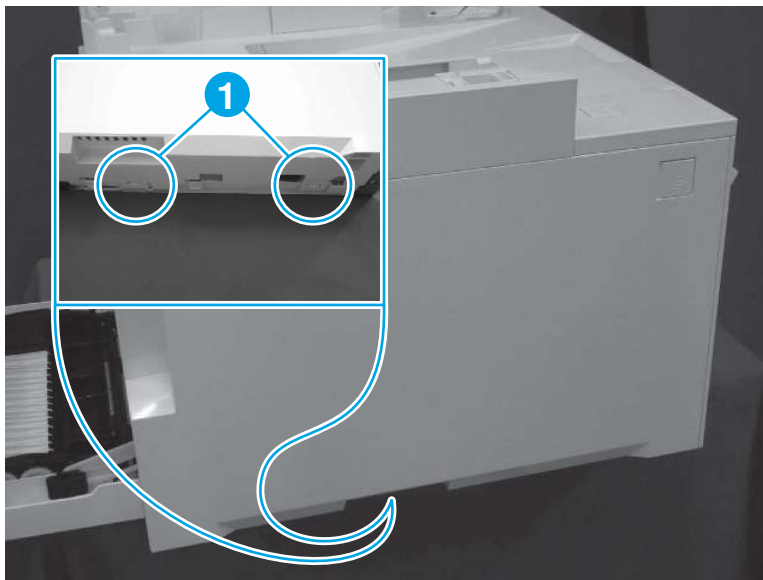
1. Remove one screw (callout 1).

Figure 4-480 Remove one screw



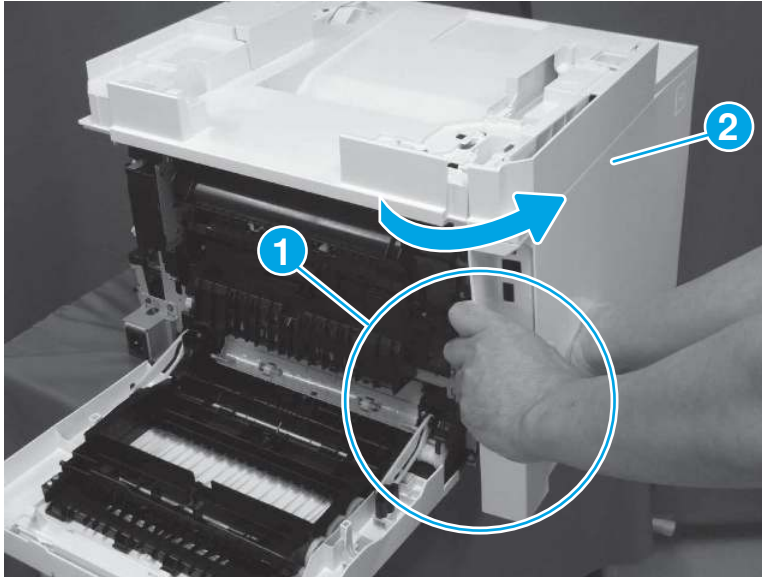
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-481 Release two tabs



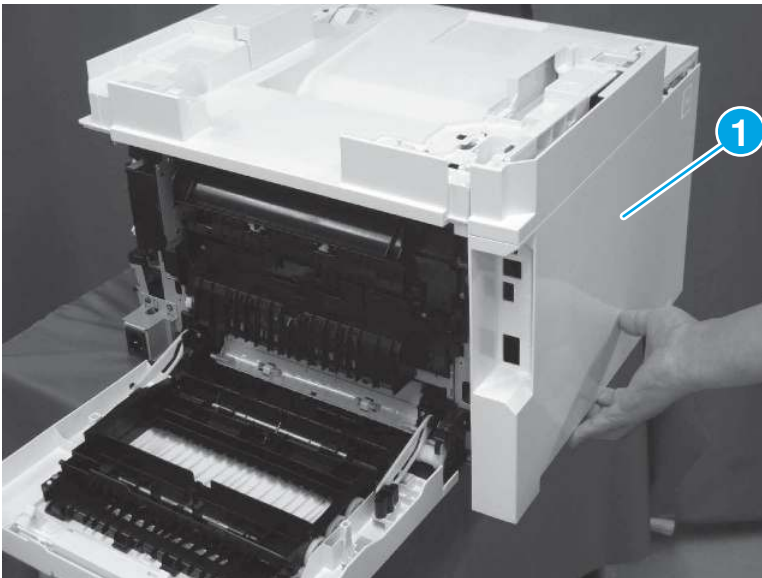
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-482 Disengage the cover corner



4. Remove the left cover (callout 1).

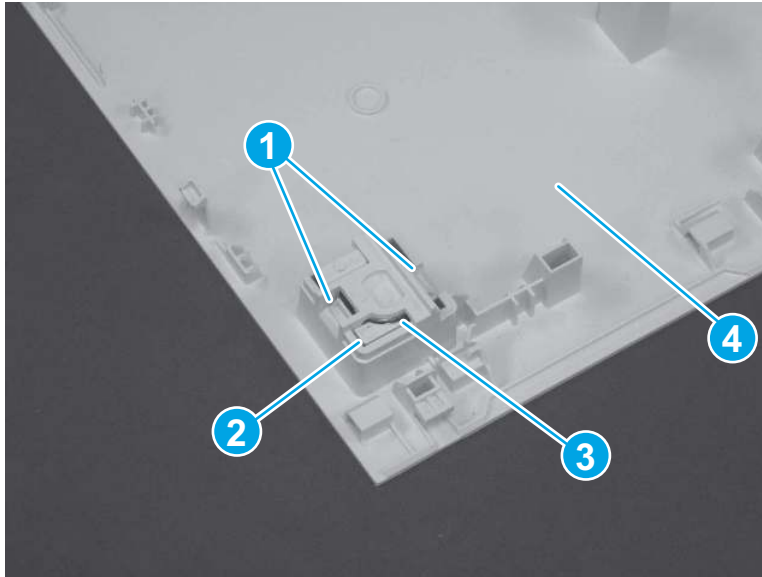
Figure 4-483 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-484 Remove the cartridge door button

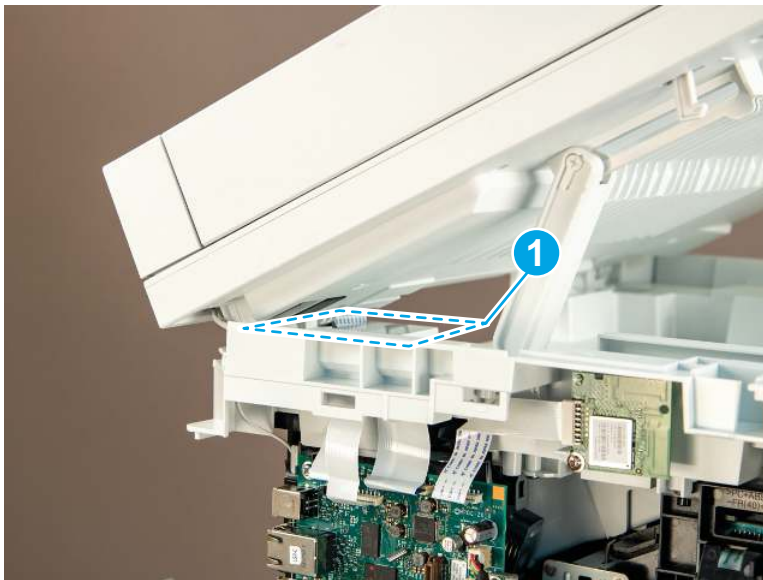


5. Remove the ISA (MFP)

Follow the procedure below to remove and replace the ISA.

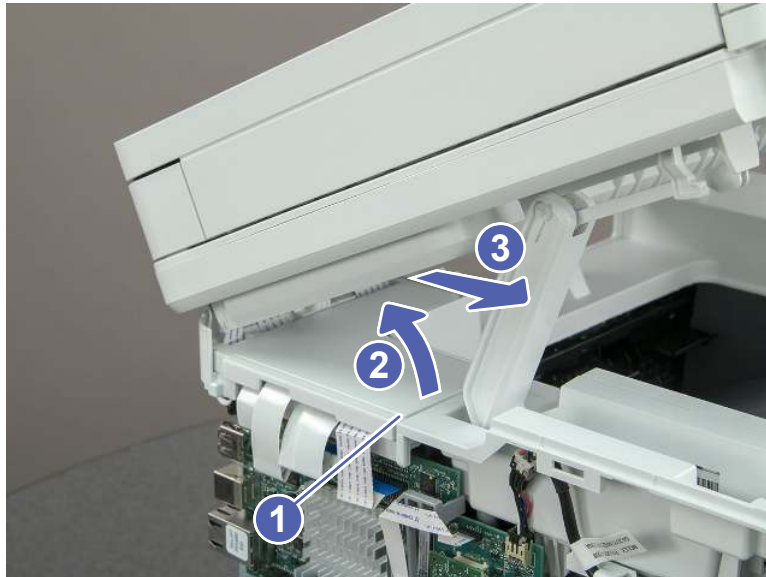
1. Open the ISA, and then remove the ISA FFC cover (callout 1).

Figure 4-485 Remove the FFC cover



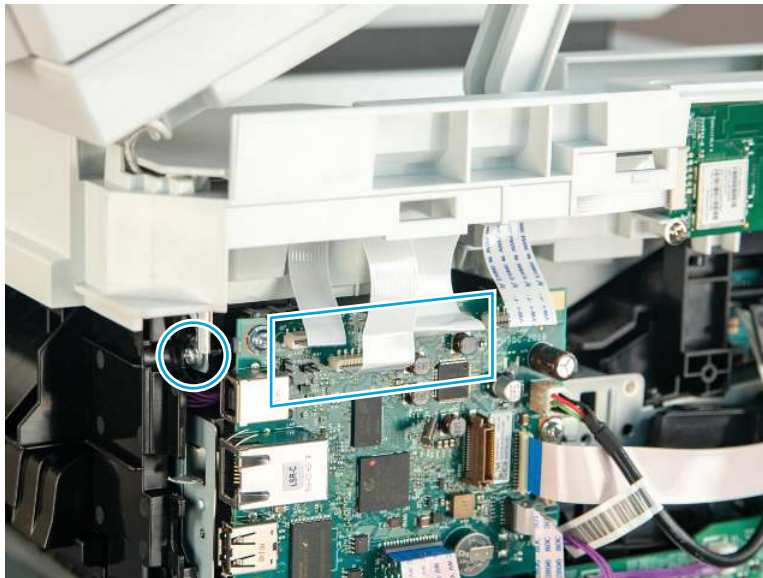
- Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-486 Remove the ISA FFC cover



2. Disconnect three FFCs, and then remove one screw to release the ground cable.

Figure 4-487 Disconnect FFCs and remove screw



3. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) toward the front of the printer to release it. Remove the slider pin.

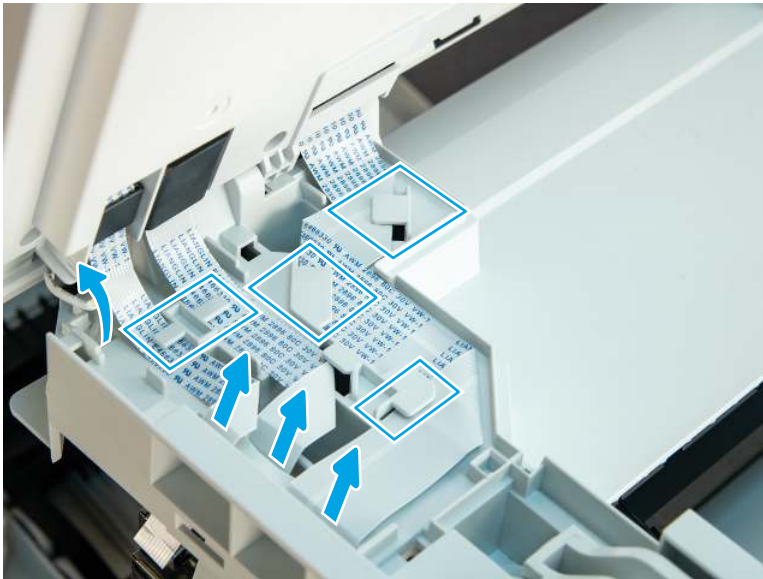
CAUTION: When the slider pin is removed, the ISA is not captive and can suddenly detach from the printer.

Figure 4-488 Remove the slider pin



4. Support the ISA, release the FFCs from the retainers, and then carefully pass the FFCs and the ground wire up through the slots in the top cover.

Figure 4-489 Release the FFCs and ground wire



5. Slide the ISA as shown in the image below to release it.

Figure 4-490 Release the ISA



6. Remove the ISA.

Figure 4-491 Remove the ISA



6. Remove the right cover (SFP)

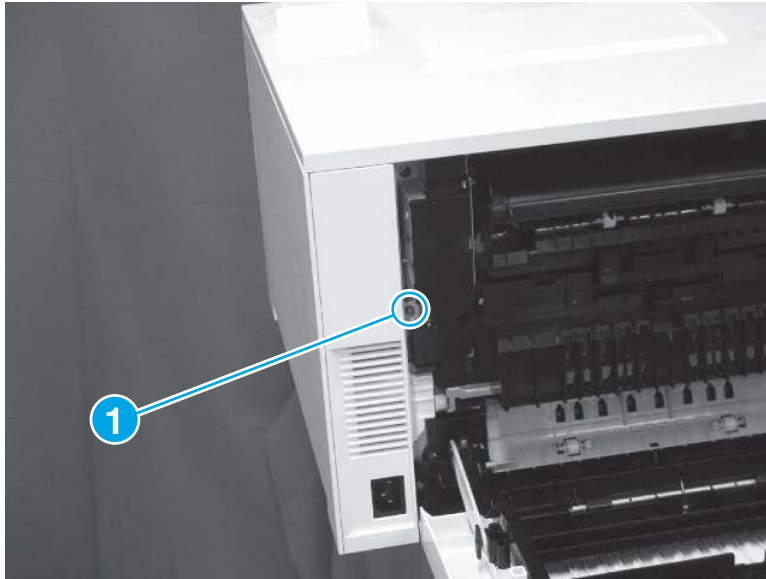
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

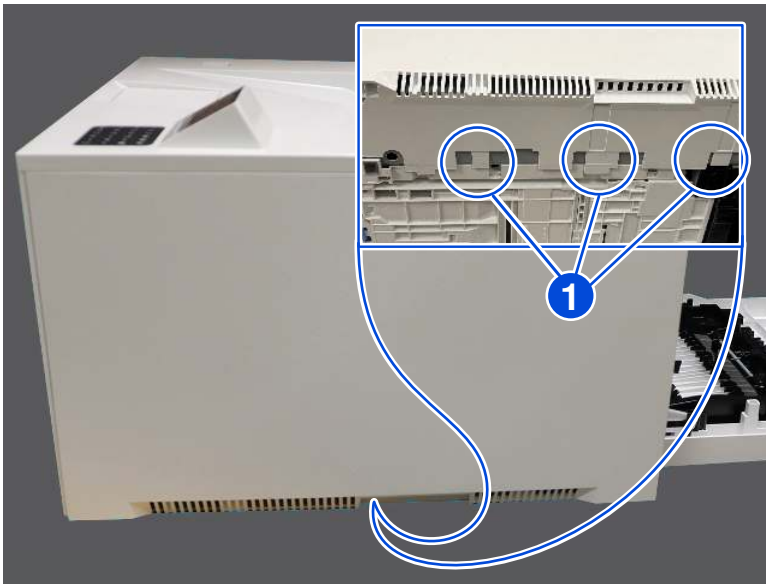
1. Remove one screw (callout 1).

Figure 4-492 Remove one screw



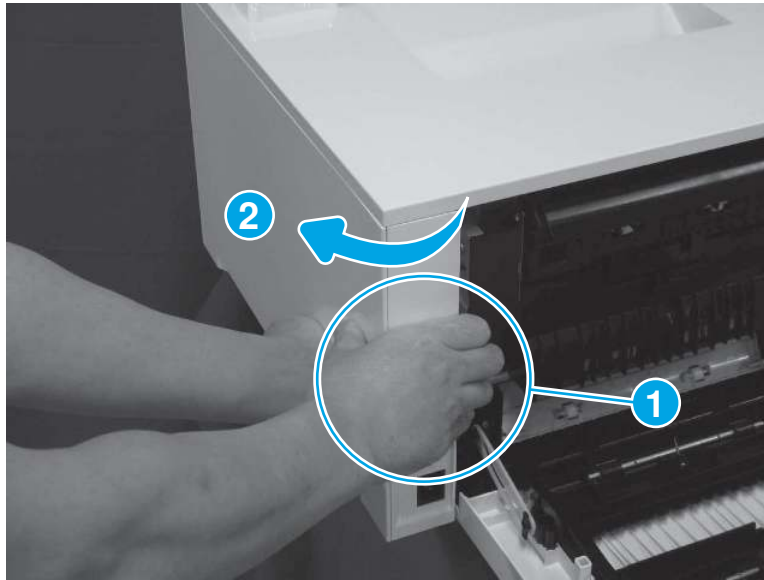
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-493 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-494 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-495 Remove the cover



7. Remove the right cover (MFP)

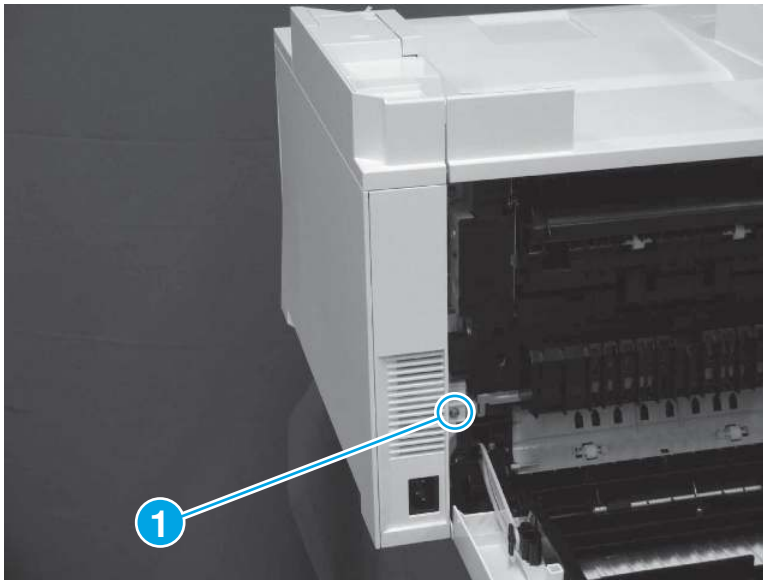
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

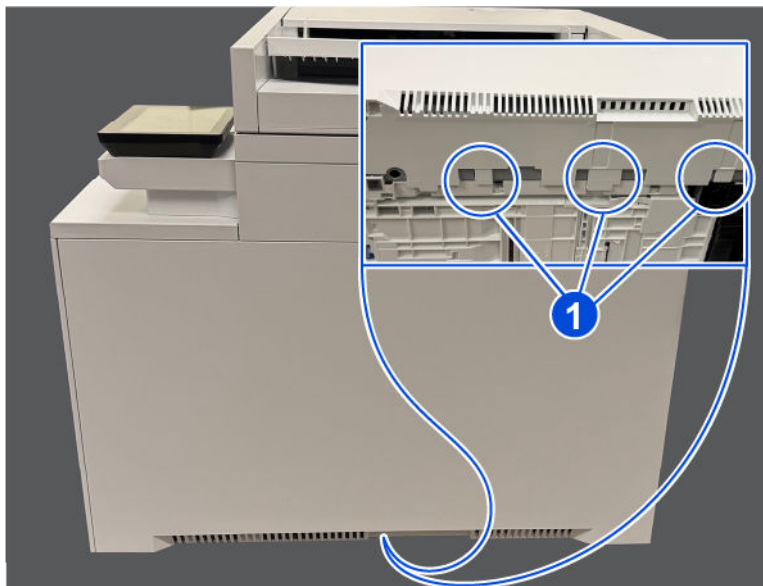
1. Remove one screw (callout 1).

Figure 4-496 Remove one screw



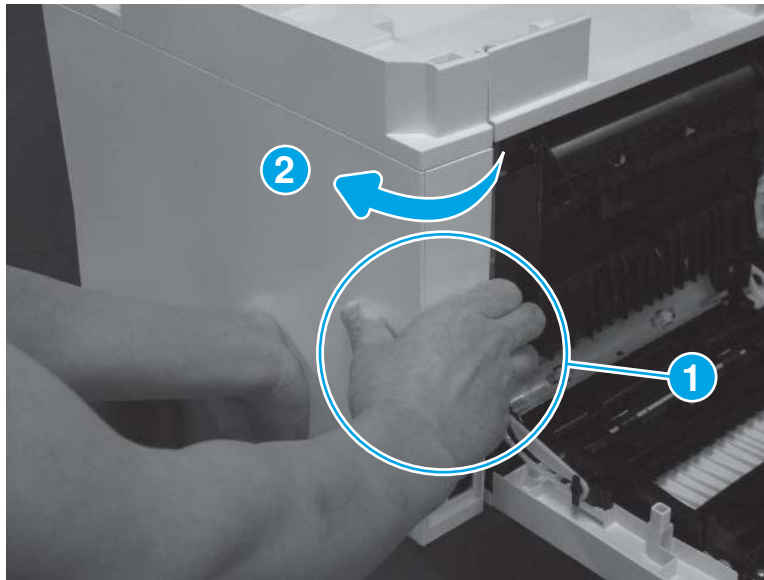
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-497 Release three tabs



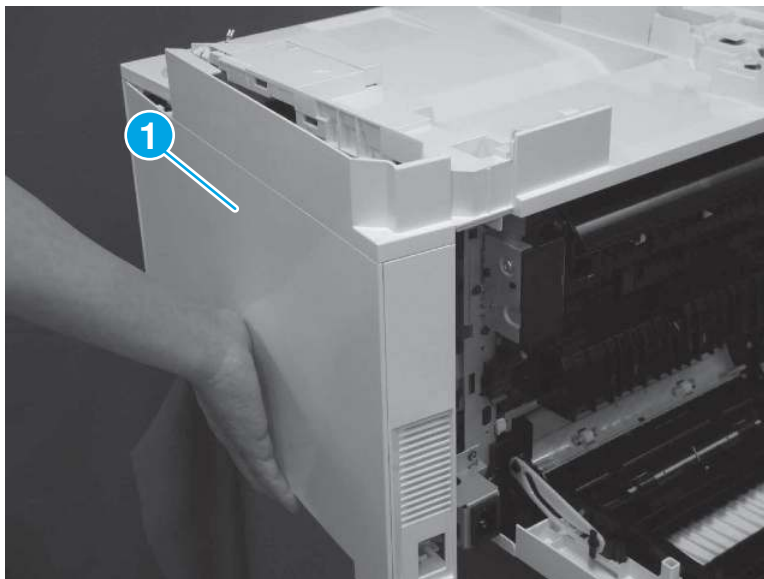
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-498 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-499 Remove the cover



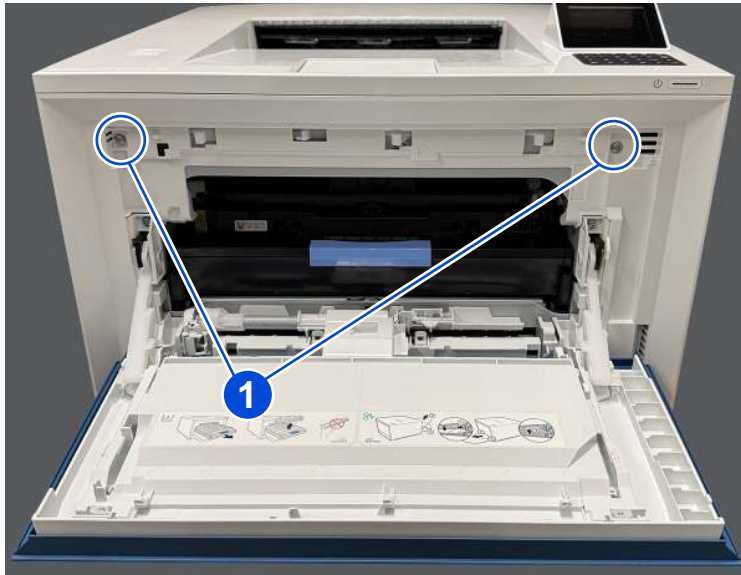
8. Remove the front cover

Follow the procedure below to remove and replace the front cover.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

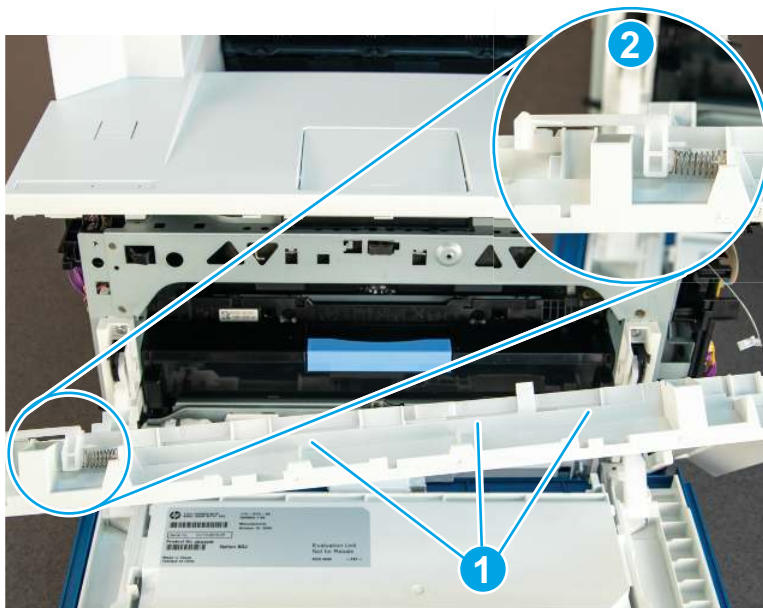
1. Remove two screws (callout 1).



2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.

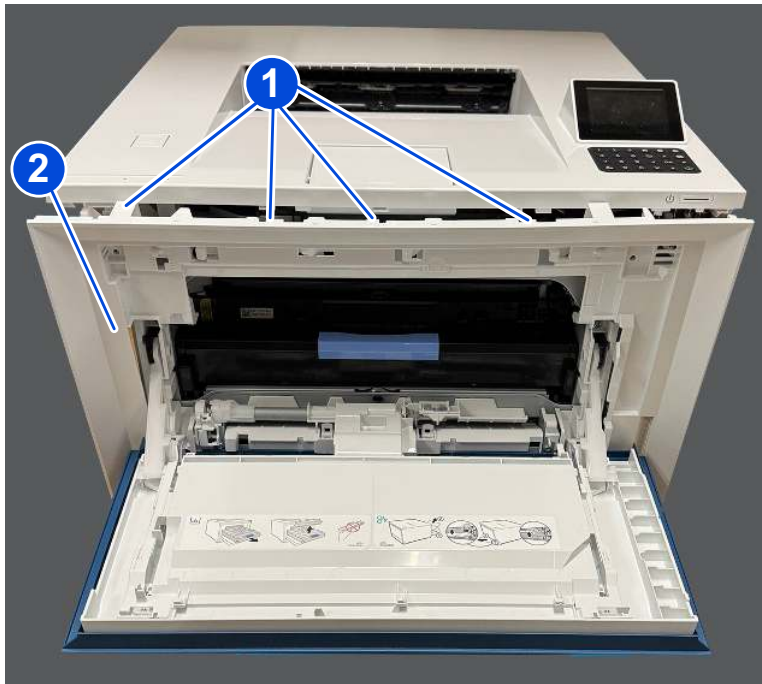
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-500 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-501 Remove the cover



9. Remove the top cover (SFP)

Follow the procedure below to remove and replace the top cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

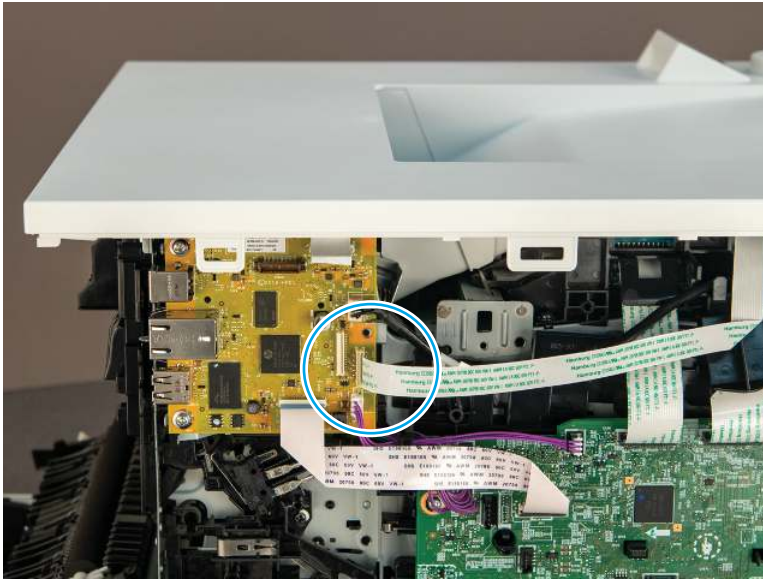
1. Disconnect one flat-flexible cable (FFC) at the top as indicated in the image.

Figure 4-502 Disconnect one flat-flexible cable



2. Disconnect one flat-flexible cable (FFC) as indicated in the image.

Figure 4-503 Disconnect one FFC

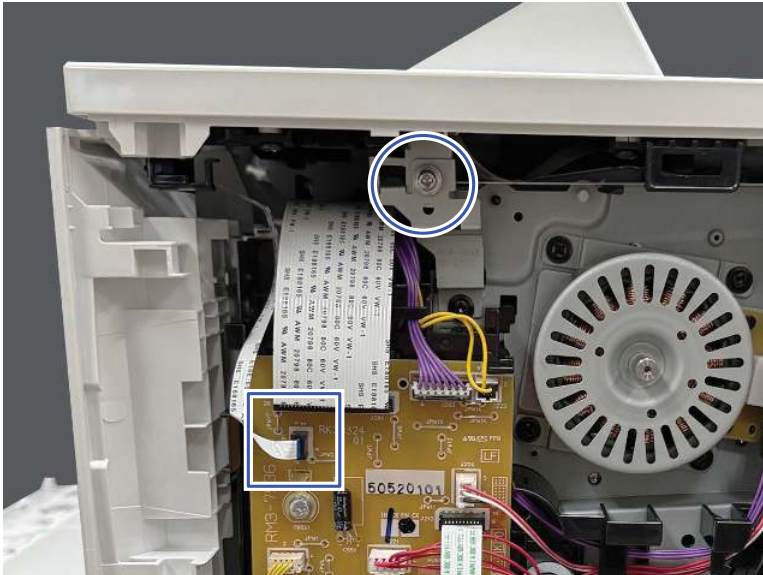


3. Disconnect one FFC, and then remove one screw to release the ground wire.



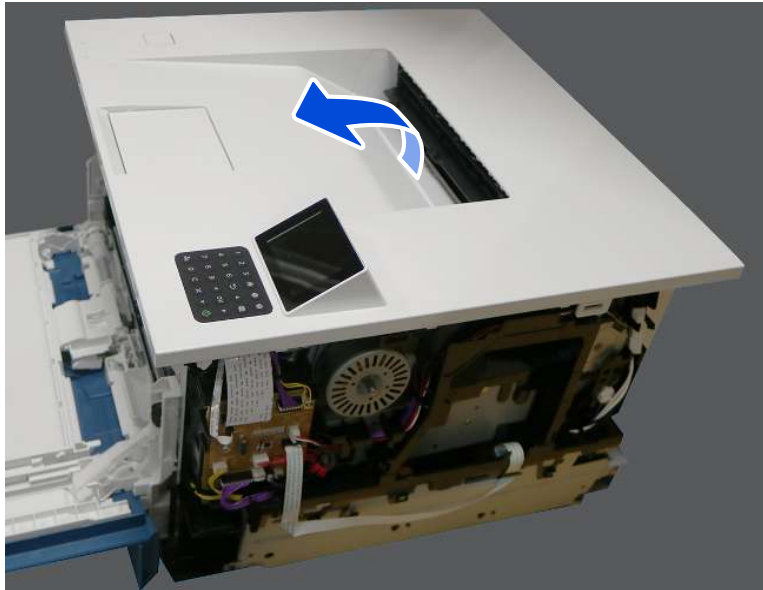
NOTE: The front cover is shown installed in the figure below. However, this step is correct for removing the top cover.

Figure 4-504 Disconnect one FFC and remove one screw



4. Slide the cover from the rear of the printer toward the front to remove it.

Figure 4-505 Remove the cover



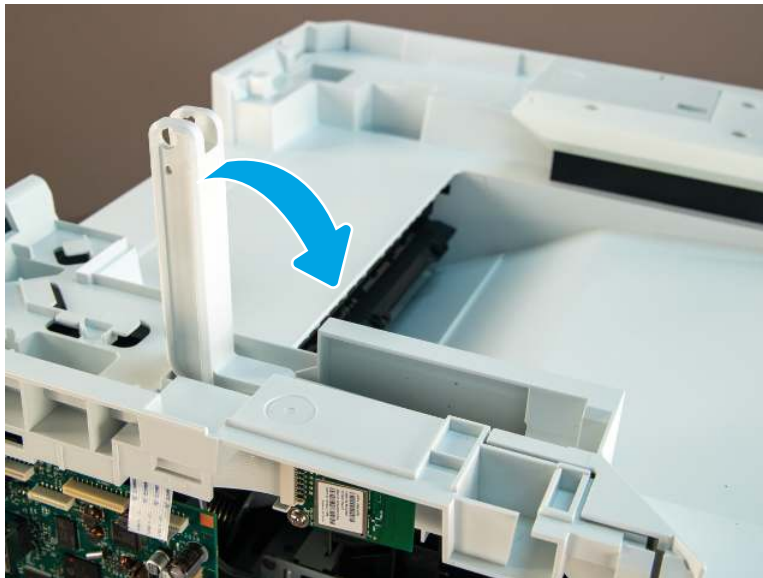
10. Remove the top cover (MFP)

Follow the procedure below to remove and replace the top cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for an SFP printer, skip this step.

1. Close the ISA lift arm.

Figure 4-506 Close the ISA lift arm



2. Remove one screw.

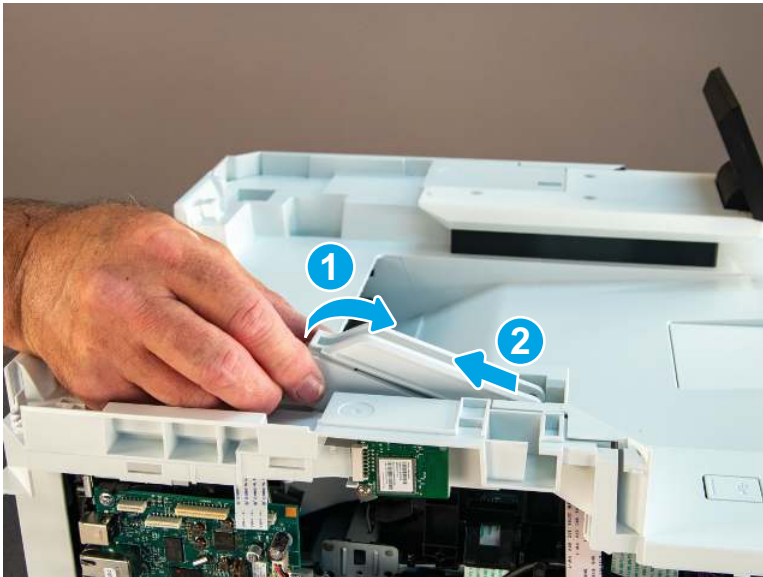
⚠ CAUTION: The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw recess when the support arm is in the closed position.

Figure 4-507 Remove one screw



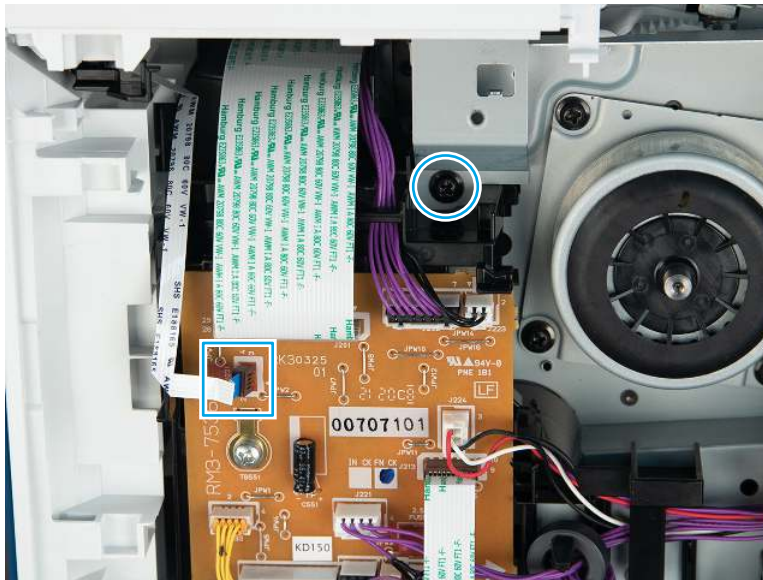
3. Rotate one end of the lift arm up (callout 1), and then slide the lift arm as shown below (callout 2) to release it. Remove the lift arm.

Figure 4-508 Remove the lift arm



4. Disconnect one FFC (power button), and then remove one screw (grounding sheet-metal plate).

Figure 4-509 Disconnect one FFC and remove one screw



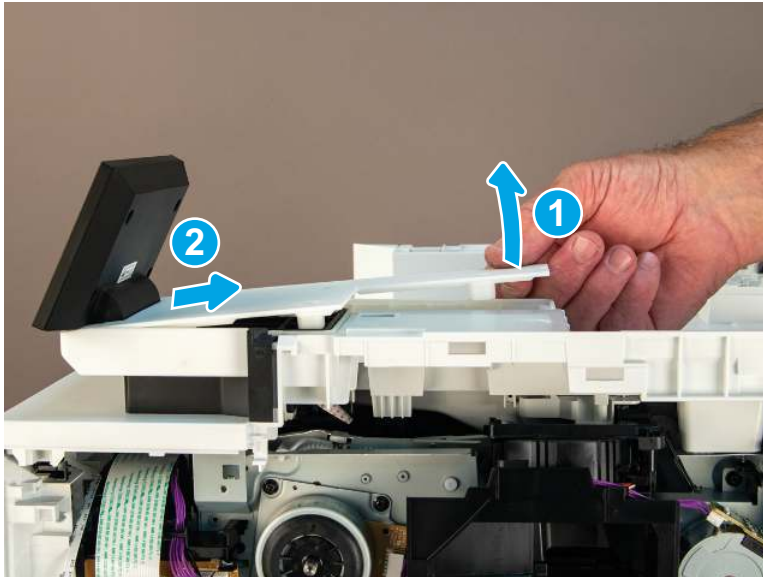
5. Remove three screws.

Figure 4-510 Remove three screws



6. Release one tab and rotate one end of the base cover up (callout 1), and then slide the cover as shown (callout 2) to remove it.

Figure 4-511 Remove the cover



7. Disconnect two FFCs.



NOTE: These are zero-insertion force (ZIF) connectors. To remove the FFCs, first release the locking clip on the connector, and then pull the cable straight out of the connector.



TIP: For re-installation, make sure that the line of the FFC is parallel with the body.

Figure 4-512 Disconnect two FFCs



8. Remove four screws.



NOTE: Two of the screws are self-tapping threads (black), and two of the screws are machine thread (silver).

Figure 4-513 Remove four screws

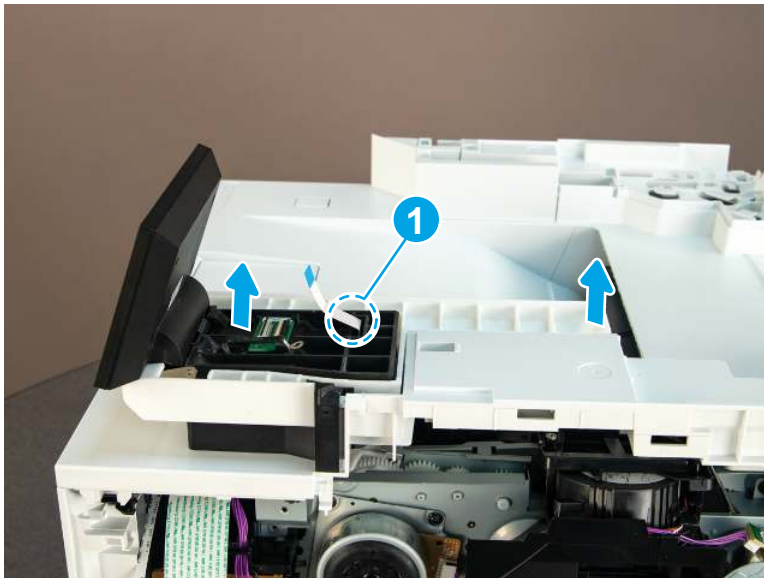


9. Lift the control panel and base straight up and off of the printer to remove them together.



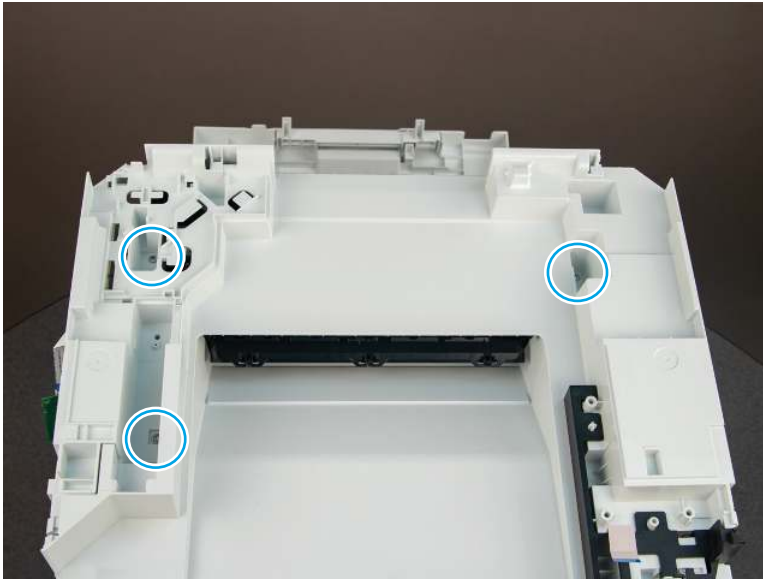
NOTE: When handling the assembly, do not lose the ferrite (callout 1).

Figure 4-514 Remove control panel and base



10. Remove three screws.

Figure 4-515 Remove three screws

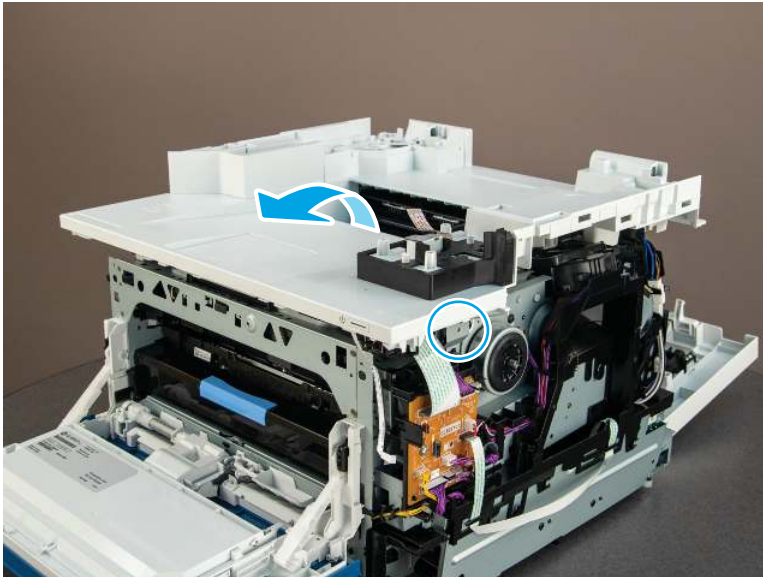


11. Slide the cover from the back of the printer to the front to remove it.



TIP: Slightly move the control-panel ground bracket (circled) back and forth to help release the top cover.

Figure 4-516 Remove the cover



12. **When the cover is reinstalled:** Make sure the front USB assembly is correctly positioned under the cover.

Figure 4-517 Front USB assembly



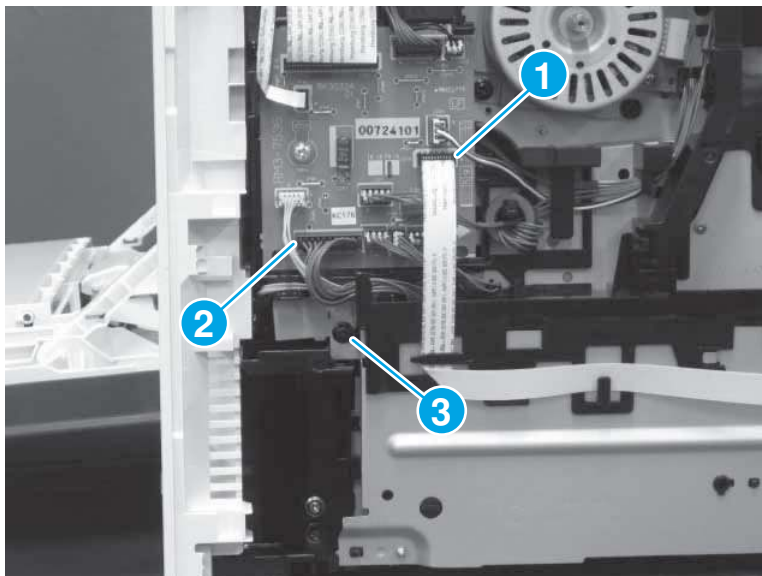
11. Remove the low-voltage power supply (LVPS)

Follow the procedure below to remove and replace the LVPS.

 **CAUTION:**  ESD sensitive part.

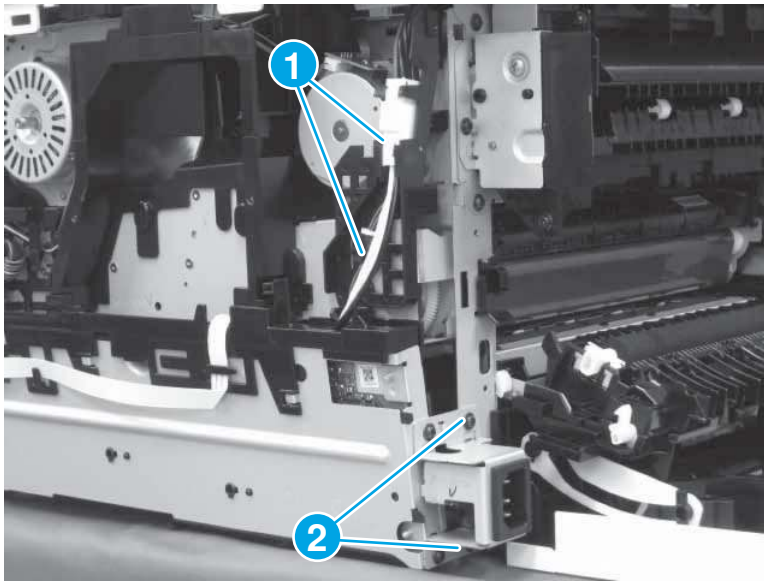
1. Disconnect one flat-flexible cable (callout 1) and one connector (callout 2), and then remove one screw (callout 3).

Figure 4-518 Disconnect FFC, connector, and remove one screw



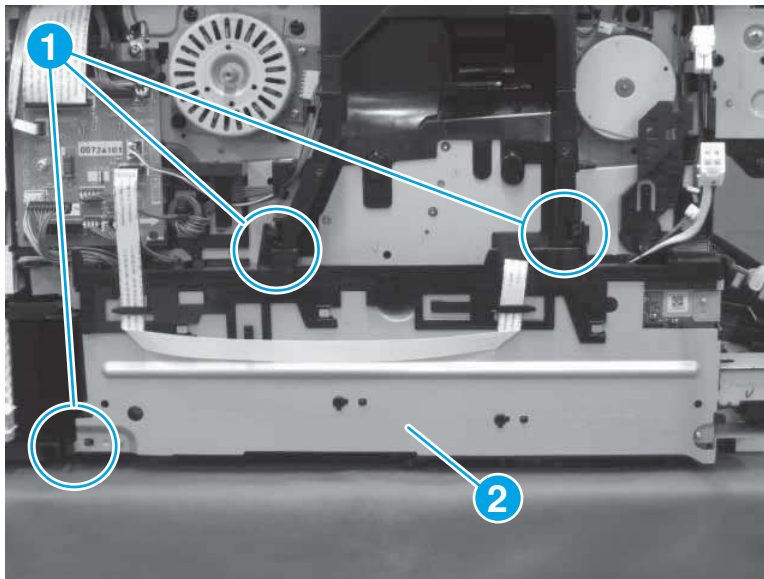
2. Disconnect two connectors (callout 1), and then remove two screws (callout 2).

Figure 4-519 Disconnect connectors and remove screws



3. Release three tabs (callout 1), and then remove the LVPS (callout 2).

Figure 4-520 Remove the LVPS

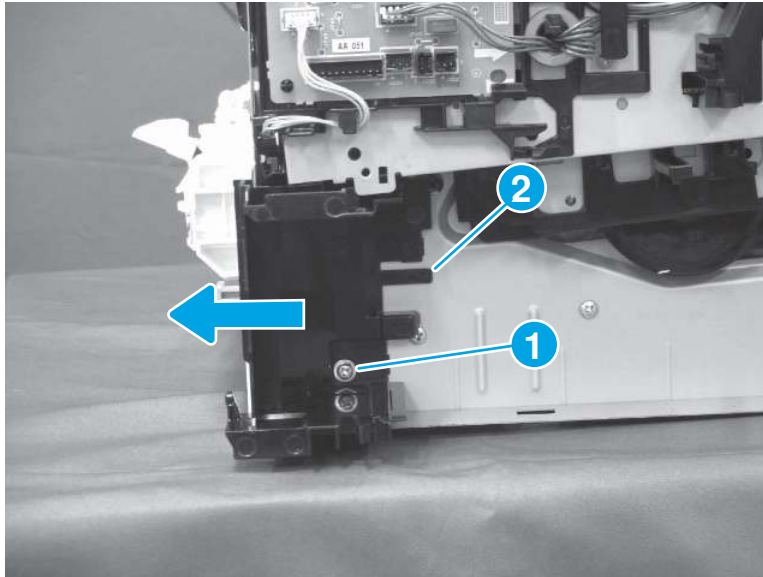


12. Remove the MP lower guide

Follow the procedure below to remove and replace the MP lower guide.

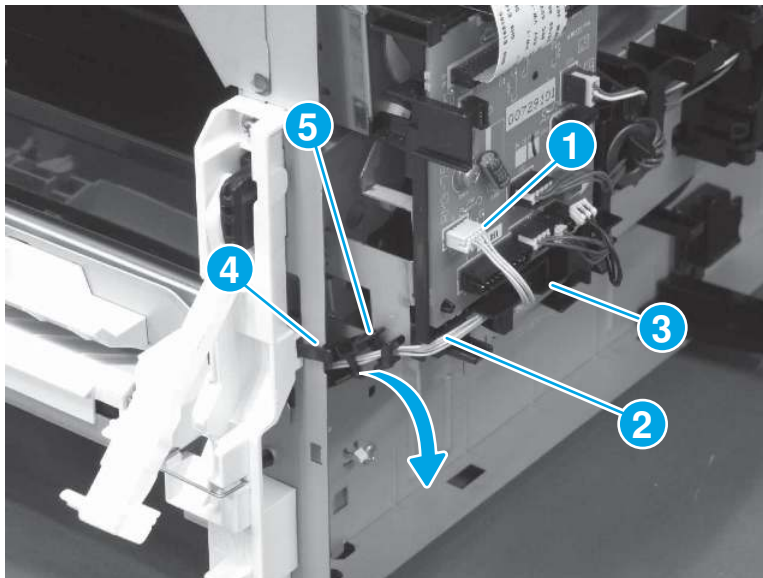
1. Remove one screw (callout 1), release one tab (callout 2), and then slide the cover as shown below to remove it.

Figure 4-521 Remove the cover



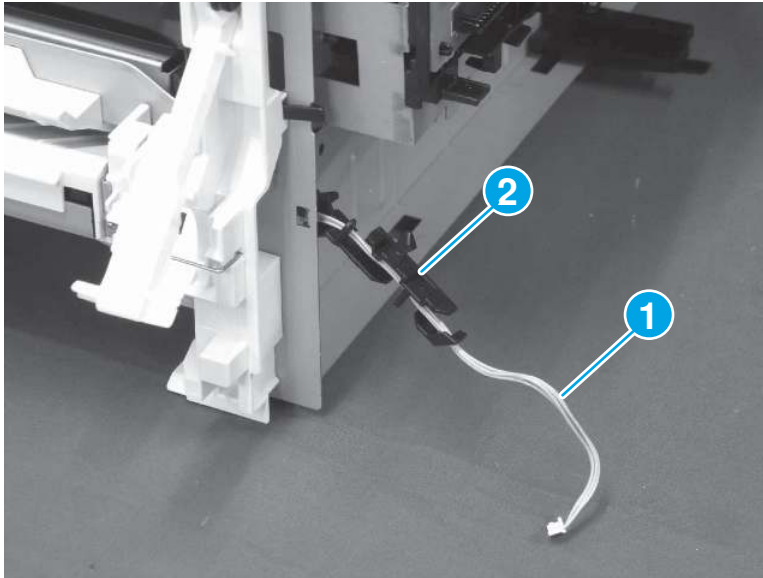
2. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Rotate the guide (callout 5) as shown below to remove it.

Figure 4-522 Remove the guide



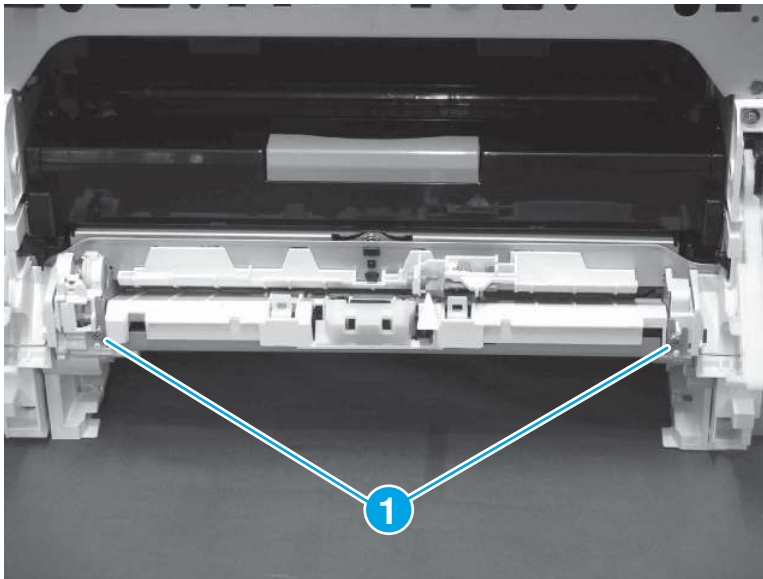
3. Release the cable (callout 1) from the guide (callout 2).

Figure 4-523 Release the cable



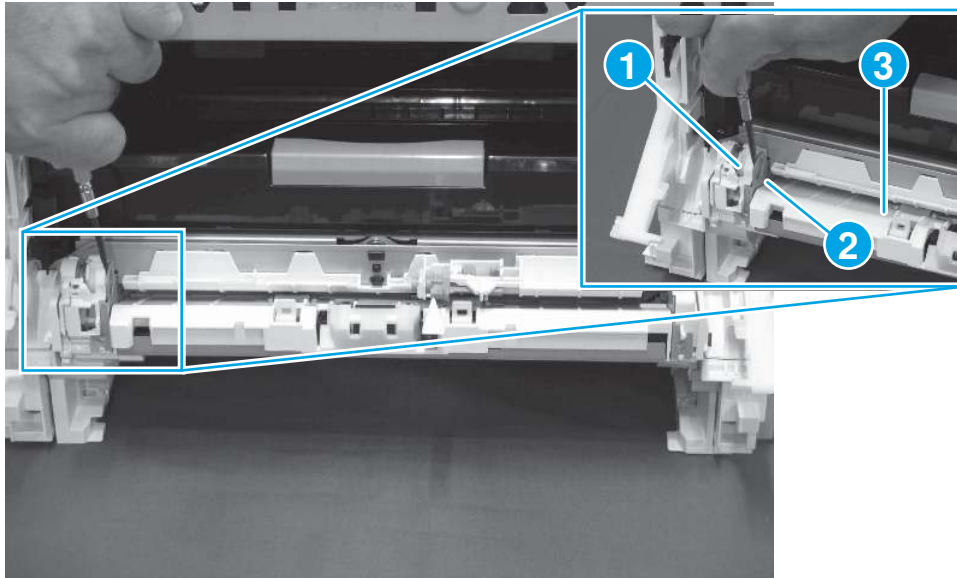
4. Remove two screws (callout 1).

Figure 4-524 Remove two screws



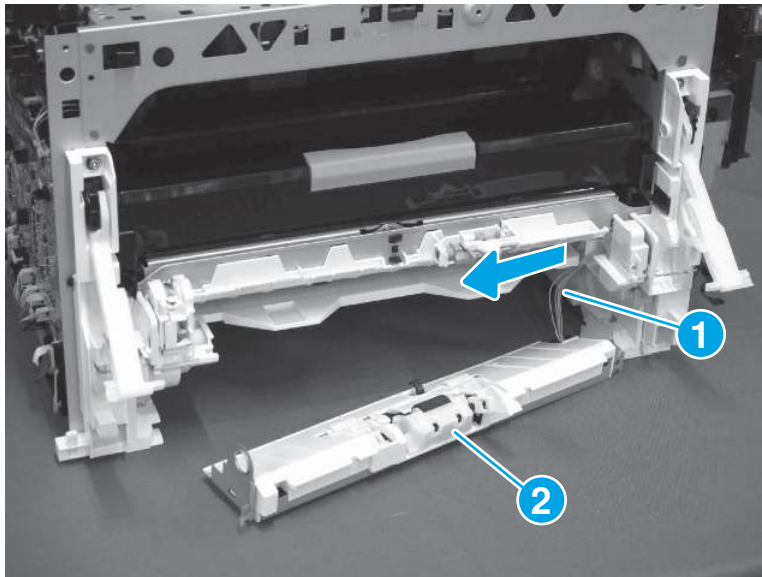
5. Open the holder (callout 1) and plate (callout 2), and then pull the MP lower guide (callout 3) out.

Figure 4-525 Release the MP lower guide



6. Pull the cable (callout 1) as shown below, and then remove the MP lower guide (callout 2).

Figure 4-526 Remove the MP lower guide



13. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

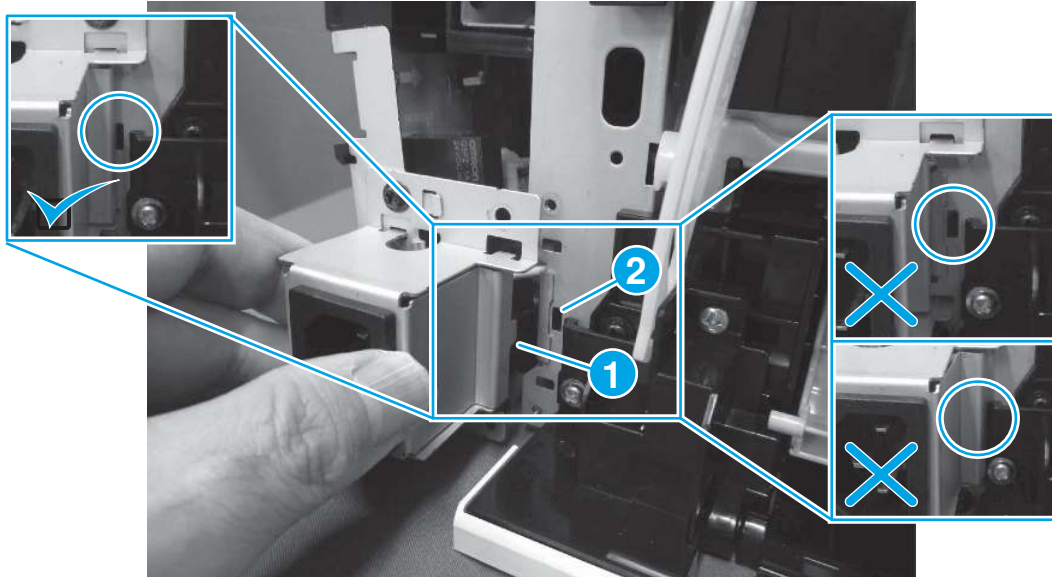
14. Special installation instructions - Low-voltage power supply (LVPS)

Follow the special instructions below to install a replacement LVPS.

⚠ CAUTION:  ESD sensitive part.

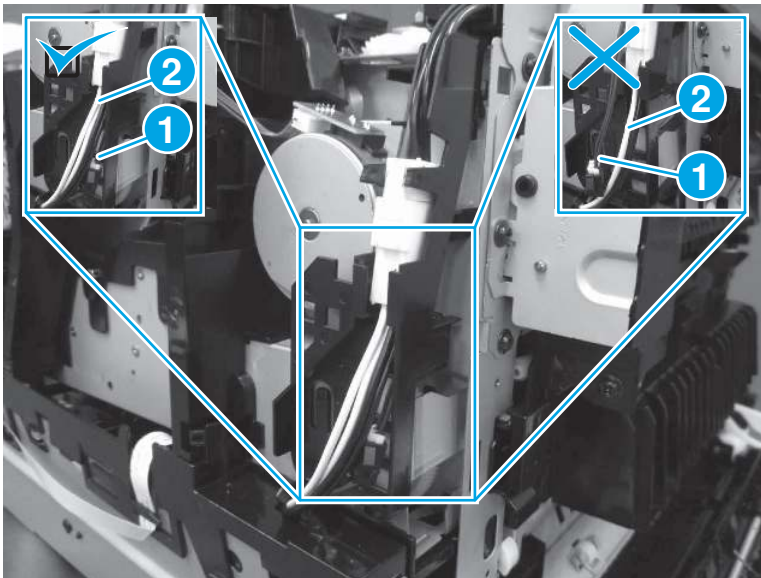
1. When the LVPS is installed, make sure that the sheet-metal tab (callout 1) near the power receptacle is inserted in the slot (callout 2) in the chassis.

Figure 4-527 Install the LVPS tab



2. Make sure that the fuser temperature fuse cable (callout 1) is positioned behind the thick cable (callout 2). This prevents the fuser cable from unnecessary movement.

Figure 4-528 Check the fuser temperature fuse cable



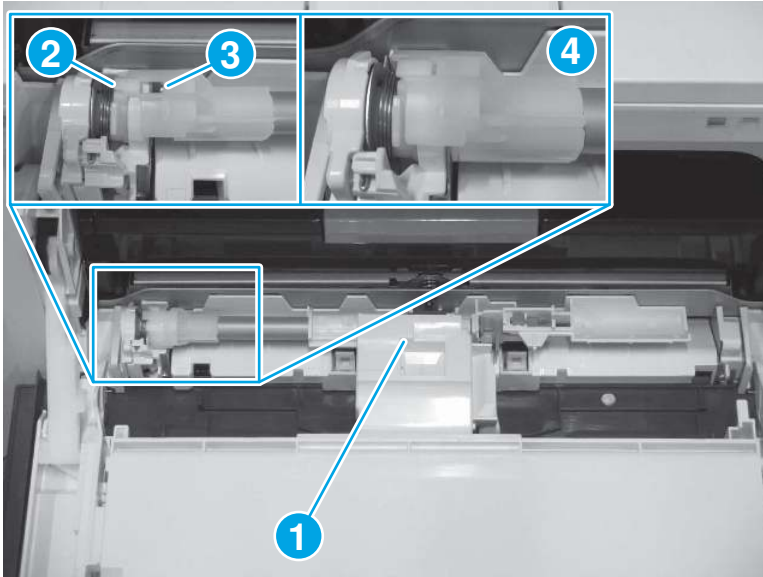
15. Special installation instructions - Tray 1 pickup roller assembly

Follow the special instructions below to install the Tray 1 pickup roller assembly.

- When the Tray 1 pickup roller assembly (callout 1) is installed, make sure that the alignment tab (callout 2) is in the slot (callout 3) on the assembly shaft.

 **TIP:** When correctly installed, the tab fits completely into the slot (callout 4).

Figure 4-529 Install the Tray 1 pickup roller assembly

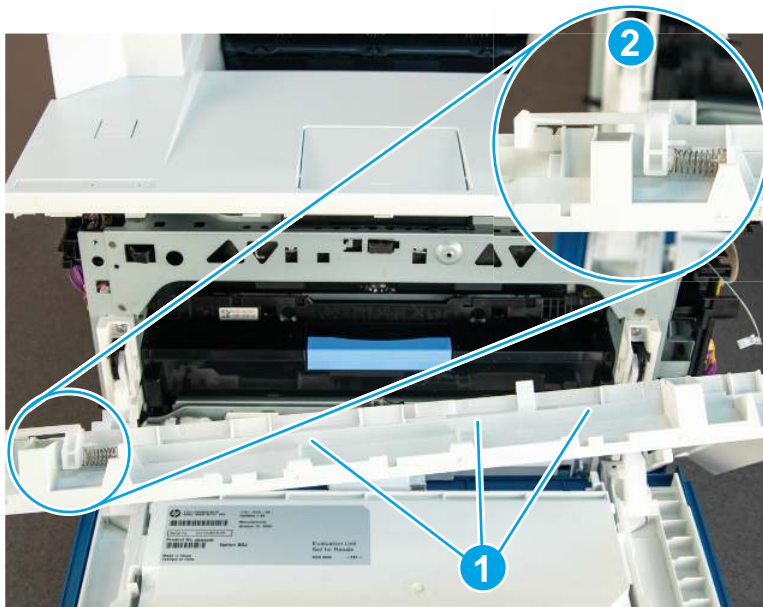


16. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

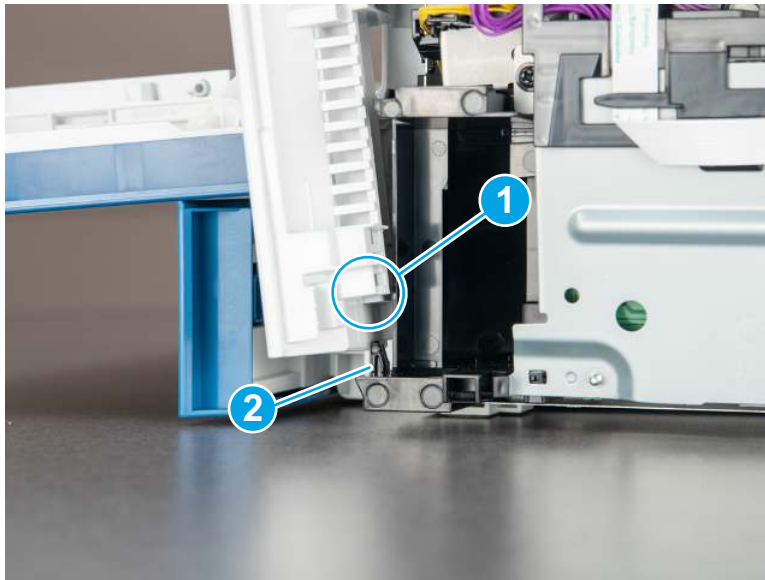
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-530 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

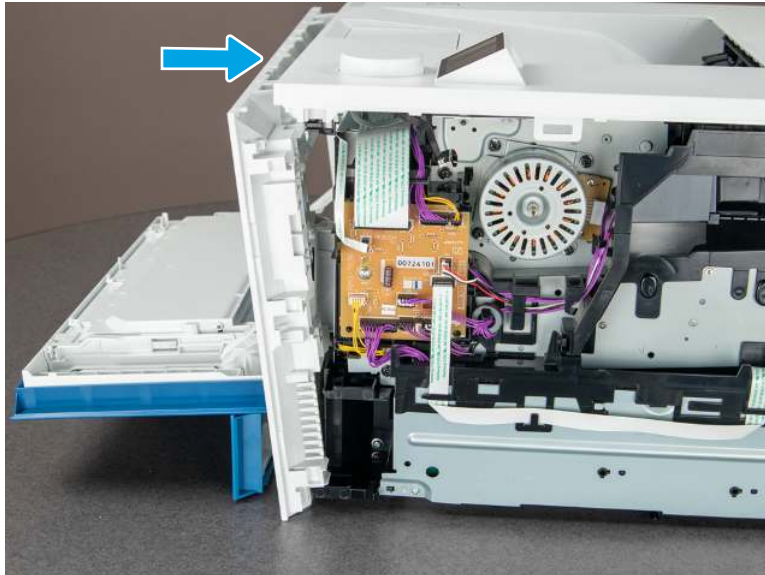
Figure 4-531 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-532 Install the cover



Removal and replacement: Engine controller PCB assembly

Learn how to remove and replace the engine controller PCB.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-30 Part information

Part number	Part description
RM3-9063-000CN	Engine controller PCB assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

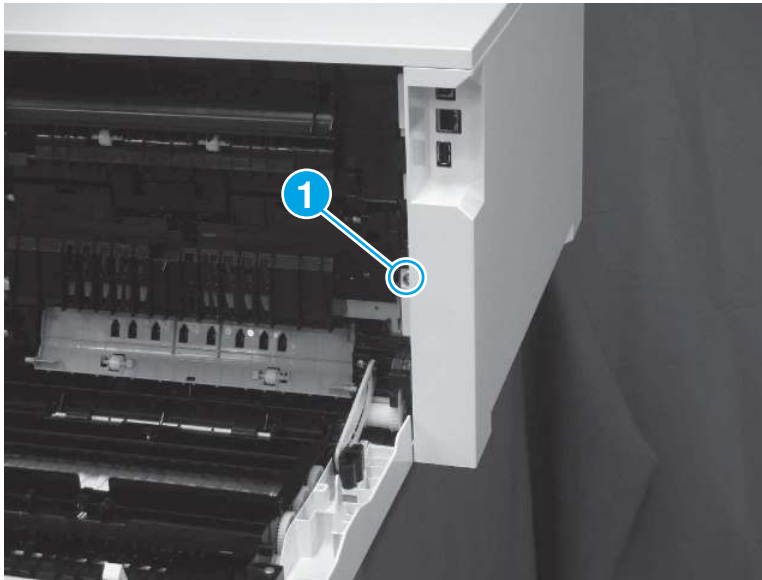
Follow the procedure below to remove and replace the left cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

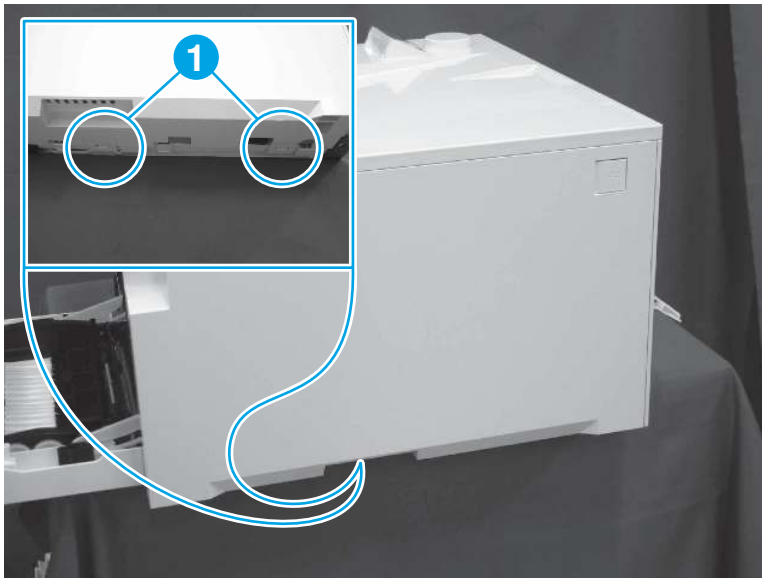
1. Remove one screw (callout 1).

Figure 4-533 Remove one screw



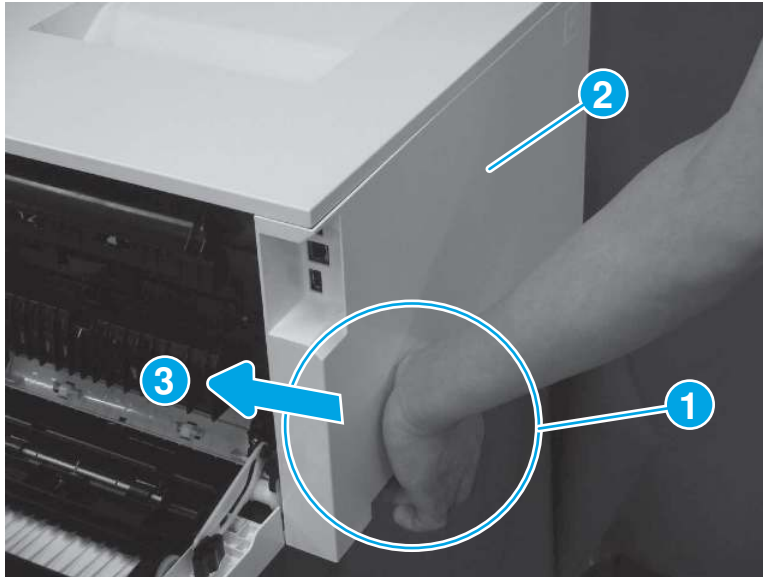
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-534 Release two tabs



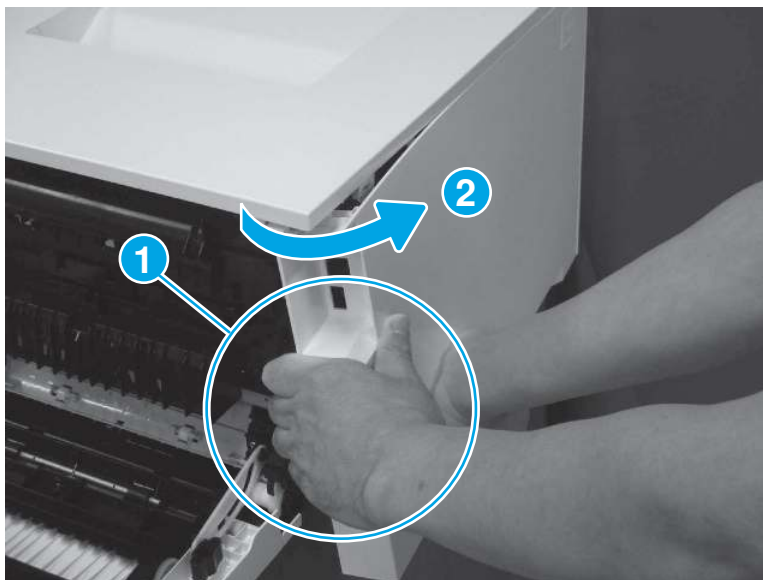
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-535 Release the rear cover corner



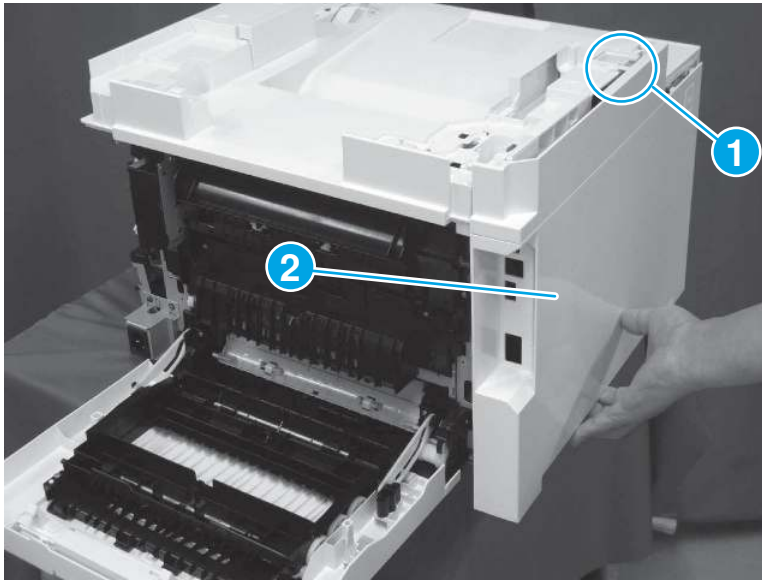
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-536 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-537 Remove the cover



2. Remove the left cover (MFP)

Follow the procedure below to remove and replace the left cover (MFP).



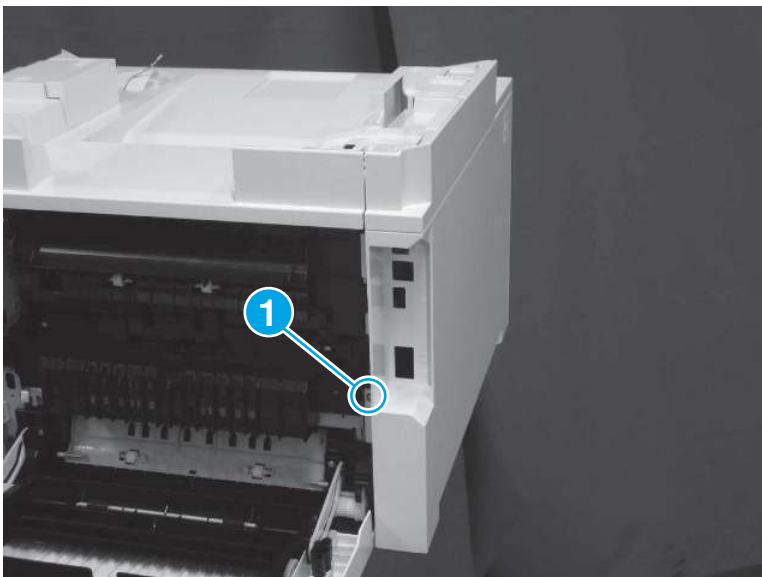
NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.



TIP: There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

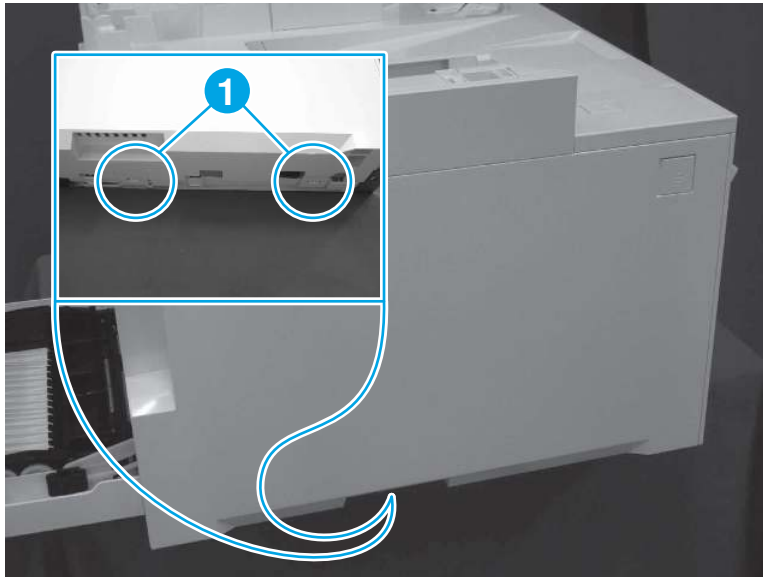
1. Remove one screw (callout 1).

Figure 4-538 Remove one screw



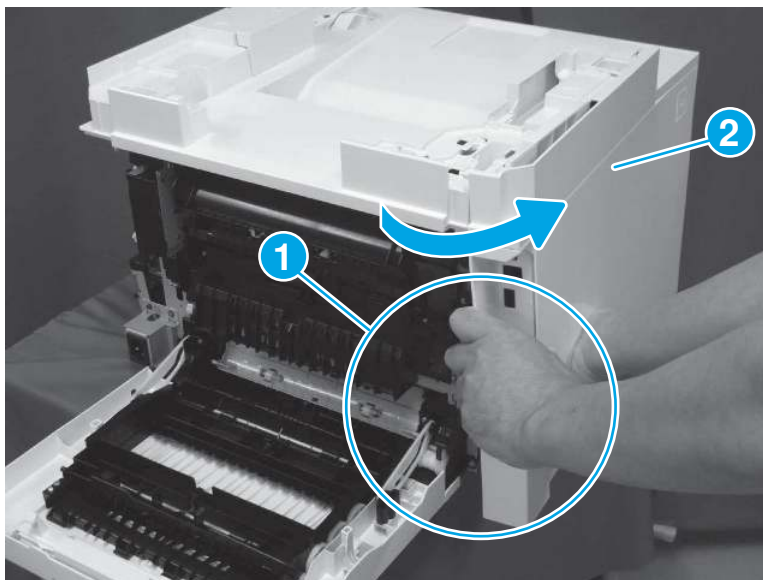
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-539 Release two tabs



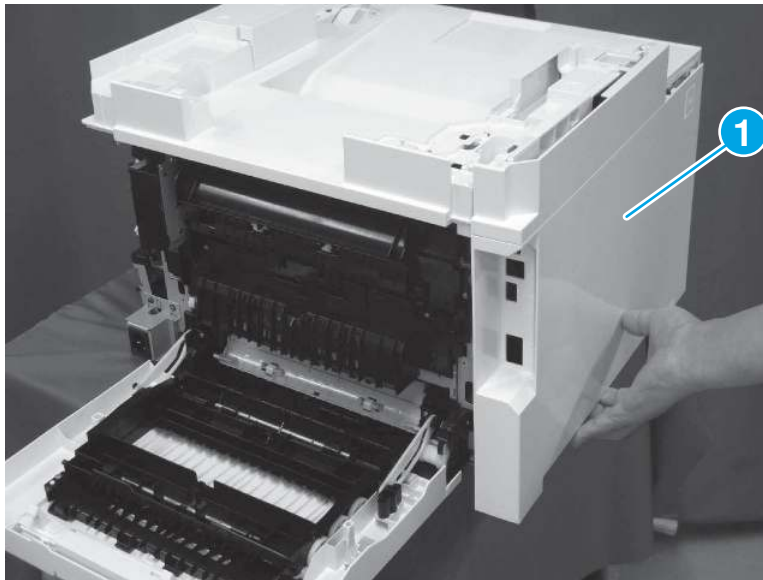
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-540 Disengage the cover corner



4. Remove the left cover (callout 1).

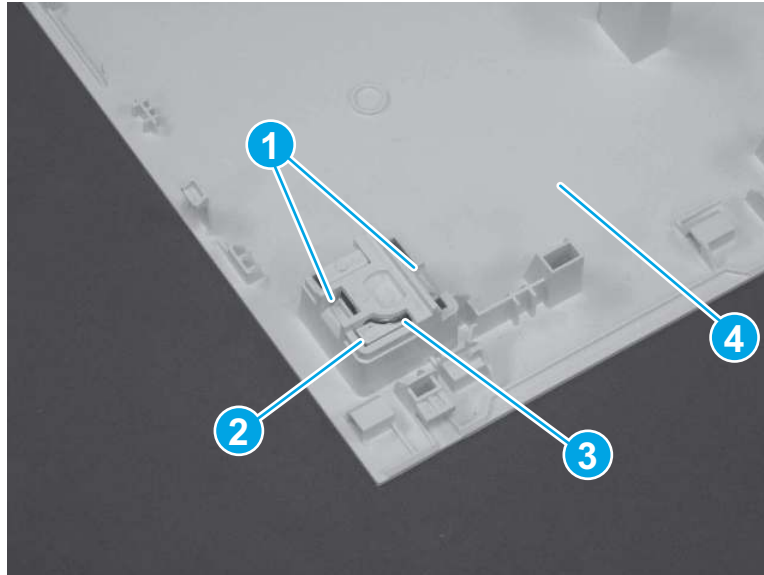
Figure 4-541 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-542 Remove the cartridge door button



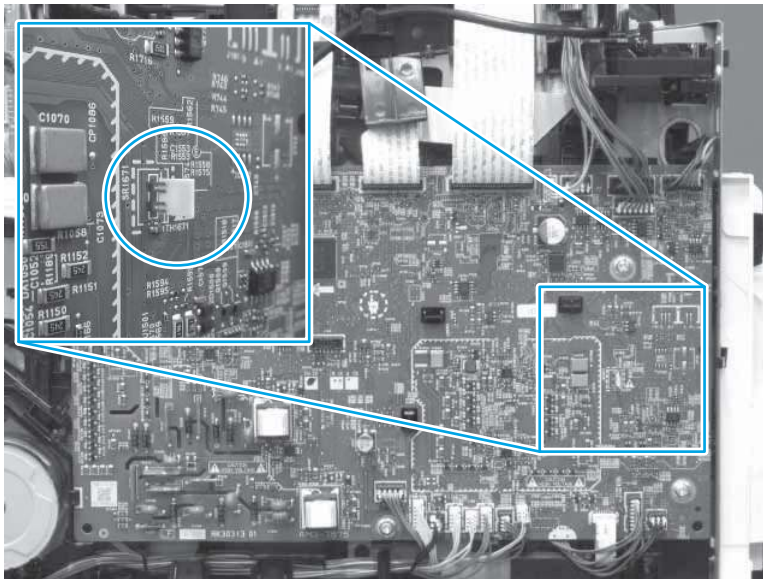
3. Remove the engine controller PCB

Follow the procedure below to remove and replace the engine controller PCB (ECU).

 **CAUTION:**  ESD sensitive part.

1. Before proceeding, take note that there is an environmental sensor mounted on the engine controller PCB. **Do not** apply pressure to this sensor to avoid damaging it.

Figure 4-543 Engine controller environmental sensor location

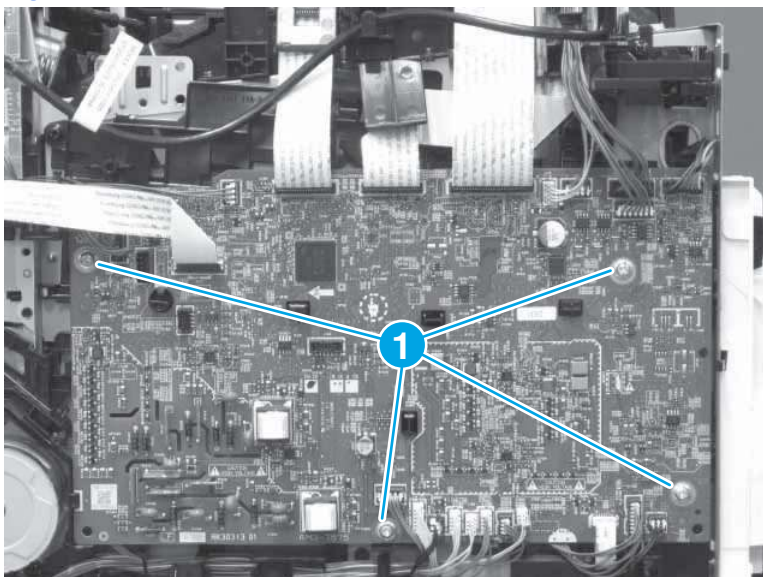


2. Disconnect all connectors on the engine controller PCB, and then remove four screws (callout 1).

CAUTION: Before proceeding, take note of the media width sensors connectors and wire harnesses at ECU PCB locations J163 (media width sensor 2; yellow wire harness) and J165 (media width sensor 1; red wire harness). These connectors and wire harness are interchangeable. The PCB is embossed with **YELLOW** (connector J163) and **RED** (connector J165).

Make sure that the correct wire harness is plugged into the appropriate connector to avoid unexpected printer operation.

Figure 4-544 Disconnect connectors and remove screws



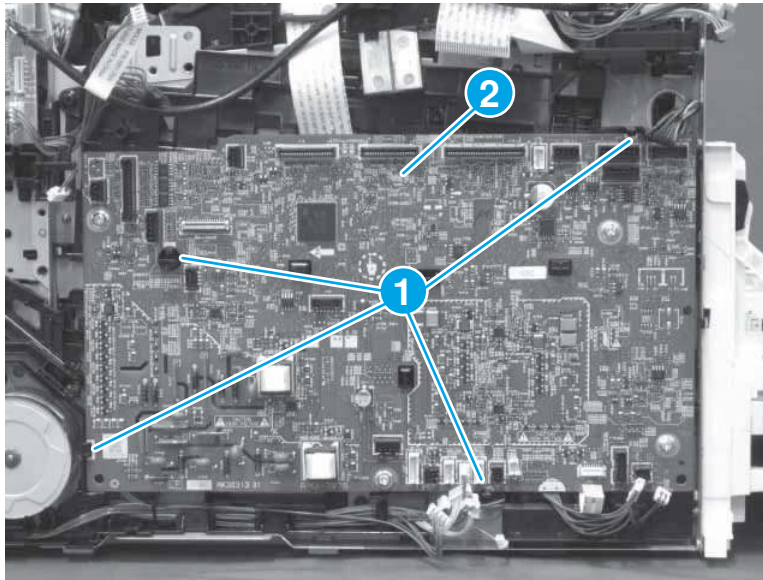
3. Release four tabs (callout 1), and then remove the engine controller PCB (callout 2).

CAUTION: There are three clear plastic light guides installed in the PCB holder behind the PCB that are not captive. Do not lose these parts when the PCB is removed.

Reinstallation tip: If a replacement formatter is being installed, **make sure** to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The ECU/DCC must be paired with the formatter to be functional.

Figure 4-545 Remove the engine controller PCB



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Formatter PCB

Learn how to remove and replace the formatter PCB.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-31 Part information

Part number	Part description
6MF96-67001	Formatter (SFP)
6MG64-67001	Formatter (MFP 4801fw, X47635fw)
6MG64-67002	Formatter (MFP 4801f, X47635f)

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.

- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

Follow the procedure below to remove and replace the left cover (SFP).



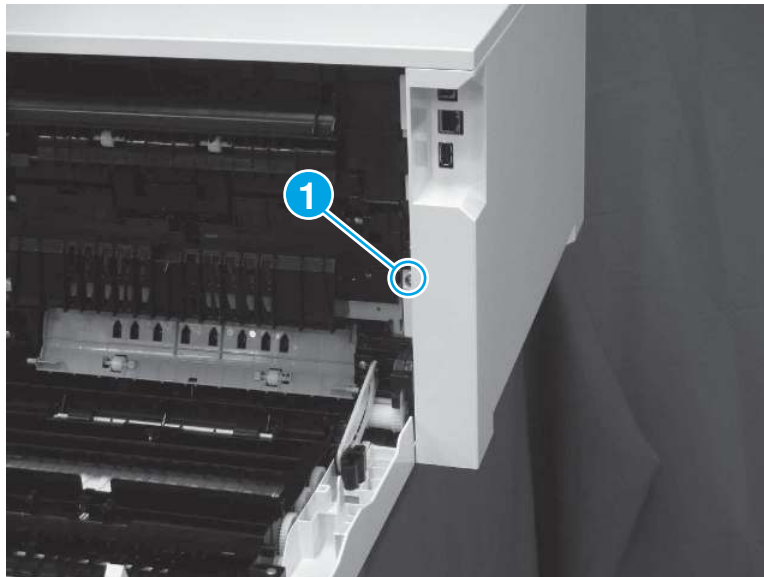
NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

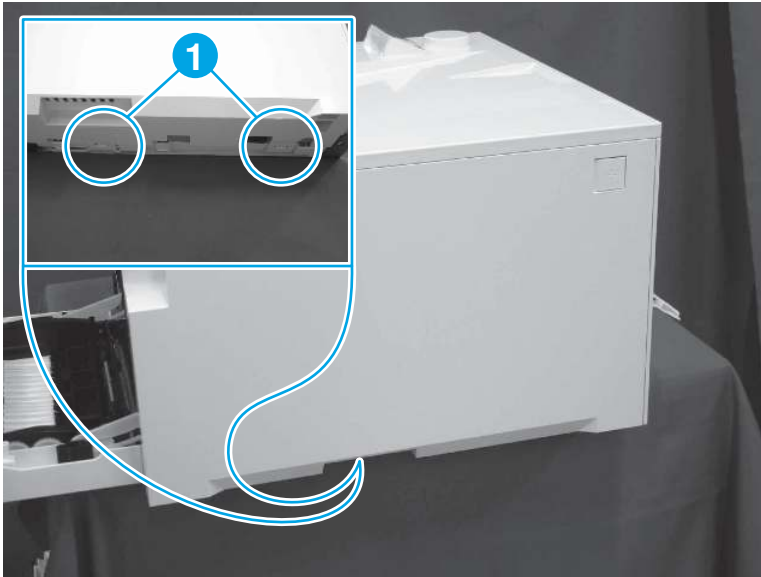
1. Remove one screw (callout 1).

Figure 4-546 Remove one screw



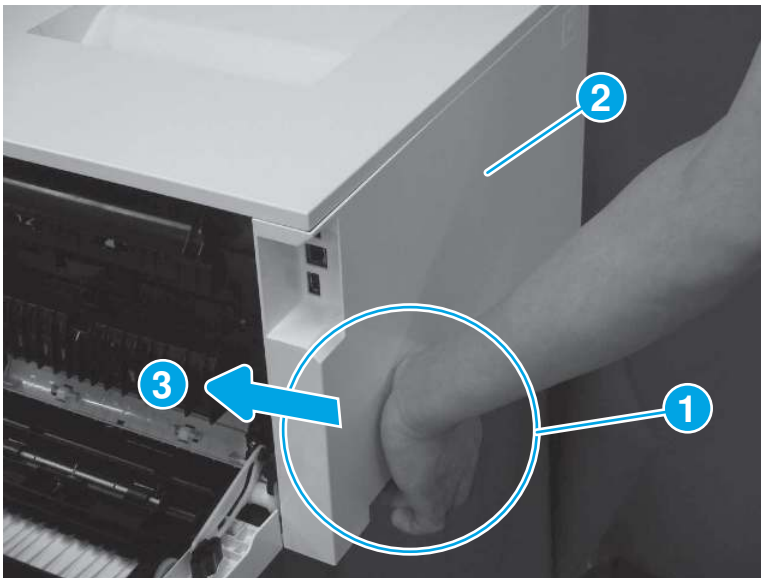
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-547 Release two tabs



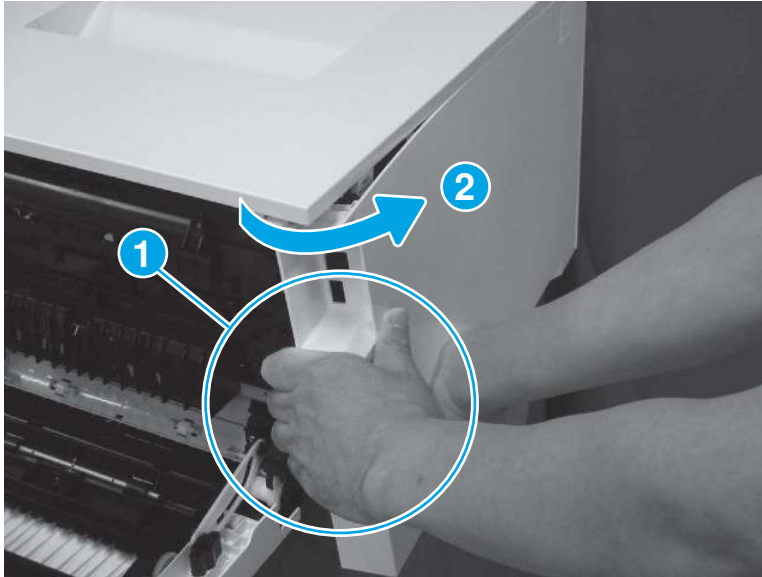
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-548 Release the rear cover corner



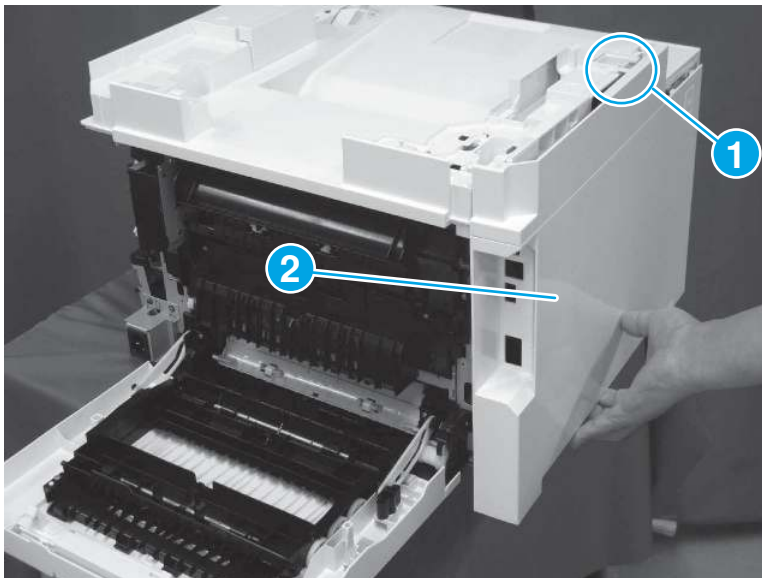
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-549 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-550 Remove the cover



2. Remove the right cover (MFP)

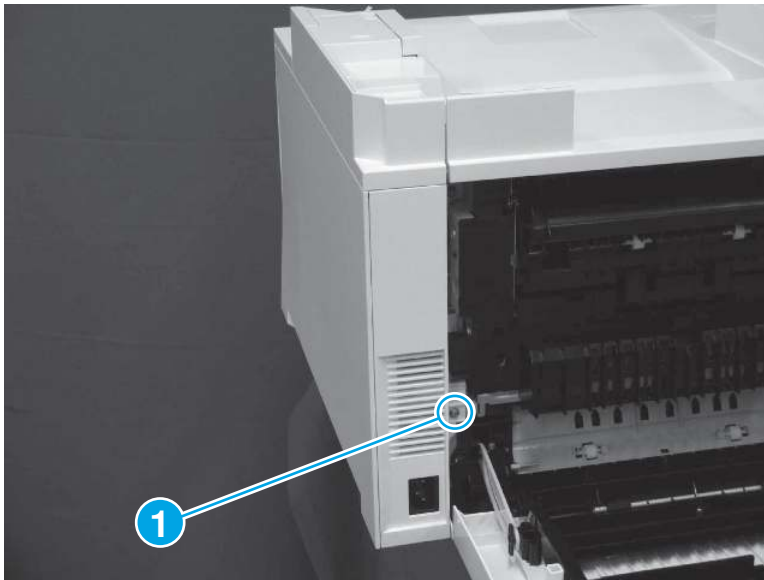
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

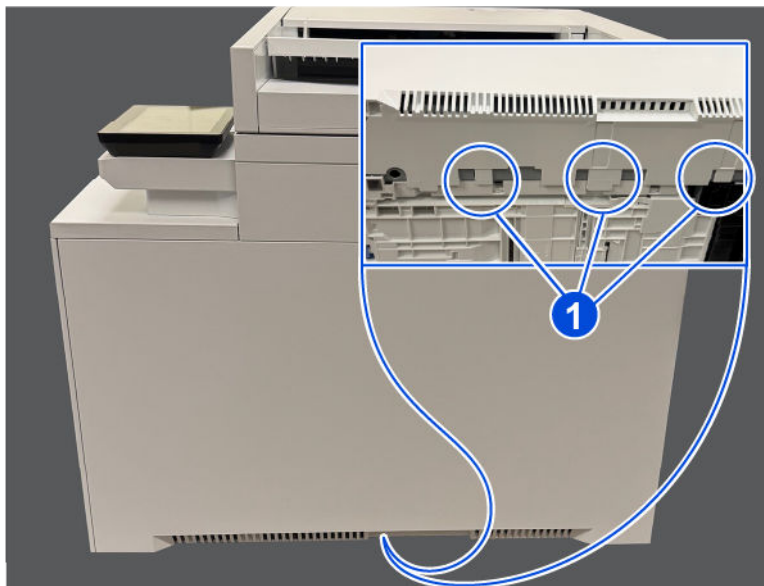
1. Remove one screw (callout 1).

Figure 4-551 Remove one screw



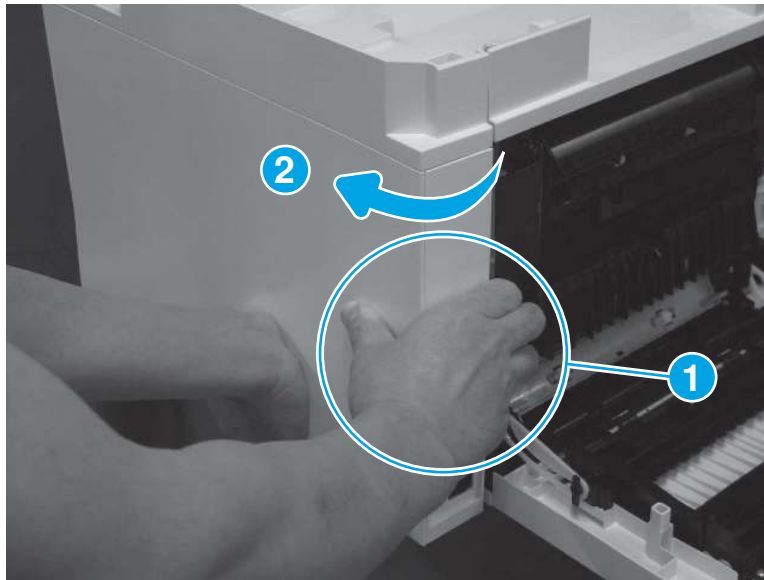
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-552 Release three tabs



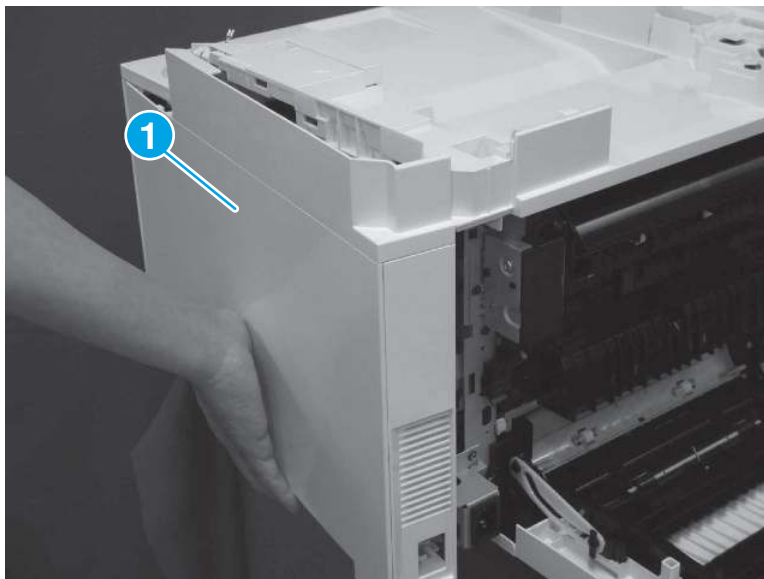
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-553 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-554 Remove the cover



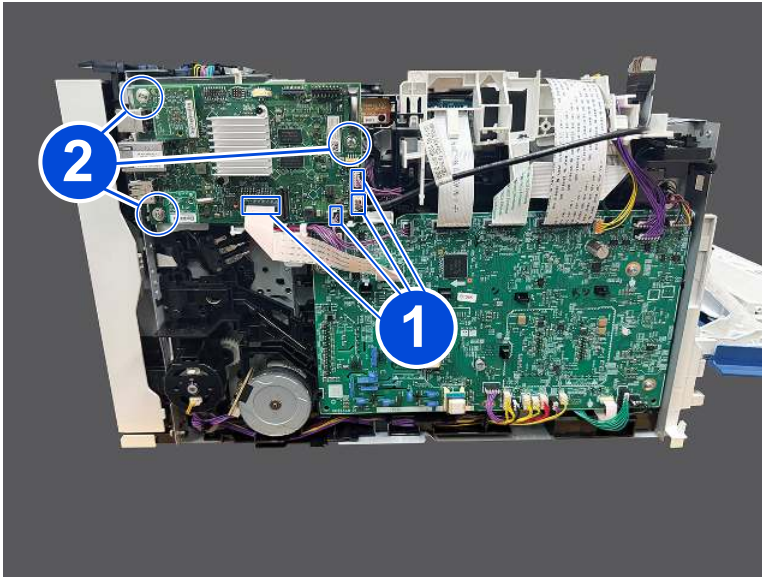
3. Remove the formatter PCB (SFP)

Follow the procedure below to remove and replace the formatter PCB.

 **CAUTION:**  ESD sensitive part.

1. Disconnect one flat-flex cable and four connectors (callout 1) and remove three screws (callout 2) on the formatter PCB.

Figure 4-555 Disconnect connectors and remove screws from PCB



2. Remove the formatter PCB.



Reinstallation tip: If a replacement formatter is being installed, make sure to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The formatter must be paired with the ECU/DCC to be functional.

4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Interlock holder

Learn how to remove and replace the interlock holder assembly.

Mean time to repair: 60 minutes

Service level: Difficult

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-32 Part information

Part number	Part description
RM2-2759-000CN	Interlock holder assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

Follow the procedure below to remove and replace the left cover (SFP).



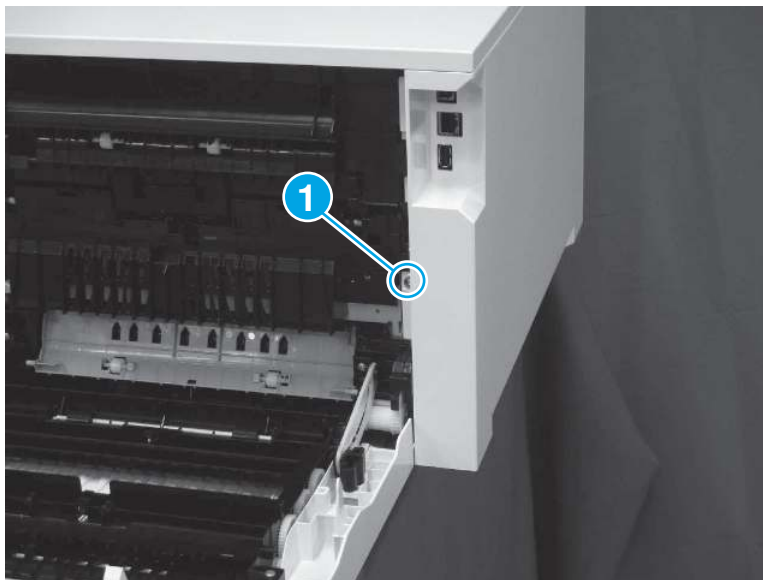
NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

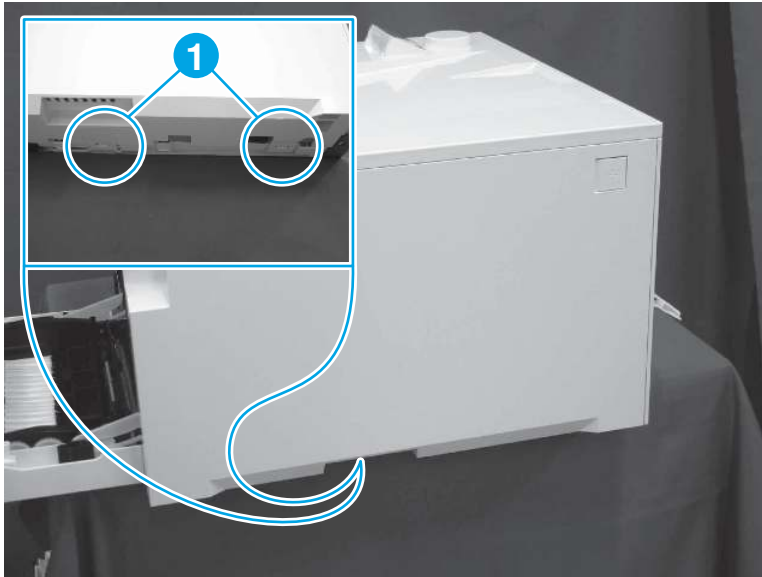
1. Remove one screw (callout 1).

Figure 4-556 Remove one screw



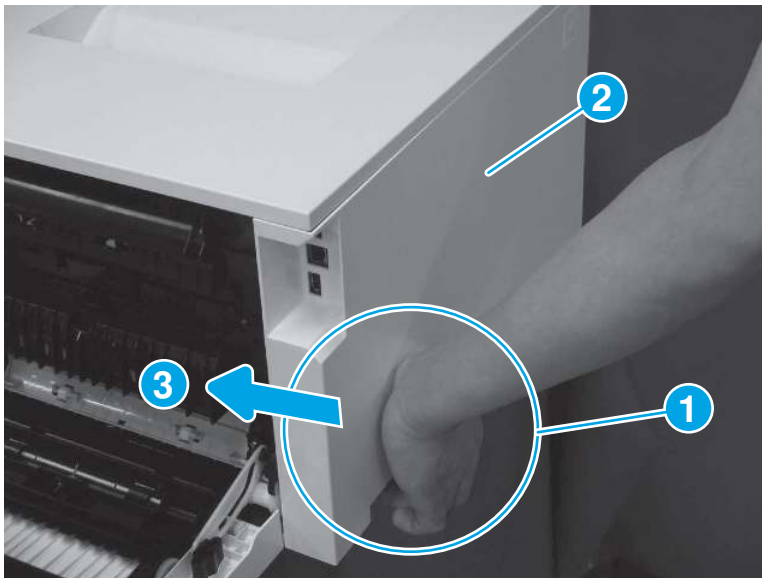
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-557 Release two tabs



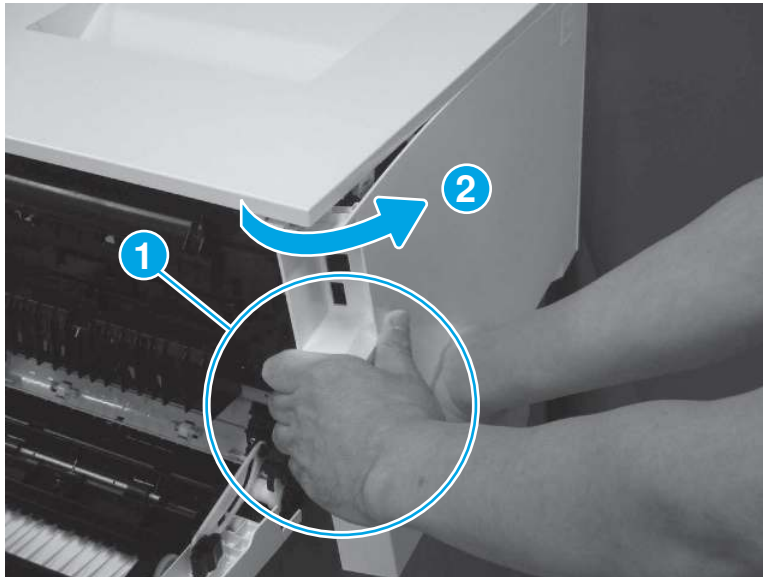
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-558 Release the rear cover corner



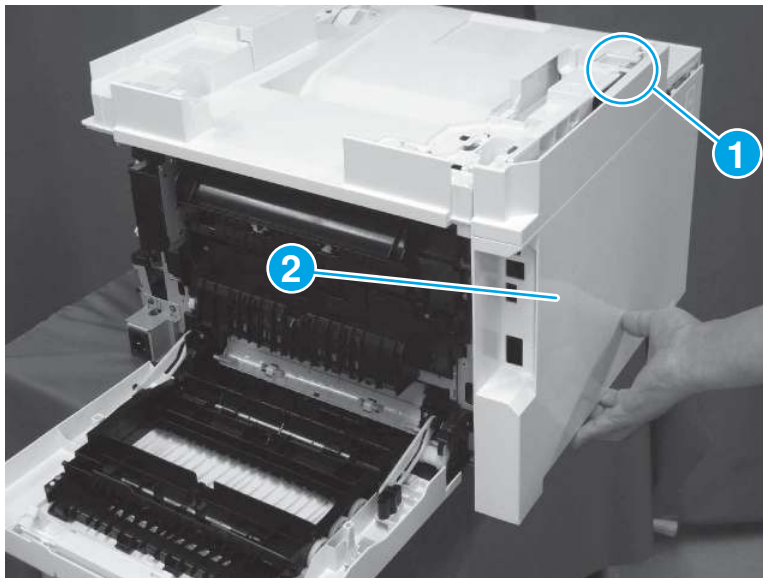
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-559 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-560 Remove the cover



2. Remove the left cover (MFP)

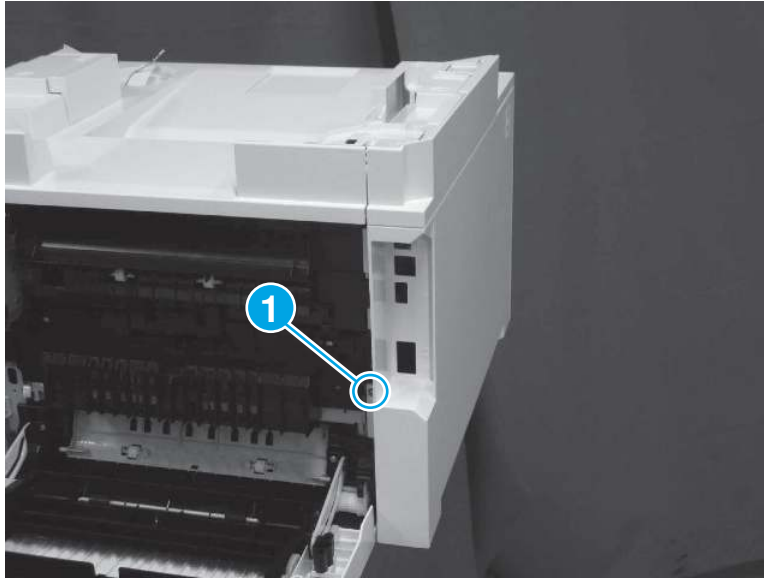
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

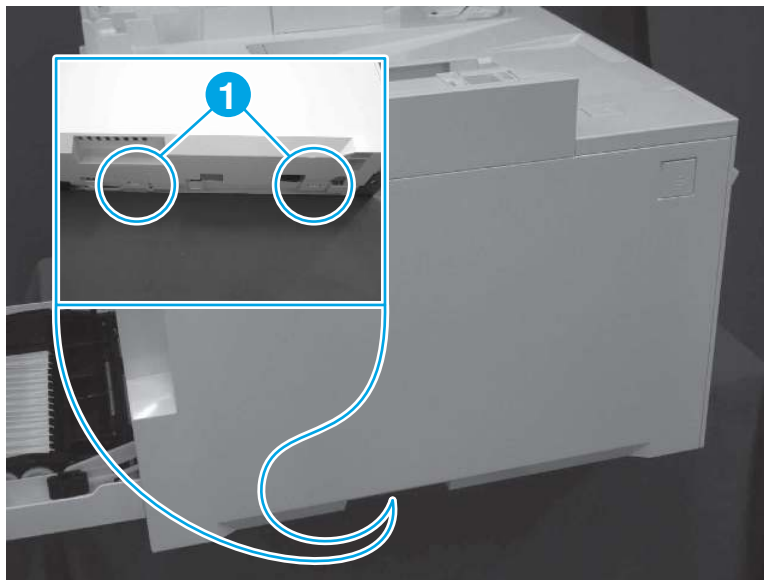
1. Remove one screw (callout 1).

Figure 4-561 Remove one screw



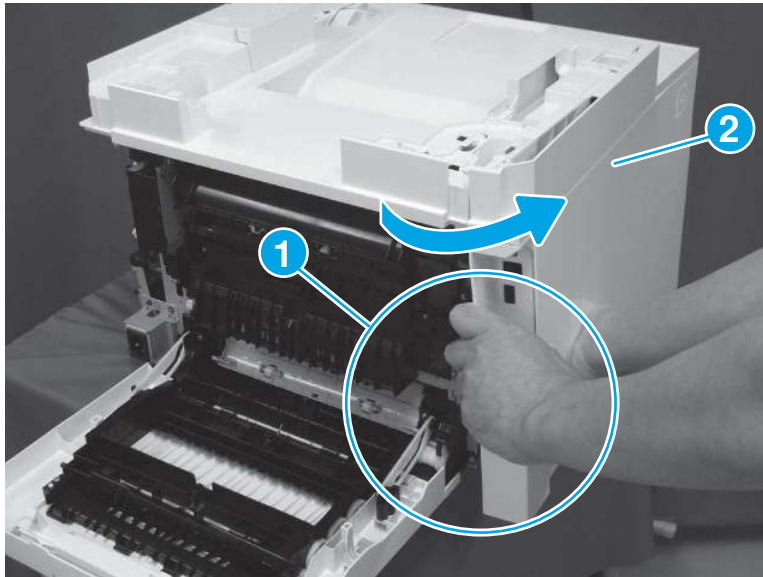
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-562 Release two tabs



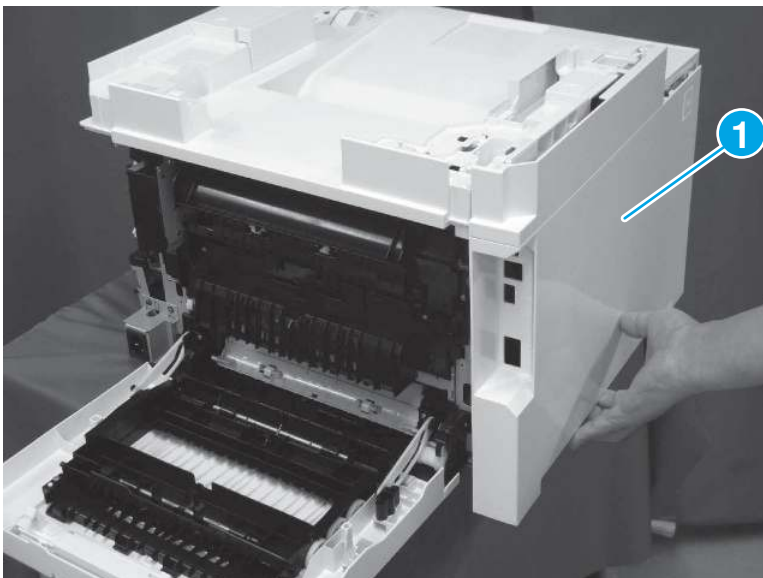
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-563 Disengage the cover corner



4. Remove the left cover (callout 1).

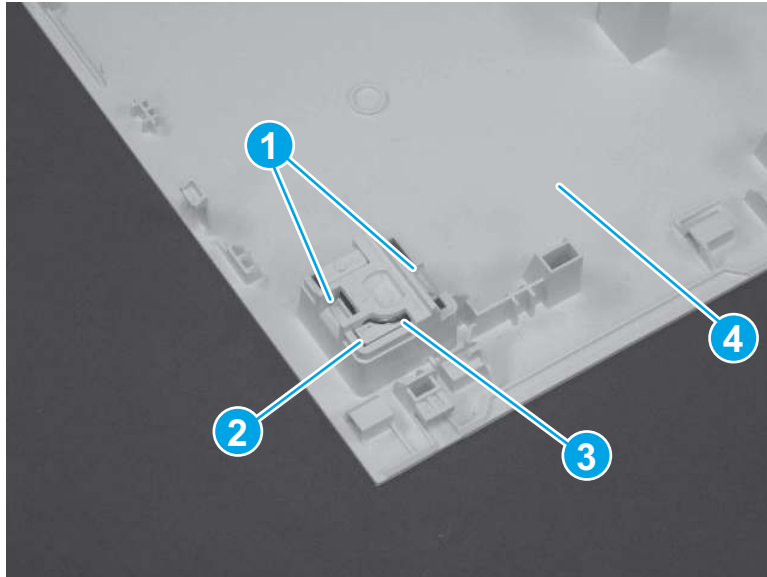
Figure 4-564 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-565 Remove the cartridge door button

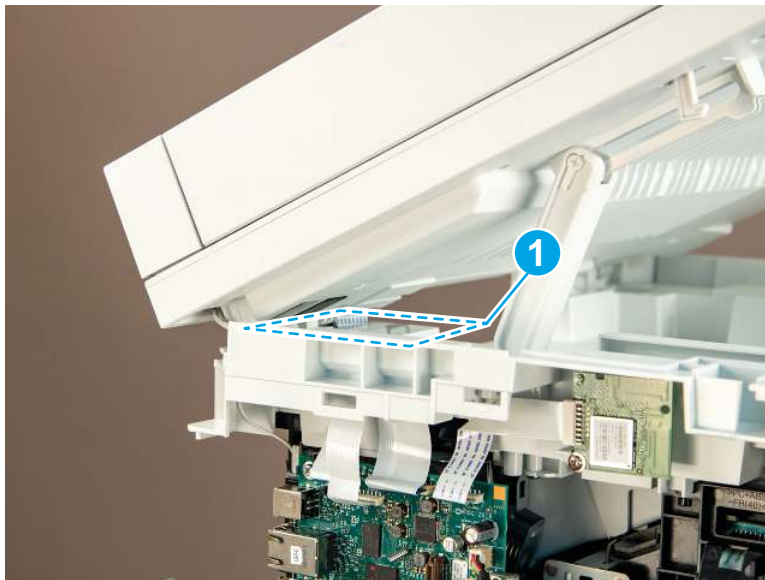


3. Remove the ISA (MFP)

Follow the procedure below to remove and replace the ISA.

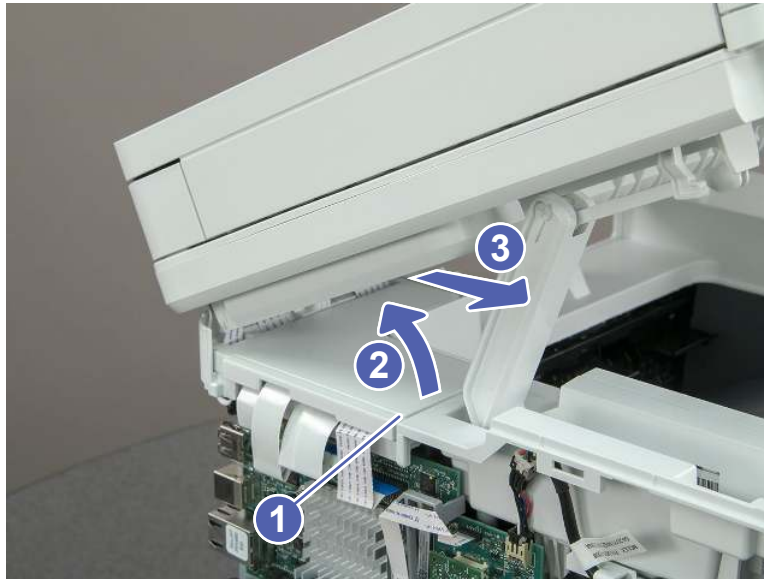
1. Open the ISA, and then remove the ISA FFC cover (callout 1).

Figure 4-566 Remove the FFC cover



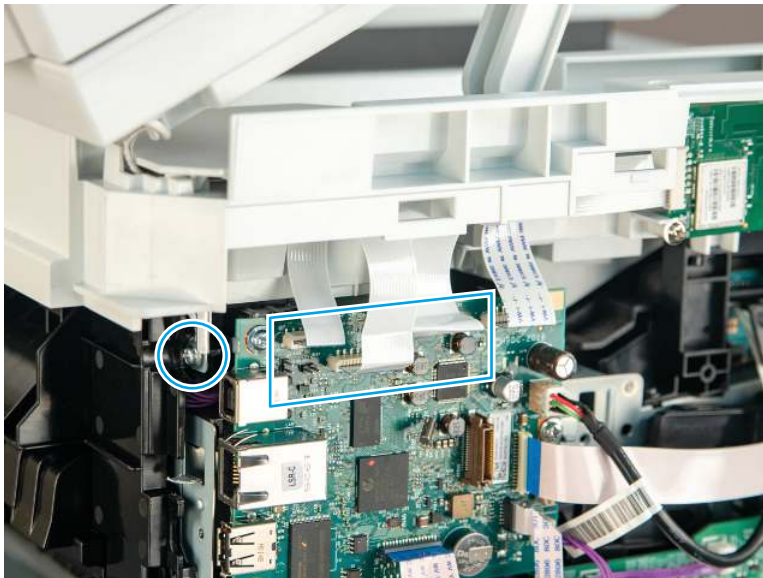
- Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-567 Remove the ISA FFC cover



2. Disconnect three FFCs, and then remove one screw to release the ground cable.

Figure 4-568 Disconnect FFCs and remove screw



3. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) toward the front of the printer to release it. Remove the slider pin.

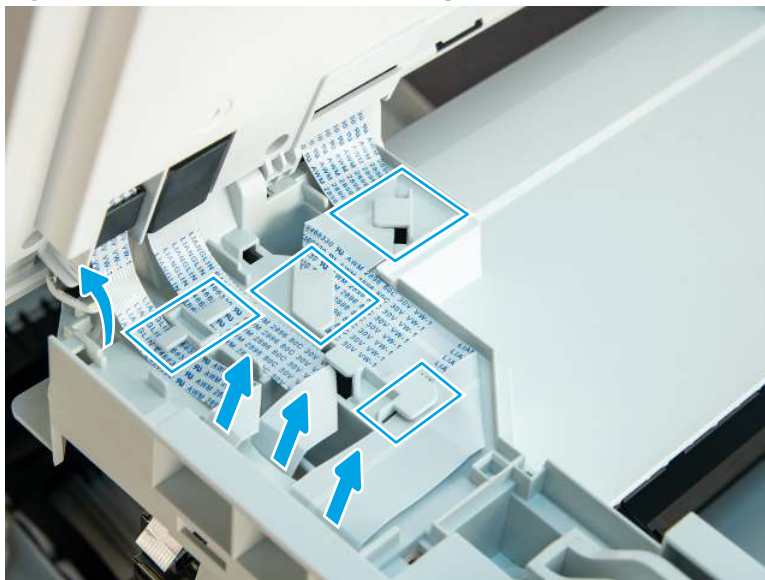
⚠ CAUTION: When the slider pin is removed, the ISA is not captive and can suddenly detach from the printer.

Figure 4-569 Remove the slider pin



4. Support the ISA, release the FFCs from the retainers, and then carefully pass the FFCs and the ground wire up through the slots in the top cover.

Figure 4-570 Release the FFCs and ground wire



5. Slide the ISA as shown in the image below to release it.

Figure 4-571 Release the ISA



6. Remove the ISA.

Figure 4-572 Remove the ISA



4. Remove the engine controller PCB

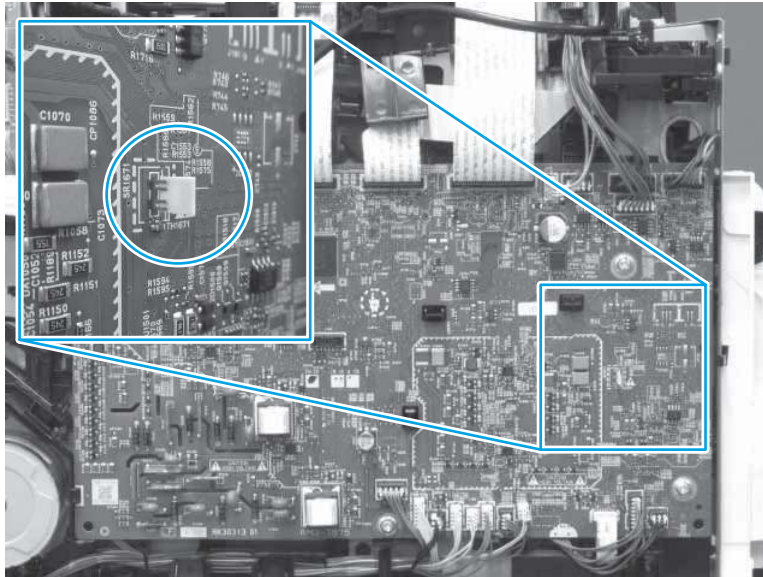
Follow the procedure below to remove and replace the engine controller PCB (ECU).



CAUTION:  ESD sensitive part.

1. Before proceeding, take note that there is an environmental sensor mounted on the engine controller PCB. **Do not** apply pressure to this sensor to avoid damaging it.

Figure 4-573 Engine controller environmental sensor location

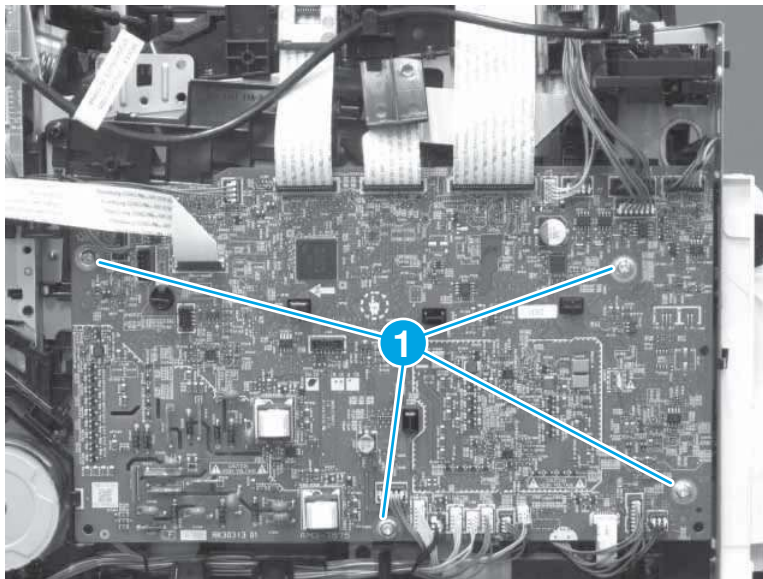


2. Disconnect all of the connectors on the engine controller PCB, and then remove four screws (callout 1).

CAUTION: Before proceeding take note of the media width sensors connectors and wire harnesses at ECU PCB locations J163 (media width sensor 2; yellow wire harness) and J165 (media width sensor 1; red wire harness). These connectors and wire harness are interchangeable. The PCB is embossed with **YELLOW** (connector J163) and **RED** (connector J165).

Make sure that the correct wire harness is plugged into the appropriate connector to avoid unexpected printer operation.

Figure 4-574 Disconnect connectors and remove screws



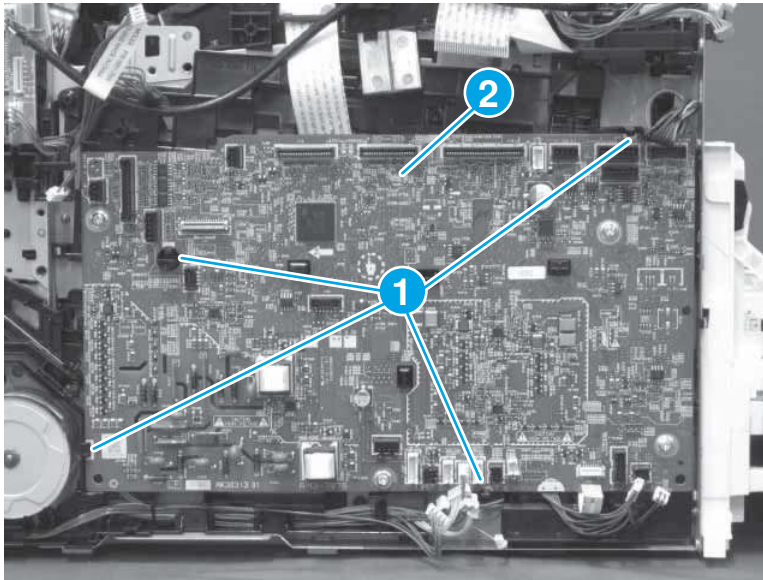
3. Release four tabs (callout 1), and then remove the engine controller PCB (callout 2).

CAUTION: There are three clear plastic light guides installed in the PCB holder behind the PCB that are not captive. Do not lose these parts when the PCB is removed.

Reinstallation tip: If a replacement formatter is being installed, **make sure** to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The ECU/DCC must be paired with the formatter to be functional.

Figure 4-575 Remove the engine controller PCB



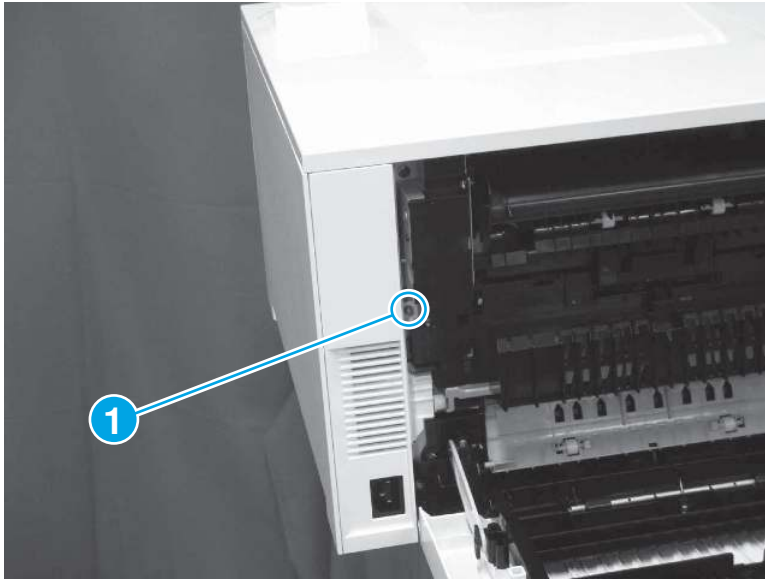
5. Remove the right cover (SFP)

Follow the procedure below to remove and replace the right cover (SFP).

NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

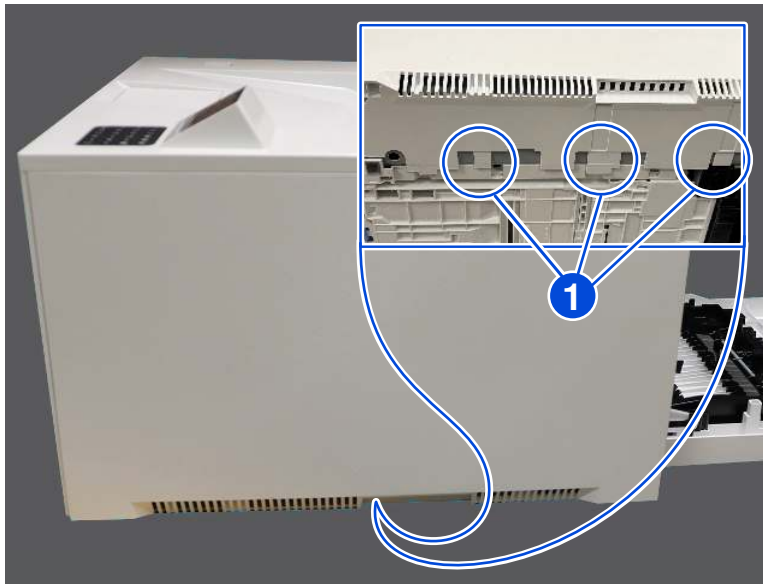
1. Remove one screw (callout 1).

Figure 4-576 Remove one screw



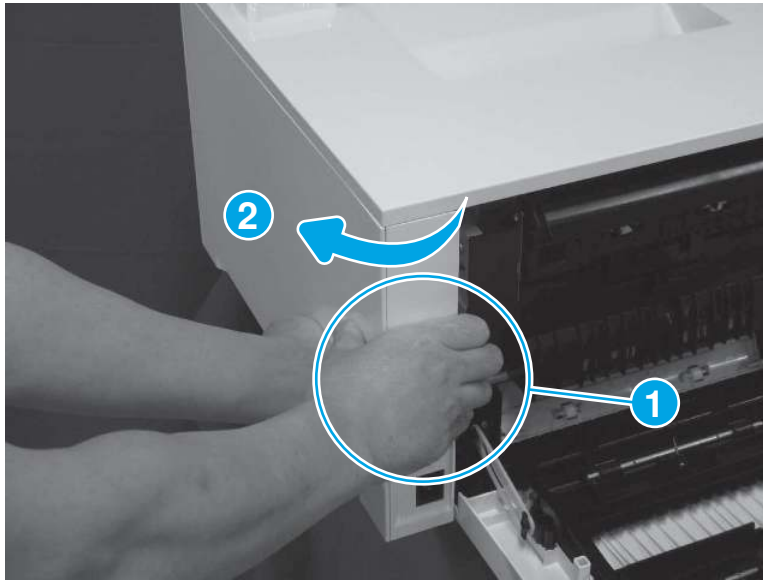
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-577 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-578 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-579 Remove the cover



6. Remove the right cover (MFP)

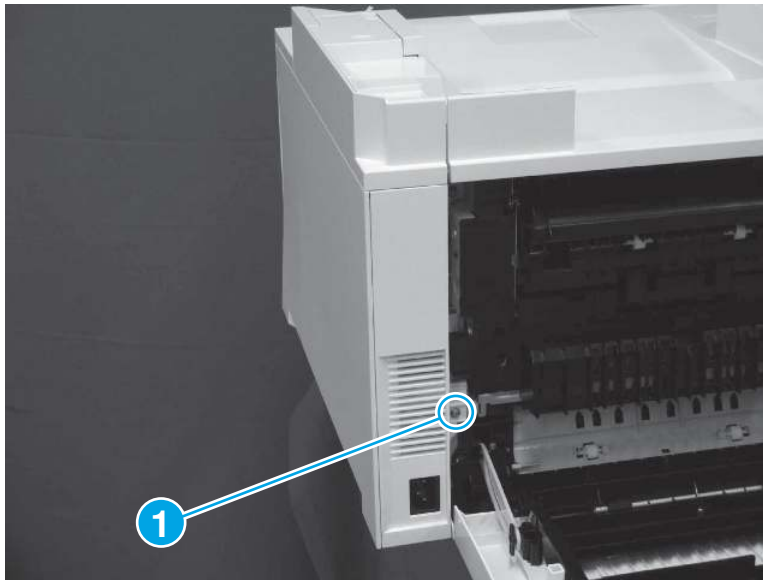
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

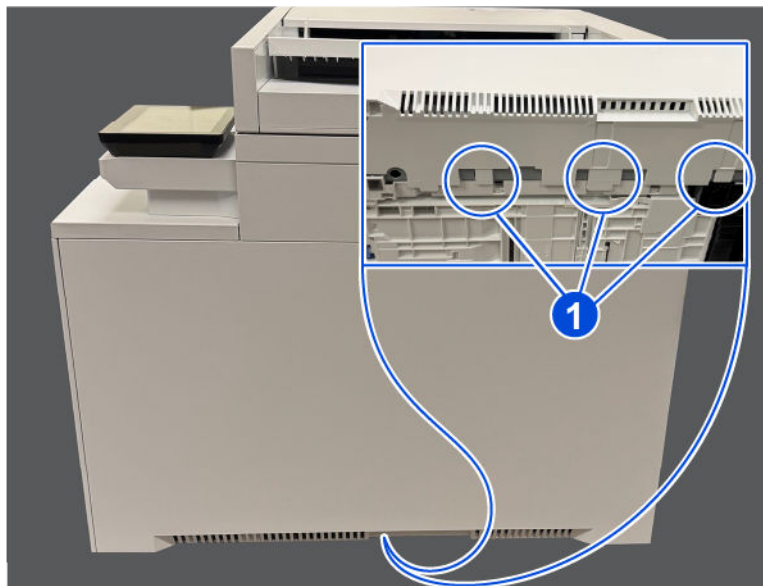
1. Remove one screw (callout 1).

Figure 4-580 Remove one screw



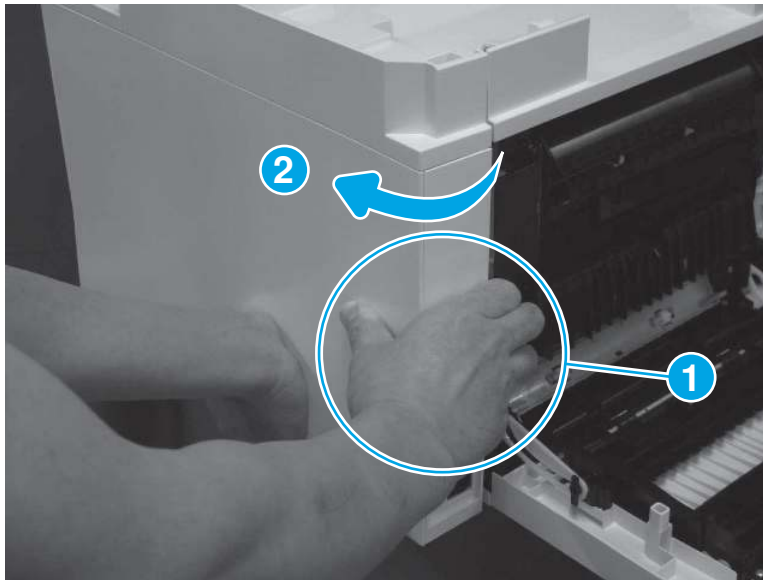
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-581 Release three tabs



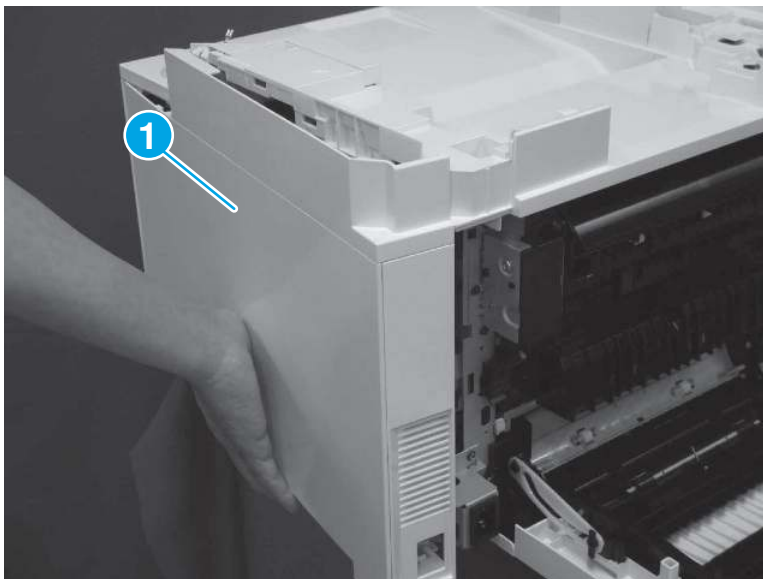
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-582 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-583 Remove the cover

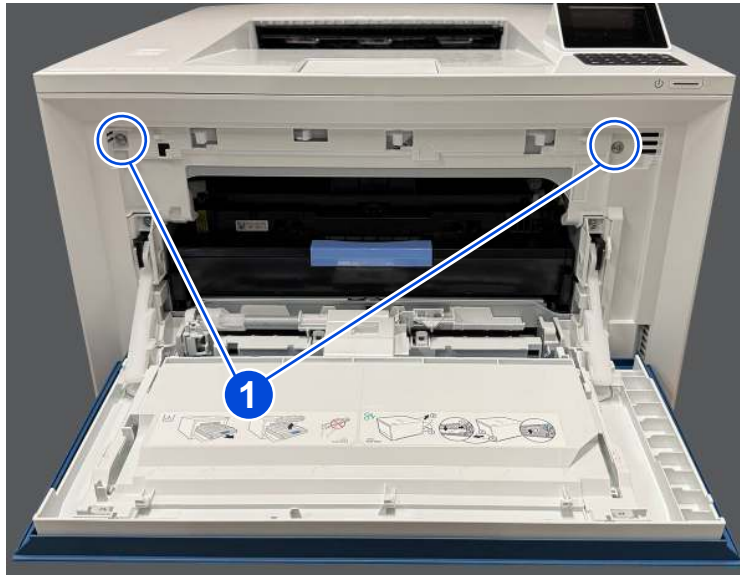


7. Remove the front cover

Follow the procedure below to remove and replace the front cover.

 **Reinstallation tip:** Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

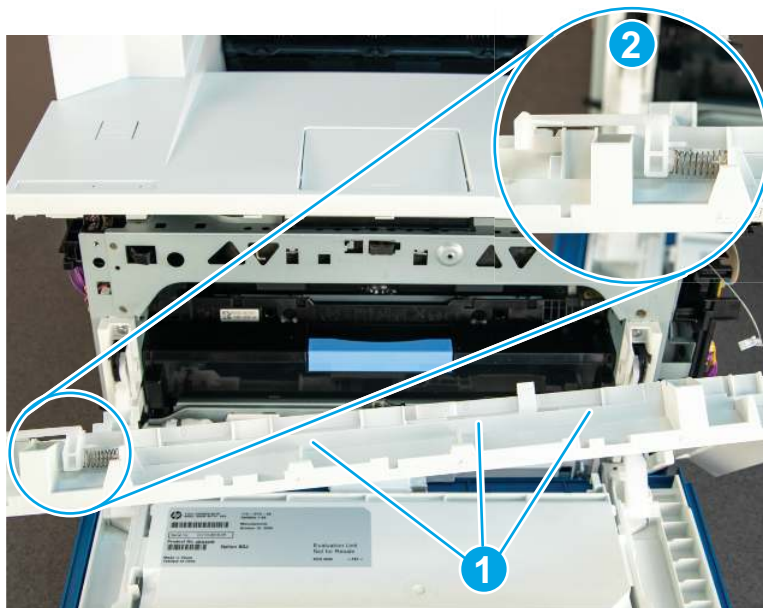
1. Remove two screws (callout 1).



2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.

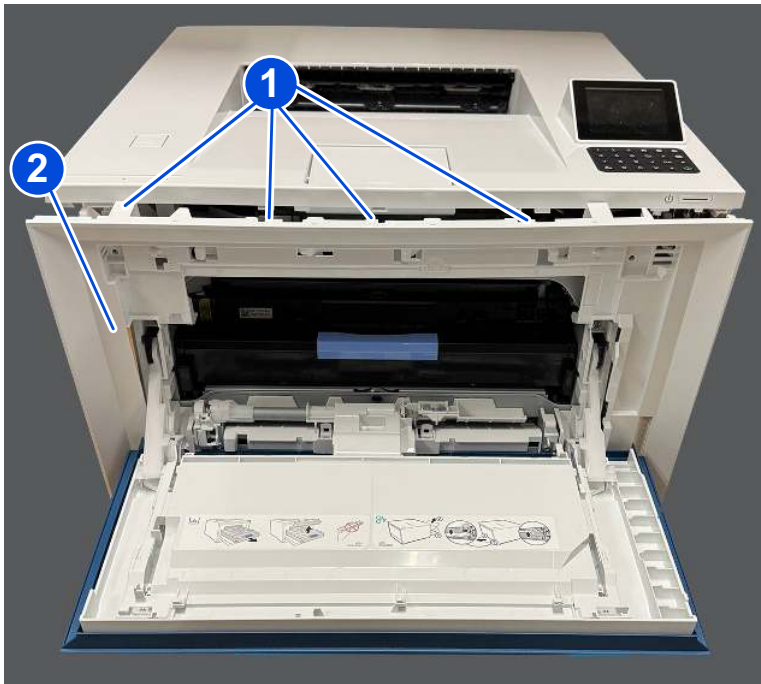
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-584 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-585 Remove the cover



8. Remove the top cover (SFP)

Follow the procedure below to remove and replace the top cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

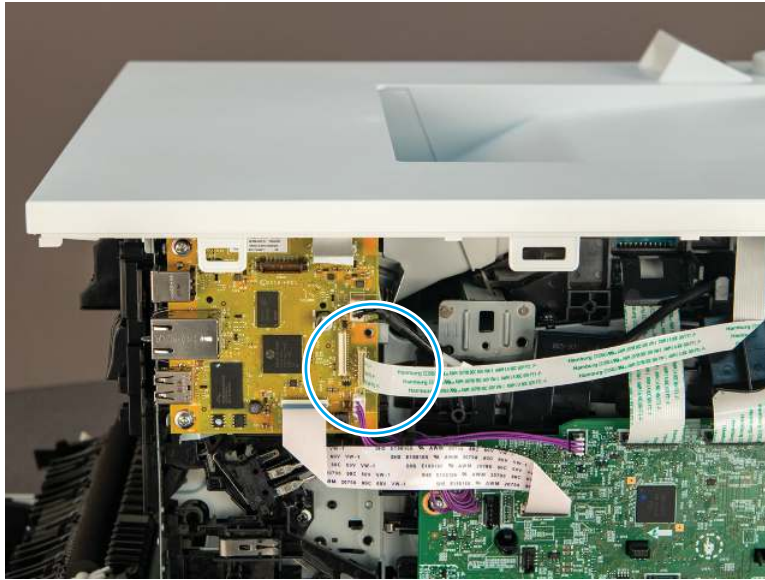
1. Disconnect one flat-flexible cable (FFC) at the top as indicated in the image.

Figure 4-586 Disconnect one flat-flexible cable



2. Disconnect one flat-flexible cable (FFC) as indicated in the image.

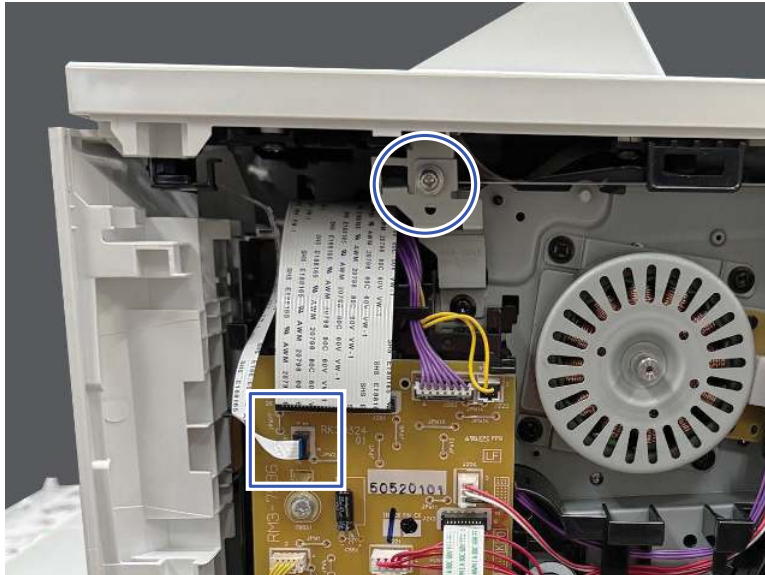
Figure 4-587 Disconnect one FFC



3. Disconnect one FFC, and then remove one screw to release the ground wire.

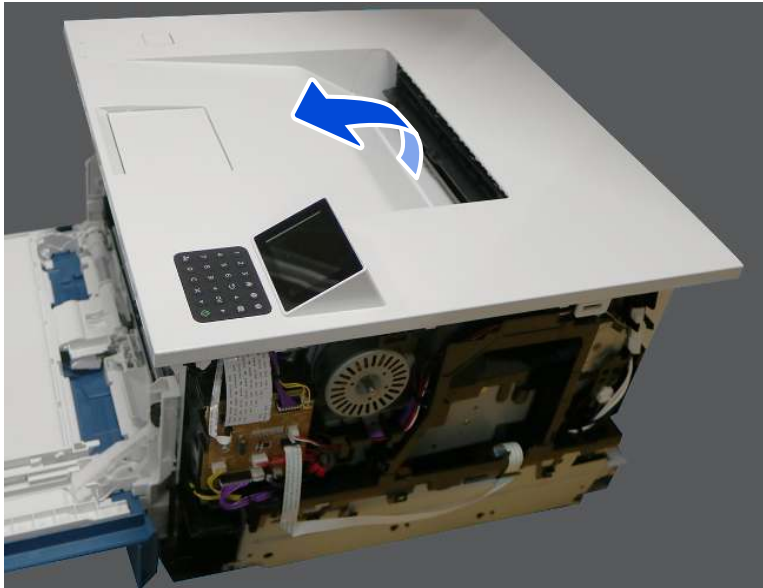
 **NOTE:** The front cover is shown installed in the figure below. However, this step is correct for removing the top cover.

Figure 4-588 Disconnect one FFC and remove one screw



4. Slide the cover from the rear of the printer toward the front to remove it.

Figure 4-589 Remove the cover



9. Remove the top cover (MFP)

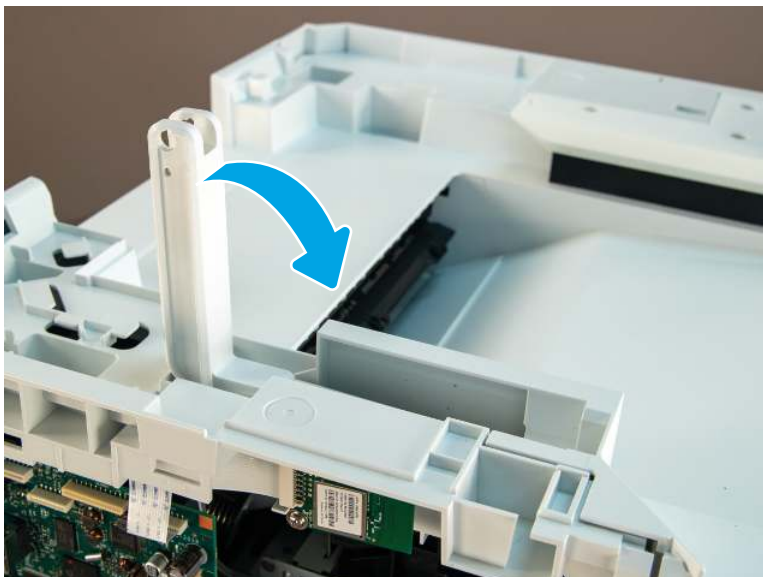
Follow the procedure below to remove and replace the top cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for an SFP printer, skip this step.

1. Close the ISA lift arm.

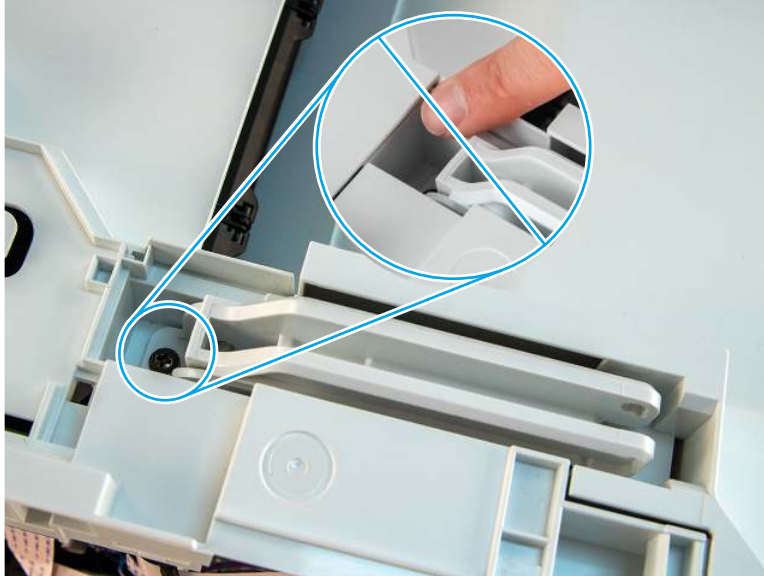
Figure 4-590 Close the ISA lift arm



2. Remove one screw.

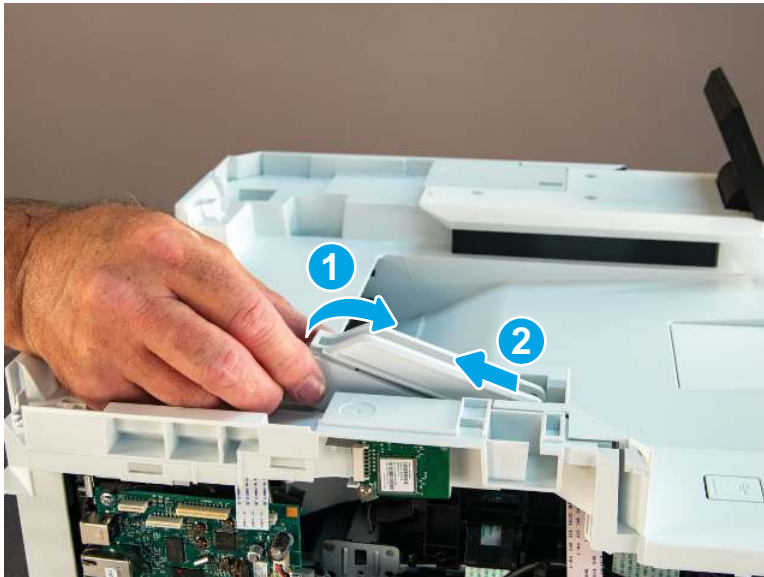
⚠ CAUTION: The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw recess when the support arm is in the closed position.

Figure 4-591 Remove one screw



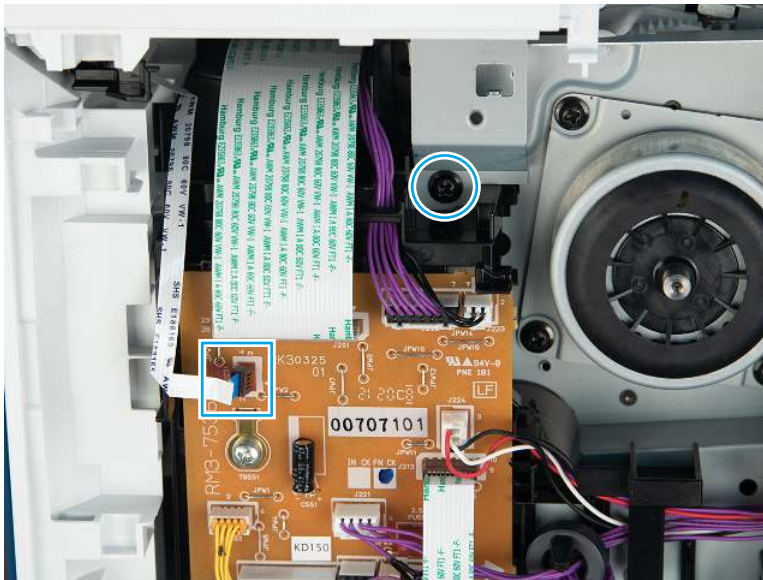
3. Rotate one end of the lift arm up (callout 1), and then slide the lift arm as shown below (callout 2) to release it. Remove the lift arm.

Figure 4-592 Remove the lift arm



4. Disconnect one FFC (power button), and then remove one screw (grounding sheet-metal plate).

Figure 4-593 Disconnect one FFC and remove one screw



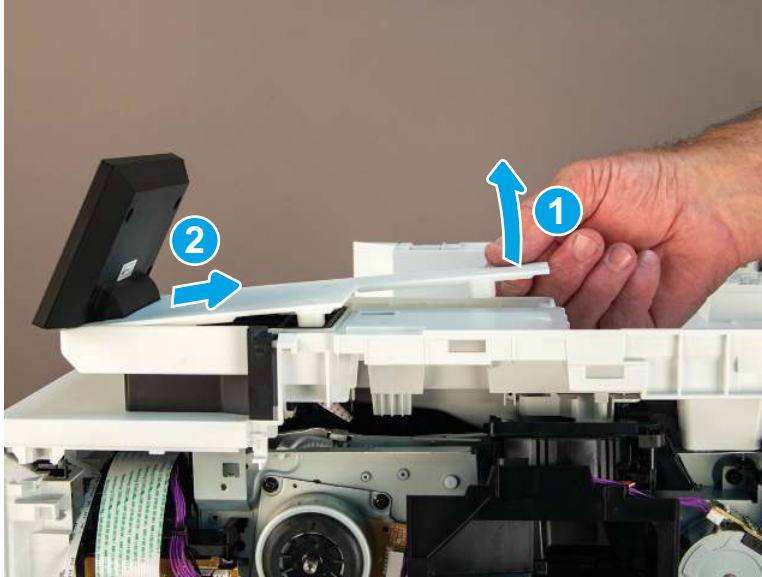
5. Remove three screws.

Figure 4-594 Remove three screws



6. Release one tab and rotate one end of the base cover up (callout 1), and then slide the cover as shown (callout 2) to remove it.

Figure 4-595 Remove the cover



7. Disconnect two FFCs.

 **NOTE:** These are zero-insertion force (ZIF) connectors. To remove the FFCs, first release the locking clip on the connector, and then pull the cable straight out of the connector.

 **TIP:** For re-installation, make sure that the line of the FFC is parallel with the body.

Figure 4-596 Disconnect two FFCs



8. Remove four screws.

 **NOTE:** Two of the screws are self-tapping threads (black), and two of the screws are machine thread (silver).

Figure 4-597 Remove four screws

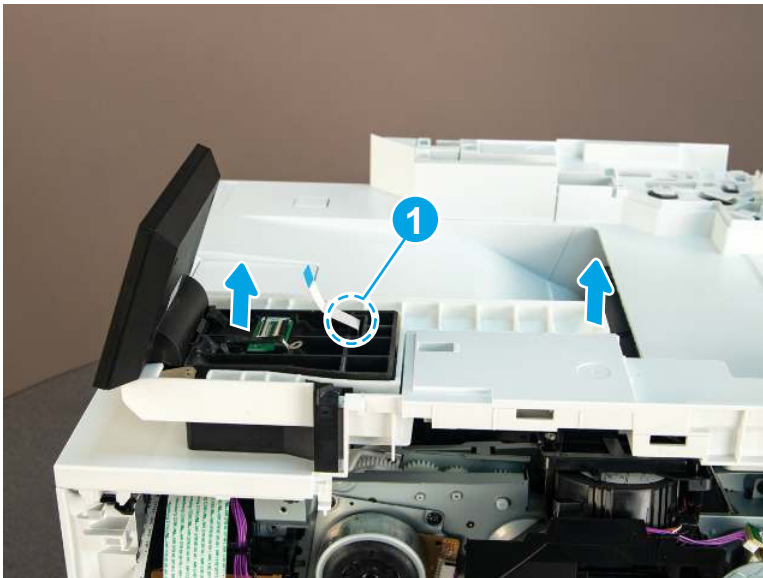


9. Lift the control panel and base straight up and off of the printer to remove them together.



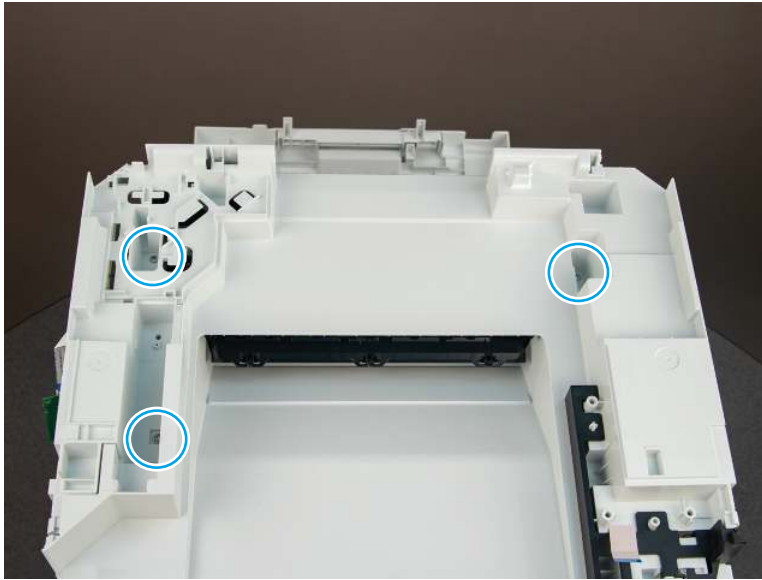
NOTE: When handling the assembly, do not lose the ferrite (callout 1).

Figure 4-598 Remove control panel and base



10. Remove three screws.

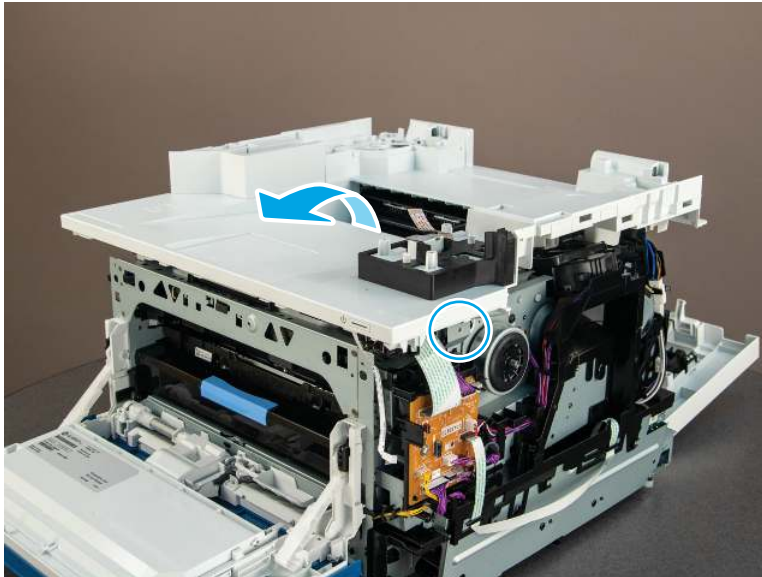
Figure 4-599 Remove three screws



11. Slide the cover from the back of the printer to the front to remove it.

 **TIP:** Slightly move the control-panel ground bracket (circled) back and forth to help release the top cover.

Figure 4-600 Remove the cover



12. **When the cover is reinstalled:** Make sure the front USB assembly is correctly positioned under the cover.

Figure 4-601 Front USB assembly



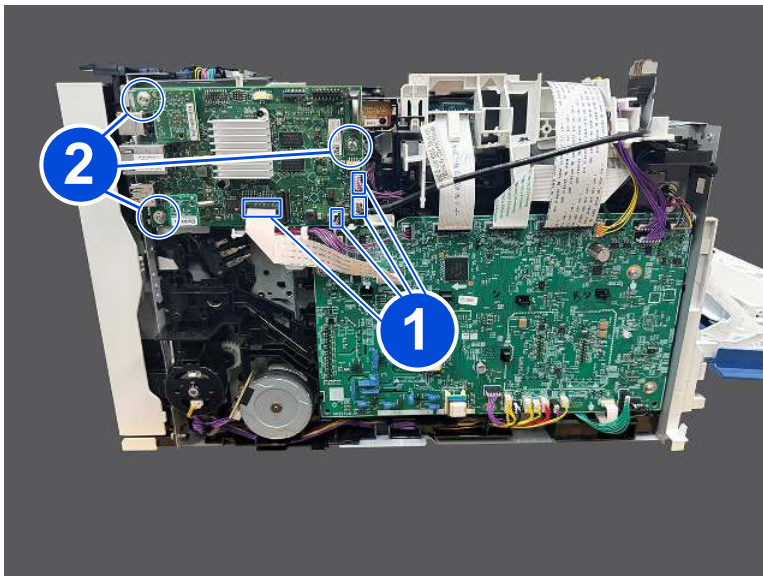
10. Remove the formatter PCB (SFP)

Follow the procedure below to remove and replace the formatter PCB.

 **CAUTION:**  ESD sensitive part.

1. Disconnect one flat-flex cable and four connectors (callout 1) and remove three screws (callout 2) on the formatter PCB.

Figure 4-602 Disconnect connectors and remove screws from PCB



2. Remove the formatter PCB.

 **Reinstallation tip:** If a replacement formatter is being installed, make sure to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The formatter must be paired with the ECU/DCC to be functional.

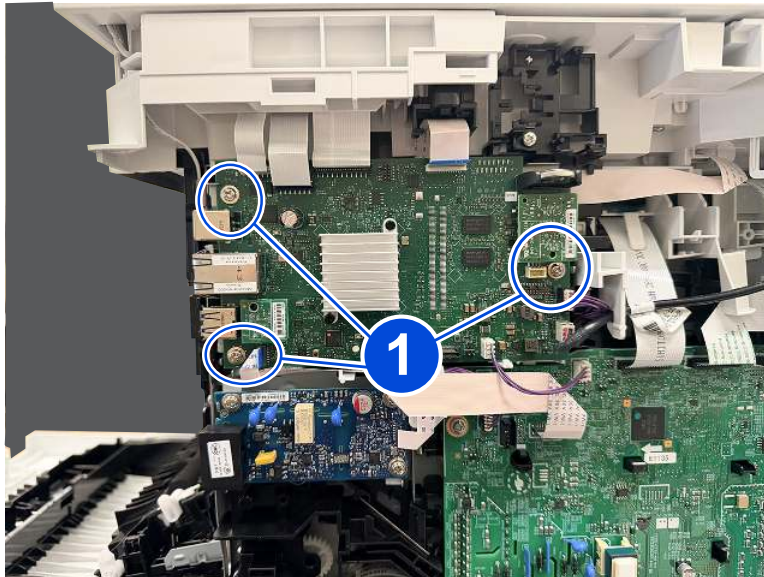
11. Remove the formatter PCB (MFP)

Follow the procedure below to remove and replace the formatter PCB.

 **CAUTION:**  ESD sensitive part.

1. Remove three screws (callout 1), and disconnect all flat-flex cables and connectors from the formatter PCB.

Figure 4-603 Remove three screws



2. Remove the formatter PCB.

 **Reinstallation tip:** If a replacement formatter is being installed, make sure to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The formatter must be paired with the ECU/DCC to be functional.

12. Remove the Fax PCB (MFP)

Follow the procedure below to remove the fax PCB.

1. Disconnect one flat-flex cable (callout 1) from the formatter PCB, and remove three screws (callout 2) from the fax PCB.

Figure 4-604 Remove the fax PCB



2. Remove the fax PCB.

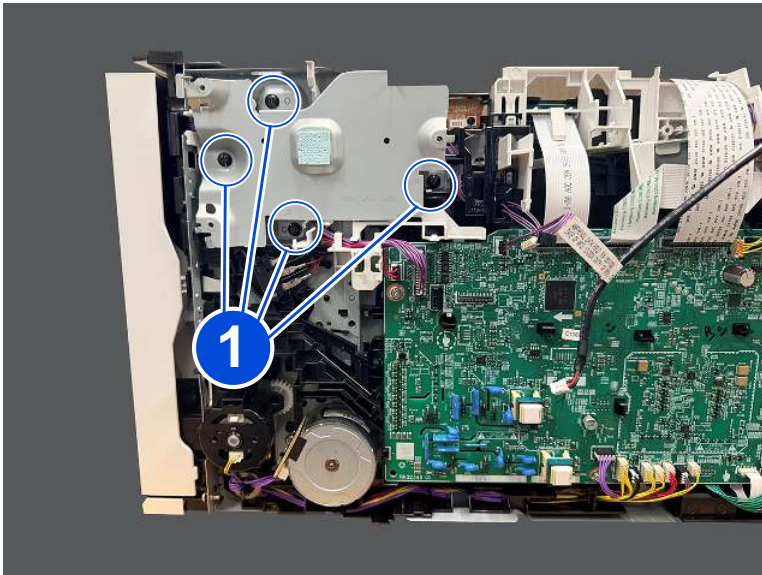
13. Remove the formatter PCB bracket

Follow the procedure below to remove and replace the formatter PCB bracket.

 **CAUTION:**  ESD sensitive part.

1. Remove four screws (callout 1) on the formatter PCB bracket.

Figure 4-605 Remove four screws



2. Remove the formatter PCB bracket.

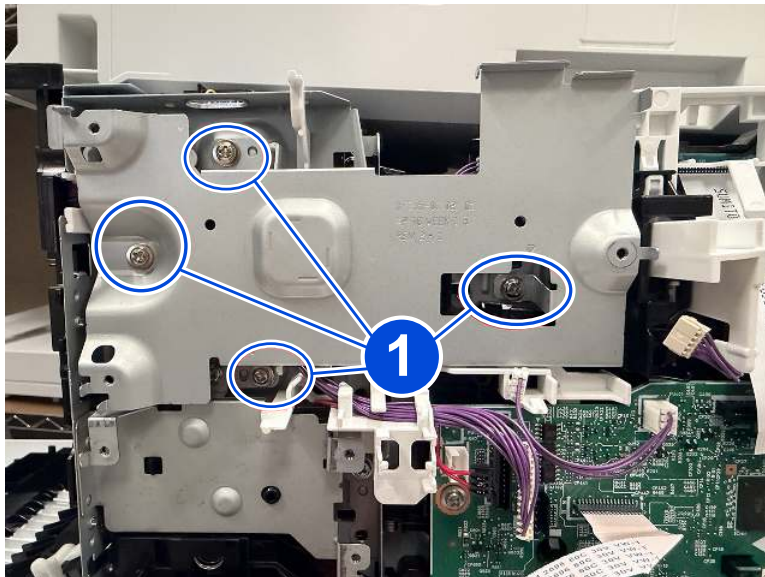
14. Remove the formatter and fax PCB brackets

Follow the procedure below to remove and replace the formatter PCB.

 **CAUTION:**  ESD sensitive part.

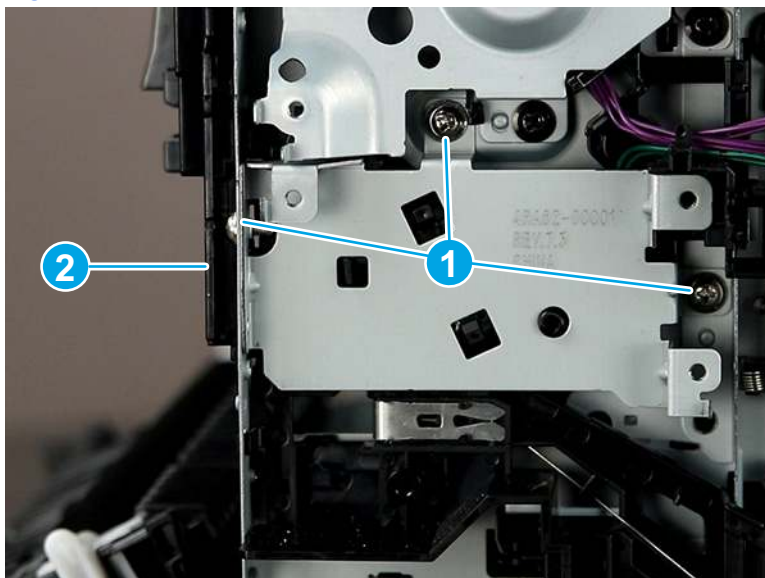
1. Remove four screws (callout 1), and then the formatter sheet-metal mounting bracket.

Figure 4-606 Remove four screws



2. Remove three screws (callout 1), and then remove the fax sheet-metal mounting bracket.

Figure 4-607 Remove the fax PCB bracket



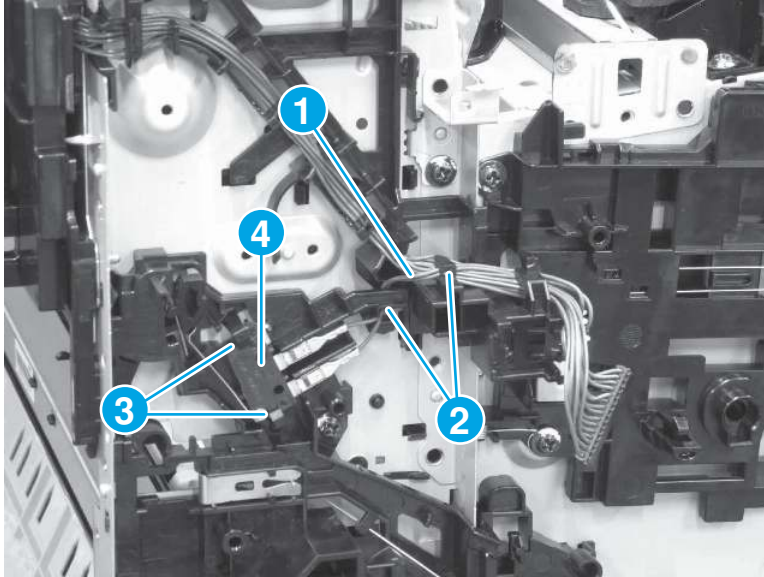
15. Remove the interlock holder assembly

Follow the procedure below to remove and replace the interlock holder assembly.

1. Release the cable (callout 1) from the guides (callout 2), release two tabs (callout 3), and then separate the interlock switch (callout 4) from the holder.

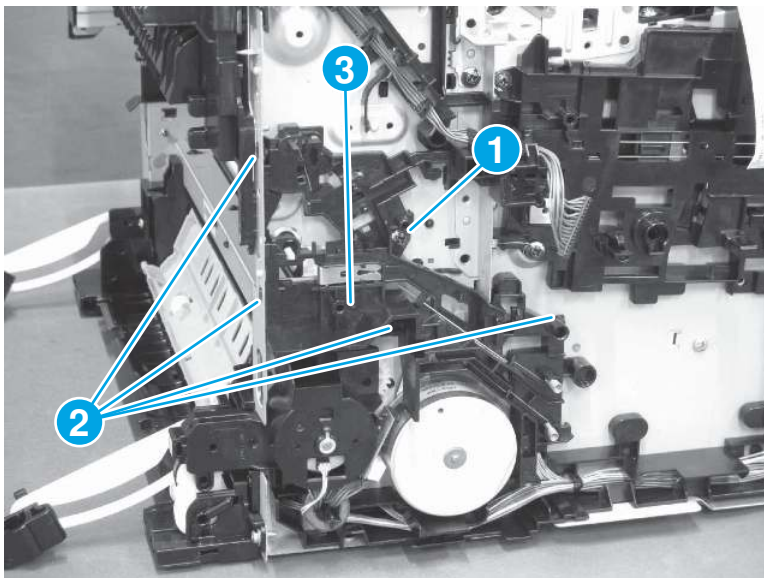
CAUTION: Do not attempt to completely remove the interlock switch. It is still connected to the wire cables.

Figure 4-608 Separate the interlock switch from the holder



2. Remove one screw (callout 1), release four tabs (callout 2), and then remove the interlock holder assembly (callout 3).

Figure 4-609 Remove the interlock holder assembly



16. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



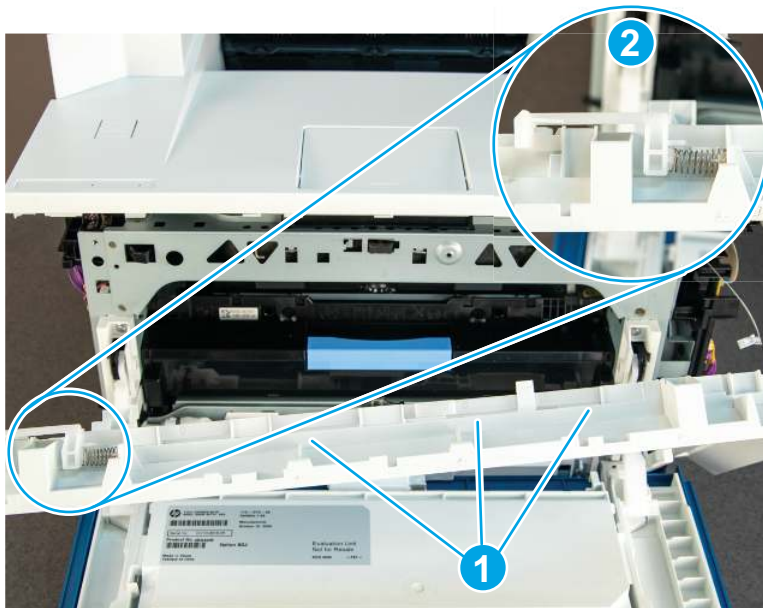
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

17. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

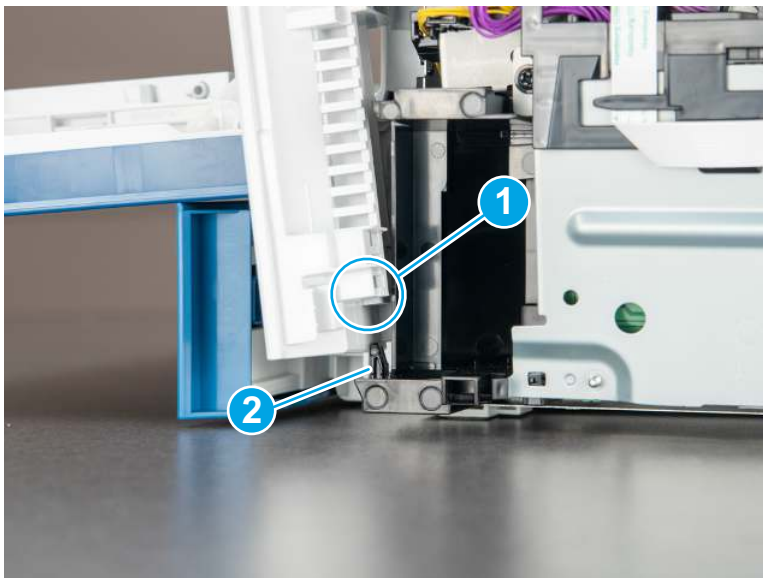
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-610 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

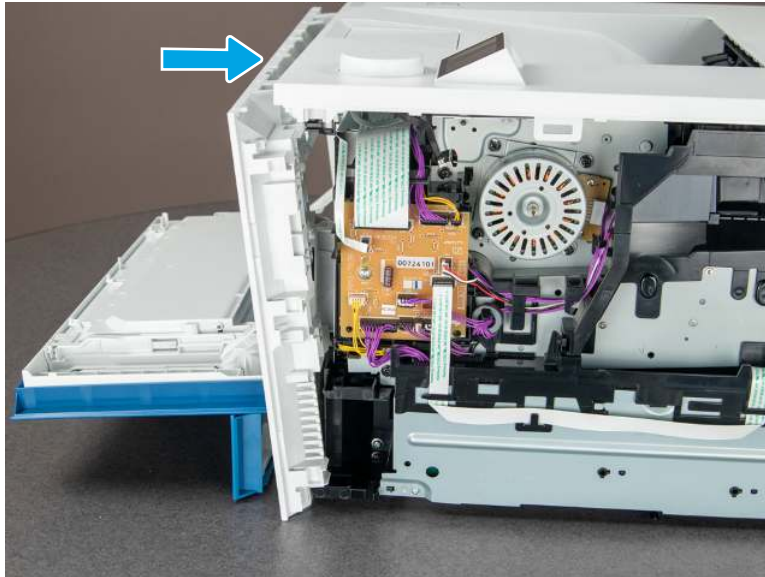
Figure 4-611 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-612 Install the cover



Removal and replacement: PCB holder assembly

Learn how to remove and replace the PCB holder assembly.

Mean time to repair: 80 minutes

Service level: Difficult

Before performing service

Turn the printer power off.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-33 Part information

Part number	Part description
RM2-2819-000CN	PCB holder assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

Follow the procedure below to remove and replace the left cover (SFP).



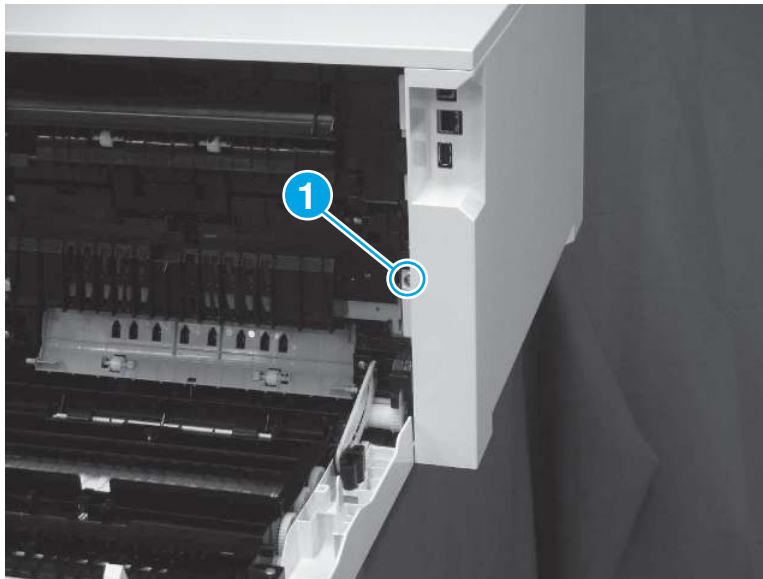
NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

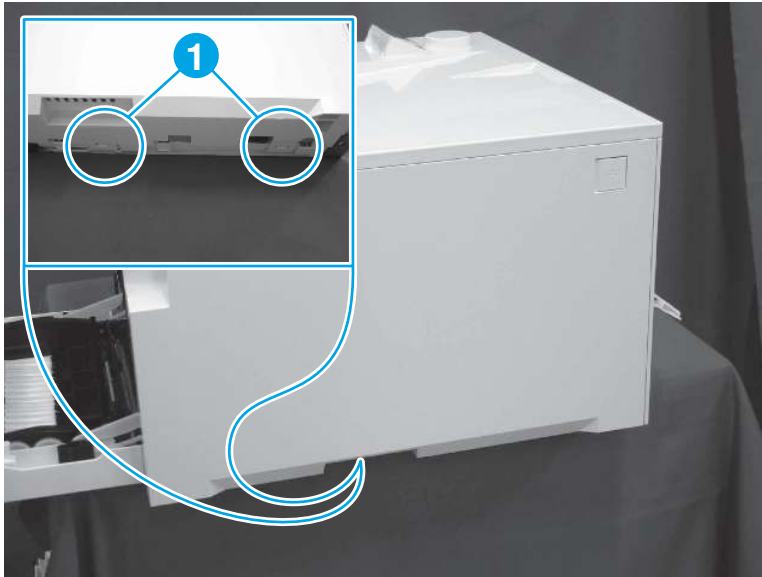
1. Remove one screw (callout 1).

Figure 4-613 Remove one screw



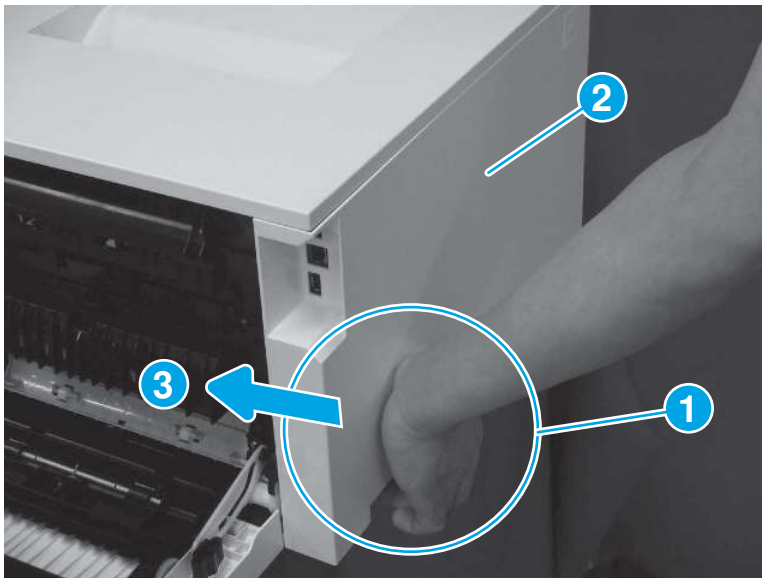
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-614 Release two tabs



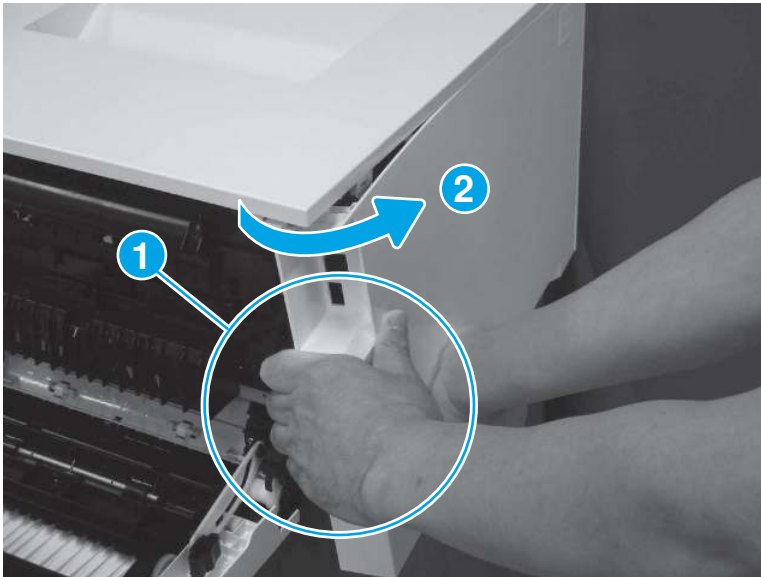
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-615 Release the rear cover corner



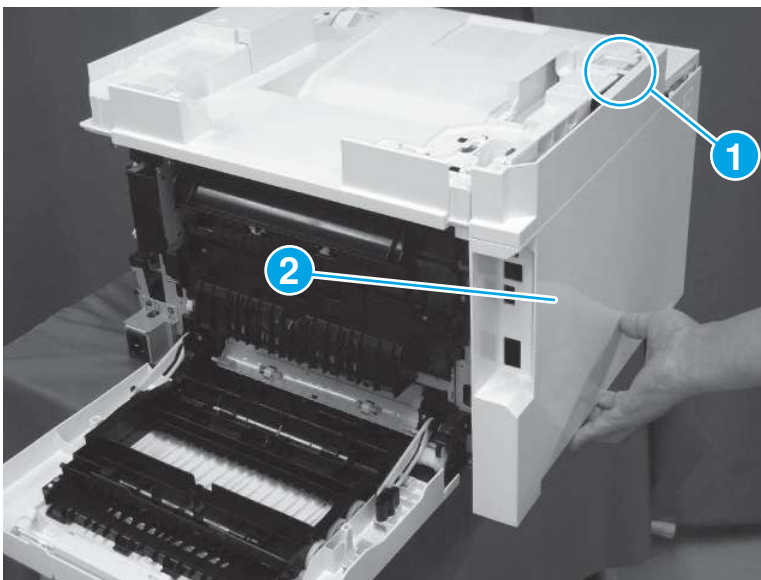
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-616 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-617 Remove the cover



2. Remove the left cover (MFP)

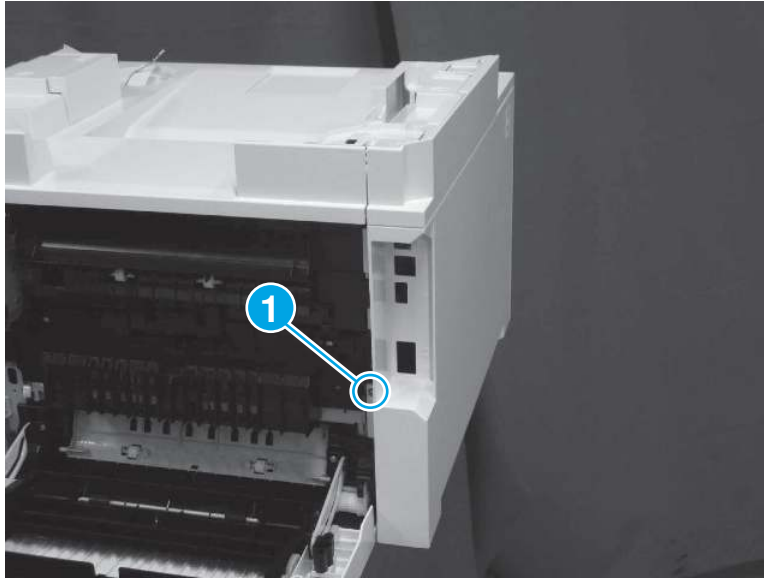
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

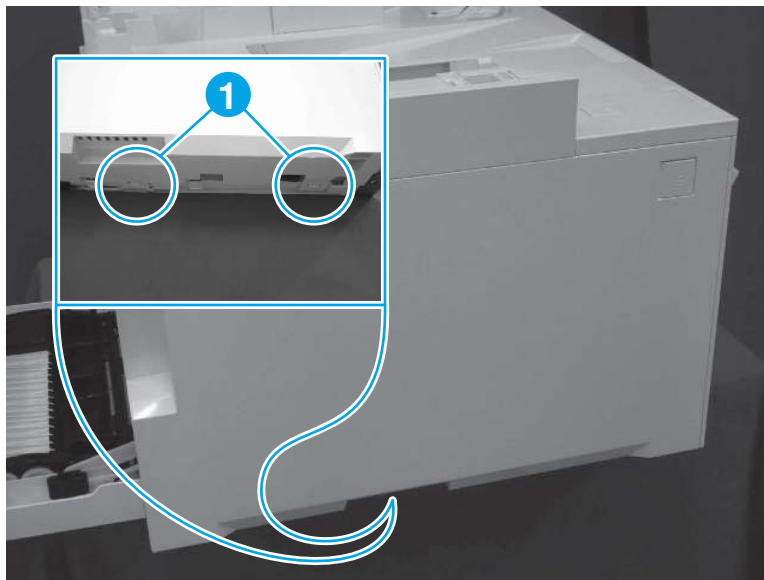
1. Remove one screw (callout 1).

Figure 4-618 Remove one screw



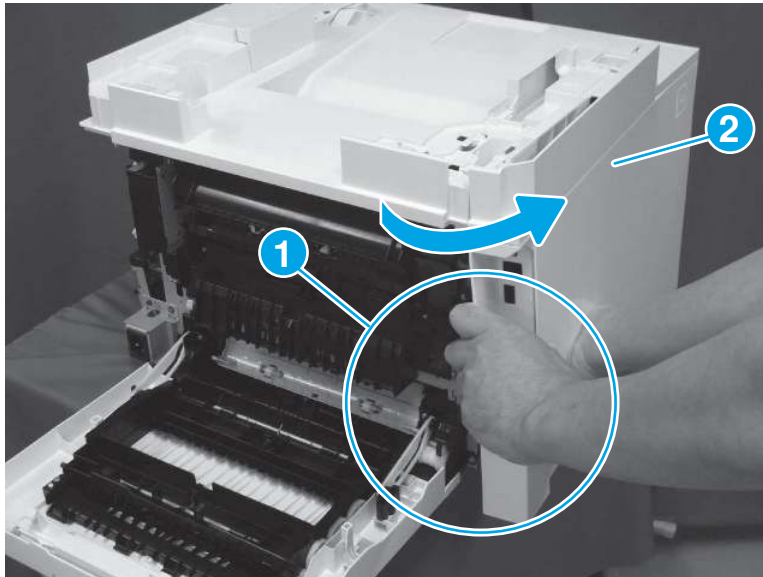
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-619 Release two tabs



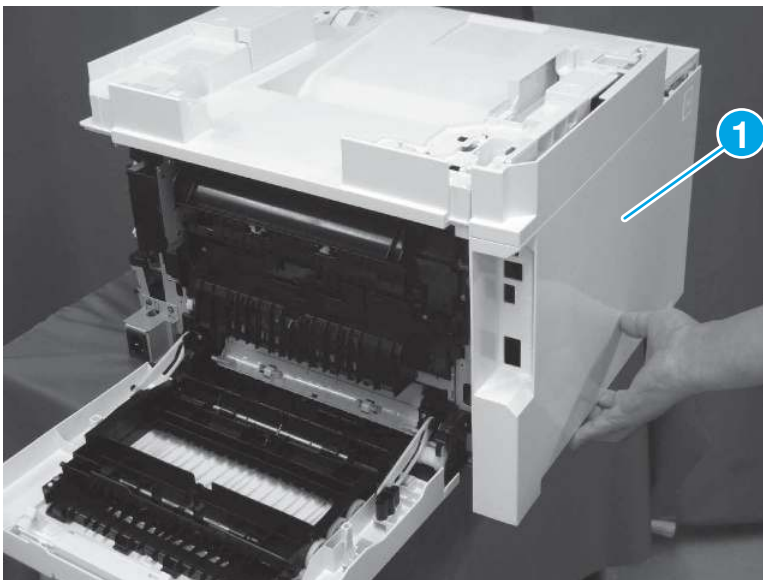
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-620 Disengage the cover corner



4. Remove the left cover (callout 1).

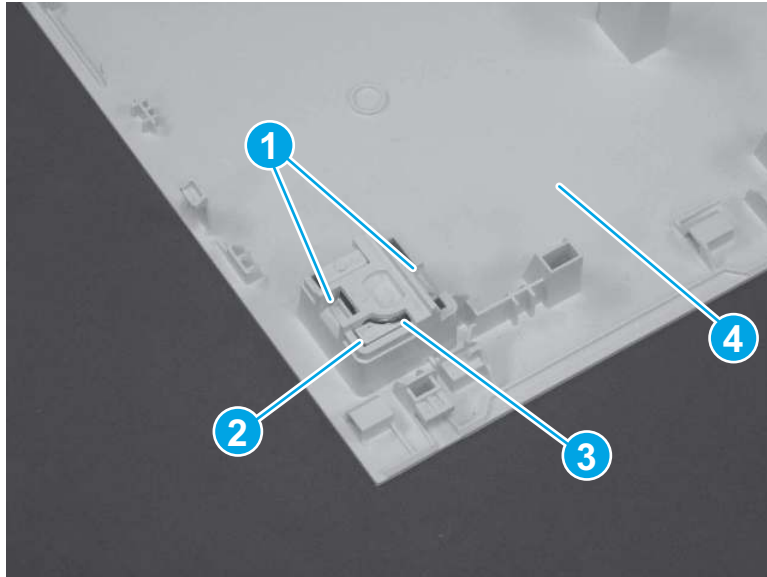
Figure 4-621 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-622 Remove the cartridge door button

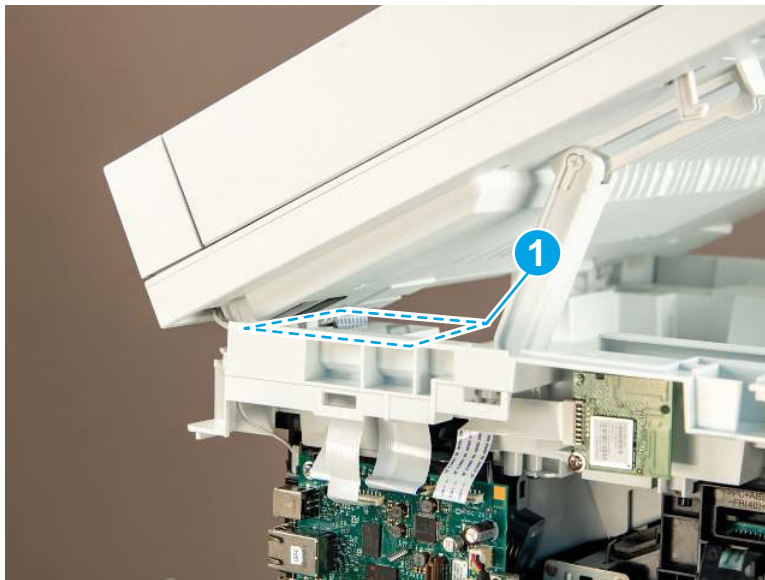


3. Remove the ISA (MFP)

Follow the procedure below to remove and replace the ISA.

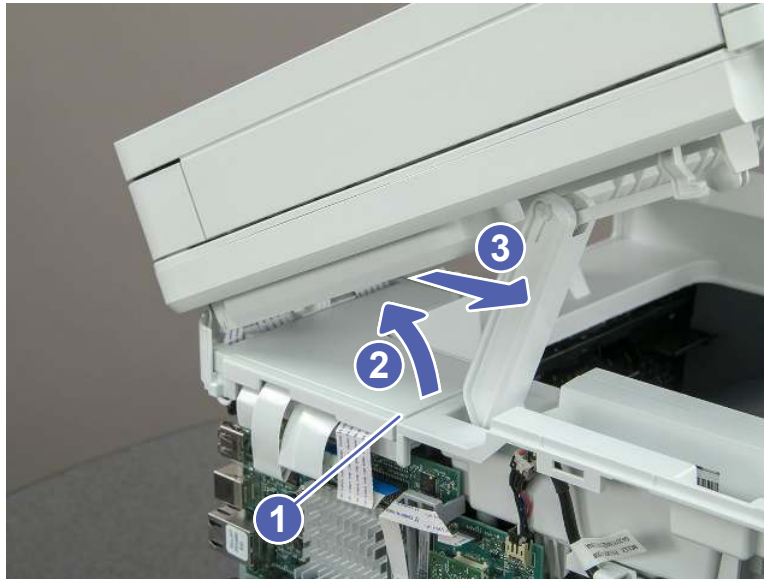
1. Open the ISA, and then remove the ISA FFC cover (callout 1).

Figure 4-623 Remove the FFC cover



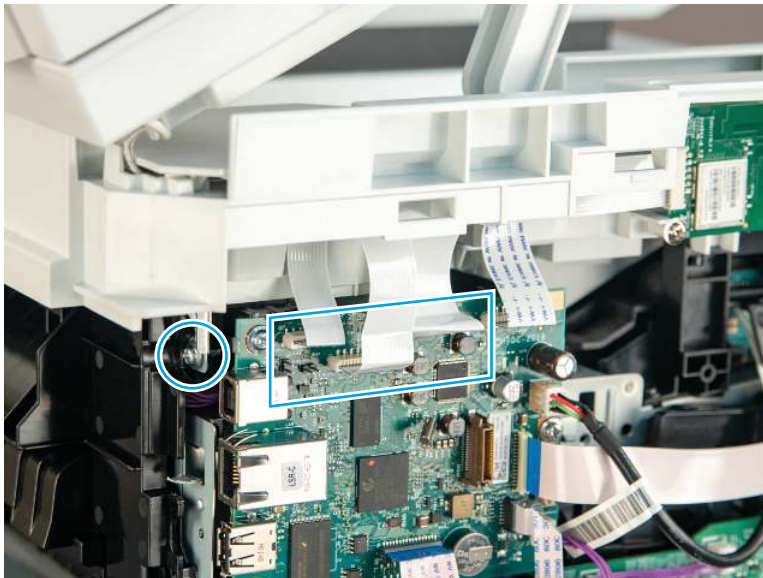
- Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-624 Remove the ISA FFC cover



2. Disconnect three FFCs, and then remove one screw to release the ground cable.

Figure 4-625 Disconnect FFCs and remove screw



3. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) toward the front of the printer to release it. Remove the slider pin.

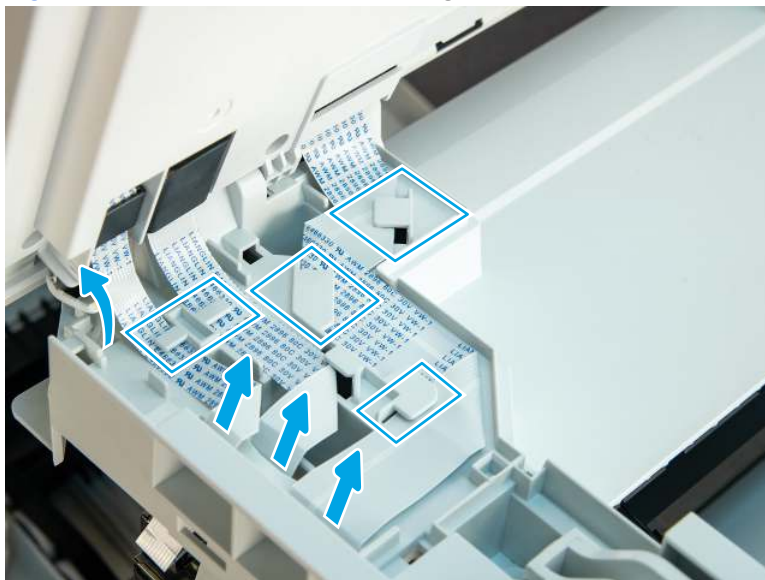
⚠ CAUTION: When the slider pin is removed, the ISA is not captive and can suddenly detach from the printer.

Figure 4-626 Remove the slider pin



4. Support the ISA, release the FFCs from the retainers, and then carefully pass the FFCs and the ground wire up through the slots in the top cover.

Figure 4-627 Release the FFCs and ground wire



5. Slide the ISA as shown in the image below to release it.

Figure 4-628 Release the ISA



6. Remove the ISA.

Figure 4-629 Remove the ISA



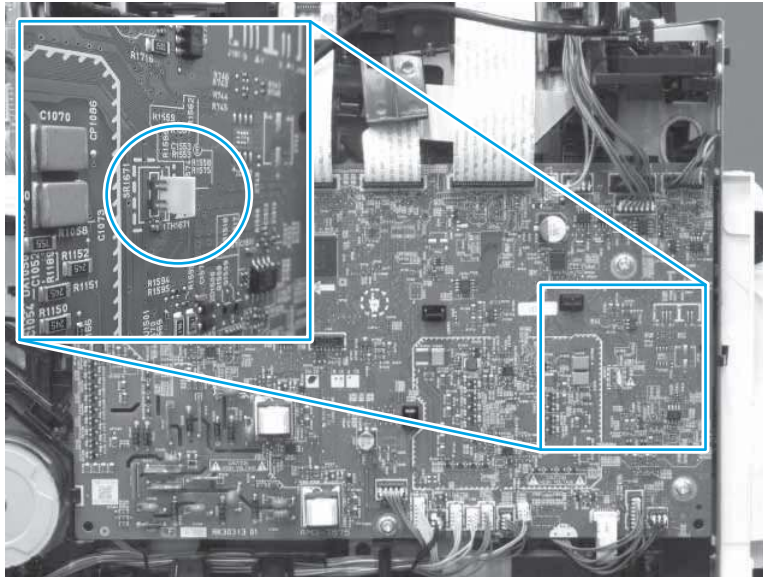
4. Remove the engine controller PCB

Follow the procedure below to remove and replace the engine controller PCB (ECU).

 **CAUTION:**  ESD sensitive part.

1. Before proceeding, take note that there is an environmental sensor mounted on the engine controller PCB. **Do not** apply pressure to this sensor to avoid damaging it.

Figure 4-630 Engine controller environmental sensor location

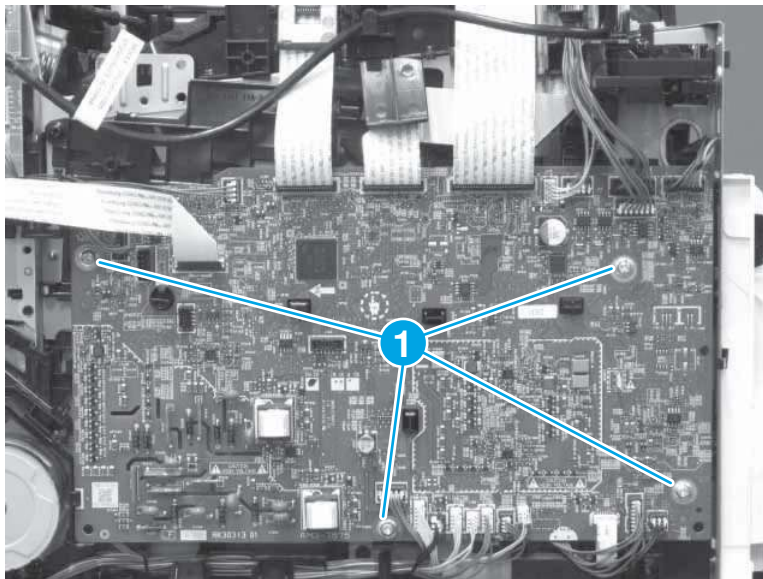


2. Disconnect all of the connectors on the engine controller PCB, and then remove four screws (callout 1).

CAUTION: Before proceeding take note of the media width sensors connectors and wire harnesses at ECU PCB locations J163 (media width sensor 2; yellow wire harness) and J165 (media width sensor 1; red wire harness). These connectors and wire harness are interchangeable. The PCB is embossed with **YELLOW** (connector J163) and **RED** (connector J165).

Make sure that the correct wire harness is plugged into the appropriate connector to avoid unexpected printer operation.

Figure 4-631 Disconnect connectors and remove screws



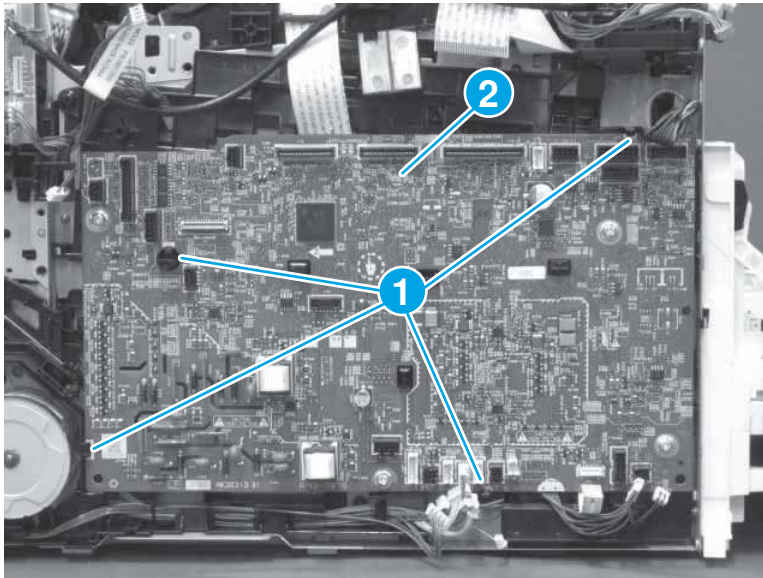
3. Release four tabs (callout 1), and then remove the engine controller PCB (callout 2).

CAUTION: There are three clear plastic light guides installed in the PCB holder behind the PCB that are not captive. Do not lose these parts when the PCB is removed.

Reinstallation tip: If a replacement formatter is being installed, **make sure** to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The ECU/DCC must be paired with the formatter to be functional.

Figure 4-632 Remove the engine controller PCB



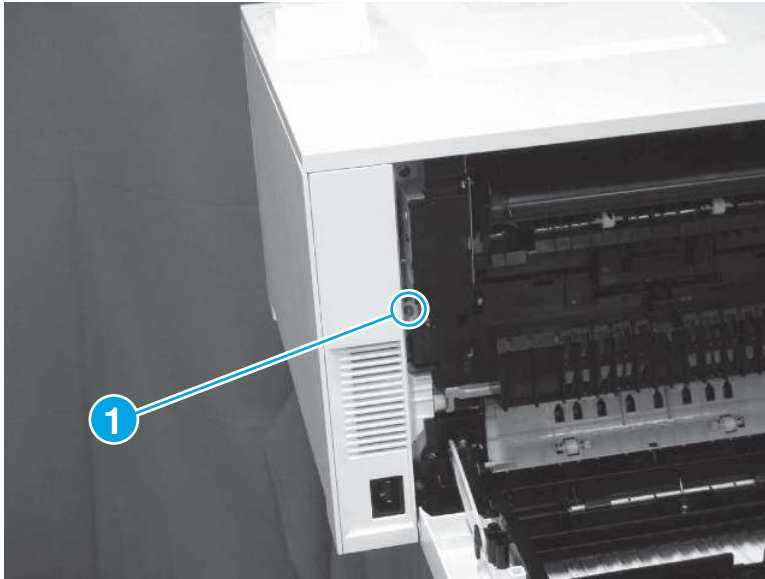
5. Remove the right cover (SFP)

Follow the procedure below to remove and replace the right cover (SFP).

NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

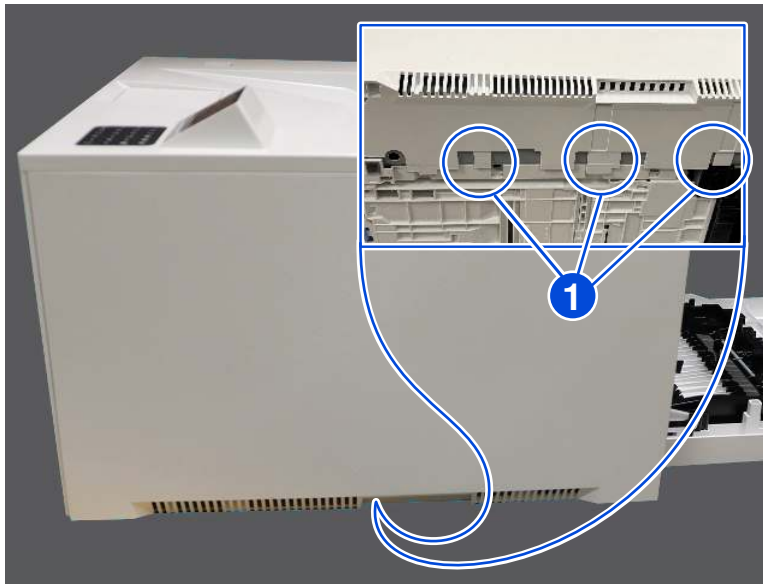
1. Remove one screw (callout 1).

Figure 4-633 Remove one screw



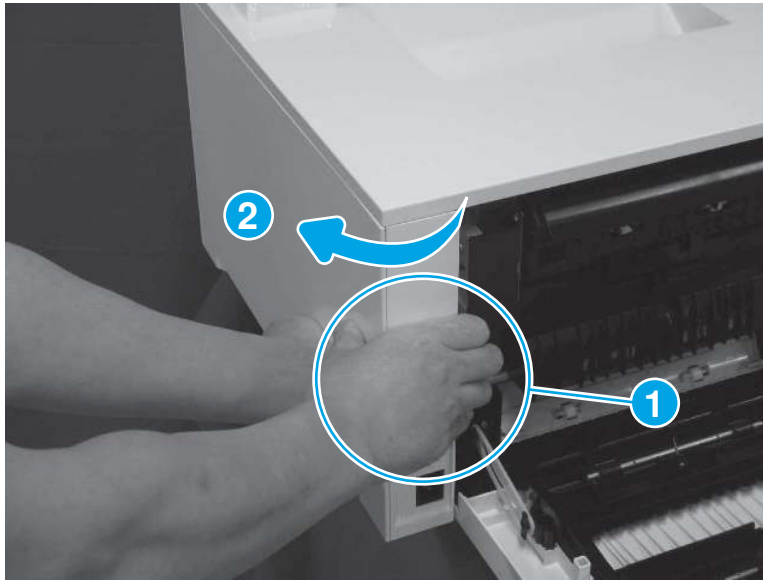
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-634 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-635 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-636 Remove the cover



6. Remove the right cover (MFP)

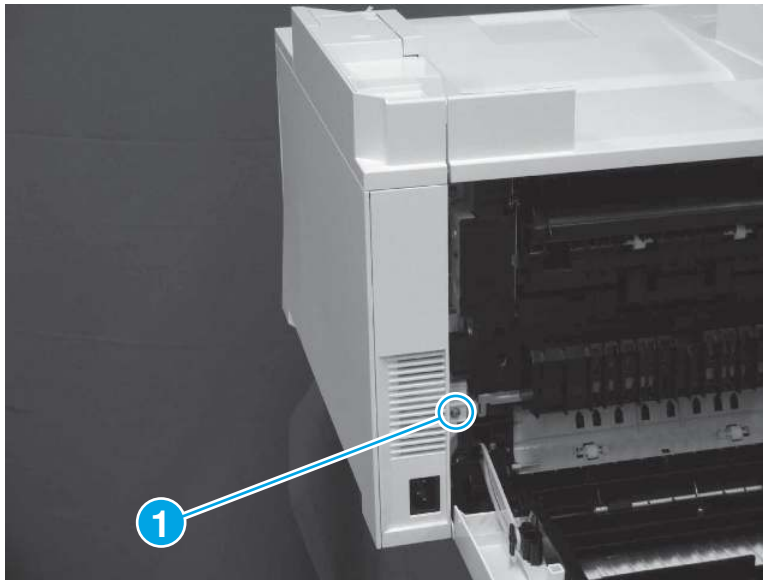
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

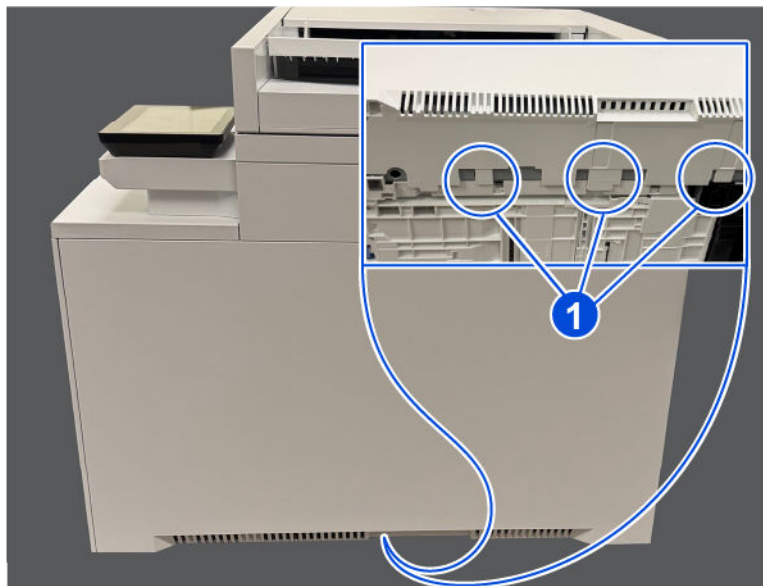
1. Remove one screw (callout 1).

Figure 4-637 Remove one screw



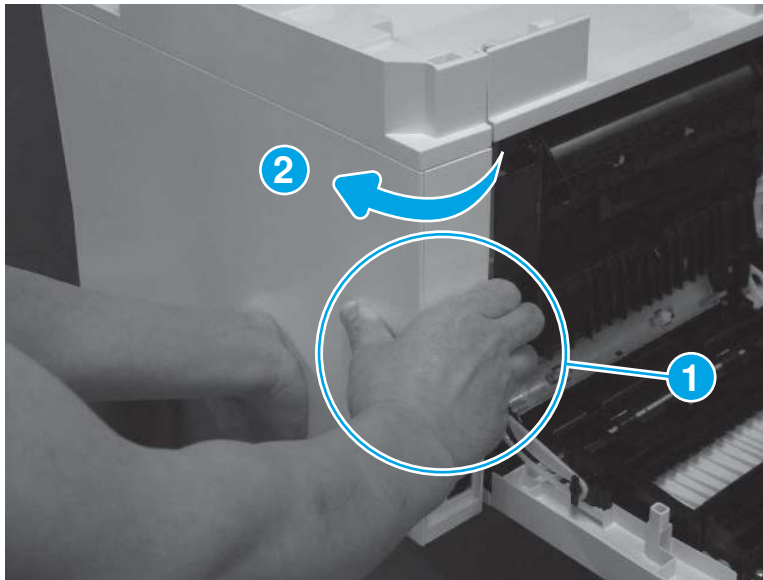
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-638 Release three tabs



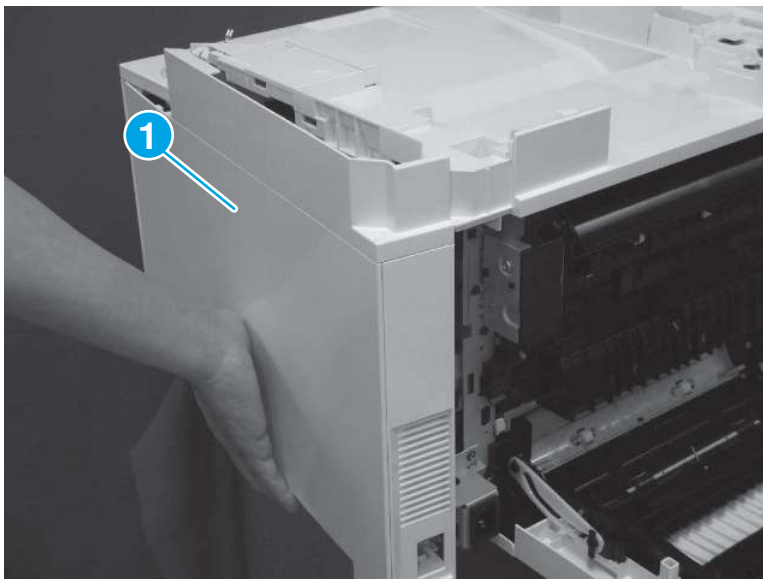
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-639 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-640 Remove the cover

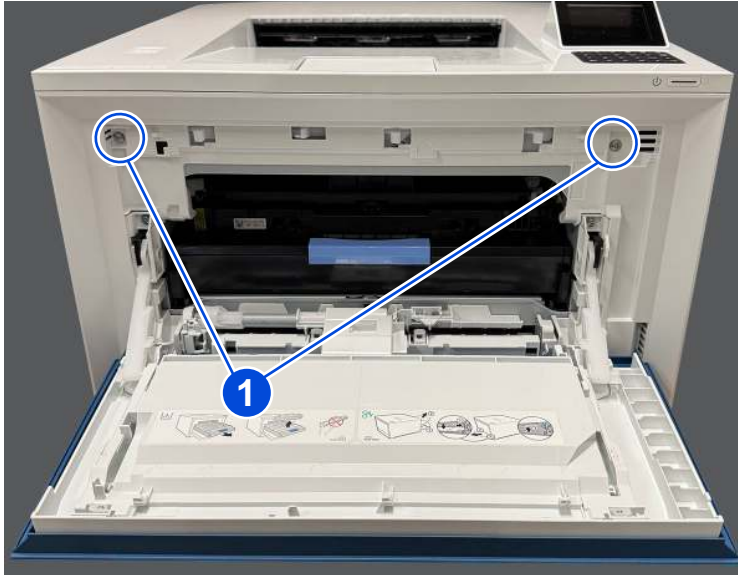


7. Remove the front cover

Follow the procedure below to remove and replace the front cover.

 **Reinstallation tip:** Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

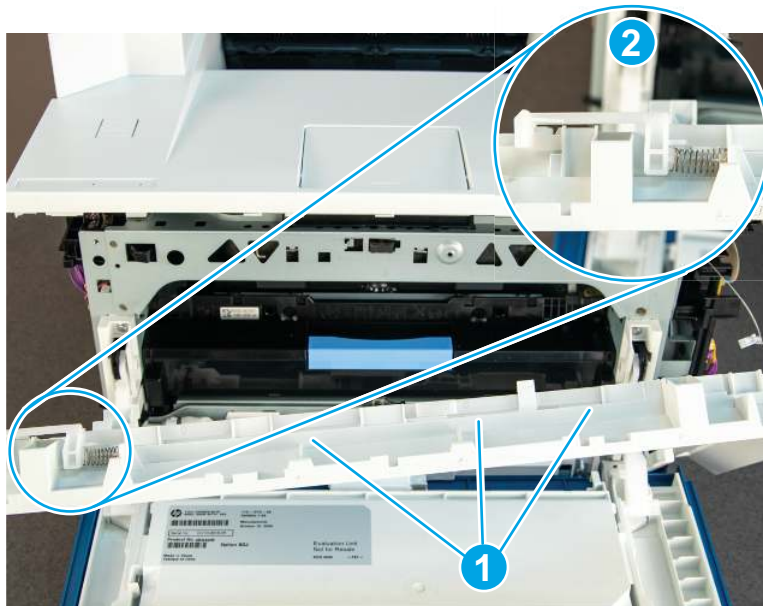
1. Remove two screws (callout 1).



2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.

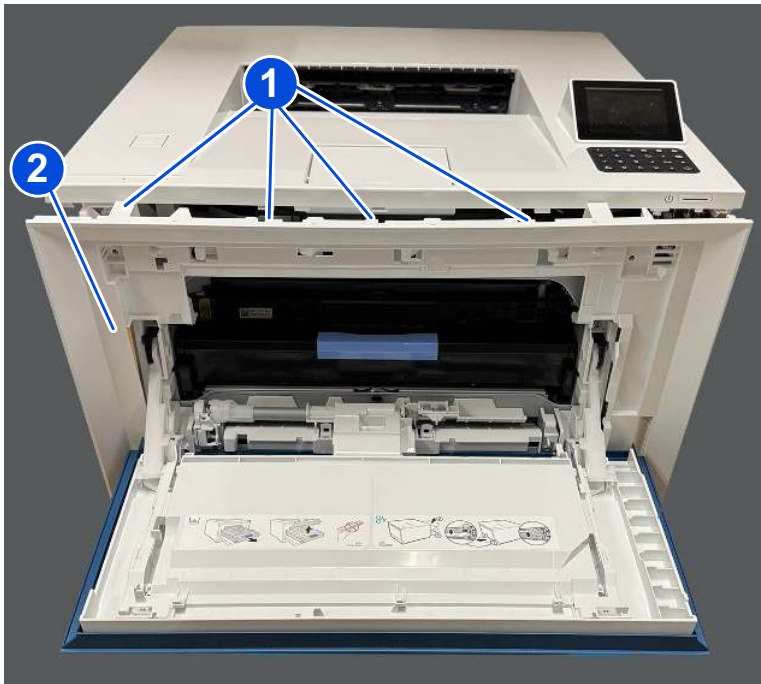
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-641 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-642 Remove the cover



8. Remove the top cover (SFP)

Follow the procedure below to remove and replace the top cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

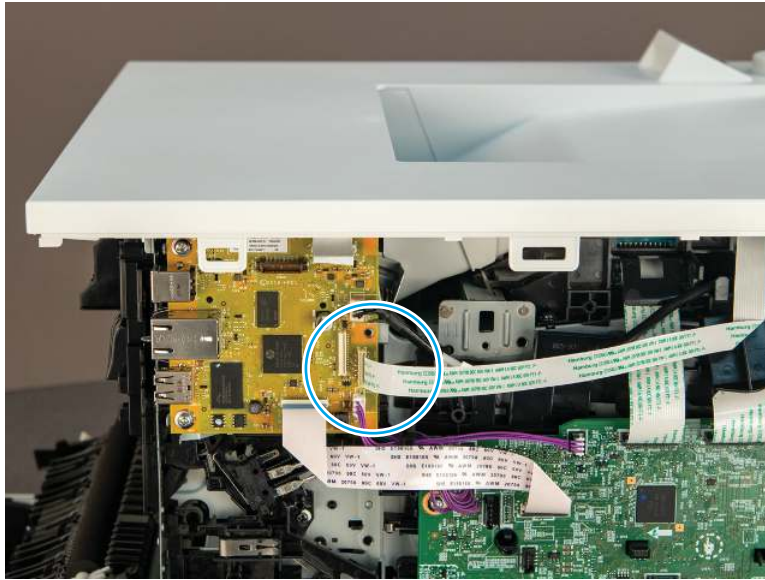
1. Disconnect one flat-flexible cable (FFC) at the top as indicated in the image.

Figure 4-643 Disconnect one flat-flexible cable



2. Disconnect one flat-flexible cable (FFC) as indicated in the image.

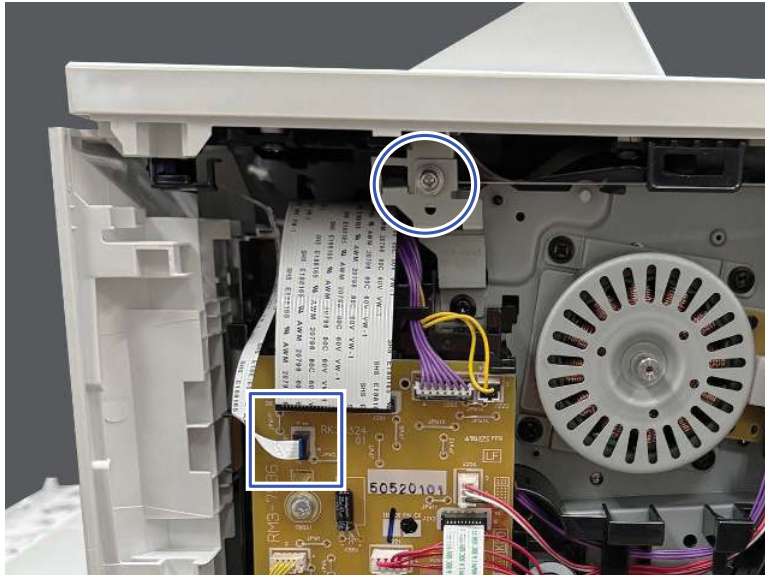
Figure 4-644 Disconnect one FFC



3. Disconnect one FFC, and then remove one screw to release the ground wire.

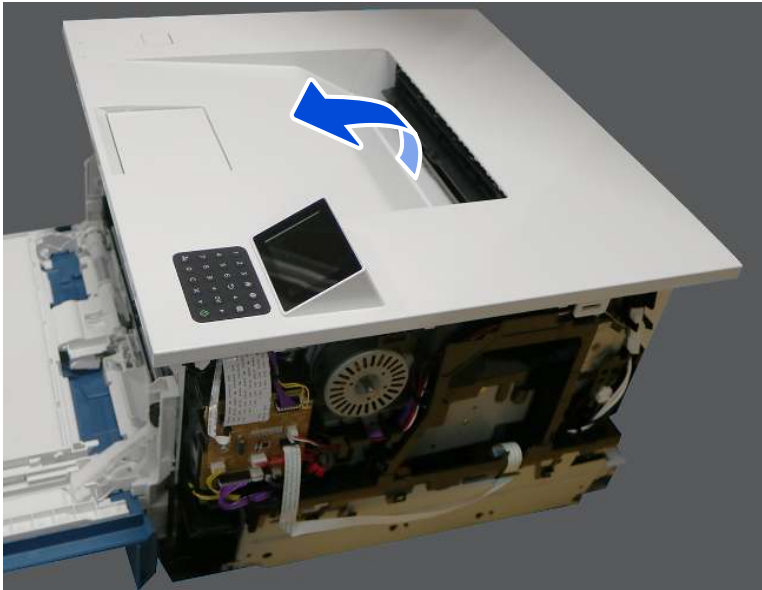
 **NOTE:** The front cover is shown installed in the figure below. However, this step is correct for removing the top cover.

Figure 4-645 Disconnect one FFC and remove one screw



4. Slide the cover from the rear of the printer toward the front to remove it.

Figure 4-646 Remove the cover



9. Remove the top cover (MFP)

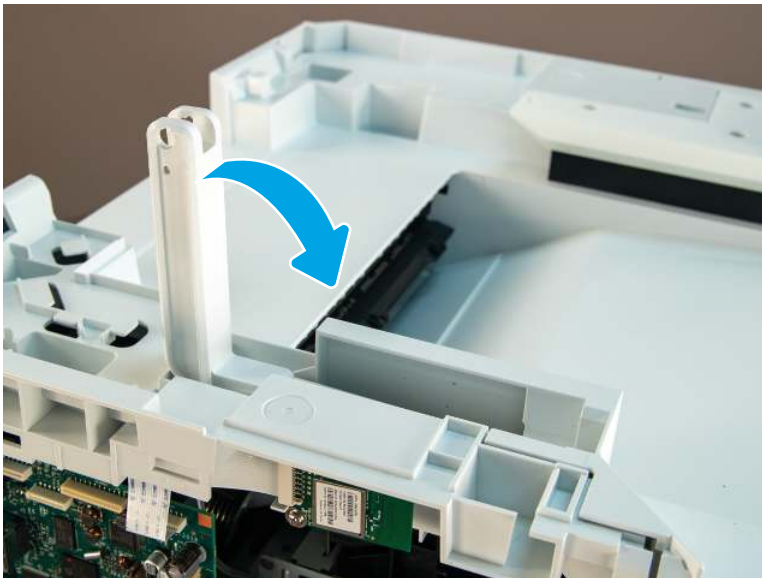
Follow the procedure below to remove and replace the top cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for an SFP printer, skip this step.

1. Close the ISA lift arm.

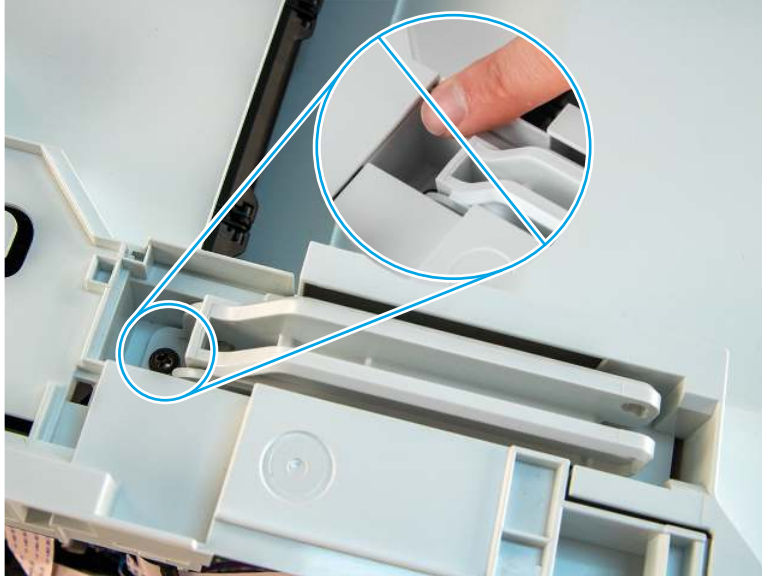
Figure 4-647 Close the ISA lift arm



2. Remove one screw.

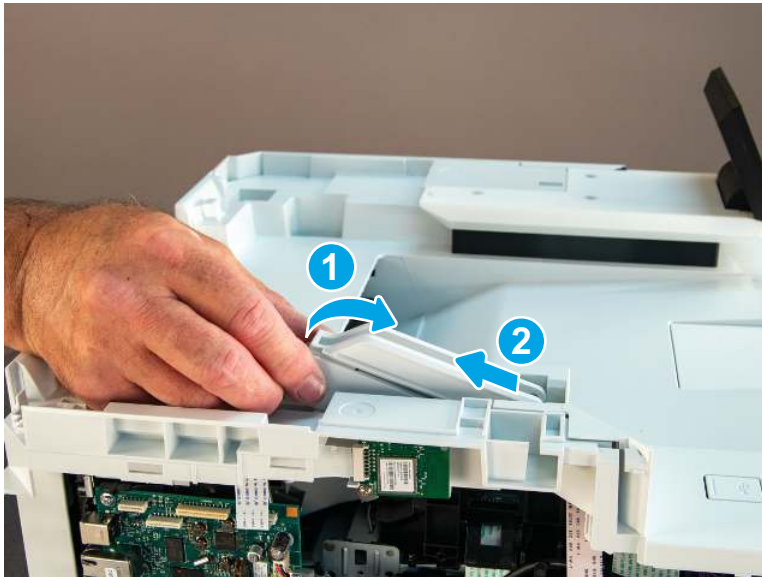
CAUTION: The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw recess when the support arm is in the closed position.

Figure 4-648 Remove one screw



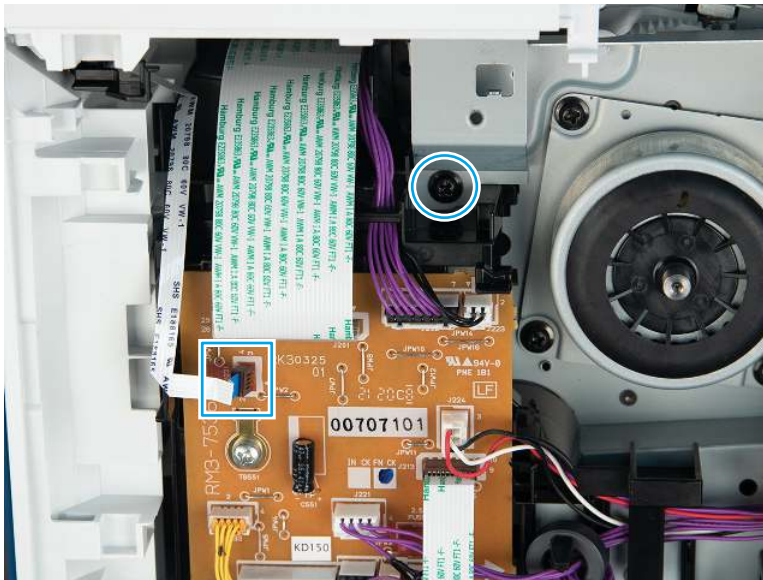
3. Rotate one end of the lift arm up (callout 1), and then slide the lift arm as shown below (callout 2) to release it. Remove the lift arm.

Figure 4-649 Remove the lift arm



4. Disconnect one FFC (power button), and then remove one screw (grounding sheet-metal plate).

Figure 4-650 Disconnect one FFC and remove one screw



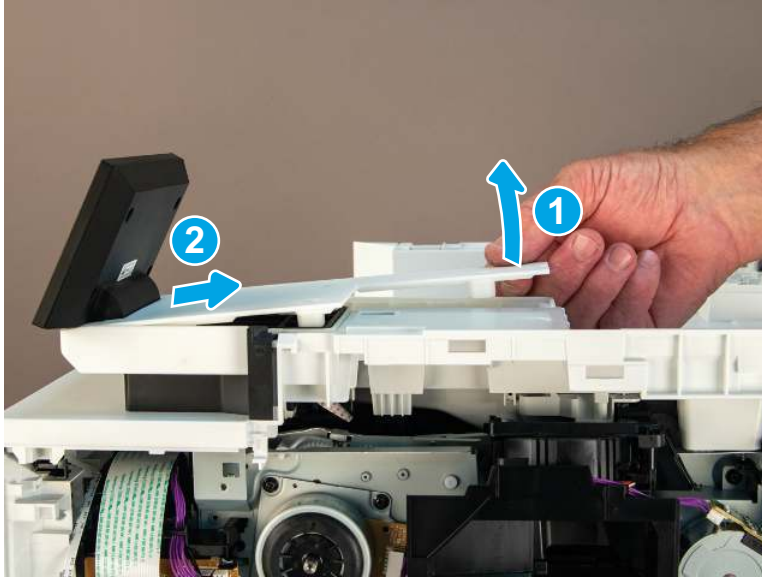
- 5.** Remove three screws.

Figure 4-651 Remove three screws



6. Release one tab and rotate one end of the base cover up (callout 1), and then slide the cover as shown (callout 2) to remove it.

Figure 4-652 Remove the cover



7. Disconnect two FFCs.

 **NOTE:** These are zero-insertion force (ZIF) connectors. To remove the FFCs, first release the locking clip on the connector, and then pull the cable straight out of the connector.

 **TIP:** For re-installation, make sure that the line of the FFC is parallel with the body.

Figure 4-653 Disconnect two FFCs



8. Remove four screws.

 **NOTE:** Two of the screws are self-tapping threads (black), and two of the screws are machine thread (silver).

Figure 4-654 Remove four screws

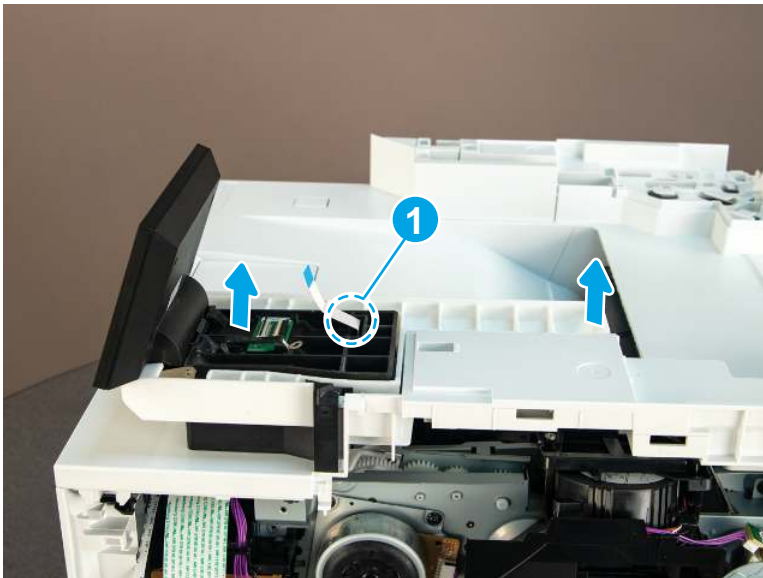


9. Lift the control panel and base straight up and off of the printer to remove them together.



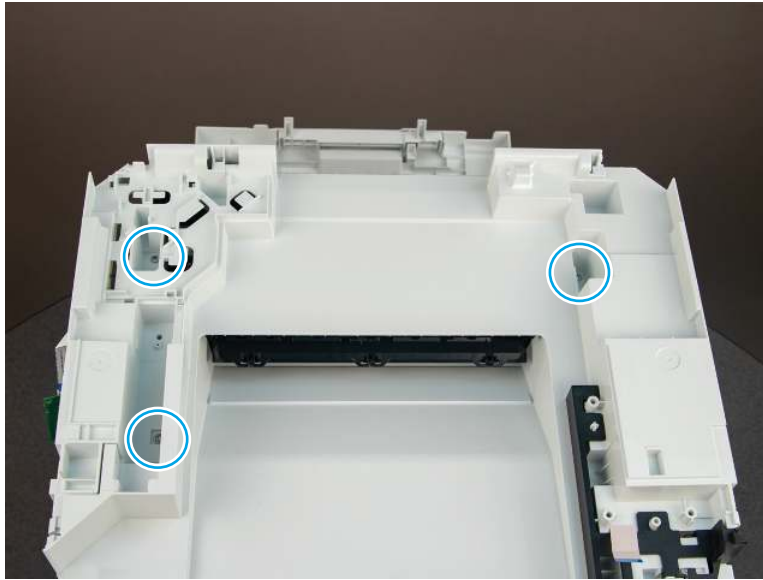
NOTE: When handling the assembly, do not lose the ferrite (callout 1).

Figure 4-655 Remove control panel and base



10. Remove three screws.

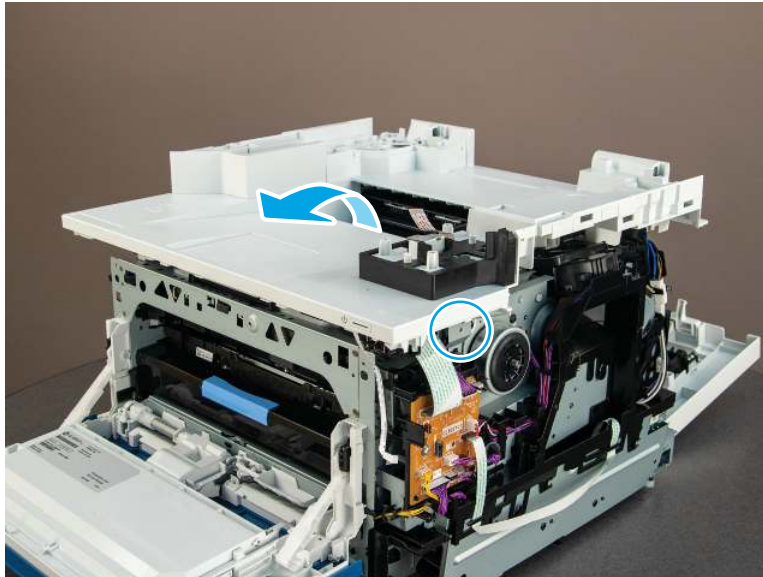
Figure 4-656 Remove three screws



11. Slide the cover from the back of the printer to the front to remove it.

 **TIP:** Slightly move the control-panel ground bracket (circled) back and forth to help release the top cover.

Figure 4-657 Remove the cover



12. **When the cover is reinstalled:** Make sure the front USB assembly is correctly positioned under the cover.

Figure 4-658 Front USB assembly



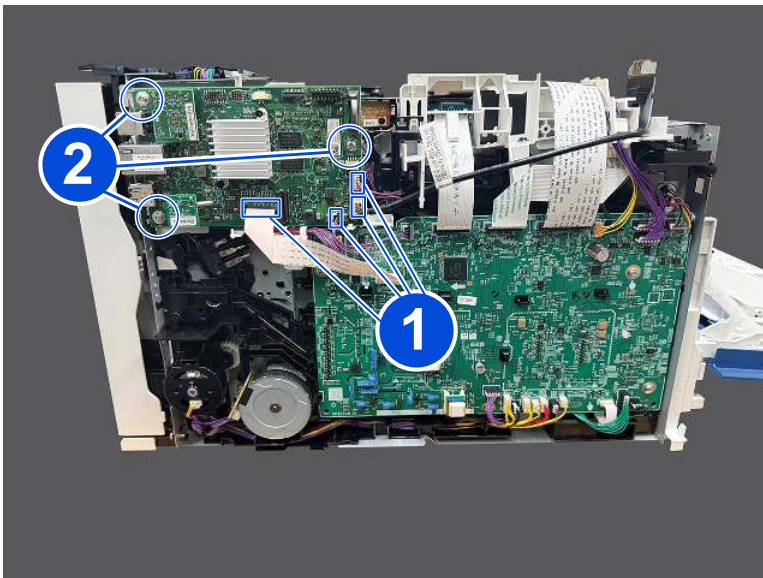
10. Remove the formatter PCB (SFP)

Follow the procedure below to remove and replace the formatter PCB.

 **CAUTION:**  ESD sensitive part.

1. Disconnect one flat-flex cable and four connectors (callout 1) and remove three screws (callout 2) on the formatter PCB.

Figure 4-659 Disconnect connectors and remove screws from PCB



2. Remove the formatter PCB.

 **Reinstallation tip:** If a replacement formatter is being installed, make sure to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The formatter must be paired with the ECU/DCC to be functional.

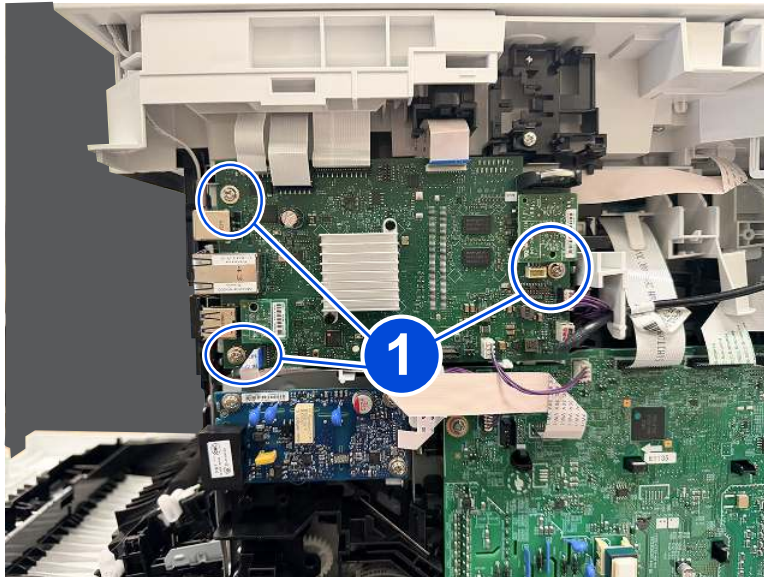
11. Remove the formatter PCB (MFP)

Follow the procedure below to remove and replace the formatter PCB.

 **CAUTION:**  ESD sensitive part.

1. Remove three screws (callout 1), and disconnect all flat-flex cables and connectors from the formatter PCB.

Figure 4-660 Remove three screws



2. Remove the formatter PCB.

 **Reinstallation tip:** If a replacement formatter is being installed, make sure to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The formatter must be paired with the ECU/DCC to be functional.

12. Remove the Fax PCB (MFP)

Follow the procedure below to remove the fax PCB.

1. Disconnect one flat-flex cable (callout 1) from the formatter PCB, and remove three screws (callout 2) from the fax PCB.

Figure 4-661 Remove the fax PCB



2. Remove the fax PCB.

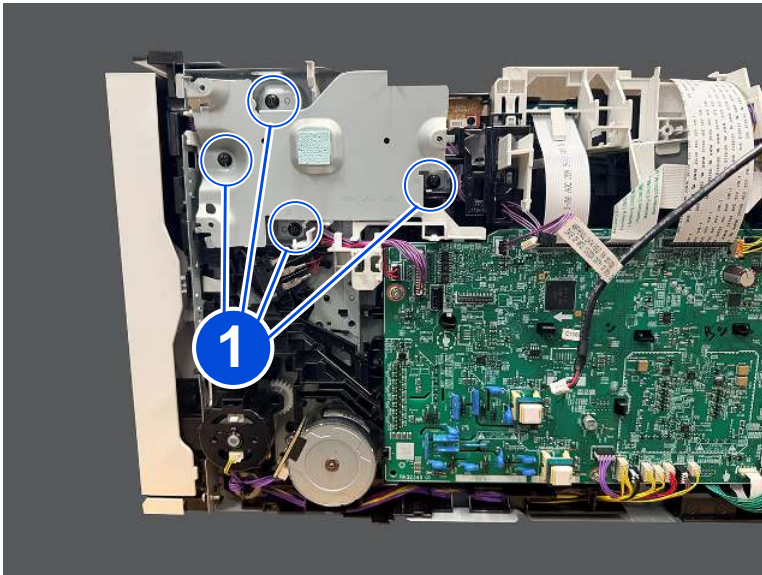
13. Remove the formatter PCB bracket

Follow the procedure below to remove and replace the formatter PCB bracket.

 **CAUTION:**  ESD sensitive part.

1. Remove four screws (callout 1) on the formatter PCB bracket.

Figure 4-662 Remove four screws



2. Remove the formatter PCB bracket.

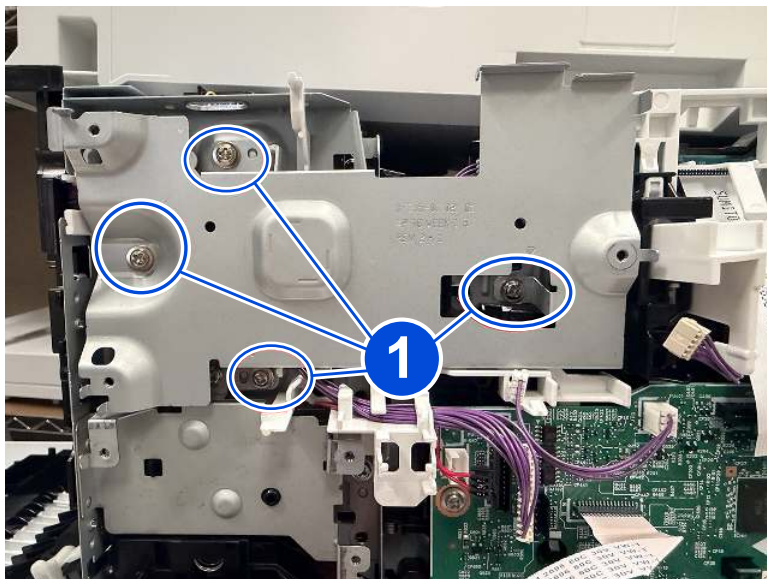
14. Remove the formatter and fax PCB brackets

Follow the procedure below to remove and replace the formatter PCB.

 **CAUTION:**  ESD sensitive part.

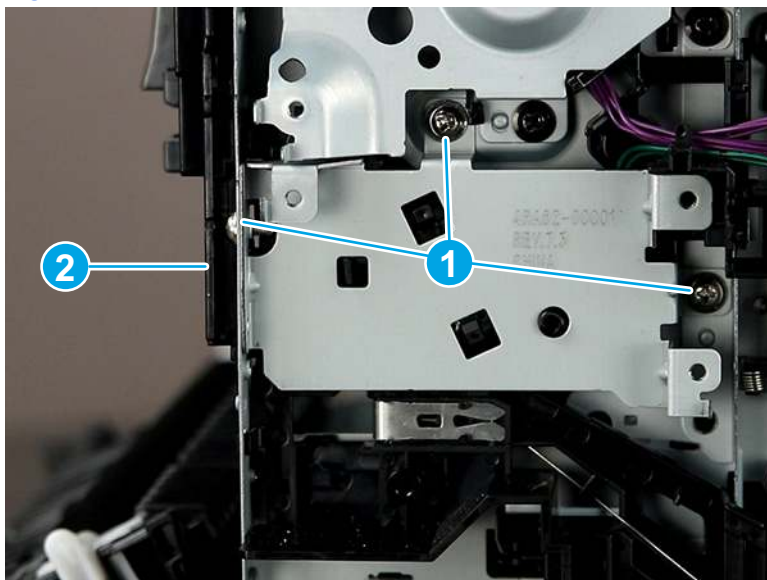
1. Remove four screws (callout 1), and then the formatter sheet-metal mounting bracket.

Figure 4-663 Remove four screws



2. Remove three screws (callout 1), and then remove the fax sheet-metal mounting bracket.

Figure 4-664 Remove the fax PCB bracket



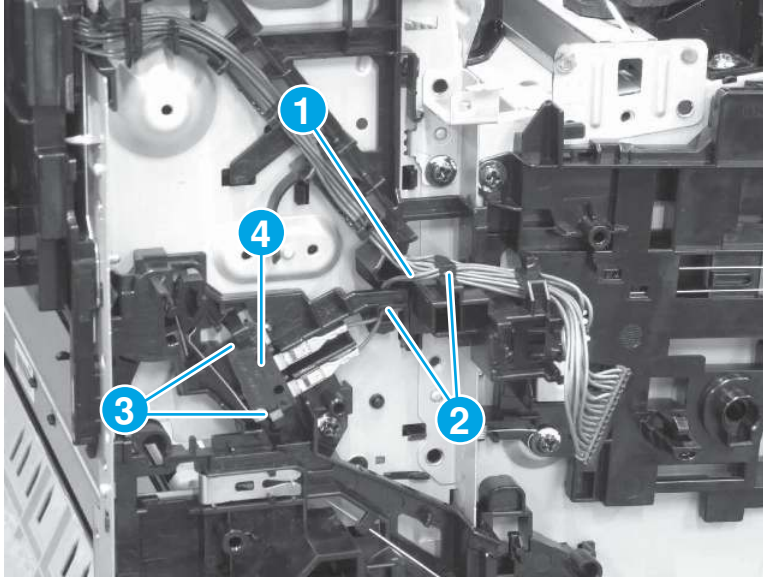
15. Remove the interlock holder assembly

Follow the procedure below to remove and replace the interlock holder assembly.

1. Release the cable (callout 1) from the guides (callout 2), release two tabs (callout 3), and then separate the interlock switch (callout 4) from the holder.

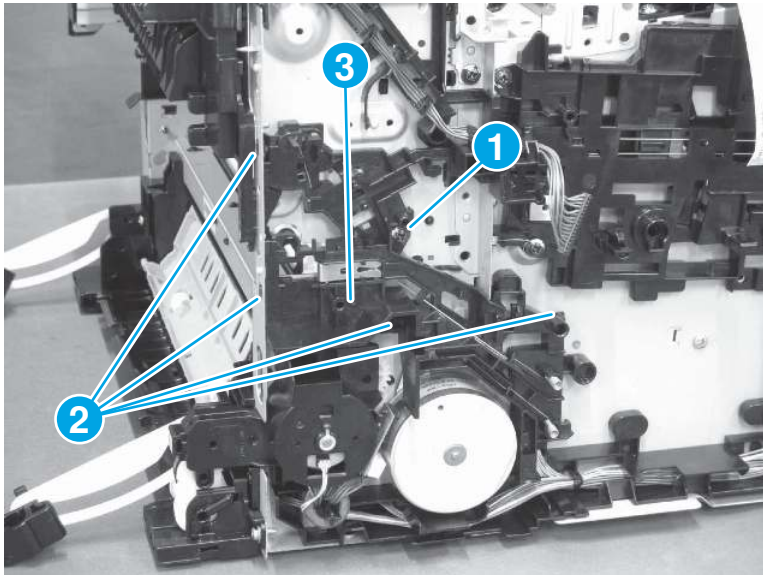
CAUTION: Do not attempt to completely remove the interlock switch. It is still connected to the wire cables.

Figure 4-665 Separate the interlock switch from the holder



2. Remove one screw (callout 1), release four tabs (callout 2), and then remove the interlock holder assembly (callout 3).

Figure 4-666 Remove the interlock holder assembly

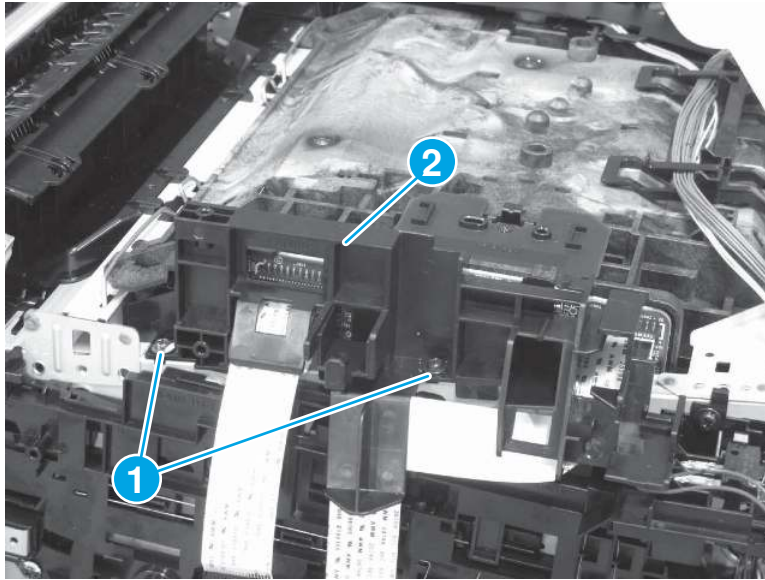


16. Remove the PCB holder assembly

Follow the procedure below to remove and replace the PCB holder assembly.

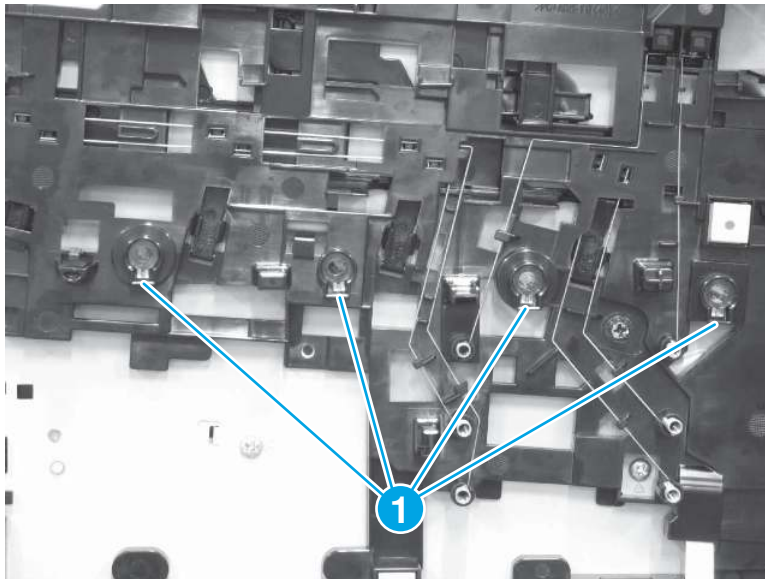
1. Remove two screws (callout 1), and then remove the guide (callout 2).

Figure 4-667 Remove the guide



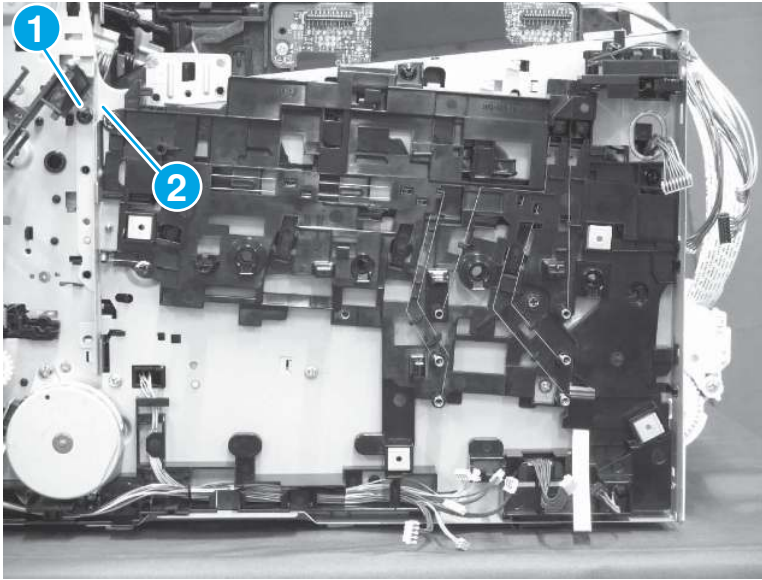
2. Remove four light guides (callout 1).

Figure 4-668 Remove four light guides



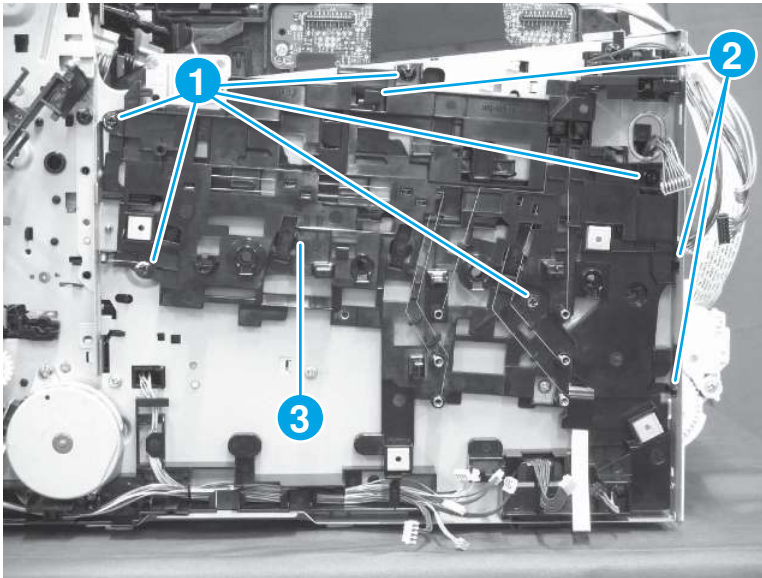
3. Remove one screw (callout 1), and then remove the sheet-metal bracket (callout 2).

Figure 4-669 Remove the bracket



4. Remove five screws (callout 1), release three tabs (callout 2), and then remove the PCB holder assembly (callout 3).

Figure 4-670 Remove the PCB holder assembly

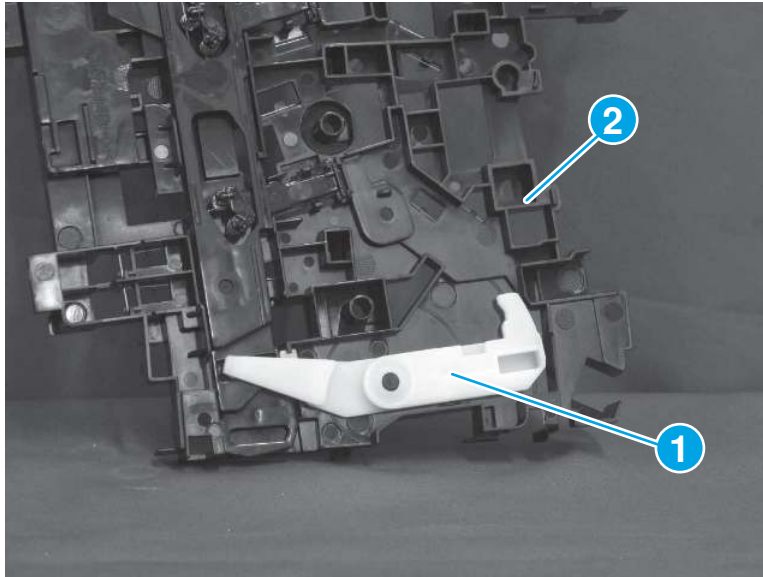


5. **For a replacement PCB holder assembly only:** Remove the rail link (callout 1) from the PCB holder assembly, and then install it on the replacement PCB assembly.



NOTE: If the rail link is not on the PCB holder assembly, check the printer chassis.

Figure 4-671 Remove the rail link



17. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



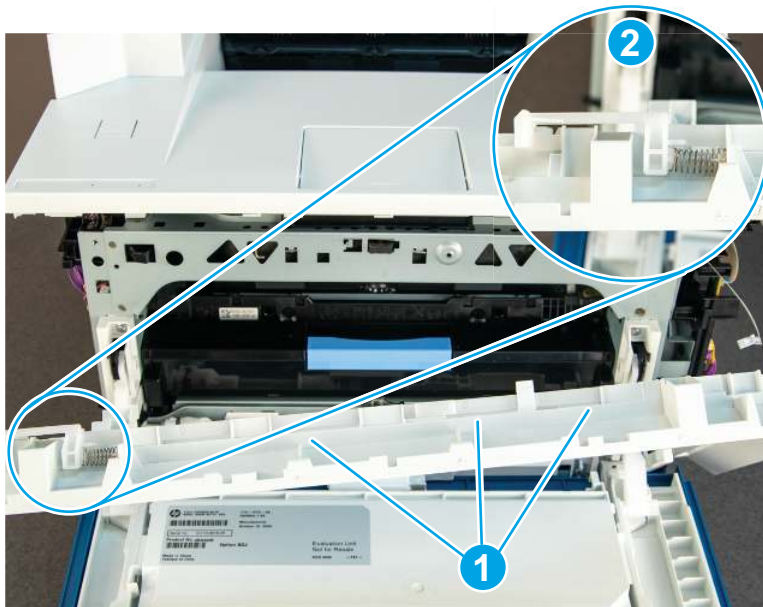
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

18. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

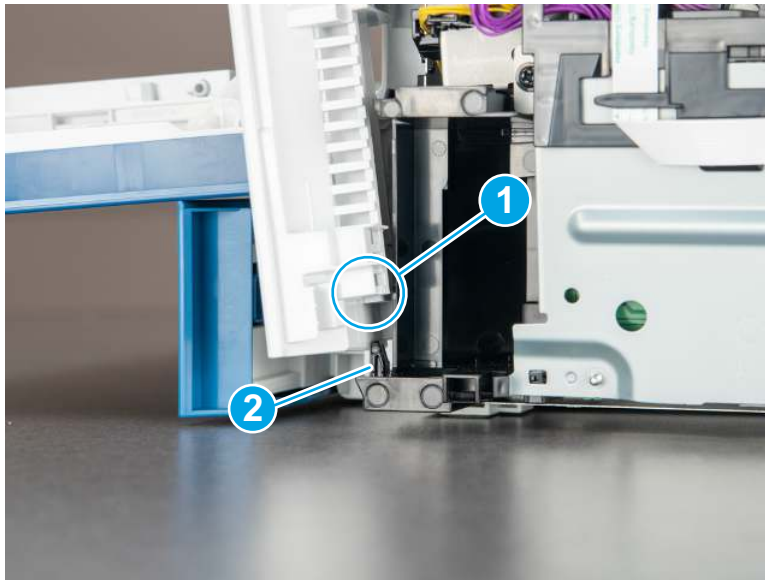
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-672 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

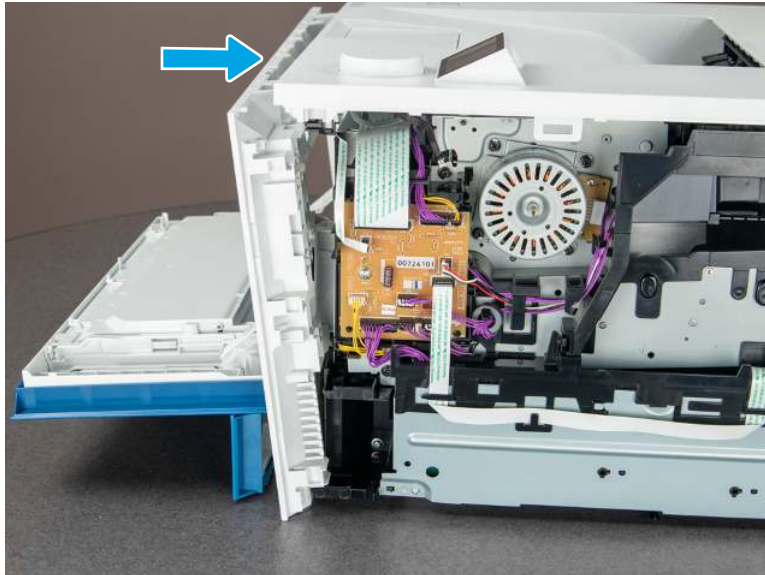
Figure 4-673 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-674 Install the cover



Removal and replacement: Density detect sensor assembly

Learn how to remove and replace the registration density sensor.

Mean time to repair: 90 minutes

Service level: Difficult

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-34 Part information

Part number	Part description
RM2-2710-000CN	Density detect sensor assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

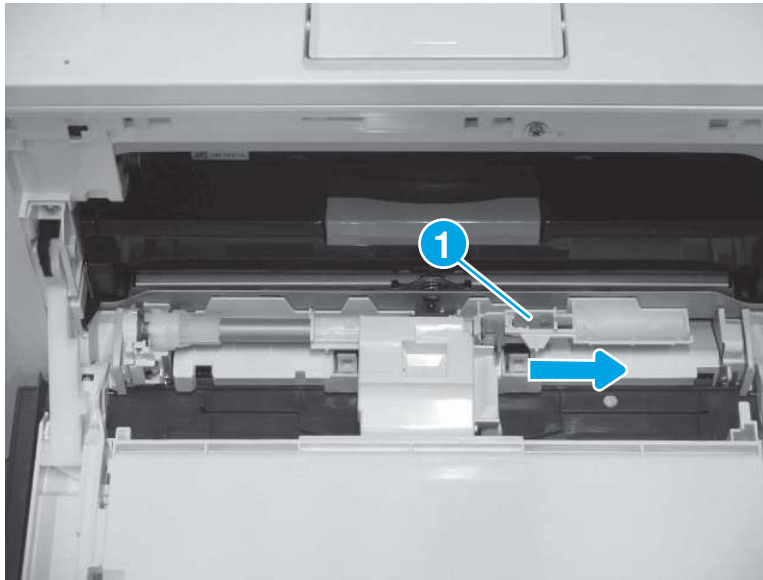
1. Remove the Tray 1 pickup roller assembly

Follow the procedure below to remove and replace the Tray 1 pickup roller assembly.

 **Reinstallation tip:** Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

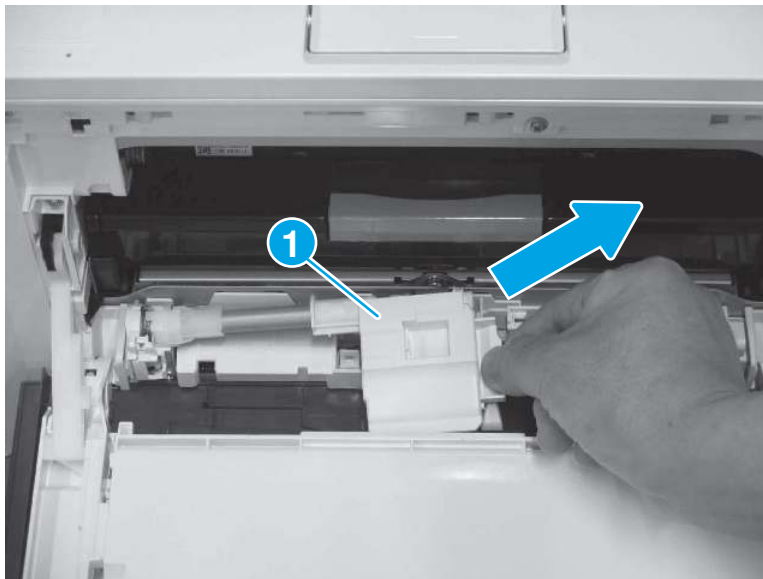
1. Open the cartridge door, and then depress the lever (callout 1) and slide it as shown below.

Figure 4-675 Release the Tray 1 pickup roller assembly



2. Slide the pickup roller assembly (callout 1) as shown below to remove it.

Figure 4-676 Remove the Tray 1 pickup roller assembly



2. Remove the intermediate transfer belt (ITB)

Follow the procedure below to remove and replace the ITB.

 **IMPORTANT:** Before ITB removal, do the following:

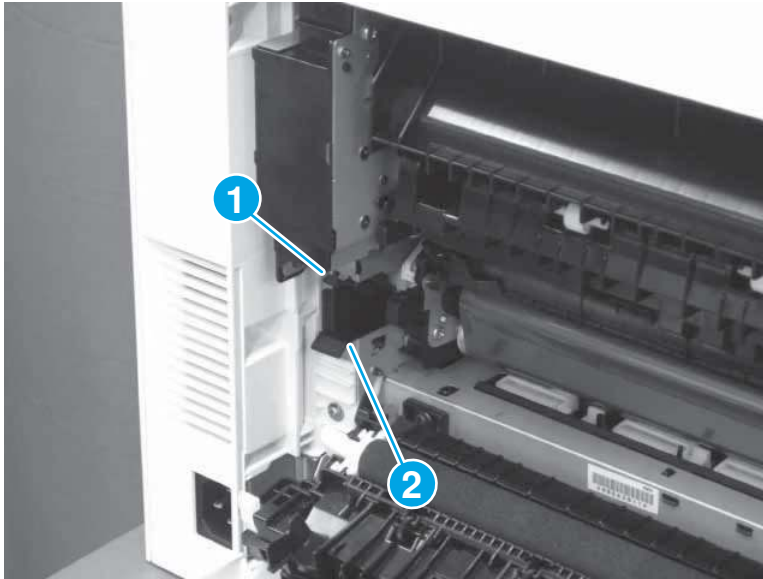
1. Make sure that the cartridge door and rear door are closed.
2. Turn the printer power on (initial rotation), and then turn the power off.
3. Open the cartridge door and rear door.

4. Pull the cartridge tray out of the printer until it stops.

Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

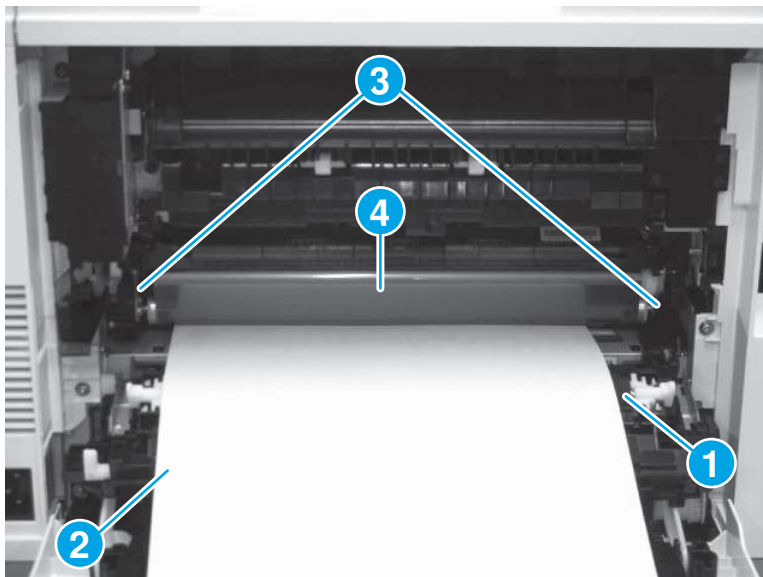
1. Press the tab (callout 1) while pulling out on the coupling release lever (callout 2).

Figure 4-677 Pull the coupling release lever out



2. Do the following:
 - a. Cover the secondary transfer (T2) roller (callout 1) with a sheet of clean paper (callout 2).
 - b. Grasp the left- and right-side ITB grips (callout 3), and then pull the ITB (callout 4) straight out of the printer to remove it.

Figure 4-678 Remove the ITB



3. Remove the left cover (SFP)

Follow the procedure below to remove and replace the left cover (SFP).



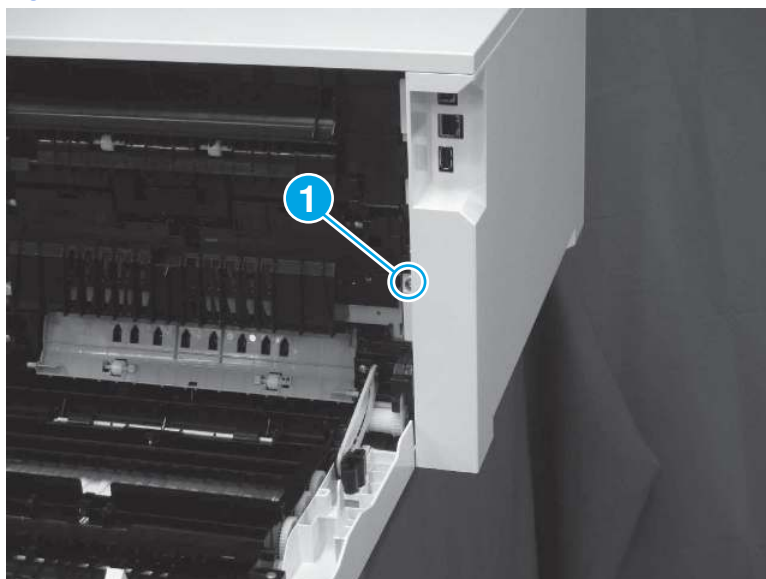
NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

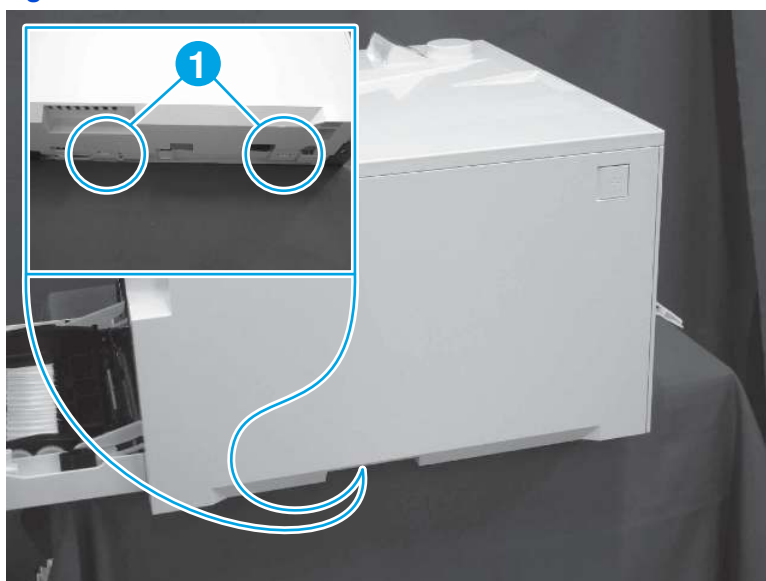
1. Remove one screw (callout 1).

Figure 4-679 Remove one screw



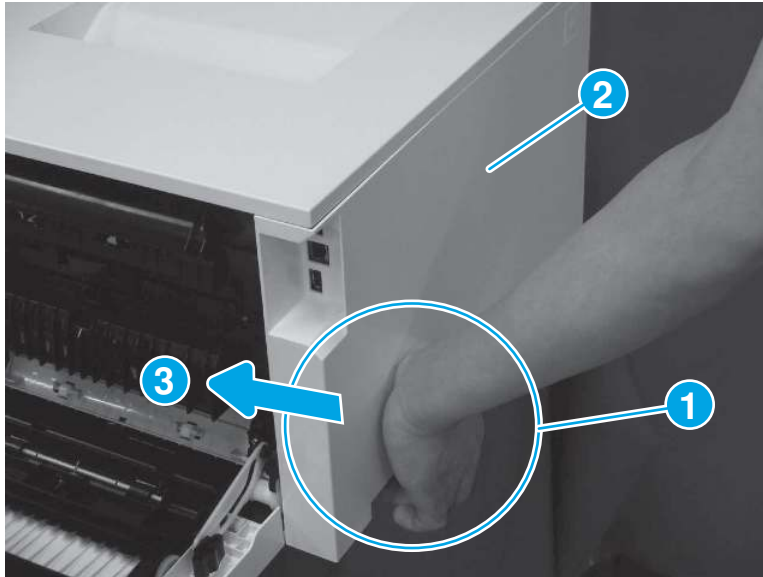
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-680 Release two tabs



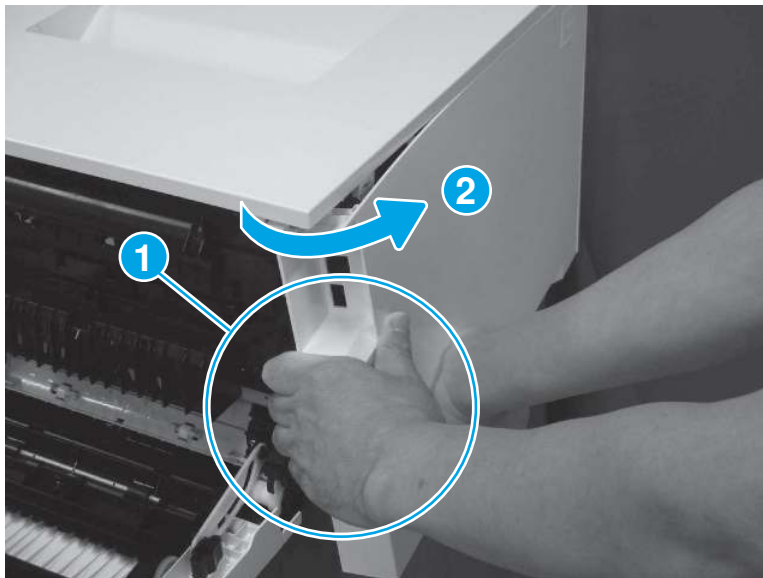
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-681 Release the rear cover corner



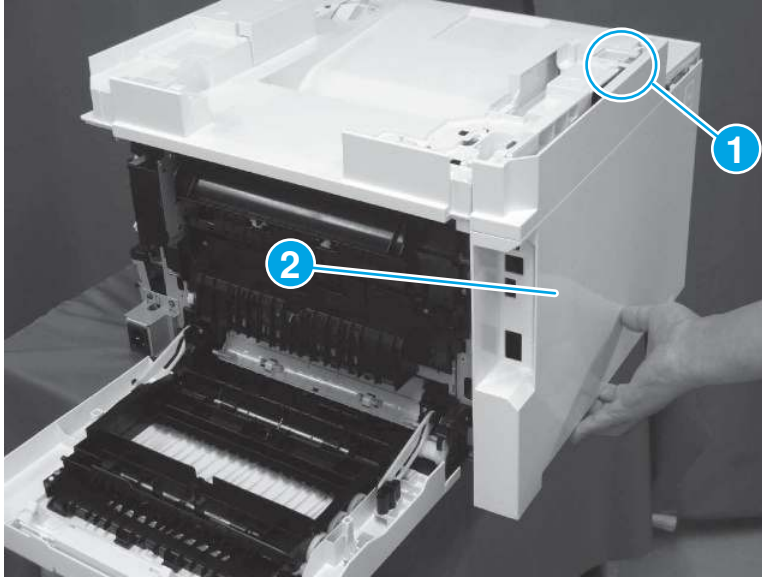
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-682 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-683 Remove the cover



4. Remove the left cover (MFP)

Follow the procedure below to remove and replace the left cover (MFP).



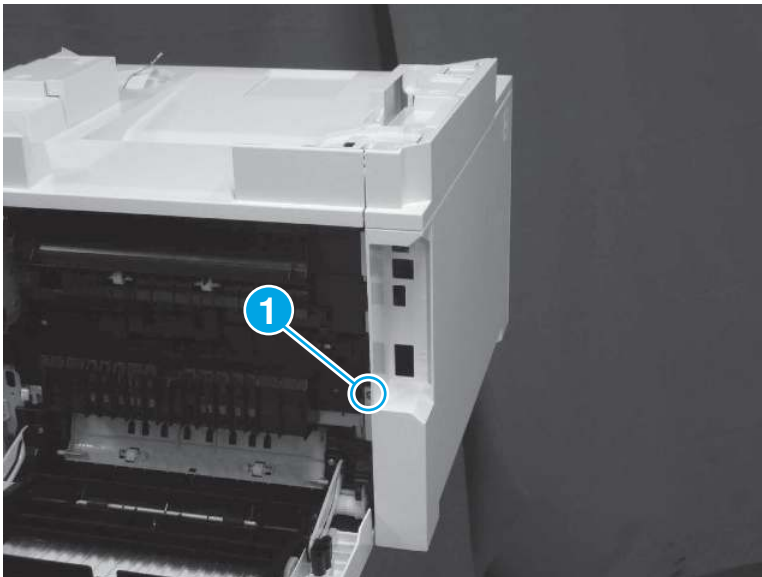
NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.



TIP: There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

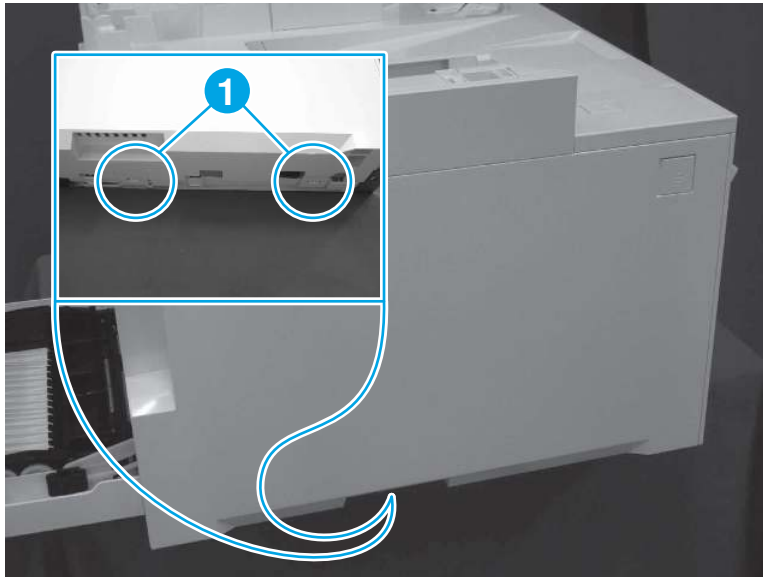
1. Remove one screw (callout 1).

Figure 4-684 Remove one screw



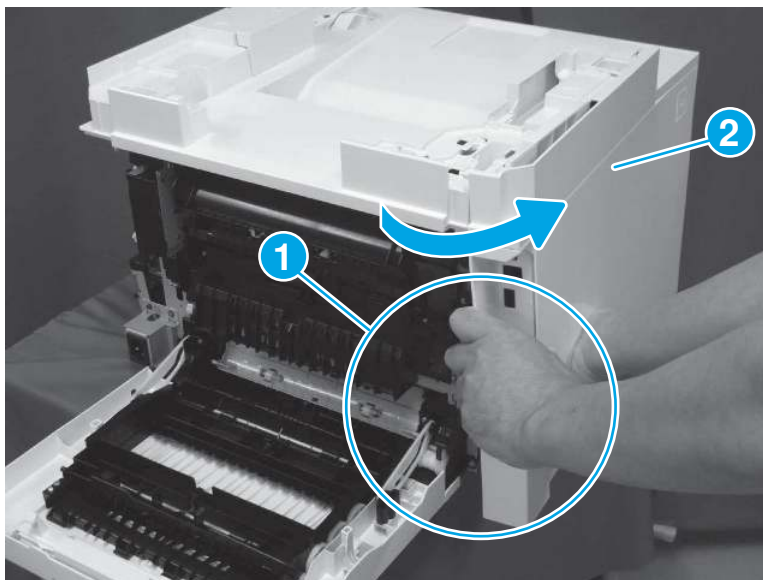
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-685 Release two tabs



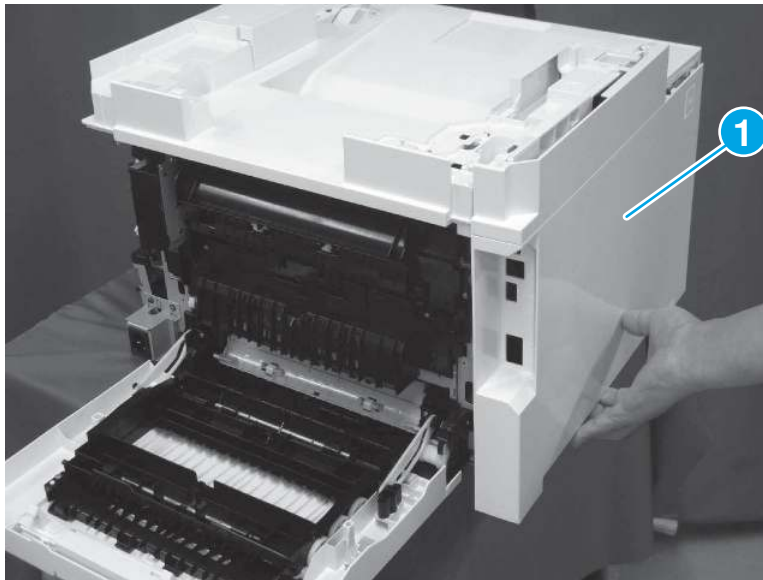
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-686 Disengage the cover corner



4. Remove the left cover (callout 1).

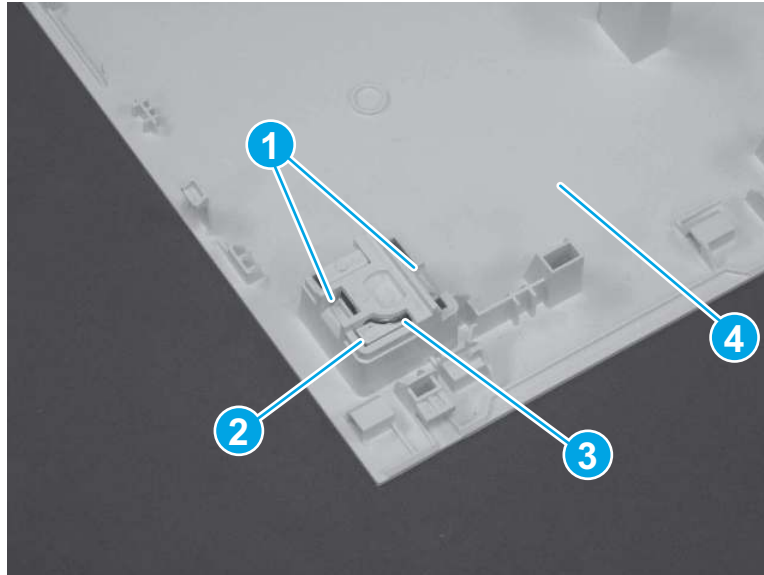
Figure 4-687 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-688 Remove the cartridge door button

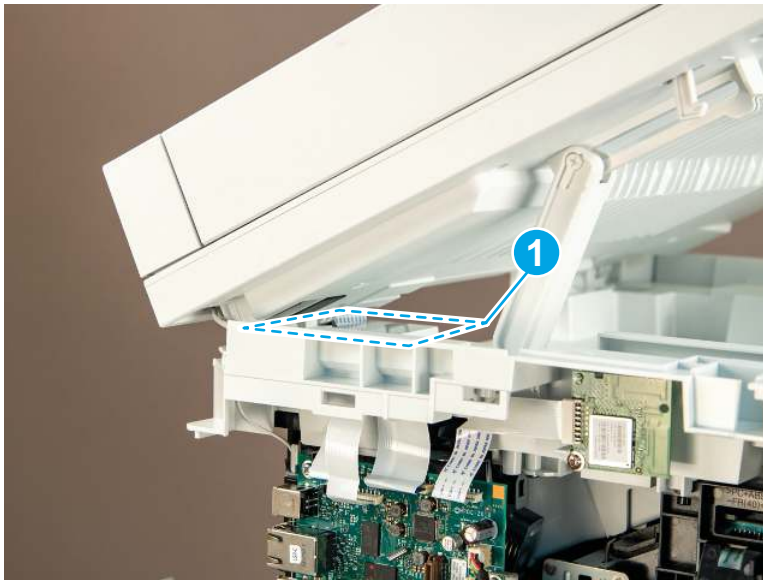


5. Remove the ISA (MFP)

Follow the procedure below to remove and replace the ISA.

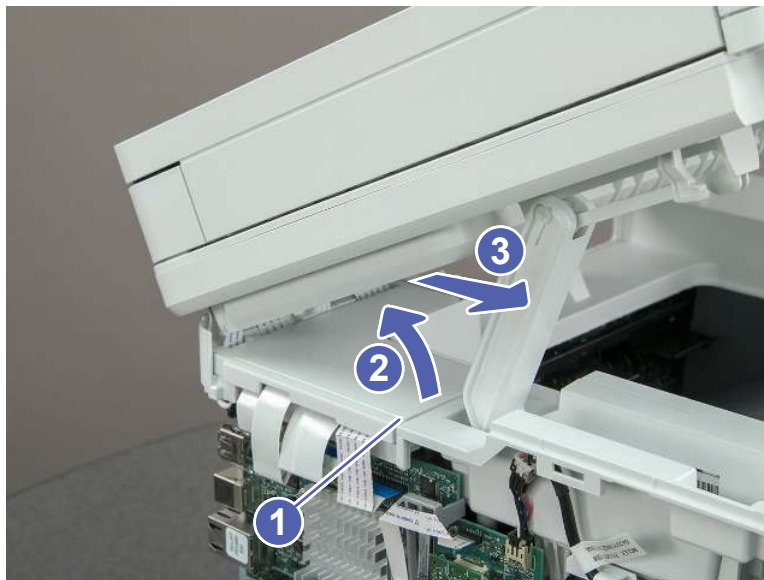
1. Open the ISA, and then remove the ISA FFC cover (callout 1).

Figure 4-689 Remove the FFC cover



- Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-690 Remove the ISA FFC cover



2. Disconnect three FFCs, and then remove one screw to release the ground cable.

Figure 4-691 Disconnect FFCs and remove screw



3. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) toward the front of the printer to release it. Remove the slider pin.

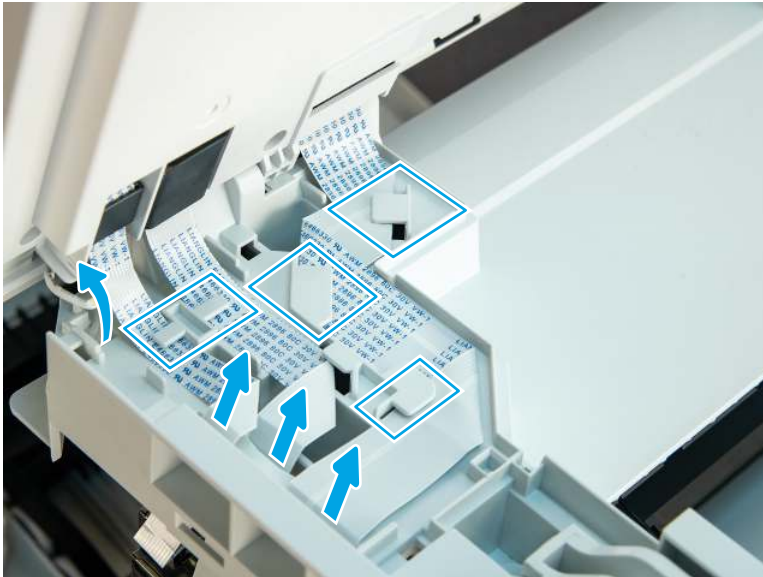
CAUTION: When the slider pin is removed, the ISA is not captive and can suddenly detach from the printer.

Figure 4-692 Remove the slider pin



4. Support the ISA, release the FFCs from the retainers, and then carefully pass the FFCs and the ground wire up through the slots in the top cover.

Figure 4-693 Release the FFCs and ground wire



5. Slide the ISA as shown in the image below to release it.

Figure 4-694 Release the ISA



6. Remove the ISA.

Figure 4-695 Remove the ISA



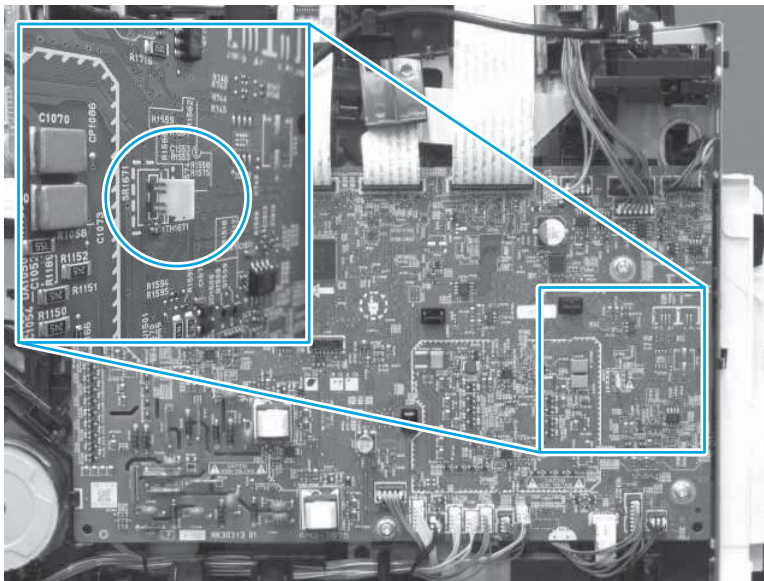
6. Remove the engine controller PCB

Follow the procedure below to remove and replace the engine controller PCB (ECU).

 **CAUTION:**  ESD sensitive part.

1. Before proceeding, take note that there is an environmental sensor mounted on the engine controller PCB. **Do not** apply pressure to this sensor to avoid damaging it.

Figure 4-696 Engine controller environmental sensor location

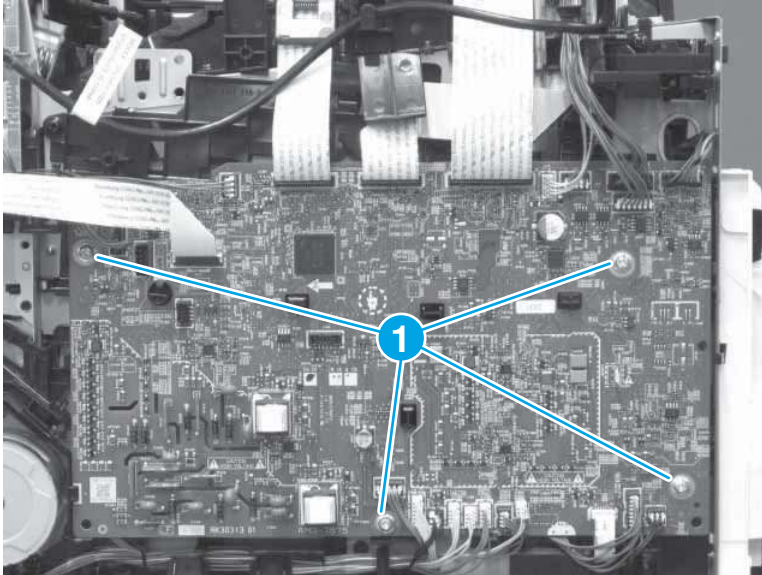


2. Disconnect all of the connectors on the engine controller PCB, and then remove four screws (callout 1).

CAUTION: Before proceeding take note of the media width sensors connectors and wire harnesses at ECU PCB locations J163 (media width sensor 2; yellow wire harness) and J165 (media width sensor 1; red wire harness). These connectors and wire harness are interchangeable. The PCB is embossed with **YELLOW** (connector J163) and **RED** (connector J165).

Make sure that the correct wire harness is plugged into the appropriate connector to avoid unexpected printer operation.

Figure 4-697 Disconnect connectors and remove screws



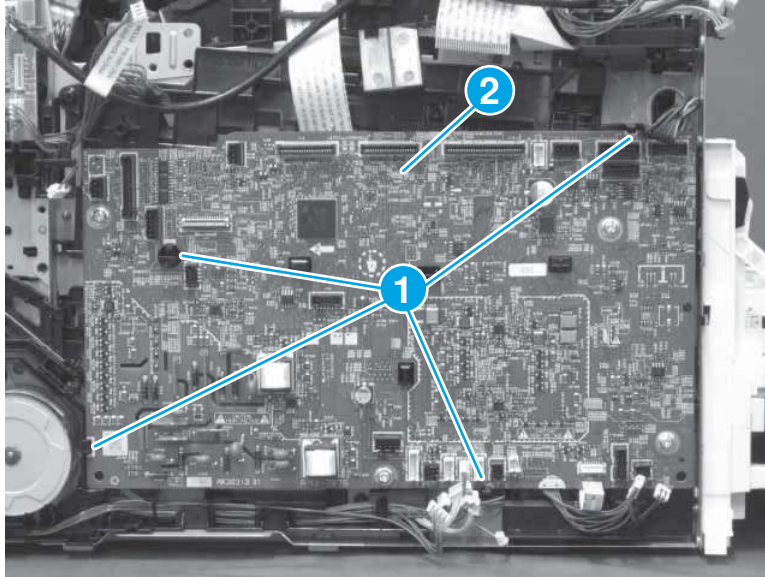
3. Release four tabs (callout 1), and then remove the engine controller PCB (callout 2).

CAUTION: There are three clear plastic light guides installed in the PCB holder behind the PCB that are not captive. Do not lose these parts when the PCB is removed.

Reinstallation tip: If a replacement formatter is being installed, **make sure** to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The ECU/DCC must be paired with the formatter to be functional.

Figure 4-698 Remove the engine controller PCB



7. Remove the right cover (SFP)

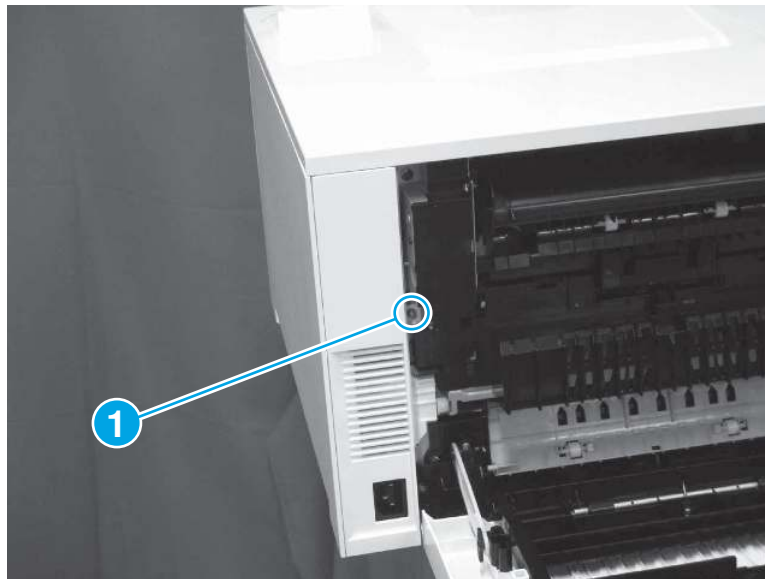
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

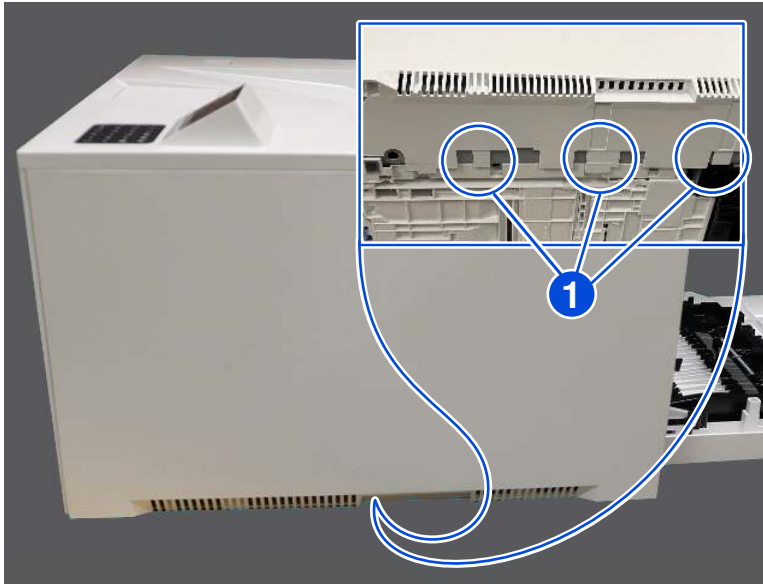
1. Remove one screw (callout 1).

Figure 4-699 Remove one screw



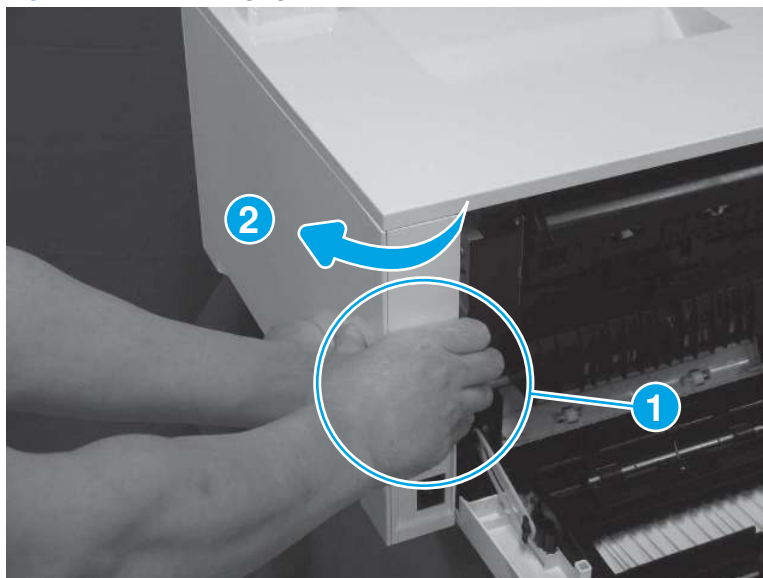
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-700 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-701 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-702 Remove the cover



8. Remove the right cover (MFP)

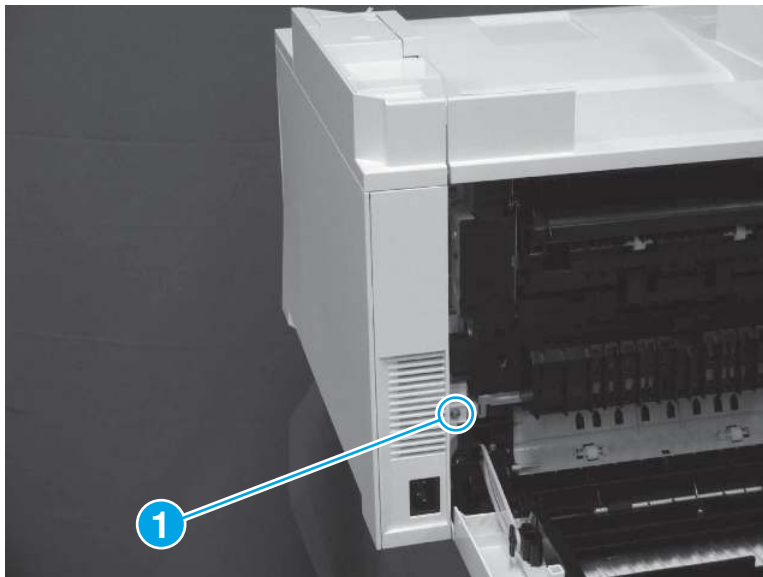
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

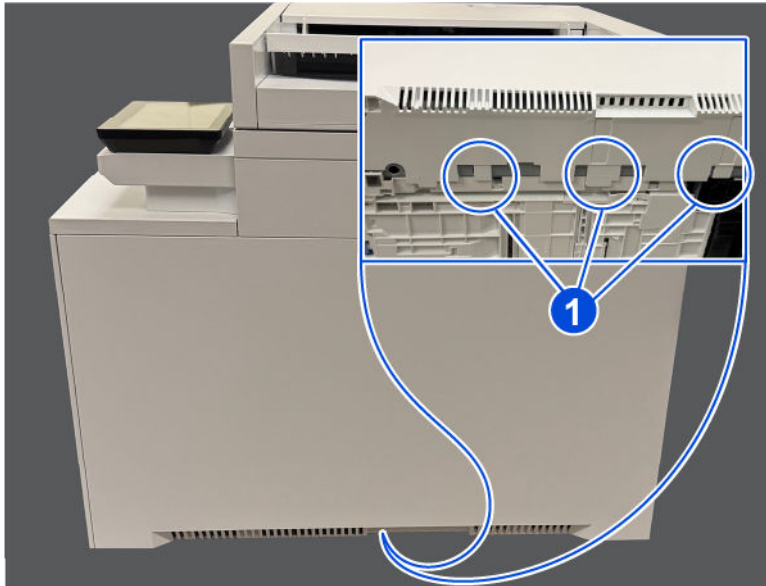
1. Remove one screw (callout 1).

Figure 4-703 Remove one screw



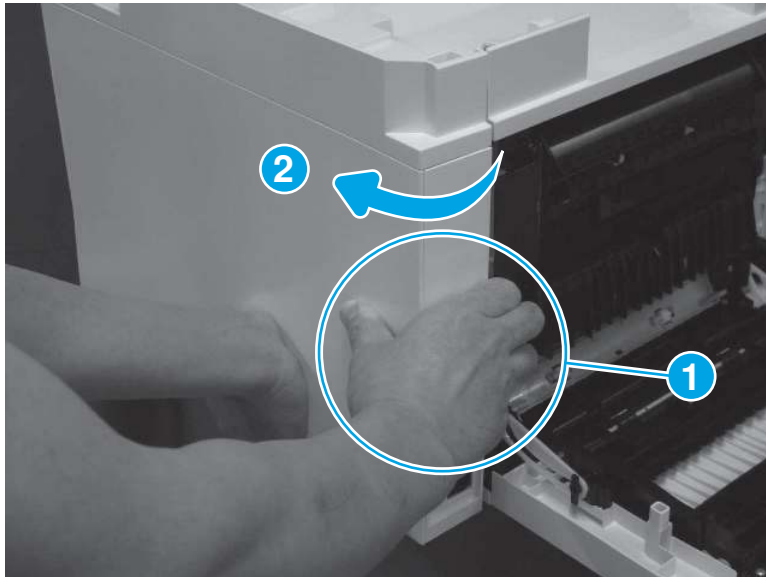
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-704 Release three tabs



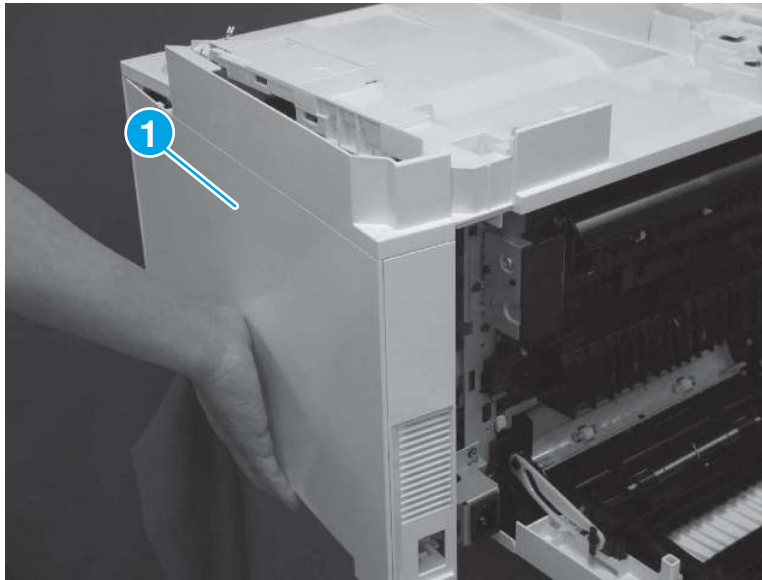
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-705 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-706 Remove the cover



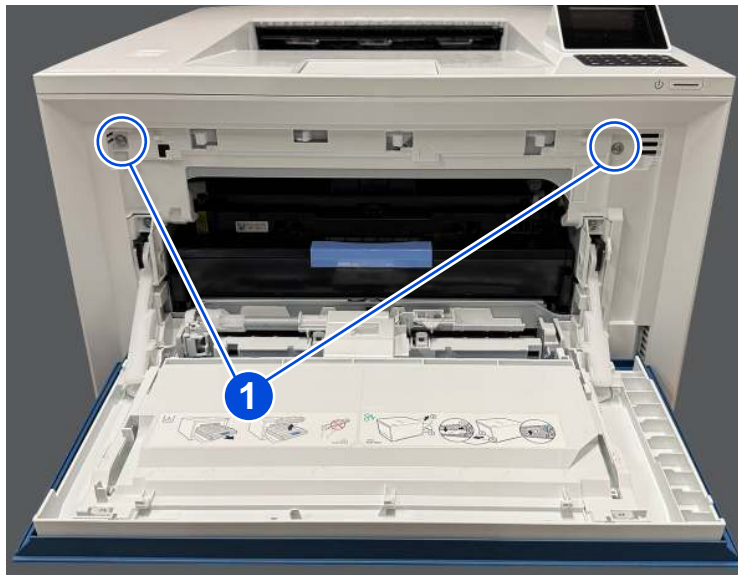
9. Remove the front cover

Follow the procedure below to remove and replace the front cover.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

1. Remove two screws (callout 1).

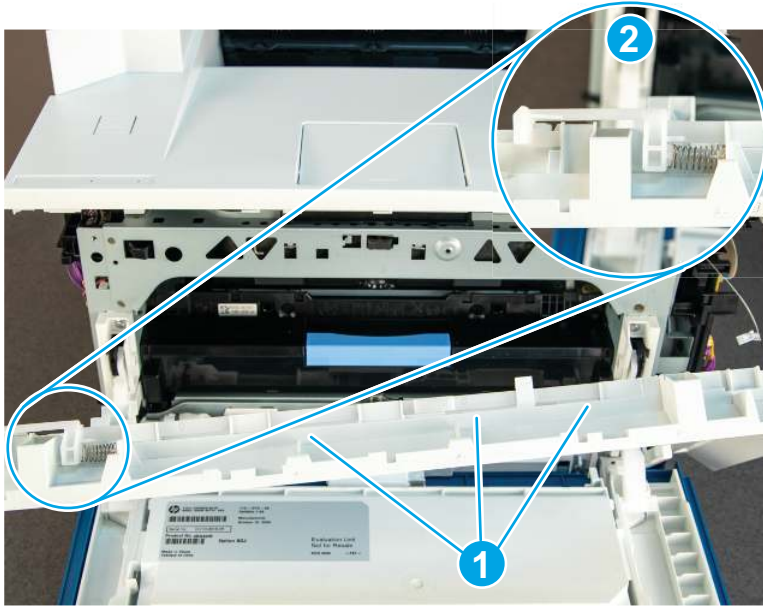


2. Before proceeding, take note of the door release arm (callout 1). This arm can be easily dislodged when the cover is removed.



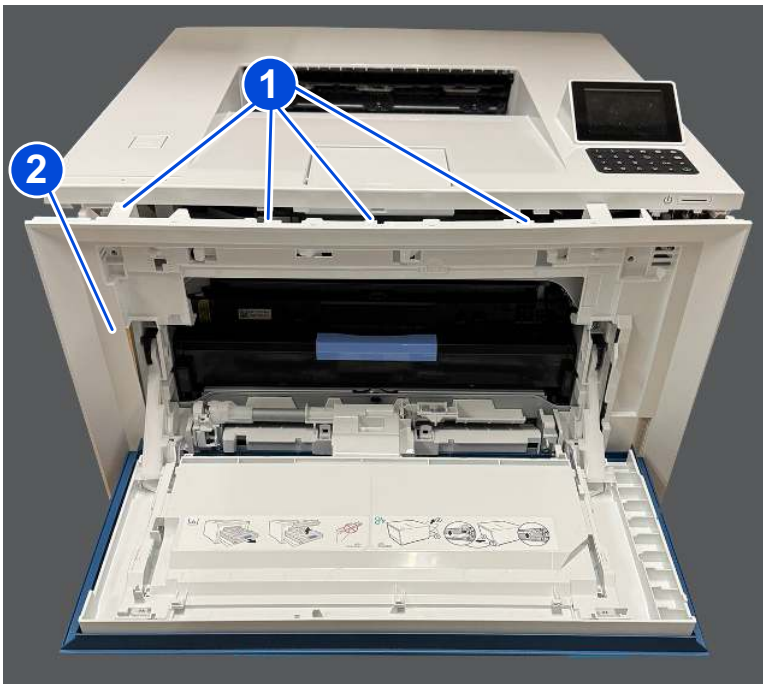
CAUTION: Do not lose the spring (callout 2) when removing the front cover.

Figure 4-707 Door release arm



3. Release four tabs (callout 1), and then remove the front cover (callout 2).

Figure 4-708 Remove the cover

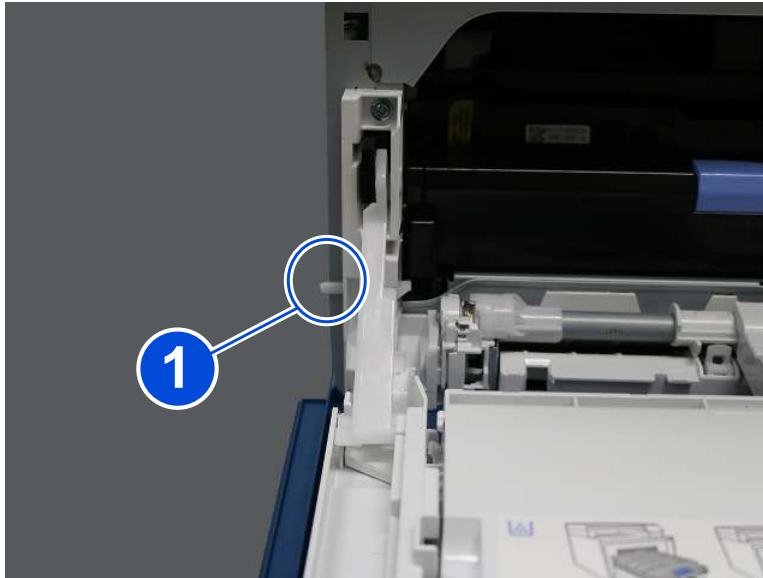


10. Remove the cartridge tray

Follow the procedure below to remove and replace the cartridge tray.

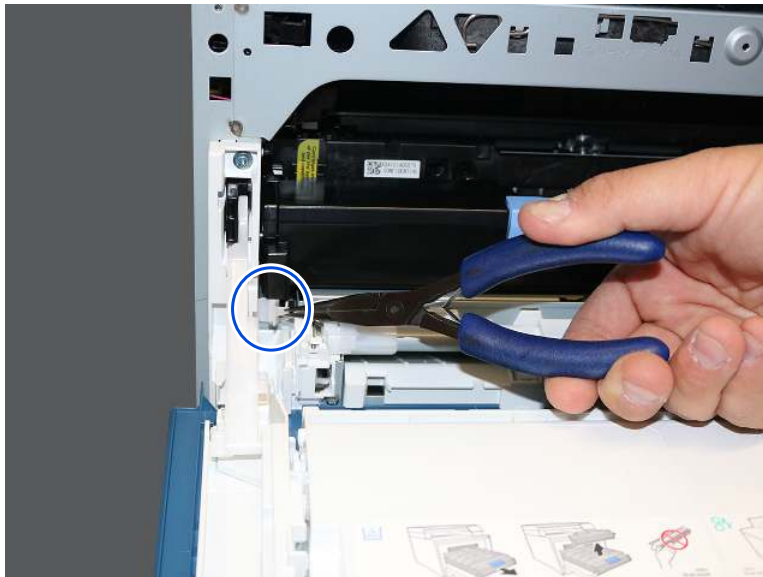
1. Release one tab (left side).

Figure 4-709 Release one tab (left side)



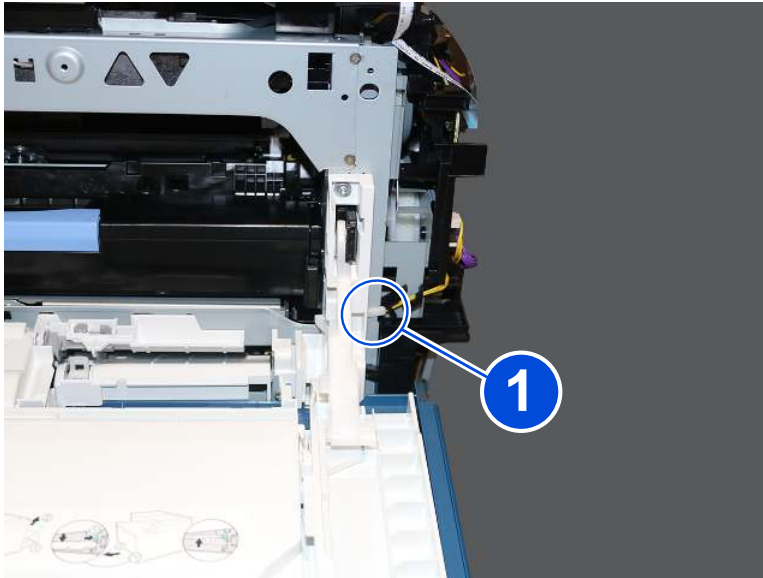
2. Use a pair of needle-nose pliers to remove the stopper (callout 1) (left side).

Figure 4-710 Remove the stopper (left side)



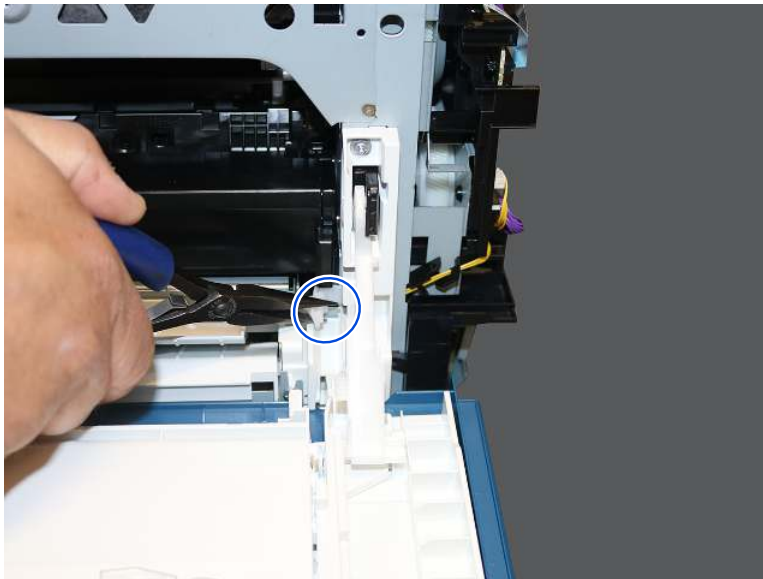
3. Release one tab (right side).

Figure 4-711 Release one tab (right side)



4. Use a pair of needle-nose pliers to remove the stopper (callout 1) (right side).

Figure 4-712 Remove the stopper (right side)

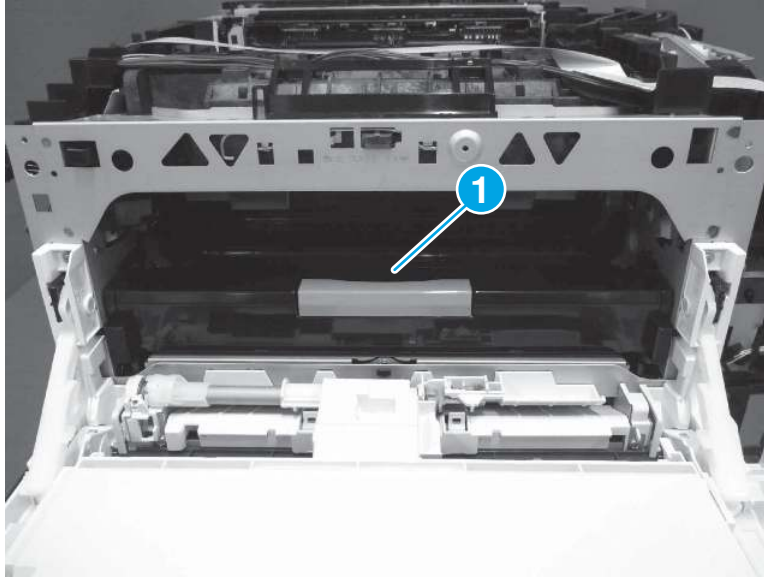


5. Pull the cartridge tray (callout 1) out of the printer to remove it.



NOTE: Slightly lift up on the front of the tray while removing it.

Figure 4-713 Remove the cartridge tray



11. Remove the top cover (SFP)

Follow the procedure below to remove and replace the top cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

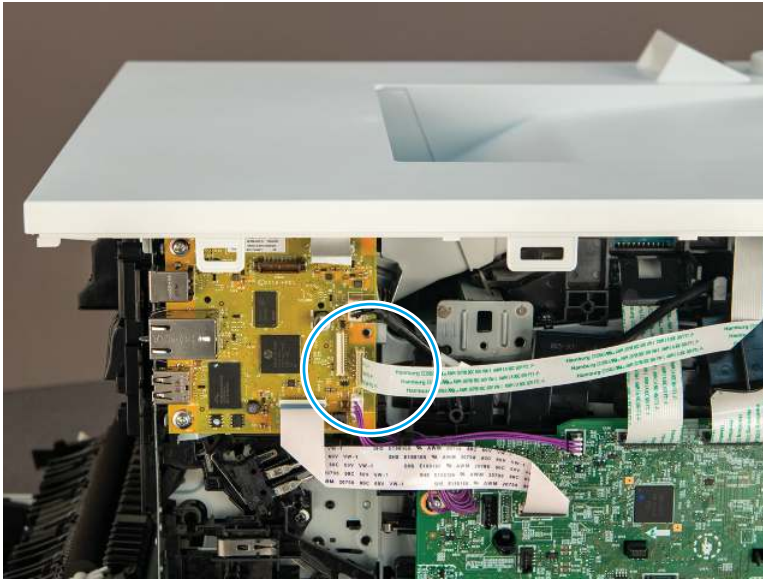
1. Disconnect one flat-flexible cable (FFC) at the top as indicated in the image.

Figure 4-714 Disconnect one flat-flexible cable



2. Disconnect one flat-flexible cable (FFC) as indicated in the image.

Figure 4-715 Disconnect one FFC

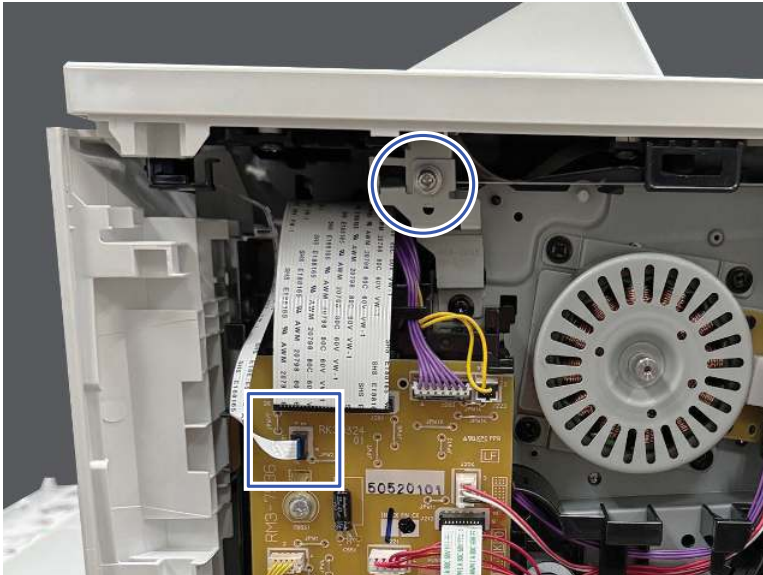


3. Disconnect one FFC, and then remove one screw to release the ground wire.



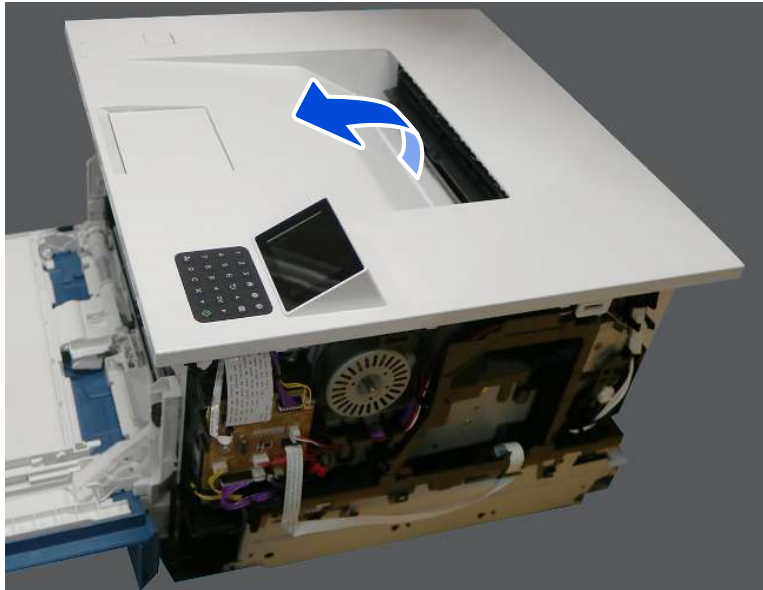
NOTE: The front cover is shown installed in the figure below. However, this step is correct for removing the top cover.

Figure 4-716 Disconnect one FFC and remove one screw



4. Slide the cover from the rear of the printer toward the front to remove it.

Figure 4-717 Remove the cover



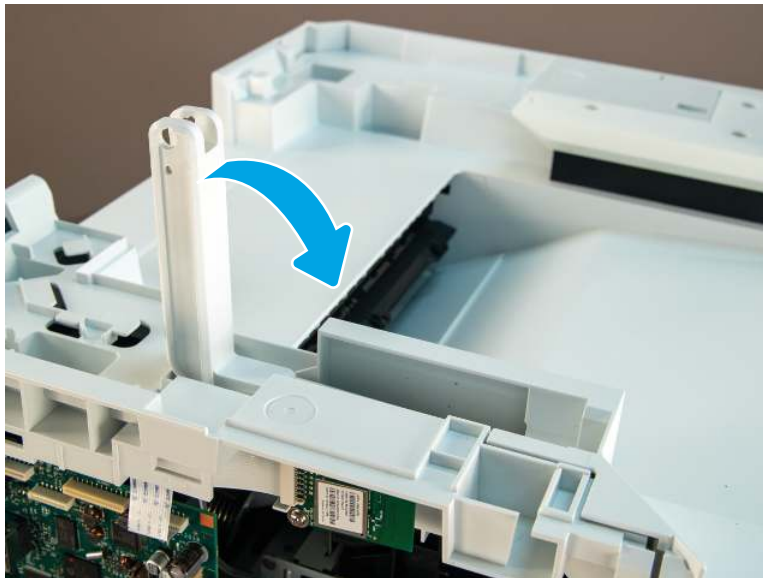
12. Remove the top cover (MFP)

Follow the procedure below to remove and replace the top cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for an SFP printer, skip this step.

1. Close the ISA lift arm.

Figure 4-718 Close the ISA lift arm



2. Remove one screw.

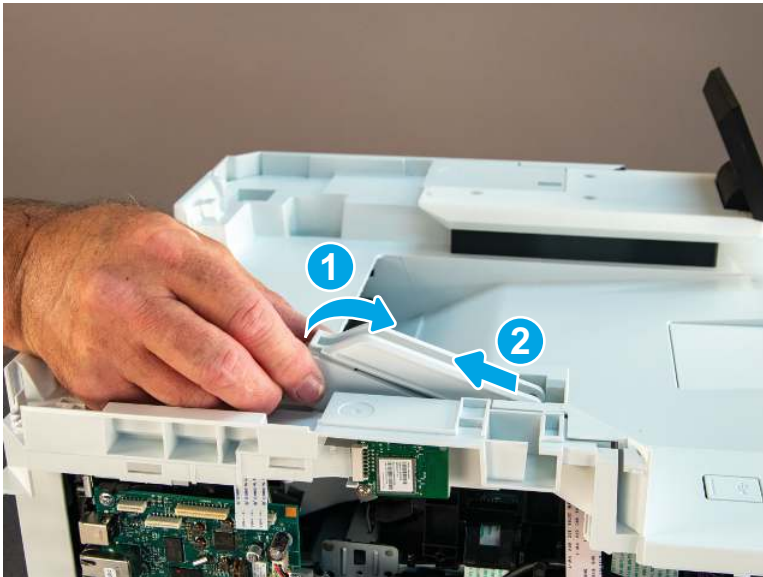
⚠ CAUTION: The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw recess when the support arm is in the closed position.

Figure 4-719 Remove one screw



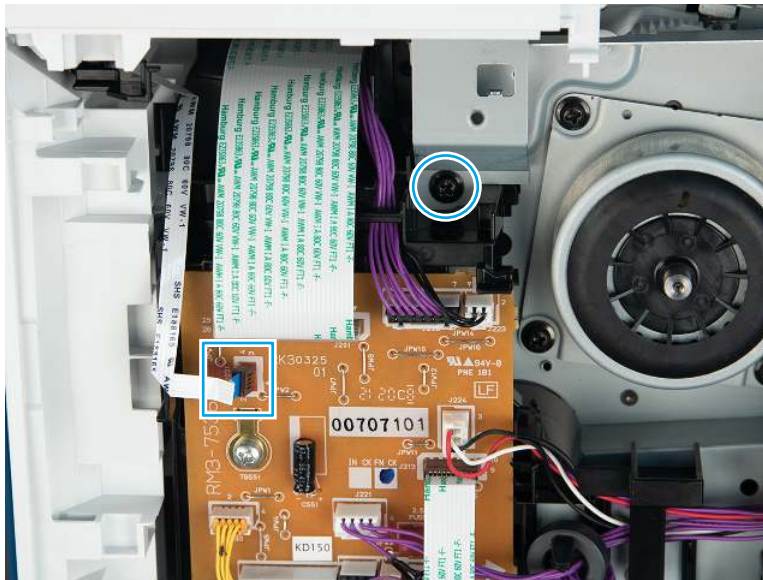
3. Rotate one end of the lift arm up (callout 1), and then slide the lift arm as shown below (callout 2) to release it. Remove the lift arm.

Figure 4-720 Remove the lift arm



4. Disconnect one FFC (power button), and then remove one screw (grounding sheet-metal plate).

Figure 4-721 Disconnect one FFC and remove one screw



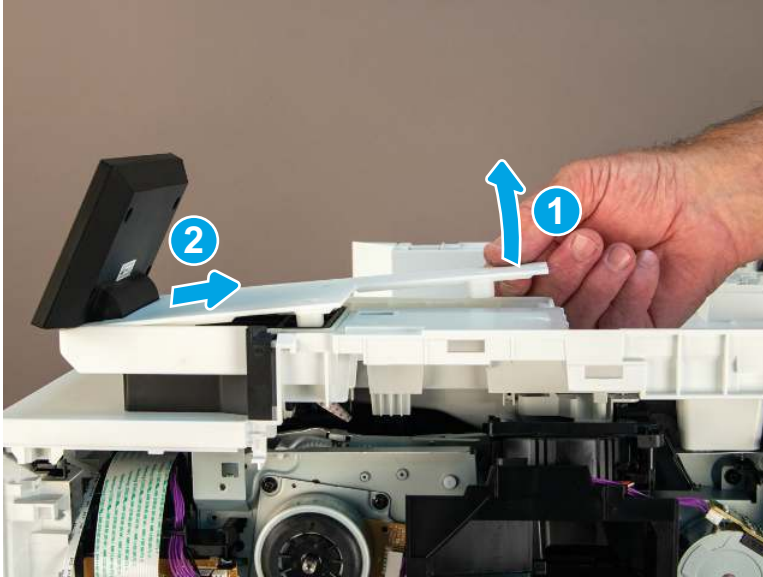
5. Remove three screws.

Figure 4-722 Remove three screws



6. Release one tab and rotate one end of the base cover up (callout 1), and then slide the cover as shown (callout 2) to remove it.

Figure 4-723 Remove the cover



7. Disconnect two FFCs.



NOTE: These are zero-insertion force (ZIF) connectors. To remove the FFCs, first release the locking clip on the connector, and then pull the cable straight out of the connector.



TIP: For re-installation, make sure that the line of the FFC is parallel with the body.

Figure 4-724 Disconnect two FFCs



8. Remove four screws.



NOTE: Two of the screws are self-tapping threads (black), and two of the screws are machine thread (silver).

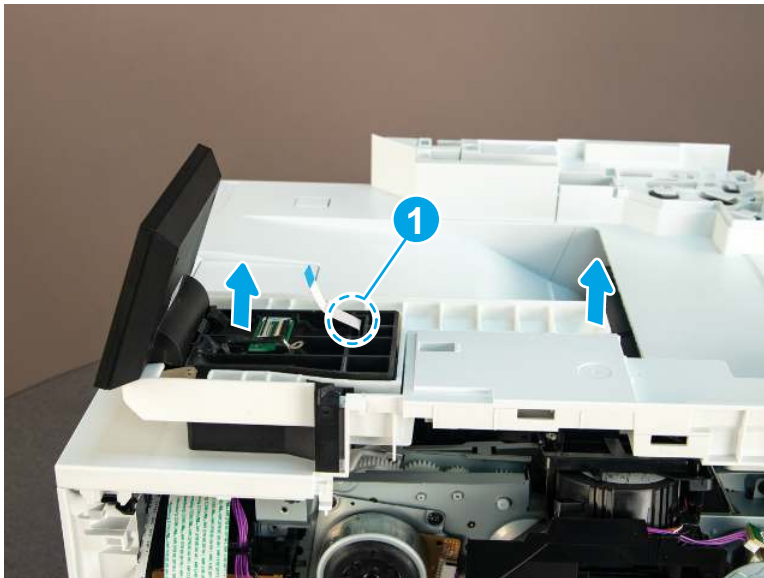
Figure 4-725 Remove four screws



9. Lift the control panel and base straight up and off of the printer to remove them together.

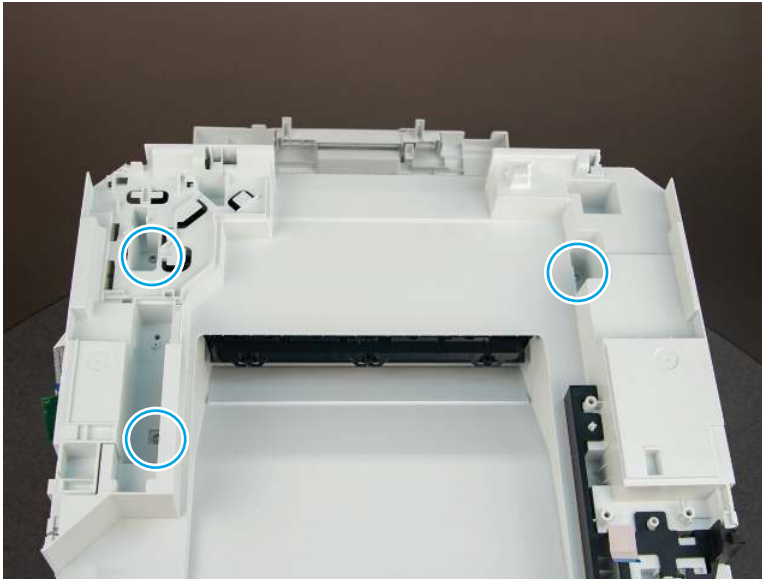
 **NOTE:** When handling the assembly, do not lose the ferrite (callout 1).

Figure 4-726 Remove control panel and base



10. Remove three screws.

Figure 4-727 Remove three screws

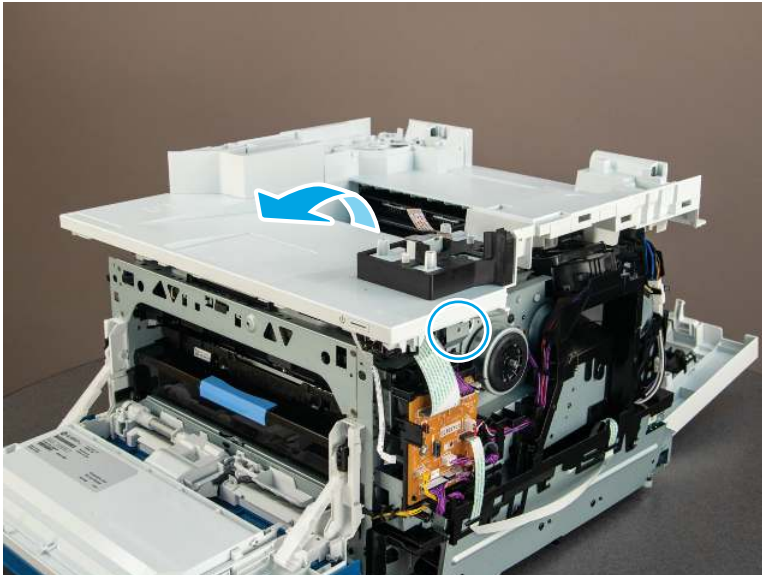


11. Slide the cover from the back of the printer to the front to remove it.



TIP: Slightly move the control-panel ground bracket (circled) back and forth to help release the top cover.

Figure 4-728 Remove the cover



12. **When the cover is reinstalled:** Make sure the front USB assembly is correctly positioned under the cover.

Figure 4-729 Front USB assembly



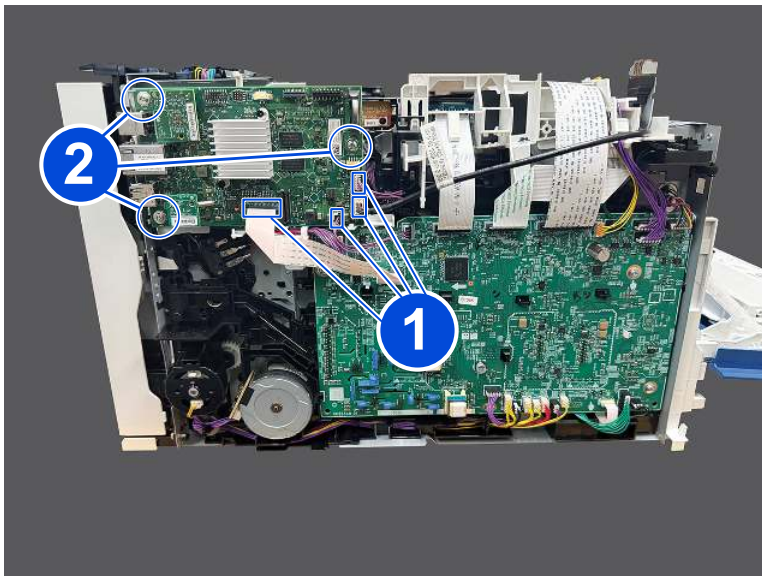
13. Remove the formatter PCB (SFP)

Follow the procedure below to remove and replace the formatter PCB.

 **CAUTION:**  ESD sensitive part.

1. Disconnect one flat-flex cable and four connectors (callout 1) and remove three screws (callout 2) on the formatter PCB.

Figure 4-730 Disconnect connectors and remove screws from PCB



2. Remove the formatter PCB.



Reinstallation tip: If a replacement formatter is being installed, make sure to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

The formatter must be paired with the ECU/DCC to be functional.

14. Remove the formatter PCB (MFP)

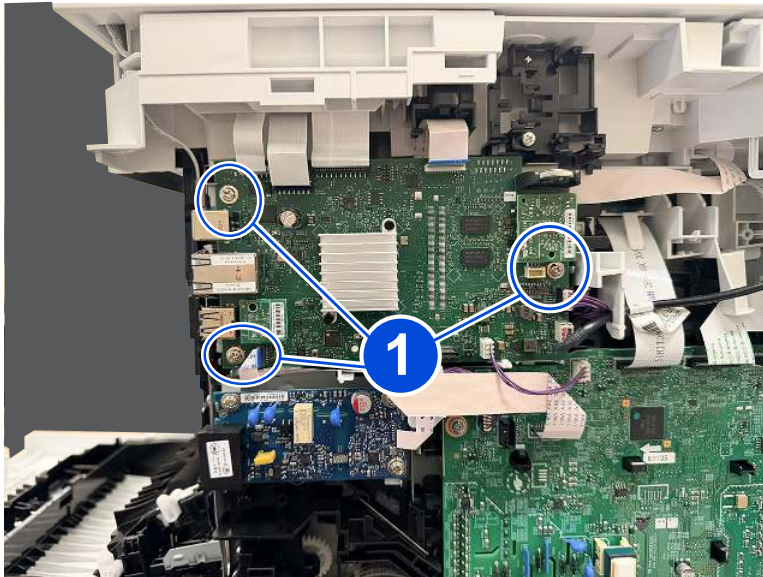
Follow the procedure below to remove and replace the formatter PCB.



CAUTION:  ESD sensitive part.

1. Remove three screws (callout 1), and disconnect all flat-flex cables and connectors from the formatter PCB.

Figure 4-731 Remove three screws



2. Remove the formatter PCB.



Reinstallation tip: If a replacement formatter is being installed, make sure to read and follow the special installation instructions in the topic (located immediately after the unpack and recycle step).

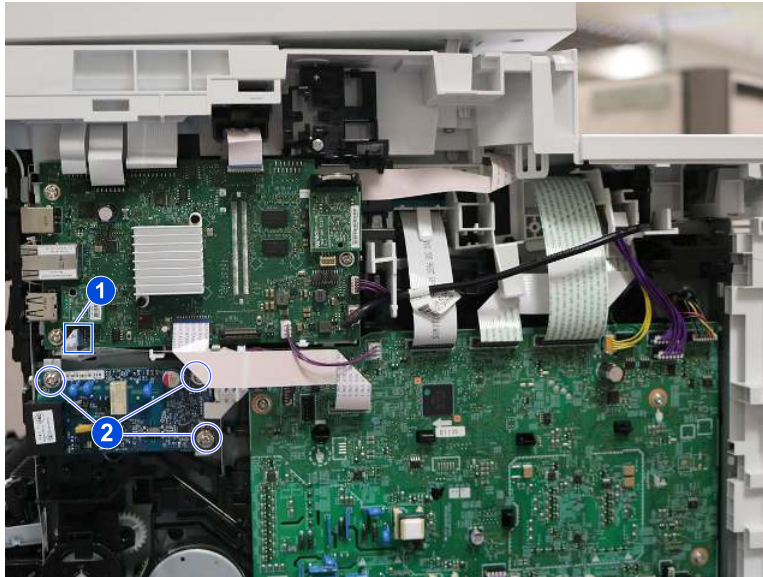
The formatter must be paired with the ECU/DCC to be functional.

15. Remove the Fax PCB (MFP)

Follow the procedure below to remove the fax PCB.

1. Disconnect one flat-flex cable (callout 1) from the formatter PCB, and remove three screws (callout 2) from the fax PCB.

Figure 4-732 Remove the fax PCB



2. Remove the fax PCB.

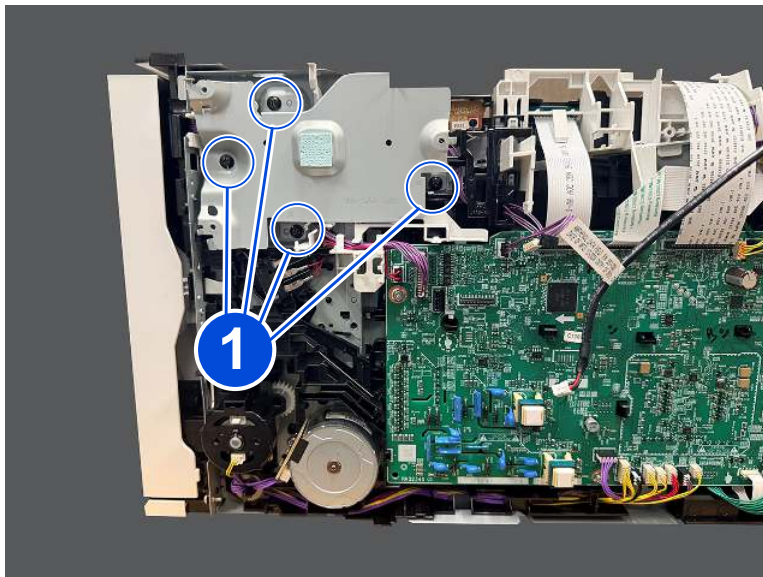
16. Remove the formatter PCB bracket

Follow the procedure below to remove and replace the formatter PCB bracket.

 **CAUTION:**  ESD sensitive part.

1. Remove four screws (callout 1) on the formatter PCB bracket.

Figure 4-733 Remove four screws



2. Remove the formatter PCB bracket.

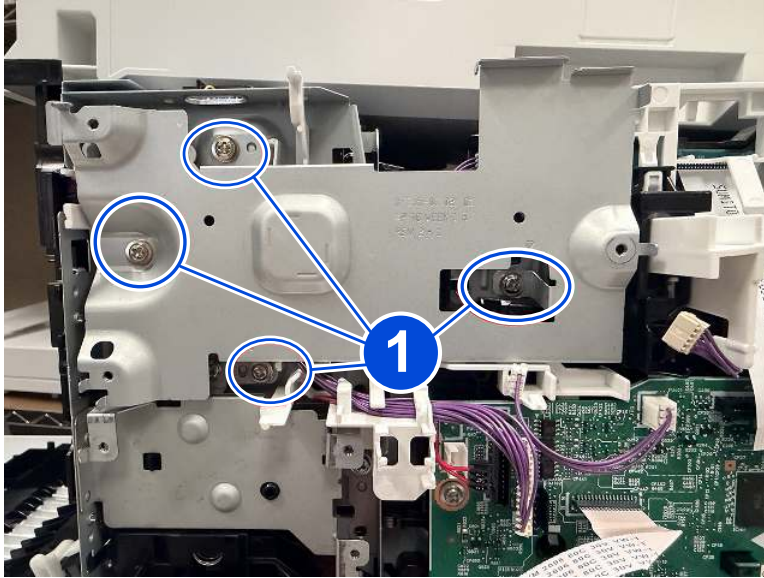
17. Remove the formatter and fax PCB brackets

Follow the procedure below to remove and replace the formatter PCB.

 **CAUTION:**  ESD sensitive part.

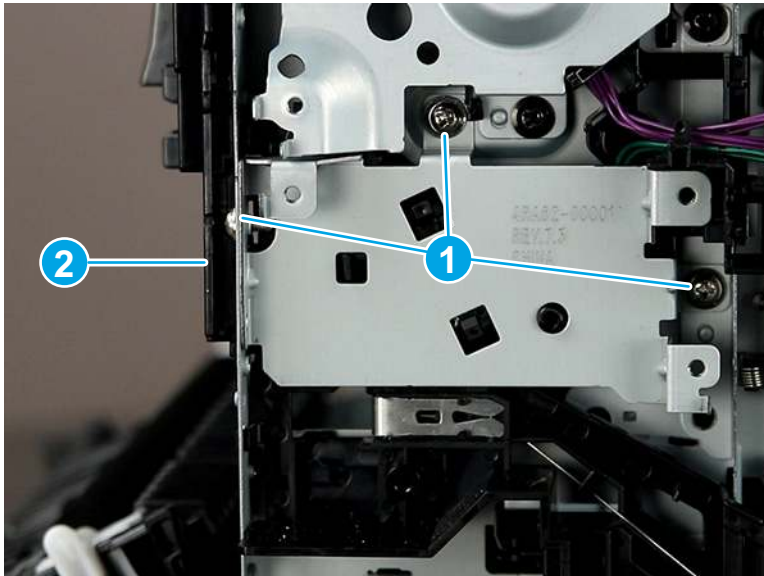
1. Remove four screws (callout 1), and then the formatter sheet-metal mounting bracket.

Figure 4-734 Remove four screws



2. Remove three screws (callout 1), and then remove the fax sheet-metal mounting bracket.

Figure 4-735 Remove the fax PCB bracket



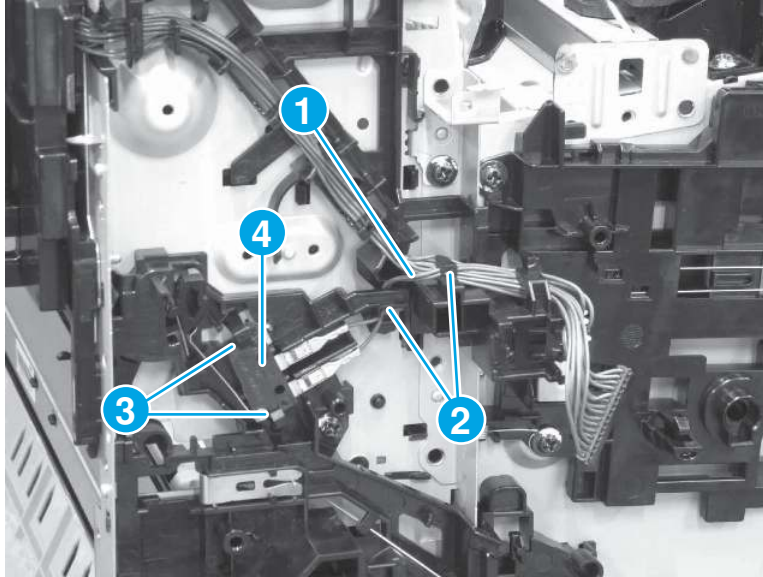
18. Remove the interlock holder assembly

Follow the procedure below to remove and replace the interlock holder assembly.

1. Release the cable (callout 1) from the guides (callout 2), release two tabs (callout 3), and then separate the interlock switch (callout 4) from the holder.

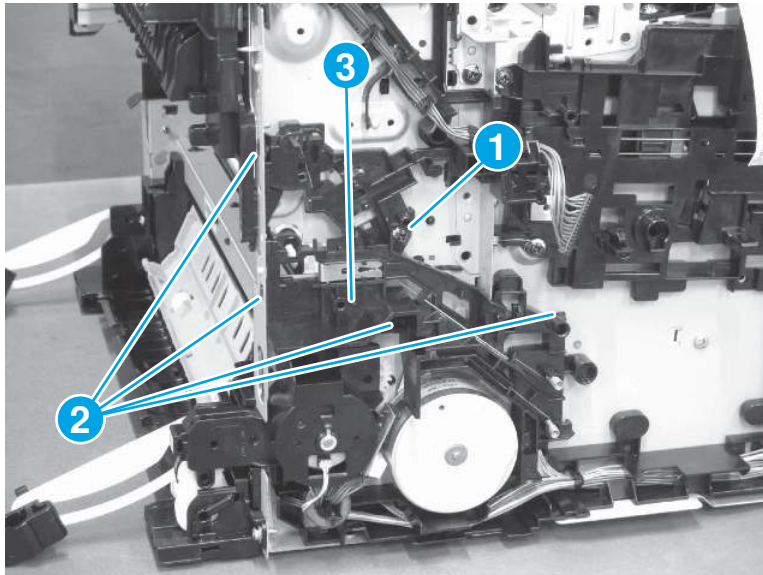
CAUTION: Do not attempt to completely remove the interlock switch. It is still connected to the wire cables.

Figure 4-736 Separate the interlock switch from the holder



2. Remove one screw (callout 1), release four tabs (callout 2), and then remove the interlock holder assembly (callout 3).

Figure 4-737 Remove the interlock holder assembly

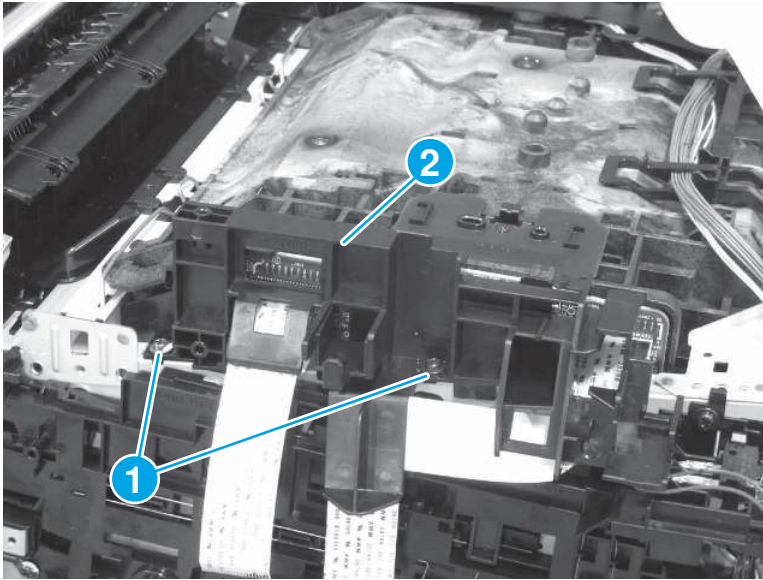


19. Remove the PCB holder assembly

Follow the procedure below to remove and replace the PCB holder assembly.

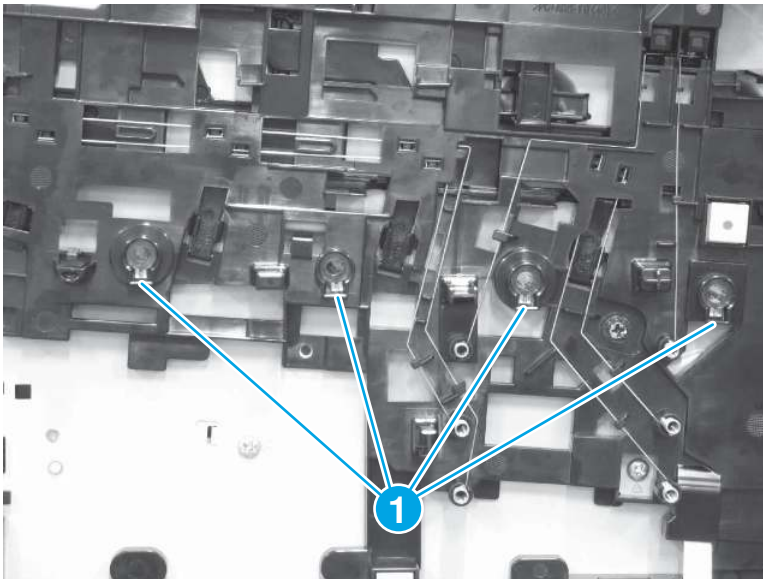
1. Remove two screws (callout 1), and then remove the guide (callout 2).

Figure 4-738 Remove the guide



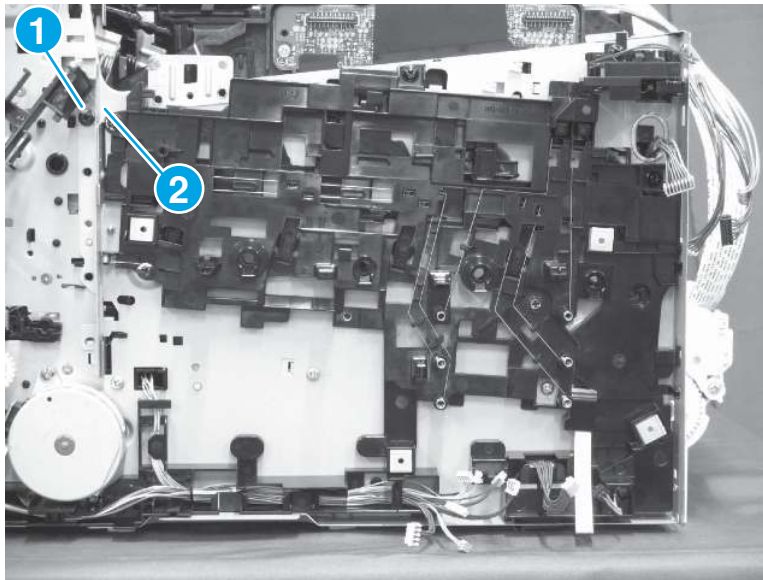
2. Remove four light guides (callout 1).

Figure 4-739 Remove four light guides



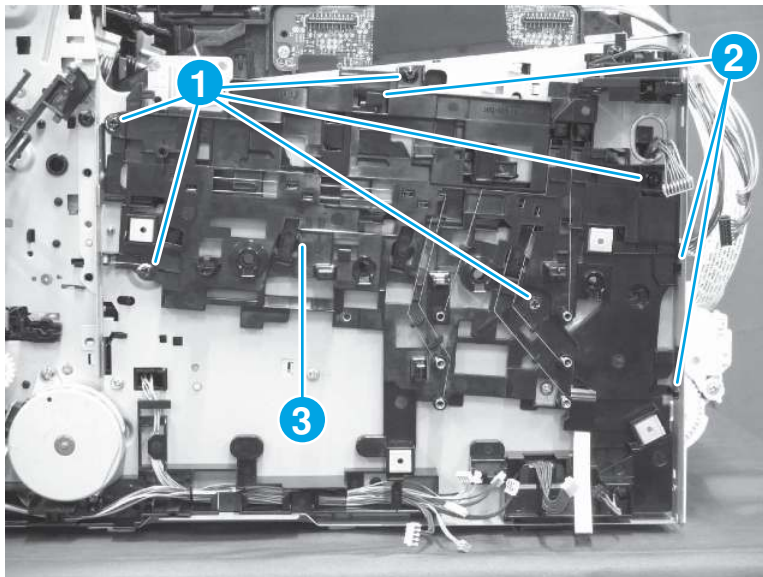
3. Remove one screw (callout 1), and then remove the sheet-metal bracket (callout 2).

Figure 4-740 Remove the bracket



4. Remove five screws (callout 1), release three tabs (callout 2), and then remove the PCB holder assembly (callout 3).

Figure 4-741 Remove the PCB holder assembly

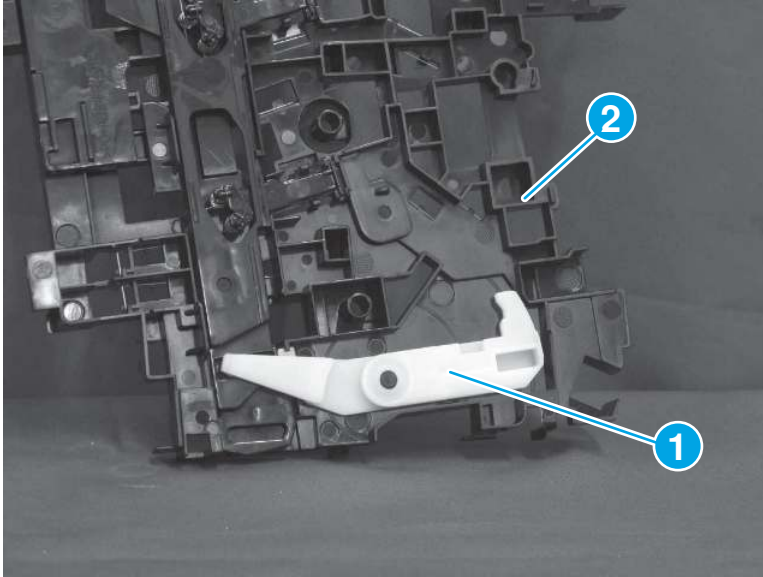


5. **For a replacement PCB holder assembly only:** Remove the rail link (callout 1) from the PCB holder assembly, and then install it on the replacement PCB assembly.



NOTE: If the rail link is not on the PCB holder assembly, check the printer chassis.

Figure 4-742 Remove the rail link

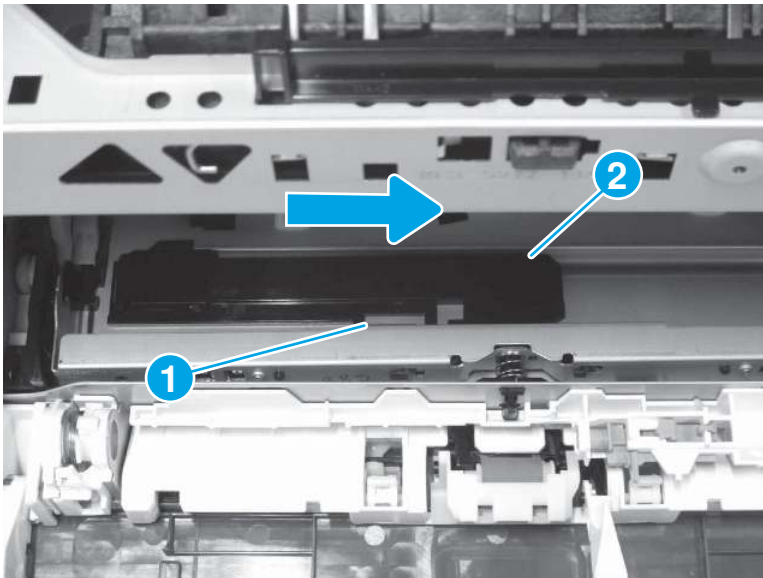


20. Remove the registration density sensor

Follow the procedure below to remove and replace the registration density sensor.

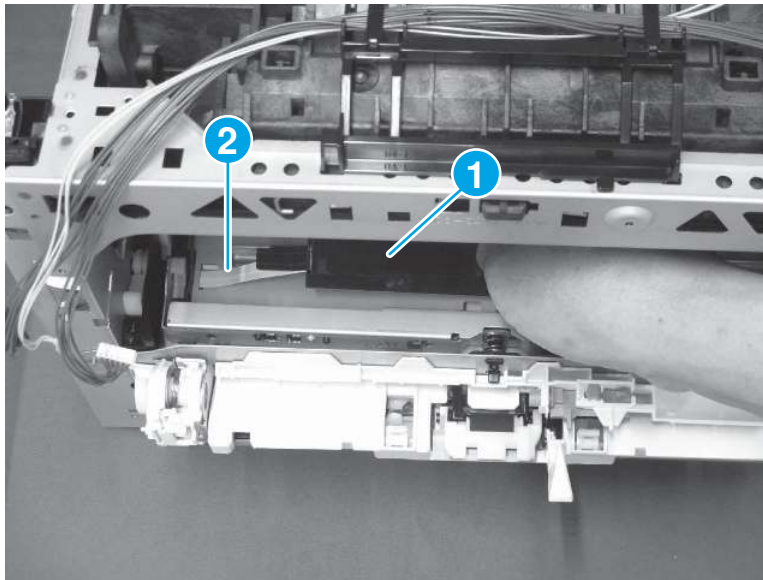
1. Release one tab, and then slide the cable guide (callout 2) as shown below to release it.

Figure 4-743 Release the cable guide



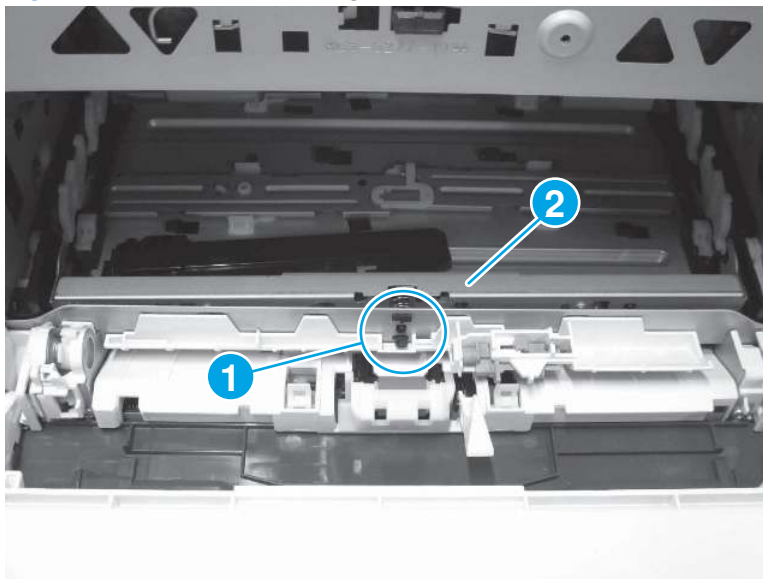
2. Remove the cable guide (callout 1) and the flat-flexible cable (FFC; callout 2) together out of the way.

Figure 4-744 Remove the guide and FFC



3. Release two tabs (callout 1), and then remove the registration density sensor (callout 2).

Figure 4-745 Remove the registration density sensor



21. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

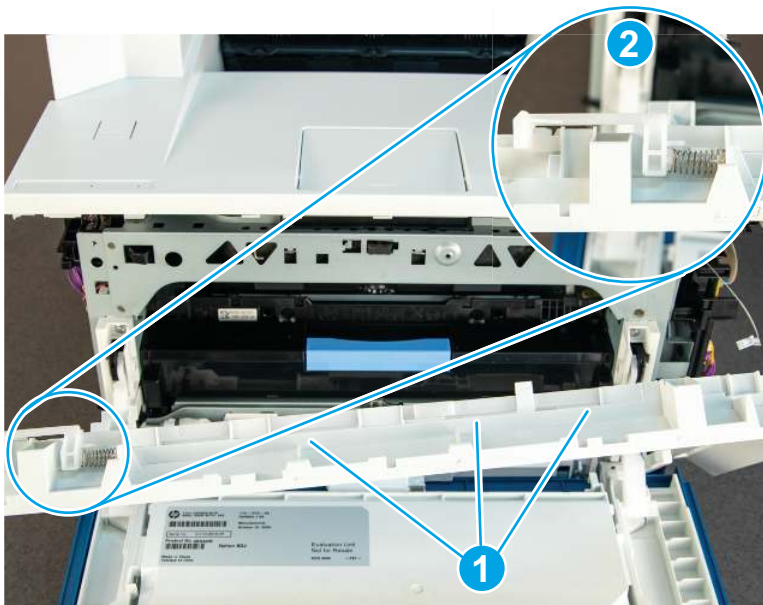
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

22. Special installation instructions - Front cover

Follow the special instructions below to install the front cover.

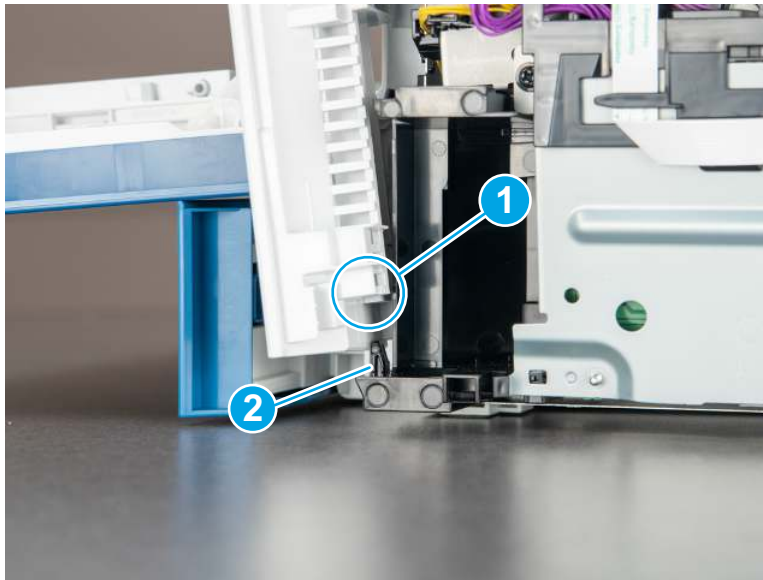
1. If the door release arm becomes dislodged when handling the cover, install it as shown below (callout 1 and callout 2).

Figure 4-746 Door release arm installed



2. Align the left and right front cover holes (callout 1) with the chassis alignment pins (callout 2).

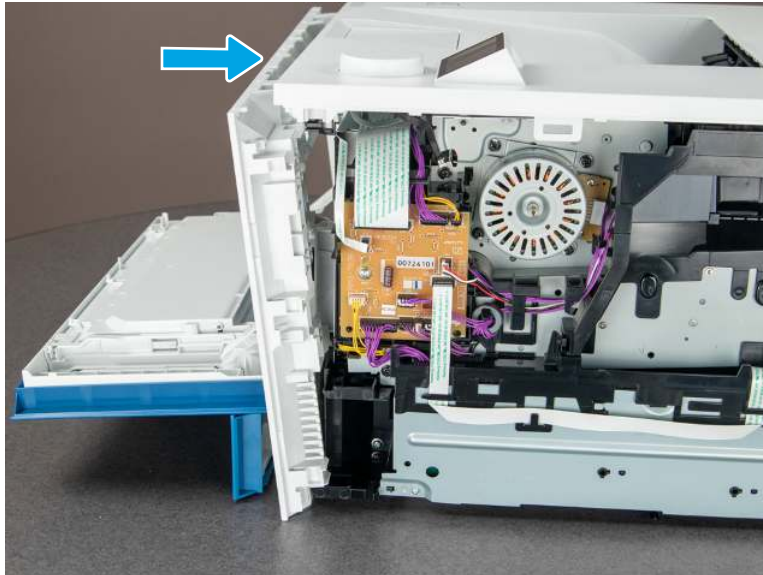
Figure 4-747 Cover alignment pins



3. Rotate the top of the cover toward the printer to install it.

 **IMPORTANT:** Verify that the spring loaded door release button (on the left side of the cover) correctly functions.

Figure 4-748 Install the cover



23. Special installation instructions - ITB

Follow the special instructions below to install the ITB.

Before installing the ITB, use the steps below do the following:

- Make sure that the drive gear on the ITB and the gear inside the printer are correctly aligned (in phase) with each other (see step 1).

- For a replacement ITB, use the control-panel menus to reset the firmware counter (see step 2).

1. Check the gear alignment.

- a. Make sure the gear (callout 1) inside the printer is positioned with the gear rib (callout 2) away from the rear door opening.

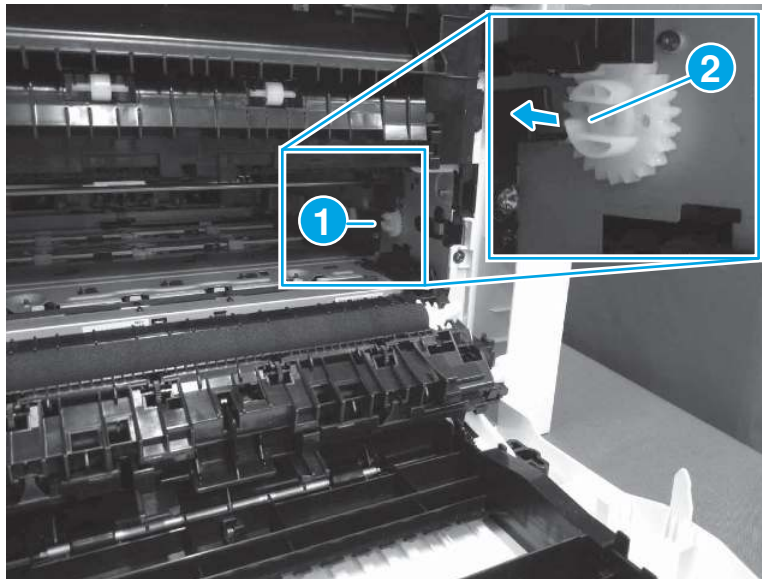


NOTE: If the gear is not positioned correctly, do the following:

1. Make sure the cartridge door and rear door are closed.
2. Use the power button to turn on the printer.
3. Wait until the printer completes the initial rotation.
4. Use the power button to turn off the printer.

Use the image below to check the ITB printer gear alignment.

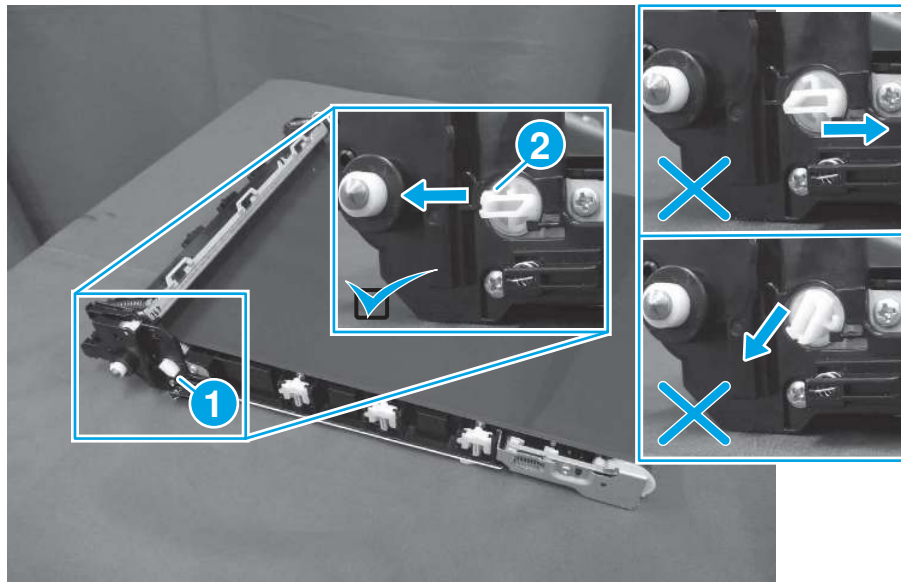
Figure 4-749 ITB printer gear alignment



- b. Make sure the gear (callout 1) on the ITB is positioned with the gear rib (callout 2) toward the handle grip end of the ITB.



NOTE: If the gear is not positioned correctly, rotate the gear to the correct position.



2. Upgrade the firmware and reset the firmware counter (replacement ITB only).



NOTE: If the ITB was removed to gain access to other assemblies, skip this step.

If a **replacement** ITB was installed, perform the steps below to reset the firmware counter.

- a. Follow the link below to upgrade to the latest firmware if it is not the latest on the printer.
[Update to the latest firmware.](#)
- b. From the control panel Home screen, open the **Menu** item, and then navigate to and select the **Tools** menu.
- c. Navigate to and select the **Service** menu.
- d. Type in the **Service** menu identification number.
- e. Navigate to and select the **Service Resets** menu.
- f. Navigate to and select the **Transfer Kit Resets** item, and then select **Resets** to initiate the process.

24. Special installation instructions - Tray 1 pickup roller assembly

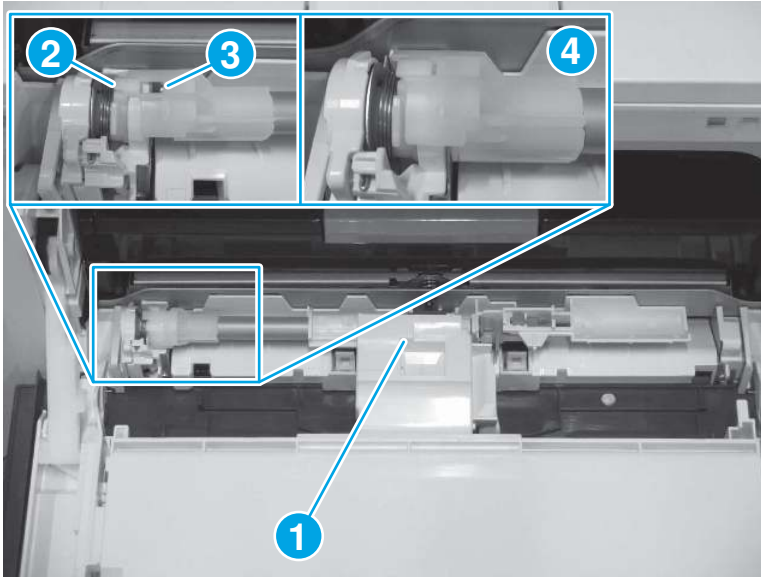
Follow the special instructions below to install the Tray 1 pickup roller assembly.

- When the Tray 1 pickup roller assembly (callout 1) is installed, make sure that the alignment tab (callout 2) is in the slot (callout 3) on the assembly shaft.



TIP: When correctly installed, the tab fits completely into the slot (callout 4).

Figure 4-750 Install the Tray 1 pickup roller assembly



Removal and replacement: Duplexing upper guide assembly

Learn how to remove and replace the duplex upper guide.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-35 Part information

Part number	Part description
RM2-2716-000CN	Duplexing guide assembly, upper

Required tools

Small flat-blade screwdriver

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

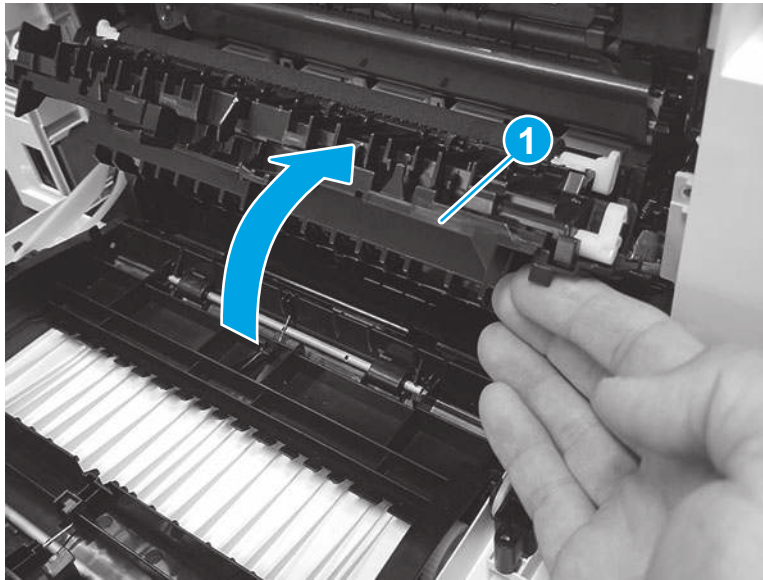
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the rear door

Follow the procedure below to remove and replace the rear door.

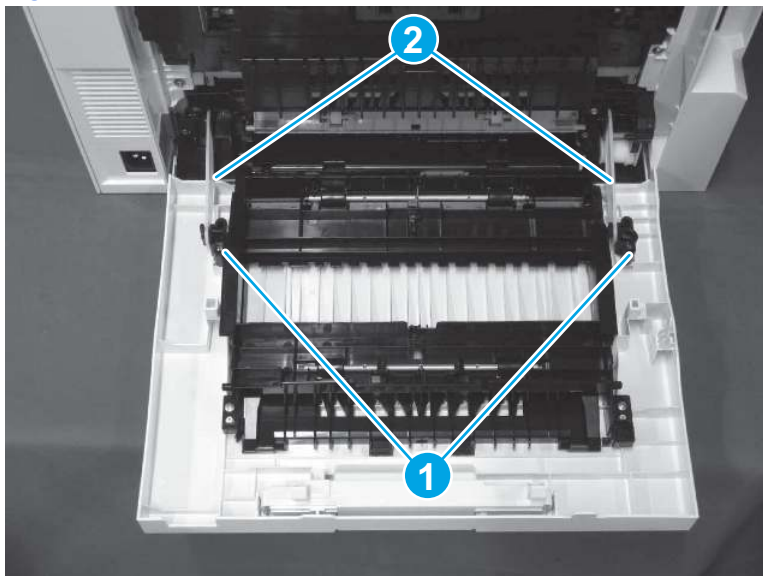
1. Open the rear door, and then raise the secondary transfer feed assembly (callout 1) up and into the locked position.

Figure 4-751 Place the T2 feed assembly in the locked position



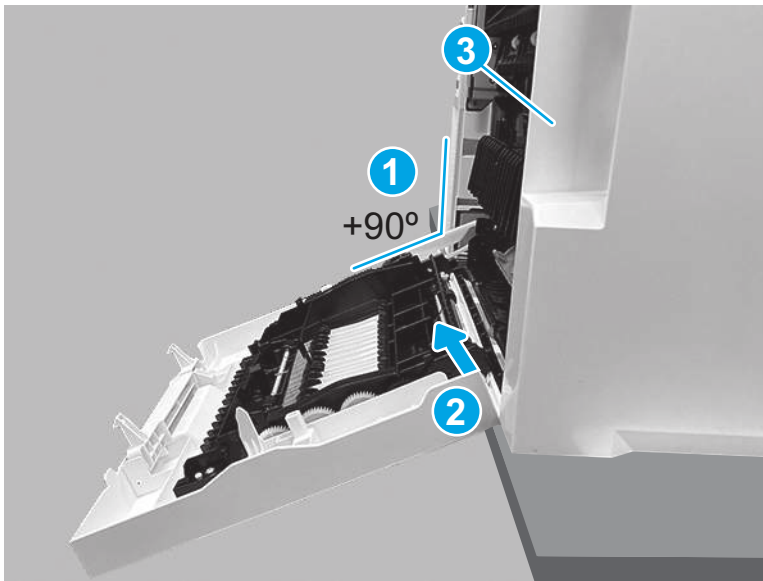
2. Remove two screws (callout 1), and then release the left- and right-side retainer arms (callout 2)

Figure 4-752 Release the retainer arms



3. Carefully position the printer at the edge of the work surface and allow the rear door to open to an angle greater than 90 degrees (callout 1). Slide the door away (callout 2) from the formatter side of the printer (callout 3) to release it, and then remove the rear door.

Figure 4-753 Remove the door



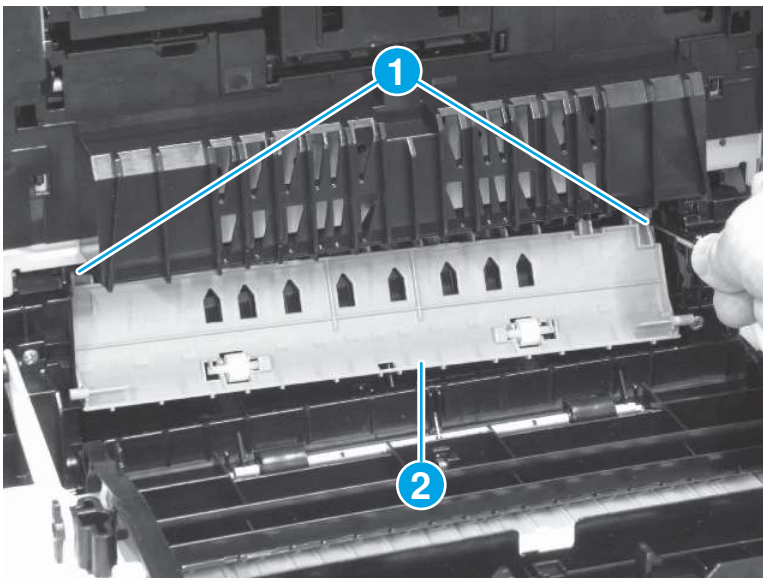
2. Remove the duplex upper guide

Follow the procedure below to remove and replace the duplex upper guide.

- Use a small flat-blade screwdriver to release one boss at each end of the guide (callout 1), and then remove the guide (callout 2).

CAUTION: Parts of this assembly are fragile and can easily be damaged during removal.

Figure 4-754 Remove the duplex upper guide



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Duplexing clutch assembly

Learn how to remove and replace the duplex re-pick clutch.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-36 Part information

Part number	Part description
RM2-2714-000CN	Duplexing clutch assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

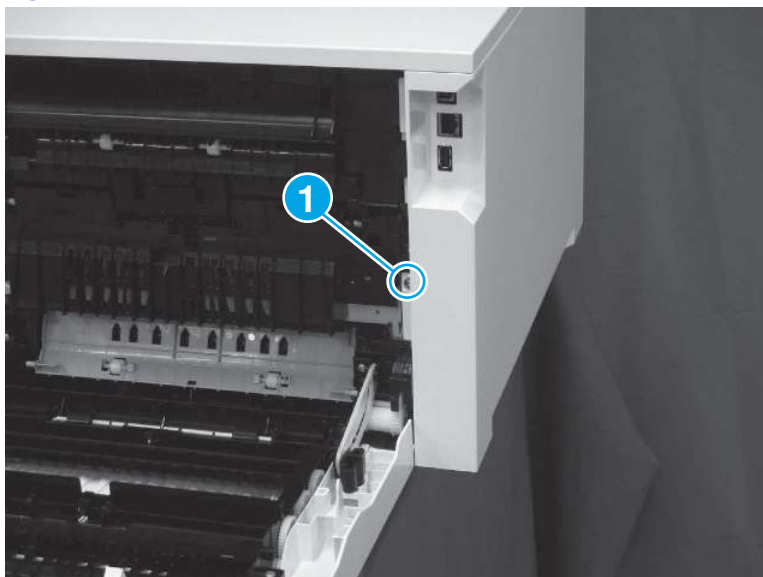
Follow the procedure below to remove and replace the left cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

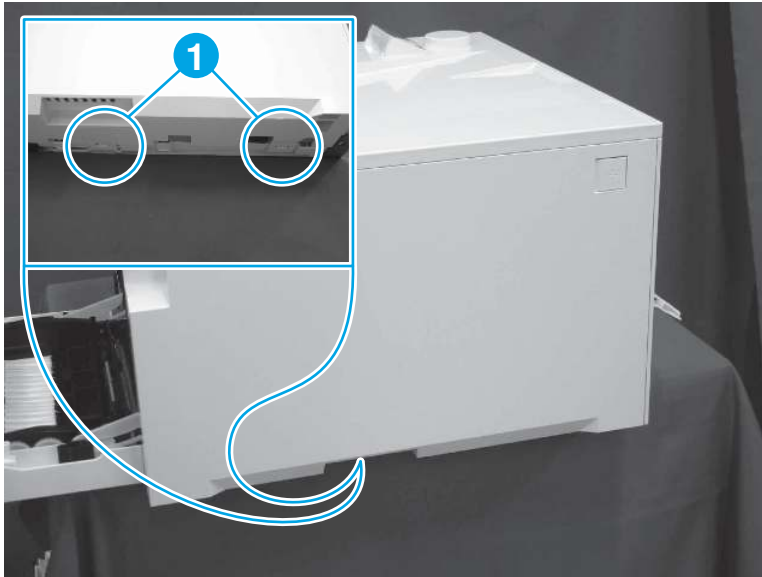
1. Remove one screw (callout 1).

Figure 4-755 Remove one screw



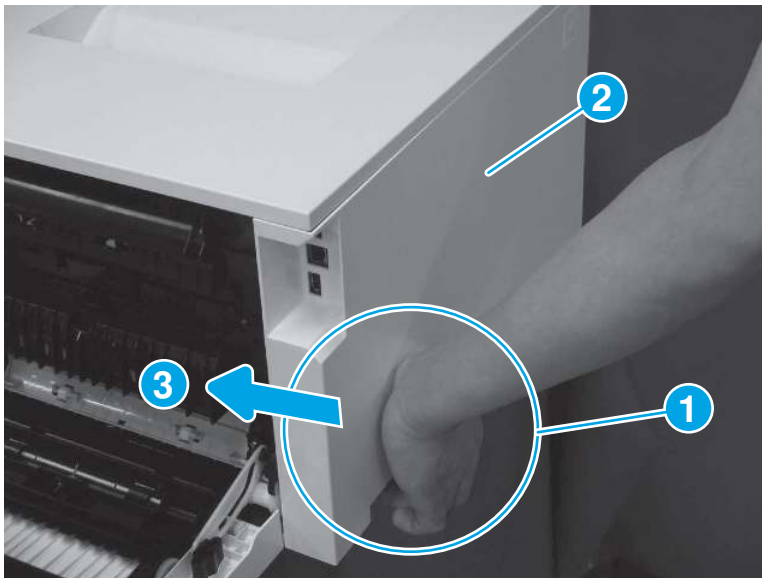
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-756 Release two tabs



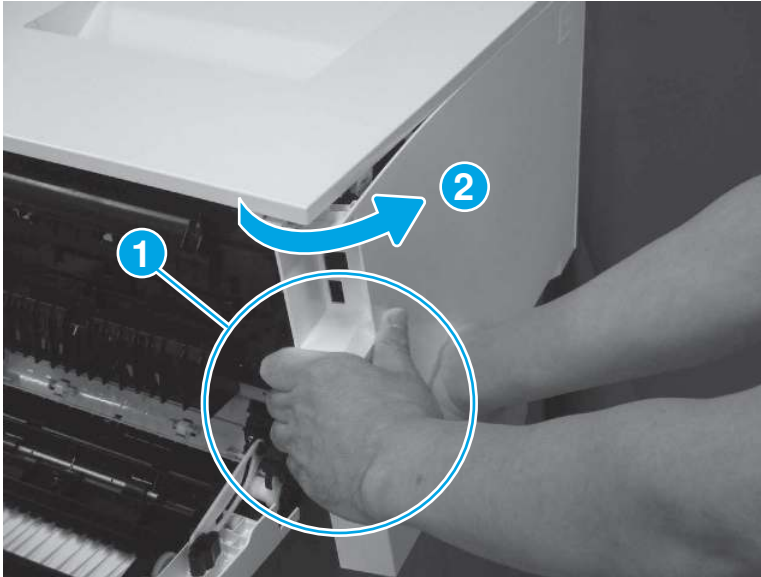
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-757 Release the rear cover corner



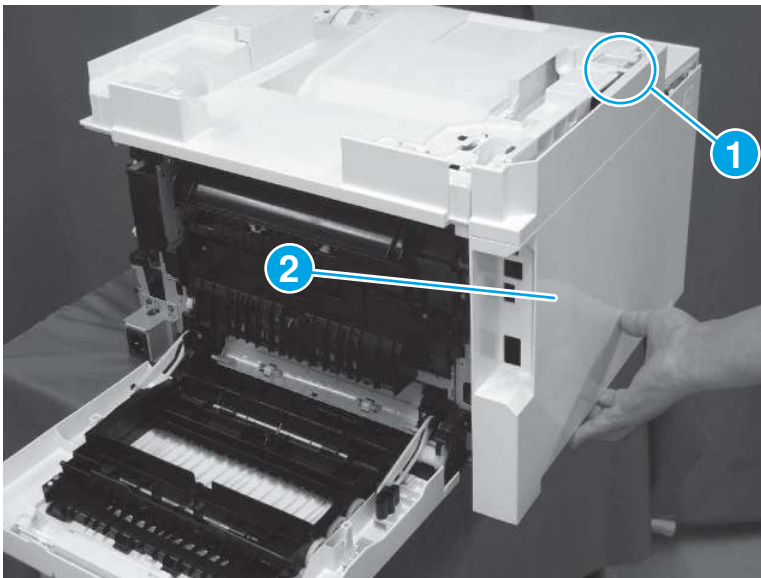
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-758 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-759 Remove the cover



2. Remove the left cover (MFP)

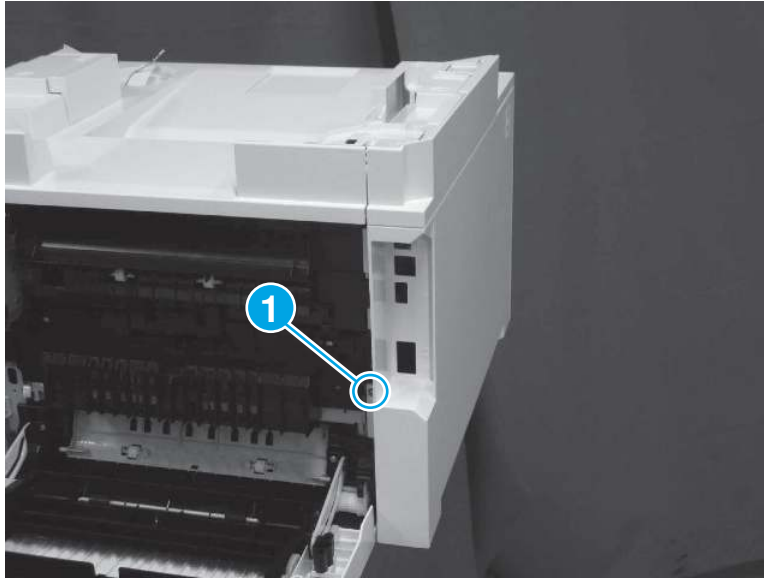
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

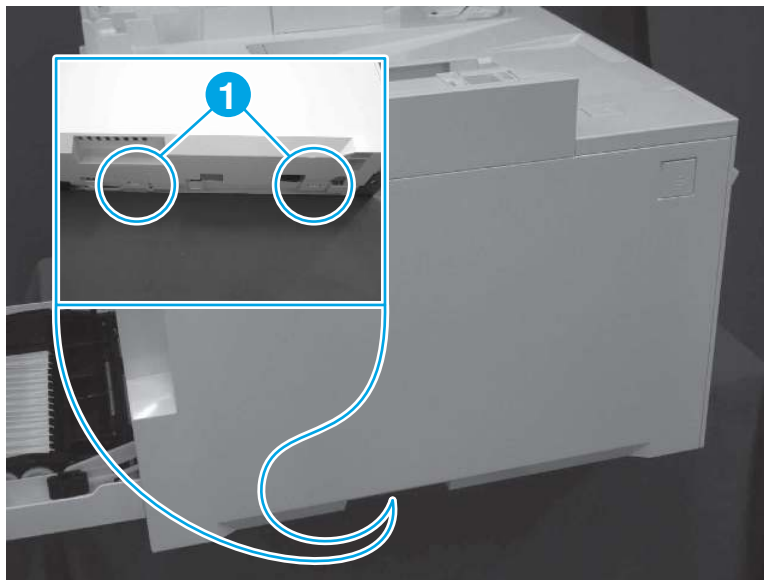
1. Remove one screw (callout 1).

Figure 4-760 Remove one screw



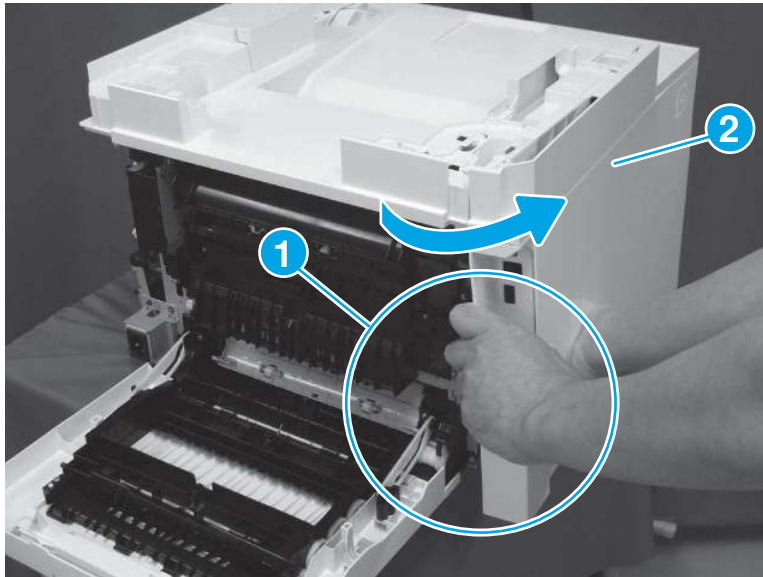
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-761 Release two tabs



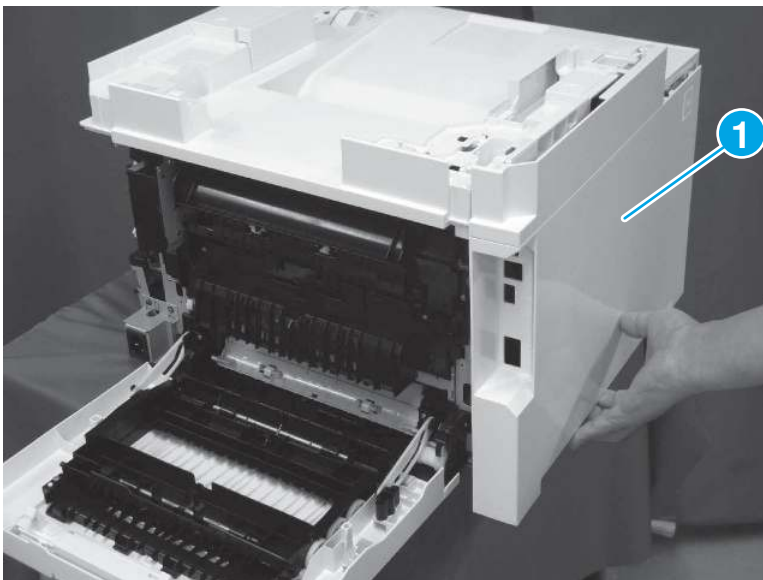
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-762 Disengage the cover corner



4. Remove the left cover (callout 1).

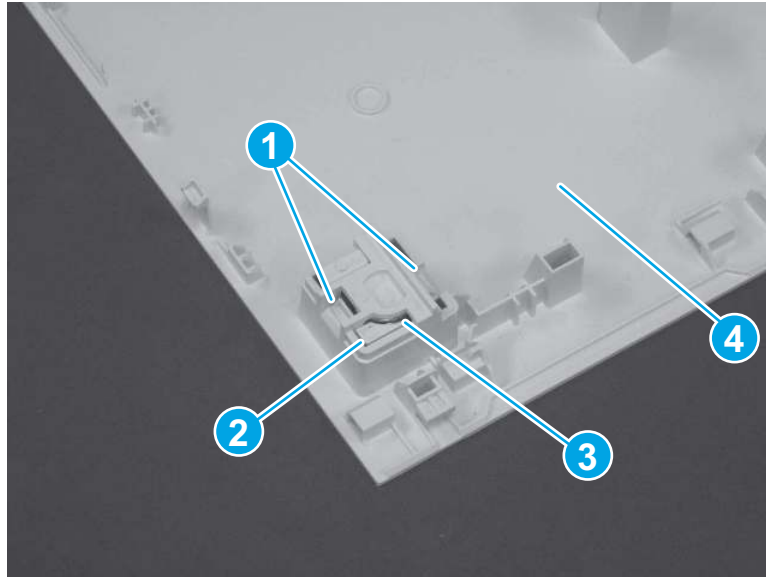
Figure 4-763 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-764 Remove the cartridge door button

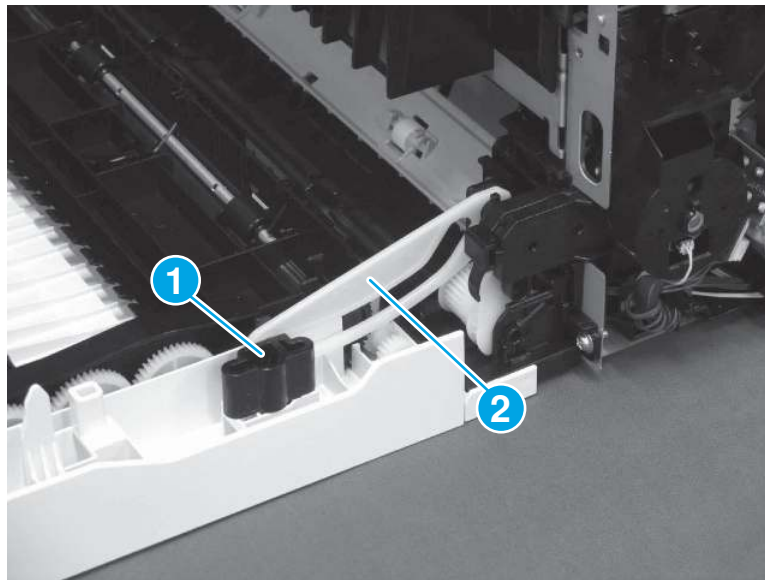


3. Remove the duplex re-pick clutch

Follow the procedure below to remove and replace the duplex re-pick clutch.

1. Remove one screw (callout 1), and then remove the hinge (callout 2).

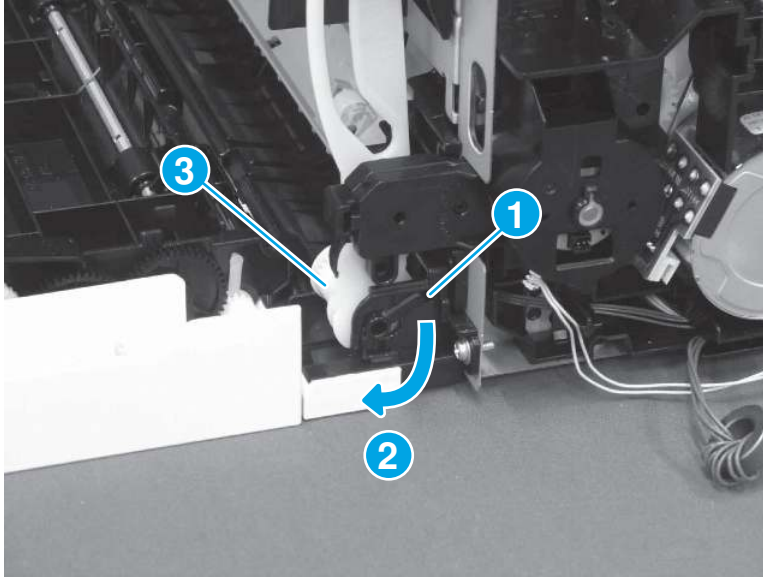
Figure 4-765 Remove the hinge



2. Release the retainer (callout 1), rotate the shaft as shown below (callout 2) to remove it, and then remove the gear (callout 3).

 **Reinstallation tip:** Take note of how the gear is installed before removing it. The shaft cannot be reinstalled if the gear is incorrectly installed.

Figure 4-766 Remove the gear

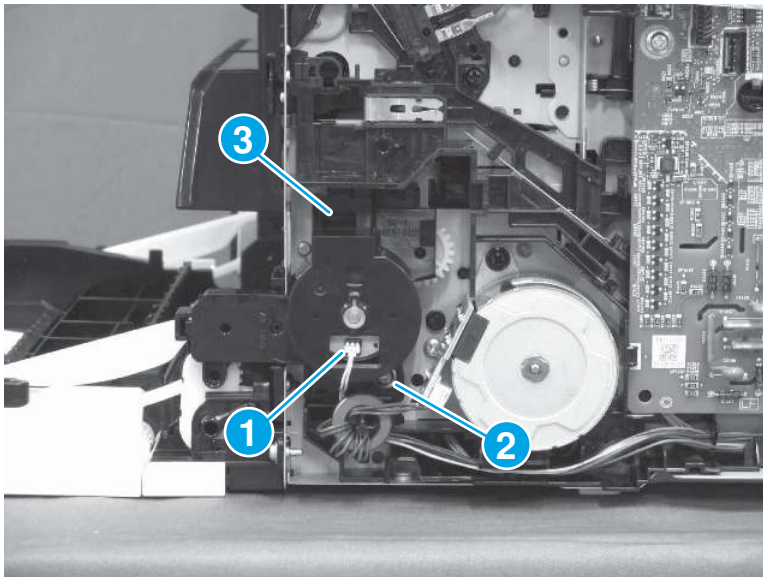


3. Disconnect one connector (callout 1), remove one screw (callout 2), and then release one tab (callout 3).



NOTE: The connector (callout 1) has a tab that must be released to disconnect it. It can be difficult to disconnect when the duplex re-pick clutch is installed. It might be easier to remove the duplex re-pick clutch (see the following step), and then disconnect the connector.

Figure 4-767 Disconnect one connector, remove one screw, and release one tab



4. Remove the duplex re-pick clutch (callout 1).

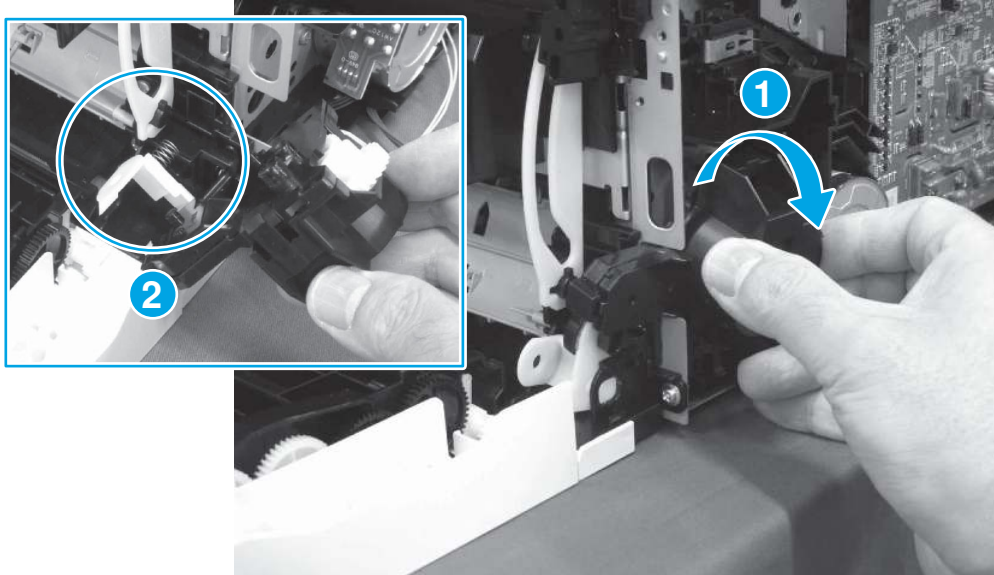


CAUTION: When handling the assembly, do not lose the spring that is inside the left gear holder (callout 2).



Reinstallation tip: **For a replacement duplex re-pick clutch only:** Remove the spring from the assembly (callout 2), and then install it on the replacement duplex re-pick clutch.

Figure 4-768 Remove the duplex re-pick clutch



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and Replacement: Duplexing guide assembly

Learn how to remove and replace the duplex guide assembly.

Mean time to repair: 18 minutes

Service level: Medium

Before performing service

Turn the printer power off.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-37 Part information

Part number	Part description
RM2-2760-000CN	Duplexing guide assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Needle-nose pliers

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

Follow the procedure below to remove and replace the left cover (SFP).



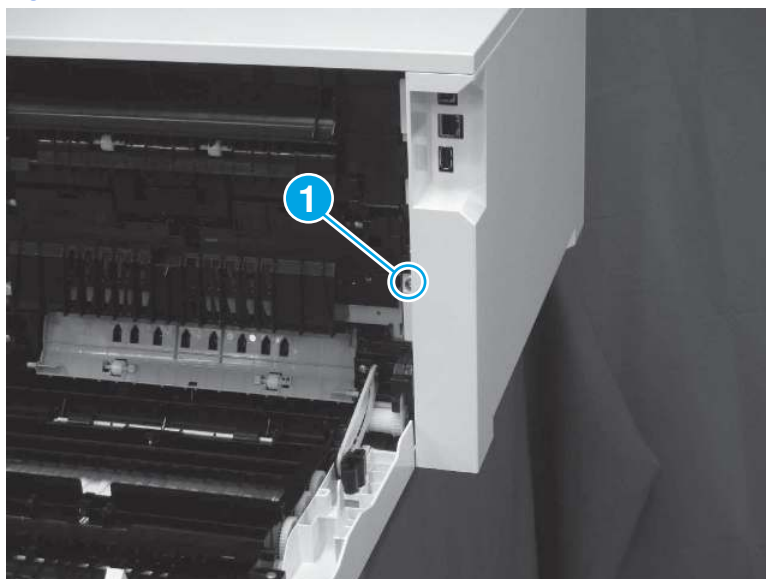
NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

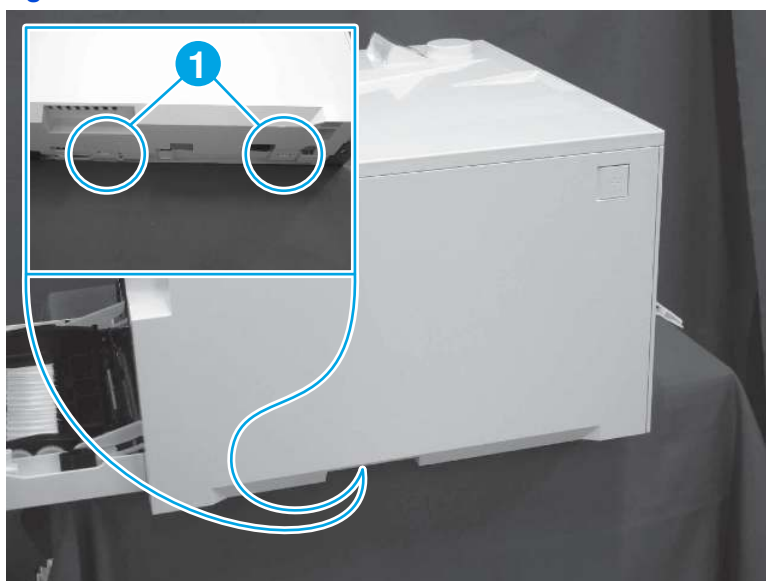
1. Remove one screw (callout 1).

Figure 4-769 Remove one screw



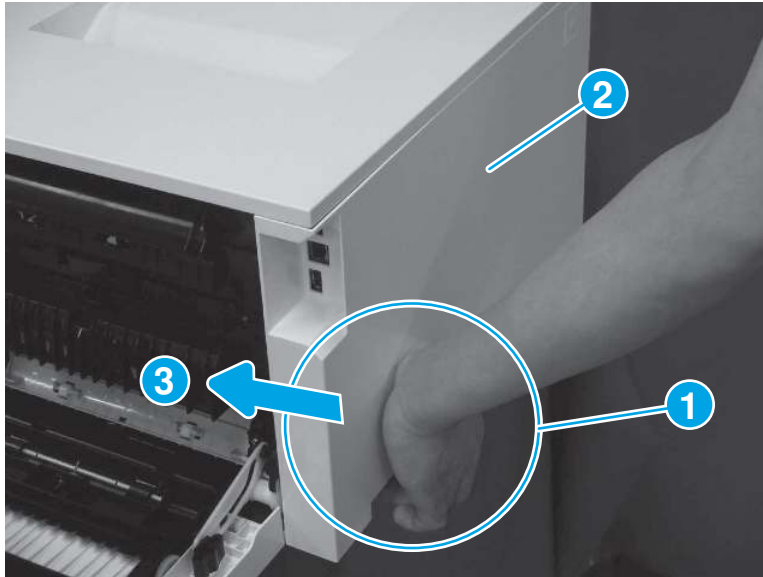
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-770 Release two tabs



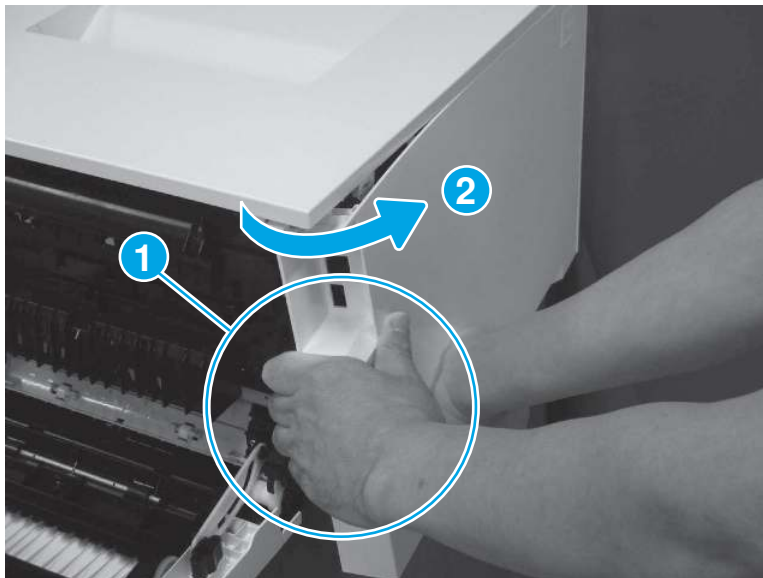
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-771 Release the rear cover corner



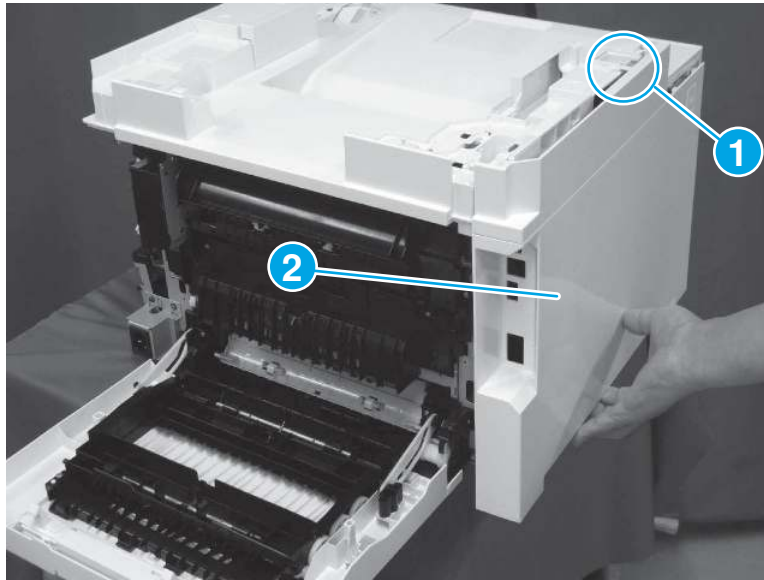
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-772 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-773 Remove the cover



2. Remove the left cover (MFP)

Follow the procedure below to remove and replace the left cover (MFP).



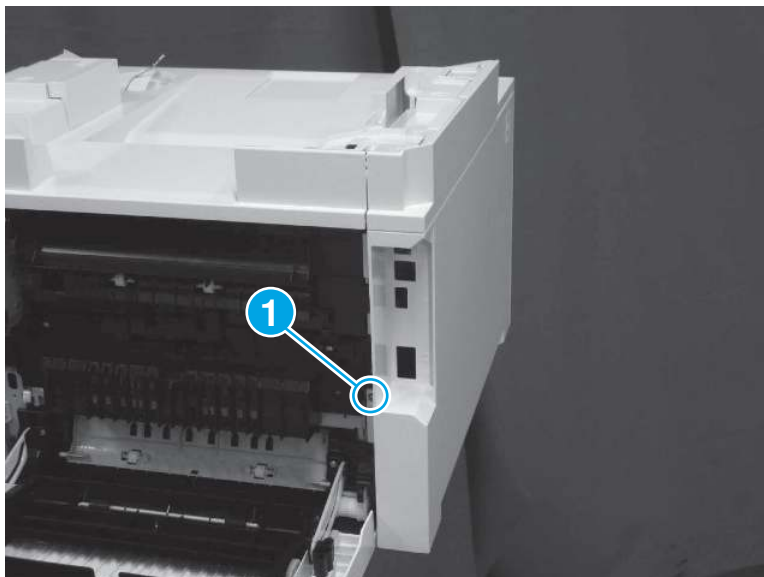
NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.



TIP: There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

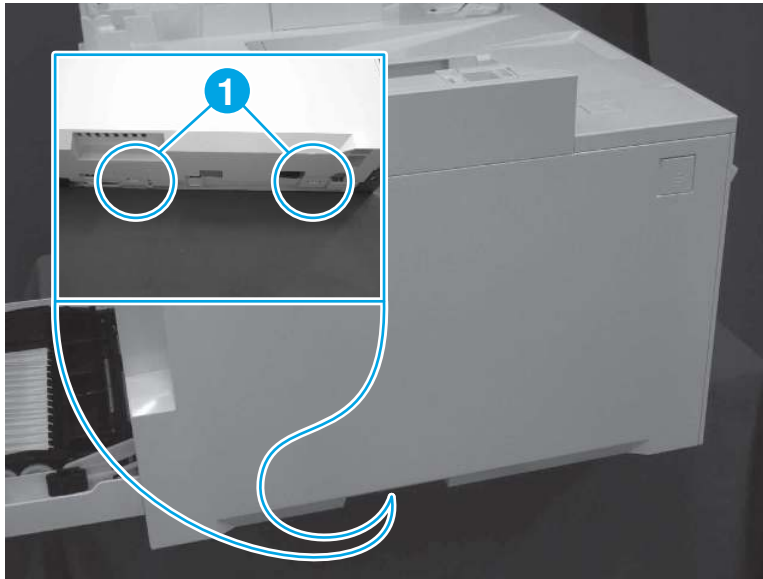
1. Remove one screw (callout 1).

Figure 4-774 Remove one screw



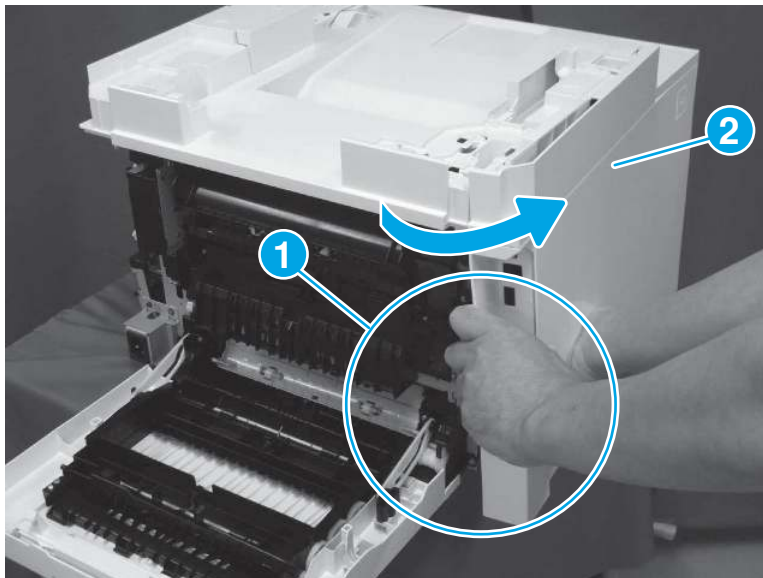
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-775 Release two tabs



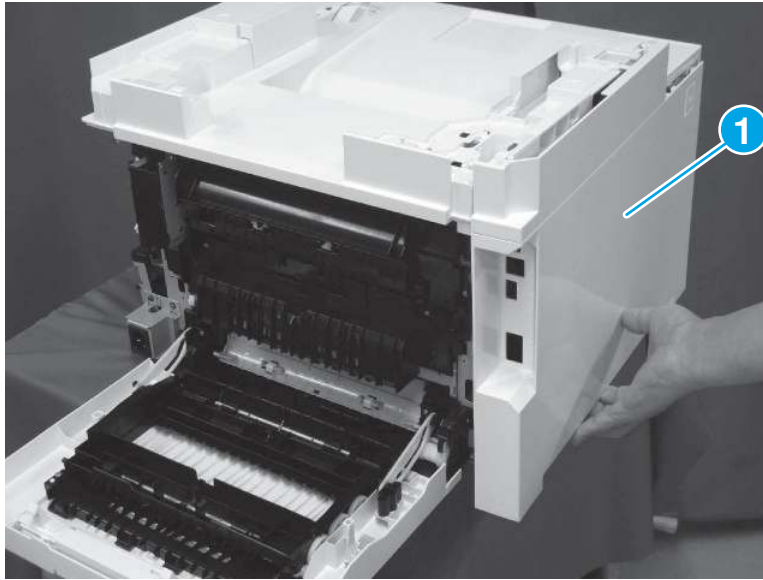
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-776 Disengage the cover corner



4. Remove the left cover (callout 1).

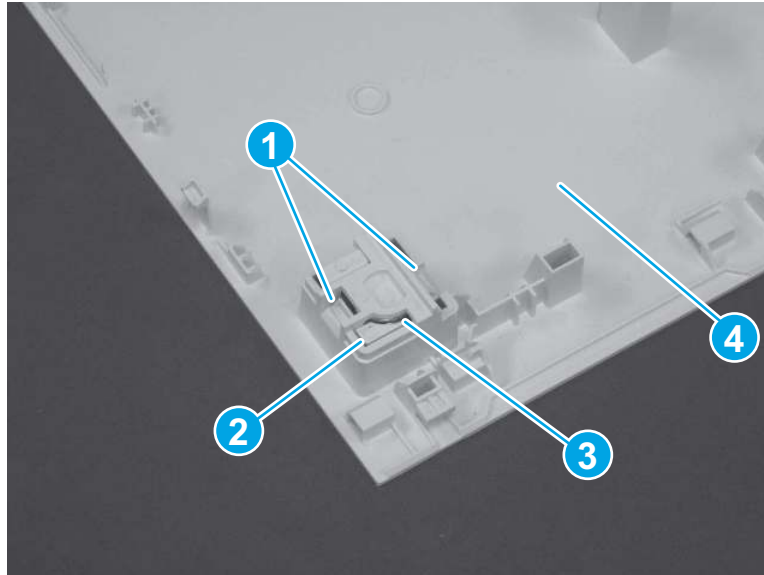
Figure 4-777 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-778 Remove the cartridge door button

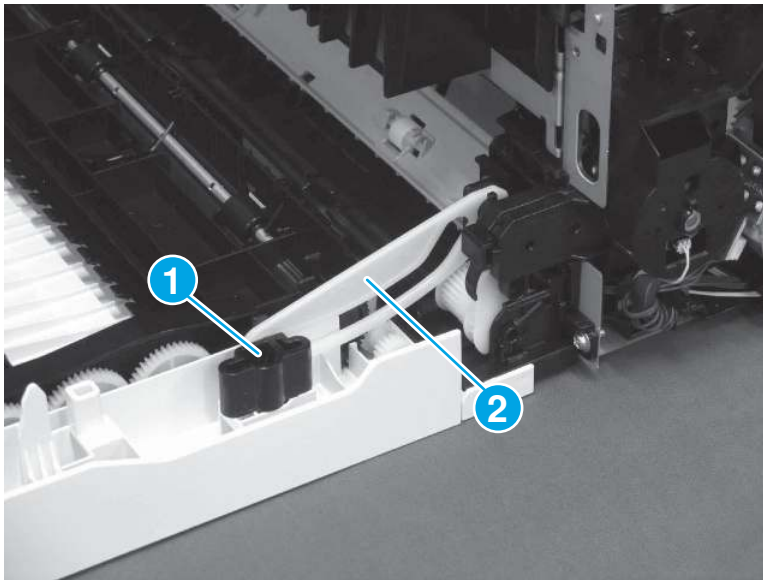


3. Remove the duplex re-pick clutch

Follow the procedure below to remove and replace the duplex re-pick clutch.

1. Remove one screw (callout 1), and then remove the hinge (callout 2).

Figure 4-779 Remove the hinge

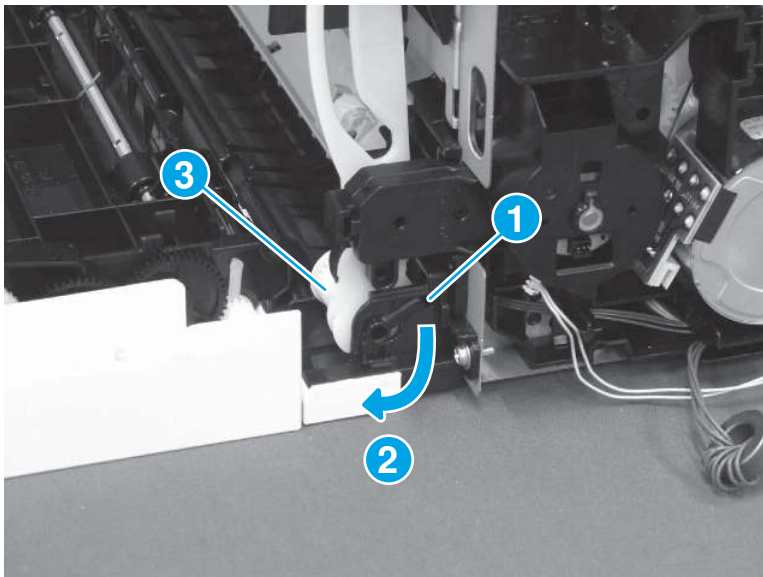


2. Release the retainer (callout 1), rotate the shaft as shown below (callout 2) to remove it, and then remove the gear (callout 3).



Reinstallation tip: Take note of how the gear is installed before removing it. The shaft cannot be reinstalled if the gear is incorrectly installed.

Figure 4-780 Remove the gear

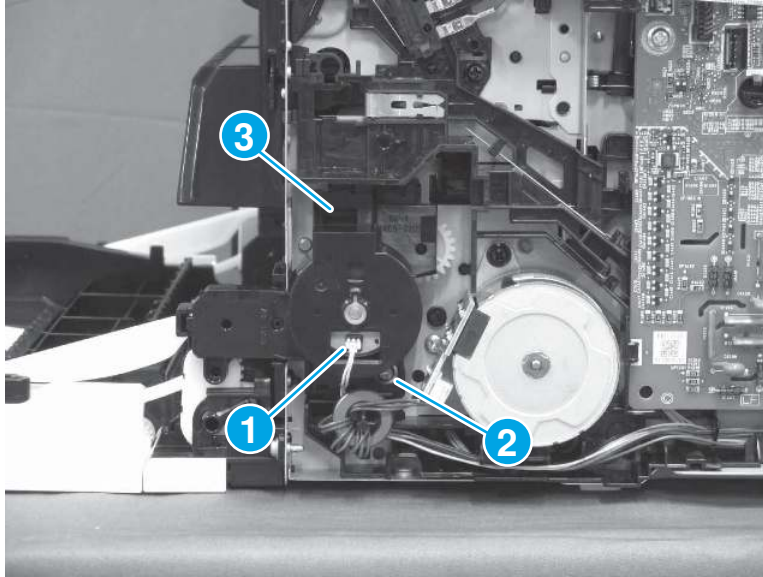


3. Disconnect one connector (callout 1), remove one screw (callout 2), and then release one tab (callout 3).



NOTE: The connector (callout 1) has a tab that must be released to disconnect it. It can be difficult to disconnect when the duplex re-pick clutch is installed. It might be easier to remove the duplex re-pick clutch (see the following step), and then disconnect the connector.

Figure 4-781 Disconnect one connector, remove one screw, and release one tab

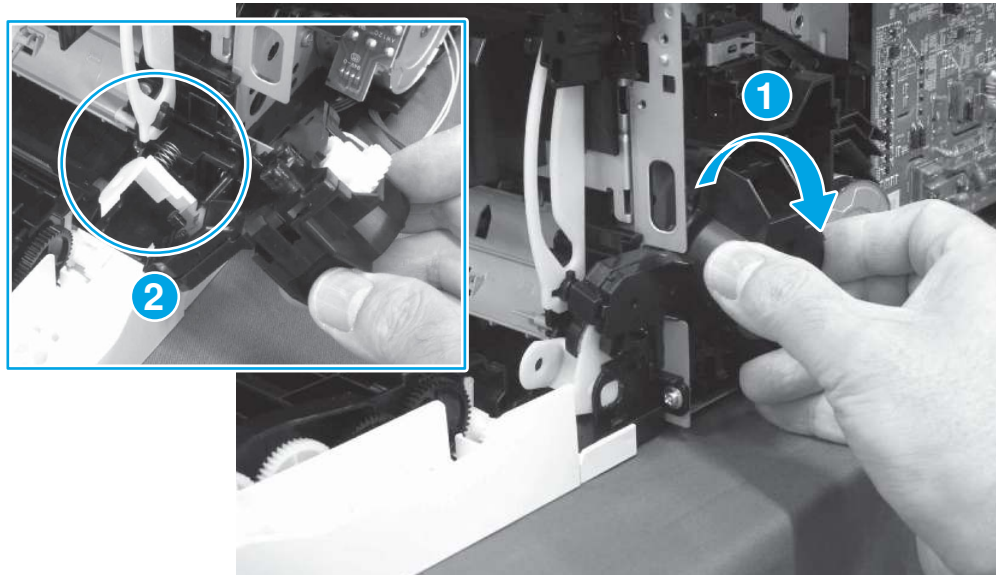


4. Remove the duplex re-pick clutch (callout 1).

CAUTION: When handling the assembly, do not lose the spring that is inside the left gear holder (callout 2).

Reinstallation tip: For a replacement duplex re-pick clutch only: Remove the spring from the assembly (callout 2), and then install it on the replacement duplex re-pick clutch.

Figure 4-782 Remove the duplex re-pick clutch

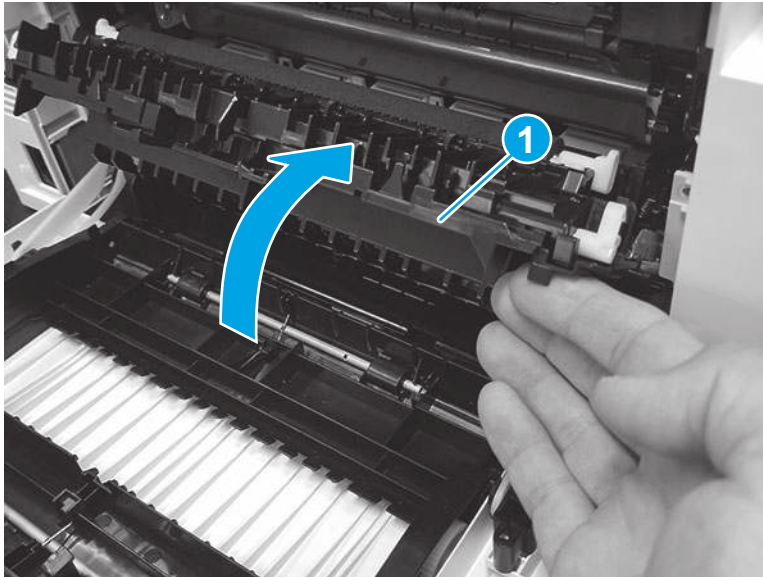


4. Remove the rear door

Follow the procedure below to remove and replace the rear door.

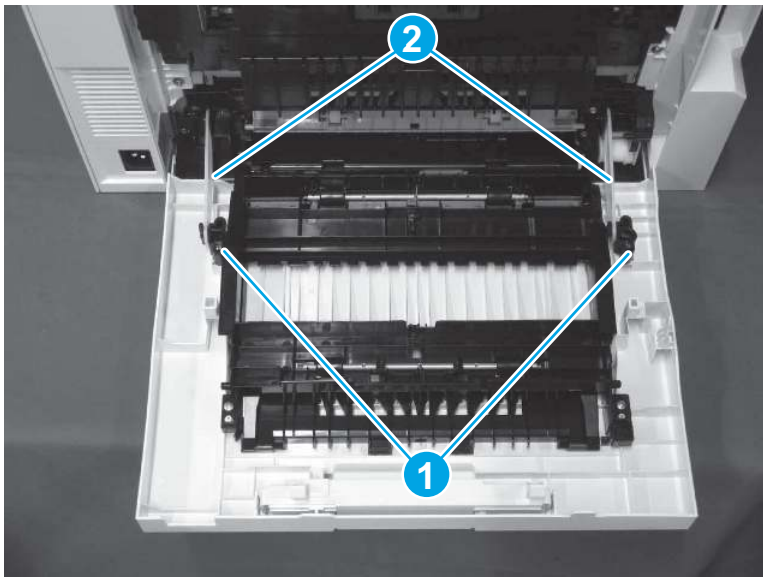
1. Open the rear door, and then raise the secondary transfer feed assembly (callout 1) up and into the locked position.

Figure 4-783 Place the T2 feed assembly in the locked position



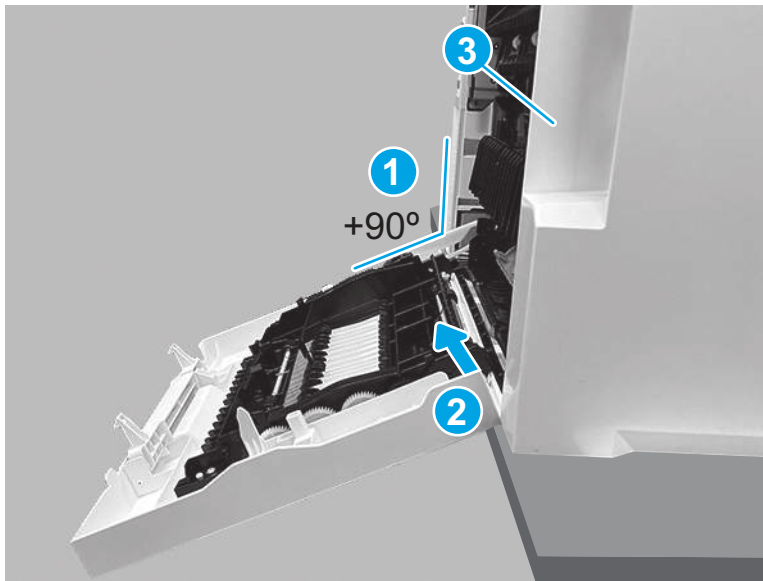
2. Remove two screws (callout 1), and then release the left- and right-side retainer arms (callout 2)

Figure 4-784 Release the retainer arms



3. Carefully position the printer at the edge of the work surface and allow the rear door to open to an angle greater than 90 degrees (callout 1). Slide the door away (callout 2) from the formatter side of the printer (callout 3) to release it, and then remove the rear door.

Figure 4-785 Remove the door

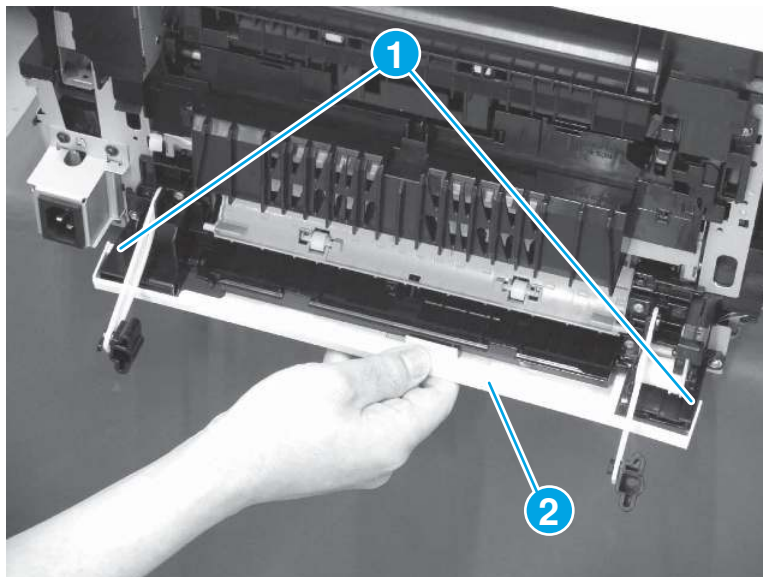


5. Remove the duplexing bottom cover

Follow the procedure below to remove and replace the duplexing bottom cover.

1. Release two tabs (callout 1).
2. Remove the duplexing bottom cover (callout 2).

Figure 4-786 Remove the duplexing bottom cover



6. Remove the duplex guide assembly

Follow the procedure below to remove and replace the duplex guide assembly.

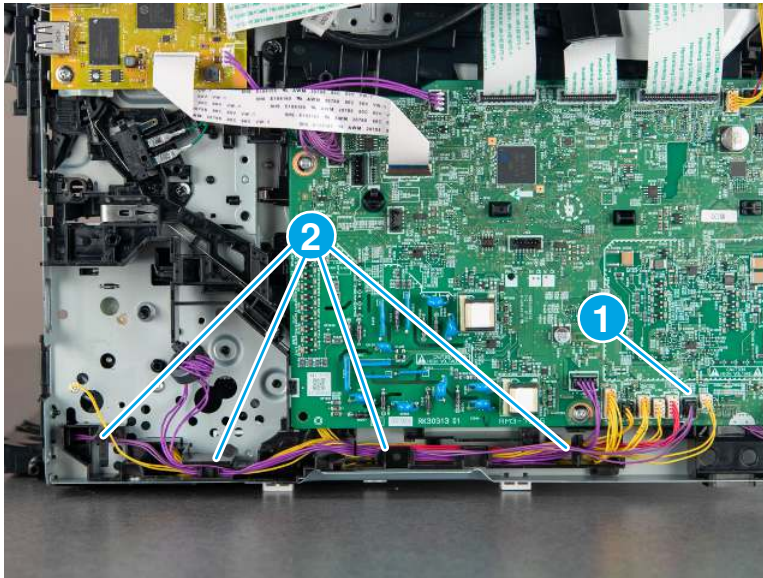
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).



NOTE: The correct cable to release is the purple three-wire harness.

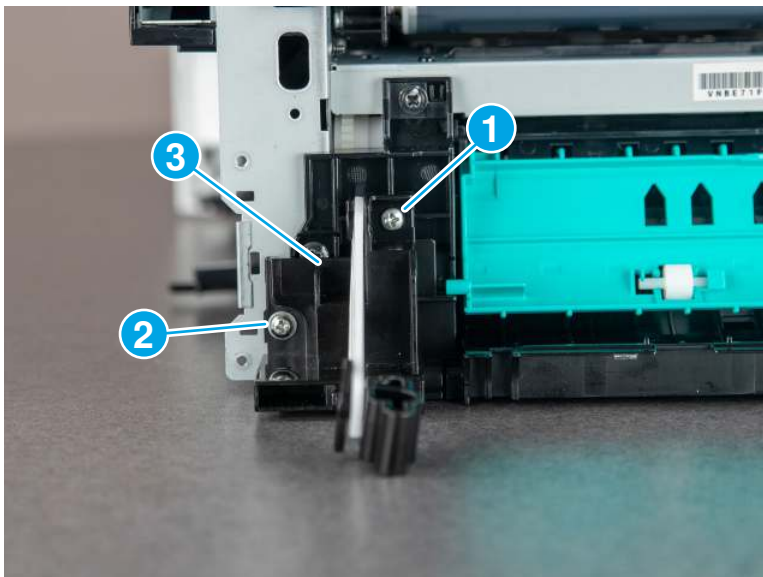
Disconnect other connectors and release other wire harnesses as necessary.

Figure 4-787 Disconnect one connector



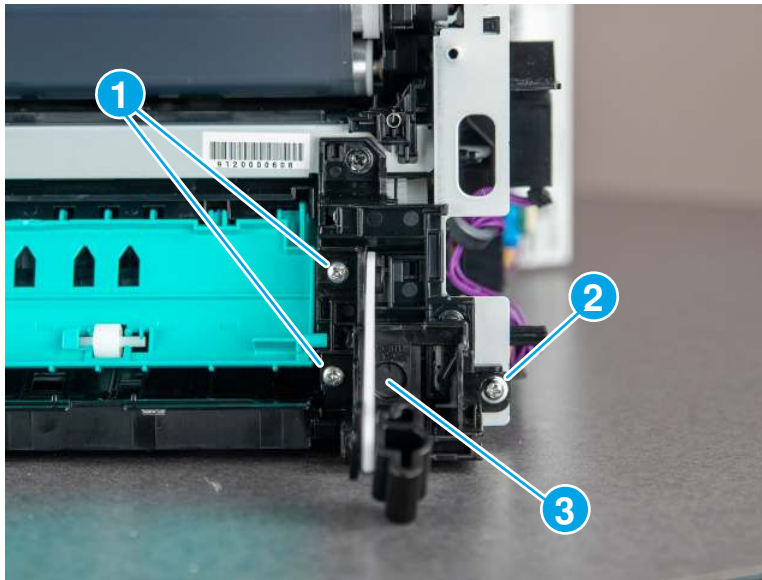
2. On the left side of the duplex upper guide, do the following:
 - a. Remove one (tapping) screw (callout 1).
 - b. Remove one (TP) screw (callout 2)
 - c. Remove the holder (callout 3).

Figure 4-788 Remove two screws and the holder



3. On the right side of the duplex upper guide, do the following:
 - a. Remove two (tapping) screws (callout 1).
 - b. Remove one (TP) screw (callout 2)
 - c. Remove the holder (callout 3).

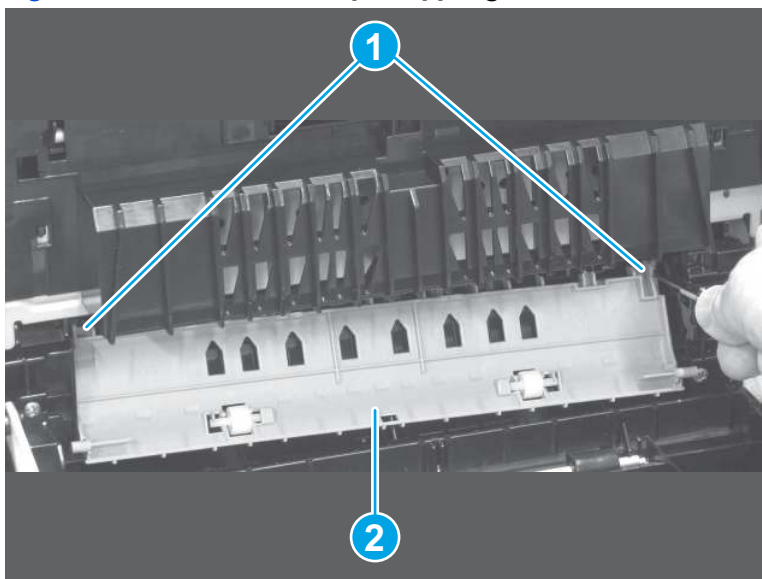
Figure 4-789 Remove three screws and the holder



4. Use a small flat-blade screwdriver to release one boss at each end of the duplex guide (callout 1), and then remove the guide (callout 2).

CAUTION: Parts of this assembly are fragile and can easily be damaged during removal.

Figure 4-790 Remove the duplex upper guide

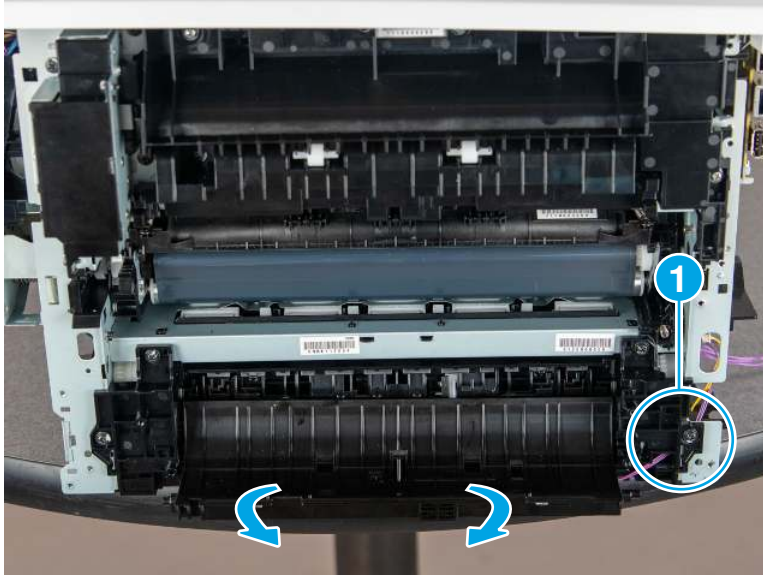


5. Carefully position the printer at the edge of the work surface. Slightly pull the duplex guide assembly down to release it, and then remove the assembly.



NOTE: Pass the wire harness through the opening in the chassis as the assembly is removed (callout 1).

Figure 4-791 Remove the duplex guide assembly



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Lower paper feed guide

Learn how to remove and replace the lower paper feed guide assembly.

Mean time to repair: 40 minutes

Service level: Difficult

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-38 Part information

Part number	Part description
RM2-2736-000CN	Paper feed guide assembly, lower

Required tools

- Small flat-blade screwdriver
- Small flat-blade screwdriver
- Needle-nose pliers

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

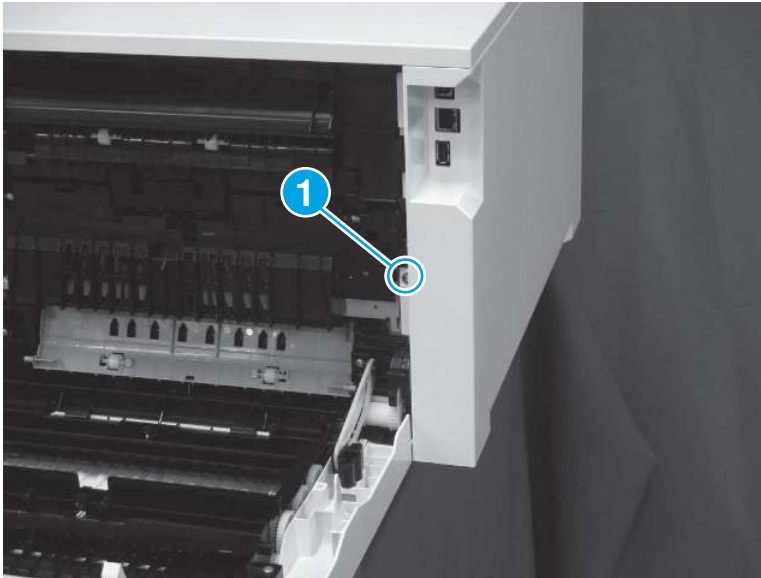
Follow the procedure below to remove and replace the left cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

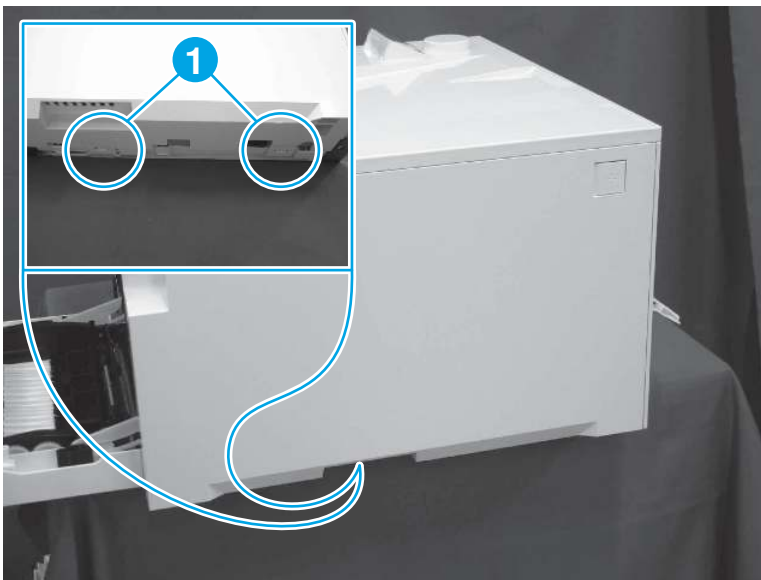
1. Remove one screw (callout 1).

Figure 4-792 Remove one screw



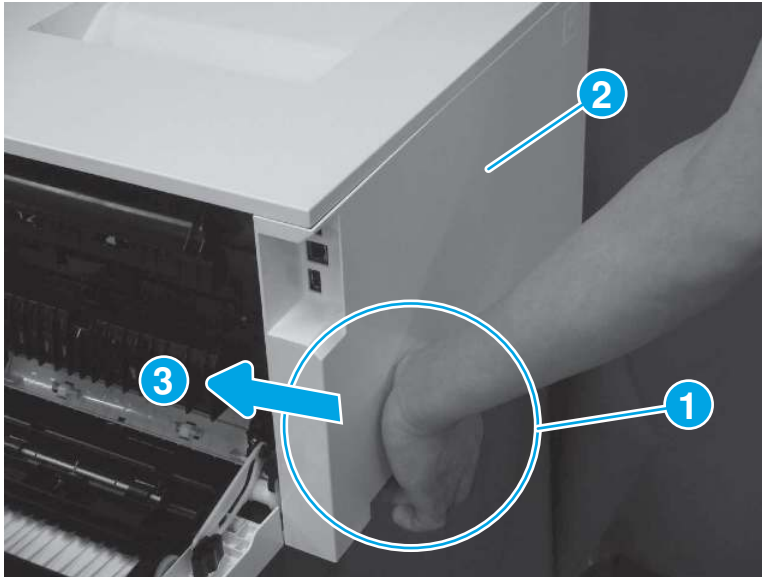
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-793 Release two tabs



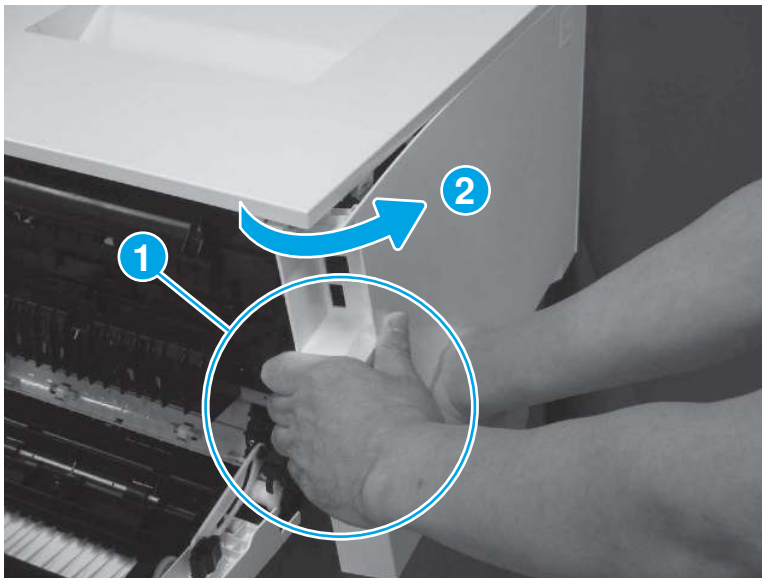
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-794 Release the rear cover corner



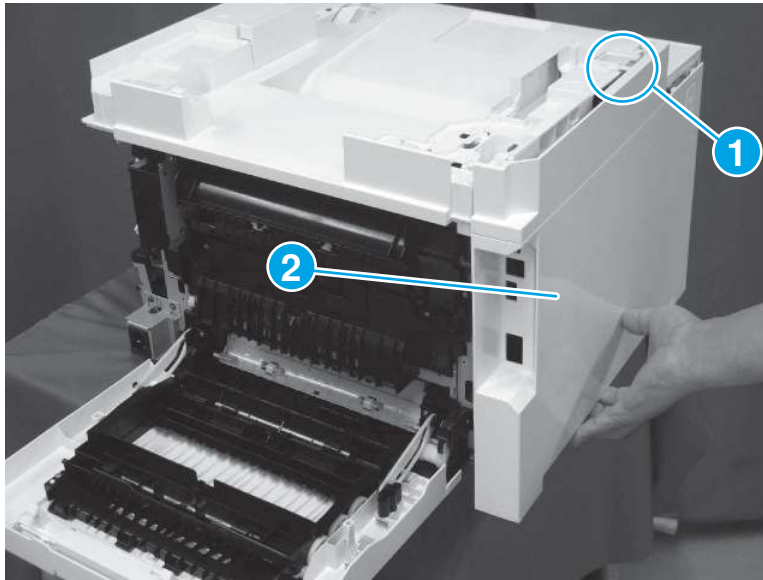
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-795 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-796 Remove the cover



2. Remove the left cover (MFP)

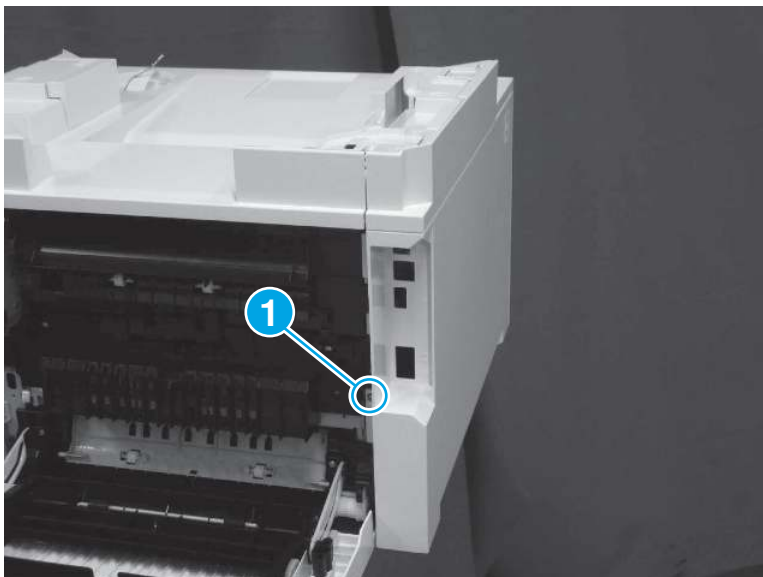
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

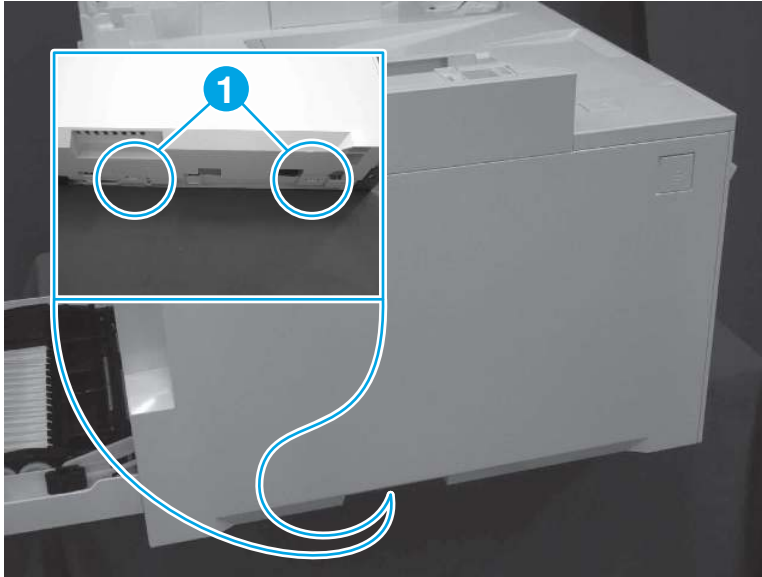
1. Remove one screw (callout 1).

Figure 4-797 Remove one screw



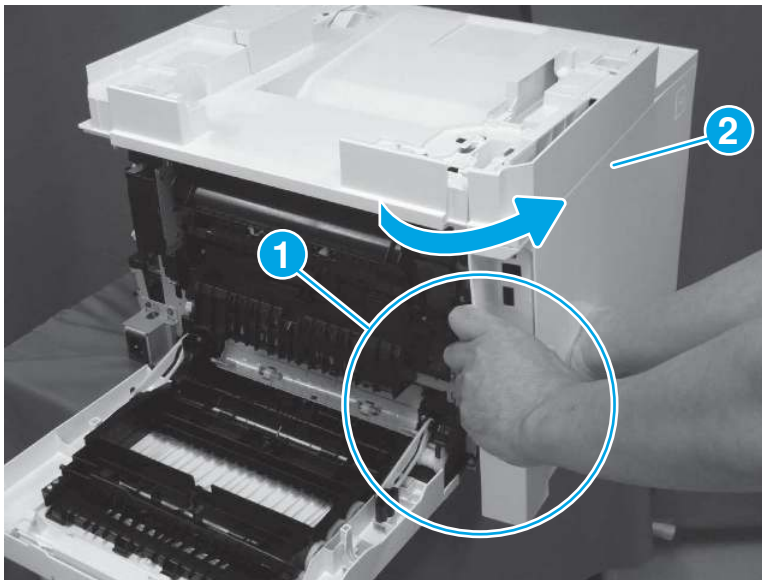
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-798 Release two tabs



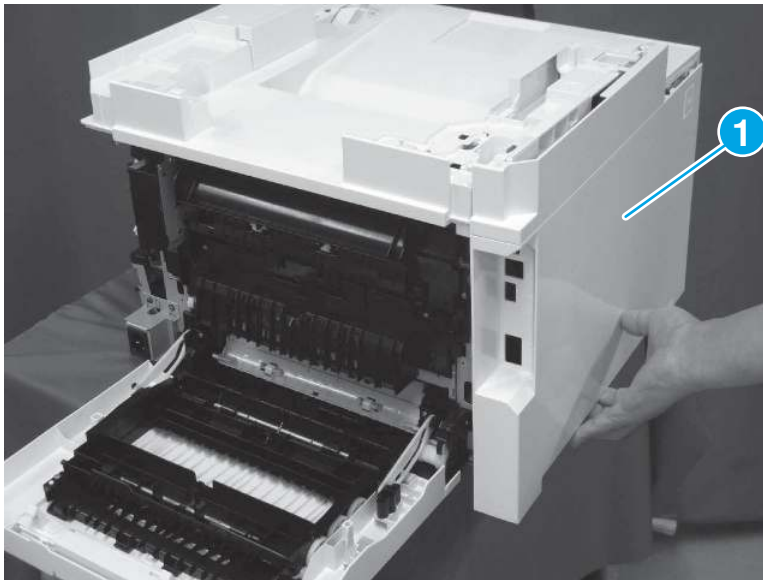
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-799 Disengage the cover corner



4. Remove the left cover (callout 1).

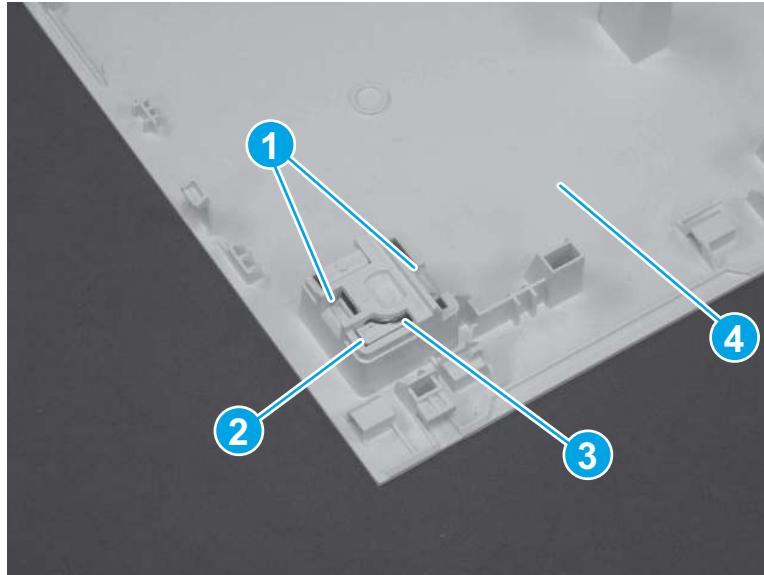
Figure 4-800 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-801 Remove the cartridge door button

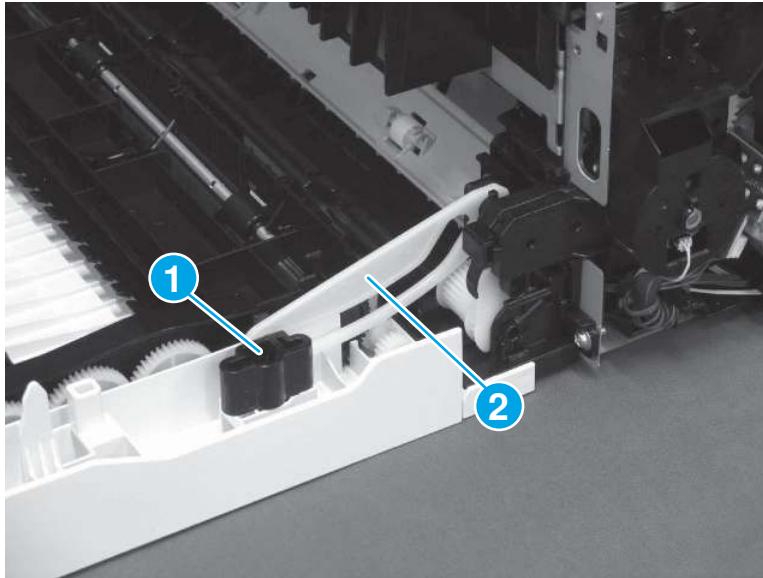


3. Remove the duplex re-pick clutch

Follow the procedure below to remove and replace the duplex re-pick clutch.

1. Remove one screw (callout 1), and then remove the hinge (callout 2).

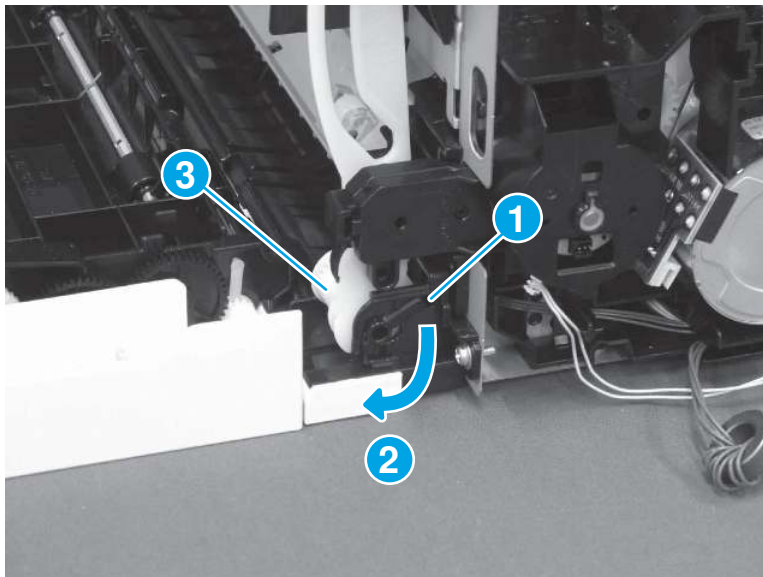
Figure 4-802 Remove the hinge



2. Release the retainer (callout 1), rotate the shaft as shown below (callout 2) to remove it, and then remove the gear (callout 3).

 **Reinstallation tip:** Take note of how the gear is installed before removing it. The shaft cannot be reinstalled if the gear is incorrectly installed.

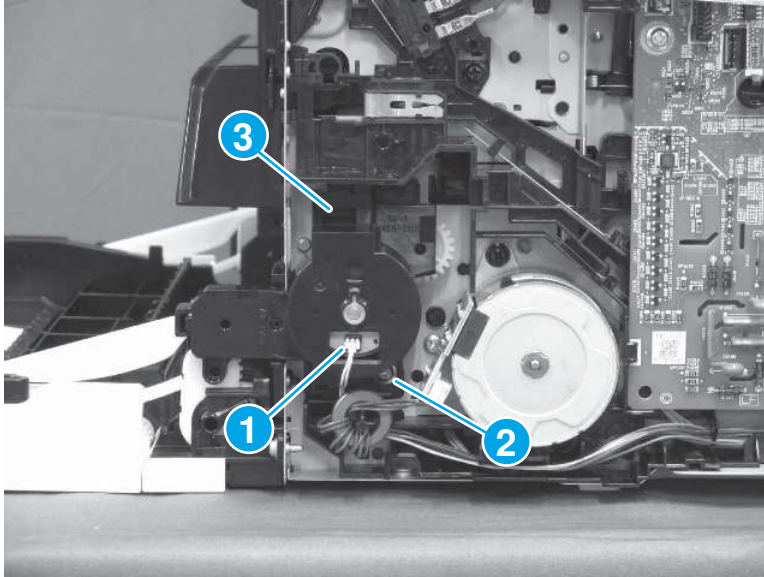
Figure 4-803 Remove the gear



3. Disconnect one connector (callout 1), remove one screw (callout 2), and then release one tab (callout 3).

 **NOTE:** The connector (callout 1) has a tab that must be released to disconnect it. It can be difficult to disconnect when the duplex re-pick clutch is installed. It might be easier to remove the duplex re-pick clutch (see the following step), and then disconnect the connector.

Figure 4-804 Disconnect one connector, remove one screw, and release one tab

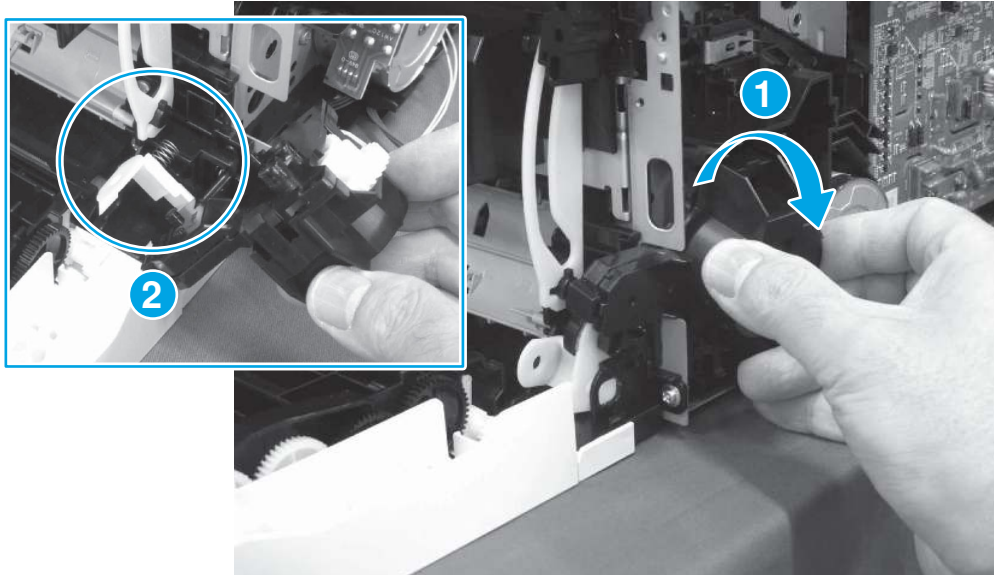


4. Remove the duplex re-pick clutch (callout 1).

CAUTION: When handling the assembly, do not lose the spring that is inside the left gear holder (callout 2).

Reinstallation tip: For a replacement duplex re-pick clutch only: Remove the spring from the assembly (callout 2), and then install it on the replacement duplex re-pick clutch.

Figure 4-805 Remove the duplex re-pick clutch



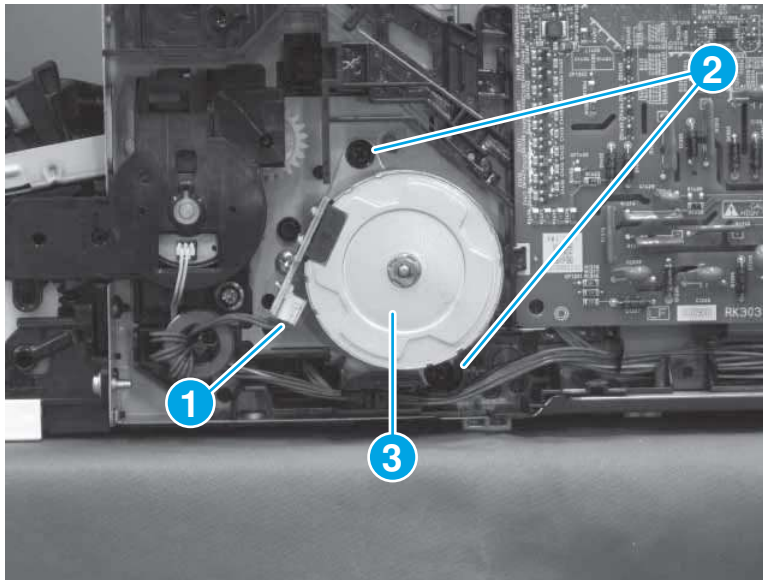
4. Remove the feed motor

Follow the procedure below to remove and replace the feed motor.

1. Disconnect one connector (callout 1).

2. Remove two screws (callout 2), and then remove the feed motor (callout 3).

Figure 4-806 Remove the feed motor



5. Remove the right cover (SFP)

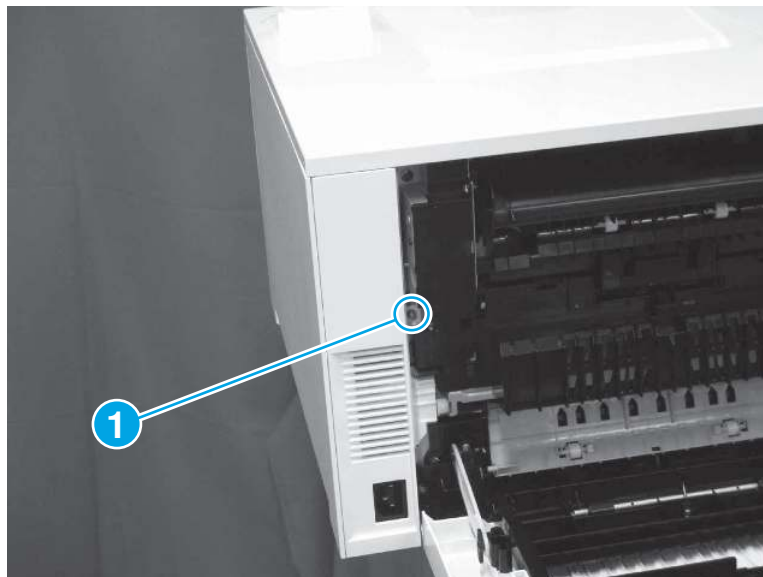
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

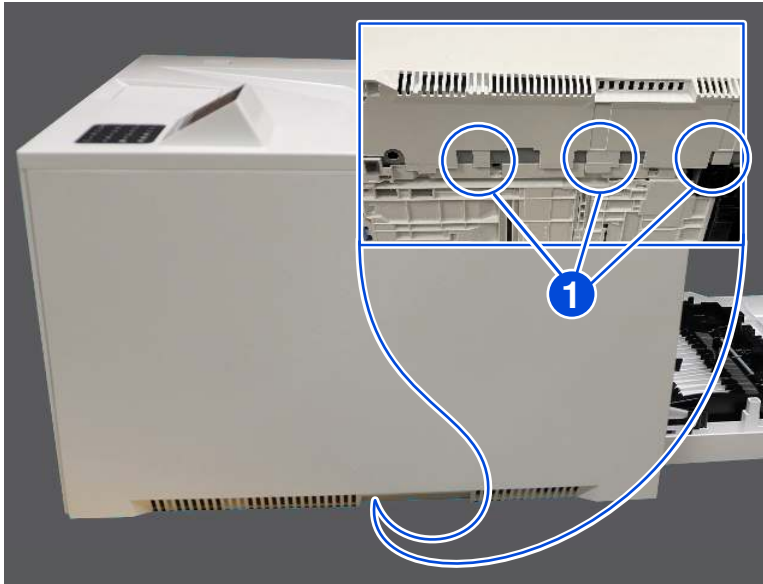
1. Remove one screw (callout 1).

Figure 4-807 Remove one screw



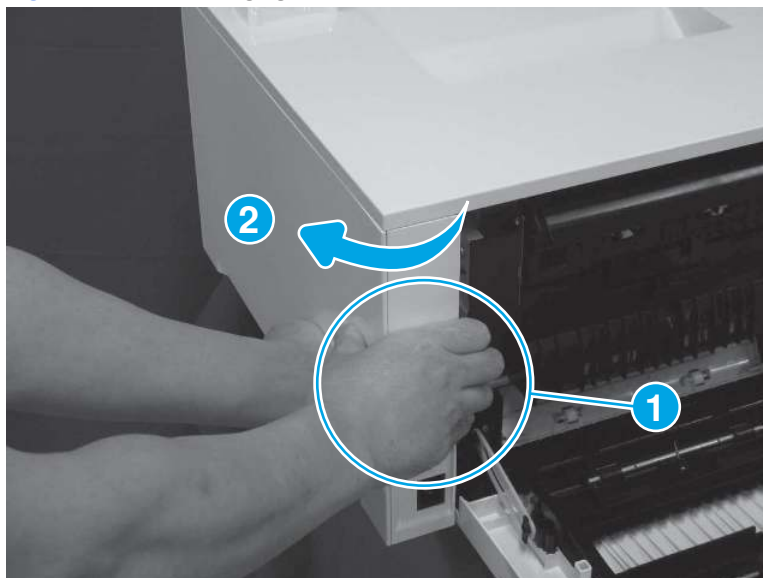
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-808 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-809 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-810 Remove the cover



6. Remove the right cover (MFP)

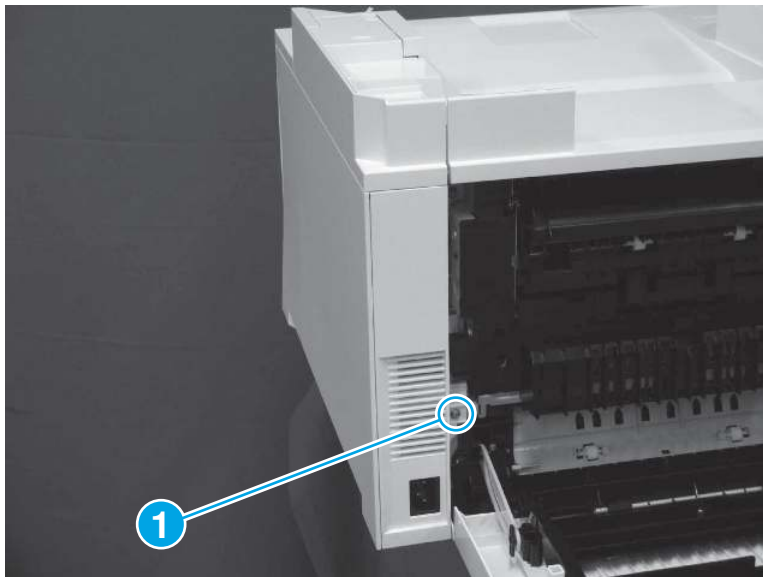
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

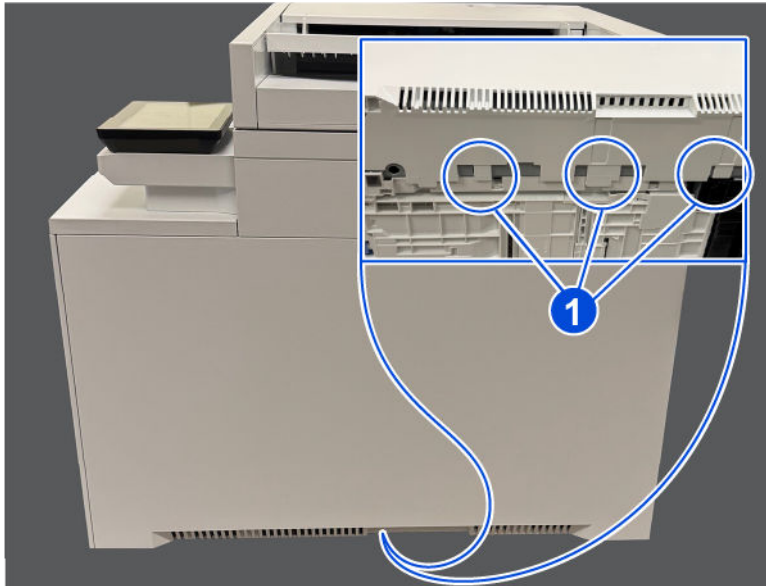
1. Remove one screw (callout 1).

Figure 4-811 Remove one screw



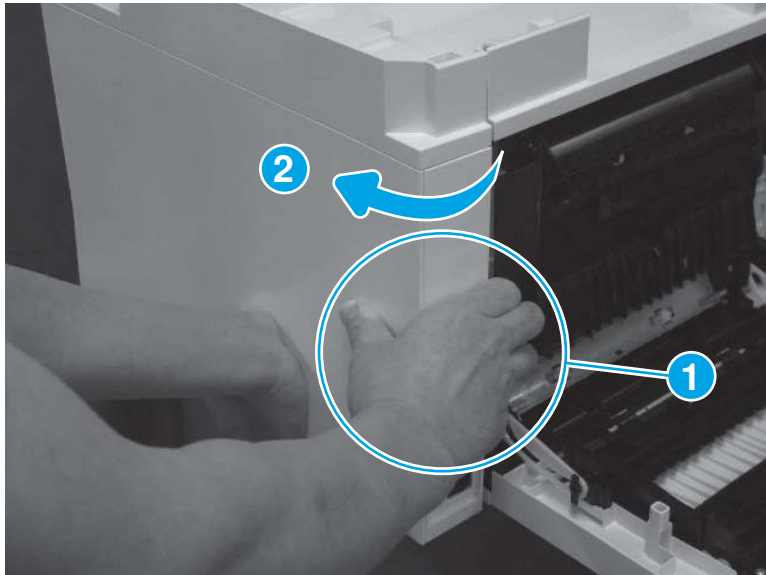
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-812 Release three tabs



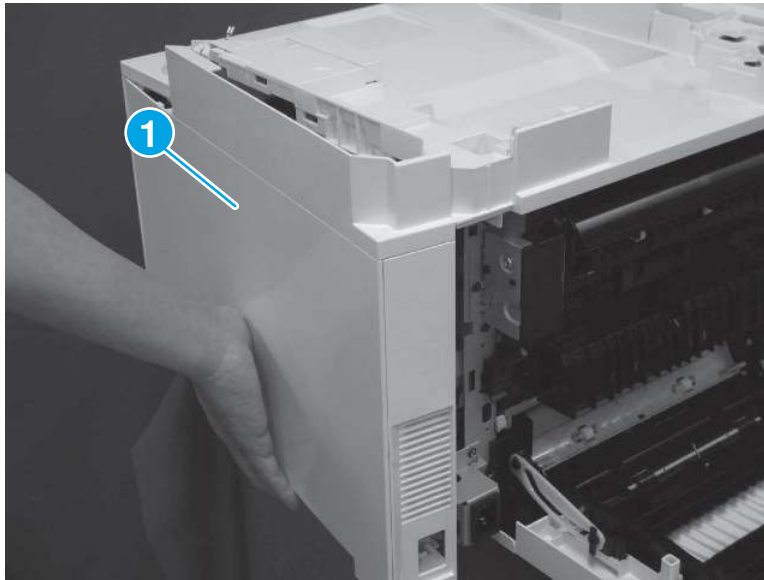
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-813 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-814 Remove the cover

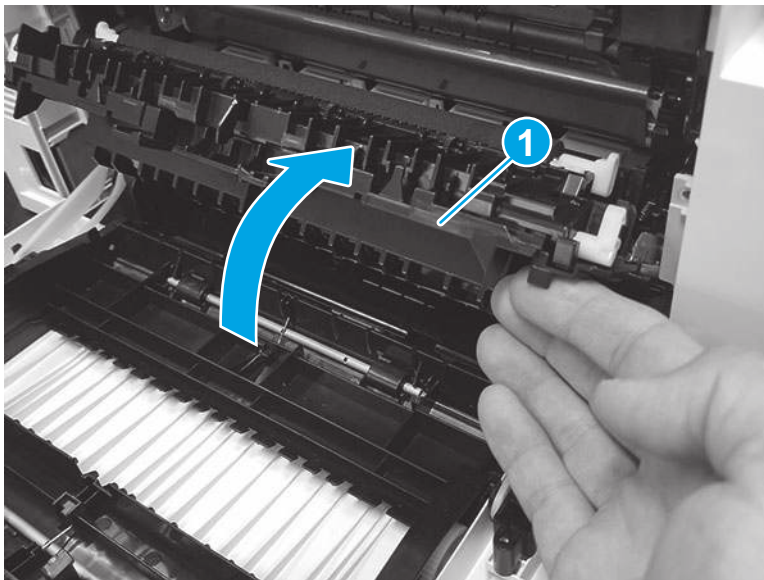


7. Remove the rear door

Follow the procedure below to remove and replace the rear door.

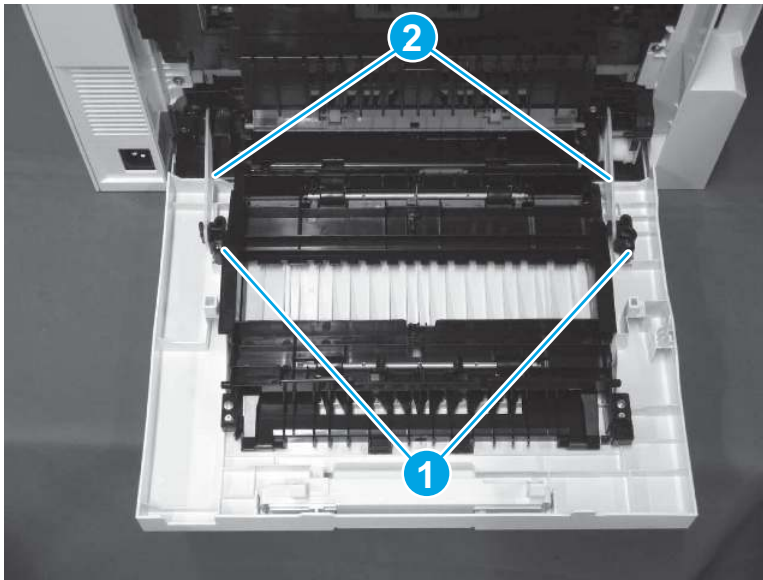
1. Open the rear door, and then raise the secondary transfer feed assembly (callout 1) up and into the locked position.

Figure 4-815 Place the T2 feed assembly in the locked position



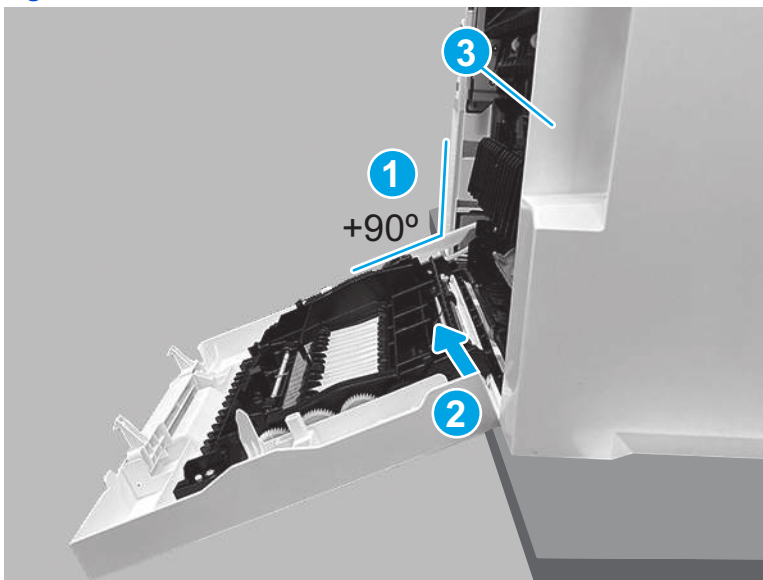
2. Remove two screws (callout 1), and then release the left- and right-side retainer arms (callout 2)

Figure 4-816 Release the retainer arms



3. Carefully position the printer at the edge of the work surface and allow the rear door to open to an angle greater than 90 degrees (callout 1). Slide the door away (callout 2) from the formatter side of the printer (callout 3) to release it, and then remove the rear door.

Figure 4-817 Remove the door



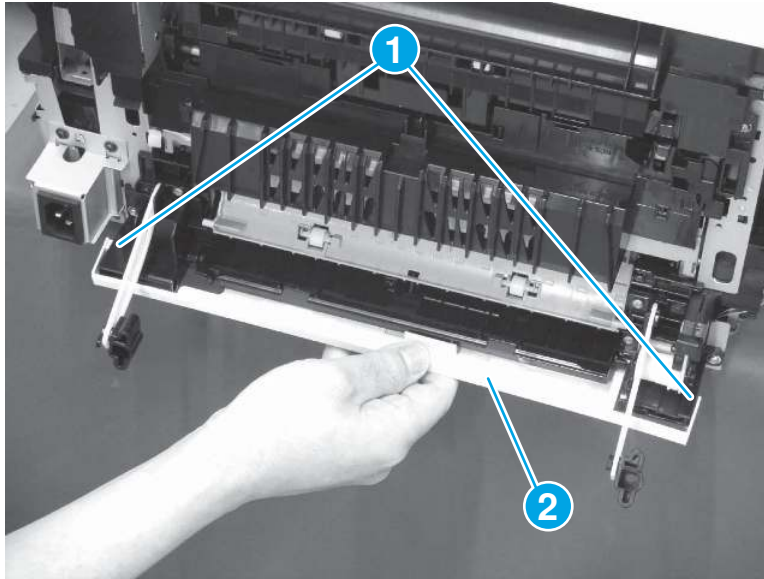
8. Remove the duplexing bottom cover

Follow the procedure below to remove and replace the duplexing bottom cover.

1. Release two tabs (callout 1).

2. Remove the duplexing bottom cover (callout 2).

Figure 4-818 Remove the duplexing bottom cover

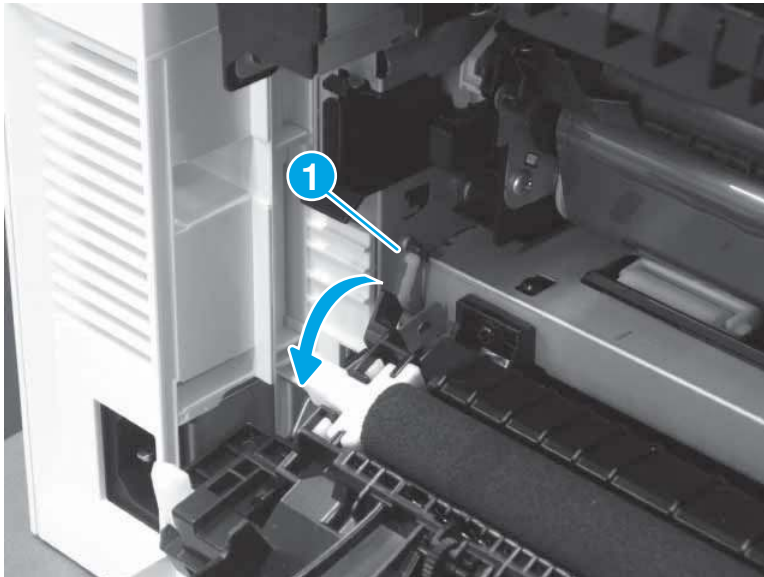


9. Remove the secondary transfer roller (T2) assembly

Follow the procedure below to remove and replace the T2 roller assembly.

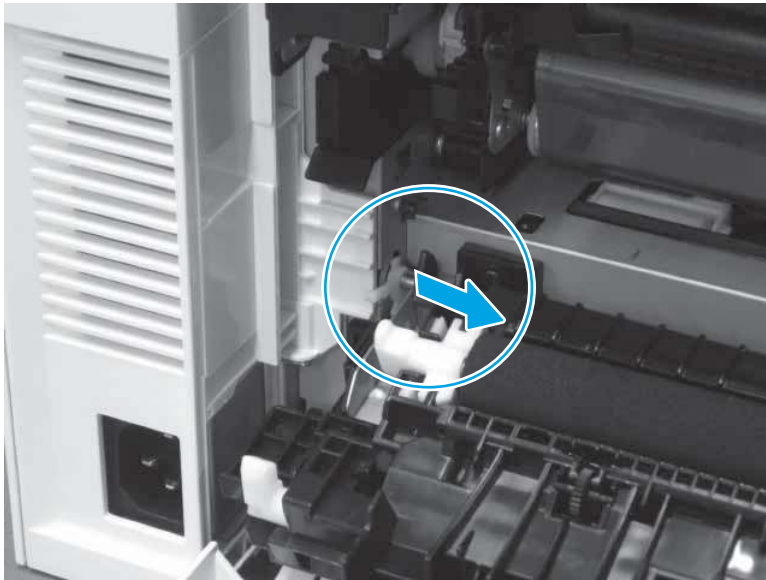
1. Open the rear door, and then rotate the bushing (callout 1) in the direction shown below.

Figure 4-819 Rotate the bushing



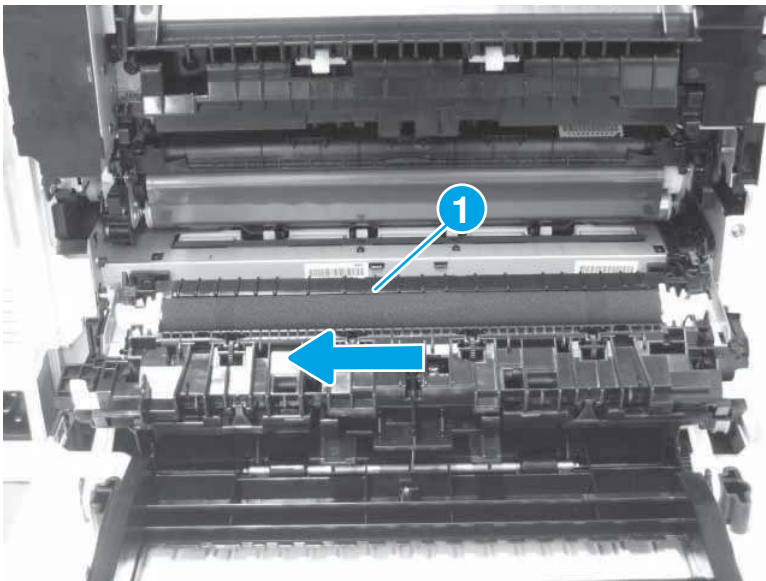
2. Slide the bushing in the direction shown below.

Figure 4-820 Slide the bushing



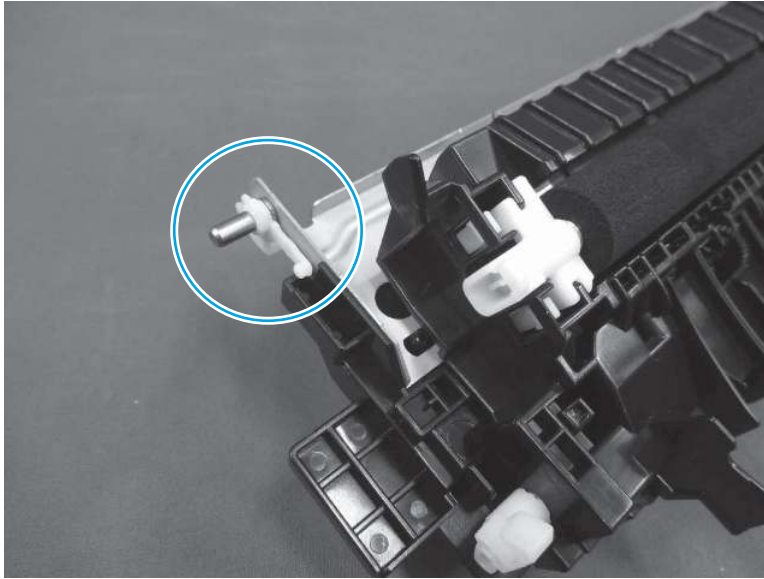
3. Slide the T2 assembly (callout 1) in the direction shown below to remove it.

Figure 4-821 Remove the T2 assembly



4. The bushing shown in the figure below is supplied with the replacement assembly.

Figure 4-822 T2 assembly bushing



 **NOTE:** If the transfer roller is not being replaced and hasn't been damaged during the assembly removal, move the transfer roller to the new roller assembly.

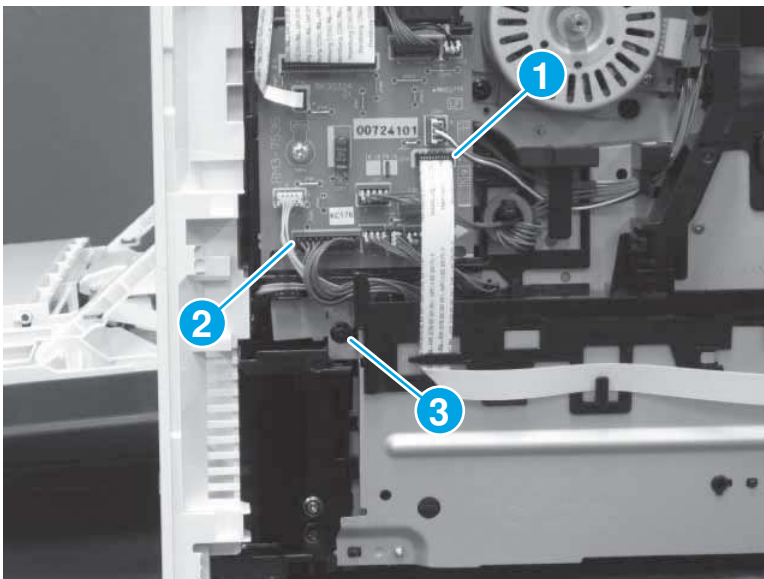
10. Remove the low-voltage power supply (LVPS)

Follow the procedure below to remove and replace the LVPS.

 **CAUTION:**  ESD sensitive part.

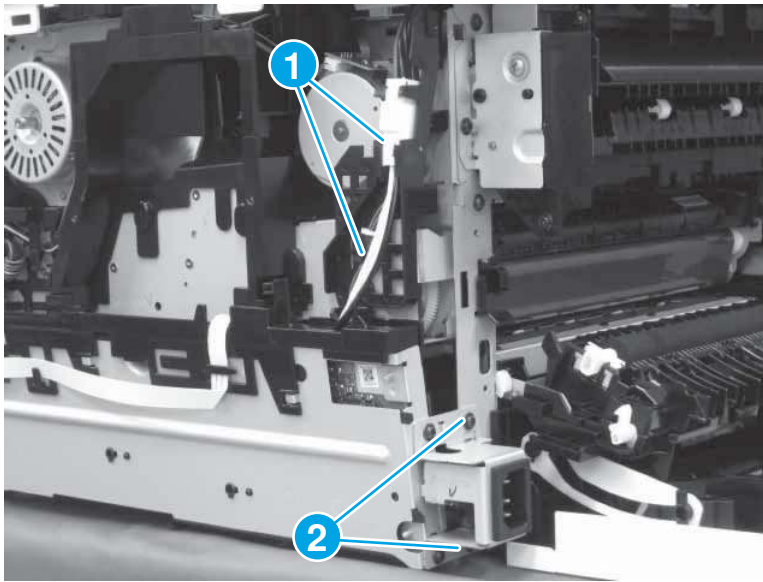
1. Disconnect one flat-flexible cable (callout 1) and one connector (callout 2), and then remove one screw (callout 3).

Figure 4-823 Disconnect FFC, connector, and remove one screw



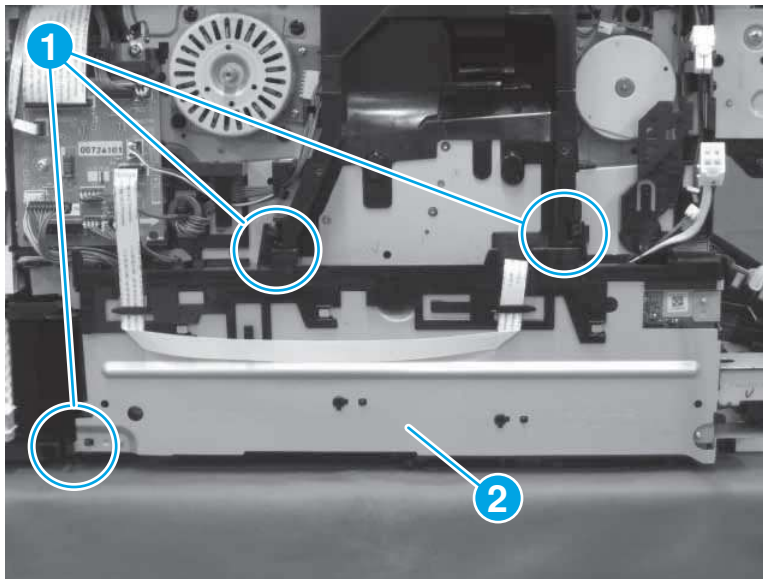
2. Disconnect two connectors (callout 1), and then remove two screws (callout 2).

Figure 4-824 Disconnect connectors and remove screws



3. Release three tabs (callout 1), and then remove the LVPS (callout 2).

Figure 4-825 Remove the LVPS



11. Remove the duplex guide assembly

Follow the procedure below to remove and replace the duplex guide assembly.

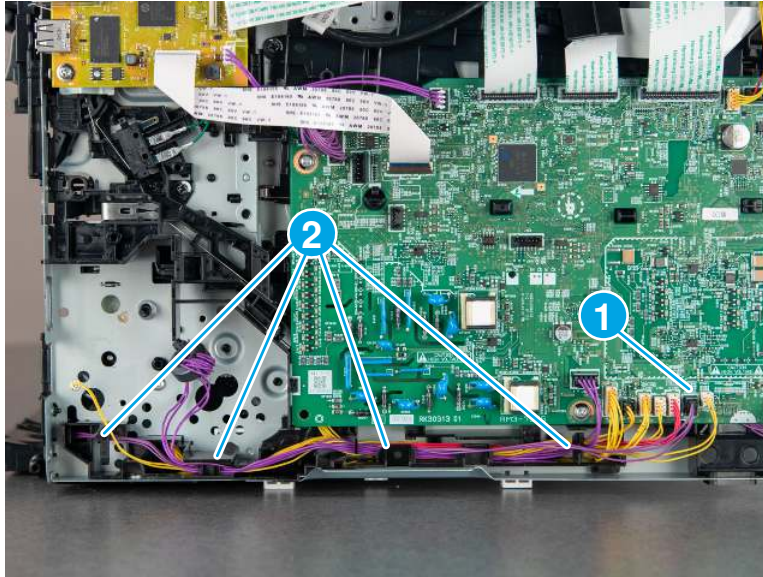
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).



NOTE: The correct cable to release is the purple three-wire harness.

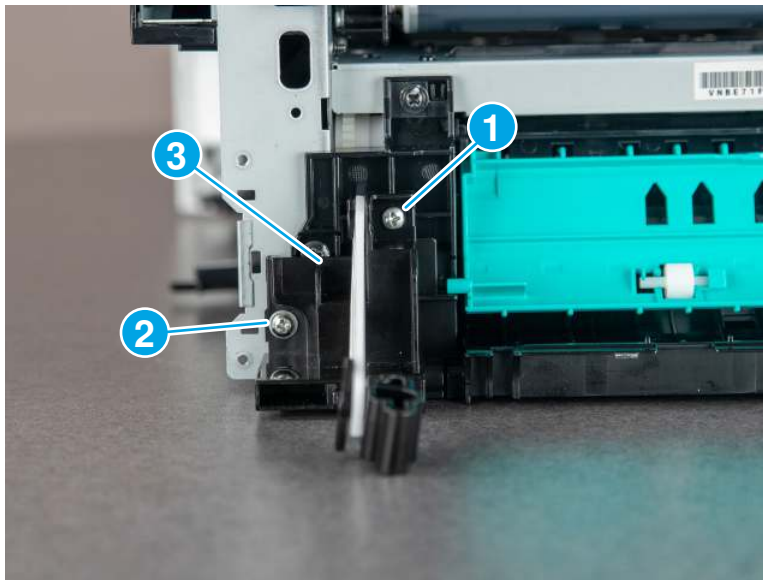
Disconnect other connectors and release other wire harnesses as necessary.

Figure 4-826 Disconnect one connector



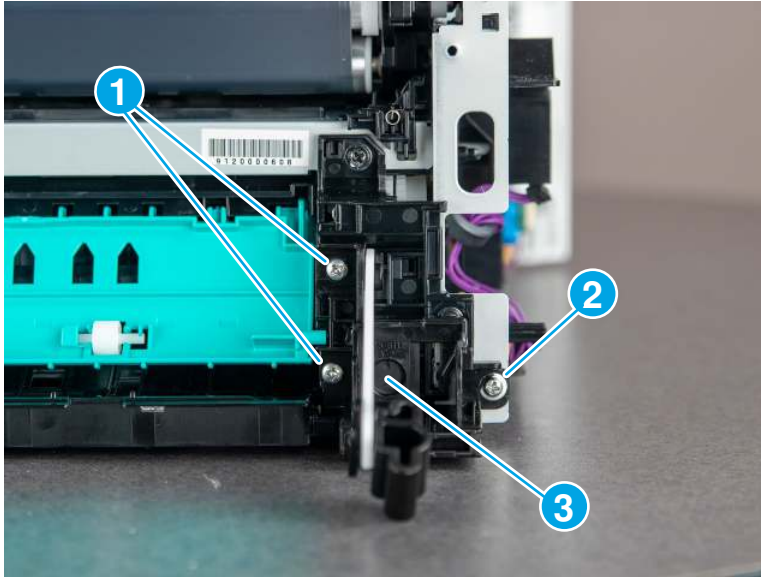
2. On the left side of the duplex upper guide, do the following:
 - a. Remove one (tapping) screw (callout 1).
 - b. Remove one (TP) screw (callout 2)
 - c. Remove the holder (callout 3).

Figure 4-827 Remove two screws and the holder



3. On the right side of the duplex upper guide, do the following:
 - a. Remove two (tapping) screws (callout 1).
 - b. Remove one (TP) screw (callout 2)
 - c. Remove the holder (callout 3).

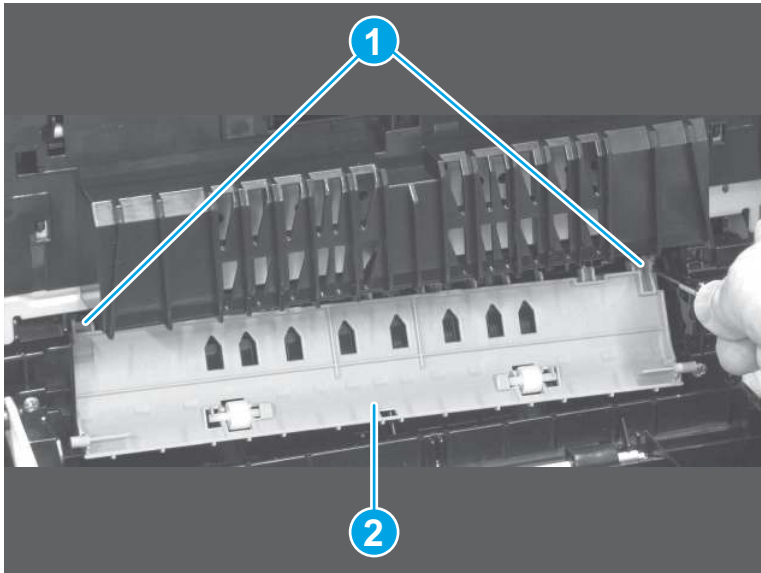
Figure 4-828 Remove three screws and the holder



4. Use a small flat-blade screwdriver to release one boss at each end of the duplex guide (callout 1), and then remove the guide (callout 2).

CAUTION: Parts of this assembly are fragile and can easily be damaged during removal.

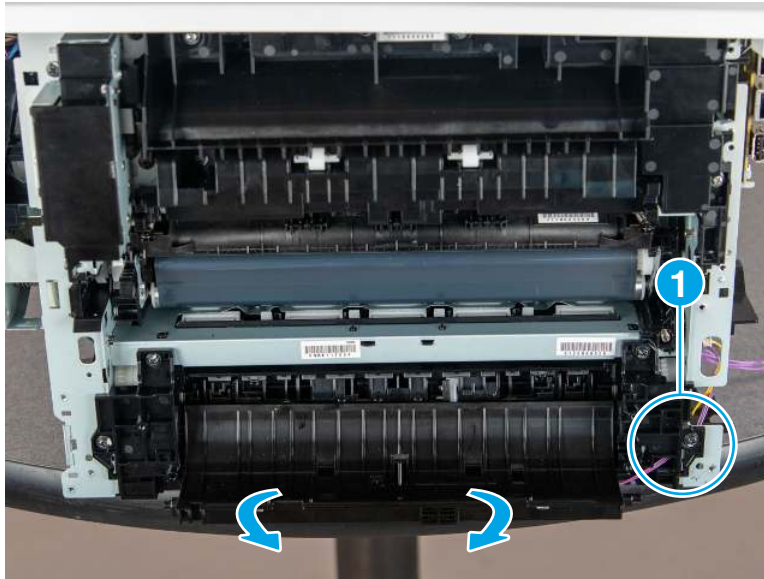
Figure 4-829 Remove the duplex upper guide



5. Carefully position the printer at the edge of the work surface. Slightly pull the duplex guide assembly down to release it, and then remove the assembly.

NOTE: Pass the wire harness through the opening in the chassis as the assembly is removed (callout 1).

Figure 4-830 Remove the duplex guide assembly

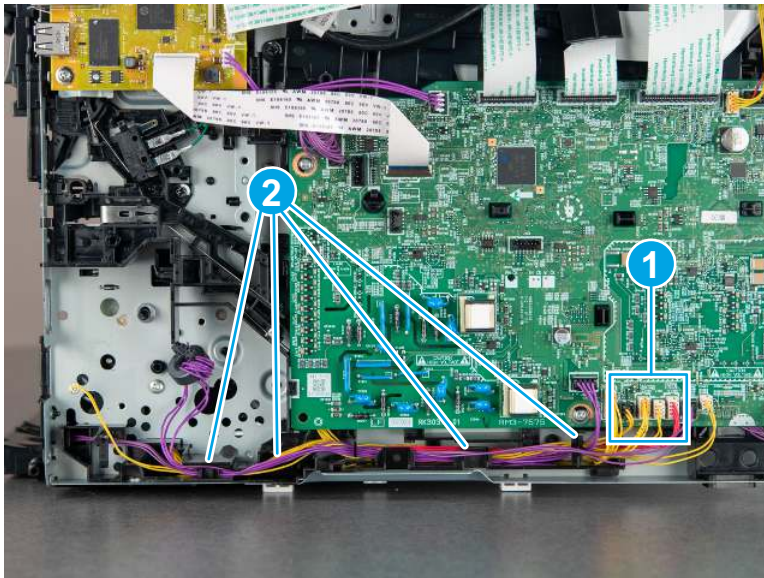


12. Remove the feed lower guide assembly

Follow the procedure below to remove and replace the feed lower guide assembly.

1. Disconnect the four connectors (callout 1), and then release the wire harnesses from the guide (callout 2).

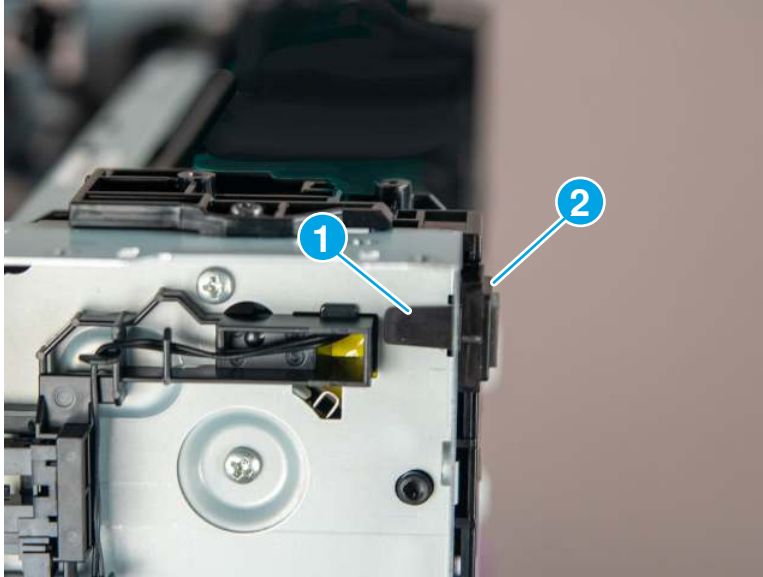
Figure 4-831 Disconnect the connectors and release the wire harnesses



2. Position the printer with the front-side down, release one tab (callout 1), and then remove the rubber pad (callout 2). Repeat this step for the rubber pad on the opposite side.

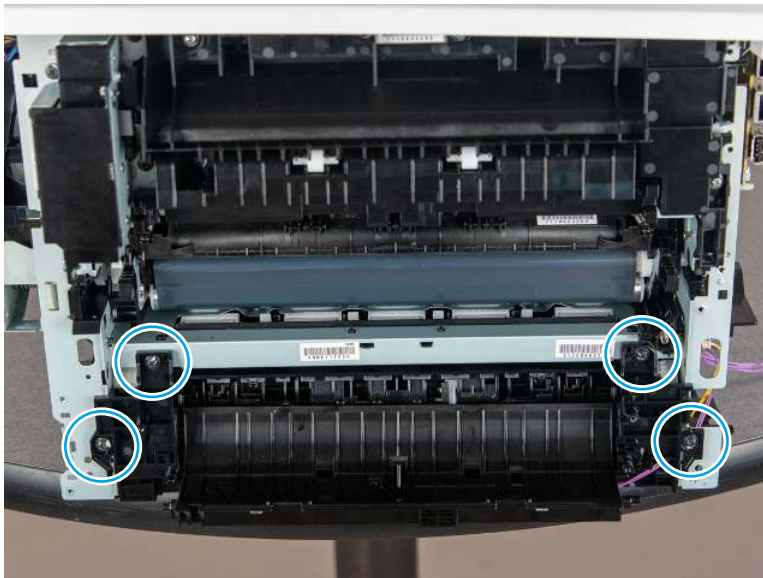
CAUTION: **MFP only:** The integrated scanner assembly (ISA) can suddenly open when the printer is placed in any position other than top-side up. Secure the ISA when repositioning the printer.

Figure 4-832 Remove the pad



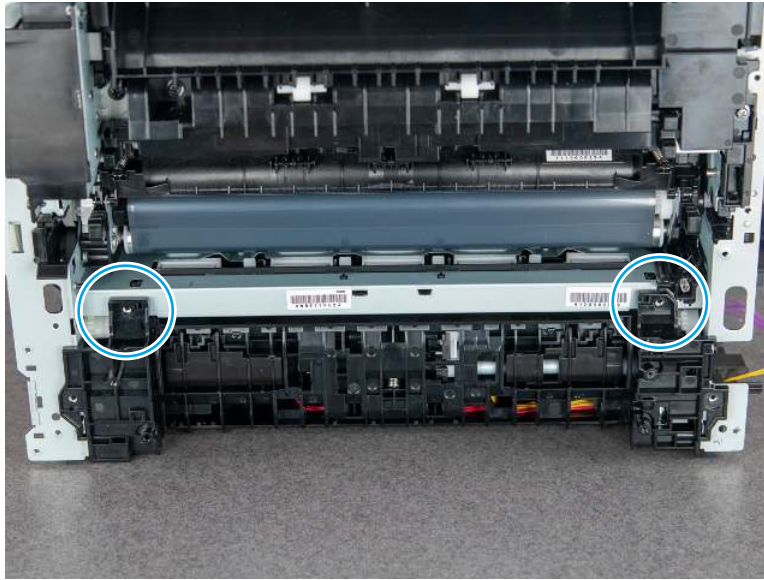
3. Position the printer with the top-side up (normal position), and then remove four screws.

Figure 4-833 Remove four screws



4. Use a small flat-blade screwdriver to release two bosses (callout 1).

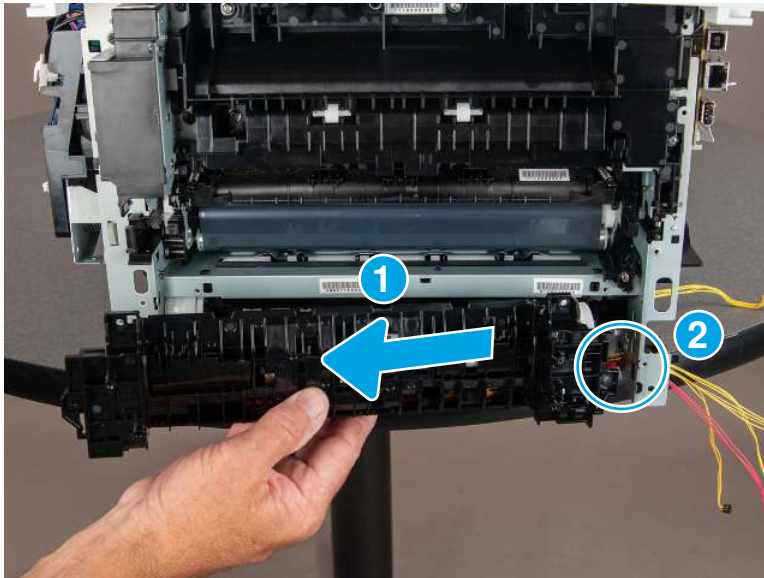
Figure 4-834 Release two bosses



5. Carefully position the printer at the edge of the work surface. Slightly pull down on the assembly to release it, and then remove the feed lower guide assembly (callout 1).

 **NOTE:** Carefully pull the wire harness through the opening in the chassis (callout 2) while removing the assembly.

Figure 4-835 Remove the feed lower guide assembly



13. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

 **NOTE:** HP recommends responsible disposal of the defective part.

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

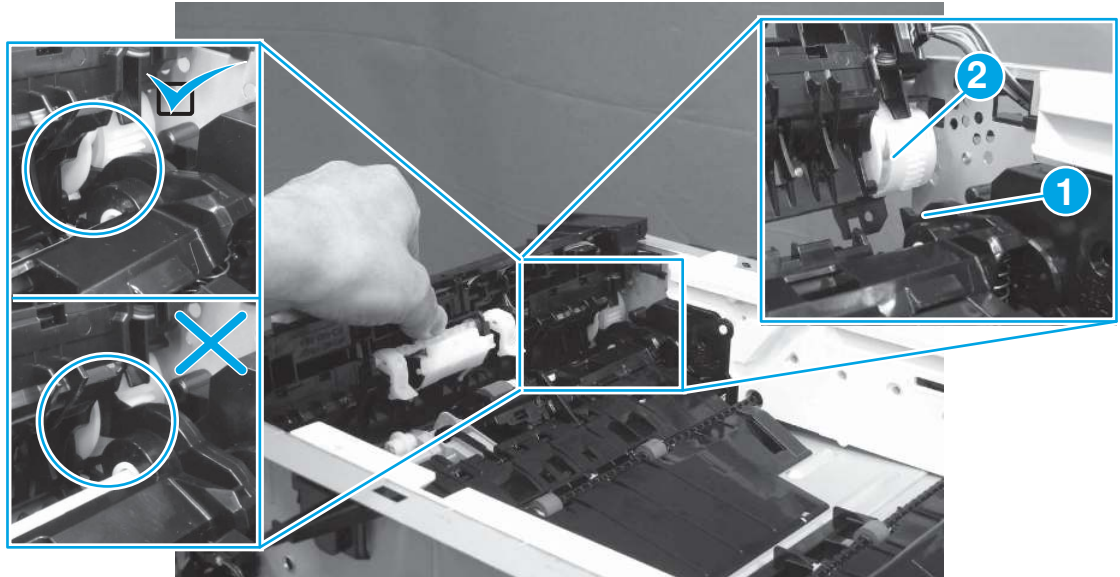
14. Special installation instructions - Feed lower guide assembly

Follow the special instructions below to install the feed lower guide assembly.

NOTE: The printer is shown upside down in the figure below for clarity.

1. When the assembly is installed, ensure the link arm (callout 1) on the printer is correctly inserted in the gear (callout 2) of the feed lower guide assembly.

Figure 4-836 Install the feed lower guide assembly



2. Verify the link arm is positioned correctly.

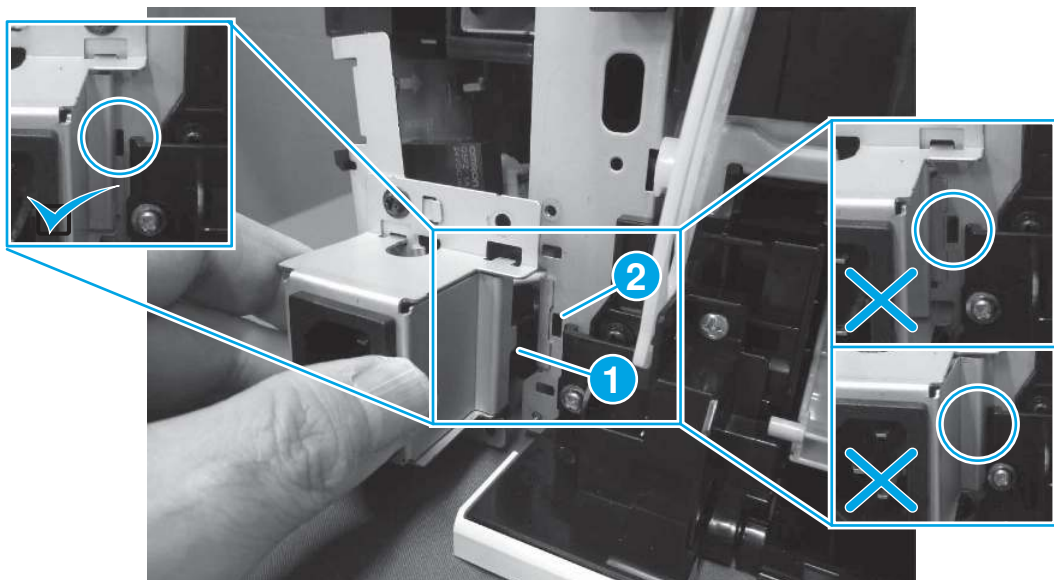
15. Special installation instructions - Low-voltage power supply (LVPS)

Follow the special instructions below to install a replacement LVPS.

 **CAUTION:**  ESD sensitive part.

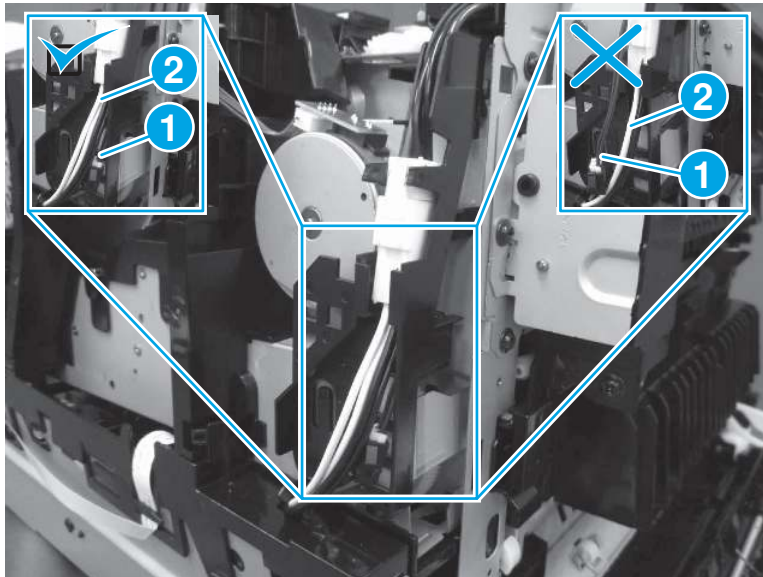
1. When the LVPS is installed, make sure that the sheet-metal tab (callout 1) near the power receptacle is inserted in the slot (callout 2) in the chassis.

Figure 4-837 Install the LVPS tab



2. Make sure that the fuser temperature fuse cable (callout 1) is positioned behind the thick cable (callout 2). This prevents the fuser cable from unnecessary movement.

Figure 4-838 Check the fuser temperature fuse cable



Removal and replacement: Lifter drive assembly

Learn how to remove and replace the lifter drive assembly.

Mean time to repair: 45 minutes

Service level: Difficult

Before performing service

Turn the printer power off.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-39 Part information

Part number	Part description
RM2-2711-000CN	Lifter drive assembly

Required tools

- Small flat-blade screwdriver
- Small flat-blade screwdriver

- Needle-nose pliers

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

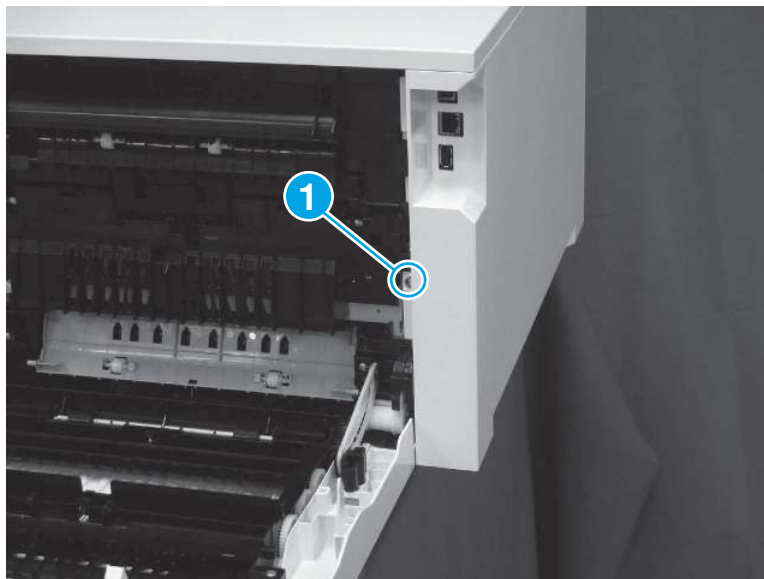
Follow the procedure below to remove and replace the left cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

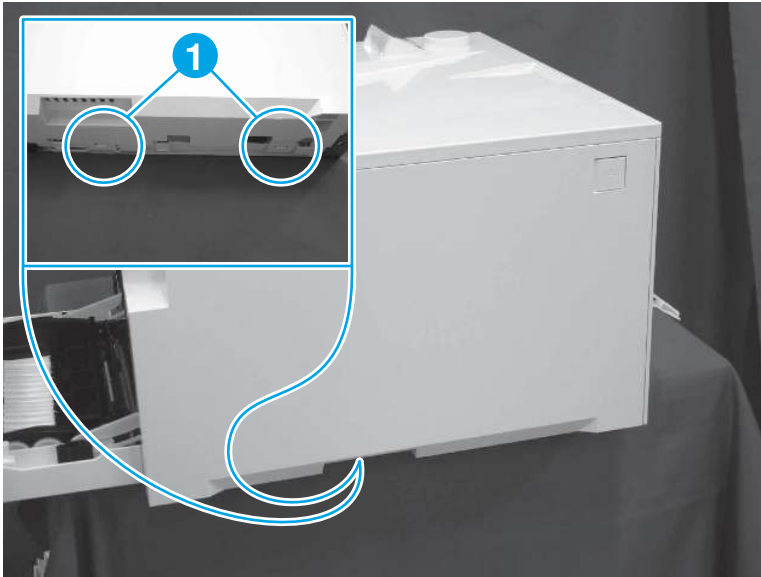
1. Remove one screw (callout 1).

Figure 4-839 Remove one screw



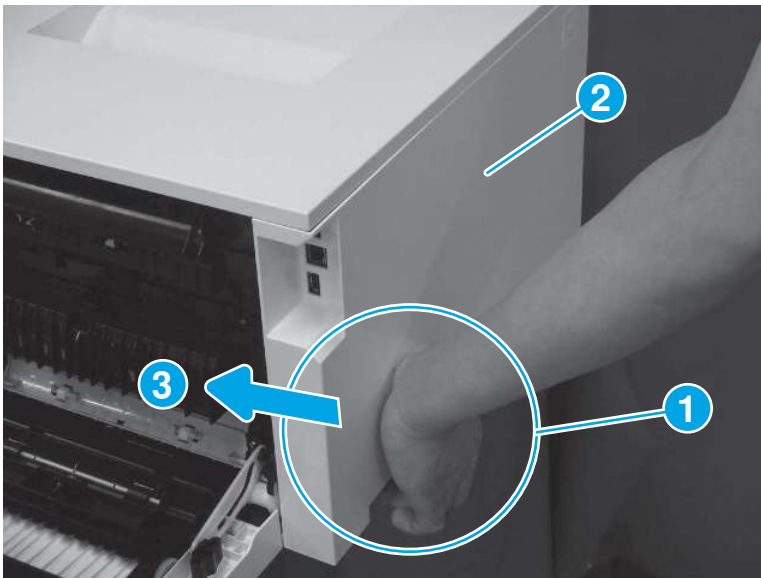
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-840 Release two tabs



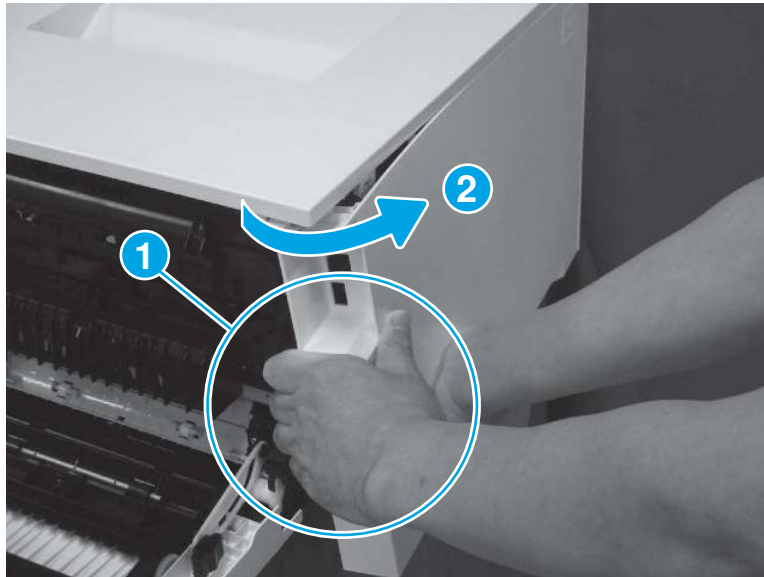
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-841 Release the rear cover corner



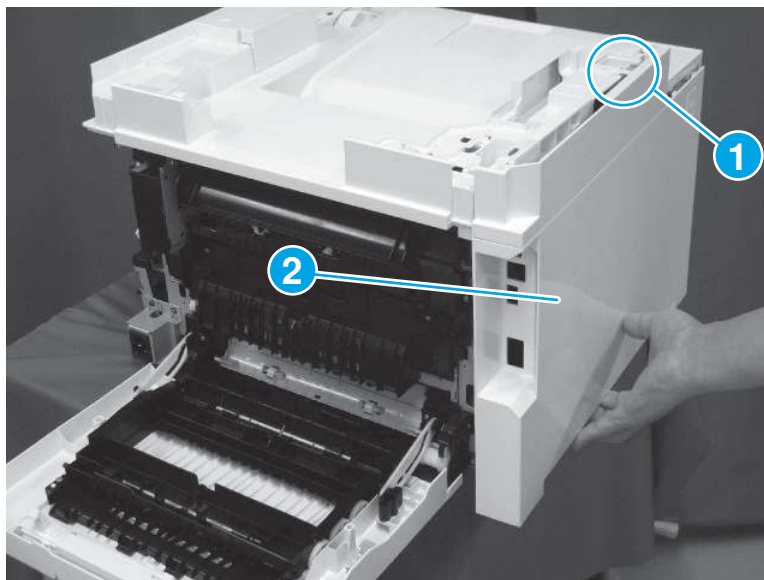
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-842 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-843 Remove the cover



2. Remove the left cover (MFP)

Follow the procedure below to remove and replace the left cover (MFP).



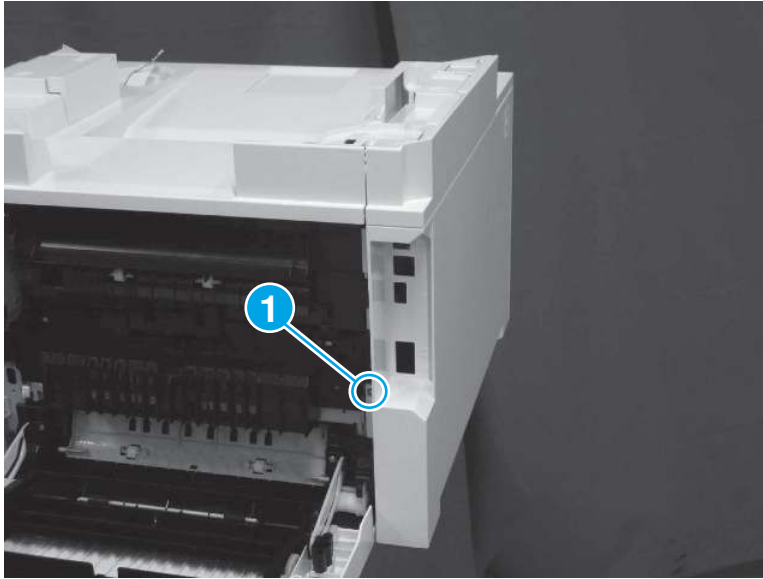
NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.



TIP: There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

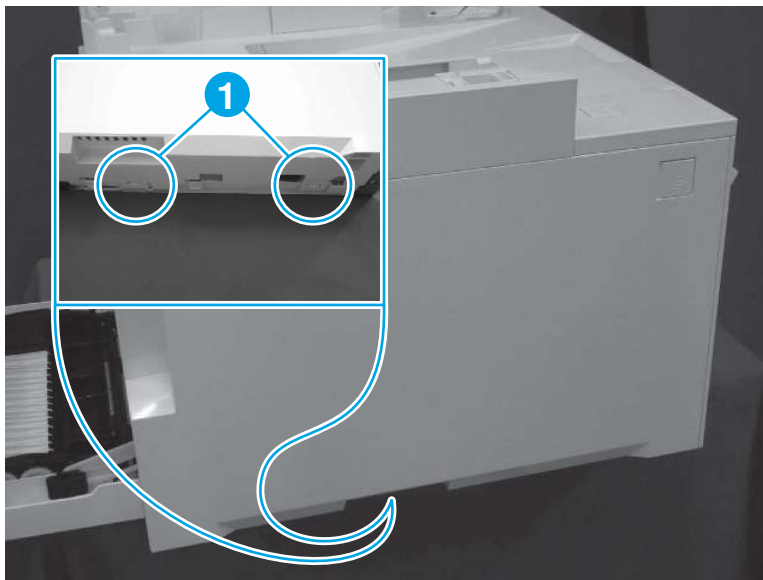
1. Remove one screw (callout 1).

Figure 4-844 Remove one screw



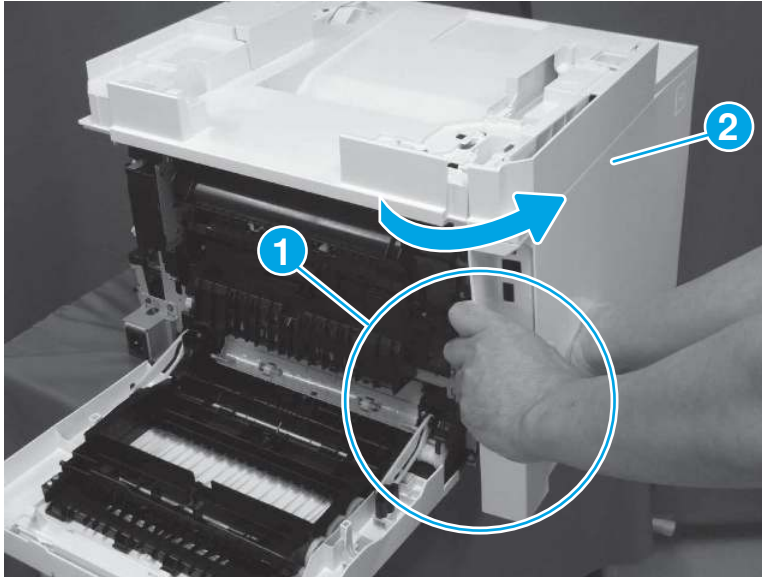
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-845 Release two tabs



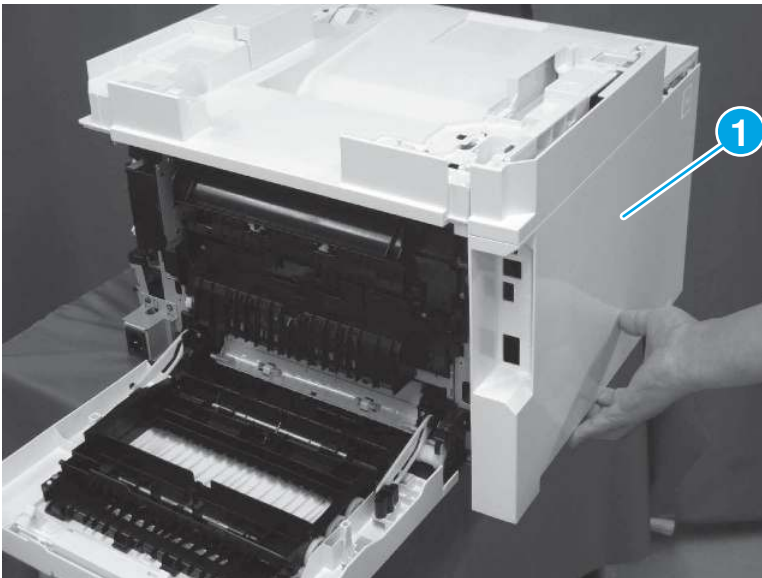
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-846 Disengage the cover corner



4. Remove the left cover (callout 1).

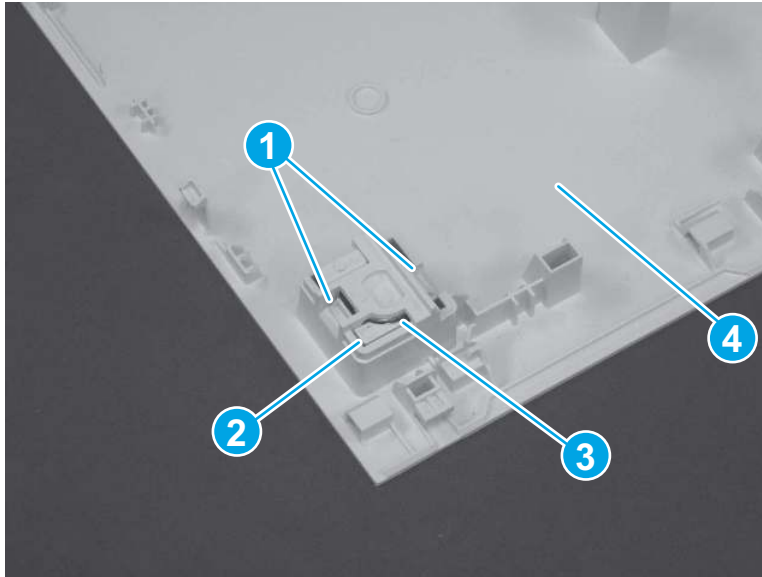
Figure 4-847 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-848 Remove the cartridge door button

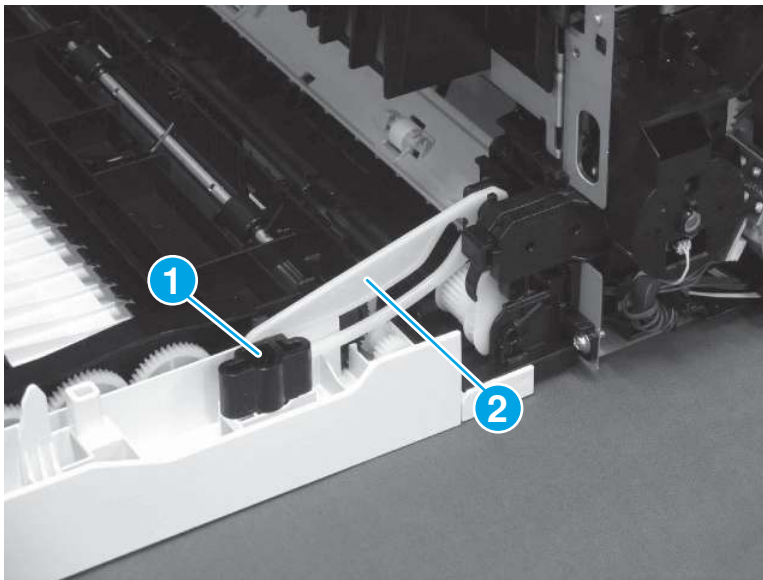


3. Remove the duplex re-pick clutch

Follow the procedure below to remove and replace the duplex re-pick clutch.

1. Remove one screw (callout 1), and then remove the hinge (callout 2).

Figure 4-849 Remove the hinge

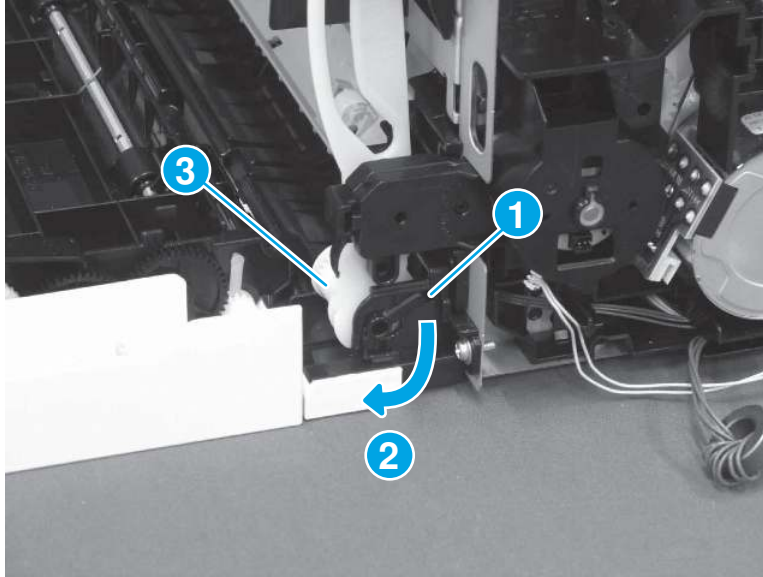


2. Release the retainer (callout 1), rotate the shaft as shown below (callout 2) to remove it, and then remove the gear (callout 3).



Reinstallation tip: Take note of how the gear is installed before removing it. The shaft cannot be reinstalled if the gear is incorrectly installed.

Figure 4-850 Remove the gear

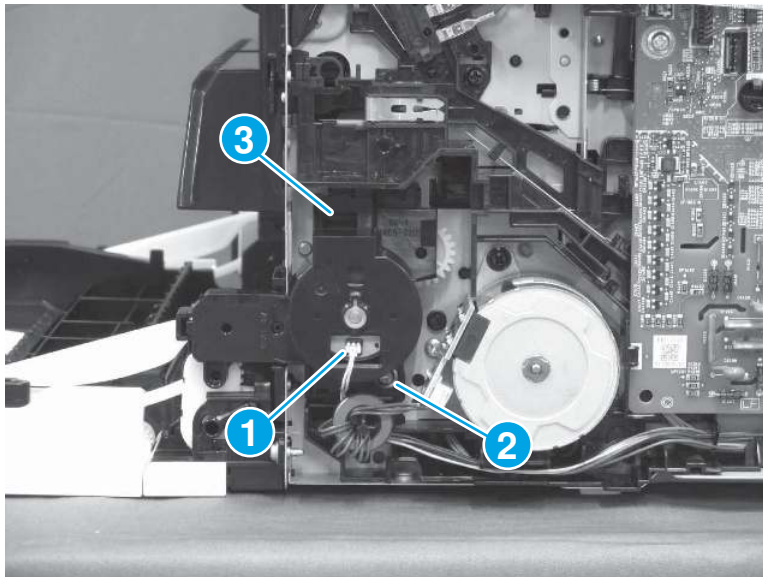


3. Disconnect one connector (callout 1), remove one screw (callout 2), and then release one tab (callout 3).



NOTE: The connector (callout 1) has a tab that must be released to disconnect it. It can be difficult to disconnect when the duplex re-pick clutch is installed. It might be easier to remove the duplex re-pick clutch (see the following step), and then disconnect the connector.

Figure 4-851 Disconnect one connector, remove one screw, and release one tab



4. Remove the duplex re-pick clutch (callout 1).

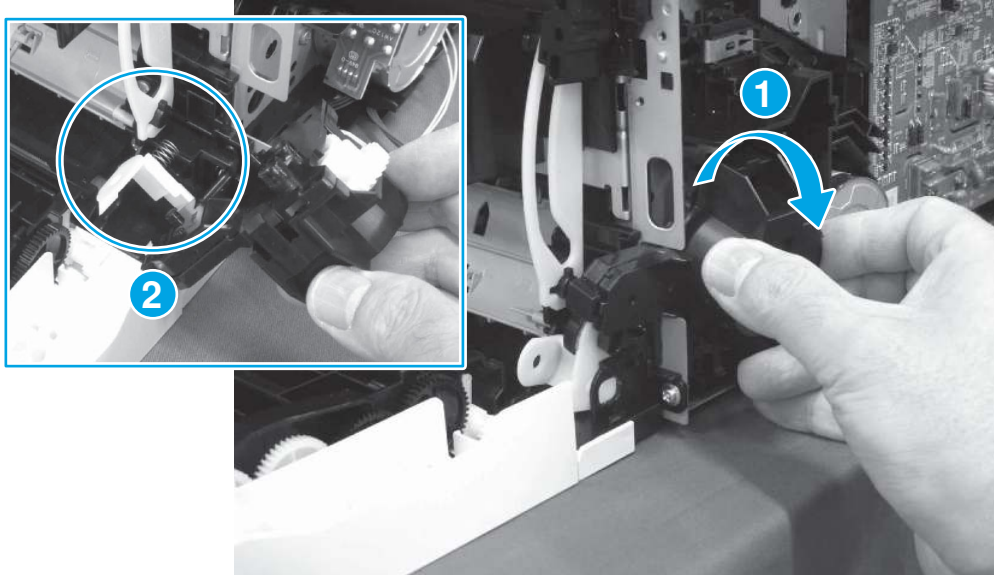


CAUTION: When handling the assembly, do not lose the spring that is inside the left gear holder (callout 2).



Reinstallation tip: **For a replacement duplex re-pick clutch only:** Remove the spring from the assembly (callout 2), and then install it on the replacement duplex re-pick clutch.

Figure 4-852 Remove the duplex re-pick clutch

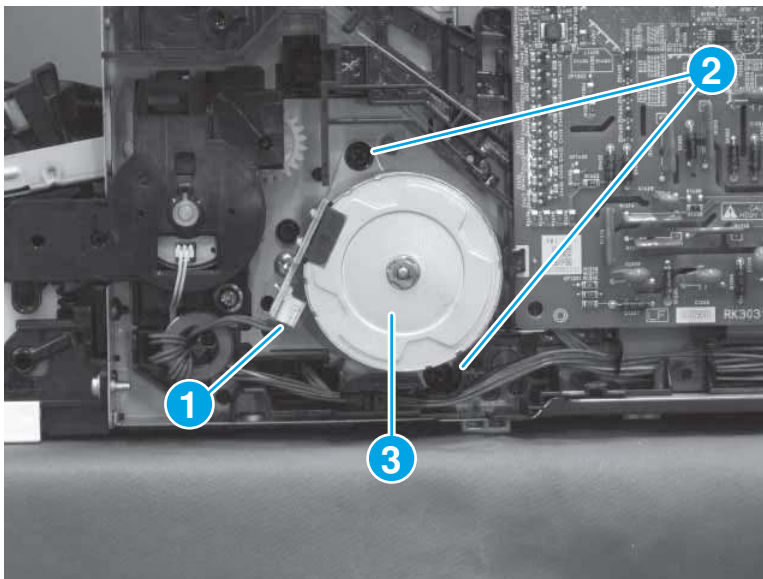


4. Remove the feed motor

Follow the procedure below to remove and replace the feed motor.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2), and then remove the feed motor (callout 3).

Figure 4-853 Remove the feed motor



5. Remove the right cover (SFP)

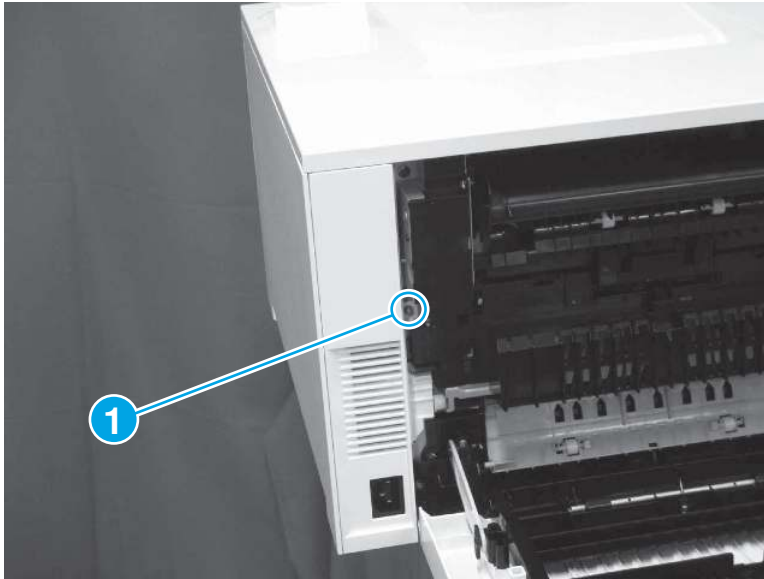
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

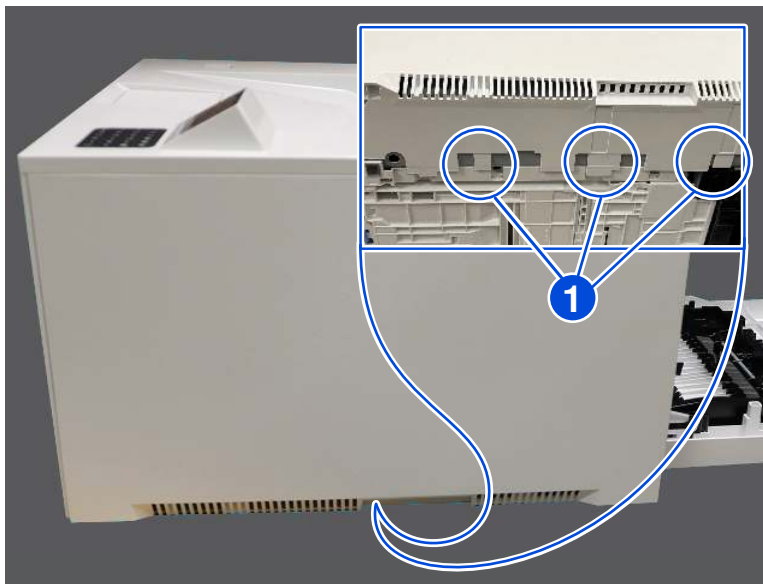
1. Remove one screw (callout 1).

Figure 4-854 Remove one screw



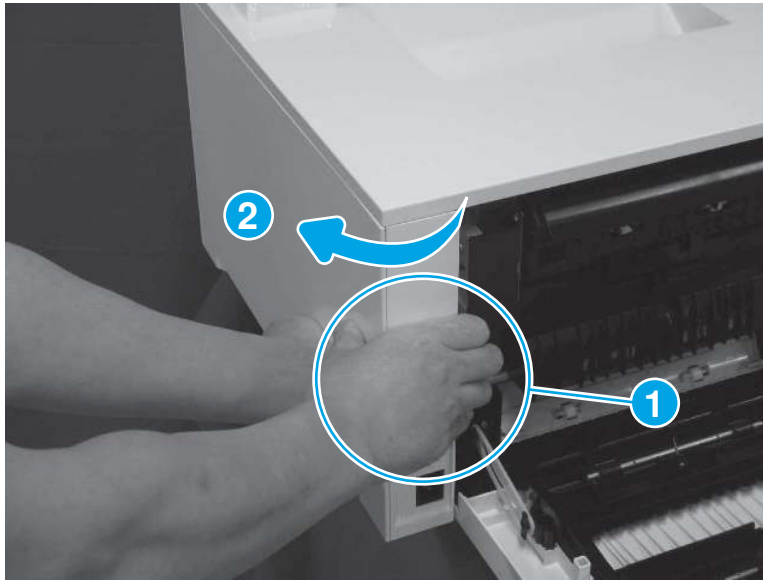
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-855 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-856 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-857 Remove the cover



6. Remove the right cover (MFP)

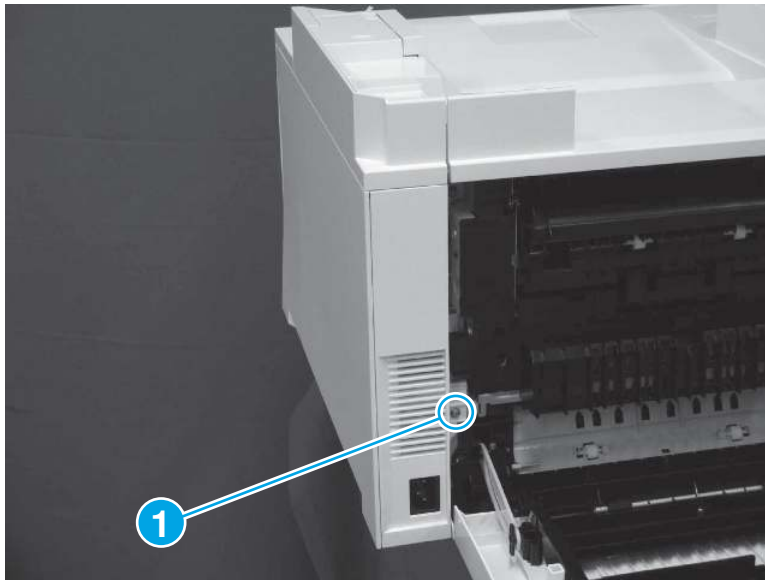
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

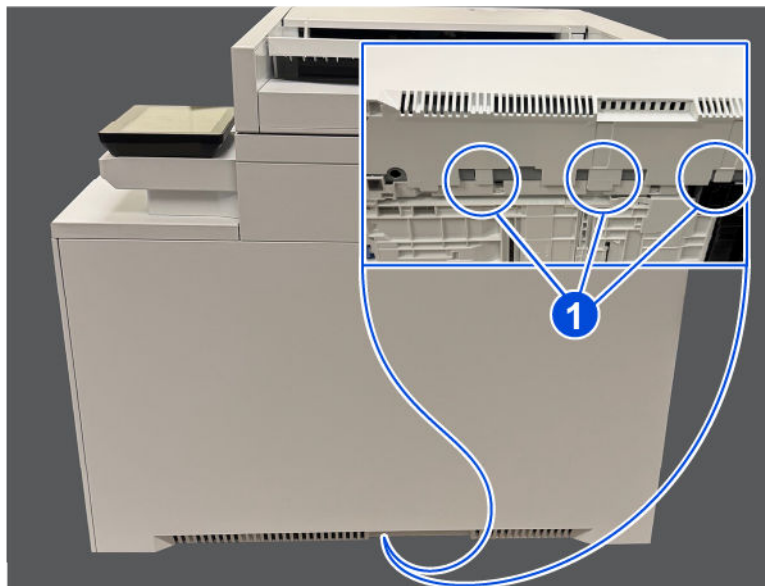
1. Remove one screw (callout 1).

Figure 4-858 Remove one screw



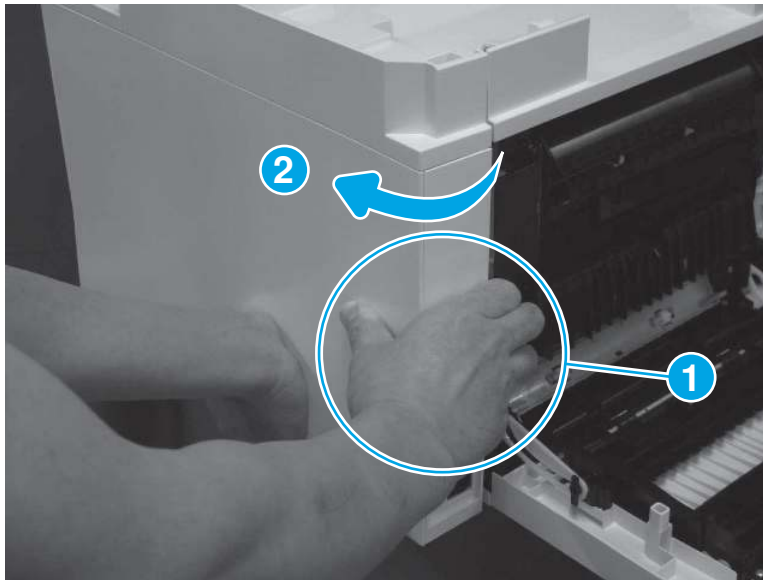
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-859 Release three tabs



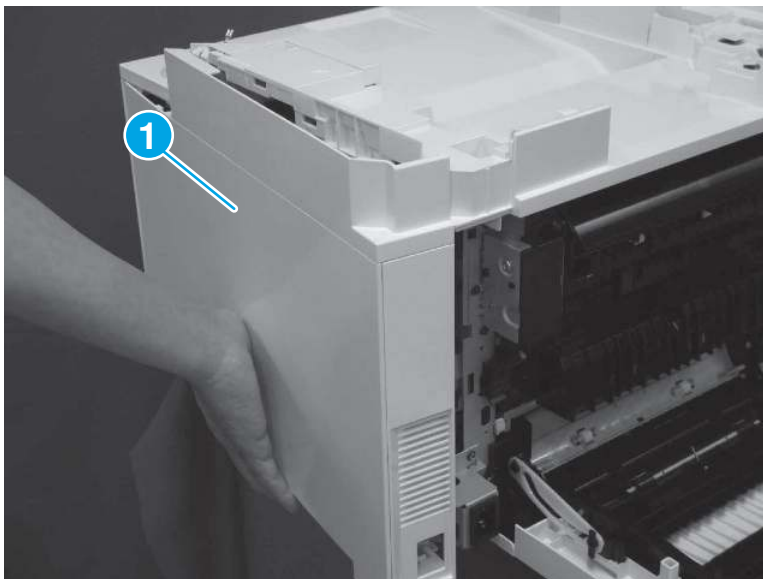
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-860 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-861 Remove the cover

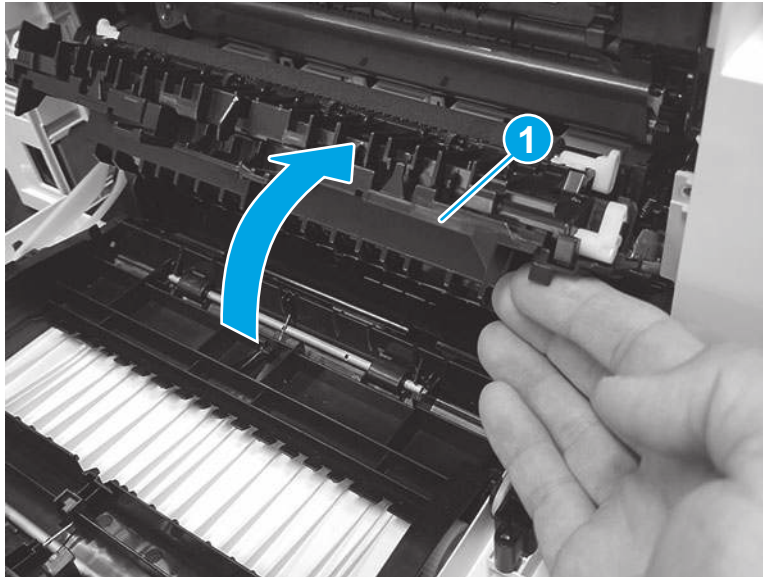


7. Remove the rear door

Follow the procedure below to remove and replace the rear door.

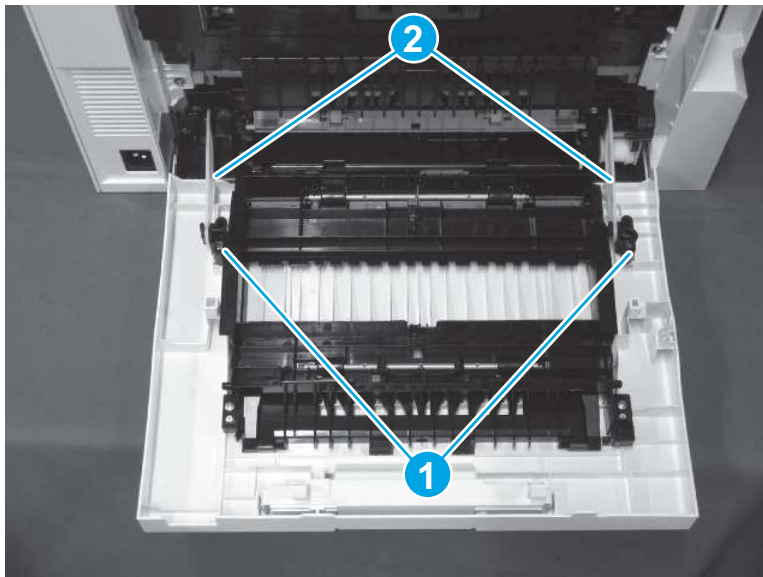
1. Open the rear door, and then raise the secondary transfer feed assembly (callout 1) up and into the locked position.

Figure 4-862 Place the T2 feed assembly in the locked position



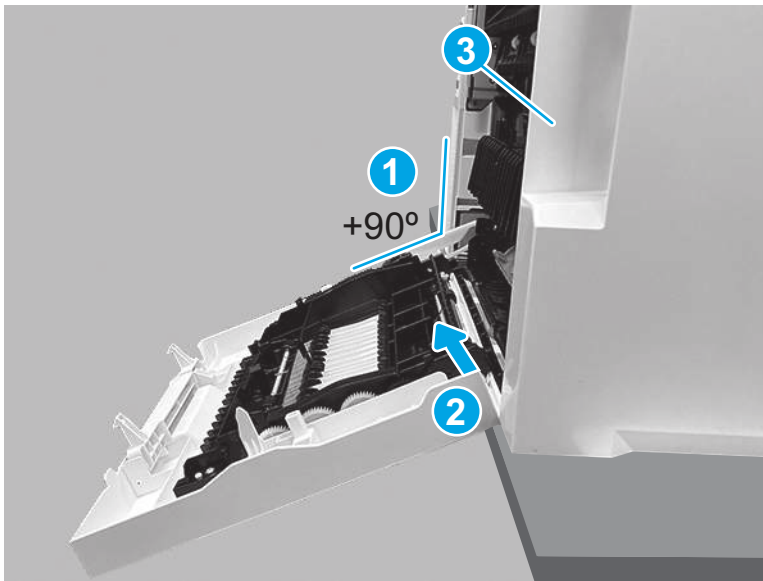
2. Remove two screws (callout 1), and then release the left- and right-side retainer arms (callout 2)

Figure 4-863 Release the retainer arms



3. Carefully position the printer at the edge of the work surface and allow the rear door to open to an angle greater than 90 degrees (callout 1). Slide the door away (callout 2) from the formatter side of the printer (callout 3) to release it, and then remove the rear door.

Figure 4-864 Remove the door

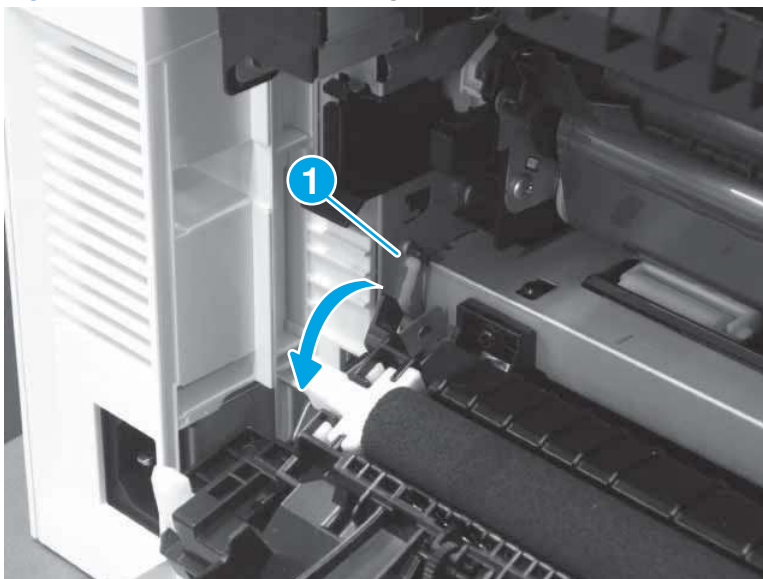


8. Remove the secondary transfer roller (T2) assembly

Follow the procedure below to remove and replace the T2 roller assembly.

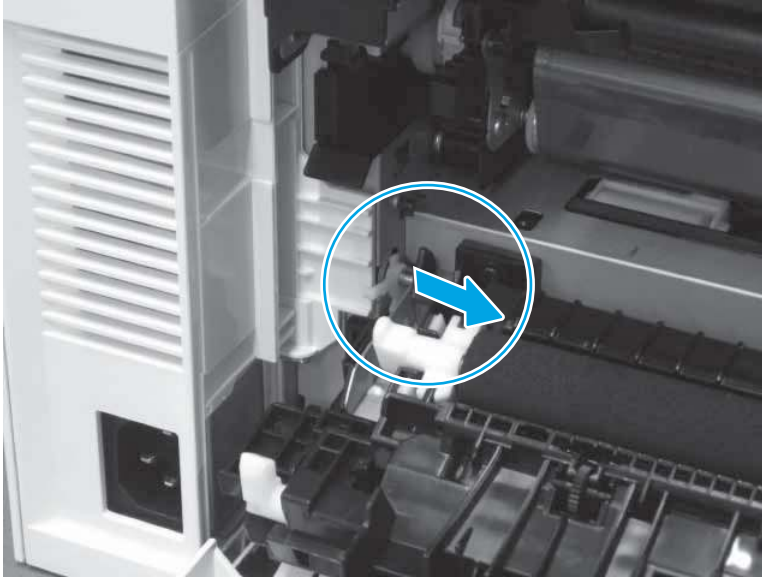
1. Open the rear door, and then rotate the bushing (callout 1) in the direction shown below.

Figure 4-865 Rotate the bushing



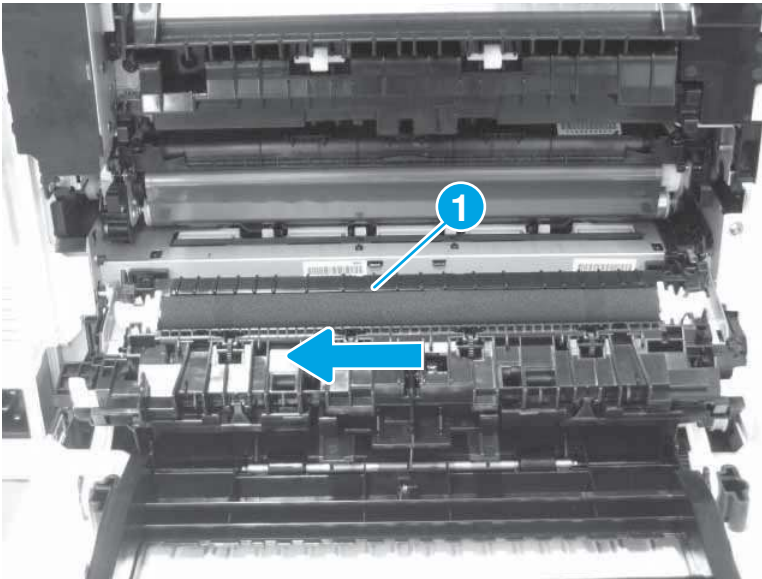
2. Slide the bushing in the direction shown below.

Figure 4-866 Slide the bushing



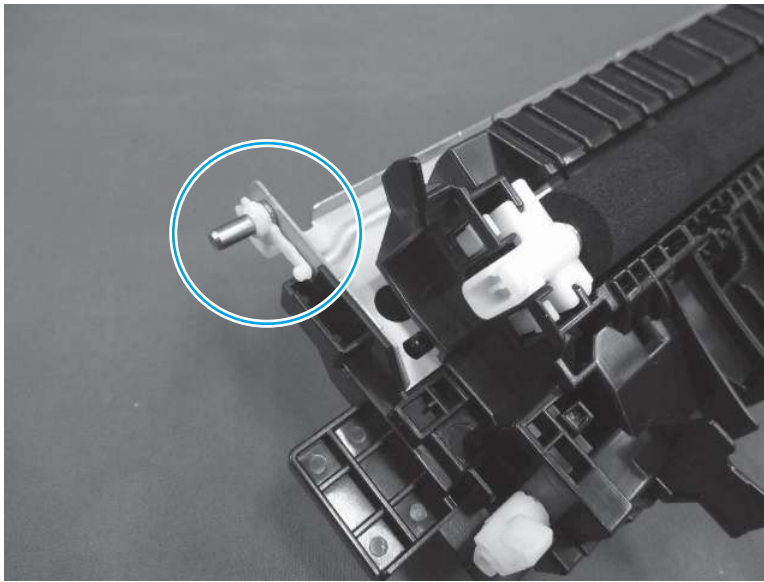
3. Slide the T2 assembly (callout 1) in the direction shown below to remove it.

Figure 4-867 Remove the T2 assembly



4. The bushing shown in the figure below is supplied with the replacement assembly.

Figure 4-868 T2 assembly bushing



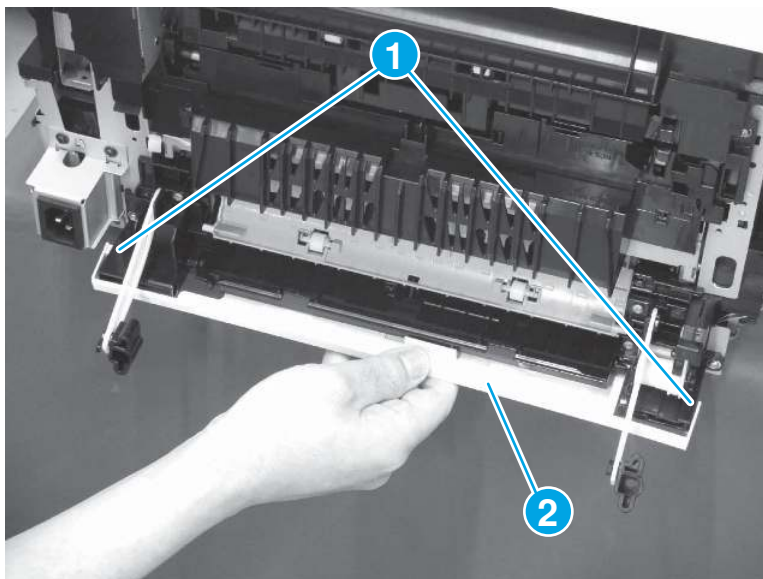
 **NOTE:** If the transfer roller is not being replaced and hasn't been damaged during the assembly removal, move the transfer roller to the new roller assembly.

9. Remove the duplexing bottom cover

Follow the procedure below to remove and replace the duplexing bottom cover.

1. Release two tabs (callout 1).
2. Remove the duplexing bottom cover (callout 2).

Figure 4-869 Remove the duplexing bottom cover



10. Remove the MP paper feed assembly

Follow the procedure below to remove the MP paper feed assembly.

1. Position the printer with the rear-door side down.

Figure 4-870 Position the printer



2. Press the green button to release the assembly.

Figure 4-871 Release the assembly

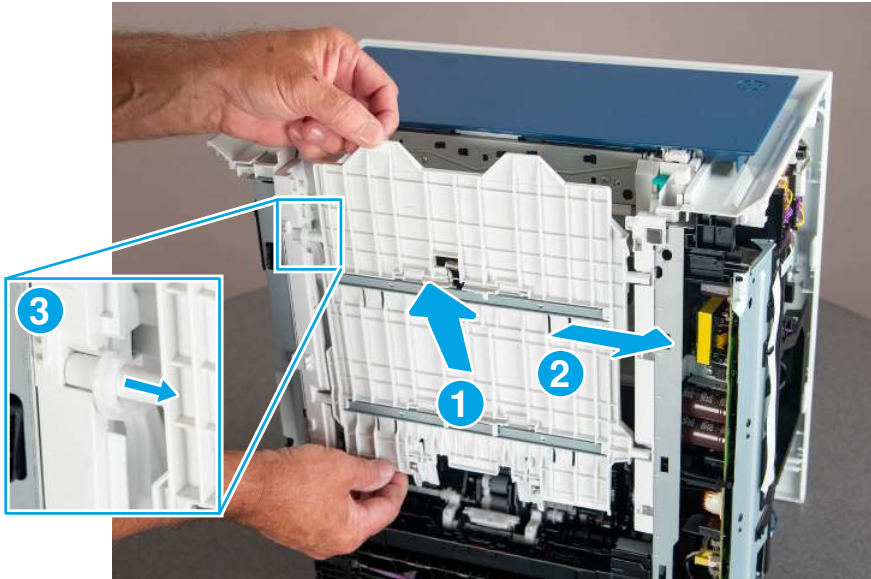


3. Slide the assembly up (callout 1), and then toward the right-side of the printer (callout 2) to remove it.



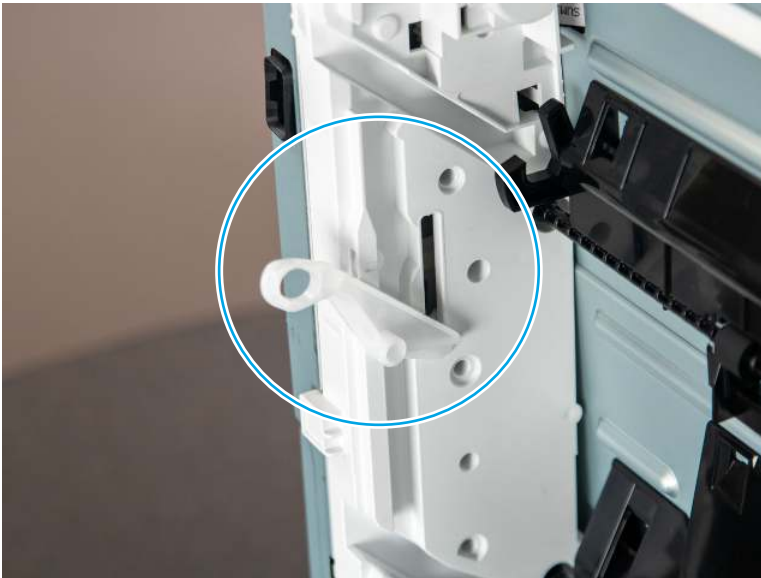
NOTE: There is a retainer arm (callout 3) on one of the assembly legs. Carefully disengage the retainer arm and leg when removing the assembly.

Figure 4-872 Remove the assembly



4. If the retainer arm becomes dislodged, reinstall it as shown below.

Figure 4-873 Install the retainer arm



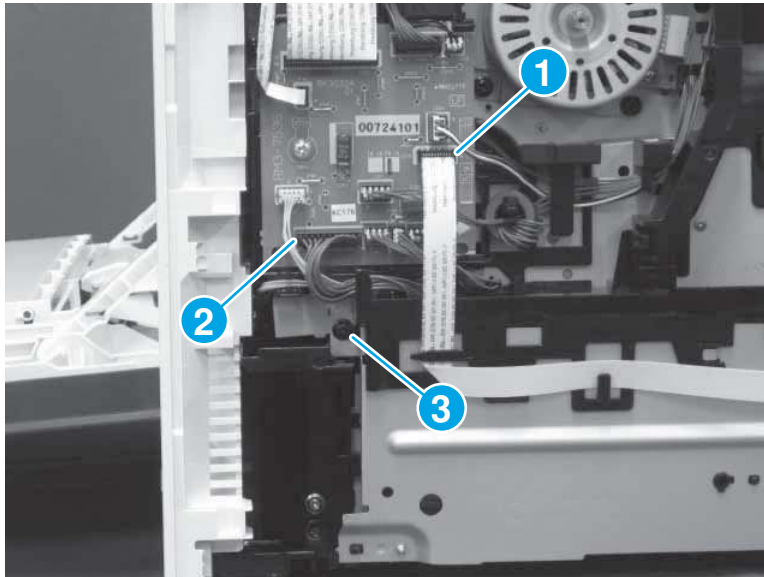
11. Remove the low-voltage power supply (LVPS)

Follow the procedure below to remove and replace the LVPS.

 **CAUTION:**  ESD sensitive part.

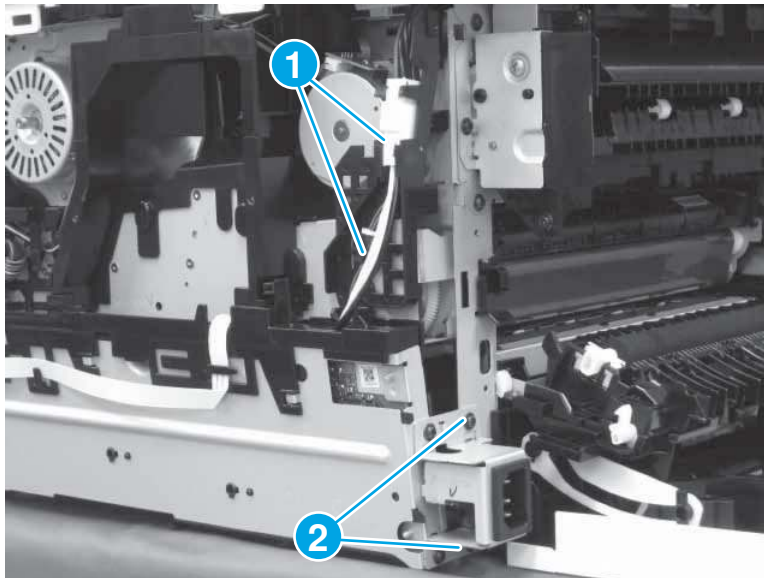
1. Disconnect one flat-flexible cable (callout 1) and one connector (callout 2), and then remove one screw (callout 3).

Figure 4-874 Disconnect FFC, connector, and remove one screw



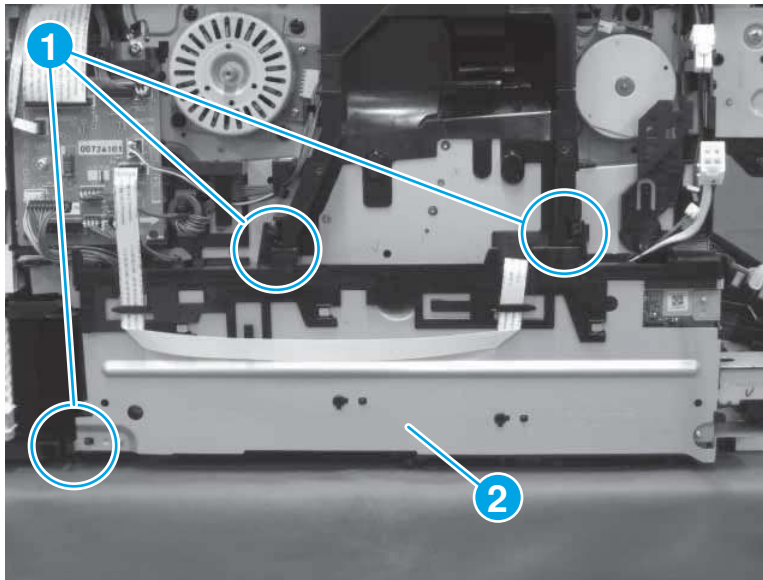
2. Disconnect two connectors (callout 1), and then remove two screws (callout 2).

Figure 4-875 Disconnect connectors and remove screws



3. Release three tabs (callout 1), and then remove the LVPS (callout 2).

Figure 4-876 Remove the LVPS



12. Remove the duplex guide assembly

Follow the procedure below to remove and replace the duplex guide assembly.

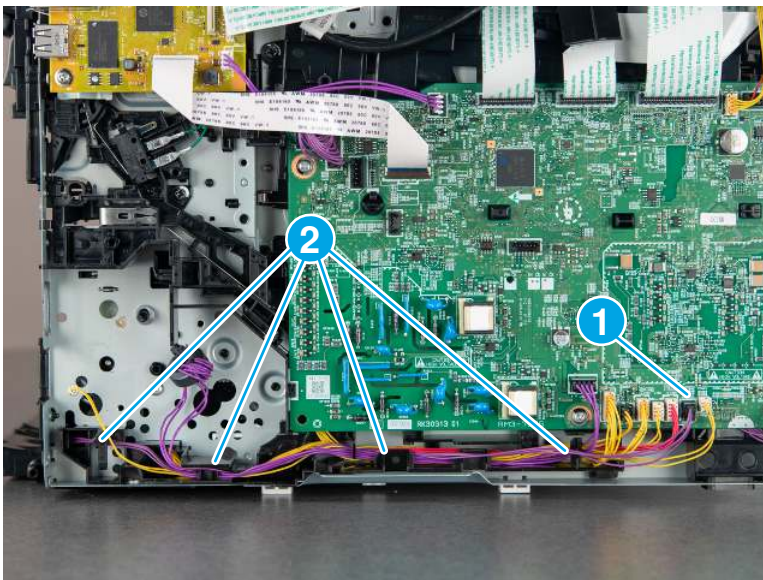
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).



NOTE: The correct cable to release is the purple three-wire harness.

Disconnect other connectors and release other wire harnesses as necessary.

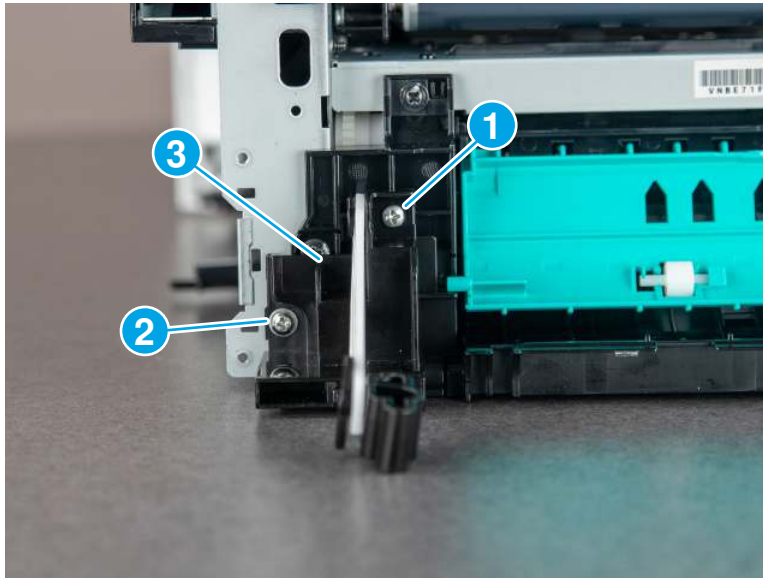
Figure 4-877 Disconnect one connector



2. On the left side of the duplex upper guide, do the following:
 - a. Remove one (tapping) screw (callout 1).

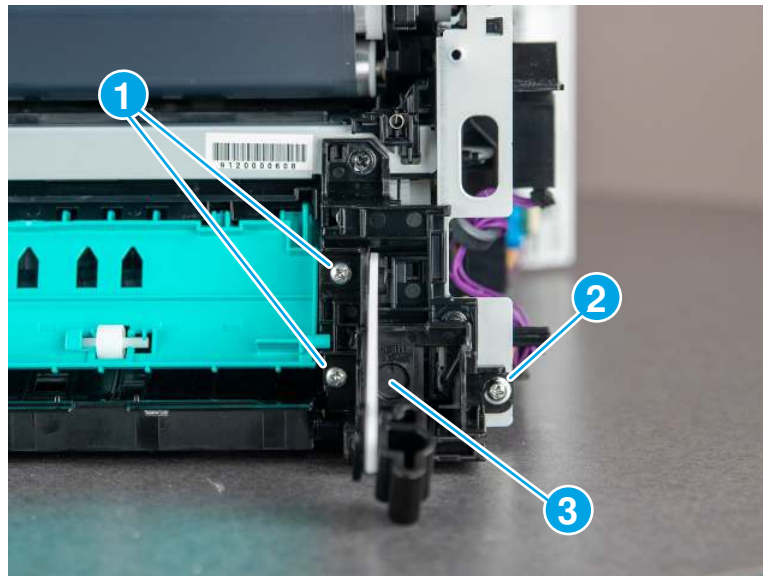
- b. Remove one (TP) screw (callout 2)
- c. Remove the holder (callout 3).

Figure 4-878 Remove two screws and the holder



- 3. On the right side of the duplex upper guide, do the following:
 - a. Remove two (tapping) screws (callout 1).
 - b. Remove one (TP) screw (callout 2)
 - c. Remove the holder (callout 3).

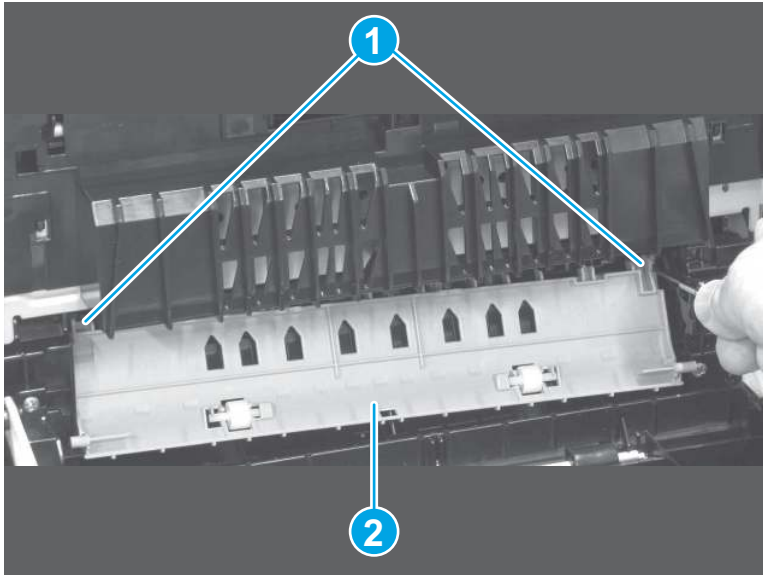
Figure 4-879 Remove three screws and the holder



4. Use a small flat-blade screwdriver to release one boss at each end of the duplex guide (callout 1), and then remove the guide (callout 2).

CAUTION: Parts of this assembly are fragile and can easily be damaged during removal.

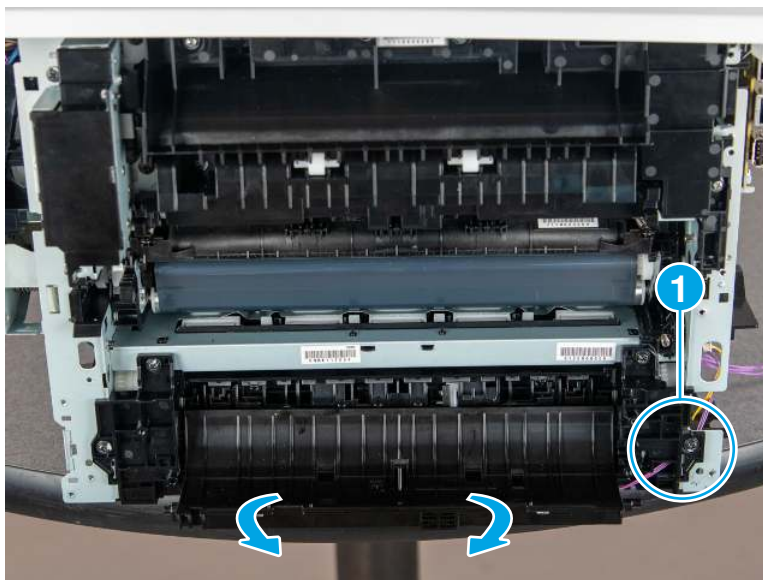
Figure 4-880 Remove the duplex upper guide



5. Carefully position the printer at the edge of the work surface. Slightly pull the duplex guide assembly down to release it, and then remove the assembly.

NOTE: Pass the wire harness through the opening in the chassis as the assembly is removed (callout 1).

Figure 4-881 Remove the duplex guide assembly

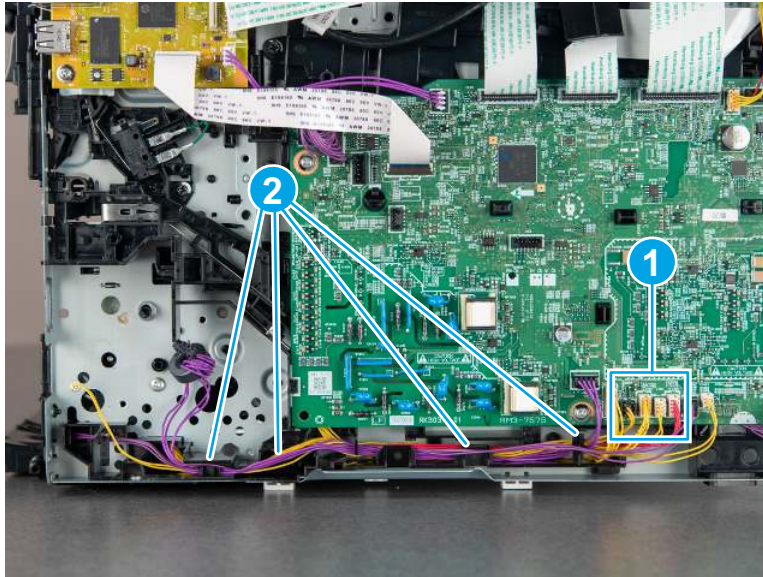


13. Remove the feed lower guide assembly

Follow the procedure below to remove and replace the feed lower guide assembly.

1. Disconnect the four connectors (callout 1), and then release the wire harnesses from the guide (callout 2).

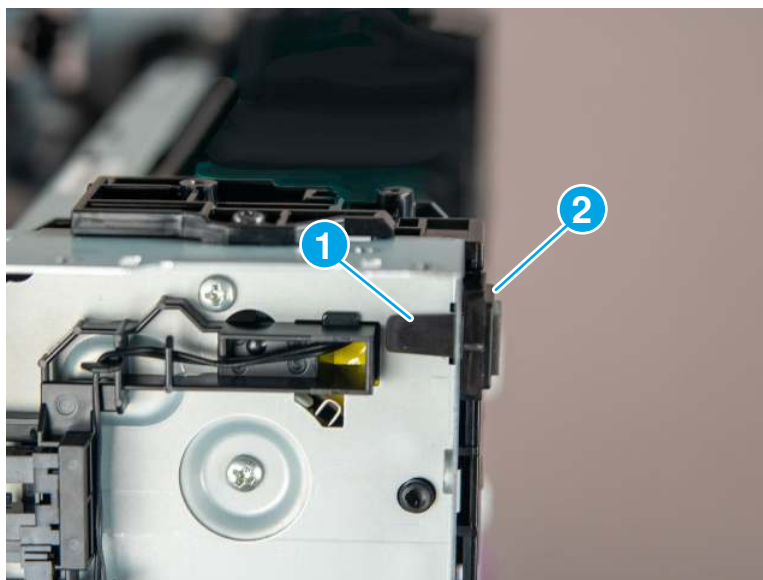
Figure 4-882 Disconnect the connectors and release the wire harnesses



2. Position the printer with the front-side down, release one tab (callout 1), and then remove the rubber pad (callout 2). Repeat this step for the rubber pad on the opposite side.

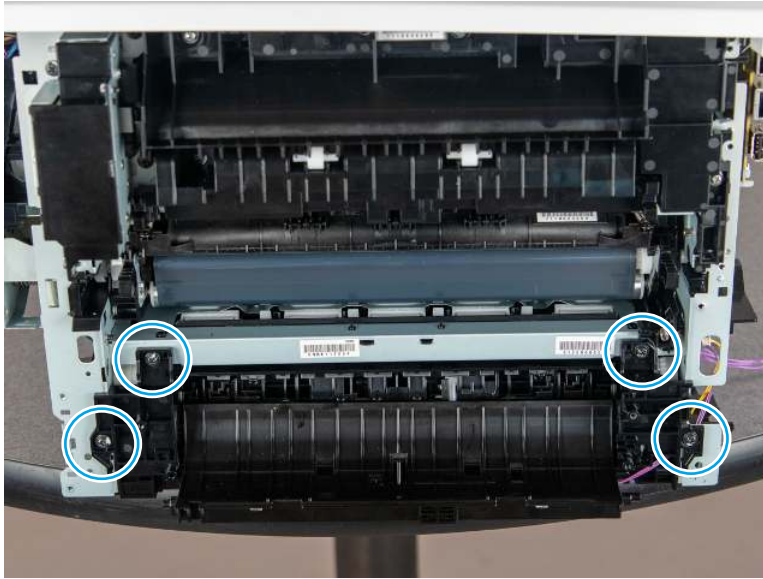
CAUTION: **MFP only:** The integrated scanner assembly (ISA) can suddenly open when the printer is placed in any position other than top-side up. Secure the ISA when repositioning the printer.

Figure 4-883 Remove the pad



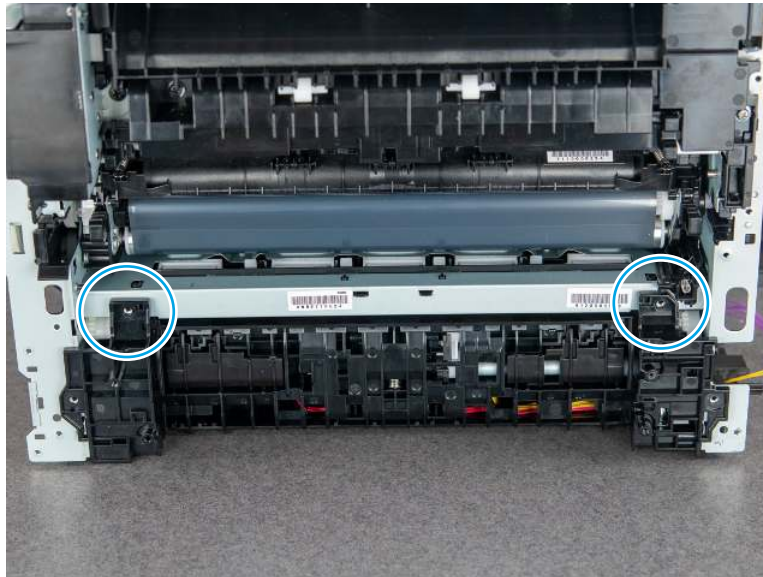
3. Position the printer with the top-side up (normal position), and then remove four screws.

Figure 4-884 Remove four screws



4. Use a small flat-blade screwdriver to release two bosses (callout 1).

Figure 4-885 Release two bosses

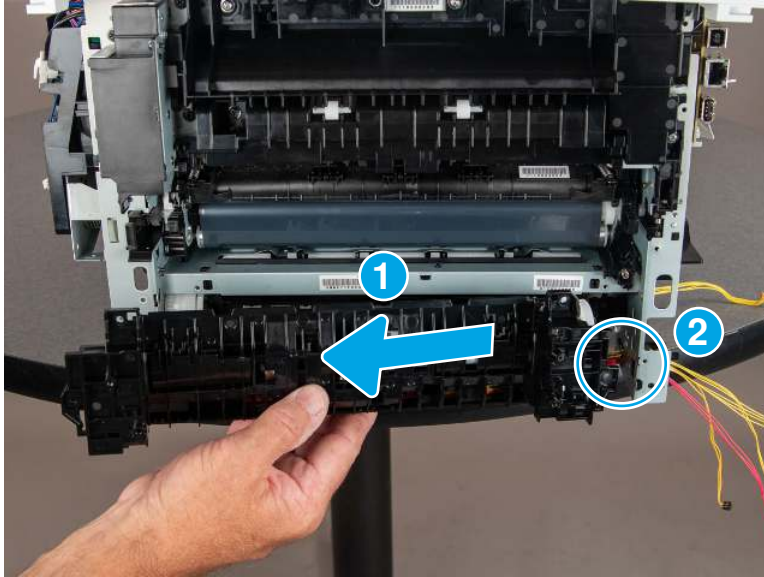


5. Carefully position the printer at the edge of the work surface. Slightly pull down on the assembly to release it, and then remove the feed lower guide assembly (callout 1).



NOTE: Carefully pull the wire harness through the opening in the chassis (callout 2) while removing the assembly.

Figure 4-886 Remove the feed lower guide assembly

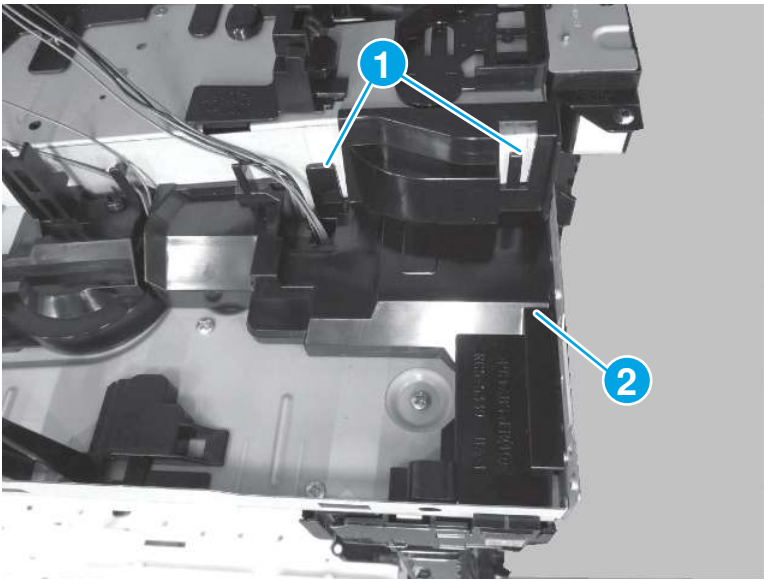


14. Remove the lifter drive assembly

Follow the procedure below to remove and replace the lifter drive assembly.

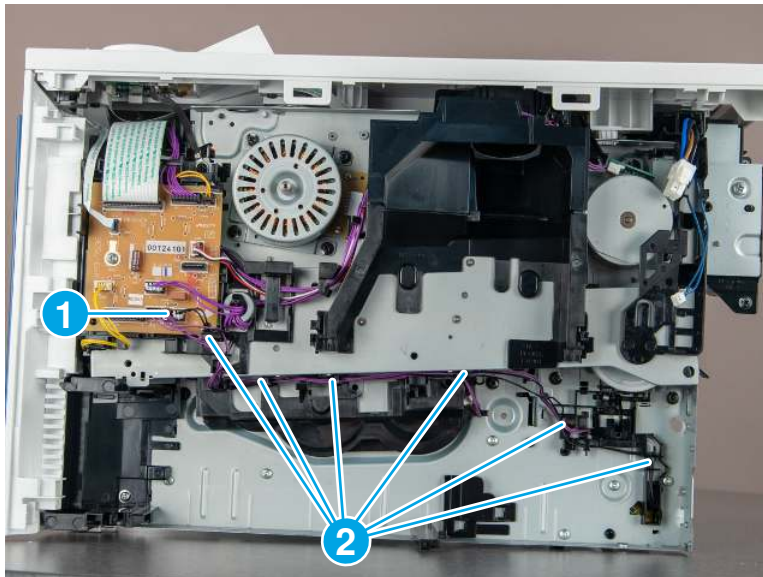
1. Release two tabs (callout 1), and then remove the cover (callout 2).

Figure 4-887 Remove the cover



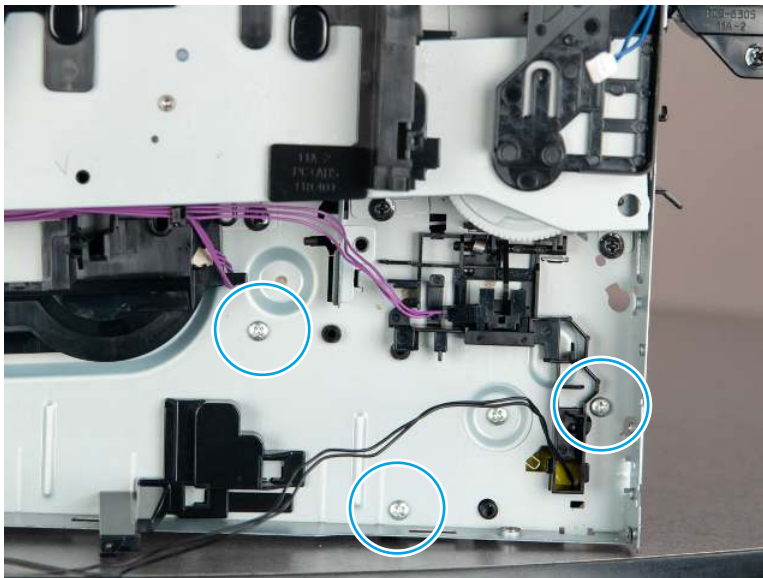
2. Disconnect one connector (callout 1), and then release the wire harness from the retainers (callout 2).

Figure 4-888 Disconnect one connector



3. Remove three screws.

Figure 4-889 Remove three screws



4. Position the printer with the front-side down, and then release one tab.

⚠ CAUTION: MFP only: The integrated scanner assembly (ISA) can suddenly open when the printer is placed in any position other than top-side up. Secure the ISA when repositioning the printer.

Figure 4-890 Release one tab

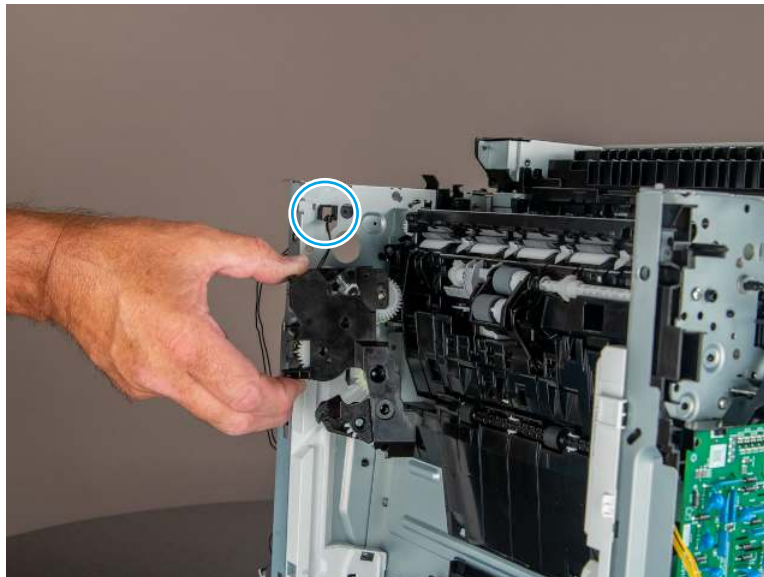


5. Remove the lifter drive assembly.



NOTE: Carefully pull the wire harness through the opening in the chassis while removing the assembly.

Figure 4-891 Remove the lifter drive assembly



15. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

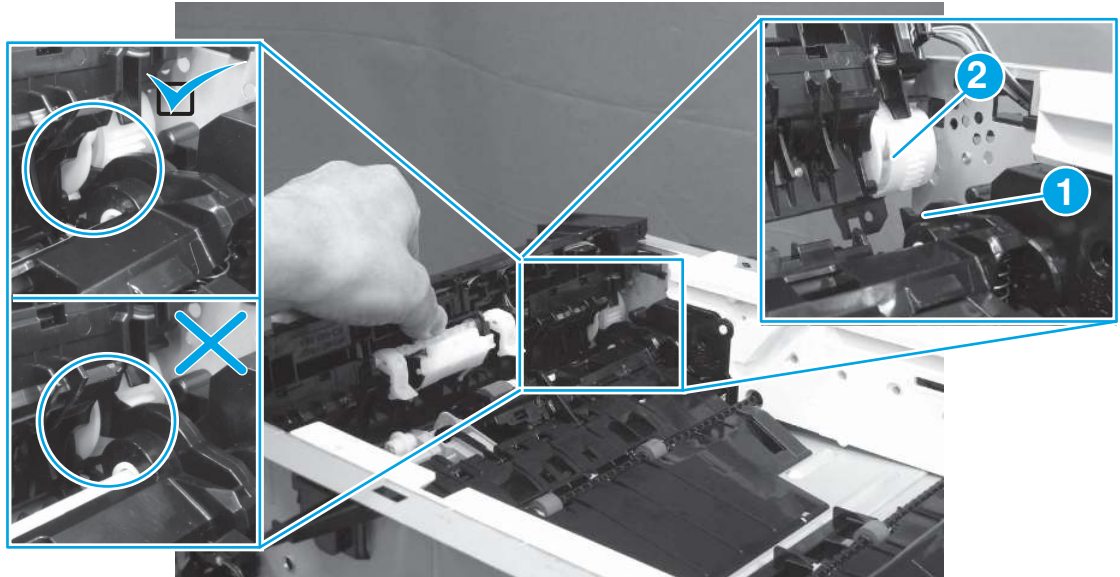
16. Special installation instructions - Feed lower guide assembly

Follow the special instructions below to install the feed lower guide assembly.

📋 NOTE: The printer is shown upside down in the figure below for clarity.

1. When the assembly is installed, ensure the link arm (callout 1) on the printer is correctly inserted in the gear (callout 2) of the feed lower guide assembly.

Figure 4-892 Install the feed lower guide assembly



2. Verify the link arm is positioned correctly.

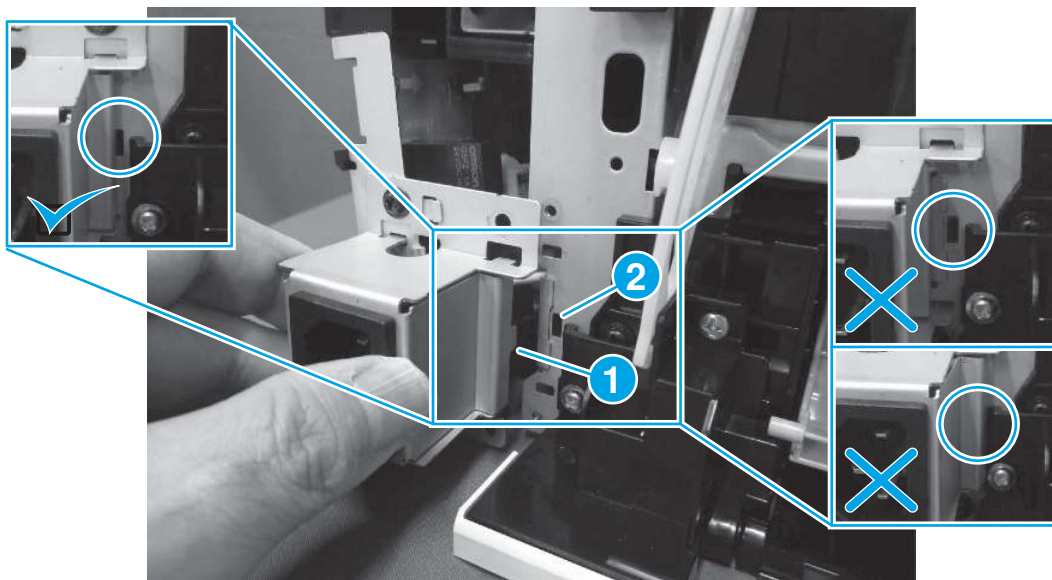
17. Special installation instructions - Low-voltage power supply (LVPS)

Follow the special instructions below to install a replacement LVPS.

 **CAUTION:**  ESD sensitive part.

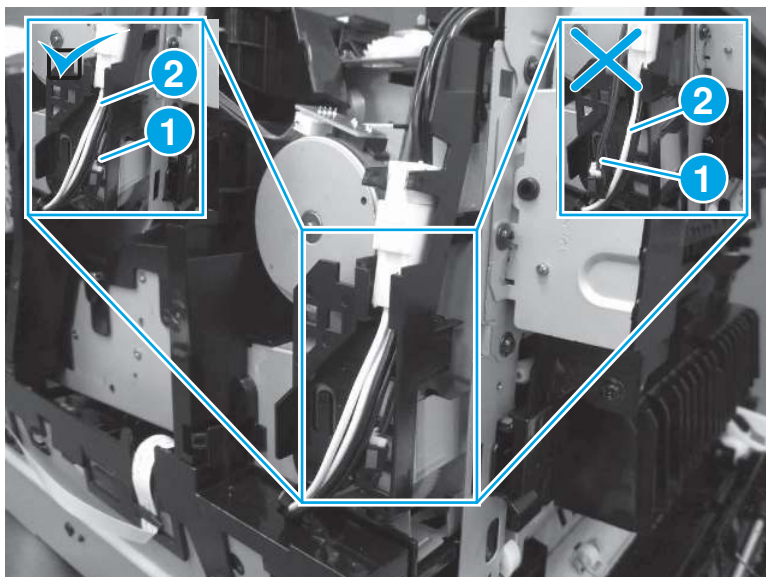
1. When the LVPS is installed, make sure that the sheet-metal tab (callout 1) near the power receptacle is inserted in the slot (callout 2) in the chassis.

Figure 4-893 Install the LVPS tab



2. Make sure that the fuser temperature fuse cable (callout 1) is positioned behind the thick cable (callout 2). This prevents the fuser cable from unnecessary movement.

Figure 4-894 Check the fuser temperature fuse cable



Removal and replacement: Upper paper feed guide assembly

Learn how to remove and replace the upper paper feed guide assembly.

Mean time to repair: 55 minutes

Service level: Difficult

Before performing service

Turn the printer power off.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-40 Part information

Part number	Part description
RM2-2747-000CN	Paper feed guide assembly, upper

Required tools

- Small flat-blade screwdriver

- Small flat-blade screwdriver
- Needle-nose pliers

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

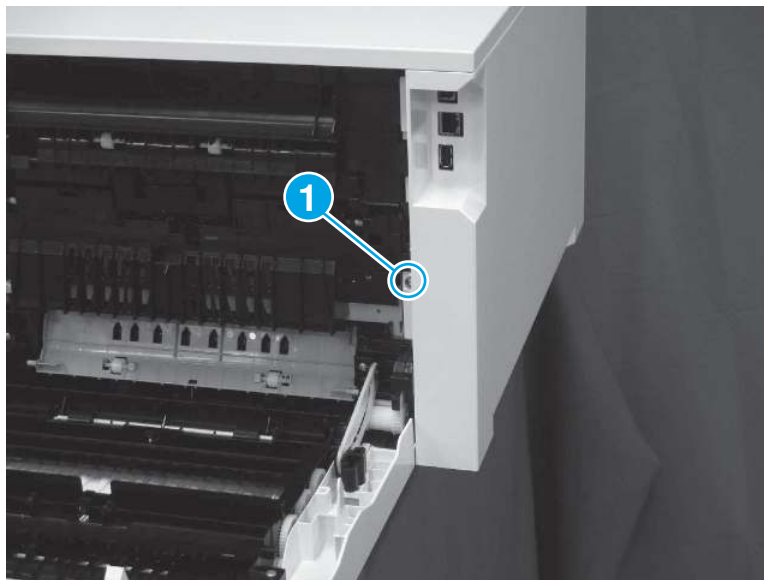
Follow the procedure below to remove and replace the left cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

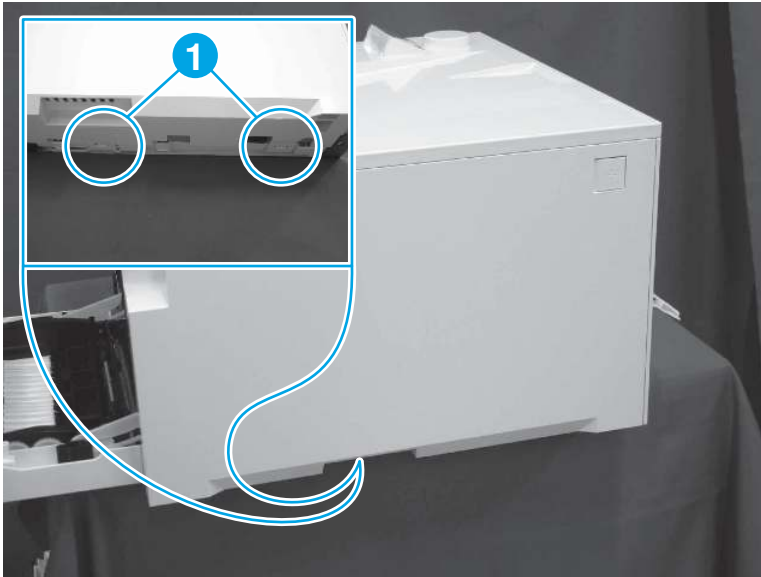
1. Remove one screw (callout 1).

Figure 4-895 Remove one screw



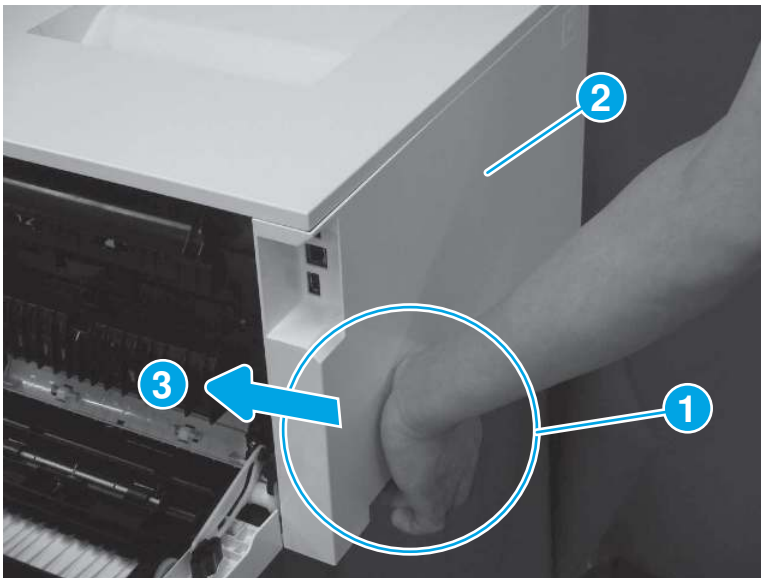
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-896 Release two tabs



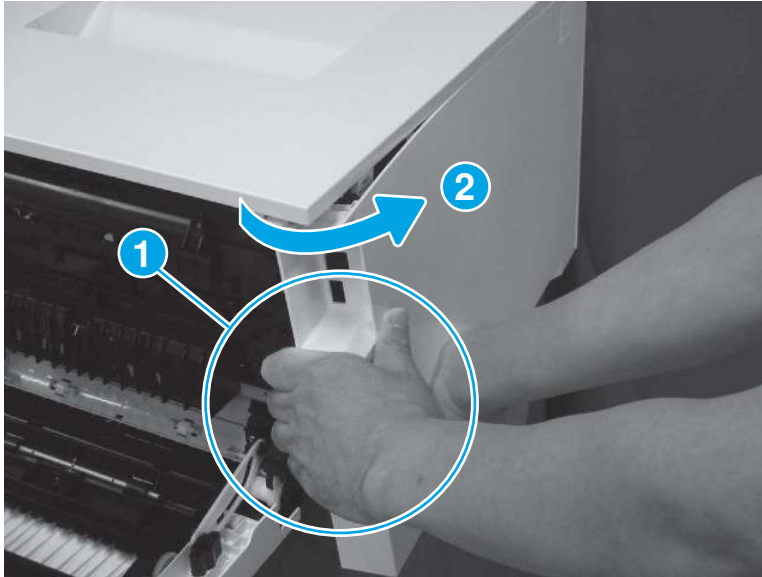
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-897 Release the rear cover corner



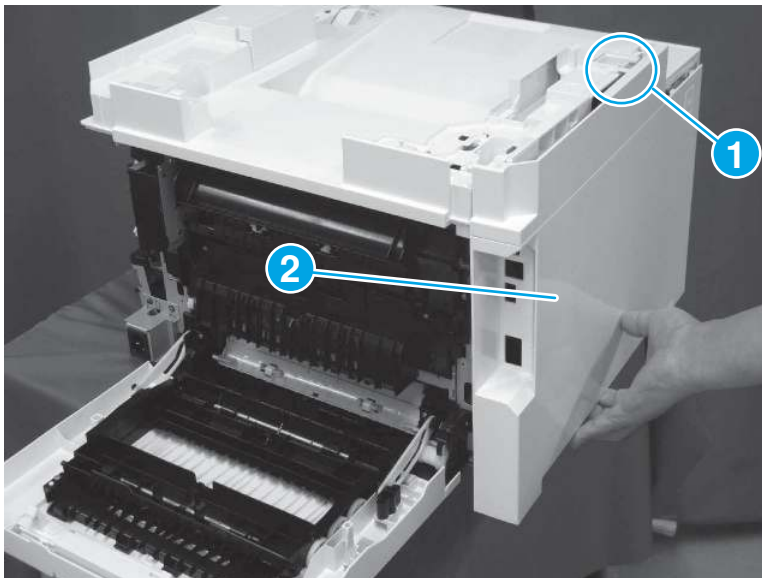
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-898 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-899 Remove the cover



2. Remove the left cover (MFP)

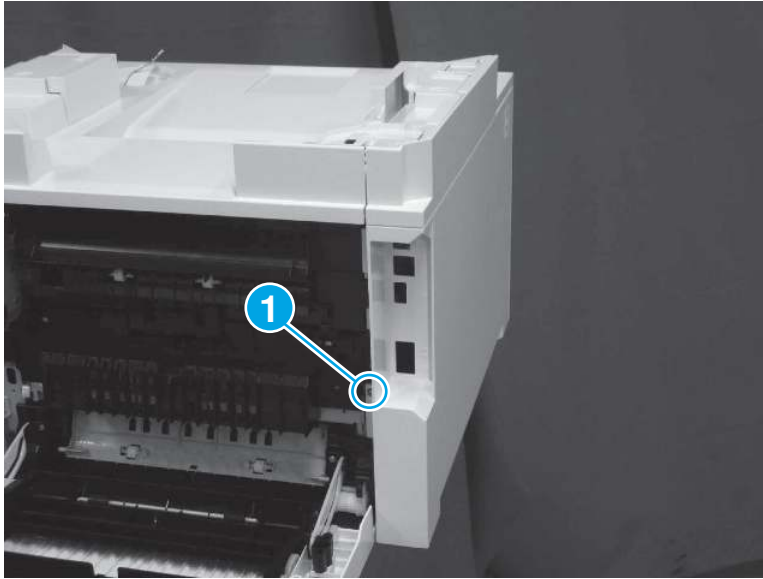
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

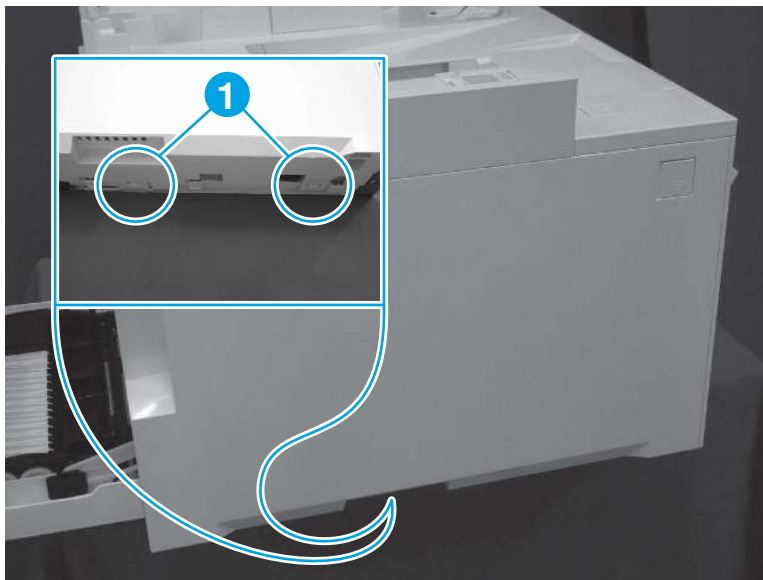
1. Remove one screw (callout 1).

Figure 4-900 Remove one screw



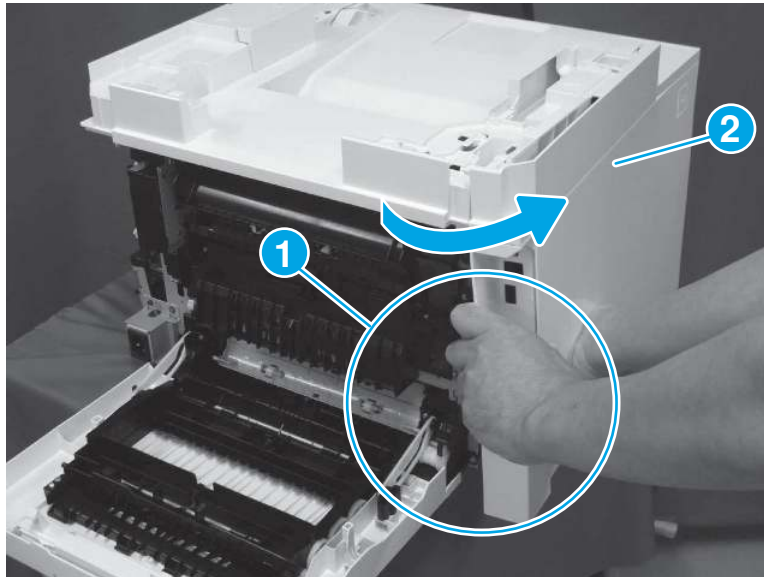
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-901 Release two tabs



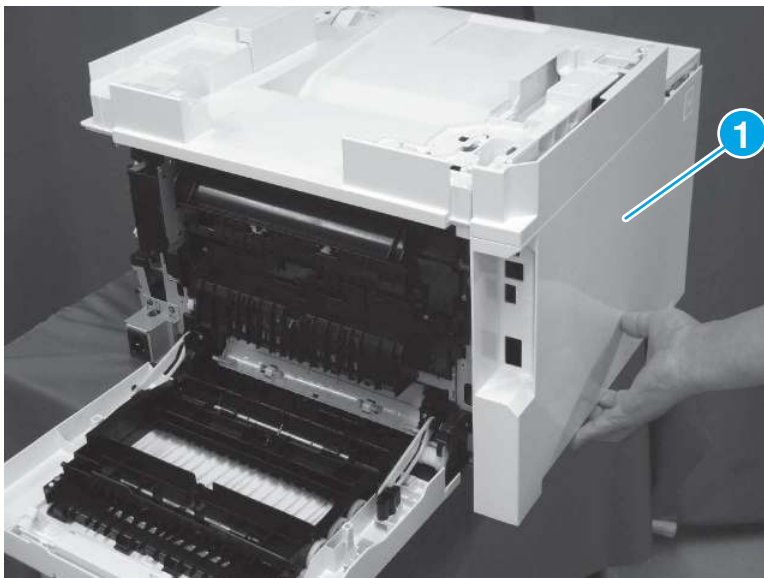
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-902 Disengage the cover corner



4. Remove the left cover (callout 1).

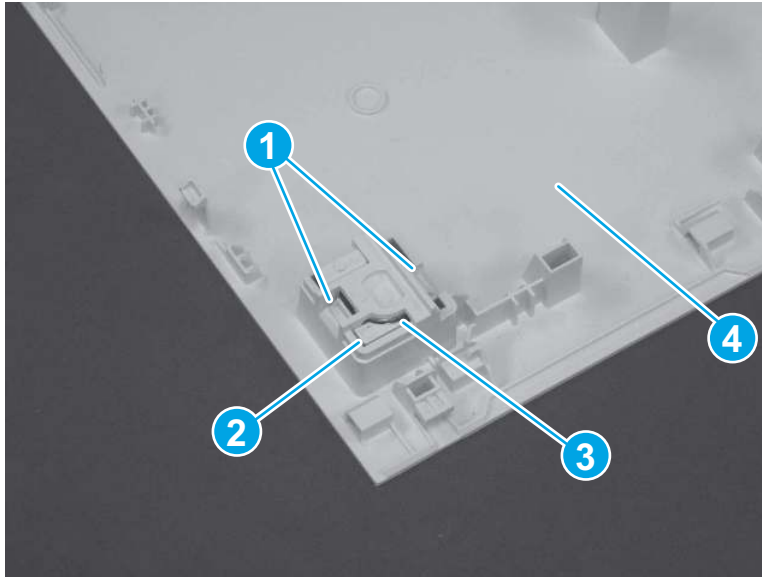
Figure 4-903 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-904 Remove the cartridge door button

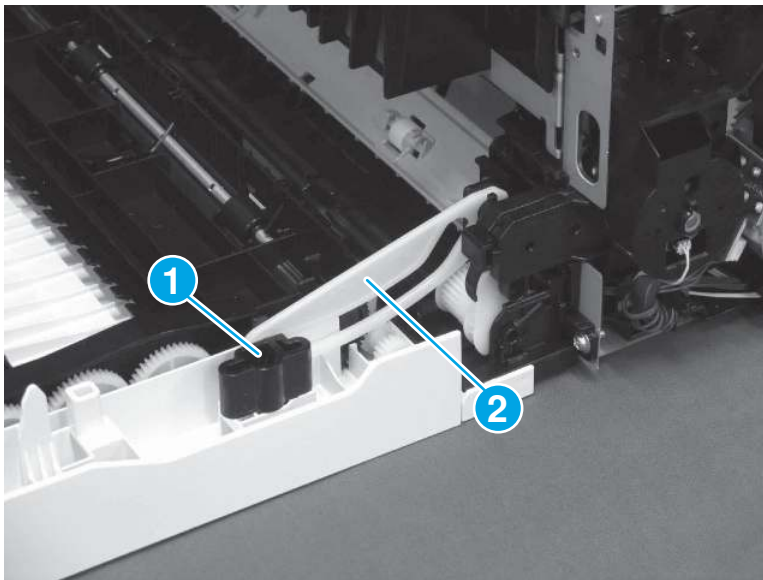


3. Remove the duplex re-pick clutch

Follow the procedure below to remove and replace the duplex re-pick clutch.

1. Remove one screw (callout 1), and then remove the hinge (callout 2).

Figure 4-905 Remove the hinge

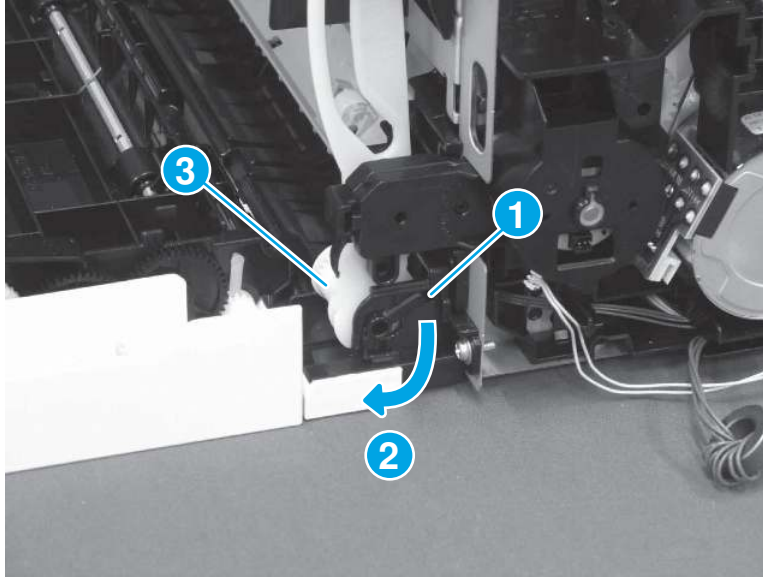


2. Release the retainer (callout 1), rotate the shaft as shown below (callout 2) to remove it, and then remove the gear (callout 3).



Reinstallation tip: Take note of how the gear is installed before removing it. The shaft cannot be reinstalled if the gear is incorrectly installed.

Figure 4-906 Remove the gear

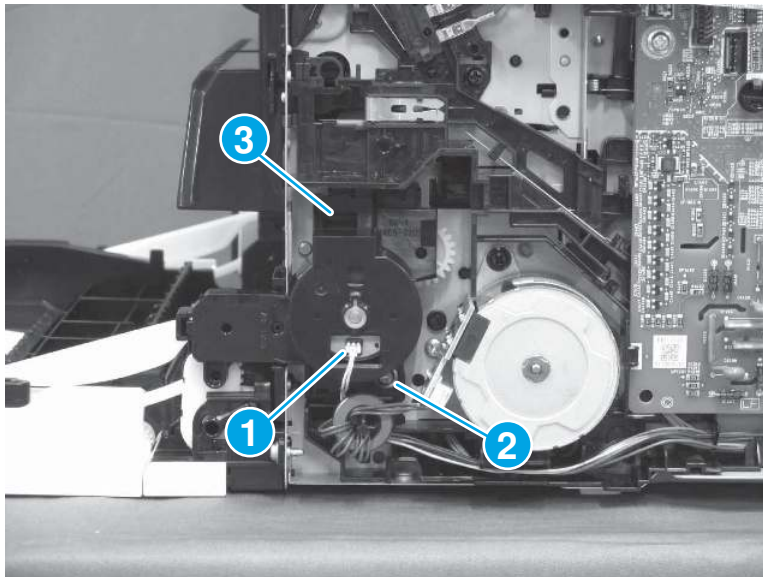


3. Disconnect one connector (callout 1), remove one screw (callout 2), and then release one tab (callout 3).



NOTE: The connector (callout 1) has a tab that must be released to disconnect it. It can be difficult to disconnect when the duplex re-pick clutch is installed. It might be easier to remove the duplex re-pick clutch (see the following step), and then disconnect the connector.

Figure 4-907 Disconnect one connector, remove one screw, and release one tab



4. Remove the duplex re-pick clutch (callout 1).

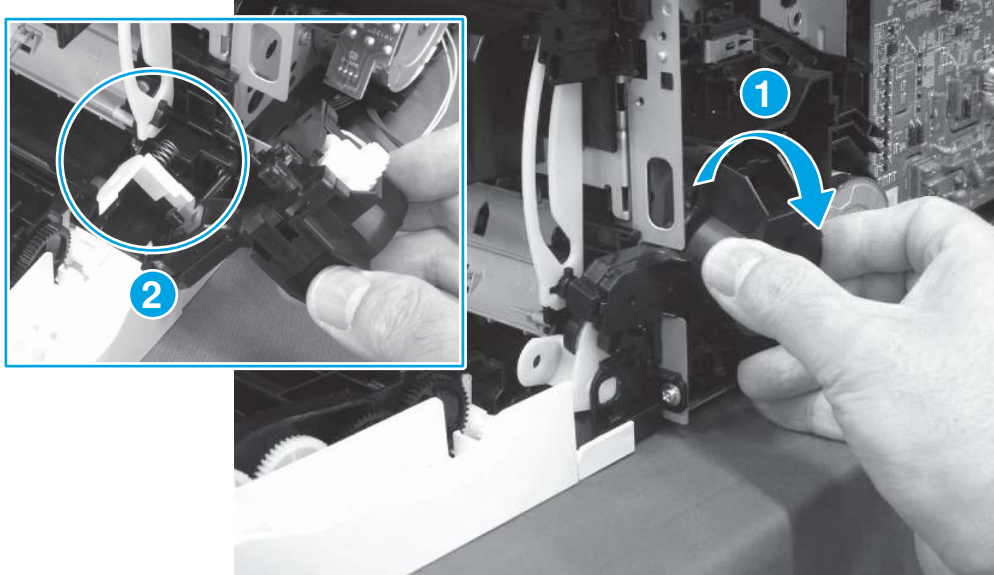


CAUTION: When handling the assembly, do not lose the spring that is inside the left gear holder (callout 2).



Reinstallation tip: **For a replacement duplex re-pick clutch only:** Remove the spring from the assembly (callout 2), and then install it on the replacement duplex re-pick clutch.

Figure 4-908 Remove the duplex re-pick clutch

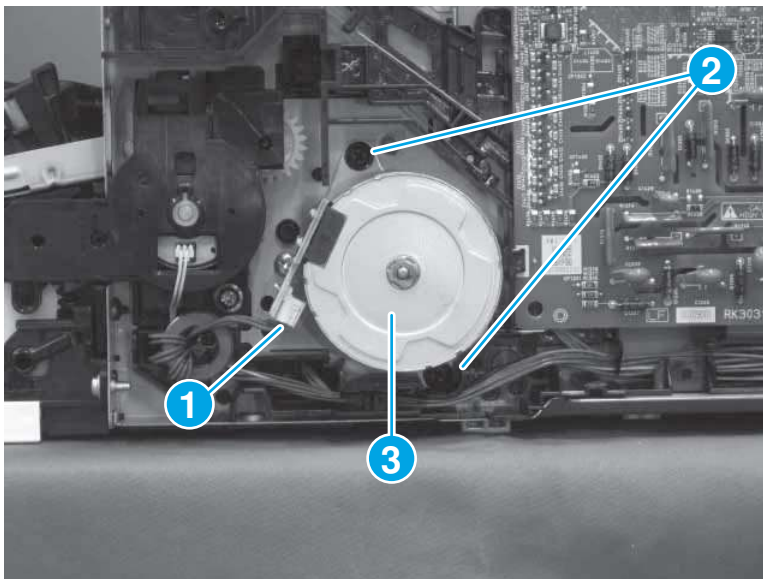


4. Remove the feed motor

Follow the procedure below to remove and replace the feed motor.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2), and then remove the feed motor (callout 3).

Figure 4-909 Remove the feed motor



5. Remove the right cover (SFP)

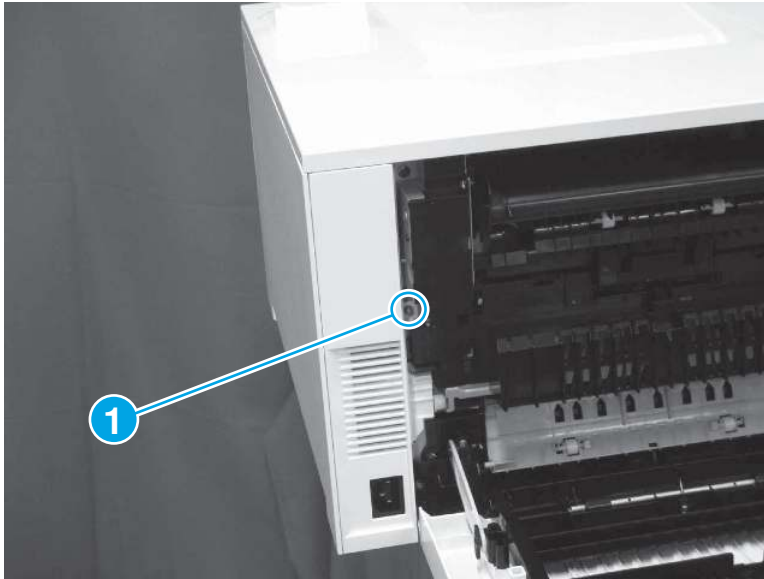
Follow the procedure below to remove and replace the right cover (SFP).



NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

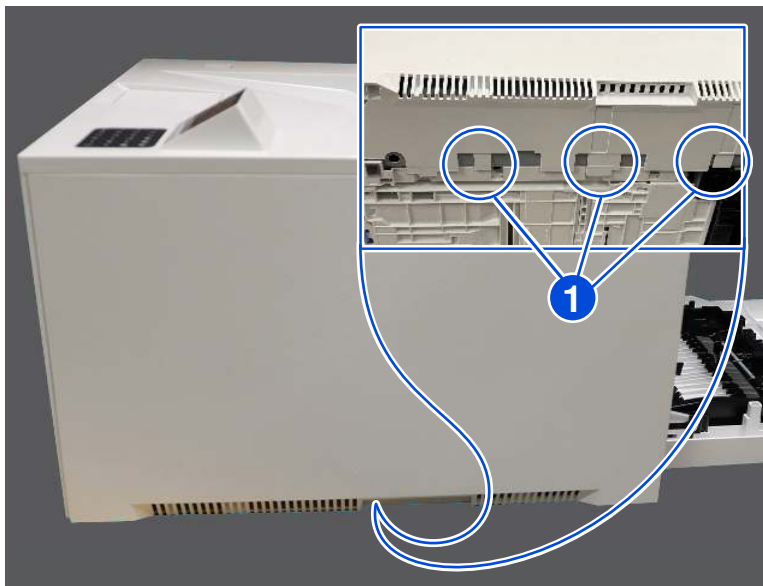
1. Remove one screw (callout 1).

Figure 4-910 Remove one screw



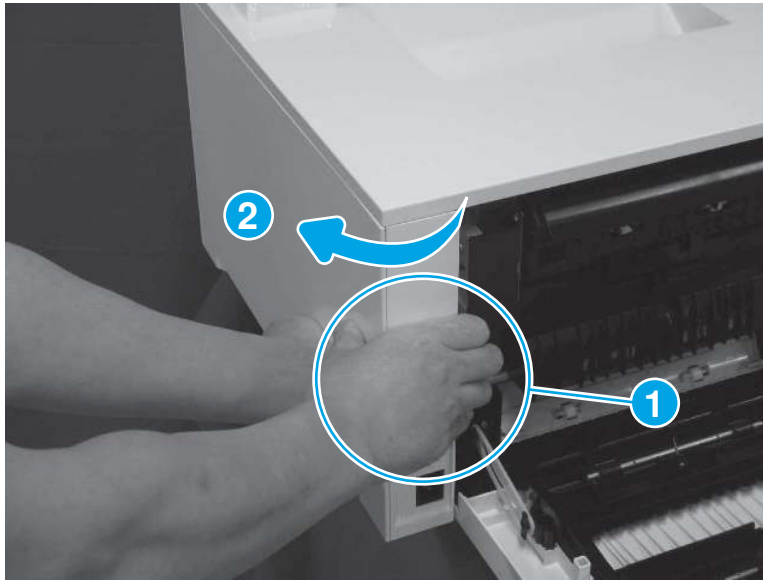
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-911 Release three tabs



3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-912 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-913 Remove the cover



6. Remove the right cover (MFP)

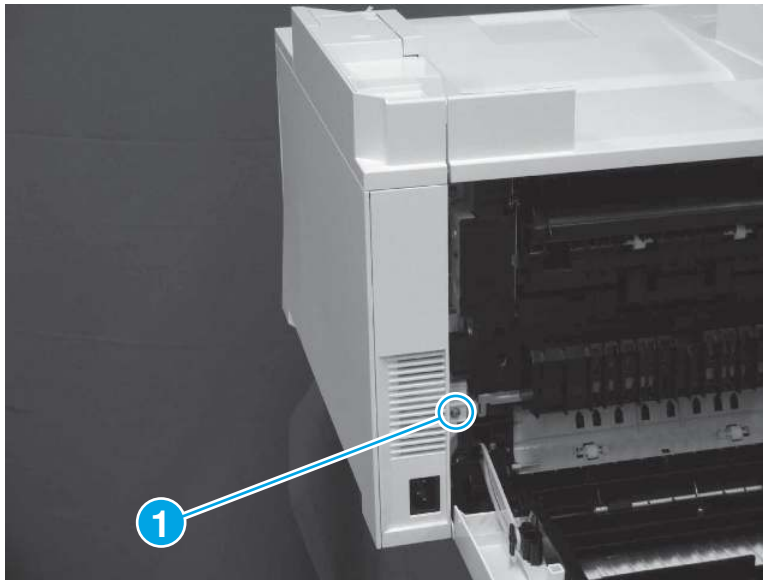
Follow the procedure below to remove and replace the right cover (MFP).



NOTE: The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

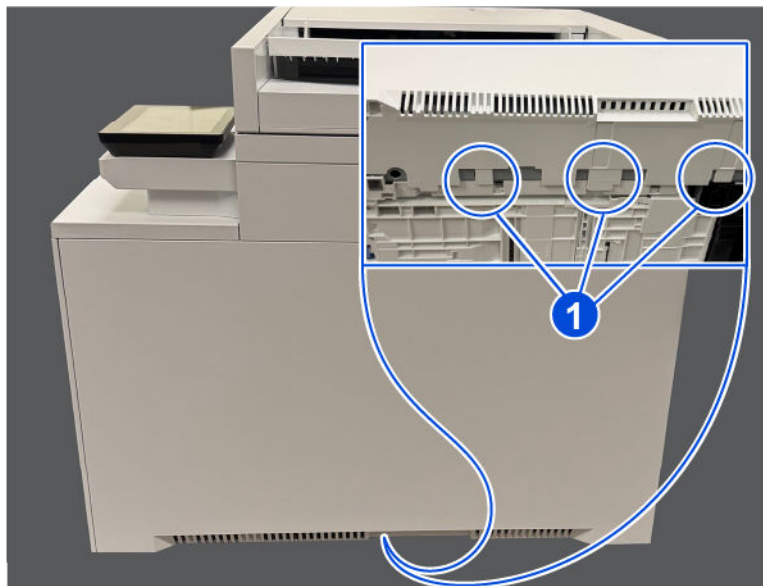
1. Remove one screw (callout 1).

Figure 4-914 Remove one screw



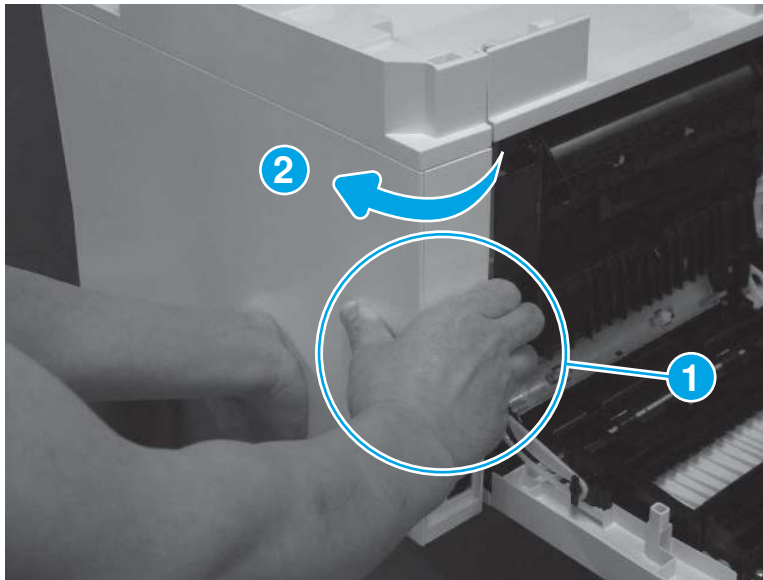
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-915 Release three tabs



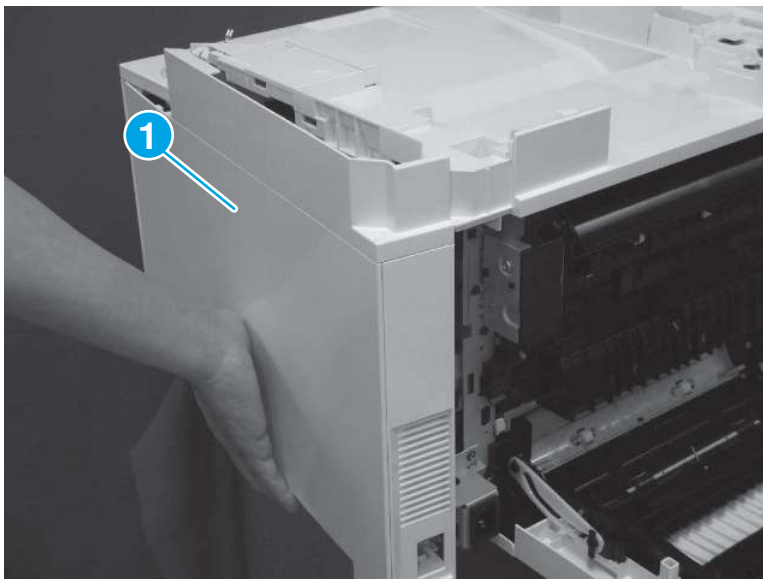
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-916 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-917 Remove the cover

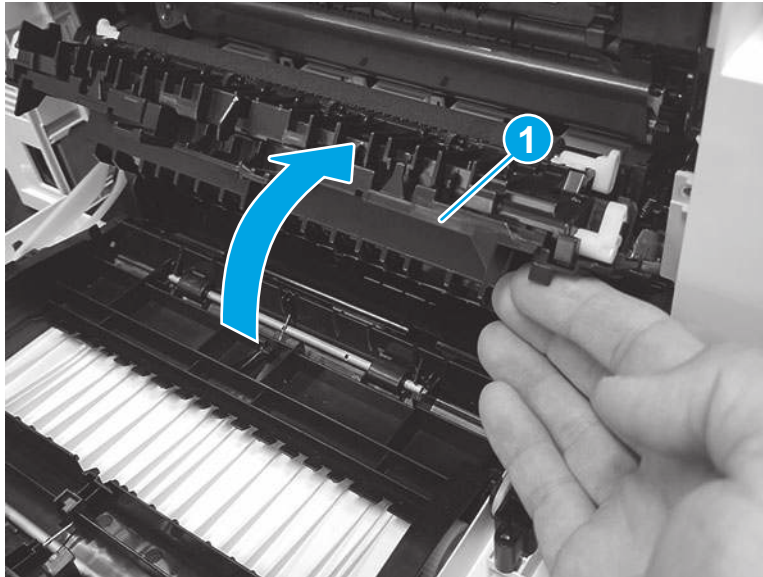


7. Remove the rear door

Follow the procedure below to remove and replace the rear door.

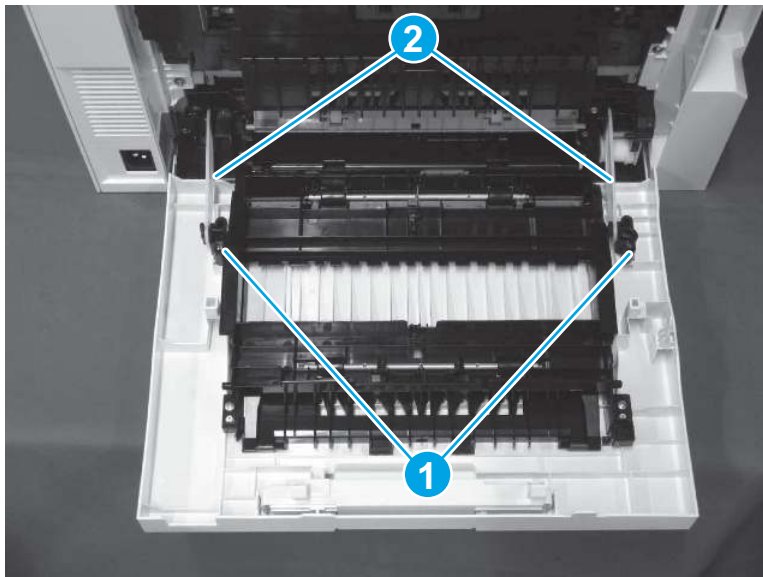
1. Open the rear door, and then raise the secondary transfer feed assembly (callout 1) up and into the locked position.

Figure 4-918 Place the T2 feed assembly in the locked position



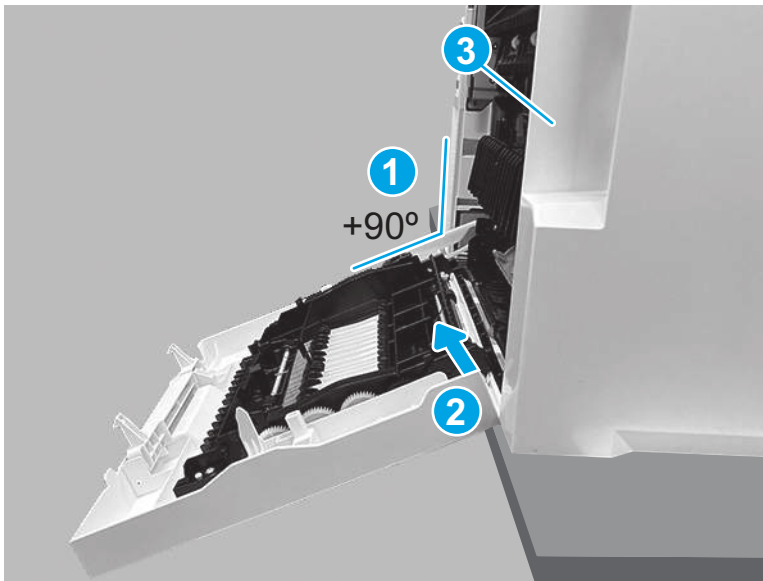
2. Remove two screws (callout 1), and then release the left- and right-side retainer arms (callout 2)

Figure 4-919 Release the retainer arms



3. Carefully position the printer at the edge of the work surface and allow the rear door to open to an angle greater than 90 degrees (callout 1). Slide the door away (callout 2) from the formatter side of the printer (callout 3) to release it, and then remove the rear door.

Figure 4-920 Remove the door

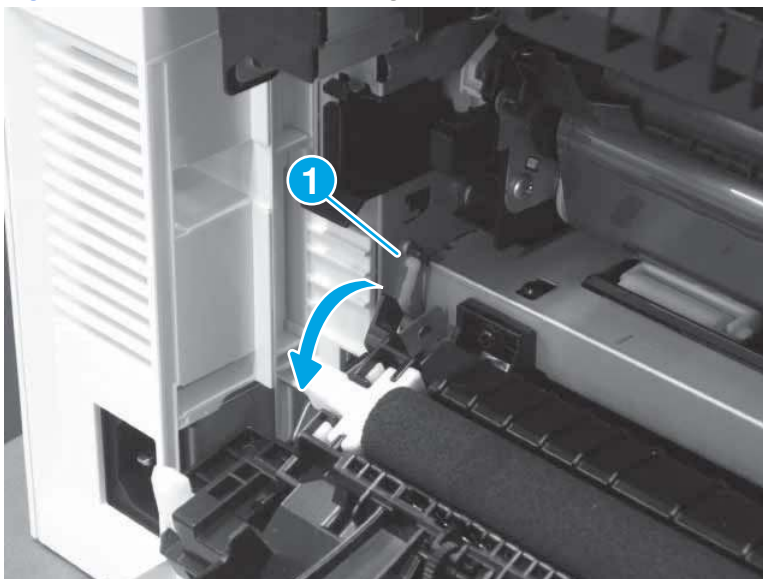


8. Remove the secondary transfer roller (T2) assembly

Follow the procedure below to remove and replace the T2 roller assembly.

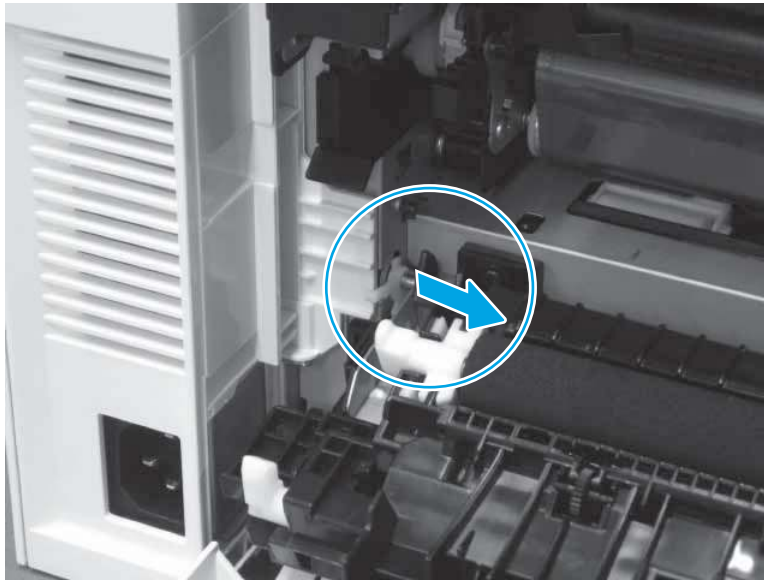
1. Open the rear door, and then rotate the bushing (callout 1) in the direction shown below.

Figure 4-921 Rotate the bushing



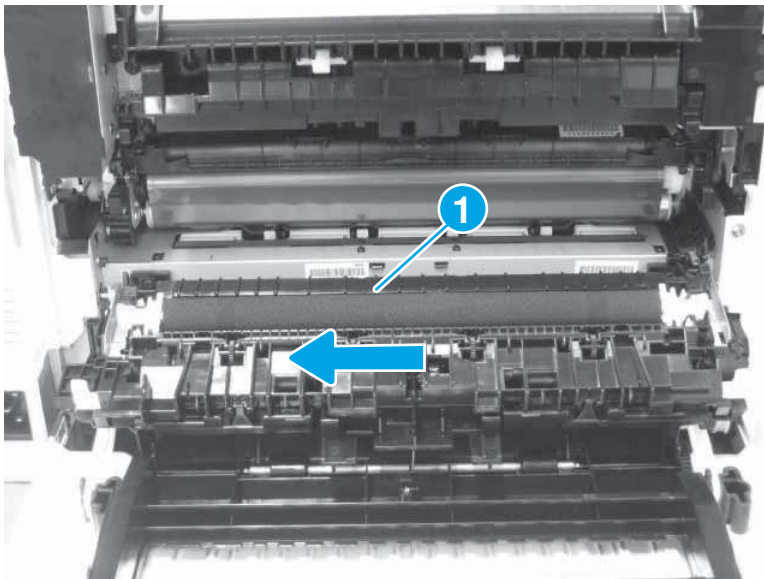
2. Slide the bushing in the direction shown below.

Figure 4-922 Slide the bushing



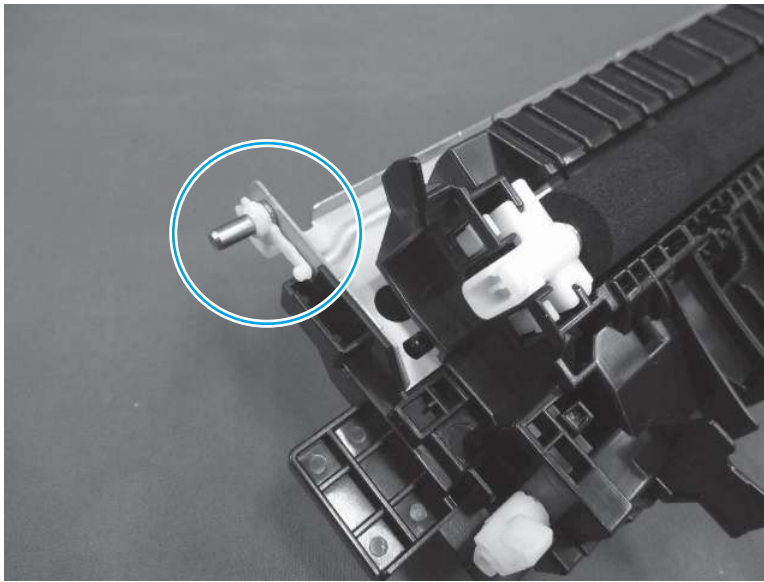
3. Slide the T2 assembly (callout 1) in the direction shown below to remove it.

Figure 4-923 Remove the T2 assembly



4. The bushing shown in the figure below is supplied with the replacement assembly.

Figure 4-924 T2 assembly bushing



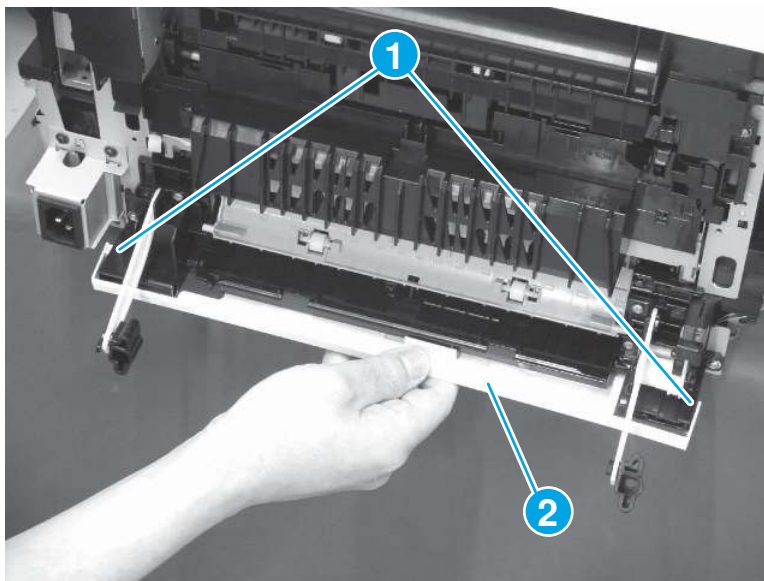
 **NOTE:** If the transfer roller is not being replaced and hasn't been damaged during the assembly removal, move the transfer roller to the new roller assembly.

9. Remove the duplexing bottom cover

Follow the procedure below to remove and replace the duplexing bottom cover.

1. Release two tabs (callout 1).
2. Remove the duplexing bottom cover (callout 2).

Figure 4-925 Remove the duplexing bottom cover



10. Remove the MP paper feed assembly

Follow the procedure below to remove the MP paper feed assembly.

1. Position the printer with the rear-door side down.

Figure 4-926 Position the printer



2. Press the green button to release the assembly.

Figure 4-927 Release the assembly

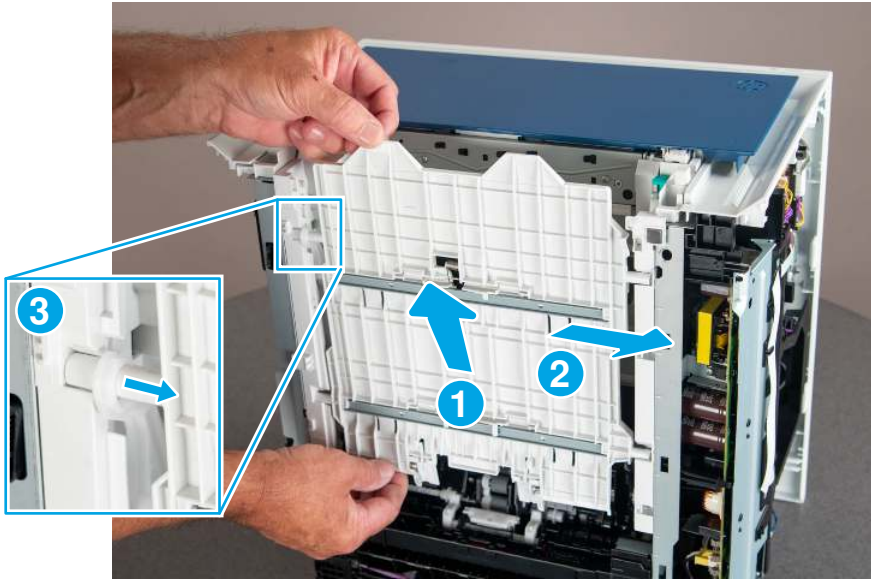


3. Slide the assembly up (callout 1), and then toward the right-side of the printer (callout 2) to remove it.



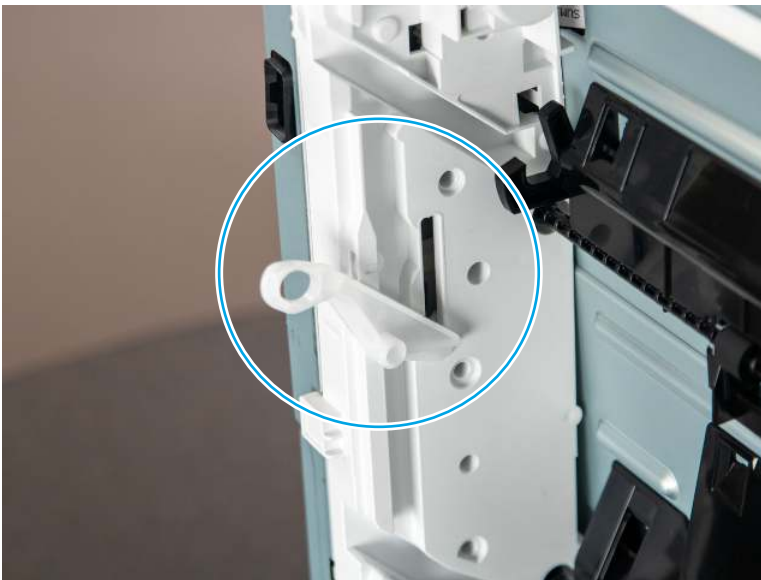
NOTE: There is a retainer arm (callout 3) on one of the assembly legs. Carefully disengage the retainer arm and leg when removing the assembly.

Figure 4-928 Remove the assembly



4. If the retainer arm becomes dislodged, reinstall it as shown below.

Figure 4-929 Install the retainer arm



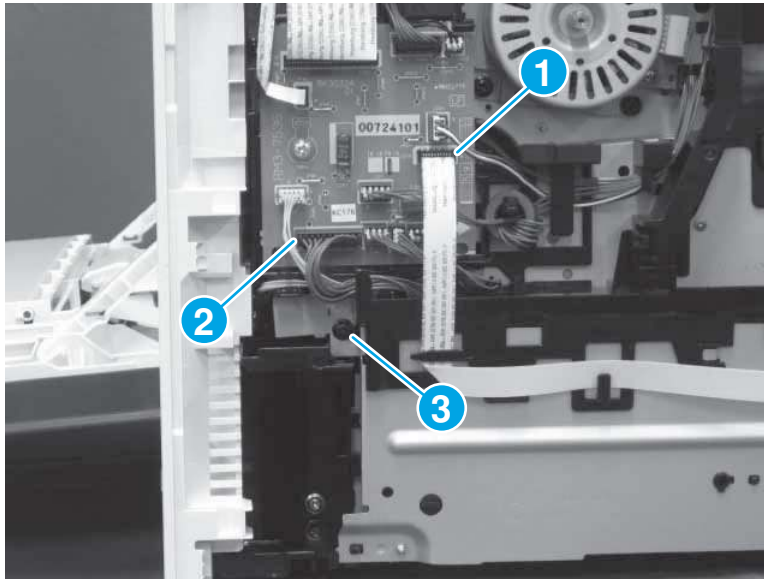
11. Remove the low-voltage power supply (LVPS)

Follow the procedure below to remove and replace the LVPS.

 **CAUTION:**  ESD sensitive part.

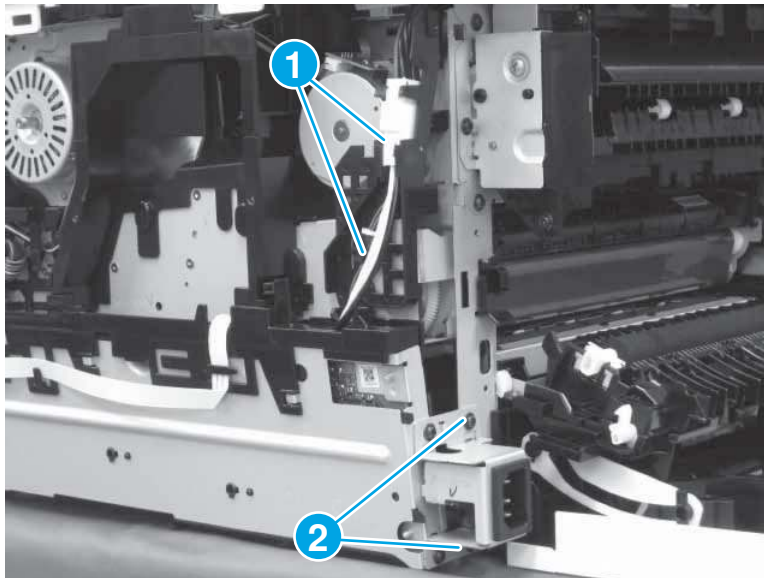
1. Disconnect one flat-flexible cable (callout 1) and one connector (callout 2), and then remove one screw (callout 3).

Figure 4-930 Disconnect FFC, connector, and remove one screw



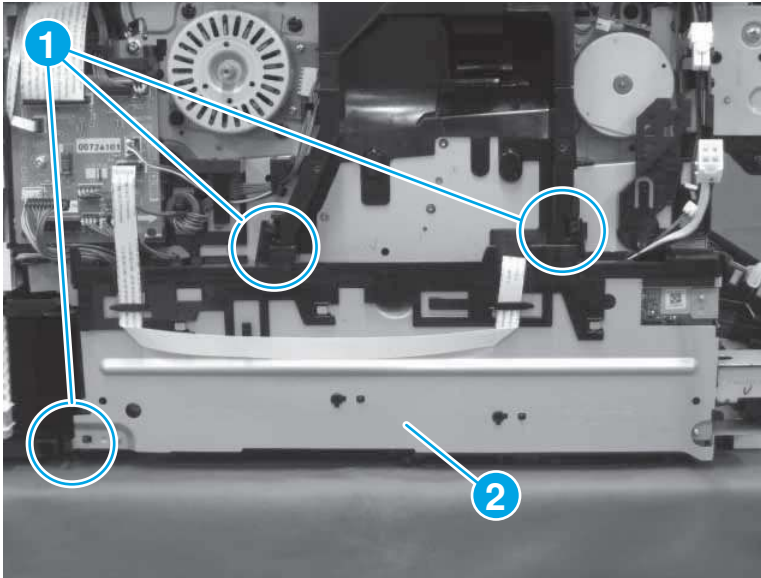
2. Disconnect two connectors (callout 1), and then remove two screws (callout 2).

Figure 4-931 Disconnect connectors and remove screws



3. Release three tabs (callout 1), and then remove the LVPS (callout 2).

Figure 4-932 Remove the LVPS



12. Remove the duplex guide assembly

Follow the procedure below to remove and replace the duplex guide assembly.

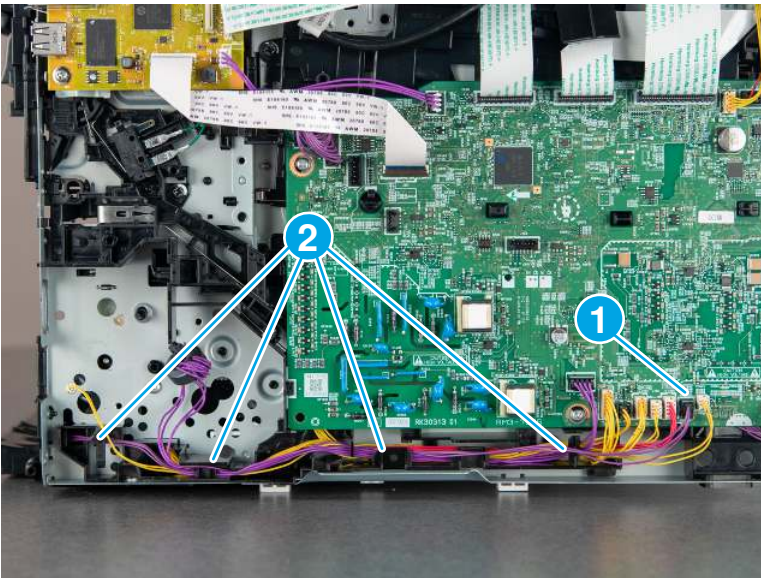
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).



NOTE: The correct cable to release is the purple three-wire harness.

Disconnect other connectors and release other wire harnesses as necessary.

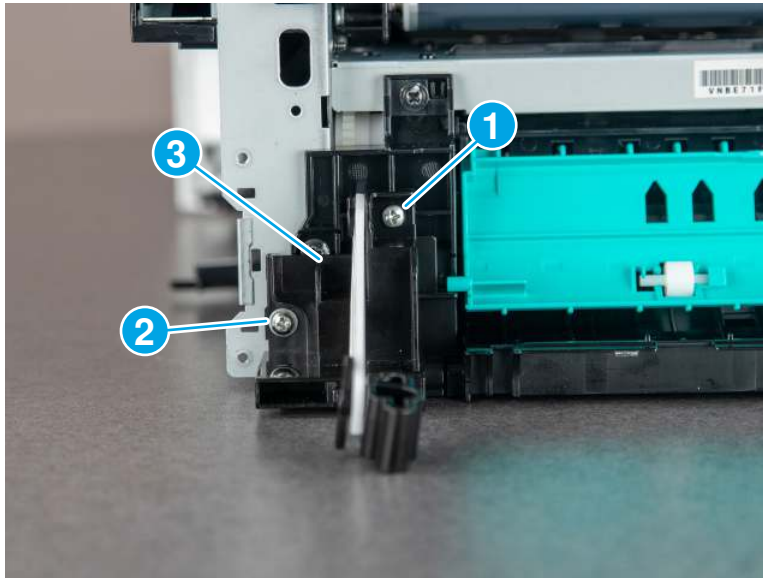
Figure 4-933 Disconnect one connector



2. On the left side of the duplex upper guide, do the following:
 - a. Remove one (tapping) screw (callout 1).

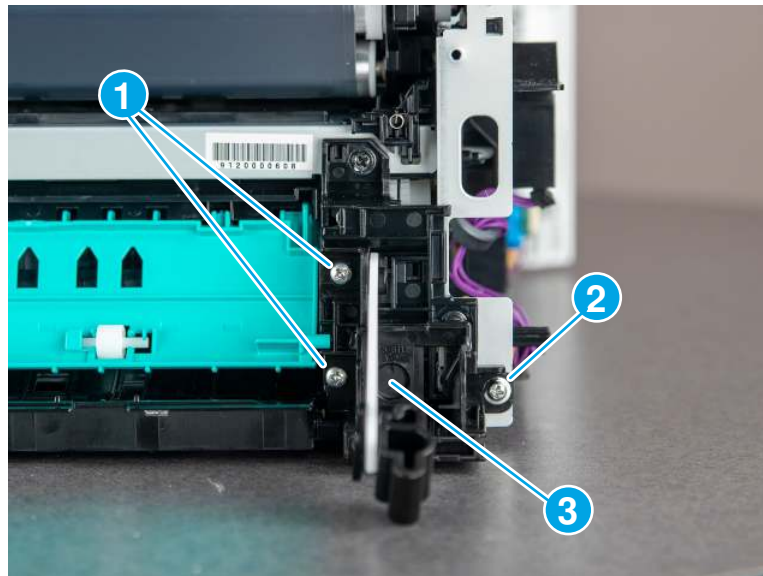
- b. Remove one (TP) screw (callout 2)
- c. Remove the holder (callout 3).

Figure 4-934 Remove two screws and the holder



- 3. On the right side of the duplex upper guide, do the following:
 - a. Remove two (tapping) screws (callout 1).
 - b. Remove one (TP) screw (callout 2)
 - c. Remove the holder (callout 3).

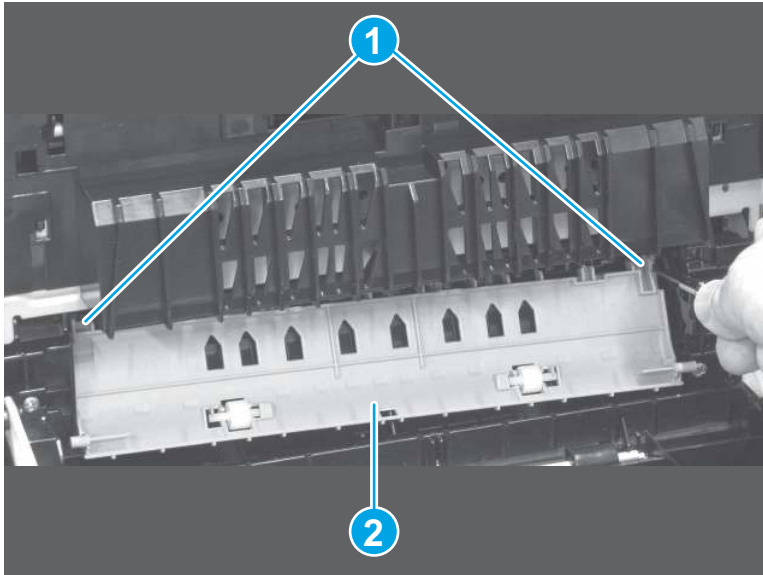
Figure 4-935 Remove three screws and the holder



4. Use a small flat-blade screwdriver to release one boss at each end of the duplex guide (callout 1), and then remove the guide (callout 2).

CAUTION: Parts of this assembly are fragile and can easily be damaged during removal.

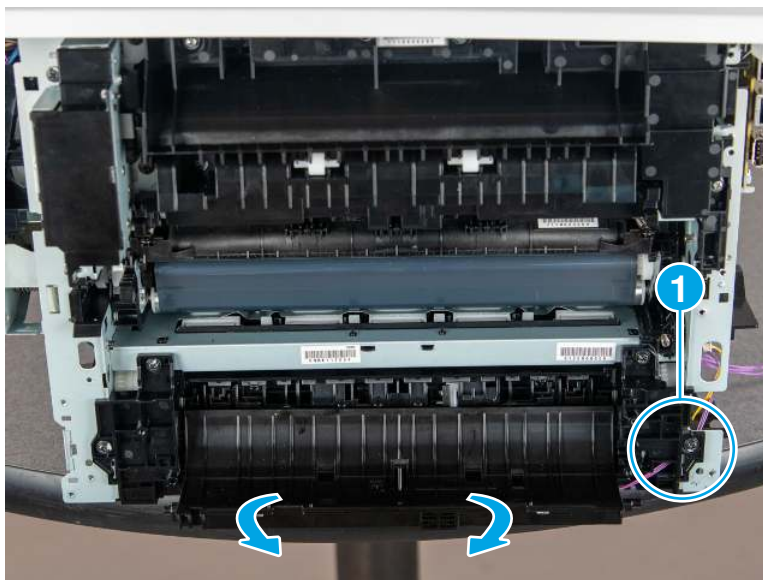
Figure 4-936 Remove the duplex upper guide



5. Carefully position the printer at the edge of the work surface. Slightly pull the duplex guide assembly down to release it, and then remove the assembly.

NOTE: Pass the wire harness through the opening in the chassis as the assembly is removed (callout 1).

Figure 4-937 Remove the duplex guide assembly

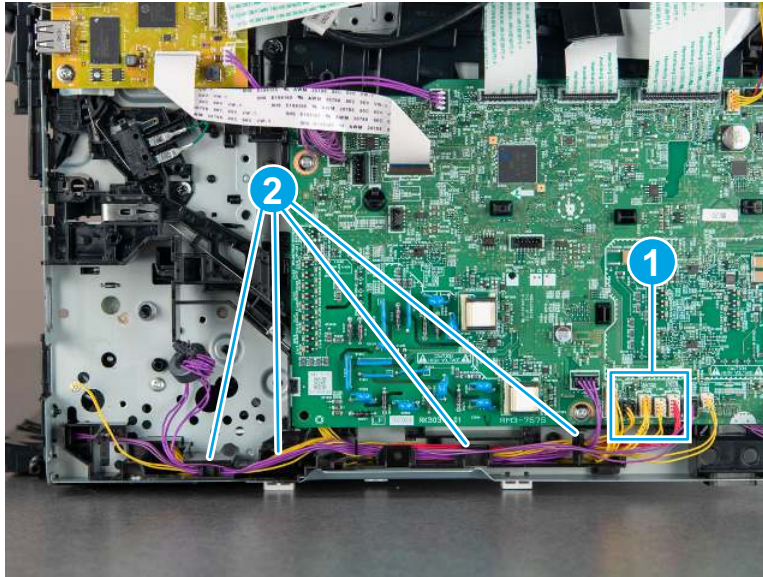


13. Remove the feed lower guide assembly

Follow the procedure below to remove and replace the feed lower guide assembly.

1. Disconnect the four connectors (callout 1), and then release the wire harnesses from the guide (callout 2).

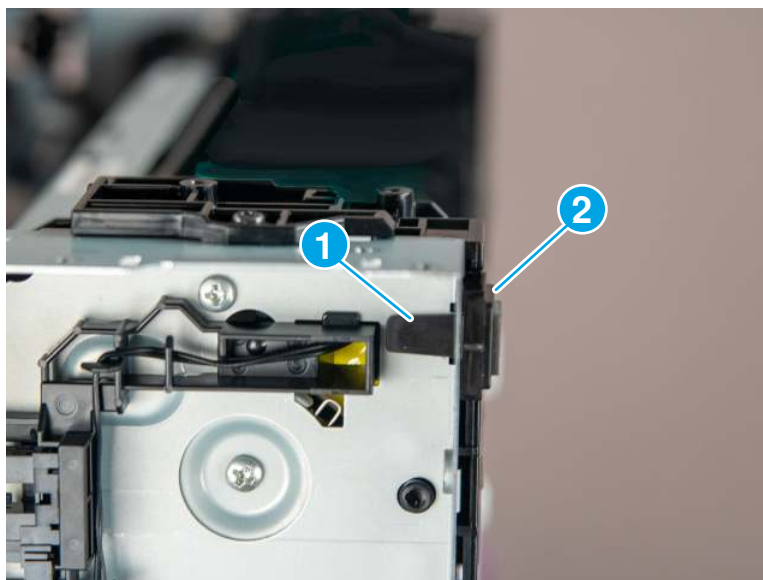
Figure 4-938 Disconnect the connectors and release the wire harnesses



2. Position the printer with the front-side down, release one tab (callout 1), and then remove the rubber pad (callout 2). Repeat this step for the rubber pad on the opposite side.

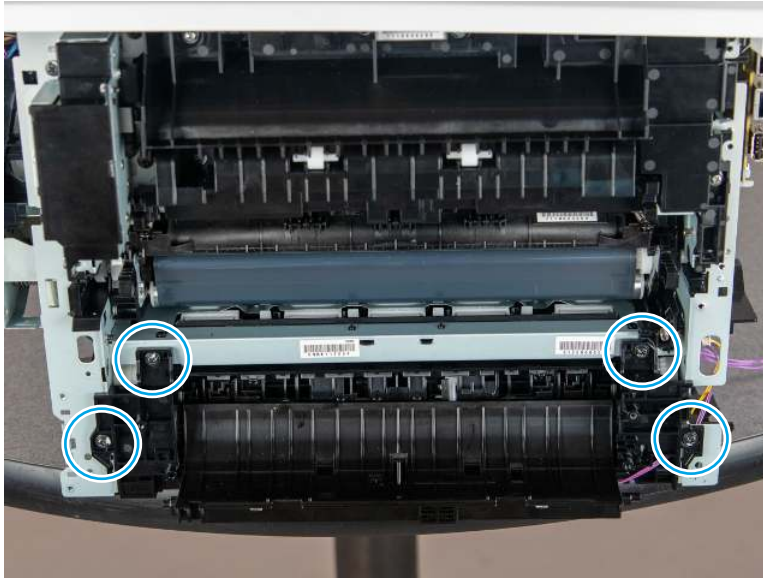
CAUTION: **MFP only:** The integrated scanner assembly (ISA) can suddenly open when the printer is placed in any position other than top-side up. Secure the ISA when repositioning the printer.

Figure 4-939 Remove the pad



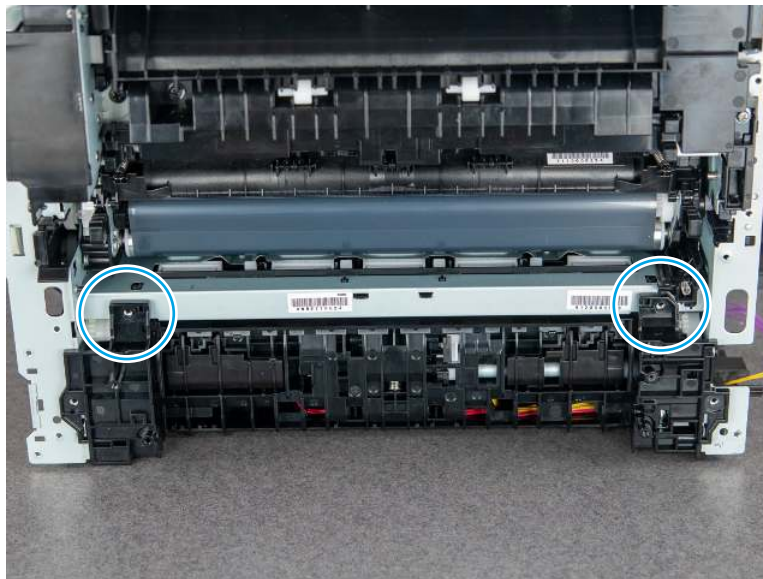
3. Position the printer with the top-side up (normal position), and then remove four screws.

Figure 4-940 Remove four screws



4. Use a small flat-blade screwdriver to release two bosses (callout 1).

Figure 4-941 Release two bosses

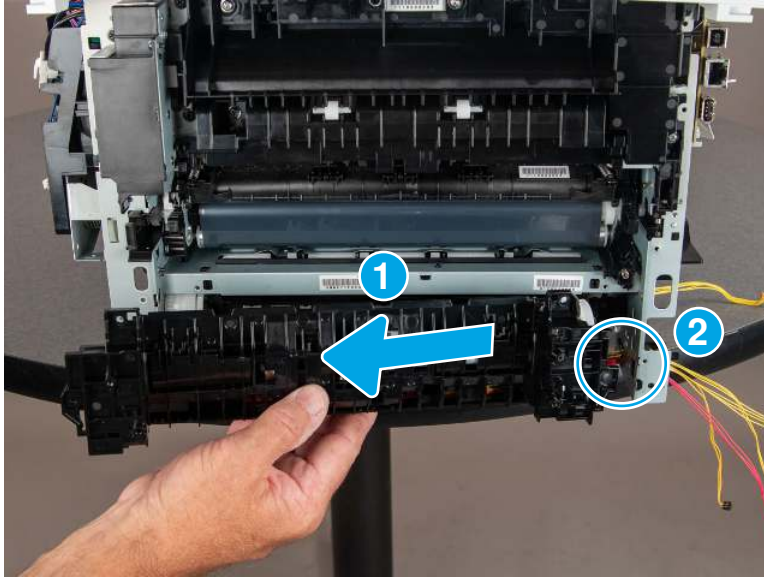


5. Carefully position the printer at the edge of the work surface. Slightly pull down on the assembly to release it, and then remove the feed lower guide assembly (callout 1).



NOTE: Carefully pull the wire harness through the opening in the chassis (callout 2) while removing the assembly.

Figure 4-942 Remove the feed lower guide assembly

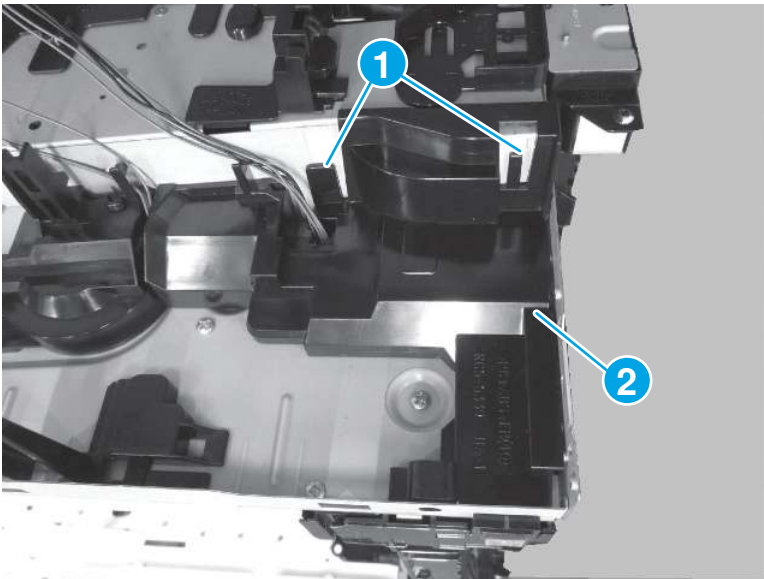


14. Remove the lifter drive assembly

Follow the procedure below to remove and replace the lifter drive assembly.

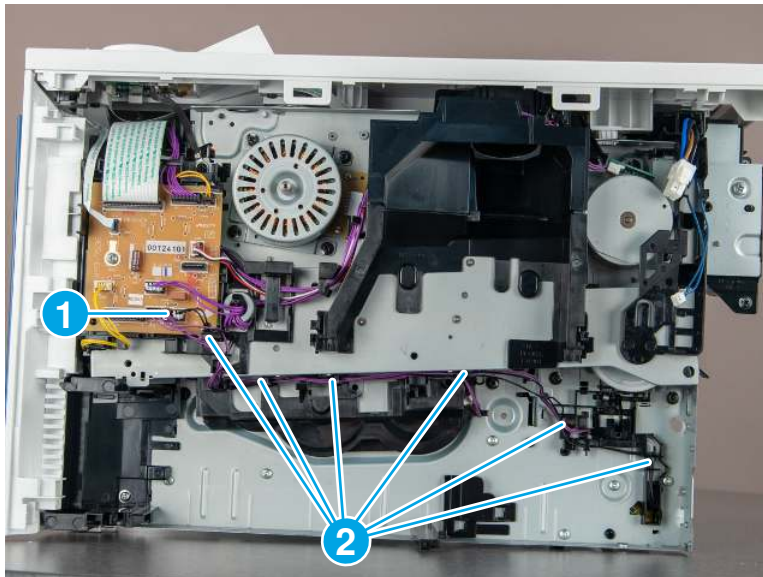
1. Release two tabs (callout 1), and then remove the cover (callout 2).

Figure 4-943 Remove the cover



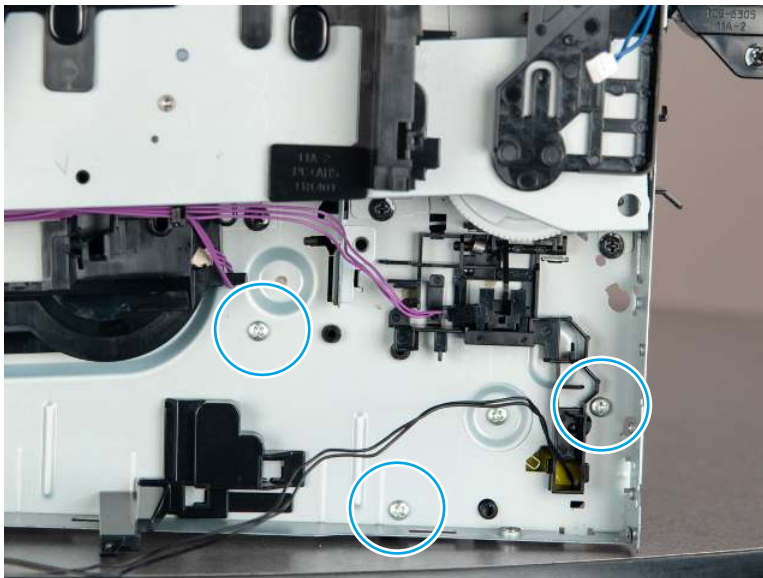
2. Disconnect one connector (callout 1), and then release the wire harness from the retainers (callout 2).

Figure 4-944 Disconnect one connector



3. Remove three screws.

Figure 4-945 Remove three screws



4. Position the printer with the front-side down, and then release one tab.

⚠ CAUTION: MFP only: The integrated scanner assembly (ISA) can suddenly open when the printer is placed in any position other than top-side up. Secure the ISA when repositioning the printer.

Figure 4-946 Release one tab

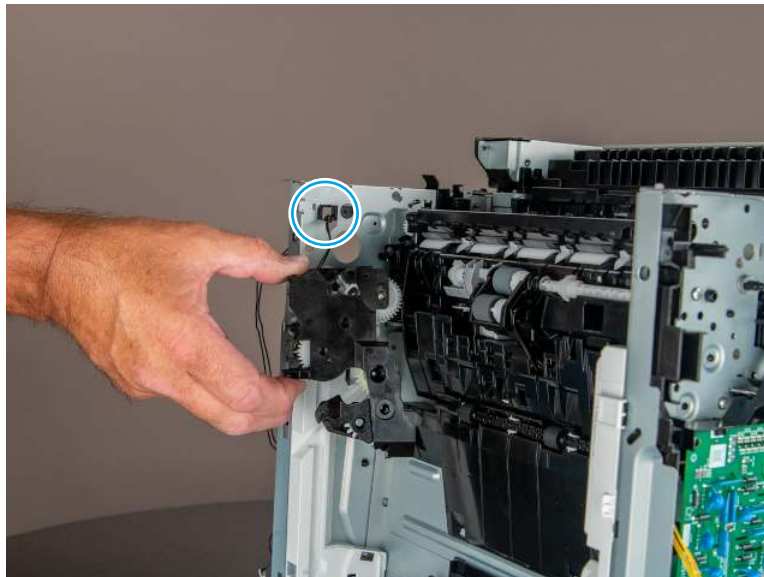


5. Remove the lifter drive assembly.



NOTE: Carefully pull the wire harness through the opening in the chassis while removing the assembly.

Figure 4-947 Remove the lifter drive assembly



15. Remove the feed upper guide assembly

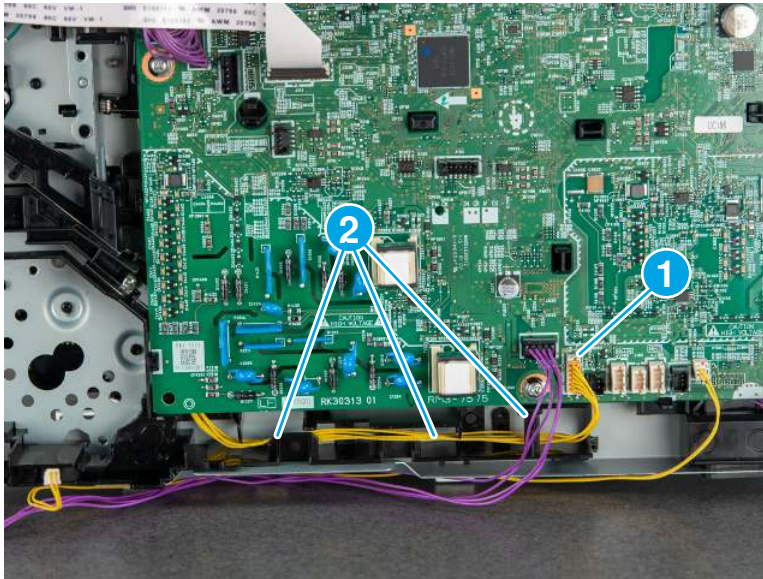
Follow the procedure below to remove and replace the feed upper guide assembly.

1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).



NOTE: The wire harness will not be removed with the assembly. However, it does need to be disconnected and released to provide sufficient slack to separate the assembly from the printer.

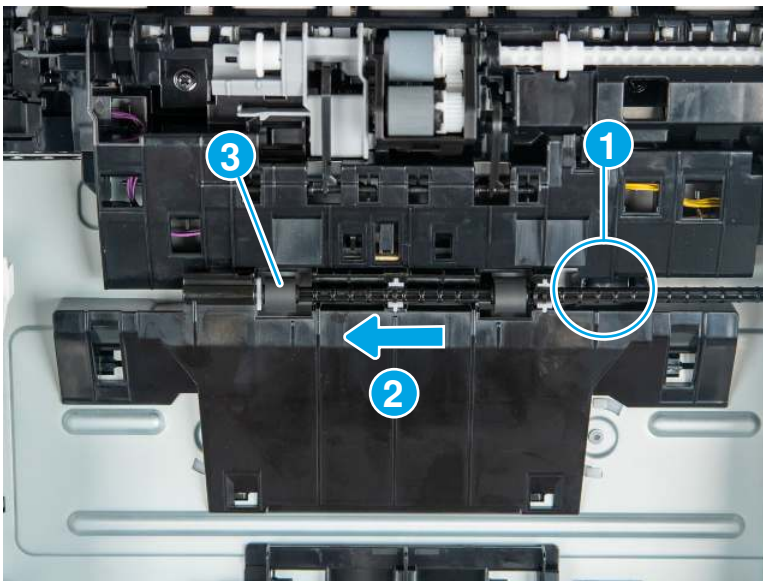
Figure 4-948 Disconnect one connector



2. Position the printer with the front-side down. Release one tab (callout 1), and then slide the guide (callout 2) and the roller (callout 3) together as shown below to release them.

CAUTION: **MFP only:** The integrated scanner assembly (ISA) can suddenly open when the printer is placed in any position other than top-side up. Secure the ISA when repositioning the printer.

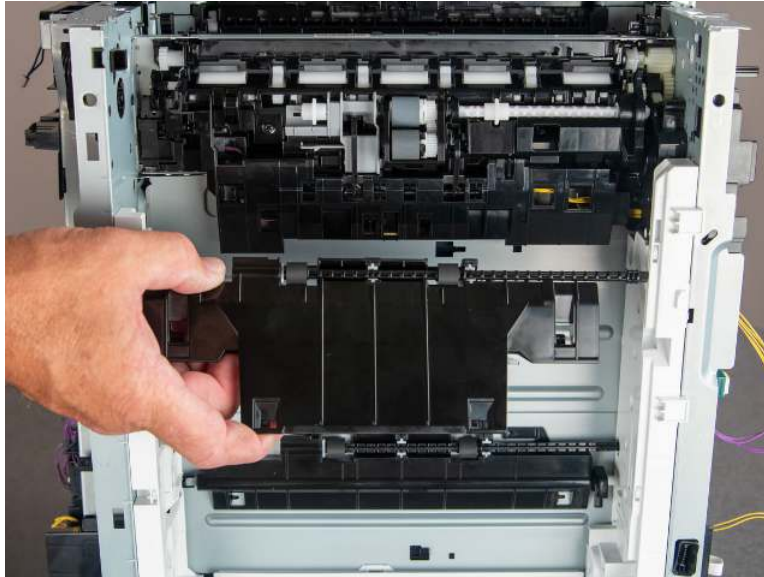
Figure 4-949 Release the guide and roller



3. Remove the guide and roller assembly.

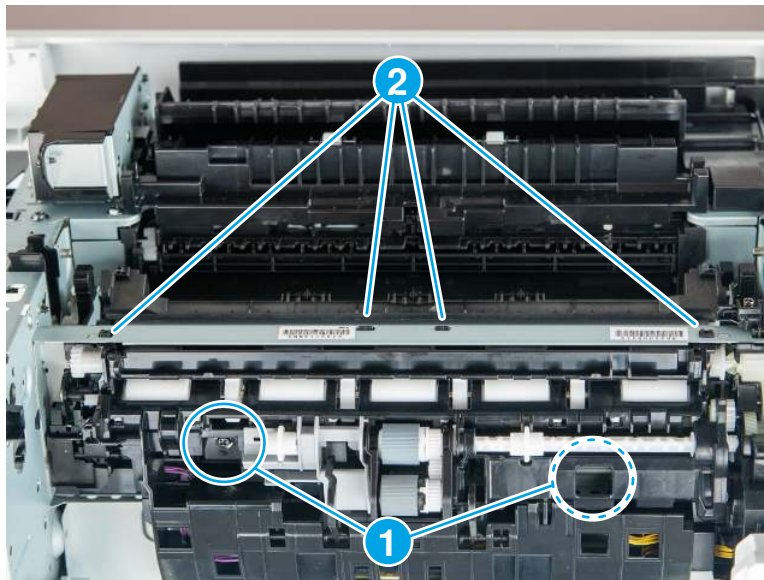
NOTE: The roller and shaft are not captive on the guide and can easily be dislodged.

Figure 4-950 Remove the guide and roller



4. Remove two screws (callout 1), and then release four bosses (callout 2).

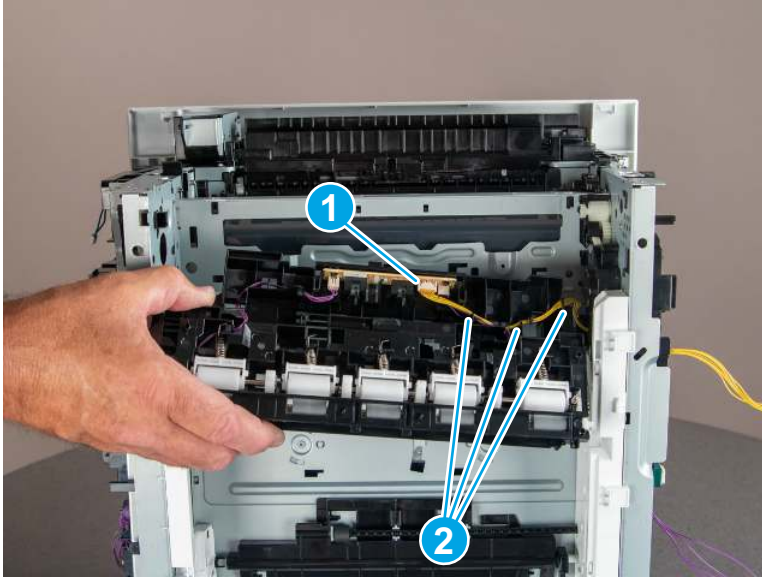
Figure 4-951 Remove screws and release bosses



5. Separate the assembly from the printer, disconnect one connector (callout 1), and then release the wire harness from the retainers (callout 2).

CAUTION: Do Not attempt to completely remove the assembly. It is still attached to the printer by a wire harness.

Figure 4-952 Disconnect one connector



6. Remove the feed upper guide assembly.

Figure 4-953 Remove the feed upper guide assembly



16. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

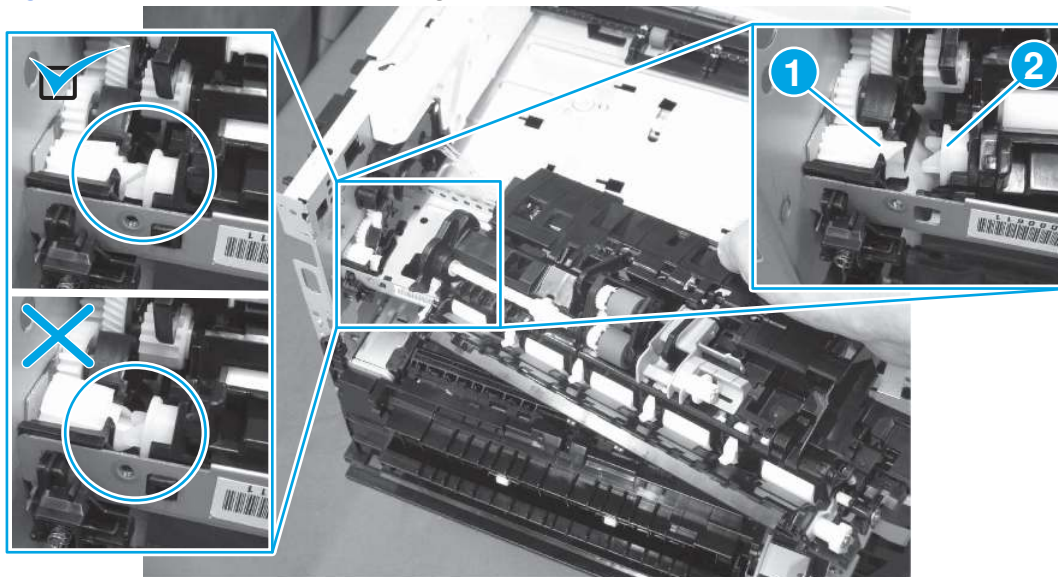
17. Special installation instructions - Feed upper guide assembly

Follow the special instructions below to install the feed upper guide assembly.

📋 NOTE: The printer is shown upside down in the figure below for clarity.

1. When the assembly is installed, align the engagement portion of the gear (callout 1) on the printer with the gear (callout 2) of the feed upper guide assembly.

Figure 4-954 Install the feed upper guide assembly



2. Ensure both gears are correctly aligned before completing installation.

18. Special installation instructions - Feed lower guide assembly

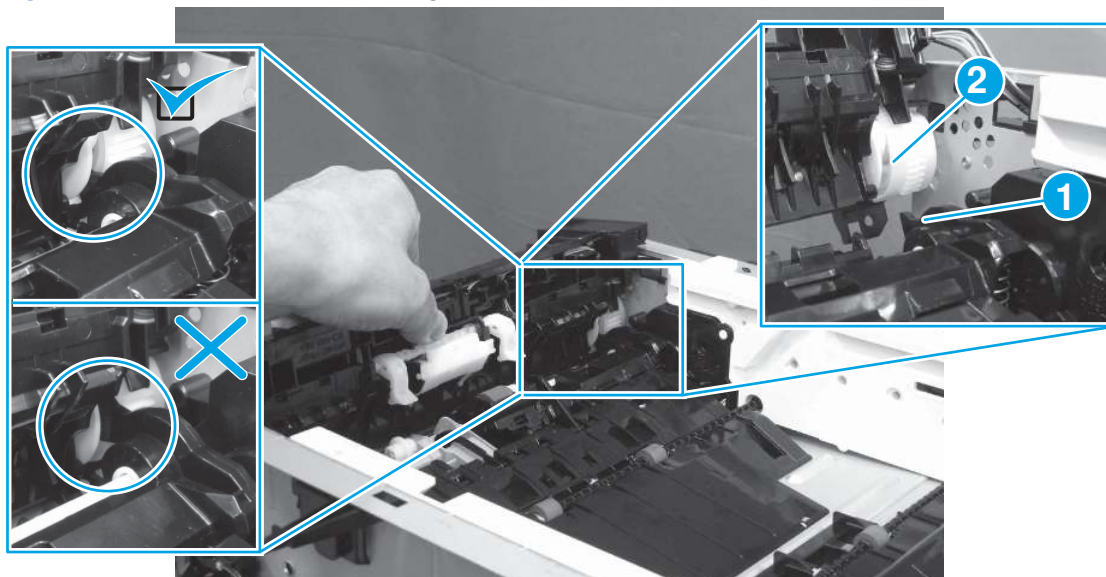
Follow the special instructions below to install the feed lower guide assembly.



NOTE: The printer is shown upside down in the figure below for clarity.

1. When the assembly is installed, ensure the link arm (callout 1) on the printer is correctly inserted in the gear (callout 2) of the feed lower guide assembly.

Figure 4-955 Install the feed lower guide assembly



2. Verify the link arm is positioned correctly.

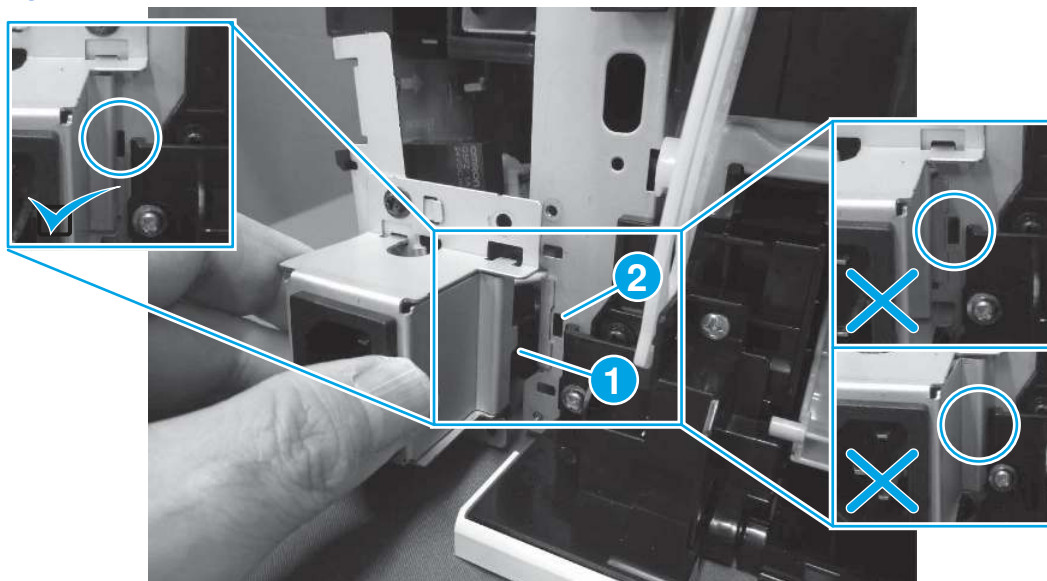
19. Special installation instructions - Low-voltage power supply (LVPS)

Follow the special instructions below to install a replacement LVPS.

 **CAUTION:**  ESD sensitive part.

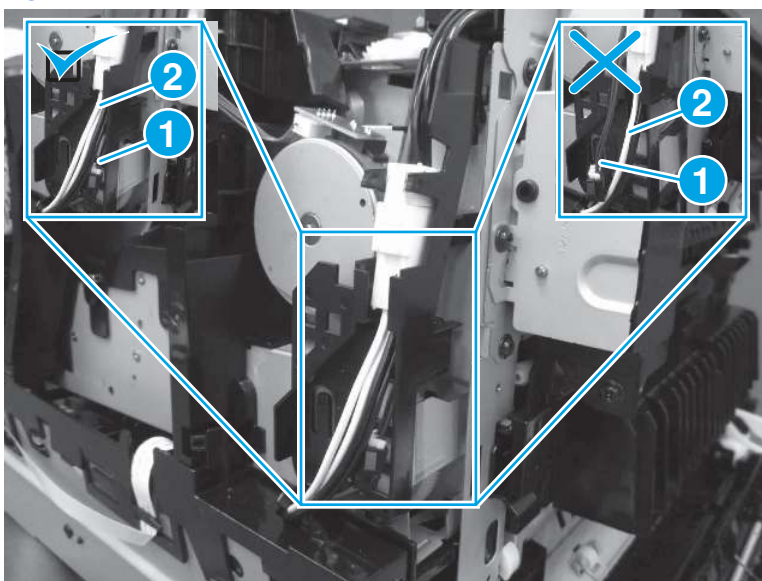
1. When the LVPS is installed, make sure that the sheet-metal tab (callout 1) near the power receptacle is inserted in the slot (callout 2) in the chassis.

Figure 4-956 Install the LVPS tab



2. Make sure that the fuser temperature fuse cable (callout 1) is positioned behind the thick cable (callout 2). This prevents the fuser cable from unnecessary movement.

Figure 4-957 Check the fuser temperature fuse cable



Removal and replacement: Paper pickup drive assembly

Learn how to remove and replace the paper pickup drive assembly.

Mean time to repair: 60 minutes

Service level: Difficult

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-41 Part information

Part number	Part description
RM2-2763-000CN	Paper pickup drive assembly

Required tools

- #1 Phillips screwdriver with a magnetic tip
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver
- Needle-nose pliers

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (SFP)

Follow the procedure below to remove and replace the left cover (SFP).



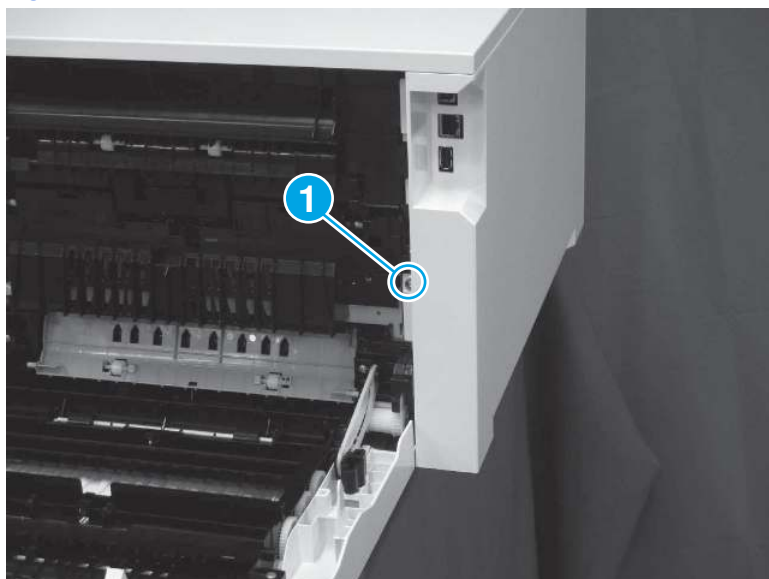
NOTE: The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.



TIP: There might be a small cover installed on the USB port located at the back of the printer. If installed, remove this cover now.

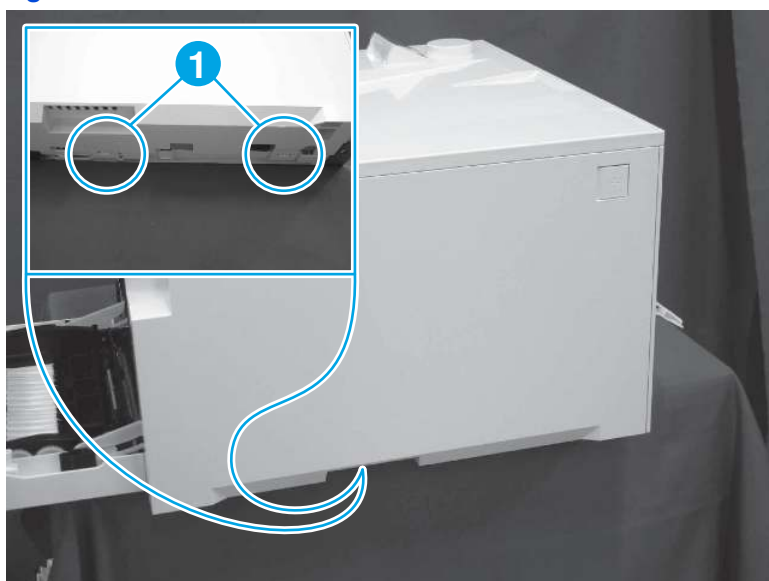
1. Remove one screw (callout 1).

Figure 4-958 Remove one screw



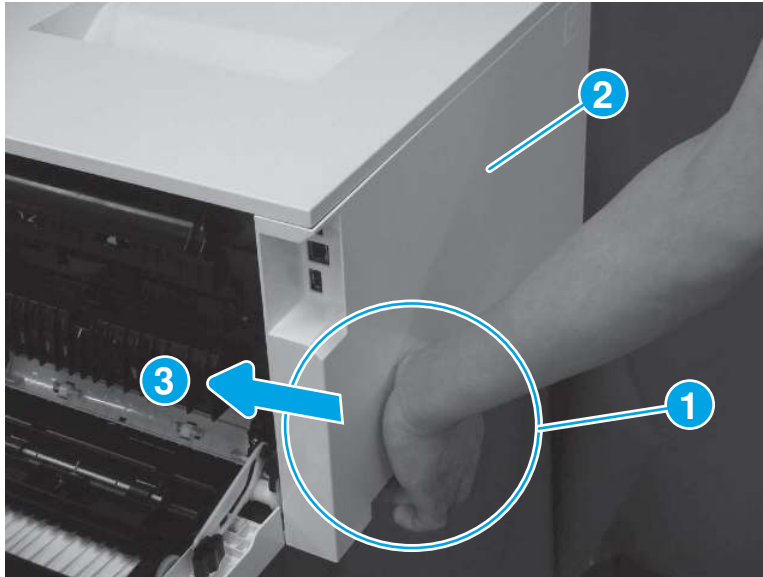
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-959 Release two tabs



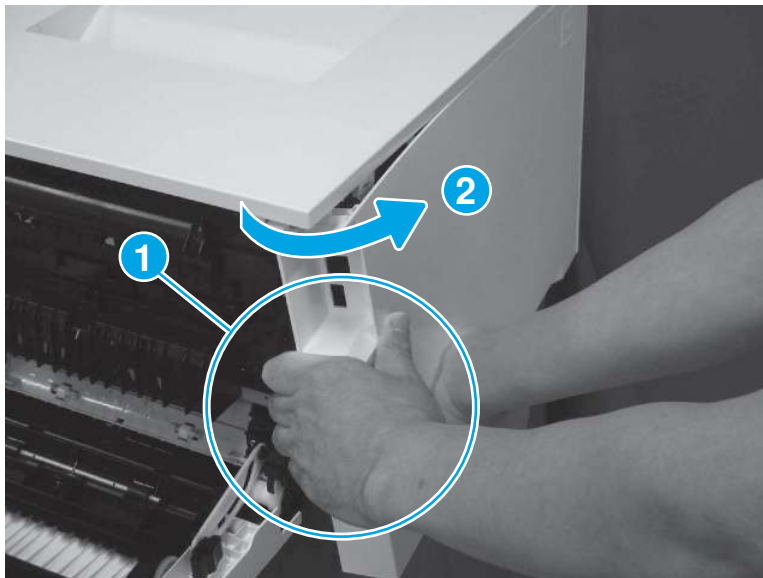
3. Press in on the side (callout 1) of the left cover (callout 2), and then slide the cover as shown (callout 3) to release the rear corner.

Figure 4-960 Release the rear cover corner



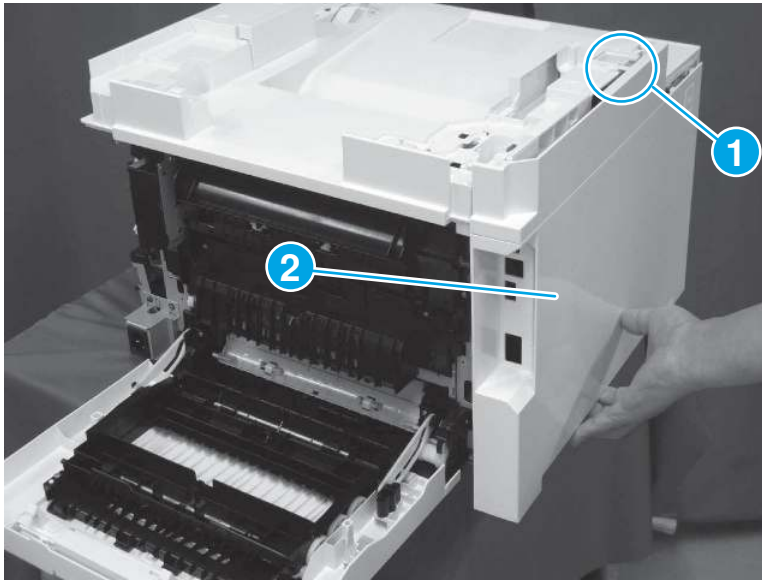
4. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-961 Disengage the cover corner



5. Remove the left cover (callout 1).

Figure 4-962 Remove the cover



2. Remove the left cover (MFP)

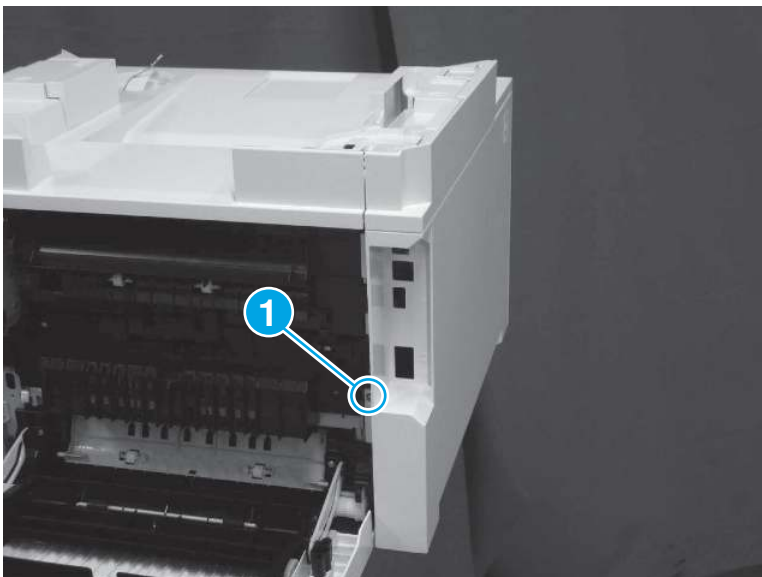
Follow the procedure below to remove and replace the left cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

 **TIP:** There might be a small cover installed on the USB port and/or the fax port located at the back of the printer. If installed, remove these covers now.

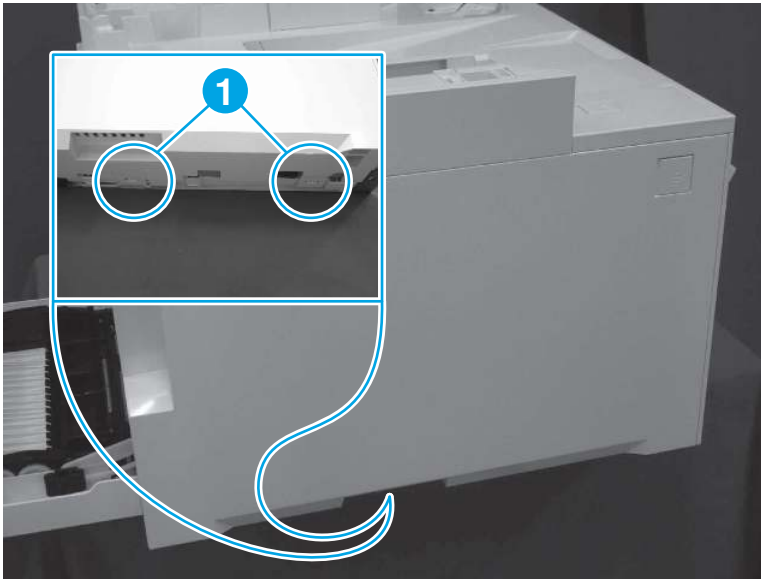
1. Remove one screw (callout 1).

Figure 4-963 Remove one screw



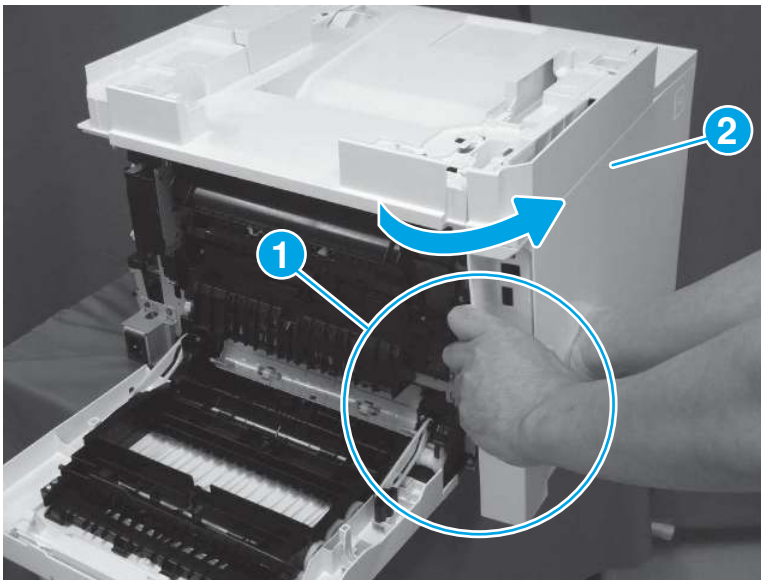
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to two tabs (callout 1). Release two tabs.

Figure 4-964 Release two tabs



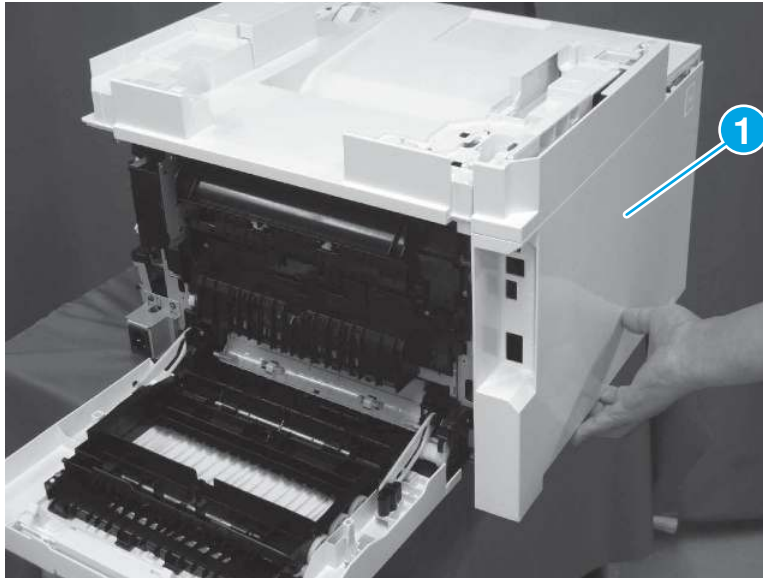
3. Pull out on the rear corner (callout 1) of the cover, and then slide the cover as shown (callout 2) to disengage it.

Figure 4-965 Disengage the cover corner



4. Remove the left cover (callout 1).

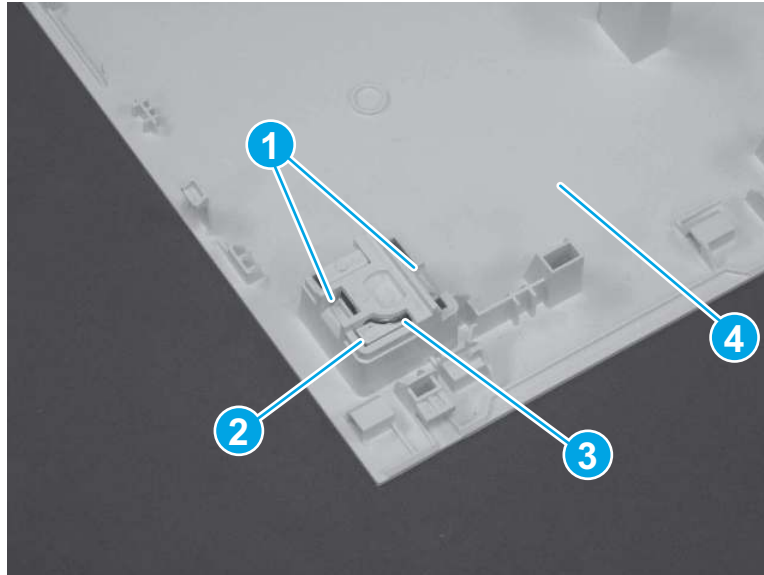
Figure 4-966 Remove the cover



5.  **NOTE:** If replacing the left cover, remove the cartridge door button and install in the new door.

Release two tabs (callout 1), and then remove the cartridge door button (callout 2) and one spring (callout 3) from the left cover (callout 4).

Figure 4-967 Remove the cartridge door button

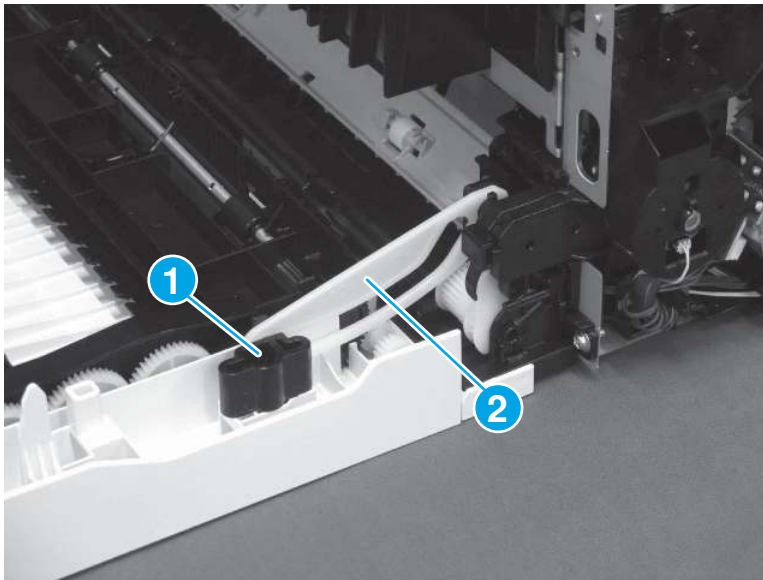


3. Remove the duplex re-pick clutch

Follow the procedure below to remove and replace the duplex re-pick clutch.

1. Remove one screw (callout 1), and then remove the hinge (callout 2).

Figure 4-968 Remove the hinge

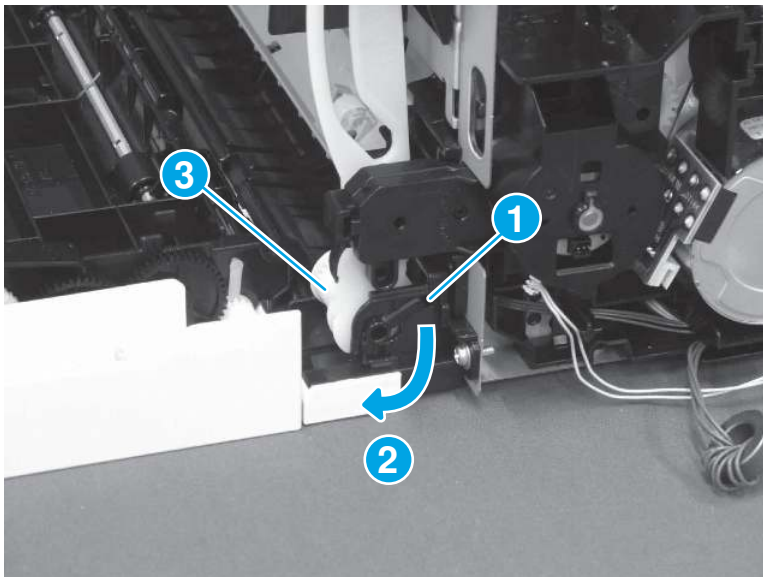


2. Release the retainer (callout 1), rotate the shaft as shown below (callout 2) to remove it, and then remove the gear (callout 3).



Reinstallation tip: Take note of how the gear is installed before removing it. The shaft cannot be reinstalled if the gear is incorrectly installed.

Figure 4-969 Remove the gear

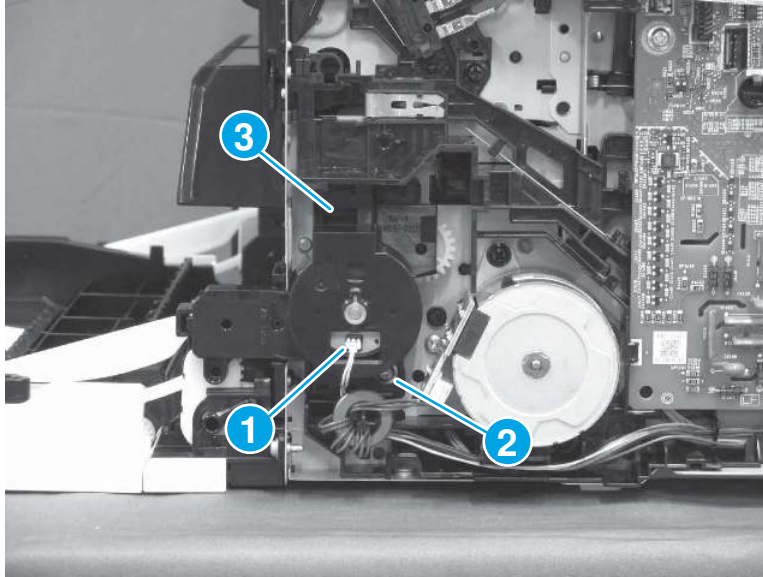


3. Disconnect one connector (callout 1), remove one screw (callout 2), and then release one tab (callout 3).



NOTE: The connector (callout 1) has a tab that must be released to disconnect it. It can be difficult to disconnect when the duplex re-pick clutch is installed. It might be easier to remove the duplex re-pick clutch (see the following step), and then disconnect the connector.

Figure 4-970 Disconnect one connector, remove one screw, and release one tab

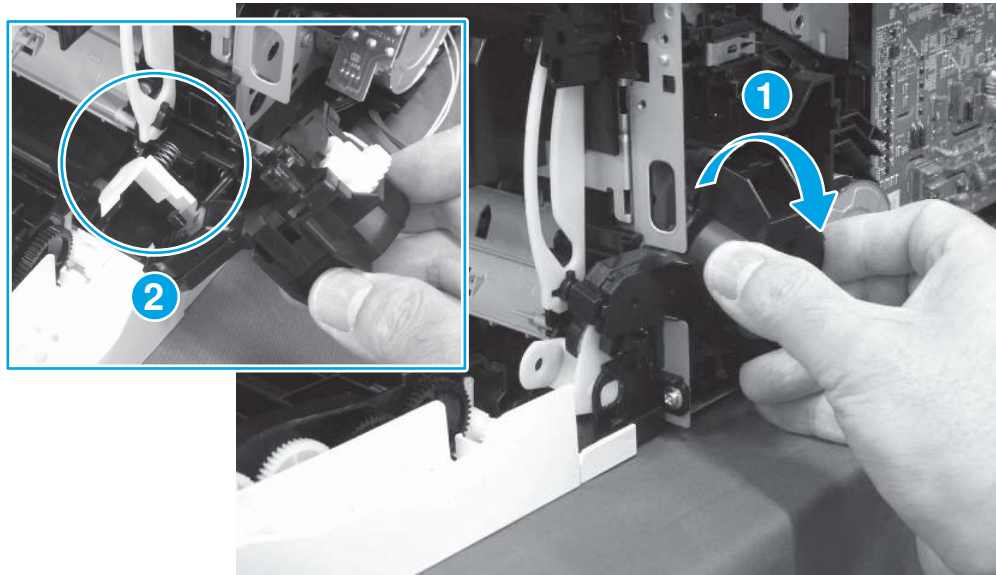


4. Remove the duplex re-pick clutch (callout 1).

CAUTION: When handling the assembly, do not lose the spring that is inside the left gear holder (callout 2).

Reinstallation tip: For a replacement duplex re-pick clutch only: Remove the spring from the assembly (callout 2), and then install it on the replacement duplex re-pick clutch.

Figure 4-971 Remove the duplex re-pick clutch



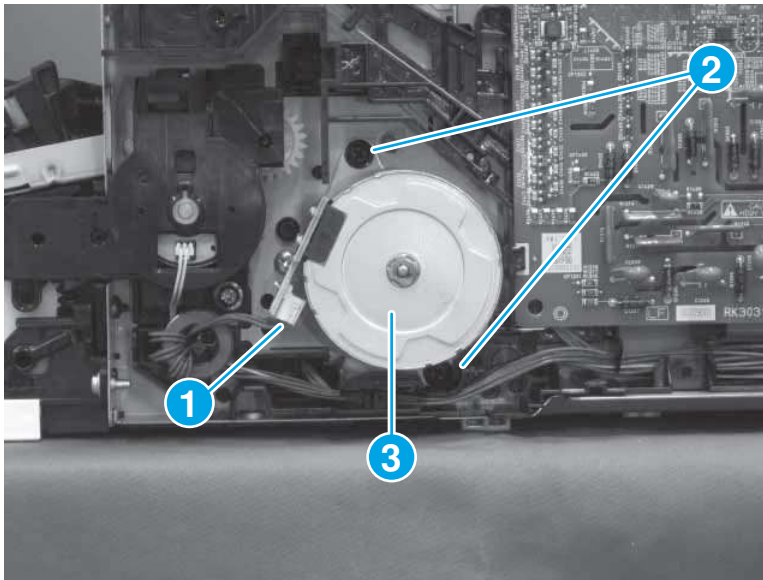
4. Remove the feed motor

Follow the procedure below to remove and replace the feed motor.

1. Disconnect one connector (callout 1).

2. Remove two screws (callout 2), and then remove the feed motor (callout 3).

Figure 4-972 Remove the feed motor



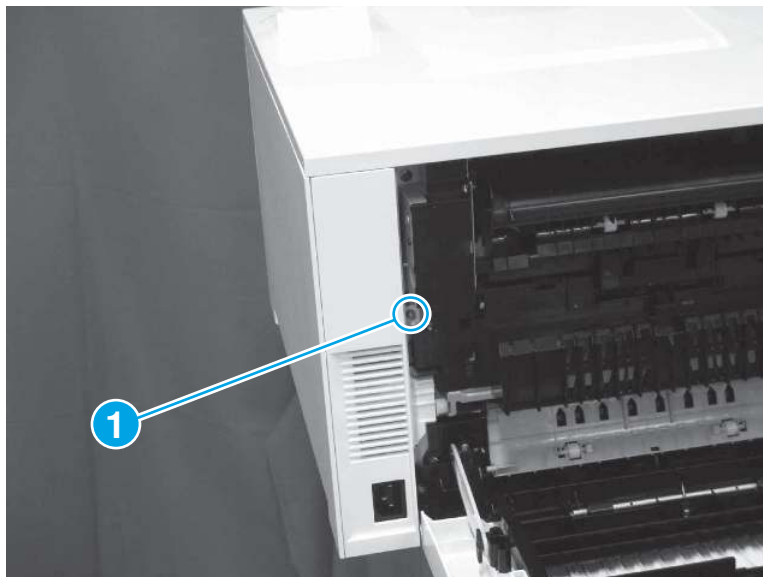
5. Remove the right cover (SFP)

Follow the procedure below to remove and replace the right cover (SFP).

 **NOTE:** The following procedure is for a SFP printer only. If this assembly is being removed to gain access to dependency parts for an MFP printer, skip this step.

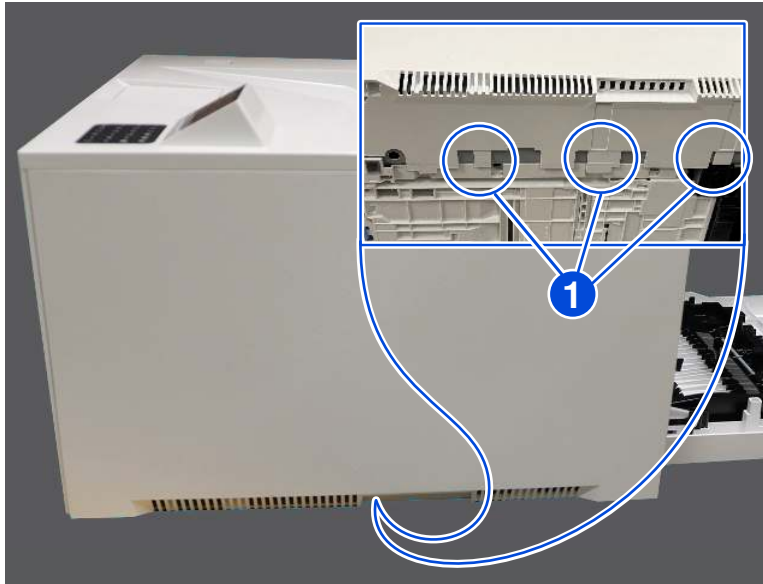
1. Remove one screw (callout 1).

Figure 4-973 Remove one screw



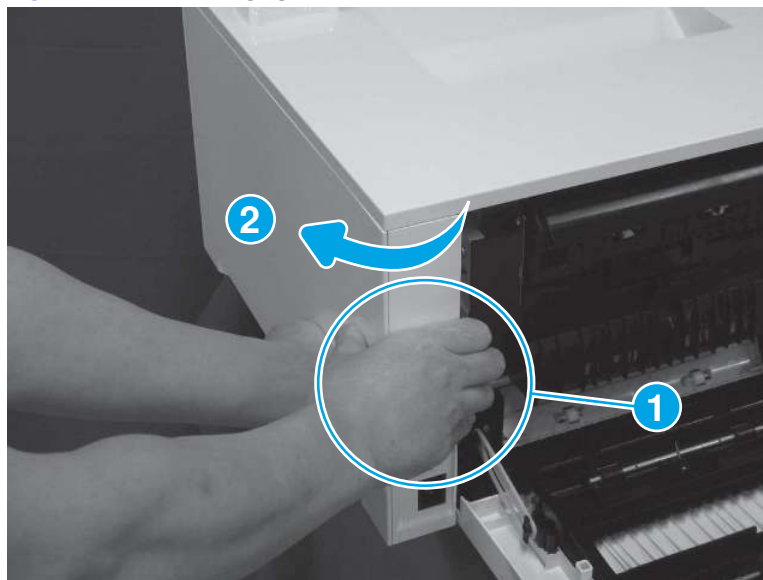
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-974 Release three tabs



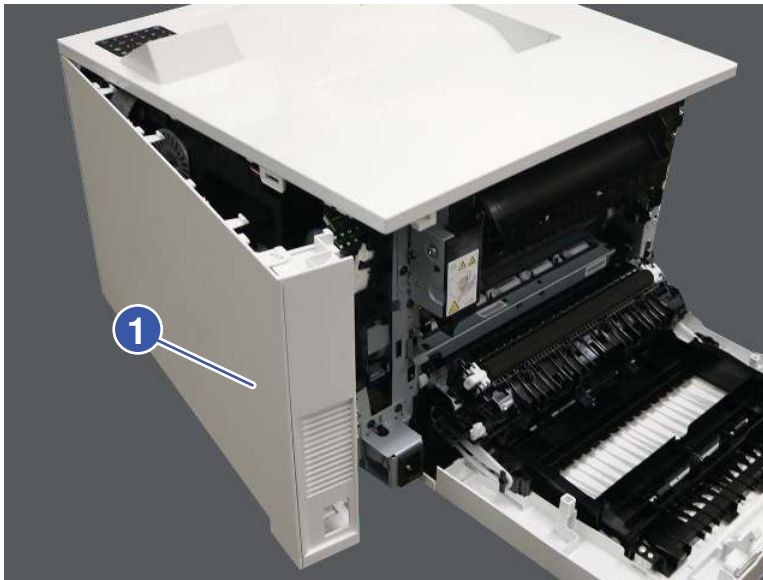
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-975 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-976 Remove the cover



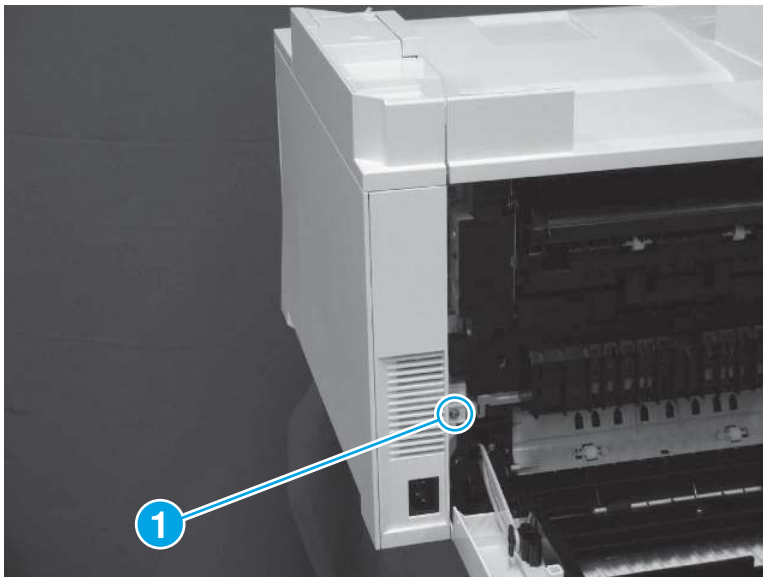
6. Remove the right cover (MFP)

Follow the procedure below to remove and replace the right cover (MFP).

 **NOTE:** The following procedure is for an MFP printer only. If this assembly is being removed to gain access to dependency parts for a SFP printer, skip this step.

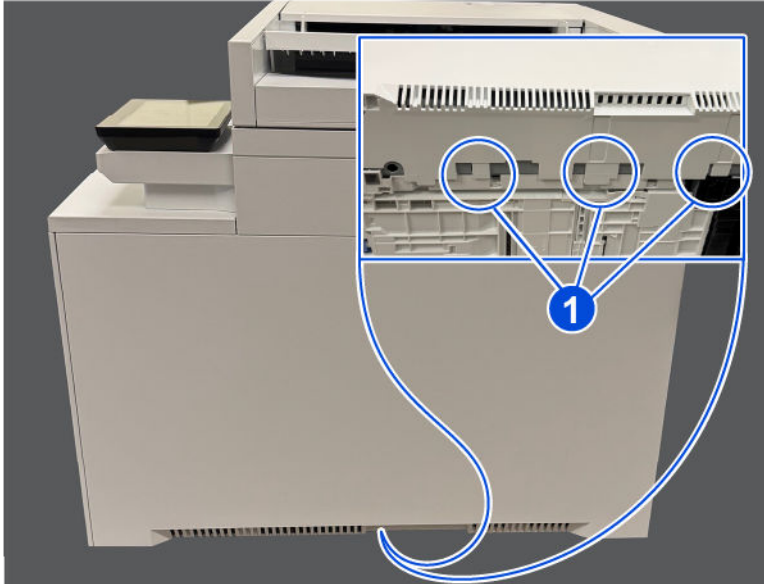
1. Remove one screw (callout 1).

Figure 4-977 Remove one screw



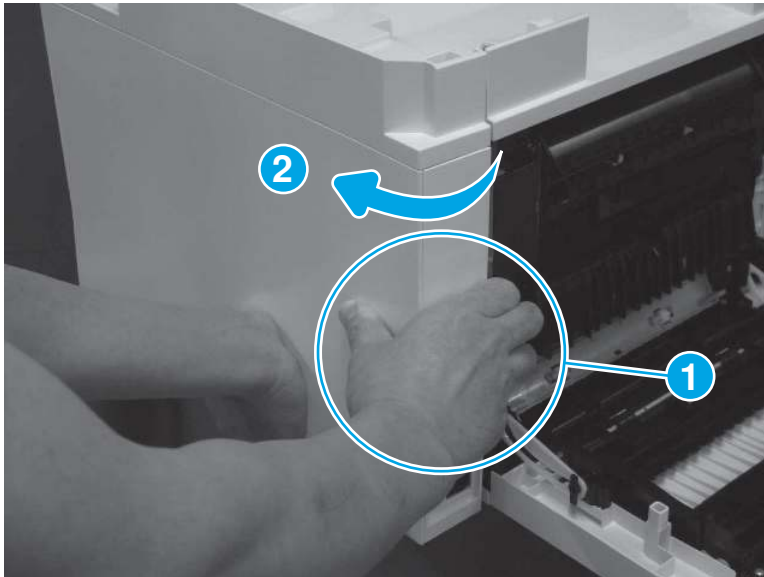
2. Open the cartridge and rear doors, and then set the printer on the edge of the work surface to gain access to three tabs (callout 1). Release three tabs.

Figure 4-978 Release three tabs



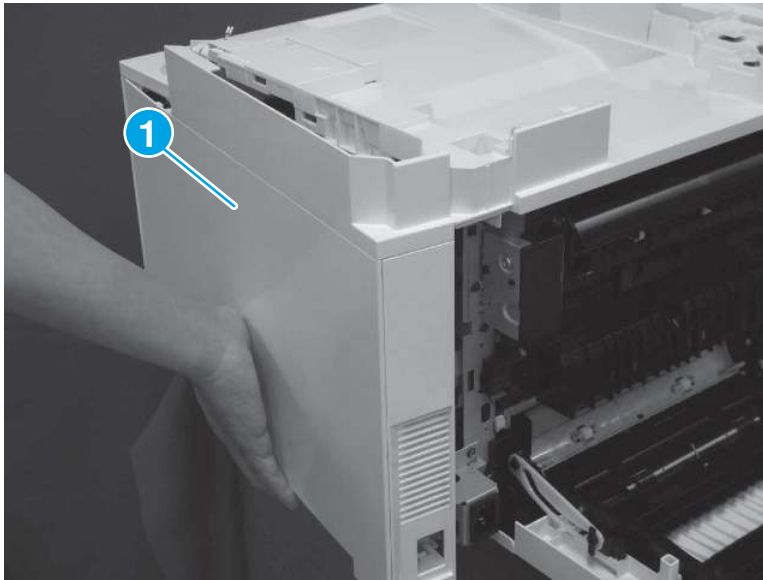
3. Pull the rear corner (callout 1) of the cover away from the printer (callout 2) to disengage it.

Figure 4-979 Disengage the cover corner



4. Remove the right cover (callout 1).

Figure 4-980 Remove the cover

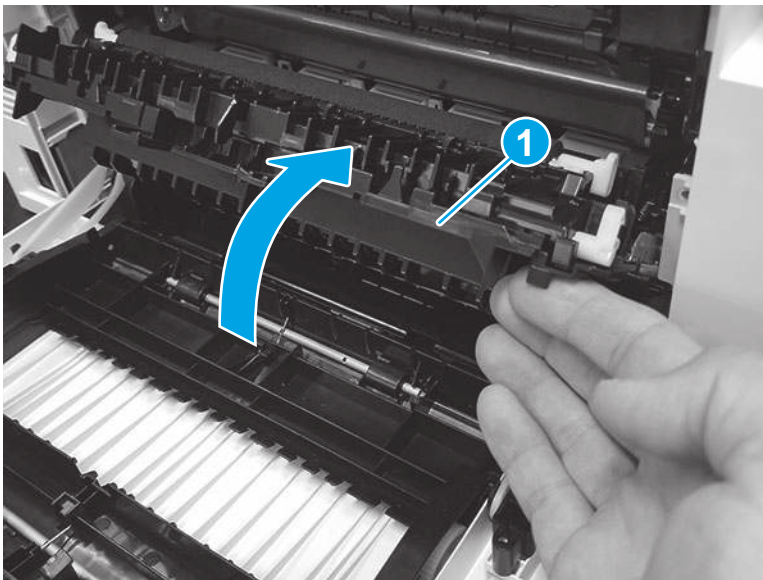


7. Remove the rear door

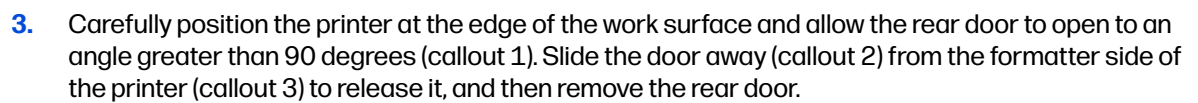
Follow the procedure below to remove and replace the rear door.

1. Open the rear door, and then raise the secondary transfer feed assembly (callout 1) up and into the locked position.

Figure 4-981 Place the T2 feed assembly in the locked position



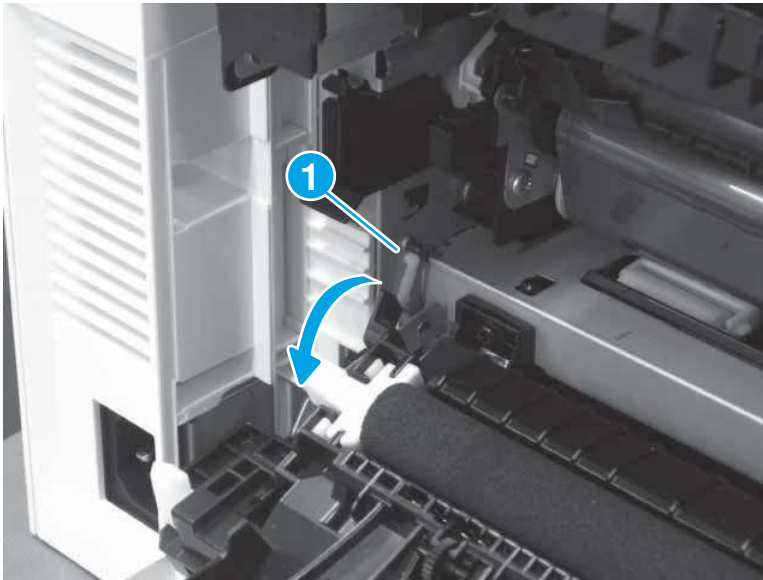
- ### Figure 4-982 Release the retainer arms



Follow the procedure below to remove and replace the T2 roller assembly.

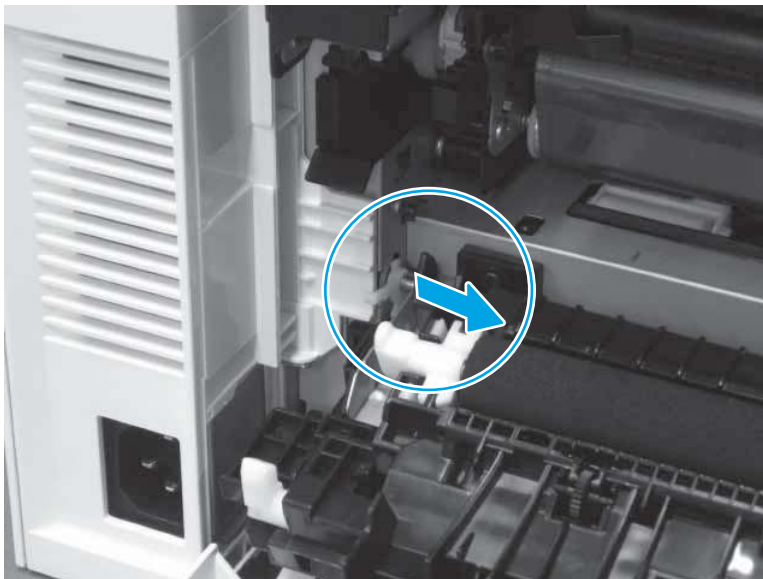
1. Open the rear door, and then rotate the bushing (callout 1) in the direction shown below.

Figure 4-984 Rotate the bushing



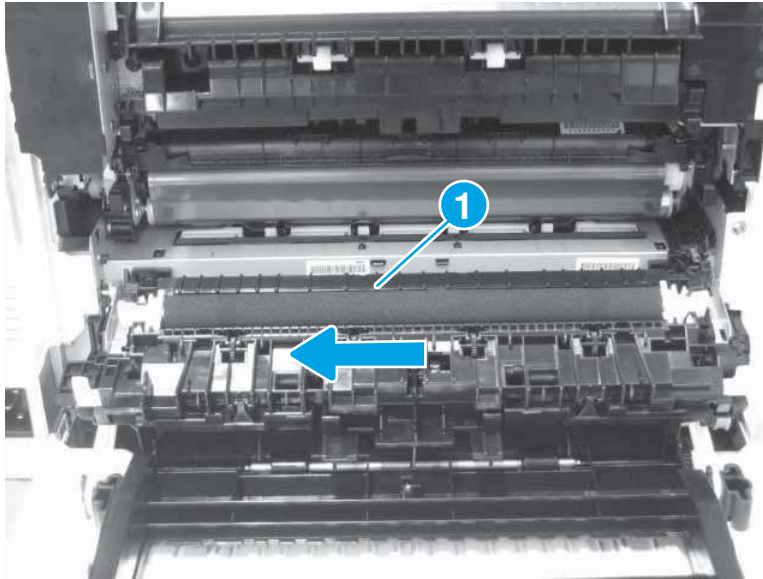
2. Slide the bushing in the direction shown below.

Figure 4-985 Slide the bushing



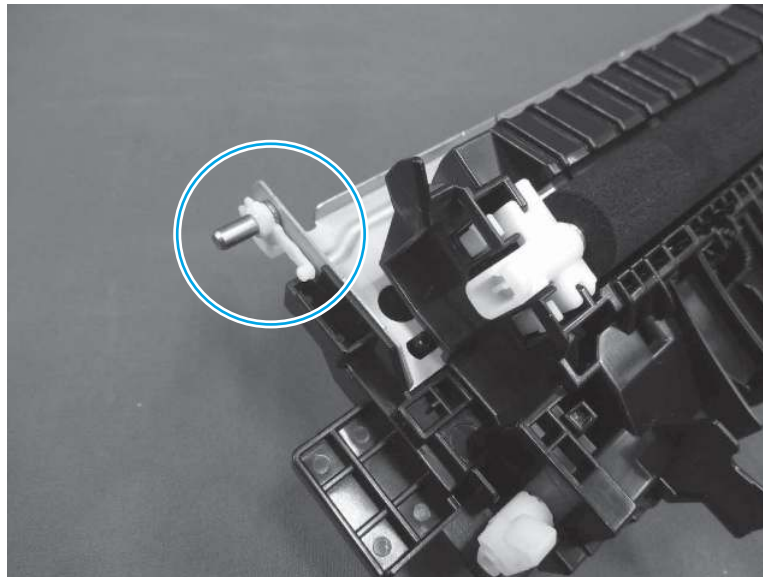
3. Slide the T2 assembly (callout 1) in the direction shown below to remove it.

Figure 4-986 Remove the T2 assembly



4. The bushing shown in the figure below is supplied with the replacement assembly.

Figure 4-987 T2 assembly bushing



 **NOTE:** If the transfer roller is not being replaced and hasn't been damaged during the assembly removal, move the transfer roller to the new roller assembly.

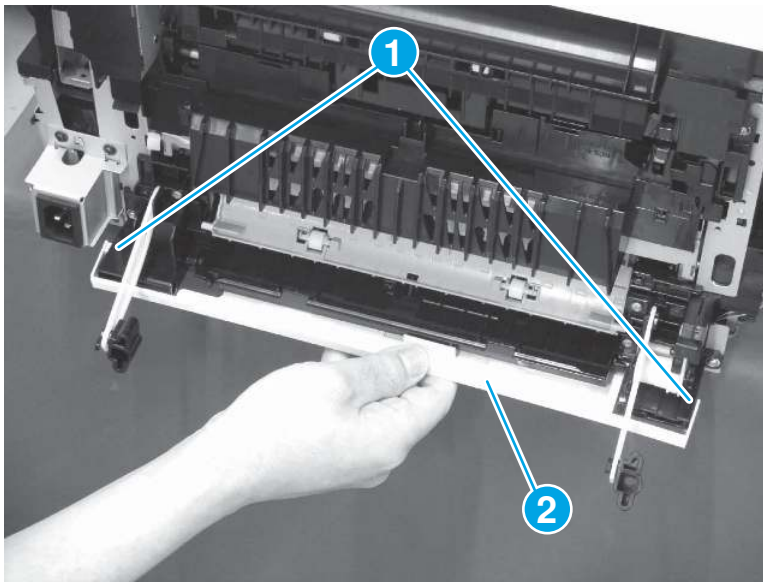
9. Remove the duplexing bottom cover

Follow the procedure below to remove and replace the duplexing bottom cover.

1. Release two tabs (callout 1).

2. Remove the duplexing bottom cover (callout 2).

Figure 4-988 Remove the duplexing bottom cover



10. Remove the MP paper feed assembly

Follow the procedure below to remove the MP paper feed assembly.

1. Position the printer with the rear-door side down.

Figure 4-989 Position the printer



2. Press the green button to release the assembly.

Figure 4-990 Release the assembly

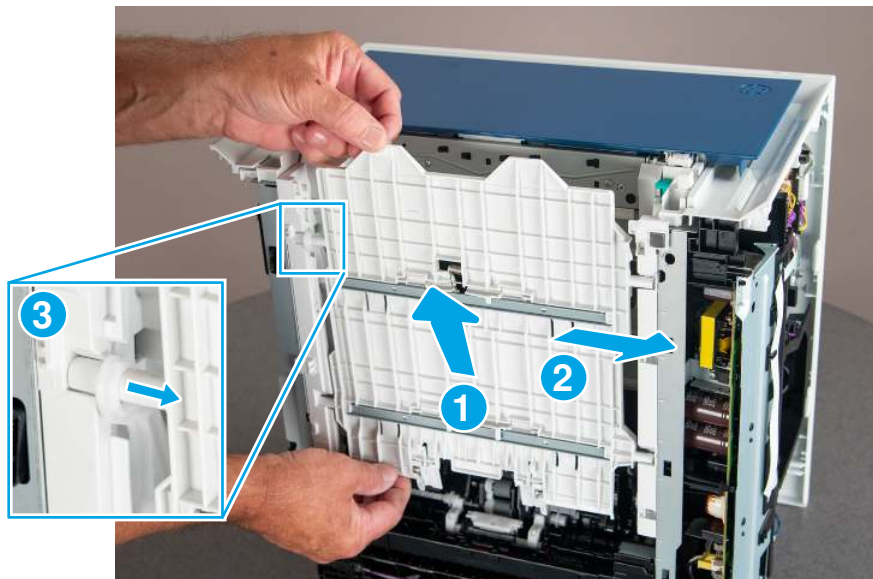


3. Slide the assembly up (callout 1), and then toward the right-side of the printer (callout 2) to remove it.



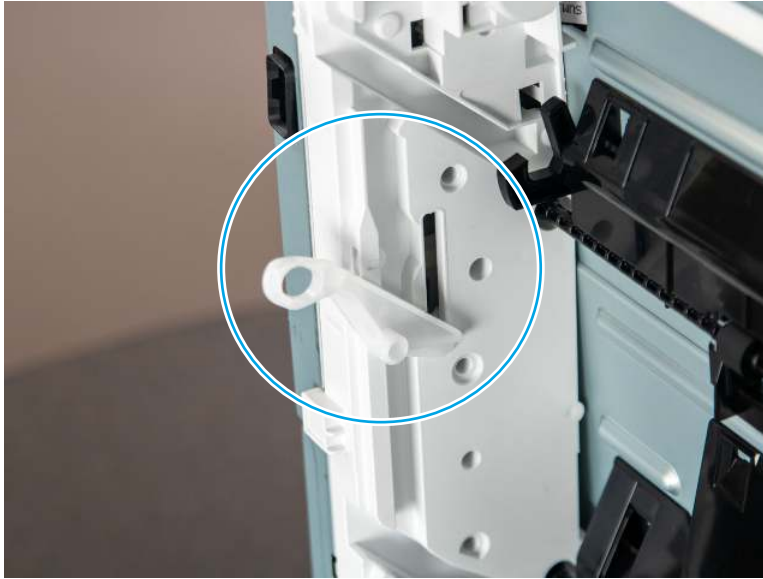
NOTE: There is a retainer arm (callout 3) on one of the assembly legs. Carefully disengage the retainer arm and leg when removing the assembly.

Figure 4-991 Remove the assembly



4. If the retainer arm becomes dislodged, reinstall it as shown below.

Figure 4-992 Install the retainer arm



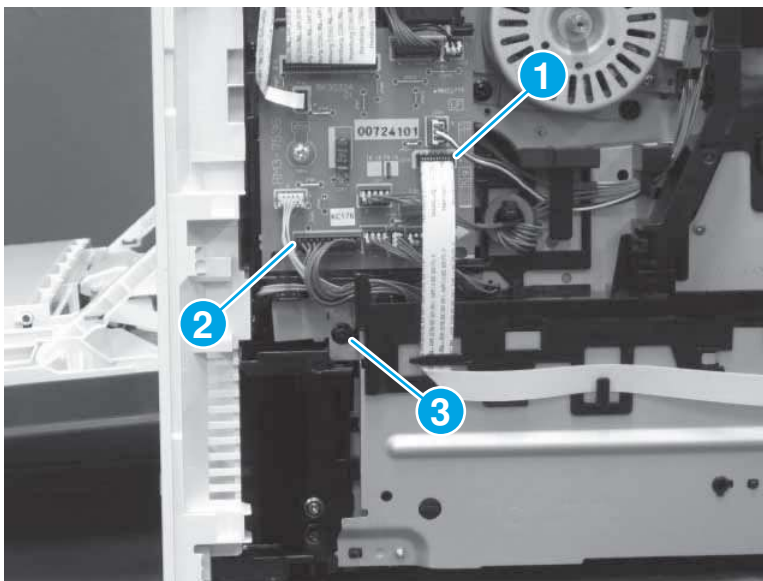
11. Remove the low-voltage power supply (LVPS)

Follow the procedure below to remove and replace the LVPS.

 **CAUTION:**  ESD sensitive part.

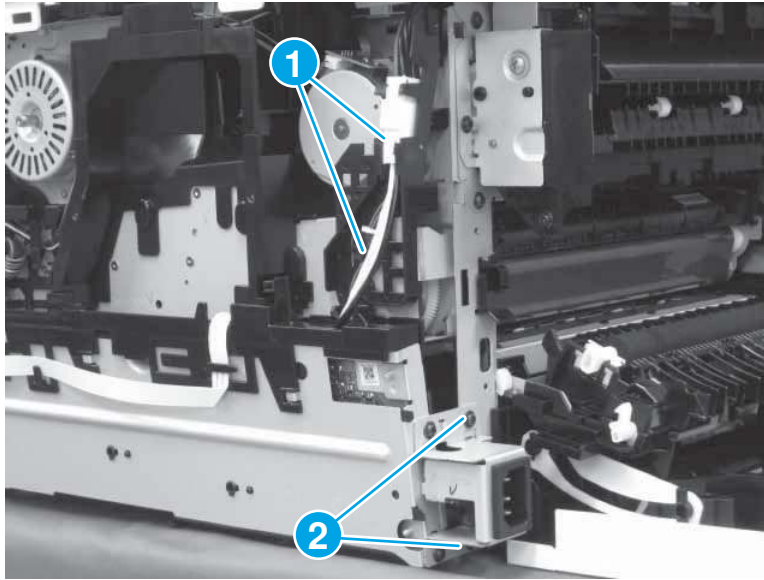
1. Disconnect one flat-flexible cable (callout 1) and one connector (callout 2), and then remove one screw (callout 3).

Figure 4-993 Disconnect FFC, connector, and remove one screw



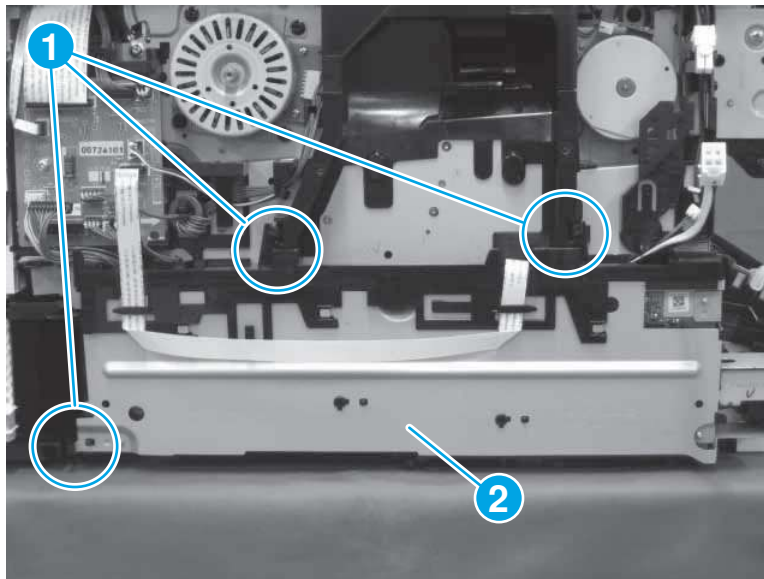
2. Disconnect two connectors (callout 1), and then remove two screws (callout 2).

Figure 4-994 Disconnect connectors and remove screws



3. Release three tabs (callout 1), and then remove the LVPS (callout 2).

Figure 4-995 Remove the LVPS



12. Remove the duplex guide assembly

Follow the procedure below to remove and replace the duplex guide assembly.

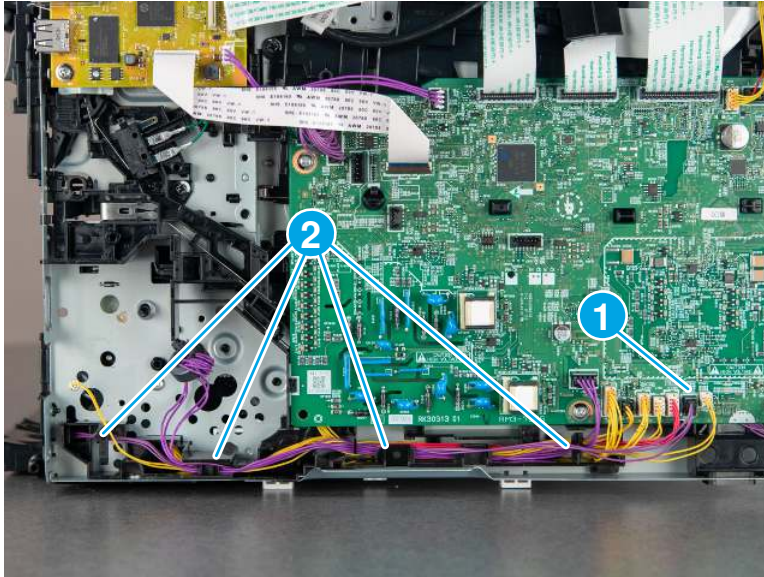
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).



NOTE: The correct cable to release is the purple three-wire harness.

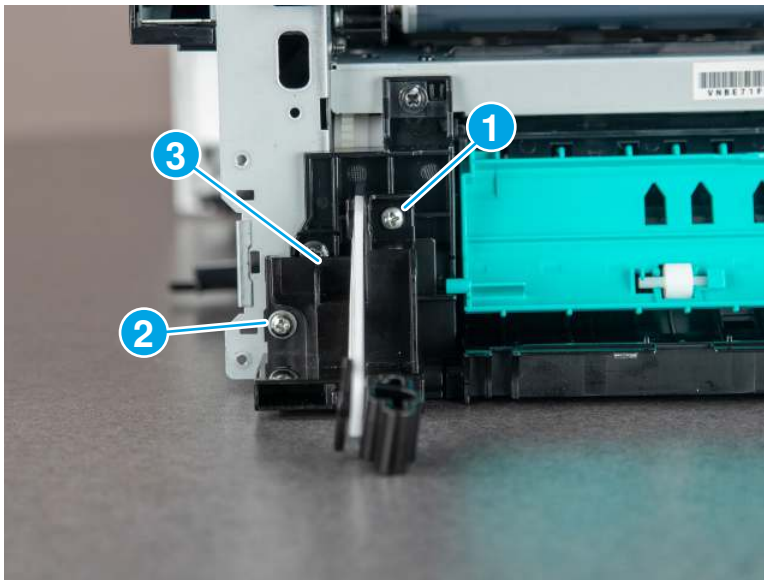
Disconnect other connectors and release other wire harnesses as necessary.

Figure 4-996 Disconnect one connector



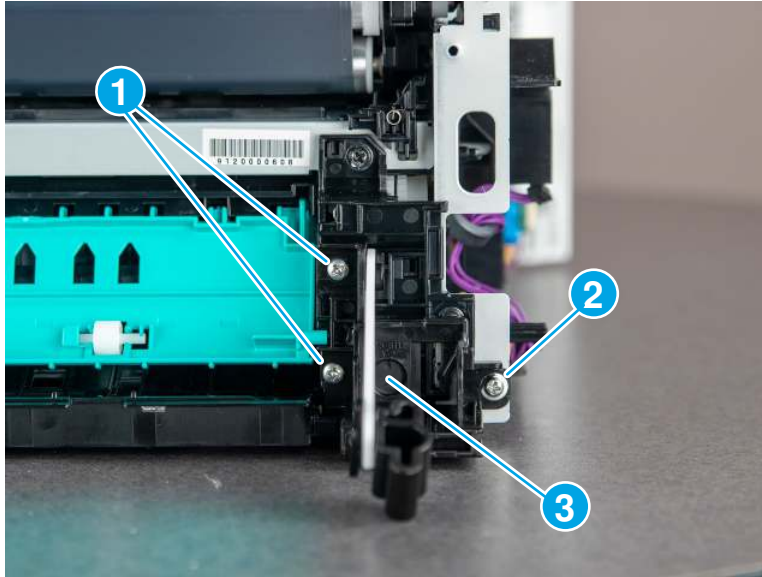
2. On the left side of the duplex upper guide, do the following:
 - a. Remove one (tapping) screw (callout 1).
 - b. Remove one (TP) screw (callout 2)
 - c. Remove the holder (callout 3).

Figure 4-997 Remove two screws and the holder



3. On the right side of the duplex upper guide, do the following:
 - a. Remove two (tapping) screws (callout 1).
 - b. Remove one (TP) screw (callout 2)
 - c. Remove the holder (callout 3).

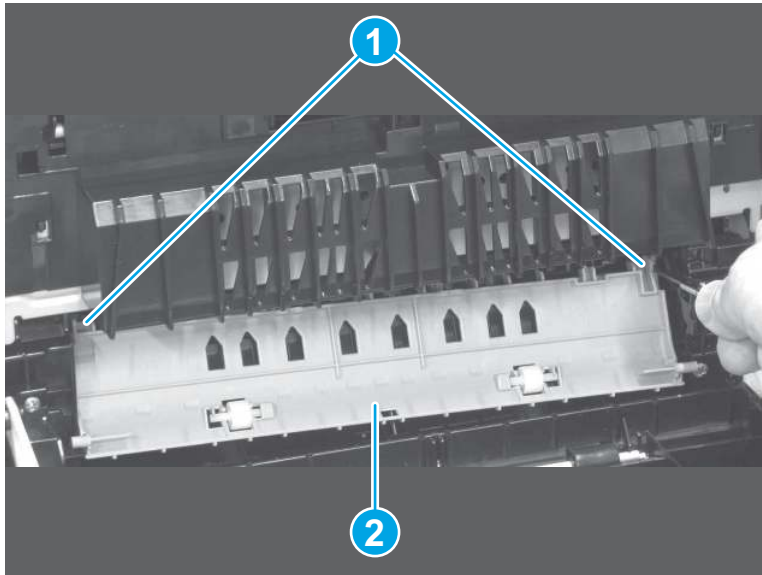
Figure 4-998 Remove three screws and the holder



4. Use a small flat-blade screwdriver to release one boss at each end of the duplex guide (callout 1), and then remove the guide (callout 2).

CAUTION: Parts of this assembly are fragile and can easily be damaged during removal.

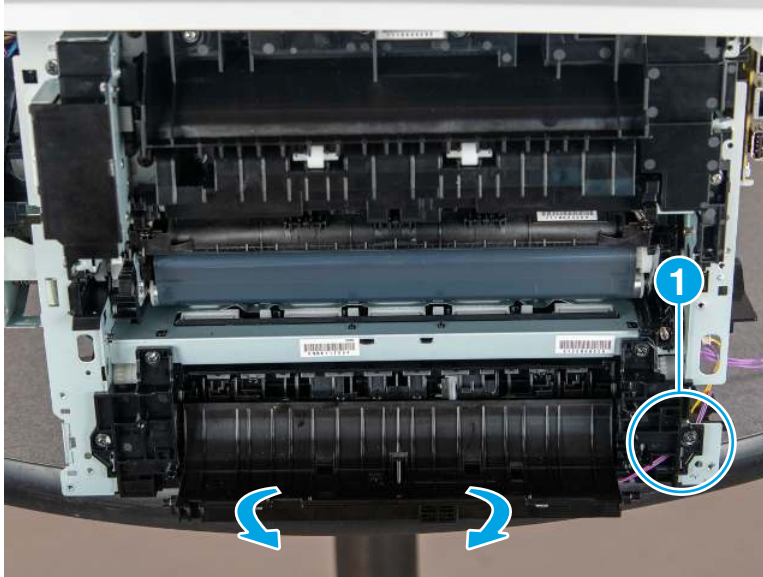
Figure 4-999 Remove the duplex upper guide



5. Carefully position the printer at the edge of the work surface. Slightly pull the duplex guide assembly down to release it, and then remove the assembly.

NOTE: Pass the wire harness through the opening in the chassis as the assembly is removed (callout 1).

Figure 4-1000 Remove the duplex guide assembly

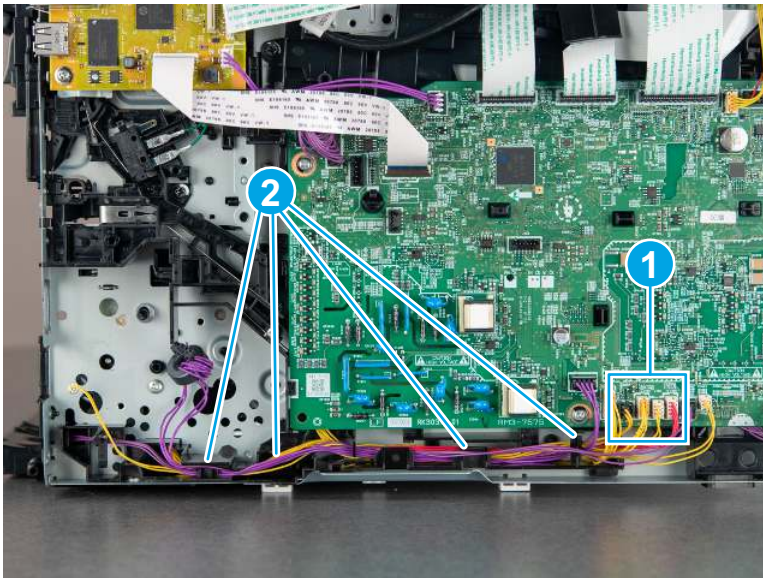


13. Remove the feed lower guide assembly

Follow the procedure below to remove and replace the feed lower guide assembly.

1. Disconnect the four connectors (callout 1), and then release the wire harnesses from the guide (callout 2).

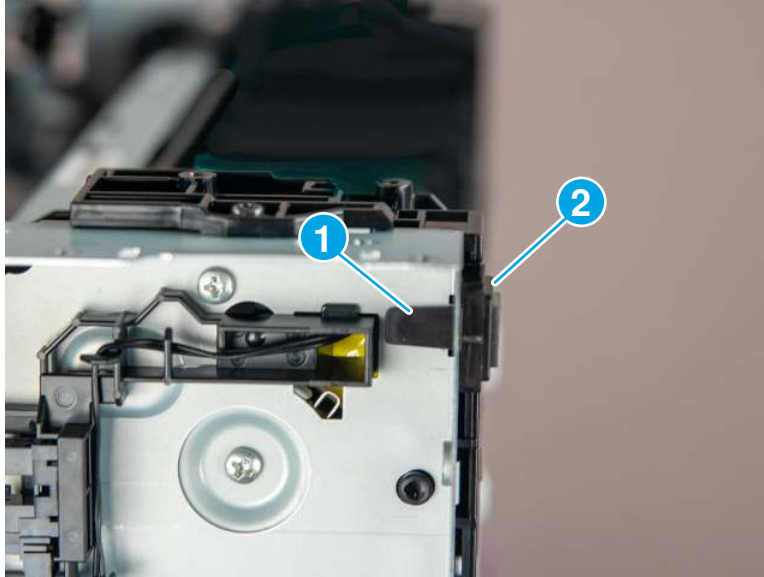
Figure 4-1001 Disconnect the connectors and release the wire harnesses



2. Position the printer with the front-side down, release one tab (callout 1), and then remove the rubber pad (callout 2). Repeat this step for the rubber pad on the opposite side.

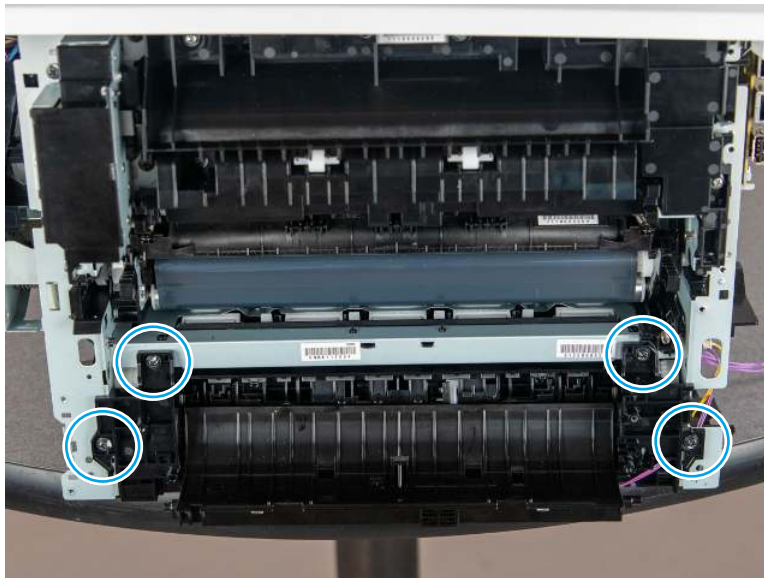
CAUTION: **MFP only:** The integrated scanner assembly (ISA) can suddenly open when the printer is placed in any position other than top-side up. Secure the ISA when repositioning the printer.

Figure 4-1002 Remove the pad



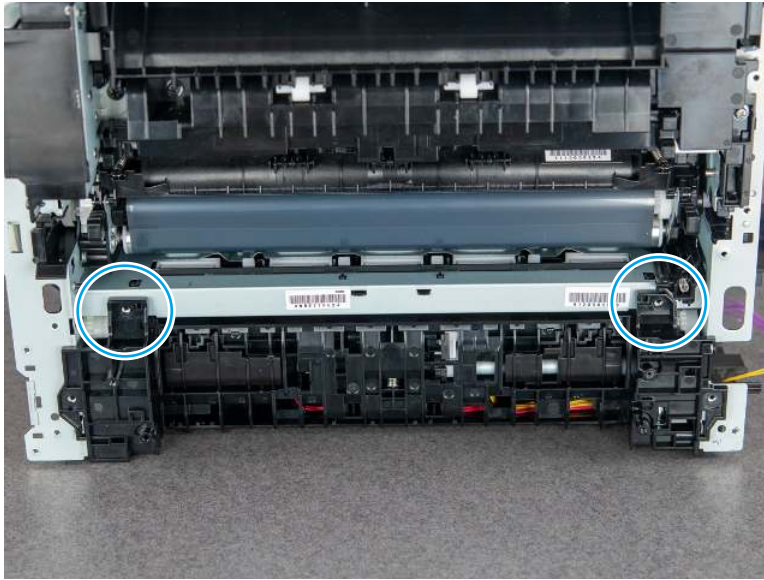
3. Position the printer with the top-side up (normal position), and then remove four screws.

Figure 4-1003 Remove four screws



4. Use a small flat-blade screwdriver to release two bosses (callout 1).

Figure 4-1004 Release two bosses

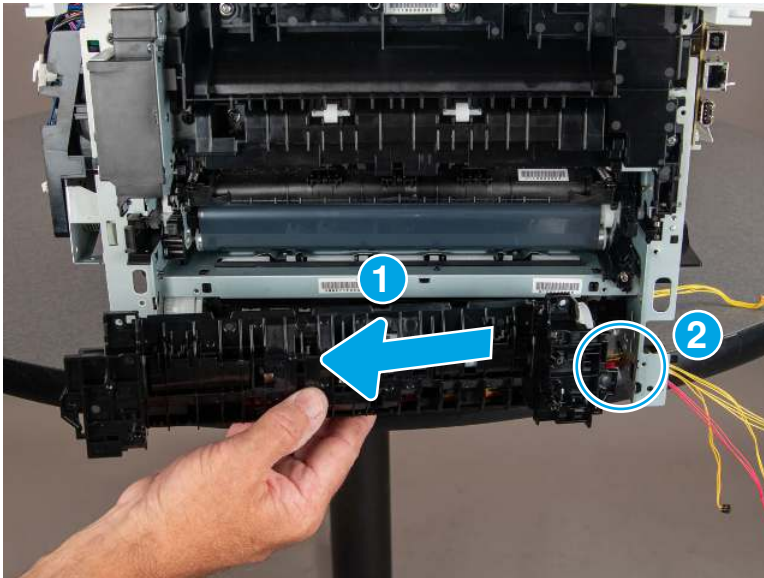


5. Carefully position the printer at the edge of the work surface. Slightly pull down on the assembly to release it, and then remove the feed lower guide assembly (callout 1).



NOTE: Carefully pull the wire harness through the opening in the chassis (callout 2) while removing the assembly.

Figure 4-1005 Remove the feed lower guide assembly

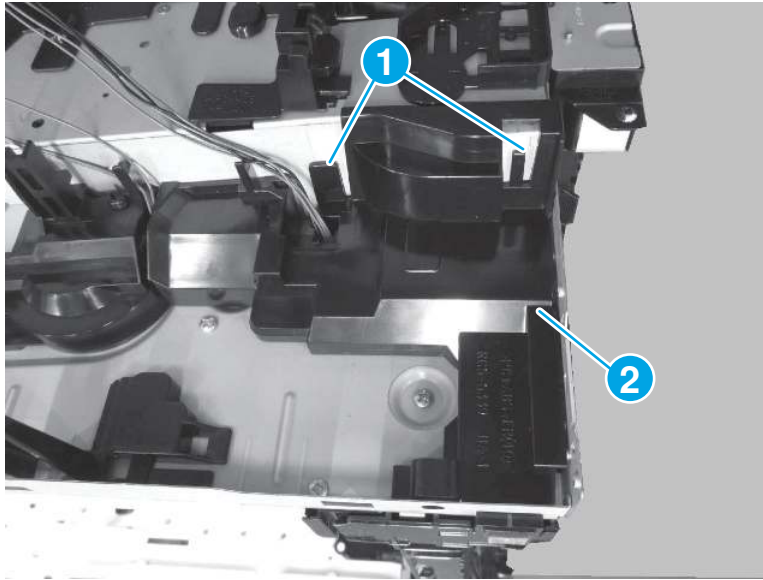


14. Remove the lifter drive assembly

Follow the procedure below to remove and replace the lifter drive assembly.

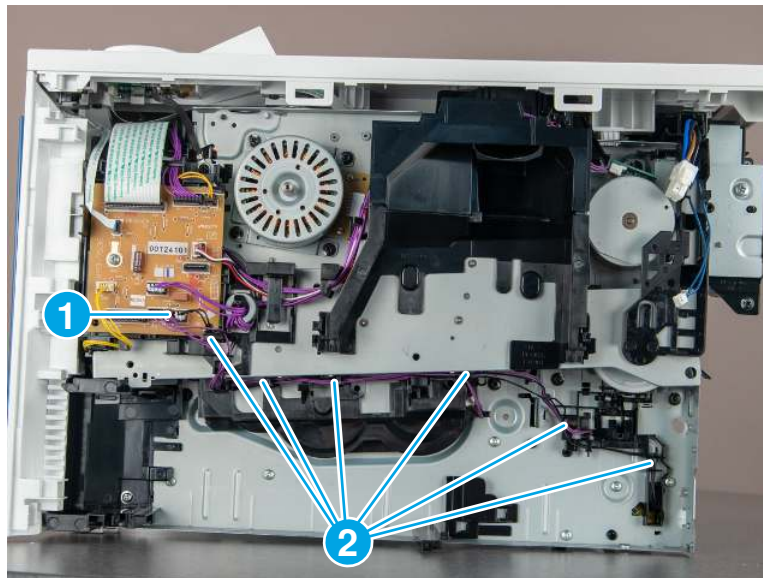
1. Release two tabs (callout 1), and then remove the cover (callout 2).

Figure 4-1006 Remove the cover



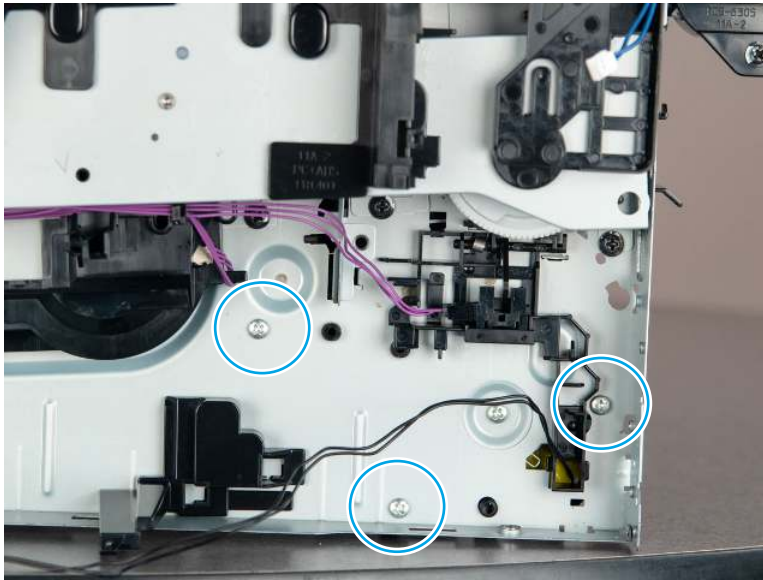
2. Disconnect one connector (callout 1), and then release the wire harness from the retainers (callout 2).

Figure 4-1007 Disconnect one connector



3. Remove three screws.

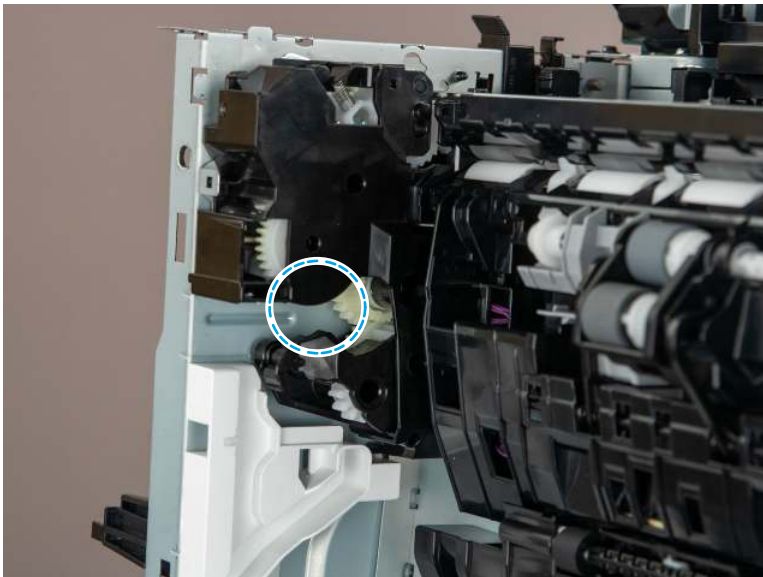
Figure 4-1008 Remove three screws



4. Position the printer with the front-side down, and then release one tab.

CAUTION: **MFP only:** The integrated scanner assembly (ISA) can suddenly open when the printer is placed in any position other than top-side up. Secure the ISA when repositioning the printer.

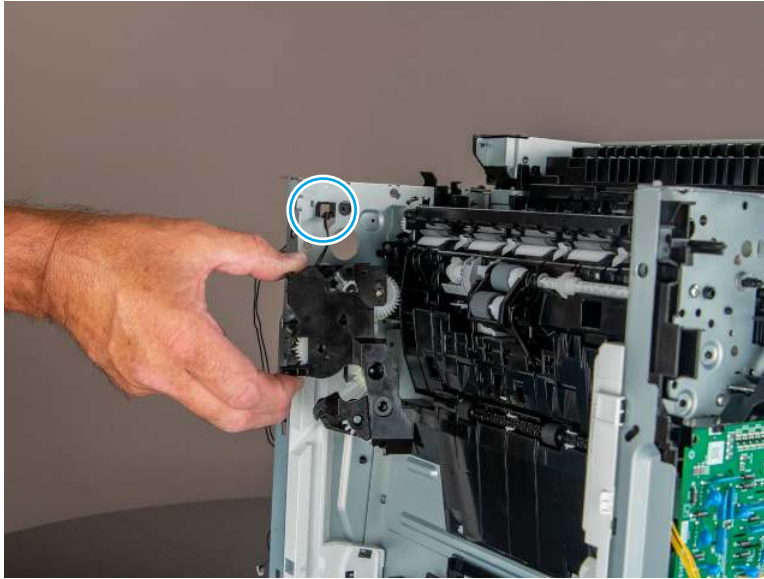
Figure 4-1009 Release one tab



5. Remove the lifter drive assembly.

NOTE: Carefully pull the wire harness through the opening in the chassis while removing the assembly.

Figure 4-1010 Remove the lifter drive assembly



15. Remove the feed upper guide assembly

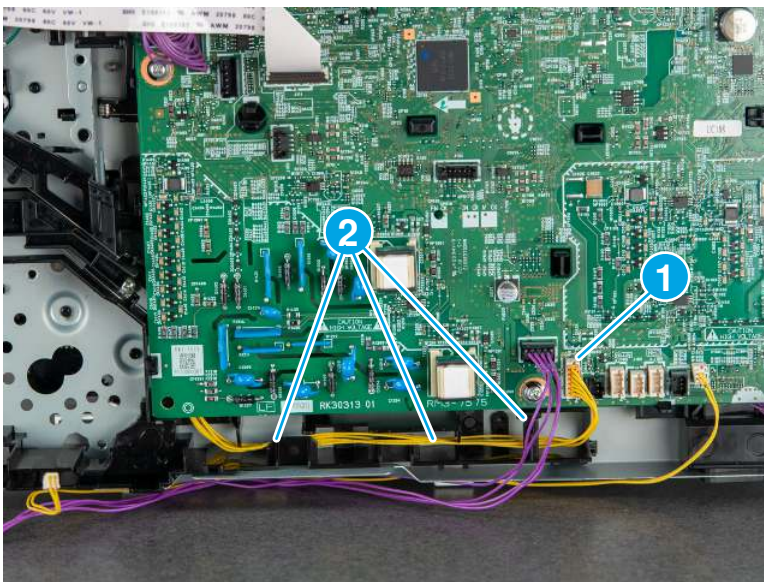
Follow the procedure below to remove and replace the feed upper guide assembly.

1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).



NOTE: The wire harness will not be removed with the assembly. However, it does need to be disconnected and released to provide sufficient slack to separate the assembly from the printer.

Figure 4-1011 Disconnect one connector

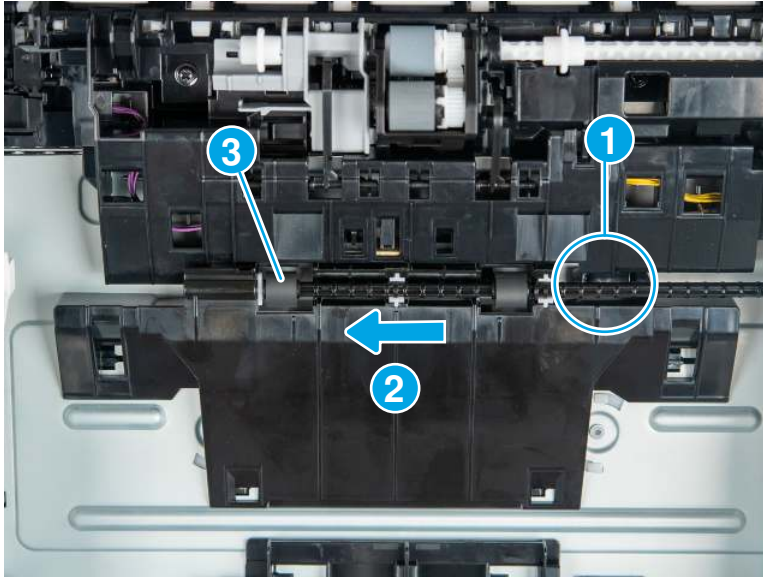


2. Position the printer with the front-side down. Release one tab (callout 1), and then slide the guide (callout 2) and the roller (callout 3) together as shown below to release them.



CAUTION: MFP only: The integrated scanner assembly (ISA) can suddenly open when the printer is placed in any position other than top-side up. Secure the ISA when repositioning the printer.

Figure 4-1012 Release the guide and roller

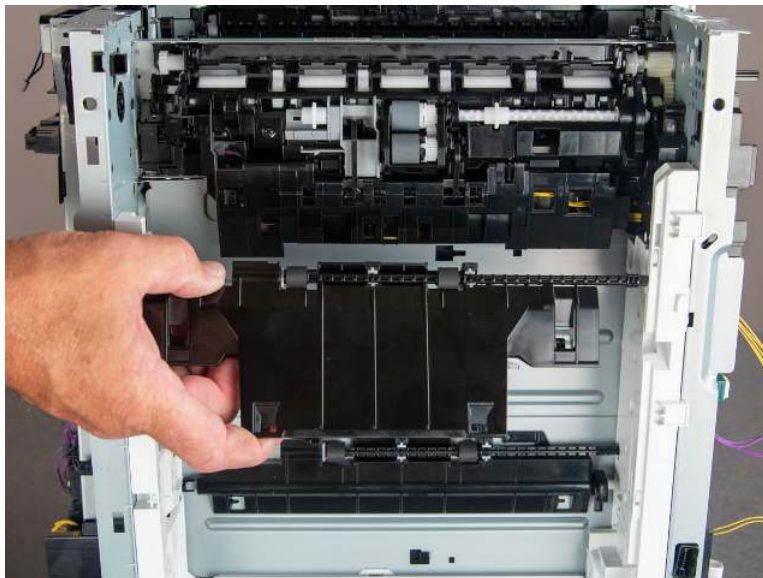


3. Remove the guide and roller assembly.



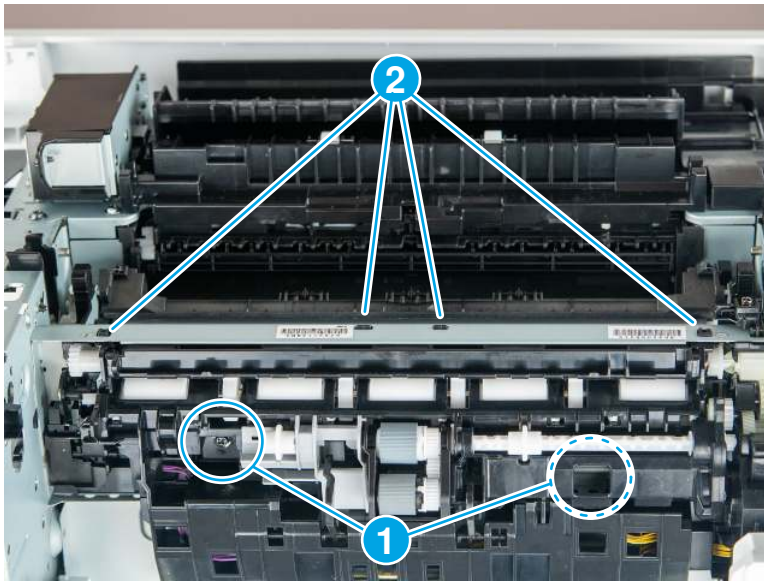
NOTE: The roller and shaft are not captive on the guide and can easily be dislodged.

Figure 4-1013 Remove the guide and roller



4. Remove two screws (callout 1), and then release four bosses (callout 2).

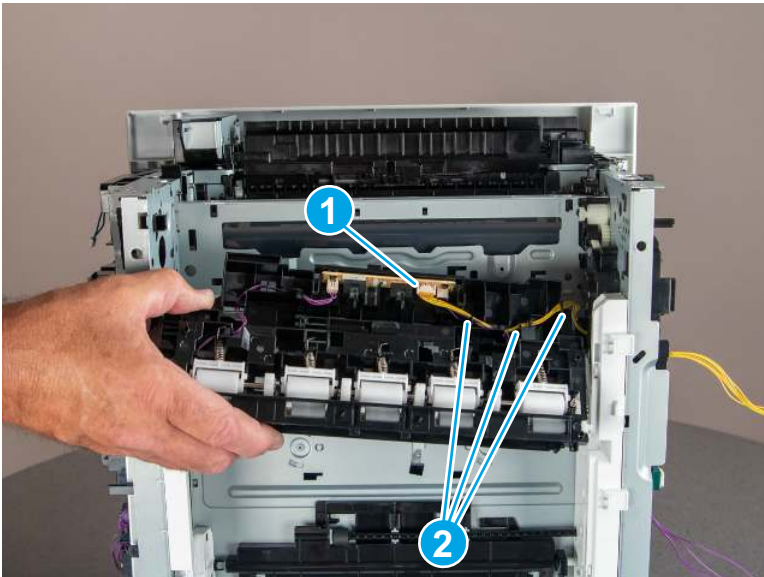
Figure 4-1014 Remove screws and release bosses



5. Separate the assembly from the printer, disconnect one connector (callout 1), and then release the wire harness from the retainers (callout 2).

CAUTION: Do Not attempt to completely remove the assembly. It is still attached to the printer by a wire harness.

Figure 4-1015 Disconnect one connector



6. Remove the feed upper guide assembly.

Figure 4-1016 Remove the feed upper guide assembly



16. Remove the pickup drive assembly

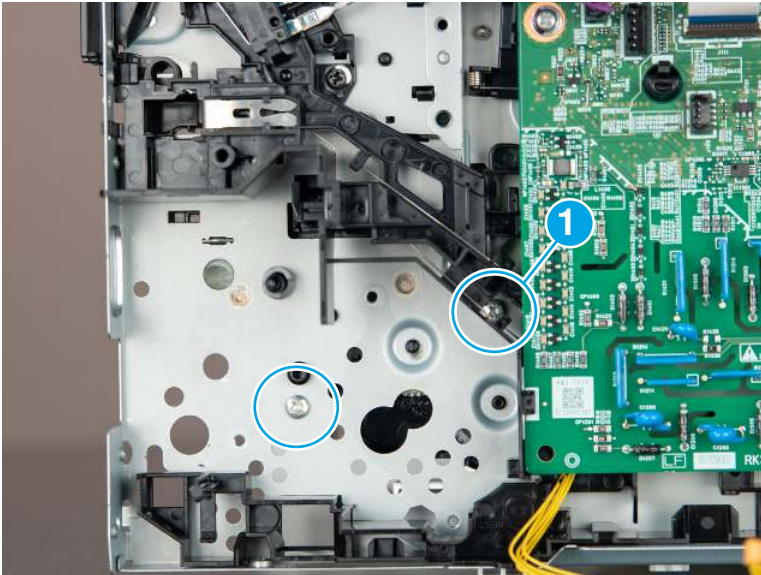
Follow the procedure below to remove and replace the pickup drive assembly.

1. Remove two screws.



NOTE: Use a #1 Phillips screwdriver with a magnetic tip to remove one screw (callout 1). Use a pair of needle-nose pliers to remove this screw from behind the guide.

Figure 4-1017 Remove two screws

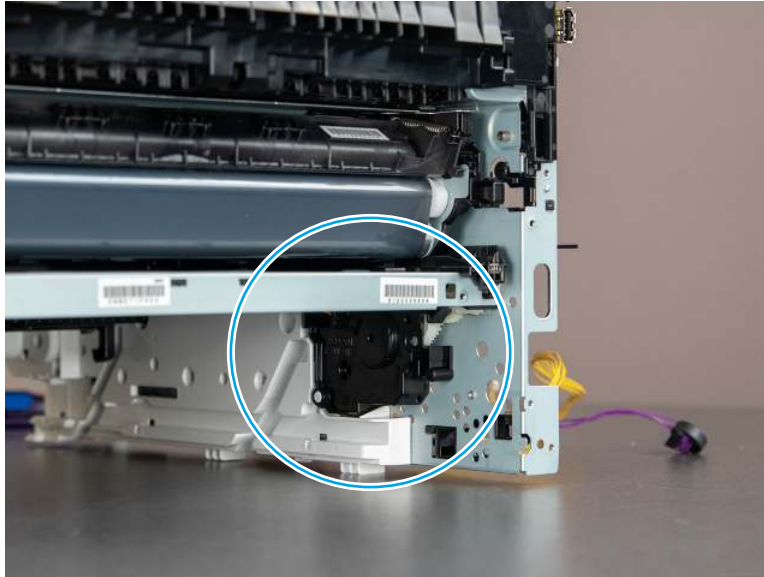


2. Remove the pickup drive assembly.



CAUTION: The gears on the back-side of the assembly are not captive and can be easily dislodged.

Figure 4-1018 Remove the pickup drive assembly



17. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

18. Special installation instructions - Feed upper guide assembly

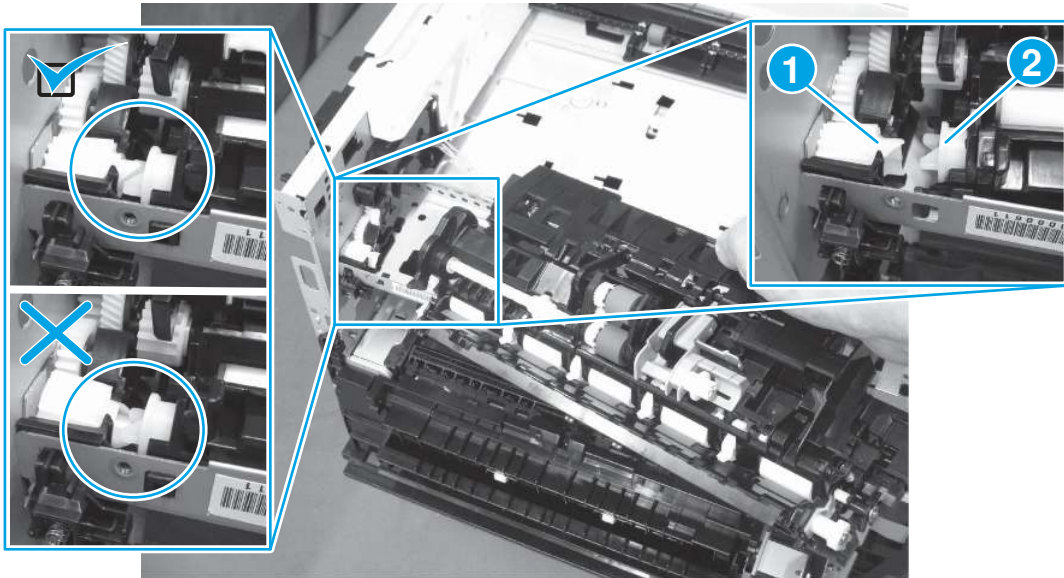
Follow the special instructions below to install the feed upper guide assembly.



NOTE: The printer is shown upside down in the figure below for clarity.

1. When the assembly is installed, align the engagement portion of the gear (callout 1) on the printer with the gear (callout 2) of the feed upper guide assembly.

Figure 4-1019 Install the feed upper guide assembly



2. Ensure both gears are correctly aligned before completing installation.

19. Special installation instructions - Feed lower guide assembly

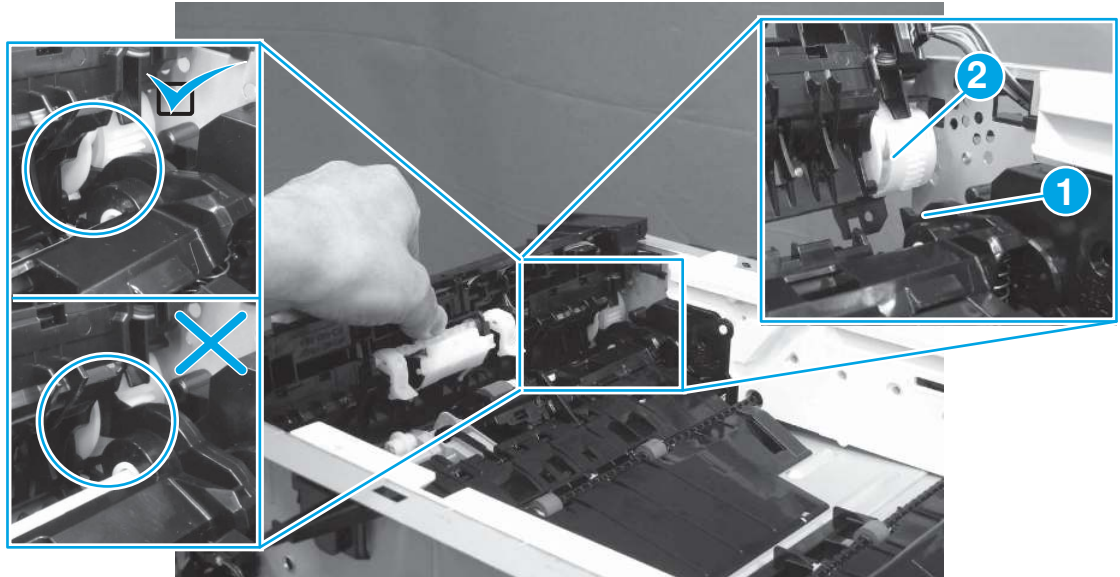
Follow the special instructions below to install the feed lower guide assembly.



NOTE: The printer is shown upside down in the figure below for clarity.

1. When the assembly is installed, ensure the link arm (callout 1) on the printer is correctly inserted in the gear (callout 2) of the feed lower guide assembly.

Figure 4-1020 Install the feed lower guide assembly



2. Verify the link arm is positioned correctly.

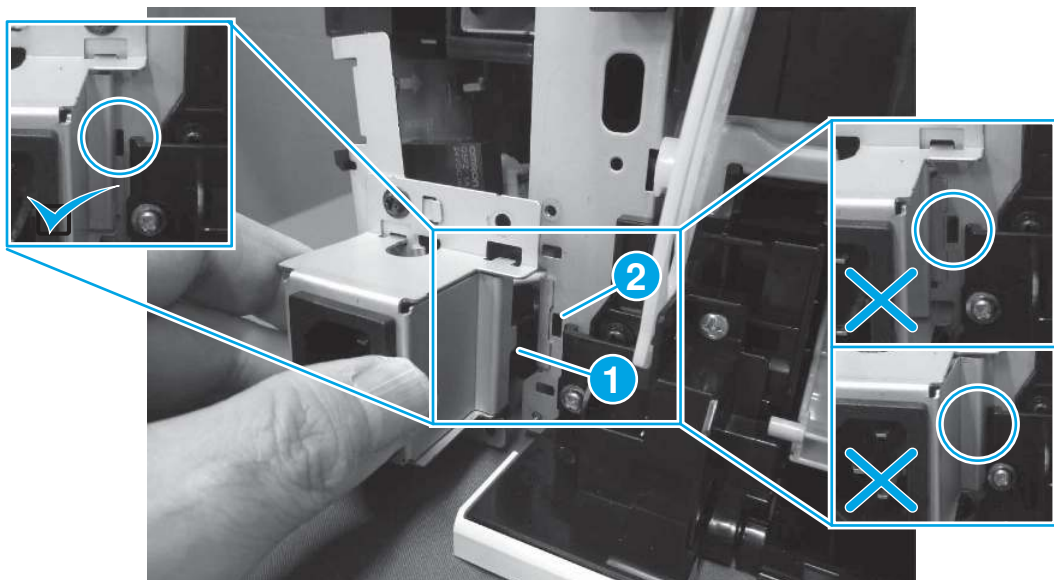
20. Special installation instructions - Low-voltage power supply (LVPS)

Follow the special instructions below to install a replacement LVPS.

CAUTION:  ESD sensitive part.

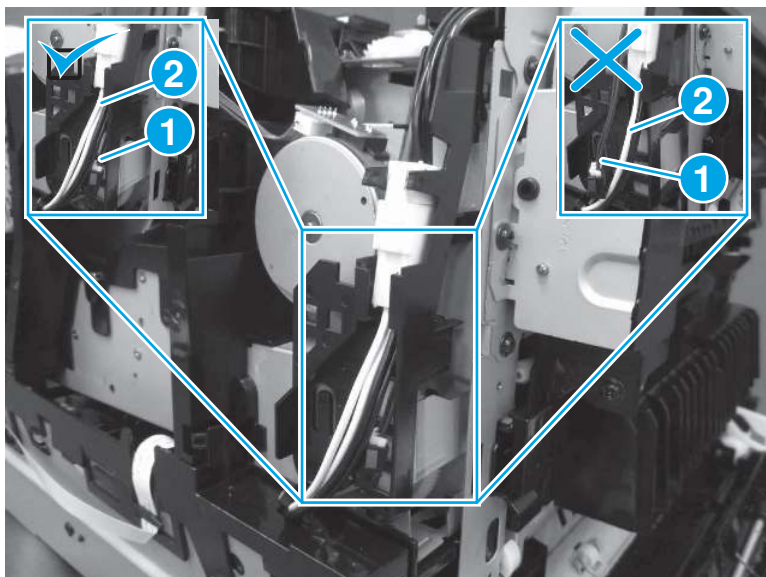
1. When the LVPS is installed, make sure that the sheet-metal tab (callout 1) near the power receptacle is inserted in the slot (callout 2) in the chassis.

Figure 4-1021 Install the LVPS tab



2. Make sure that the fuser temperature fuse cable (callout 1) is positioned behind the thick cable (callout 2). This prevents the fuser cable from unnecessary movement.

Figure 4-1022 Check the fuser temperature fuse cable



Removal and replacement: Tray 1 pickup roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 1 pickup roller assembly.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-42 Part information

Part number	Part description
RM2-2758-000CN	Multipurpose feed assembly

Required tools

No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 1 pickup roller assembly

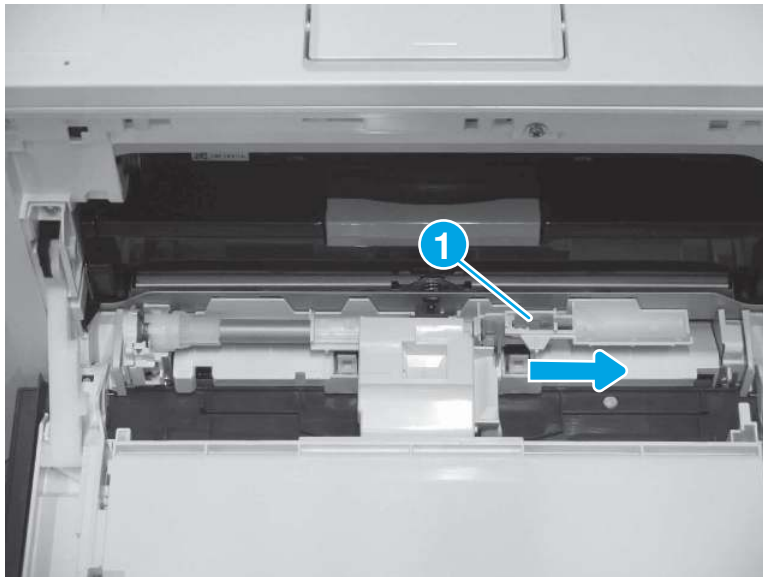
Follow the procedure below to remove and replace the Tray 1 pickup roller assembly.



Reinstallation tip: Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

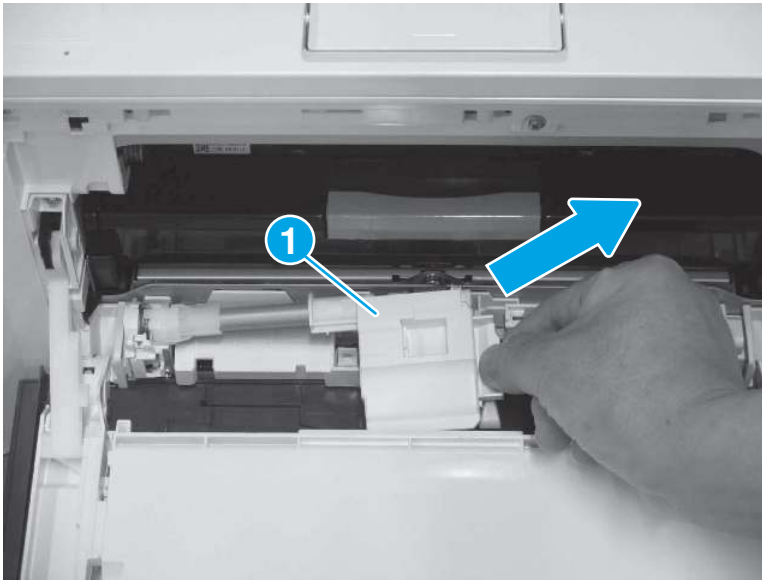
1. Open the cartridge door, and then depress the lever (callout 1) and slide it as shown below.

Figure 4-1023 Release the Tray 1 pickup roller assembly



2. Slide the pickup roller assembly (callout 1) as shown below to remove it.

Figure 4-1024 Remove the Tray 1 pickup roller assembly



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

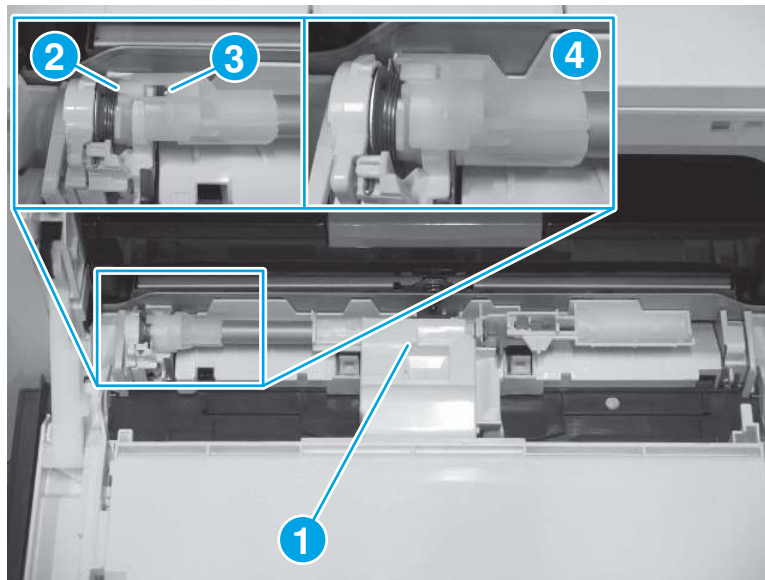
3. Special installation instructions - Tray 1 pickup roller assembly

Follow the special instructions below to install the Tray 1 pickup roller assembly.

- When the Tray 1 pickup roller assembly (callout 1) is installed, make sure that the alignment tab (callout 2) is in the slot (callout 3) on the assembly shaft.

 **TIP:** When correctly installed, the tab fits completely into the slot (callout 4).

Figure 4-1025 Install the Tray 1 pickup roller assembly



Removal and replacement: Separation roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 1 separation roller assembly.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-43 Part information

Part number	Part description
RM2-2692-000CN	Separation roller assembly

Required tools

No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

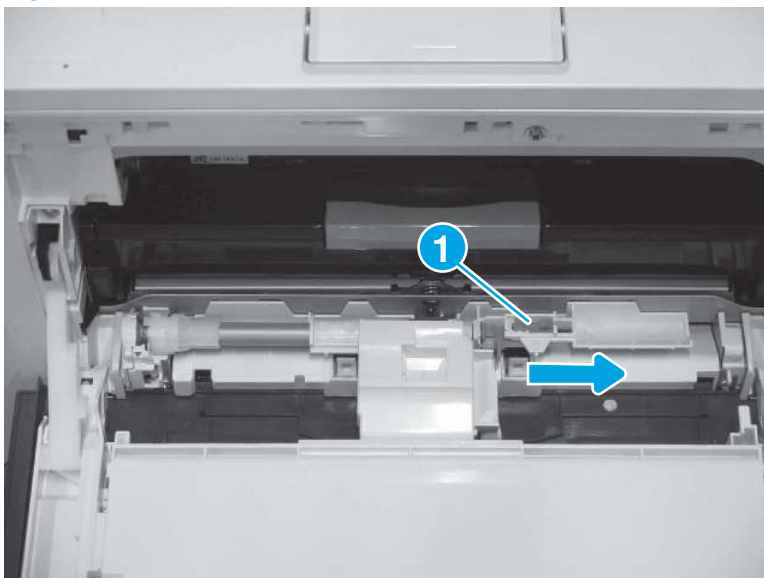
1. Remove the Tray 1 pickup roller assembly

Follow the procedure below to remove and replace the Tray 1 pickup roller assembly.

 **Reinstallation tip:** Make sure to follow the special installation instructions for this part or step (located after the unpack and recycle or cleaning section).

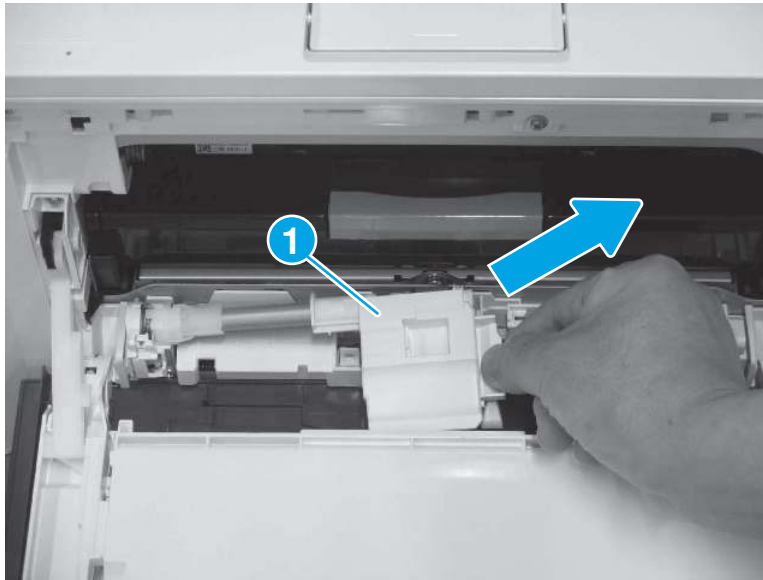
1. Open the cartridge door, and then depress the lever (callout 1) and slide it as shown below.

Figure 4-1026 Release the Tray 1 pickup roller assembly



2. Slide the pickup roller assembly (callout 1) as shown below to remove it.

Figure 4-1027 Remove the Tray 1 pickup roller assembly

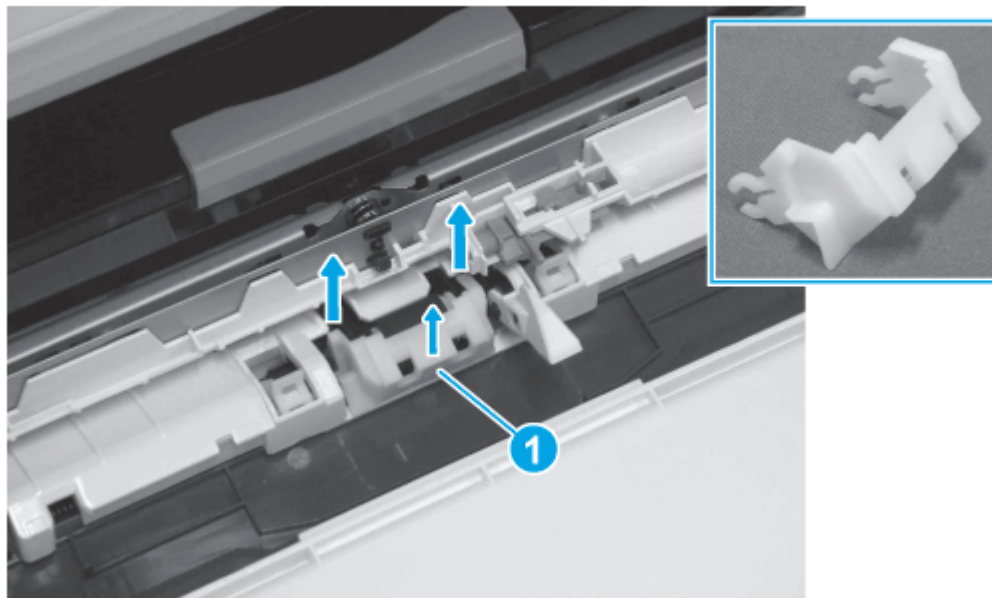


2. Remove the Tray 1 separation roller assembly

Follow the procedure below to remove and replace the Tray 1 separation roller assembly.

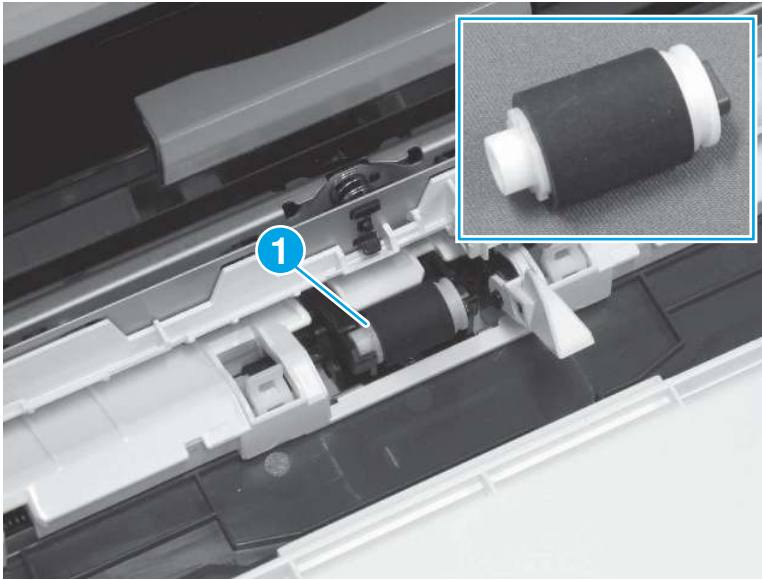
1. Pull up on the guide (callout 1) to remove it.

Figure 4-1028 Remove the guide



2. Remove the Tray 1 separation roller (callout 1).

Figure 4-1029 Remove the Tray 1 separation roller



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

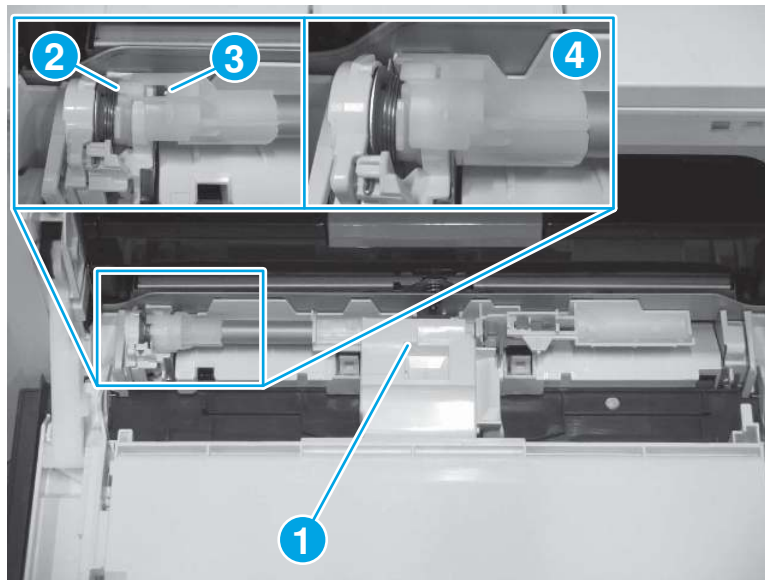
4. Special installation instructions - Tray 1 pickup roller assembly

Follow the special instructions below to install the Tray 1 pickup roller assembly.

- When the Tray 1 pickup roller assembly (callout 1) is installed, make sure that the alignment tab (callout 2) is in the slot (callout 3) on the assembly shaft.

 **TIP:** When correctly installed, the tab fits completely into the slot (callout 4).

Figure 4-1030 Install the Tray 1 pickup roller assembly



Removal and replacement: Tray 2/Tray 3 paper pickup roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 2 pickup and feed rollers assembly.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-44 Part information

Part number	Part description
RM2-2695-000CN	Tray 2/Tray 3 paper pickup roller assembly
	NOTE: RM2-2695-000CN includes both the pickup and feed rollers (identical parts).

Required tools

No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

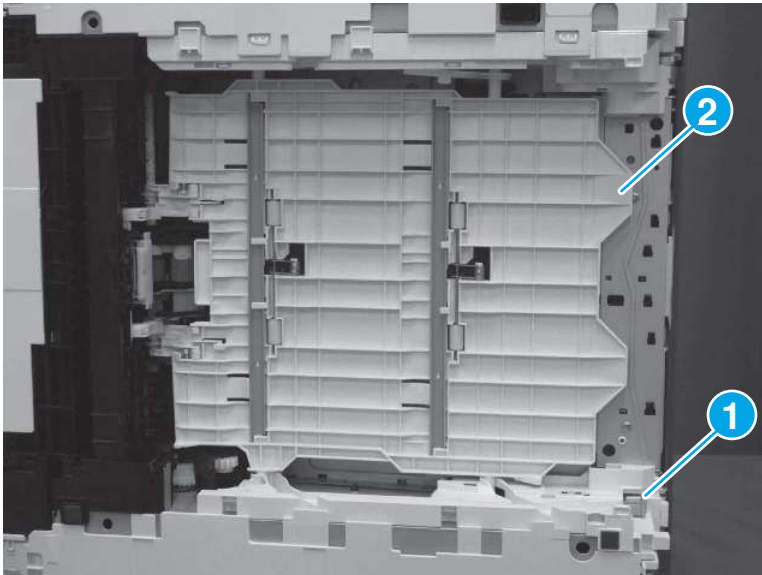
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 2 pickup and feed rollers

Follow the procedure below to remove and replace the Tray 2 pickup and feed rollers.

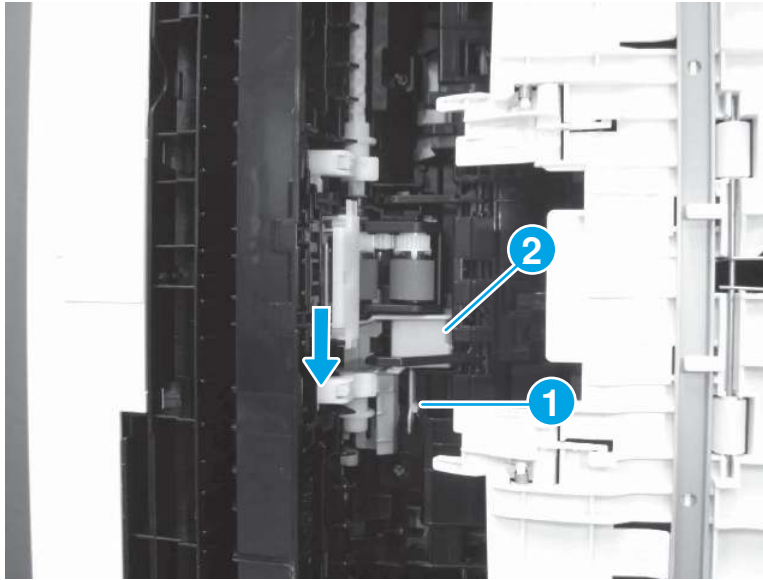
1. Position the printer on its right side and press the lever (callout 1) to release the MP feed guide (callout 2).

Figure 4-1031 Release the MP tray guide



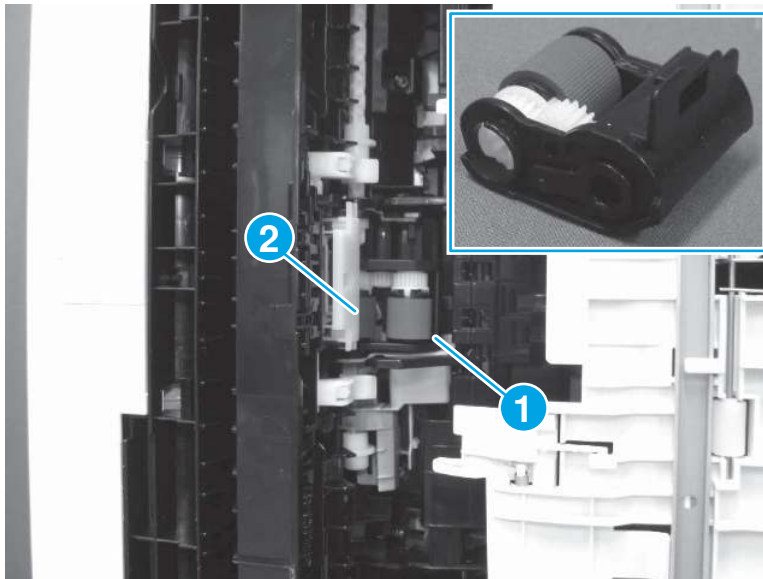
2. Push the lever (callout 1) and move the holder (callout 2) as shown below.

Figure 4-1032 Move the holder



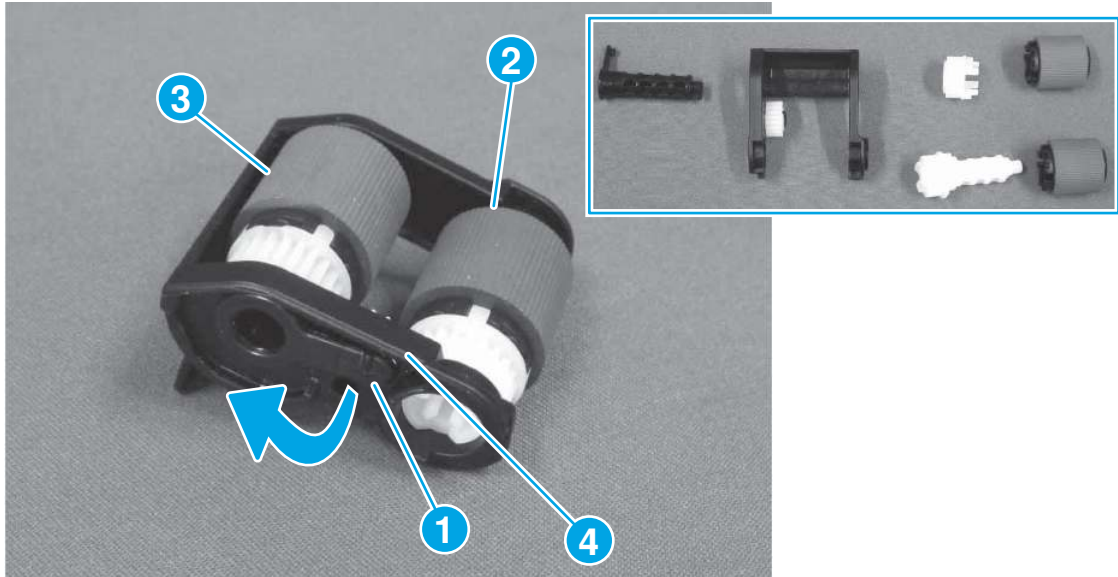
3. Remove the pickup roller (callout 1) and feed roller (callout 2) as an assembly.

Figure 4-1033 Remove the roller assembly



4. Do the following:
 - a. Rotate the retainer (callout 1) as shown below to remove it.
 - b. Remove the pickup roller (callout 2) and the feed roller (callout 3) from the holder (callout 4).

Figure 4-1034 Remove the rollers



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 separation roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 2 separation roller assembly.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-45 Part information

Part number	Part description
RM2-2692-000CN	Separation roller assembly

Required tools

Small flat-blade screwdriver

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

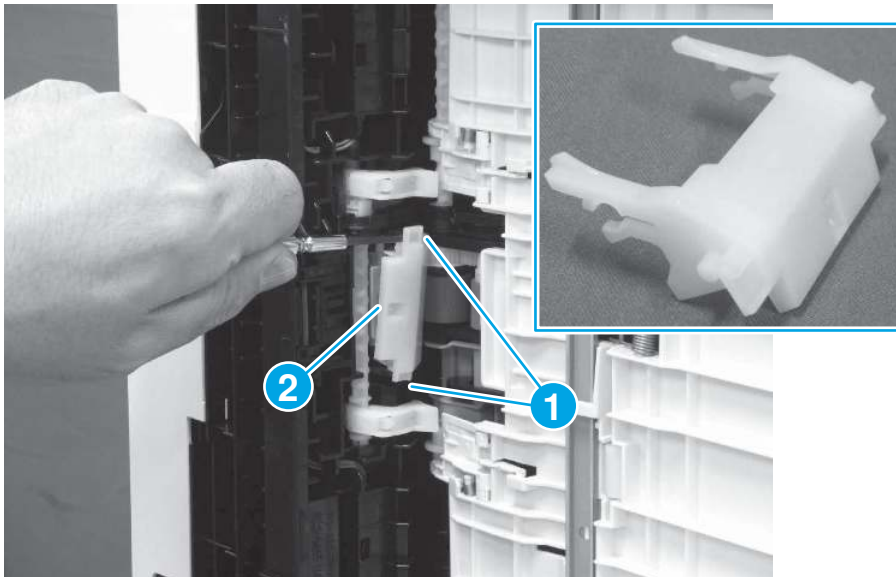
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 2 separation roller

Follow the procedure below to remove and replace the Tray 2 separation roller.

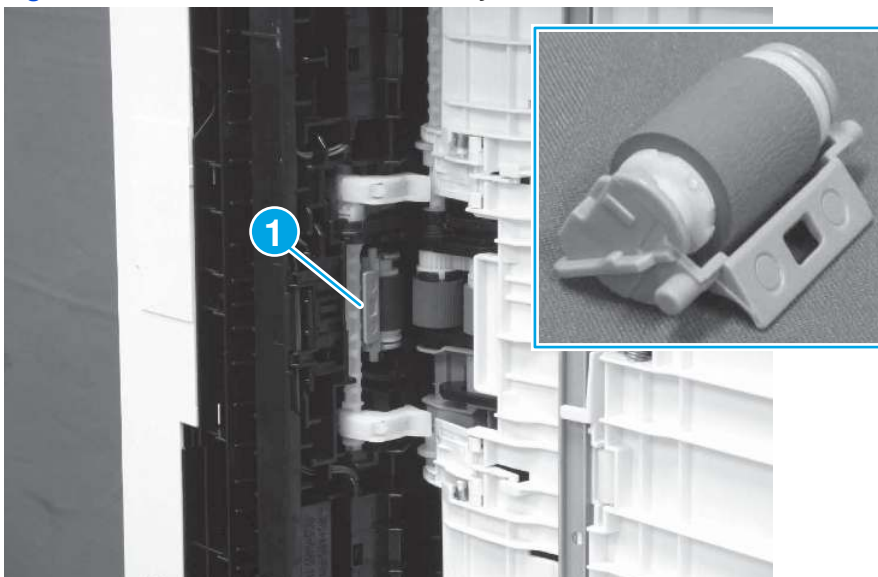
1. Position the printer on its right side, use a small flat-blade screwdriver to release two tabs (callout 1), and then remove the guide (callout 2).

Figure 4-1035 Remove the guide



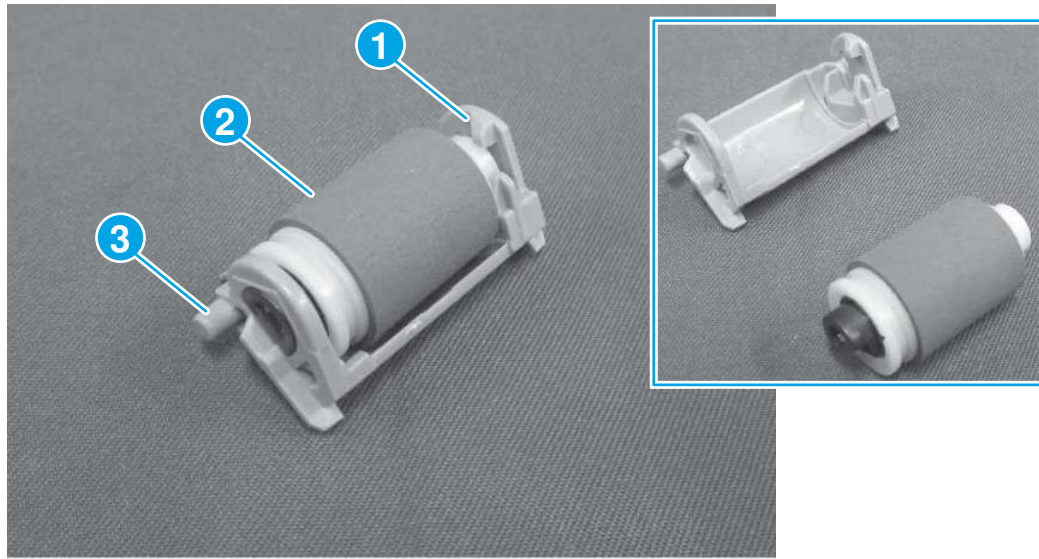
2. Remove the Tray 2 separation roller assembly (callout 1).

Figure 4-1036 Move the roller assembly



3. Release one tab (callout 1), and then remove the roller (callout 2) from the holder (callout 3).

Figure 4-1037 Disassemble the roller assembly



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Secondary transfer roller assembly (SFP/MFP)

Learn how to remove and replace the secondary transfer (T2) roller.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-46 Part information

Part number	Part description
RM2-6455-000CN	Secondary transfer roller assembly

Required tools

Small flat-blade screwdriver

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the secondary transfer roller (T2)

Follow the procedure below to remove and replace the T2 roller.

- Do the following:
 - a. Open the rear door, and then release two tabs (callout 1)

- b. Pull on the bushing (callout 2) to release it.

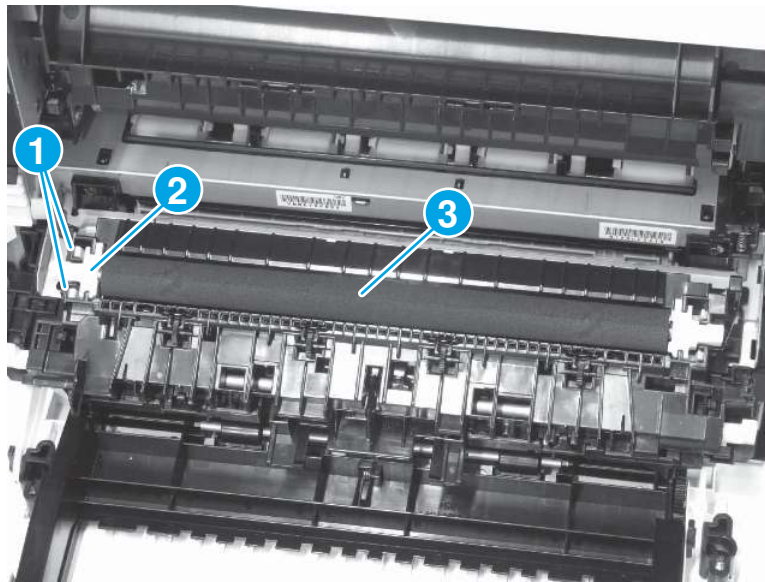
CAUTION: There is a non-captive spring located under the bushing. When the bushing is removed from the holder, the spring might still be attached to the bushing. Do not lose the spring while handling the assembly.

- c. Remove the T2 roller.

IMPORTANT: For a replacement t2 roller: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.

NOTE: Do not discard the two white plastic bushings (located on the left and right ends of the roller shaft). These bushings are not included with the replacement assembly.

Figure 4-1038 Remove the roller



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Secondary transfer feed assembly (SFP/MFP)

Learn how to remove and replace the secondary transfer (T2) feed assembly.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

- Press the power button to turn off the printer.
- Disconnect the power cord from the rear of the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-47 Part information

Part number	Part description
RM2-2755-000CN	Secondary transfer feed assembly

Required tools

No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on.

- Connect the power cord to the rear of the printer.
- Press the power button to turn on the printer.

Post service test

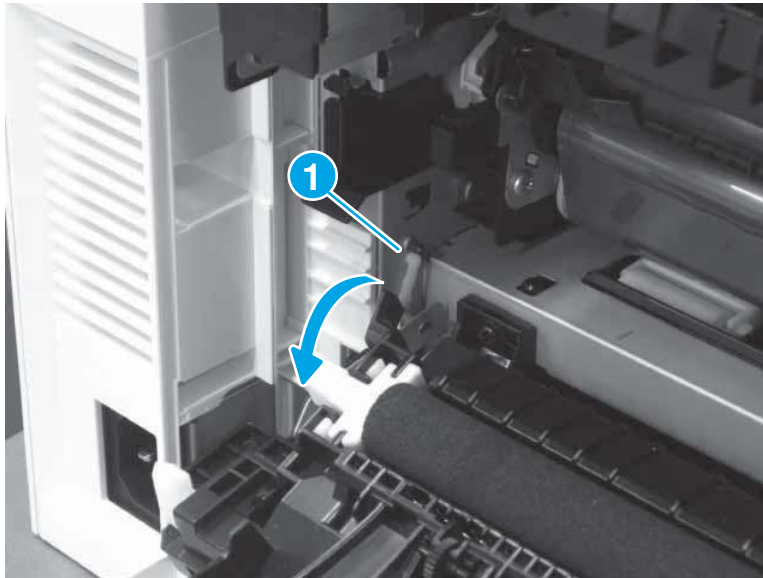
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the secondary transfer roller (T2) assembly

Follow the procedure below to remove and replace the T2 roller assembly.

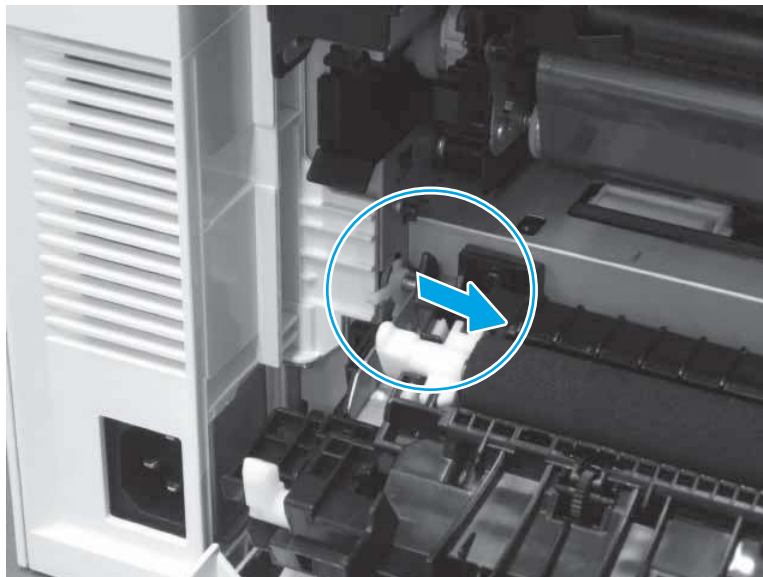
1. Open the rear door, and then rotate the bushing (callout 1) in the direction shown below.

Figure 4-1039 Rotate the bushing



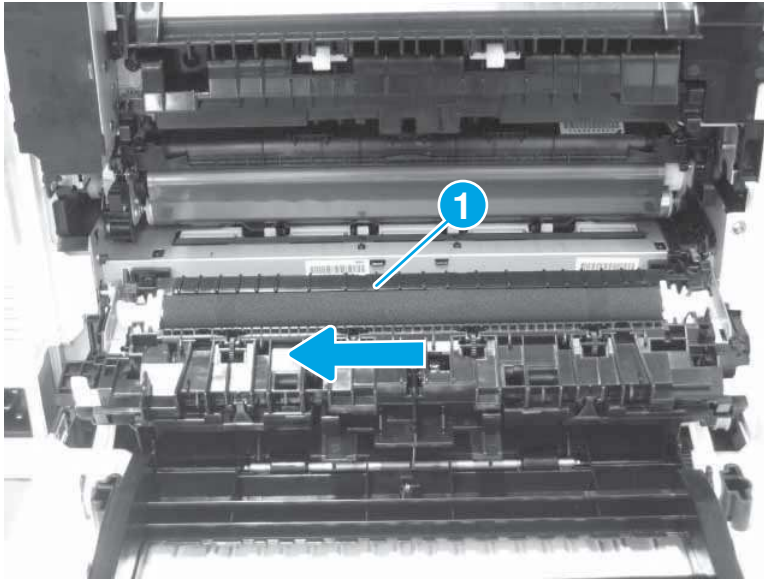
2. Slide the bushing in the direction shown below.

Figure 4-1040 Slide the bushing



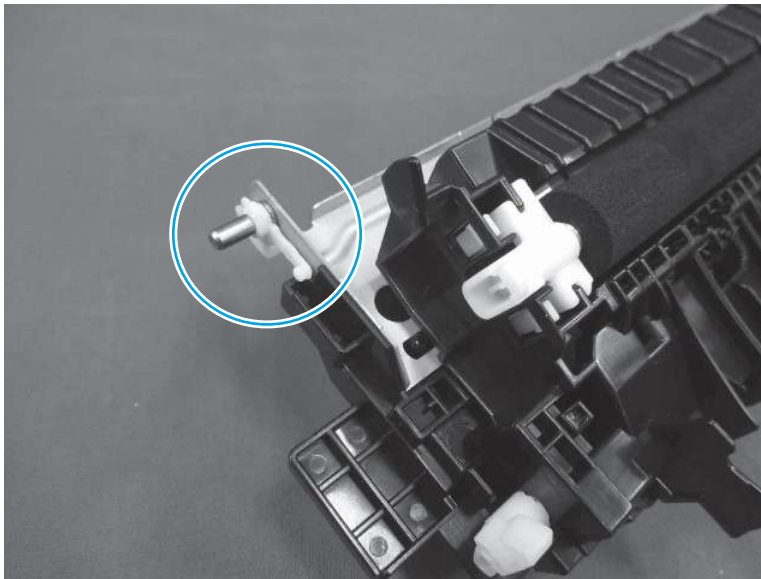
3. Slide the T2 assembly (callout 1) in the direction shown below to remove it.

Figure 4-1041 Remove the T2 assembly



4. The bushing shown in the figure below is supplied with the replacement assembly.

Figure 4-1042 T2 assembly bushing



 **NOTE:** If the transfer roller is not being replaced and hasn't been damaged during the assembly removal, move the transfer roller to the new roller assembly.

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

 **NOTE:** HP recommends responsible disposal of the defective part.

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Input device(s): 550-sheet paper feeder

Learn how to remove and replace the 550-sheet paper feeder parts and assemblies.

Removal and replacement: 550 sheet paper feeder - Right cover

Learn how to remove and replace the 550-sheet paper feeder right cover.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

⚠ WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.
The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-48 Part information

Part number	Part description
RM2-2878-000CN	Right cover assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

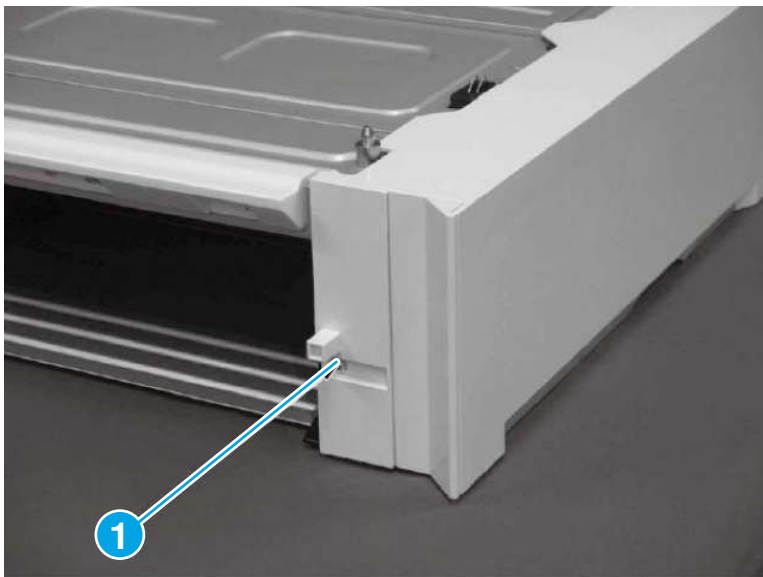
No post service test is available for this assembly.

1. Remove the right cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the right cover (550-sheet paper feeder).

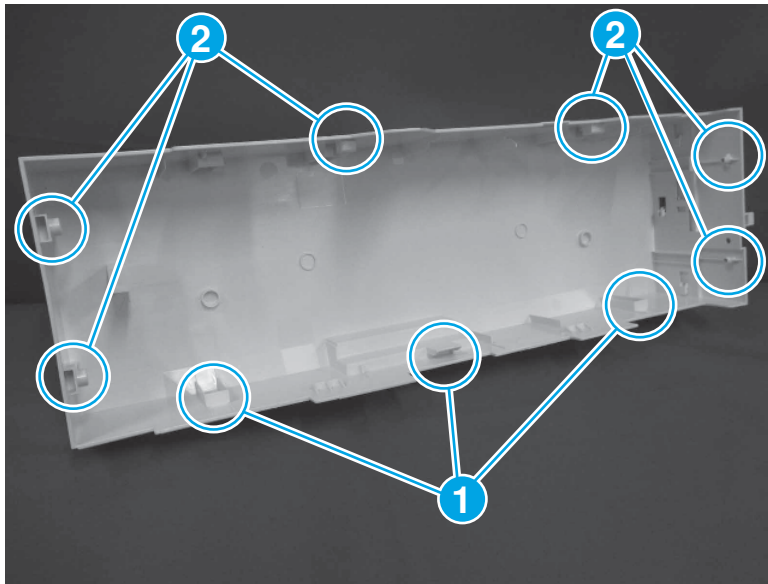
1. Remove one screw (callout 1).

Figure 4-1043 Remove one screw



2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

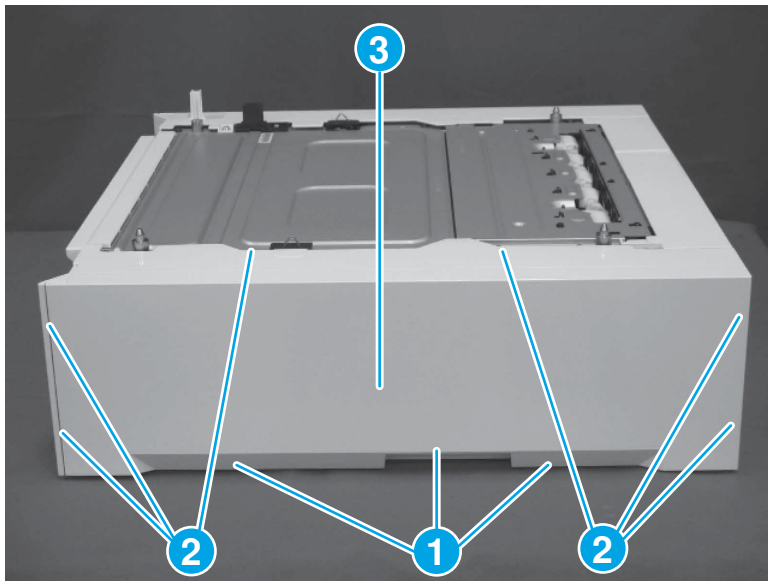
Figure 4-1044 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the right cover (callout 3).

 **TIP:** It might be easier to remove the cover if the top front boss is released first.

Figure 4-1045 Remove the right cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

 **NOTE:** HP recommends responsible disposal of the defective part.

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 550 sheet paper feeder - Left cover (SFP/MFP)

Learn how to remove and replace the 550-sheet paper feeder left cover.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

⚠ WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-49 Part information

Part number	Part description
RM2-2877-000CN	Left cover assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

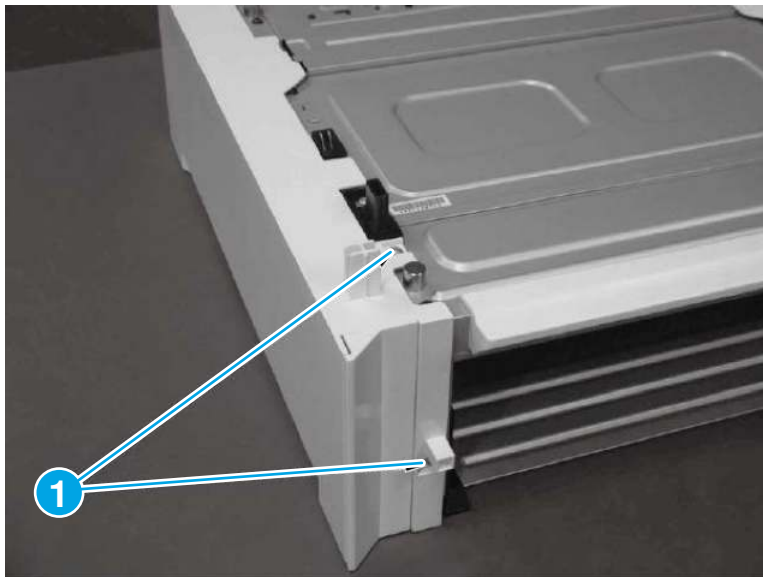
No post service test is available for this assembly.

1. Remove the left cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the left cover (550-sheet paper feeder).

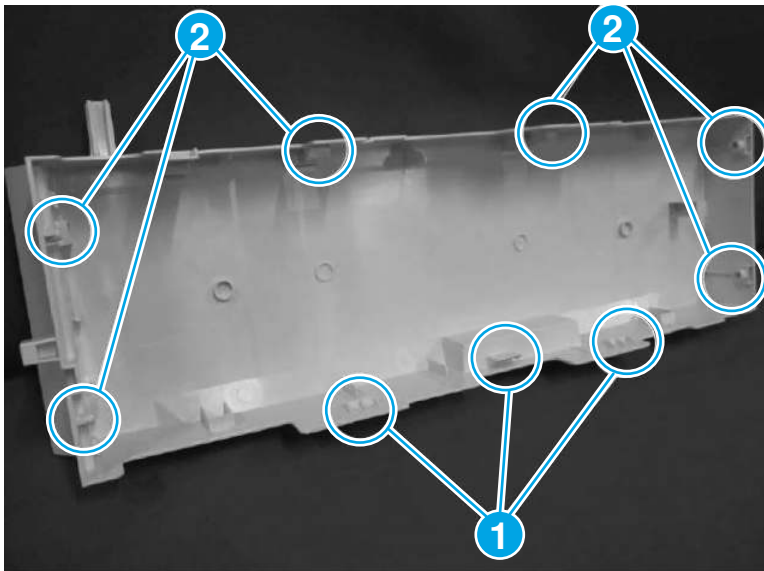
1. Remove two screws (callout 1).

Figure 4-1046 Remove two screws



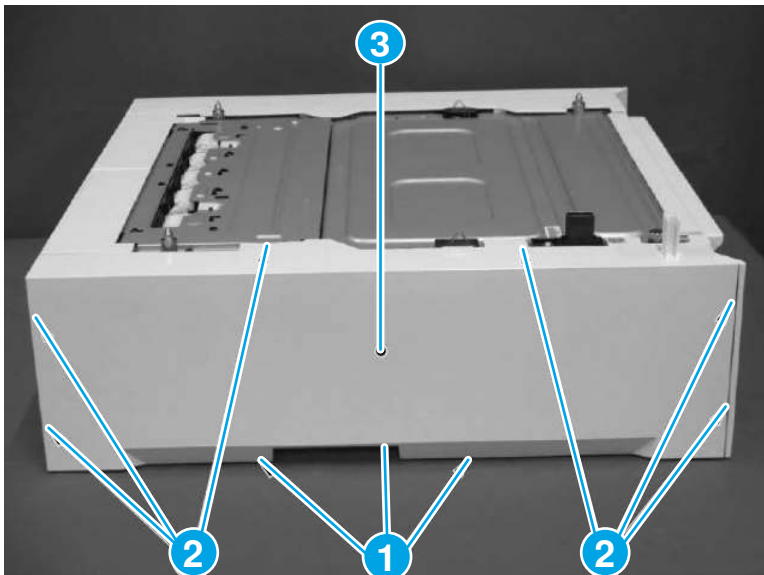
2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1047 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the left cover (callout 3).

Figure 4-1048 Remove the left cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 550 sheet paper feeder - Rear cover

Learn how to remove and replace the 550-sheet paper feeder rear cover.

Mean time to repair: 7 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-50 Part information

Part number	Part description
RC6-5319-000CN	Cover, rear

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

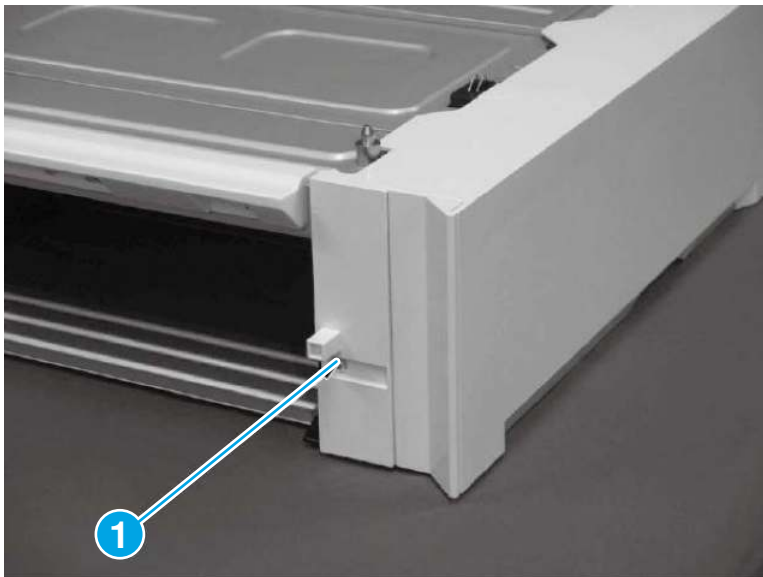
No post service test is available for this assembly.

1. Remove the right cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the right cover (550-sheet paper feeder).

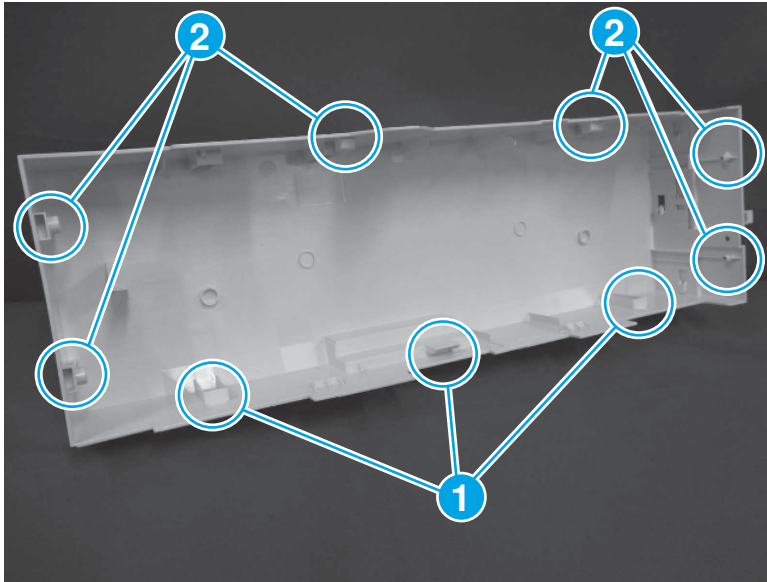
1. Remove one screw (callout 1).

Figure 4-1049 Remove one screw



2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

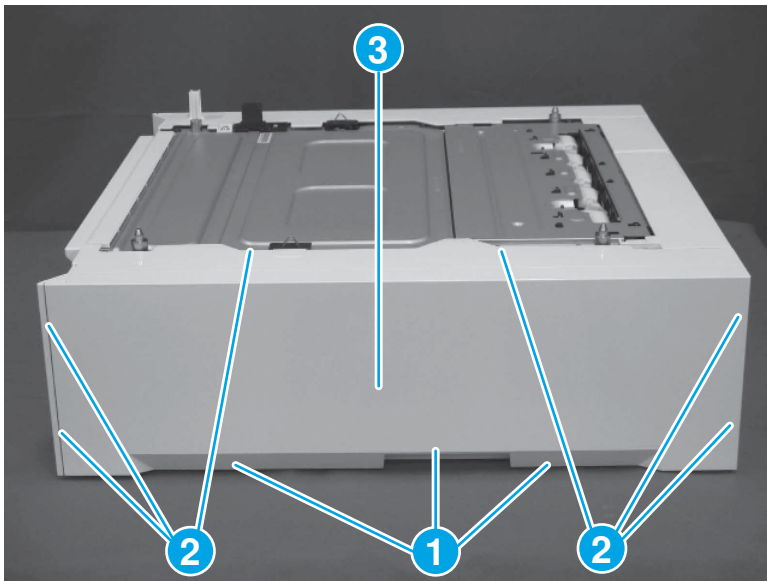
Figure 4-1050 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the right cover (callout 3).

 **TIP:** It might be easier to remove the cover if the top front boss is released first.

Figure 4-1051 Remove the right cover

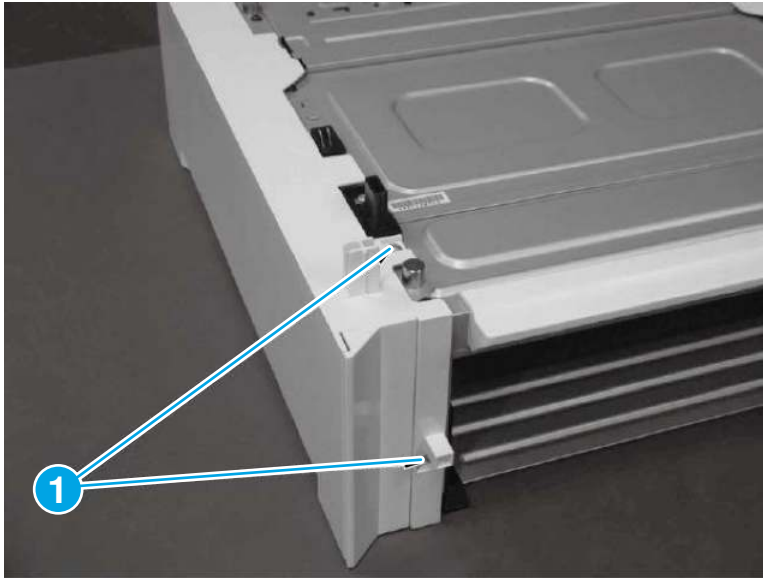


2. Remove the left cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the left cover (550-sheet paper feeder).

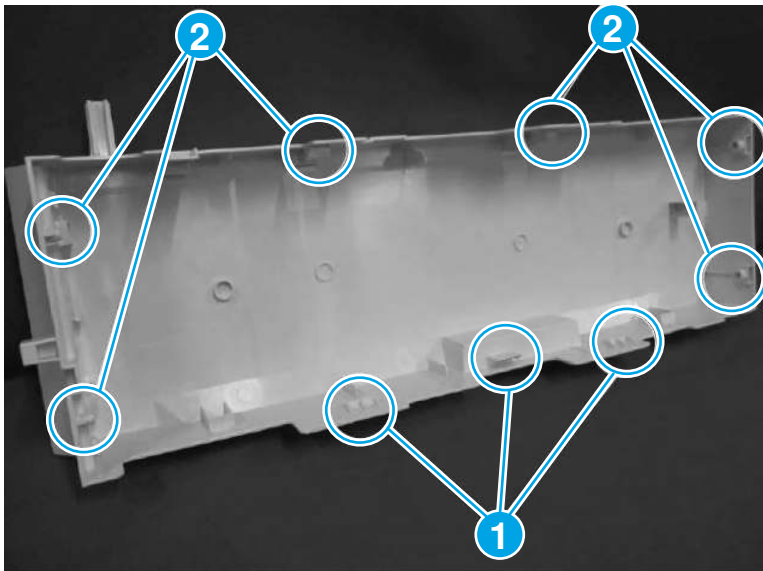
1. Remove two screws (callout 1).

Figure 4-1052 Remove two screws



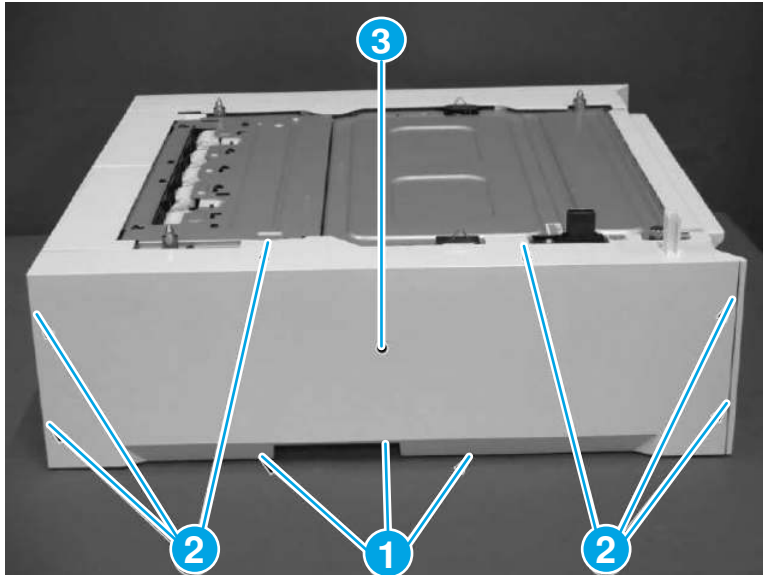
2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1053 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the left cover (callout 3).

Figure 4-1054 Remove the left cover

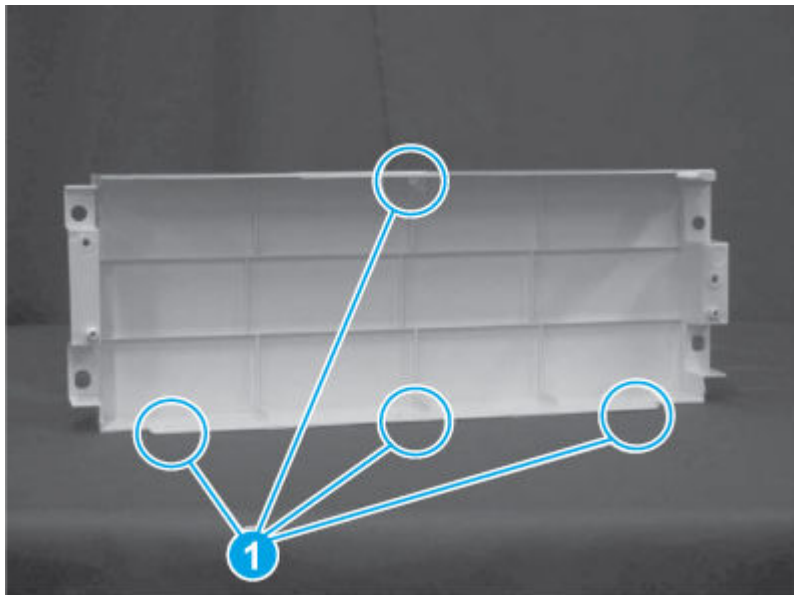


3. Remove the rear cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the rear cover (550-sheet paper feeder).

1. Before proceeding, note the internal cover mounting tab locations (callout 1).

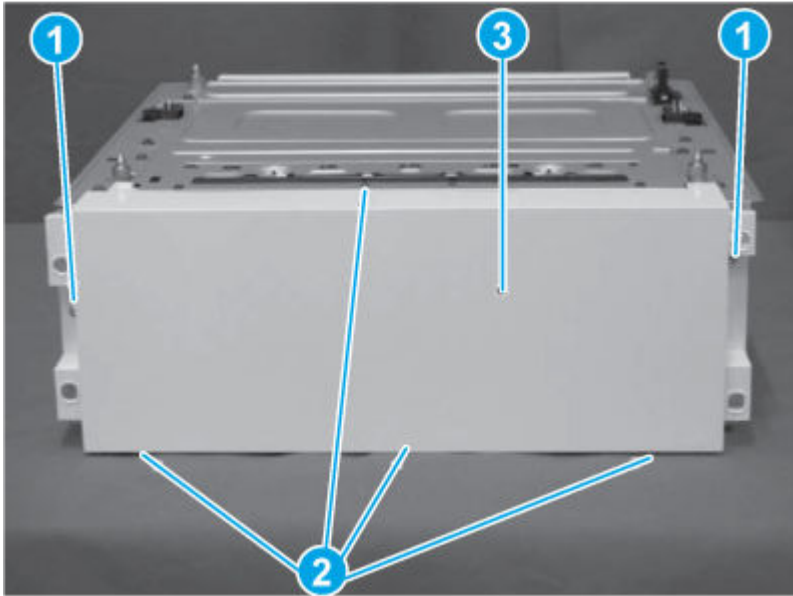
Figure 4-1055 Location of the mounting tabs



2. Remove two screws (callout 1), release four tabs (callout 2), and then remove the rear cover (callout 3).

 **TIP:** It might be easier to remove the cover if the bottom tabs are released first.

Figure 4-1056 Remove the rear cover



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HP LaserJet 550 sheet paper tray (SFP/MFP)

Learn how to remove the 550-sheet paper feeder (Tray 3 cassette) front cover.

 **NOTE:** A replacement Tray 3 kit only includes the cassette (not the front cover). Use this procedure to remove the tray front cover from the discarded cassette, and then install it on the replacement cassette.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

 **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-51 Part information

Part number	Part description
BV1G1A	HP LaserJet 550 Sheet Paper Tray
	NOTE: This is a replacement Tray 3 cassette only (no front cover).
BV1G2A	HP LaserJet 550 Sheet Grey Paper Tray

Required tools

Small flat-blade screwdriver

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 3

Follow the procedure below to remove Tray 3.

- Pull the tray out until it stops, lift the front edge up, and then remove the tray.

Figure 4-1057 Remove the tray



2. Remove the Tray 3 cassette front cover

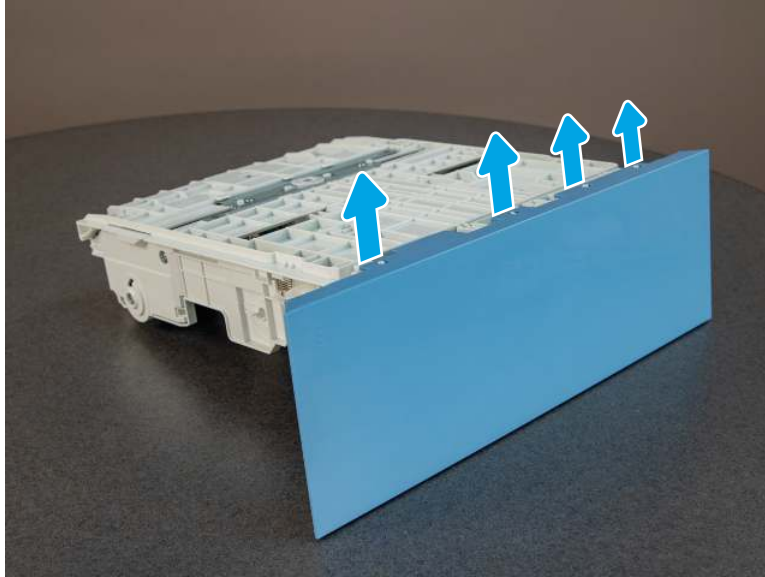
Follow the procedure below to remove the Tray 3 cassette front cover.

1. Turn the tray over, place it on a flat surface, and then release four tabs.



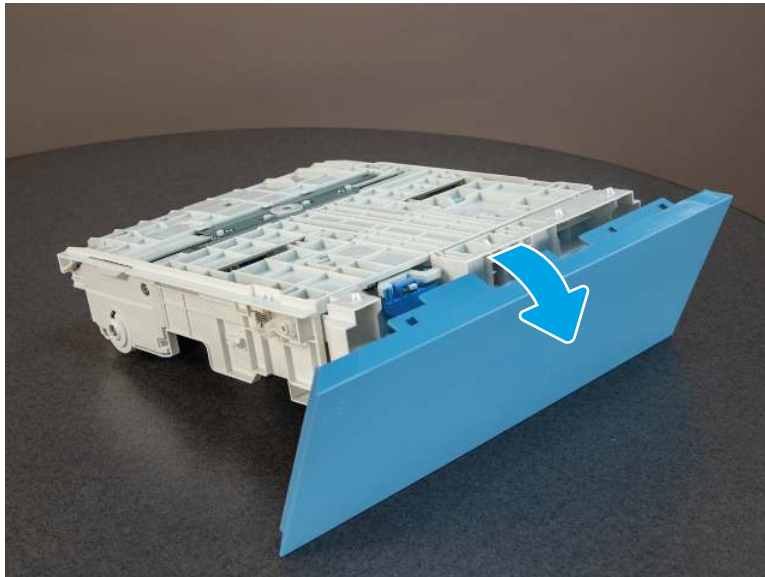
NOTE: Release the tabs from the left- to right-side as shown below.

Figure 4-1058 Release four tabs



2. Rotate the bottom edge of the cover away from the cassette to remove it.

Figure 4-1059 Remove the cover



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

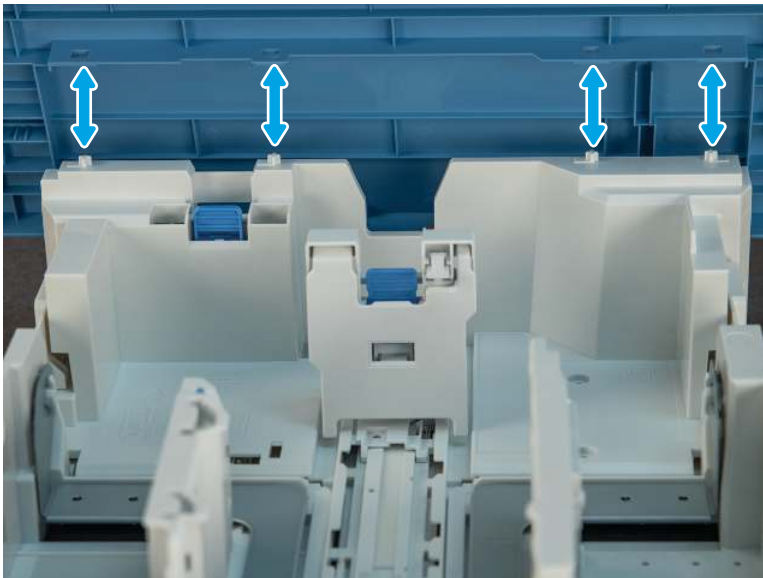
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

4. Install the Tray 3 cassette front cover

Follow the procedure below to install the Tray 3 cassette front cover.

1. Position the top edge of the cover on the cassette with the alignment pins (on the cassette body) in the holes in the front cover.

Figure 4-1060 Align holes and pins



2. Rotate the bottom edge of the cover toward the cassette to install it.

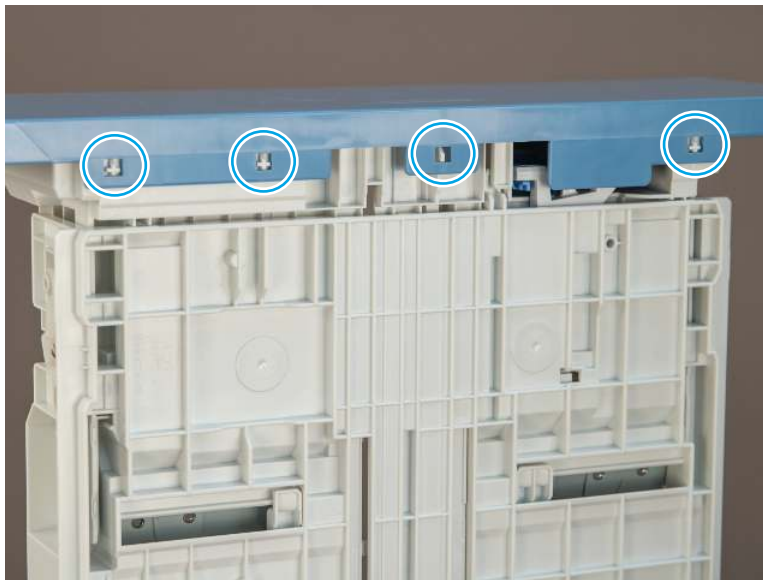
 **NOTE:** An audible click is heard when the bottom edge of the cover snaps onto the cassette.

Figure 4-1061 Install the cover



3. Verify that the pins on the bottom edge of the cassette are fully seated in the holes on the cover.

Figure 4-1062 Verify that the installation is correct

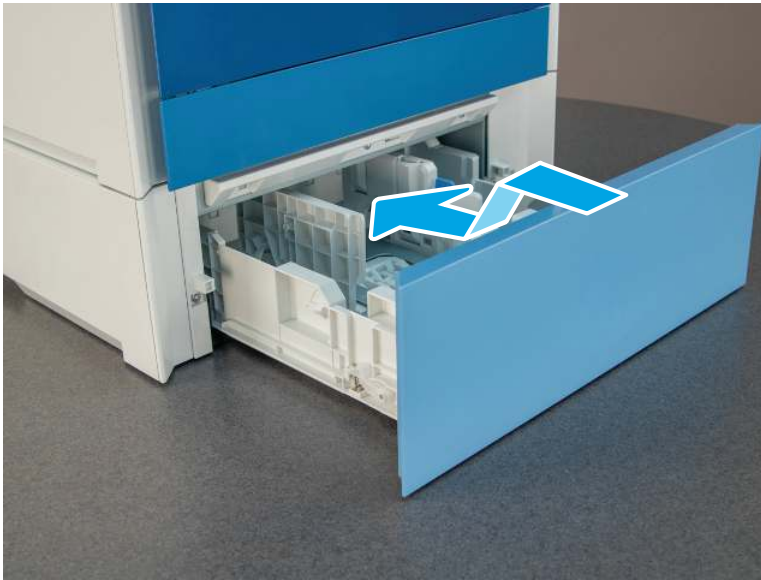


5. Install Tray 3

Follow the procedure below to install Tray 3.

- Install the tray.

Figure 4-1063 Install the tray



Removal and replacement: Tray 3 pickup roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 3 pickup and feed rollers assembly.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

⚠ WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-52 Part information

Part number	Part description
RM2-2695-000CN	Paper pickup roller assembly
NOTE: The pickup and feed rollers are identical parts. To replace both rollers, order a quantity of two using the part number in this table.	

Required tools

No special tools are required to remove or install this assembly.

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

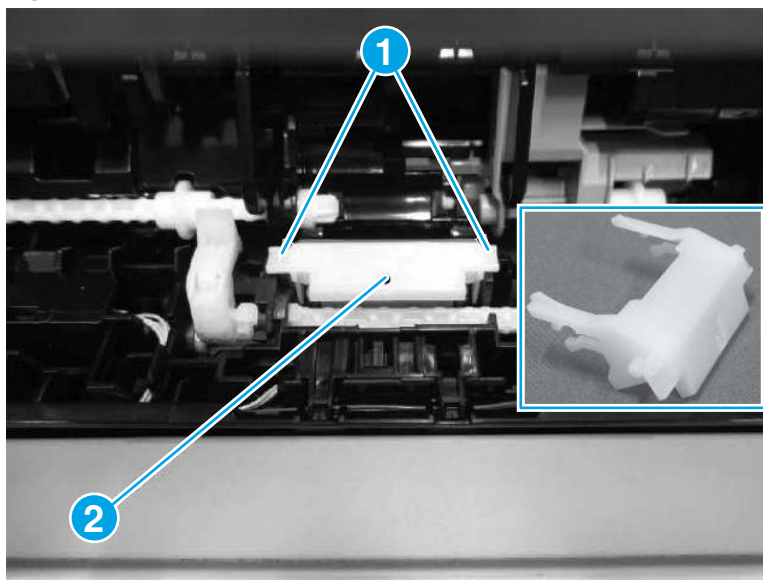
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 3 pickup and feed rollers

Follow the procedure below to remove and replace the Tray 3 pickup and feed rollers.

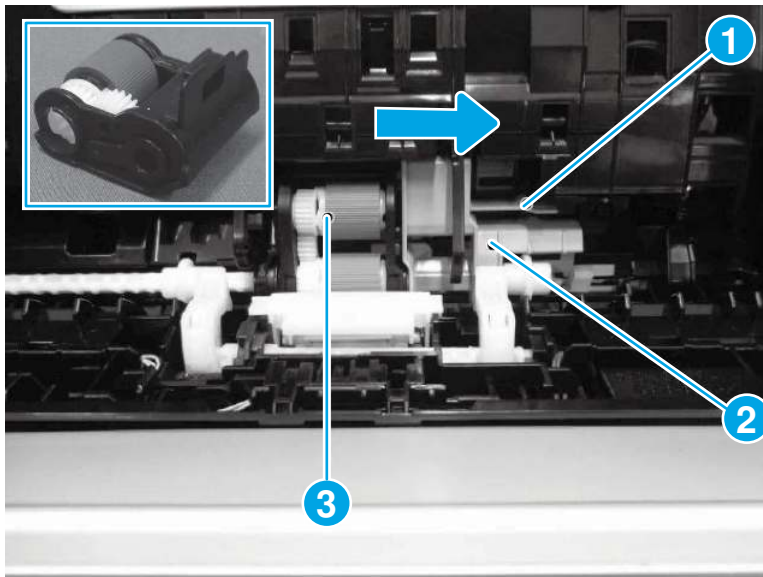
1. Turn the paper feeder over to gain access to the roller assembly.
2. Use a small flat-blade screwdriver to release two tabs (callout 1), and then remove the cover (callout 2).

Figure 4-1064 Remove the cover



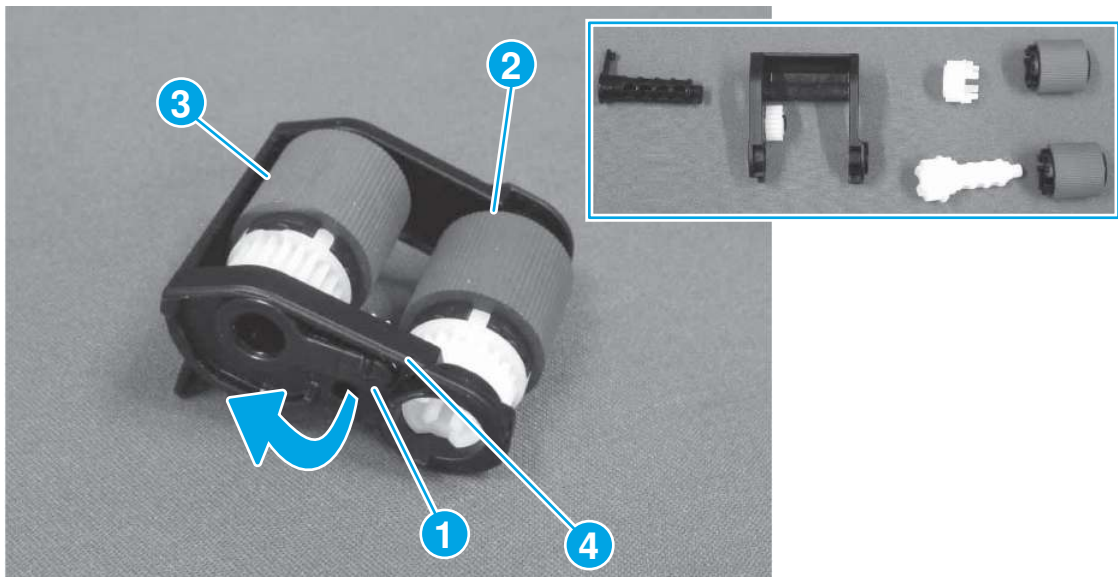
3. Push the lever (callout 1) and move the holder (callout 2) as shown below, and then remove the pickup/feed roller assembly (callout 3).

Figure 4-1065 Remove the roller assembly



4. Do the following:
 - a. Rotate the retainer (callout 1) as shown below to remove it.
 - b. Remove the pickup roller (callout 2) and the feed roller (callout 3) from the holder (callout 4).

Figure 4-1066 Remove the rollers



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3 separation roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 3 separation roller assembly.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service



WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.
The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-53 Part information

Part number	Part description
RM2-2692-000CN	Separation roller assembly

Required tools

No special tools are required to remove or install this assembly.

Small flat-blade screwdriver

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

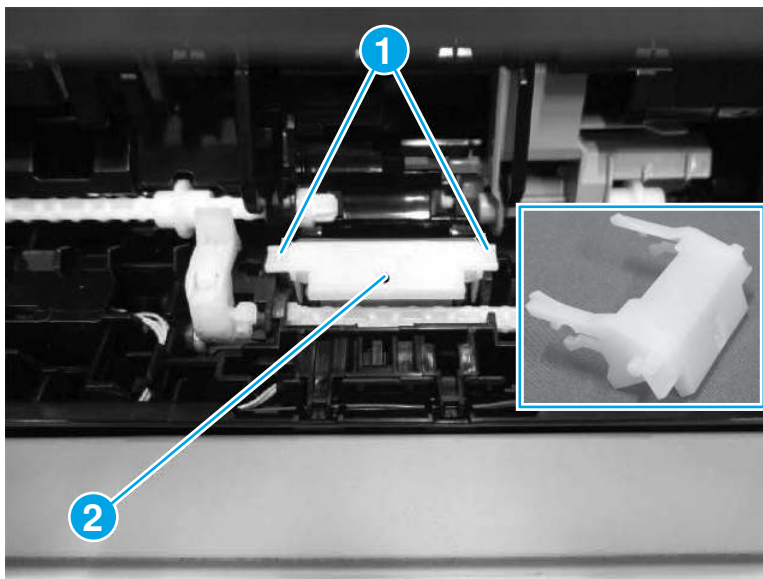
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 3 separation roller

Follow the procedure below to remove and replace the Tray 3 separation roller.

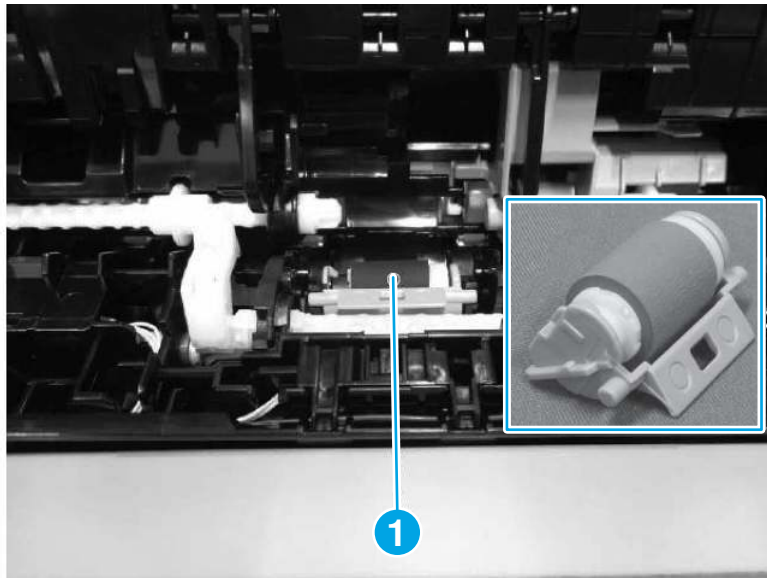
1. Turn the paper feeder over to gain access to the roller assembly.
2. Use a small flat-blade screwdriver to release two tabs (callout 1), and then remove the cover (callout 2).

Figure 4-1067 Remove the cover



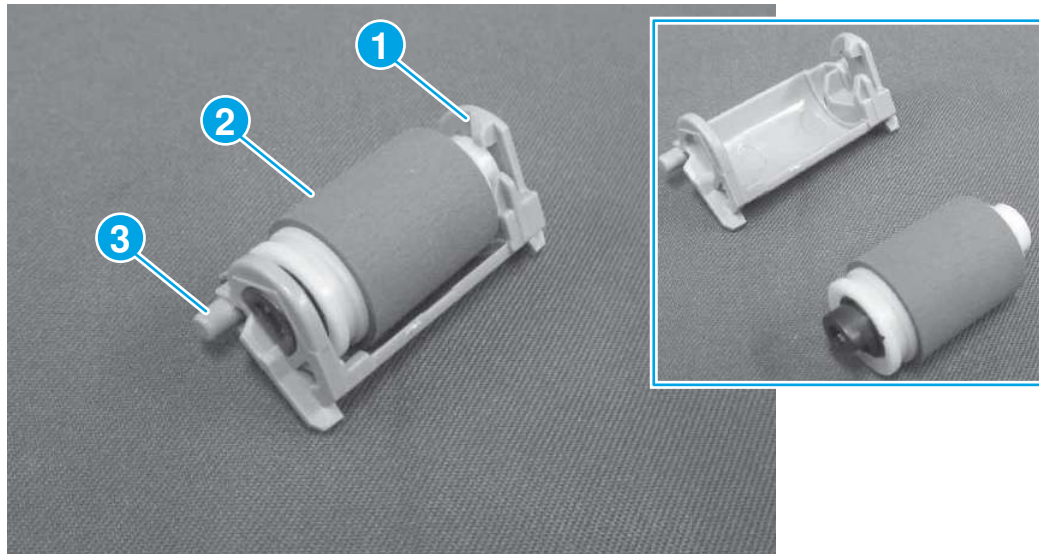
3. Remove the Tray 3 separation roller assembly (callout 1).

Figure 4-1068 Move the roller assembly



4. Release one tab (callout 1), and then remove the roller (callout 2) from the holder (callout 3).

Figure 4-1069 Disassemble the roller assembly



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3 lower paper feed guide

Learn how to remove and replace the 550-sheet paper feeder (Tray 3) lower paper feed guide.

Mean time to repair: 18 minutes

Service level: Medium

Before performing service

⚠ WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-54 Part information

Part number	Part description
RM2-2774-000CN	Paper feed guide assembly, lower

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

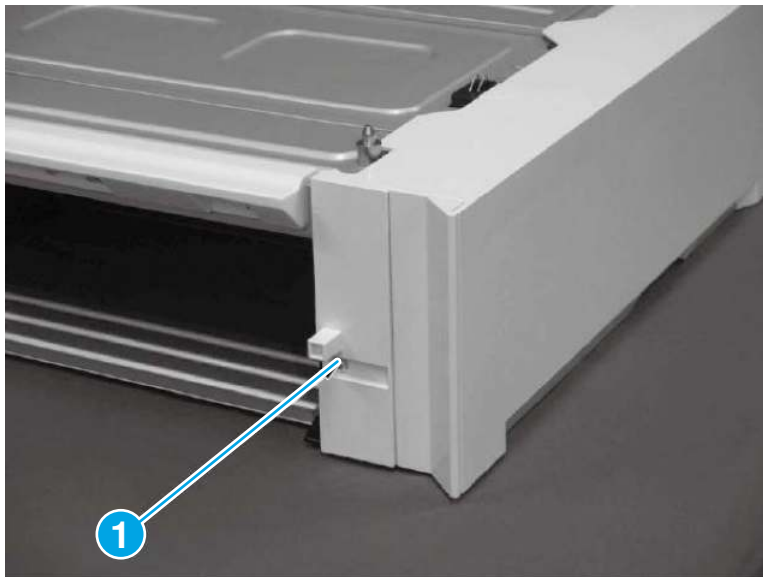
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the right cover (550-sheet paper feeder).

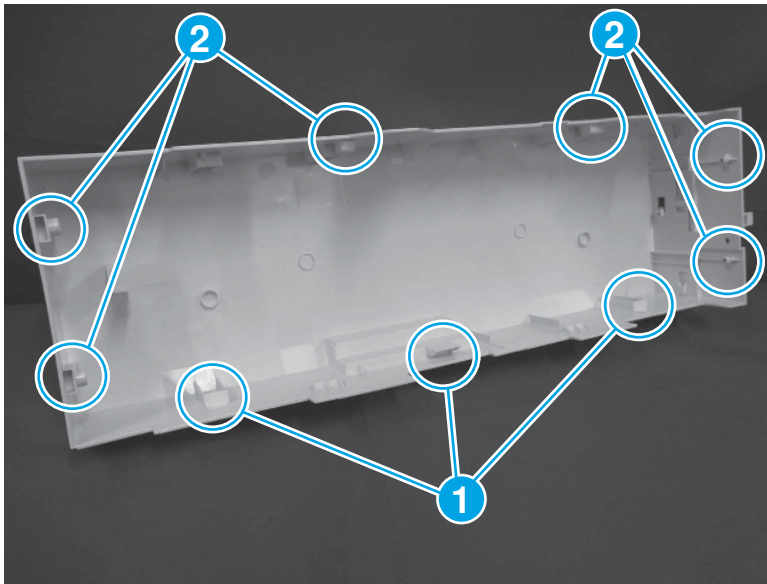
1. Remove one screw (callout 1).

Figure 4-1070 Remove one screw



2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1071 Location of the mounting tabs and bosses

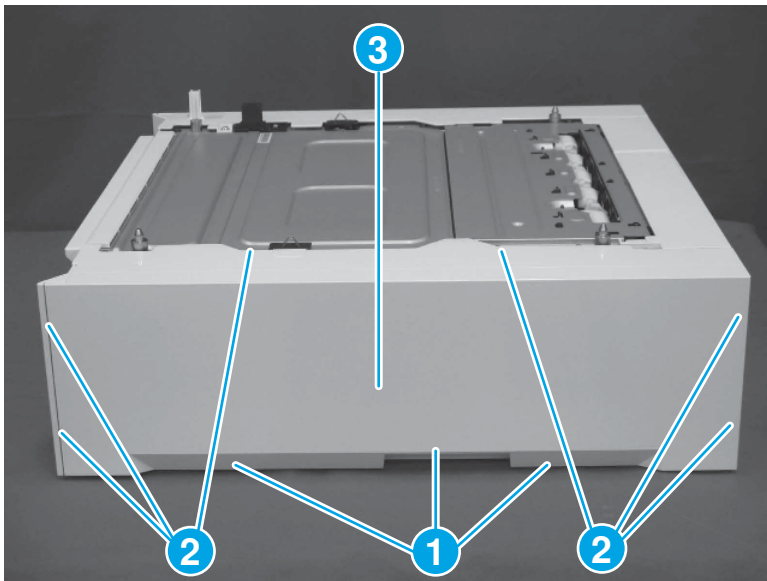


3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the right cover (callout 3).



TIP: It might be easier to remove the cover if the top front boss is released first.

Figure 4-1072 Remove the right cover

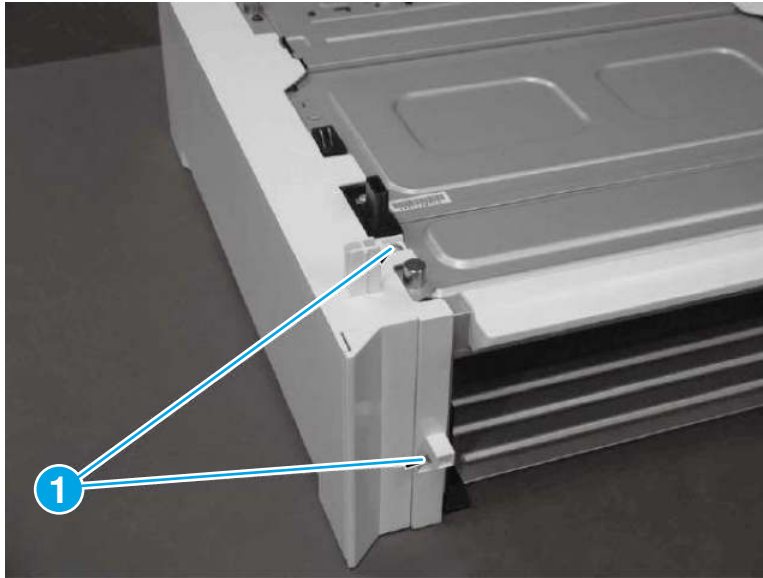


2. Remove the left cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the left cover (550-sheet paper feeder).

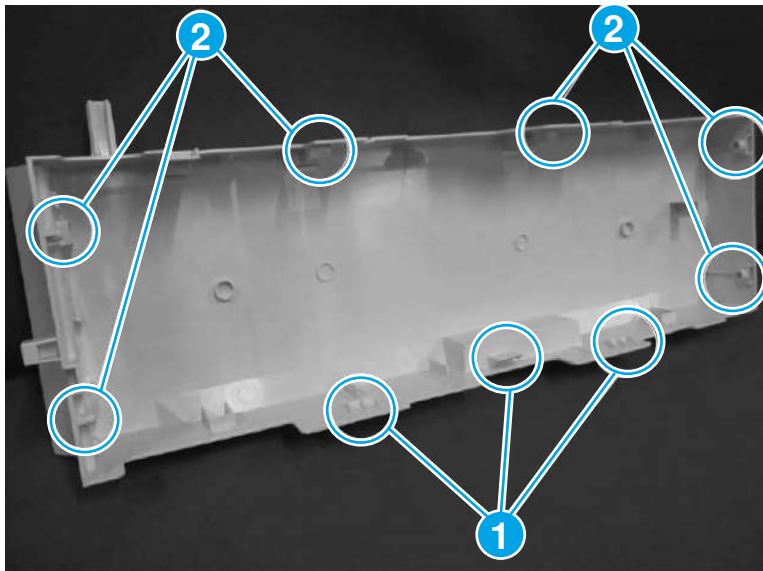
1. Remove two screws (callout 1).

Figure 4-1073 Remove two screws



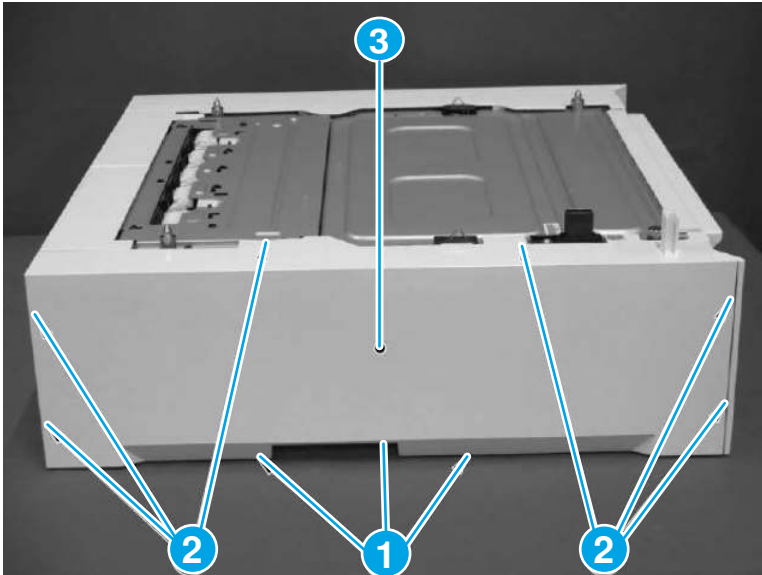
2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1074 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the left cover (callout 3).

Figure 4-1075 Remove the left cover

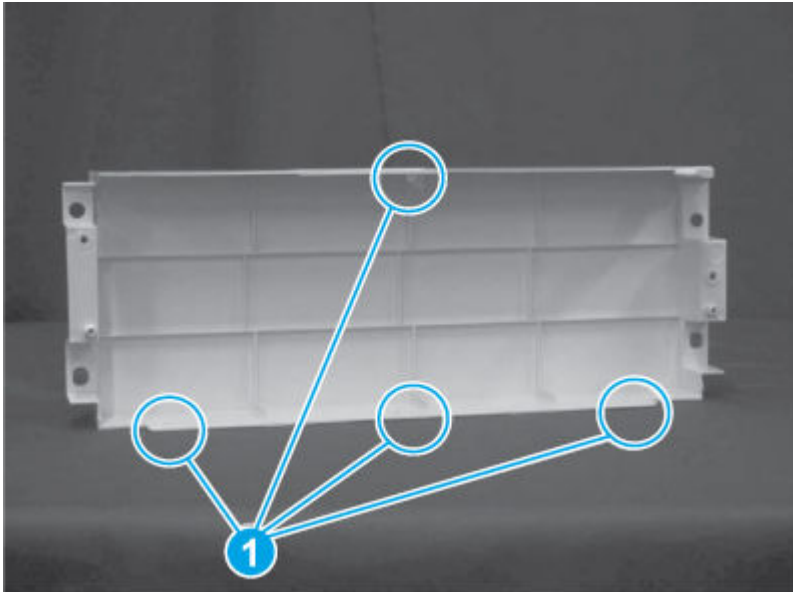


3. Remove the rear cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the rear cover (550-sheet paper feeder).

1. Before proceeding, note the internal cover mounting tab locations (callout 1).

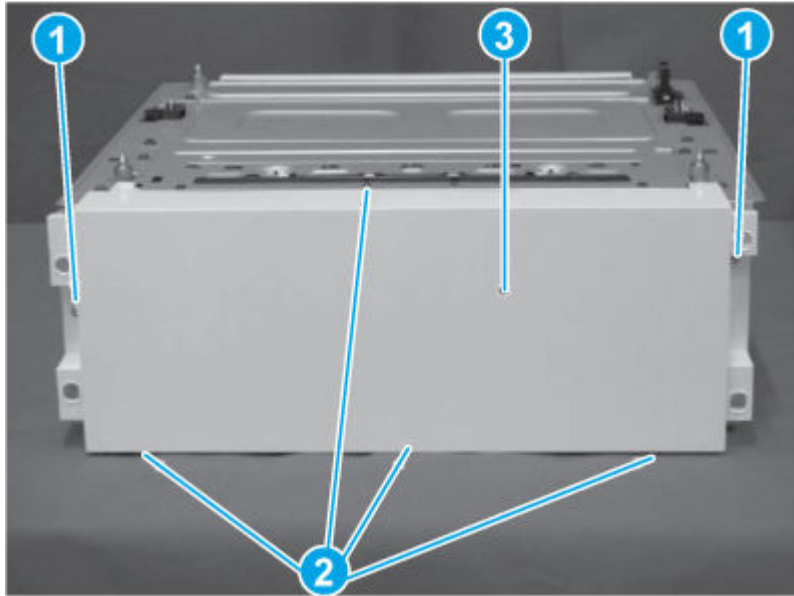
Figure 4-1076 Location of the mounting tabs



2. Remove two screws (callout 1), release four tabs (callout 2), and then remove the rear cover (callout 3).

 **TIP:** It might be easier to remove the cover if the bottom tabs are released first.

Figure 4-1077 Remove the rear cover

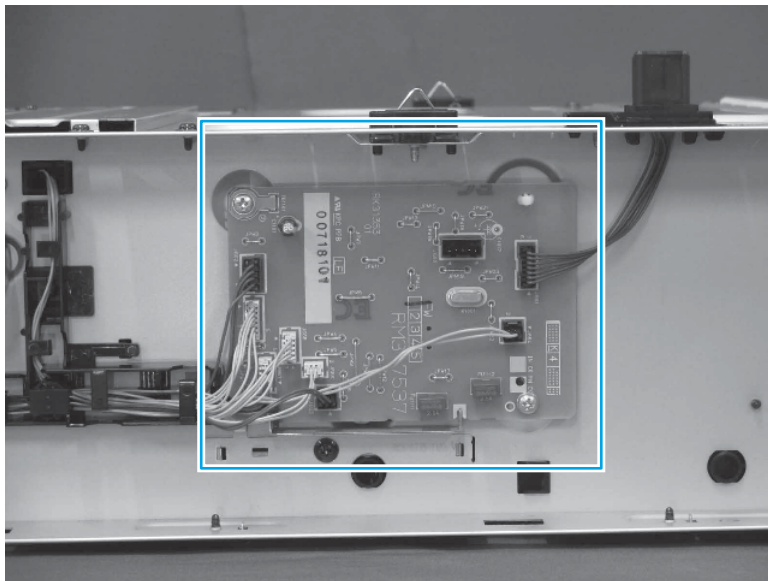


4. Remove the feed lower guide assembly (550-sheet paper feeder)

Follow the procedure below to remove and replace the feed lower guide.

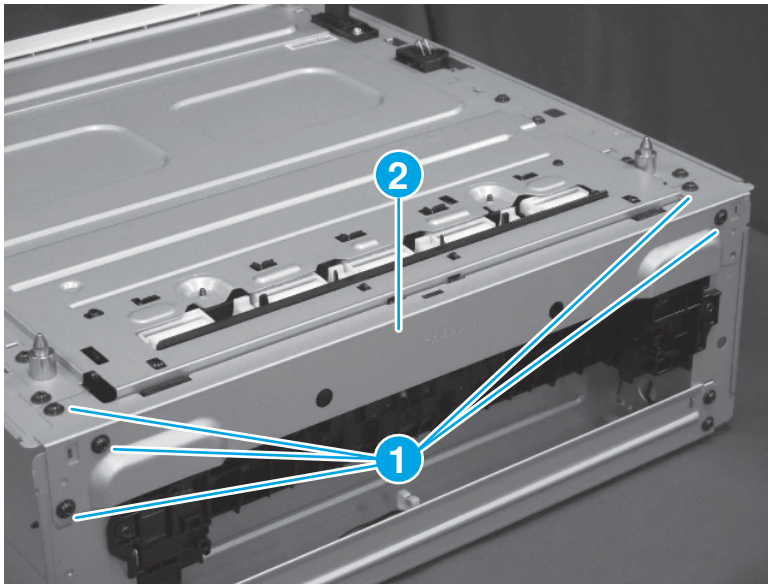
1. Disconnect all controller PCB connectors.

Figure 4-1078 Disconnect all connectors



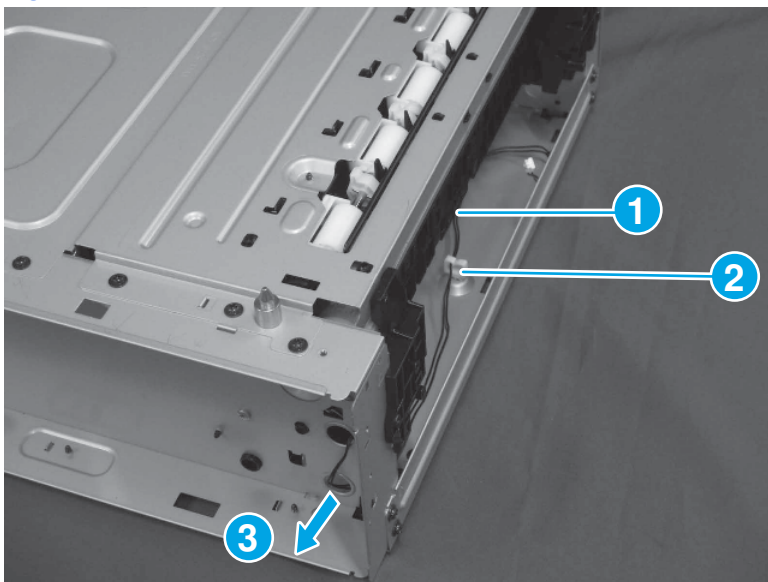
2. Remove five screws (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 4-1079 Remove the plate



3. Release the wire harness (callout 1) from the retainer (callout 2), and then pass it through the opening in the chassis (callout 3).

Figure 4-1080 Release the wire harness

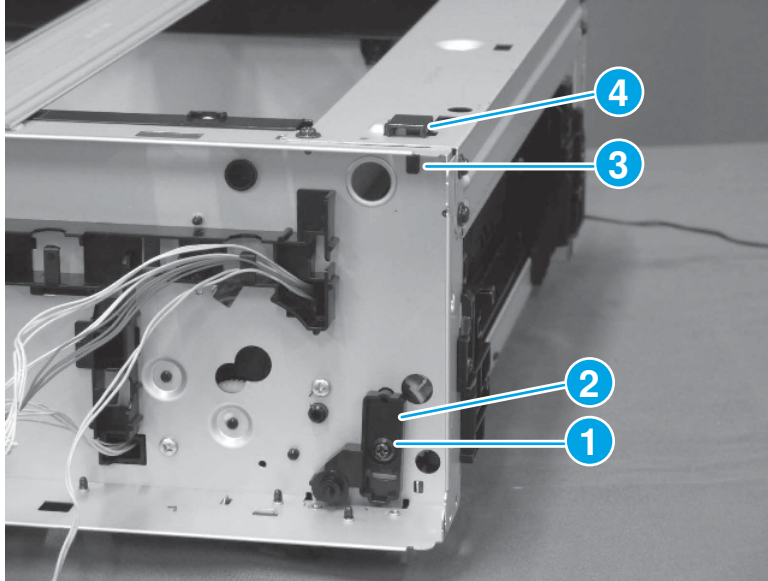


4. Turn the paper feeder over, and then do the following:
 - Remove one screw (callout 1), and then remove the holder (callout 2).
 - Release one tab (callout 3), and then remove the rubber foot pad (callout 4).



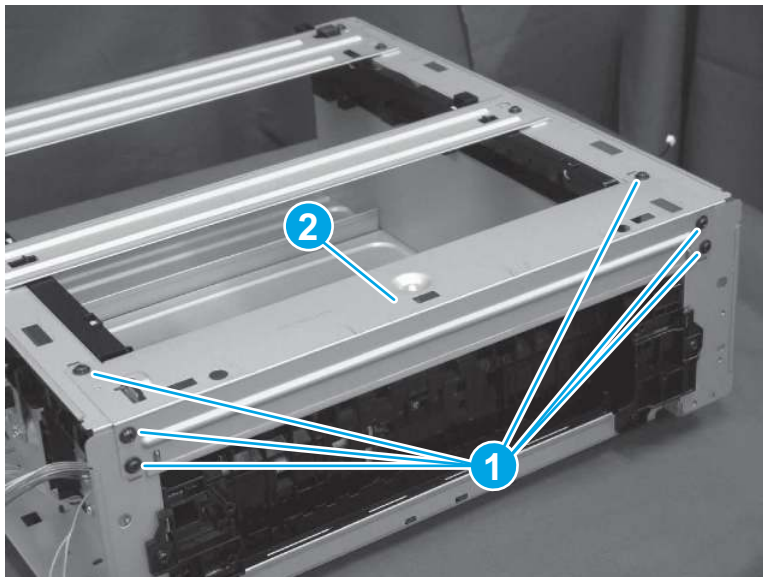
NOTE: Repeat this step for a foot pad (not shown) located at the other end of the sheet-metal plate.

Figure 4-1081 Remove the holder and foot pads



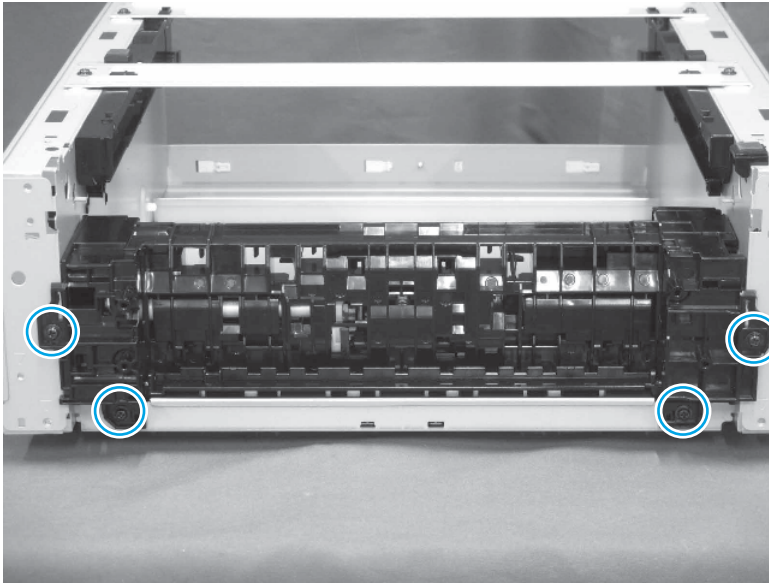
5. Remove six screws (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 4-1082 Remove the plate



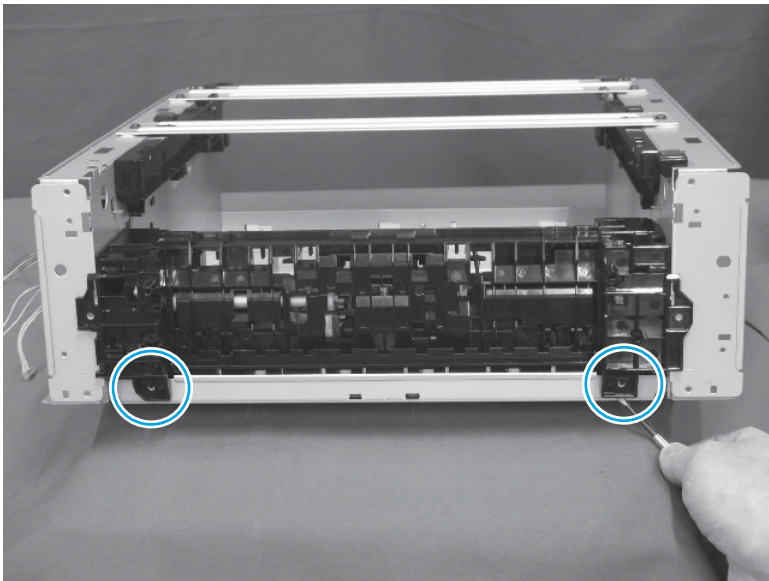
6. Remove four screws.

Figure 4-1083 Remove four screws



7. Use a small flat-blade screwdriver to release two bosses.

Figure 4-1084 Release two bosses

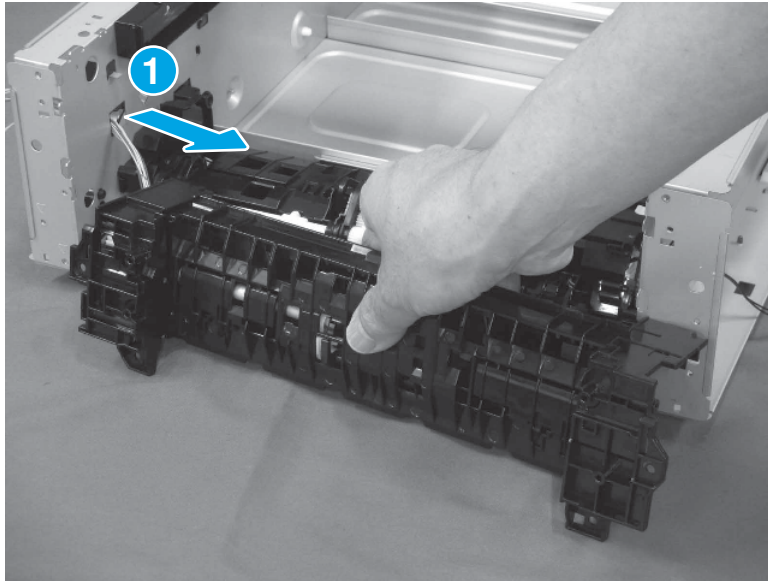


8. Remove the feed lower guide assembly.



NOTE: As the assembly is removed, pass the wire harness through the opening in the chassis (callout 1).

Figure 4-1085 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 550 sheet paper feeder - Lifter drive assembly

Learn how to remove and replace the 550-sheet paper feeder lifter drive assembly.

Mean time to repair: 22 minutes

Service level: Medium

Before performing service



WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-55 Part information

Part number	Part description
RM2-2769-000CN	Lift drive assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

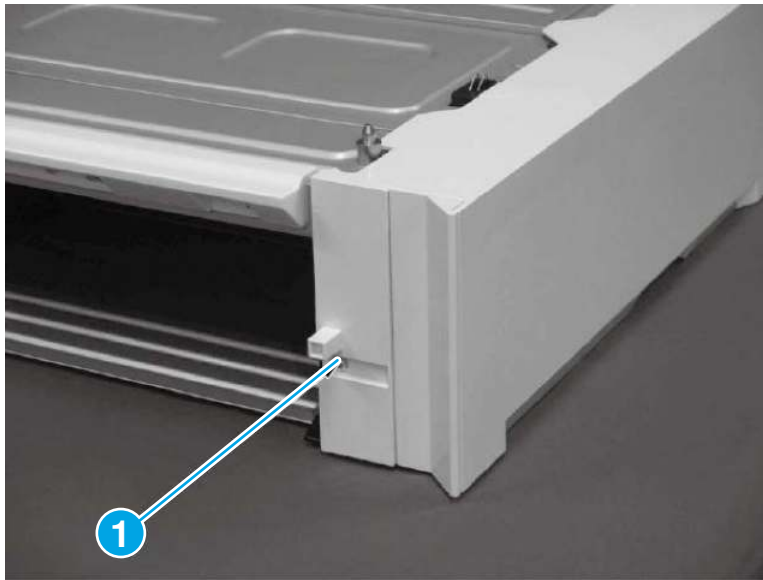
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the right cover (550-sheet paper feeder).

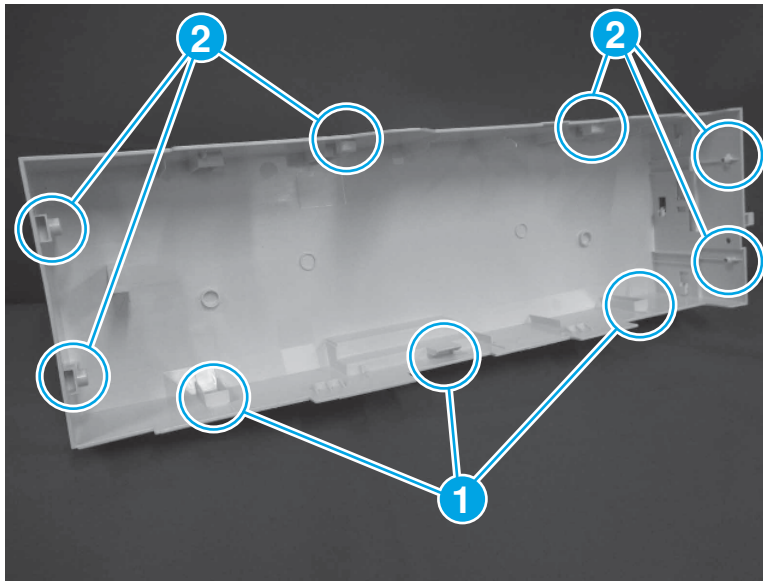
1. Remove one screw (callout 1).

Figure 4-1086 Remove one screw



2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1087 Location of the mounting tabs and bosses

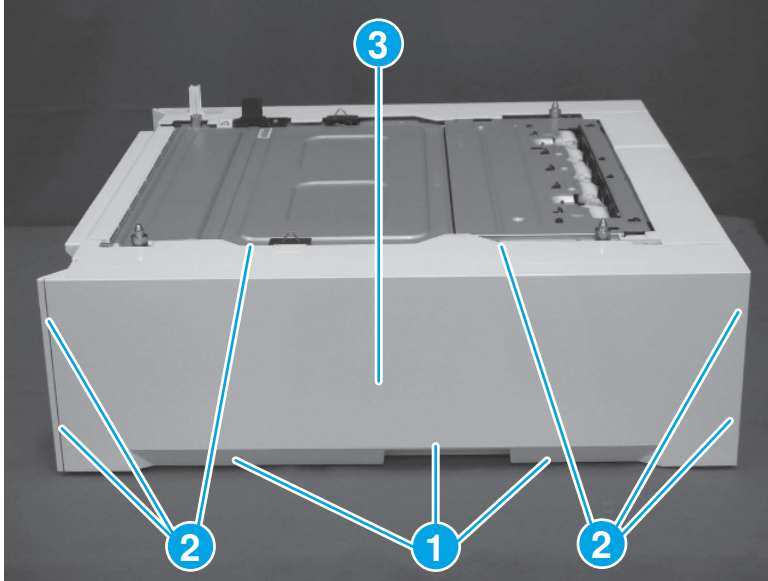


3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the right cover (callout 3).



TIP: It might be easier to remove the cover if the top front boss is released first.

Figure 4-1088 Remove the right cover

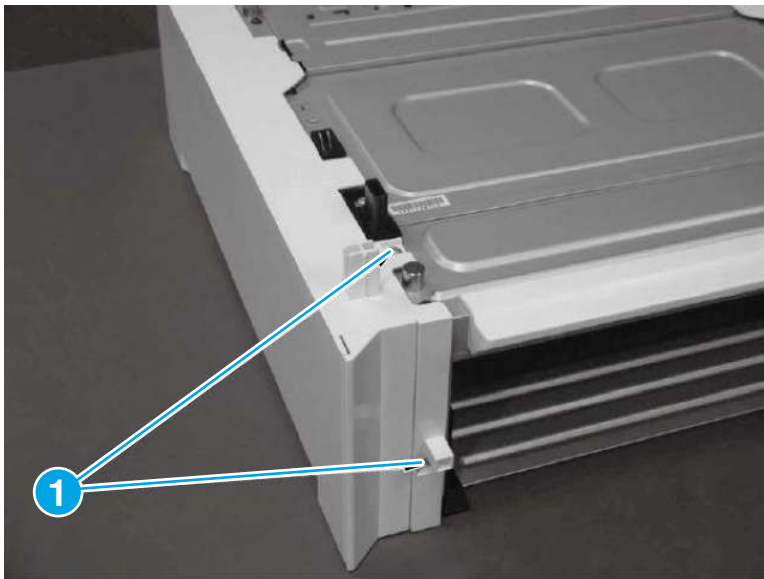


2. Remove the left cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the left cover (550-sheet paper feeder).

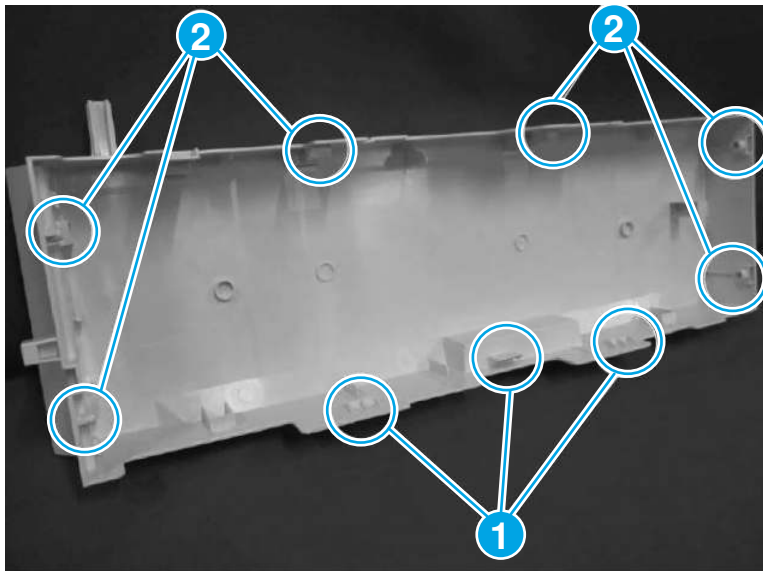
1. Remove two screws (callout 1).

Figure 4-1089 Remove two screws



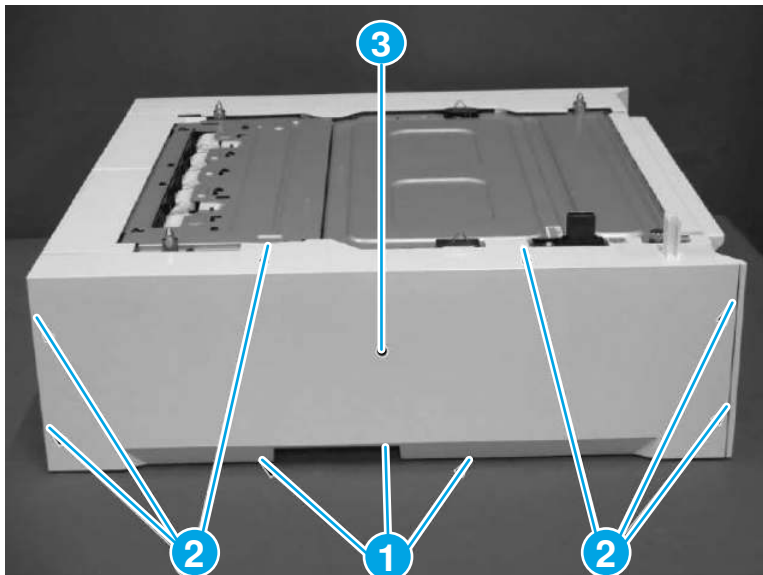
2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1090 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the left cover (callout 3).

Figure 4-1091 Remove the left cover

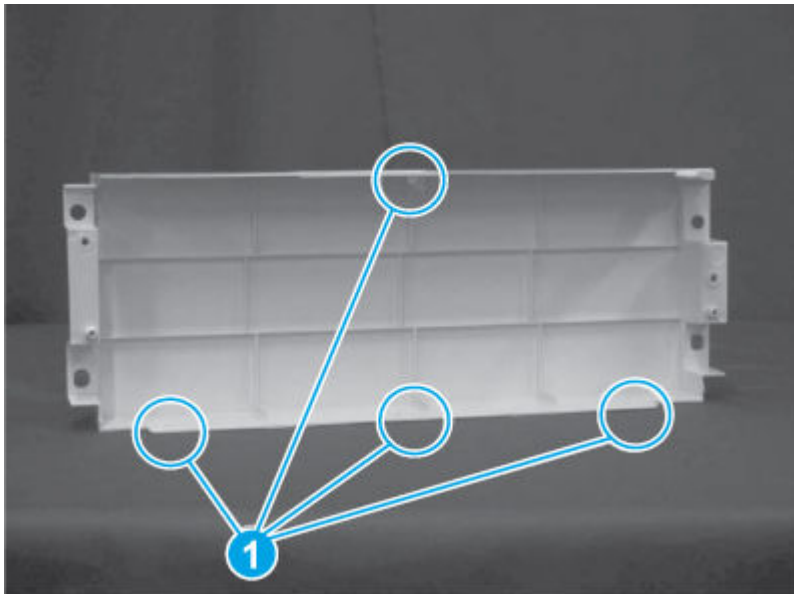


3. Remove the rear cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the rear cover (550-sheet paper feeder).

1. Before proceeding, note the internal cover mounting tab locations (callout 1).

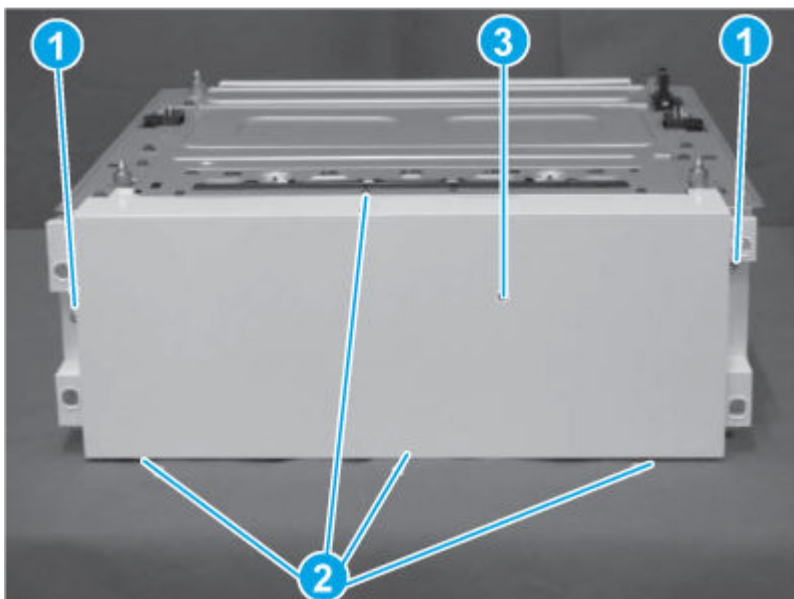
Figure 4-1092 Location of the mounting tabs



2. Remove two screws (callout 1), release four tabs (callout 2), and then remove the rear cover (callout 3).

 **TIP:** It might be easier to remove the cover if the bottom tabs are released first.

Figure 4-1093 Remove the rear cover

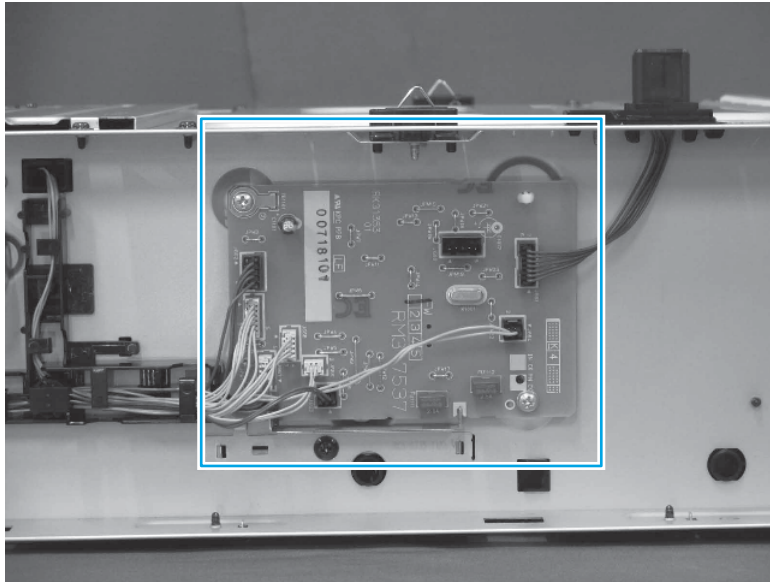


4. Remove the feed lower guide assembly (550-sheet paper feeder)

Follow the procedure below to remove and replace the feed lower guide.

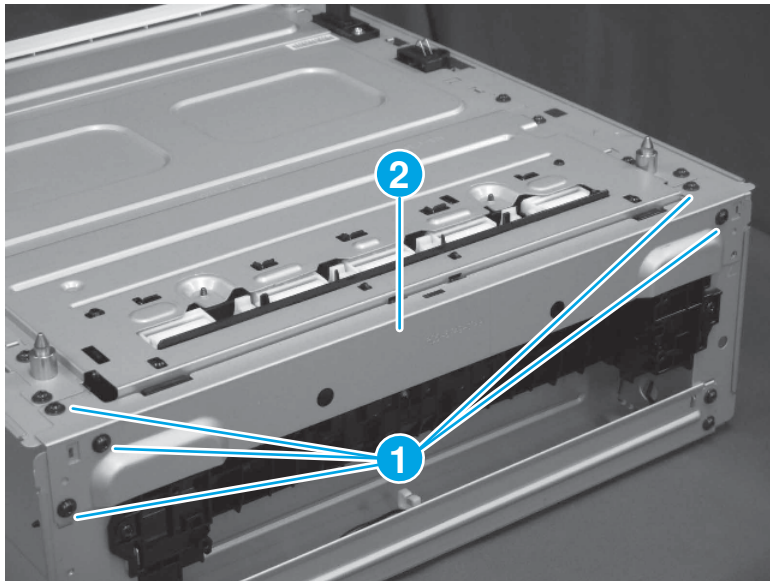
1. Disconnect all controller PCB connectors.

Figure 4-1094 Disconnect all connectors



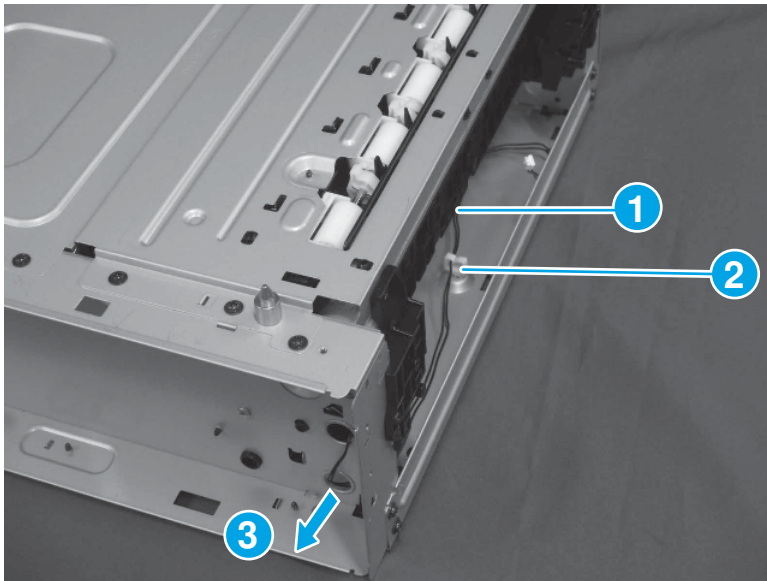
2. Remove five screws (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 4-1095 Remove the plate



3. Release the wire harness (callout 1) from the retainer (callout 2), and then pass it through the opening in the chassis (callout 3).

Figure 4-1096 Release the wire harness

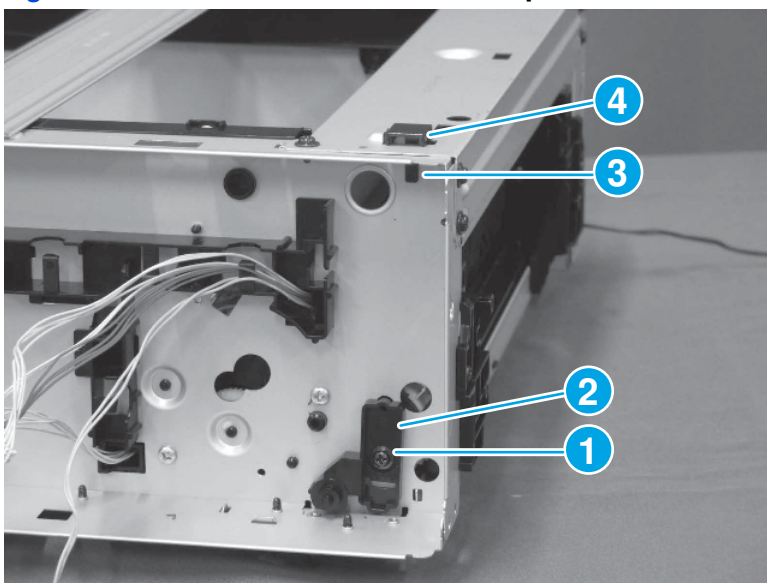


4. Turn the paper feeder over, and then do the following:
 - Remove one screw (callout 1), and then remove the holder (callout 2).
 - Release one tab (callout 3), and then remove the rubber foot pad (callout 4).



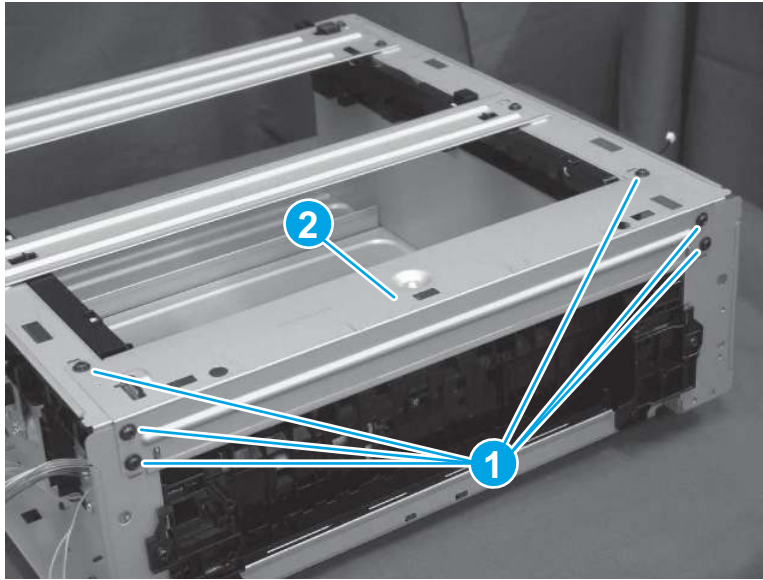
NOTE: Repeat this step for a foot pad (not shown) located at the other end of the sheet-metal plate.

Figure 4-1097 Remove the holder and foot pads



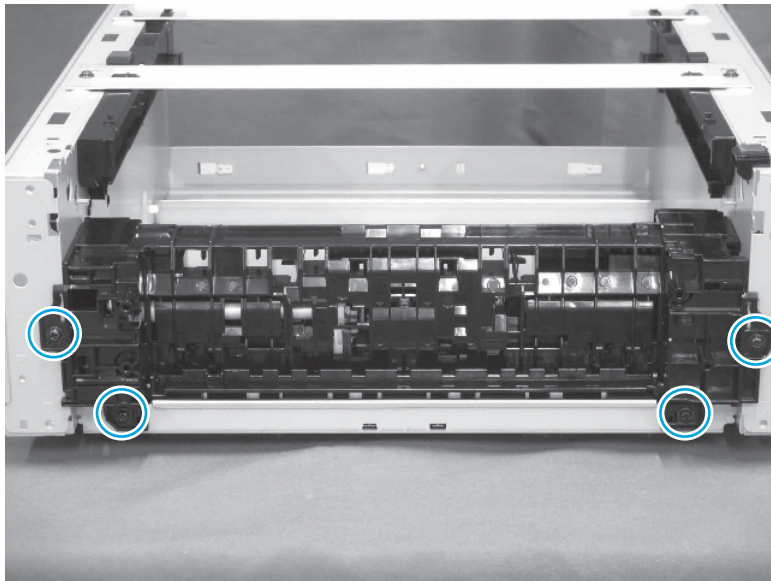
5. Remove six screws (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 4-1098 Remove the plate



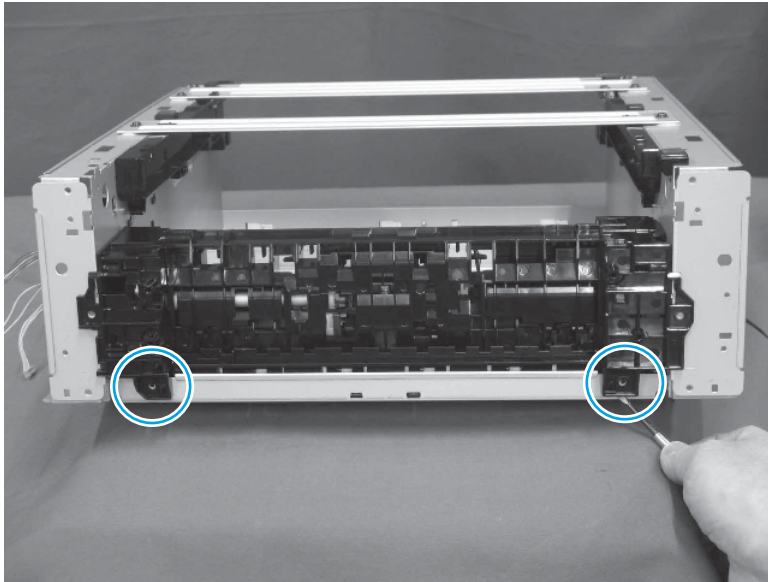
6. Remove four screws.

Figure 4-1099 Remove four screws



7. Use a small flat-blade screwdriver to release two bosses.

Figure 4-1100 Release two bosses

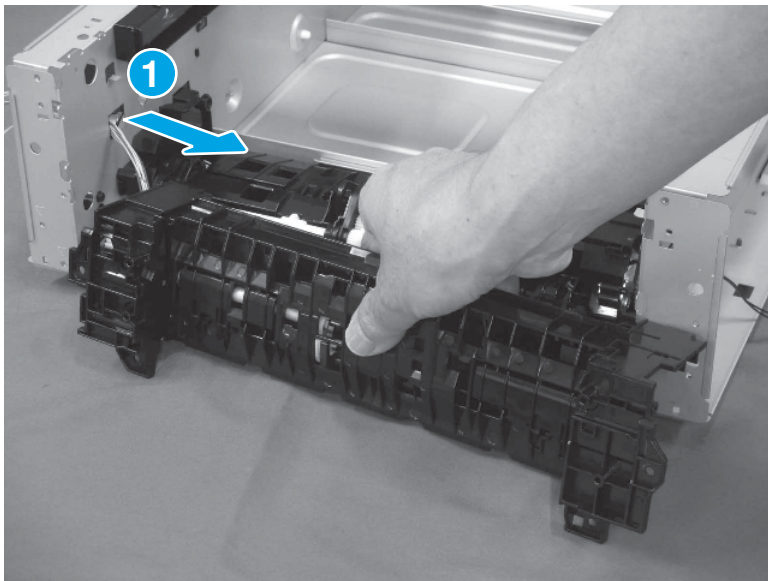


8. Remove the feed lower guide assembly.



NOTE: As the assembly is removed, pass the wire harness through the opening in the chassis (callout 1).

Figure 4-1101 Remove the assembly

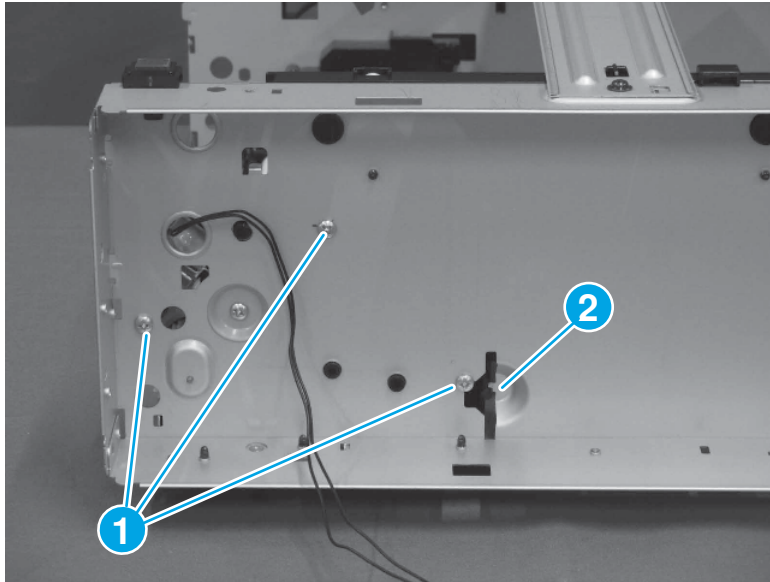


5. Remove the lifter drive assembly (550-sheet paper feeder)

Follow the procedure below to remove and replace the lifter drive assembly.

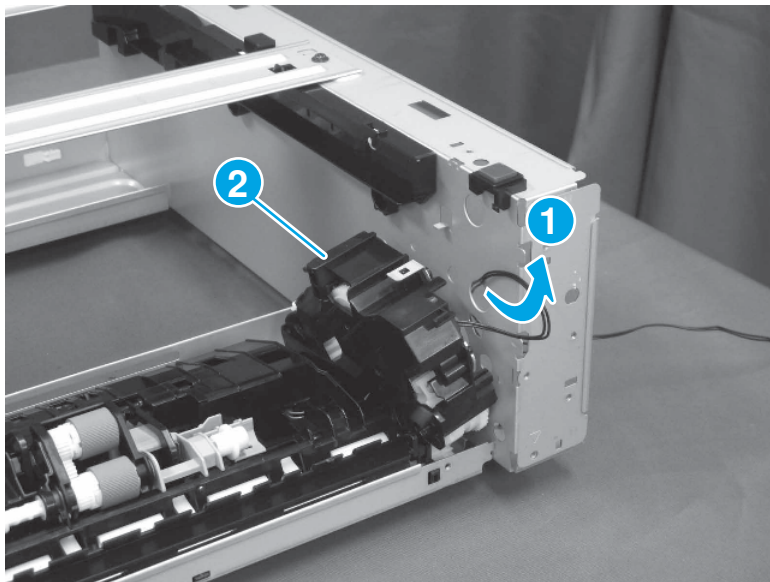
1. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-1102 Remove the screws and release the tab



2. Pass the wire harness through the opening in the chassis (callout 1), and then remove the lifter drive assembly (callout 2).

Figure 4-1103 Remove the assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3 upper paper feed guide

Learn how to remove and replace the Tray 3 (550-sheet paper feeder) feed upper guide.

Mean time to repair: 27 minutes

Service level: Medium

Before performing service

⚠ WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-56 Part information

Part number	Part description
RM2-2775-000CN	Paper feed guide assembly, upper

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

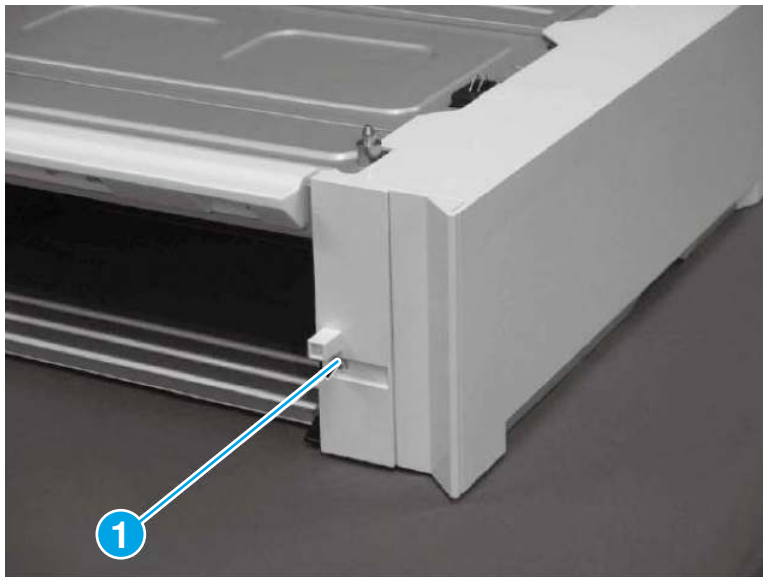
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the right cover (550-sheet paper feeder).

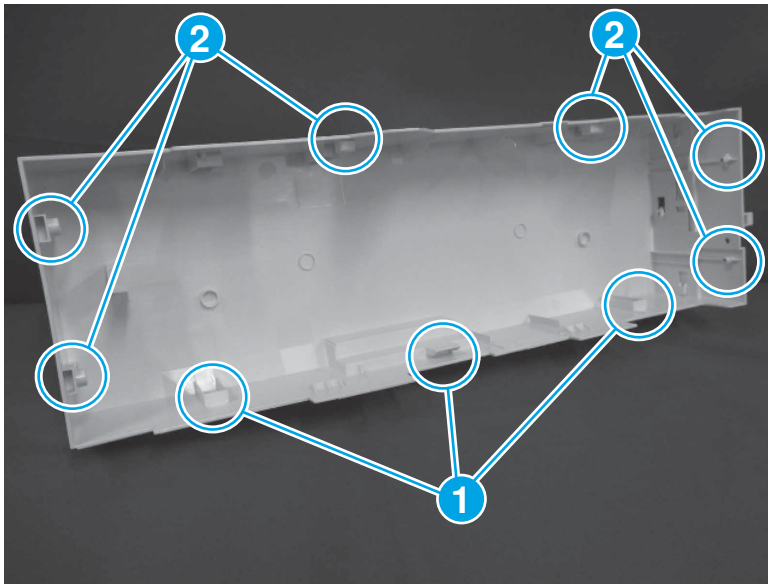
1. Remove one screw (callout 1).

Figure 4-1104 Remove one screw



2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

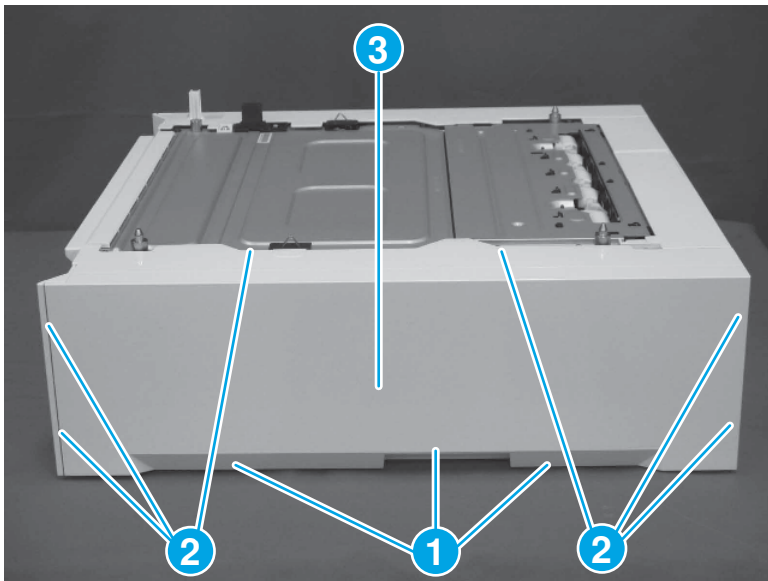
Figure 4-1105 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the right cover (callout 3).

TIP: It might be easier to remove the cover if the top front boss is released first.

Figure 4-1106 Remove the right cover

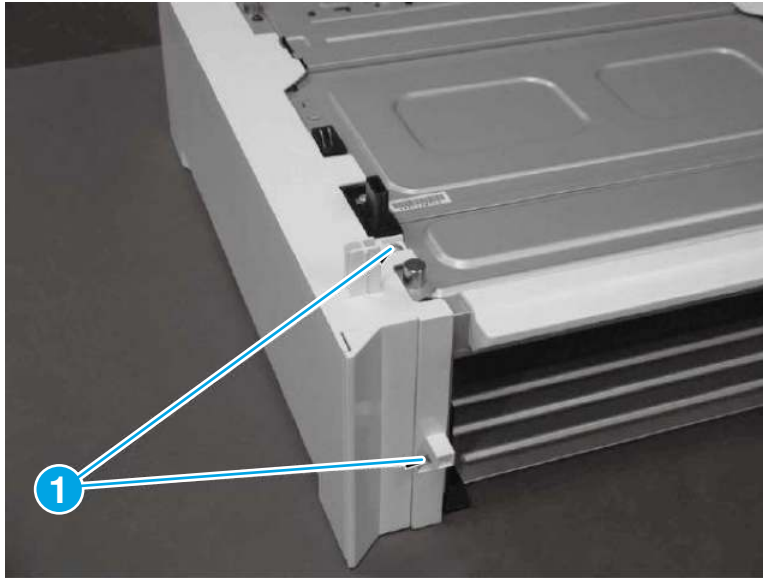


2. Remove the left cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the left cover (550-sheet paper feeder).

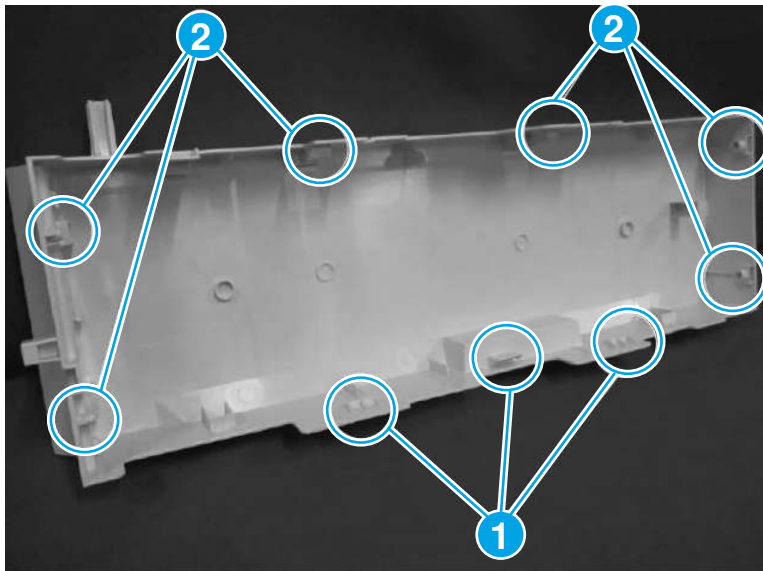
1. Remove two screws (callout 1).

Figure 4-1107 Remove two screws



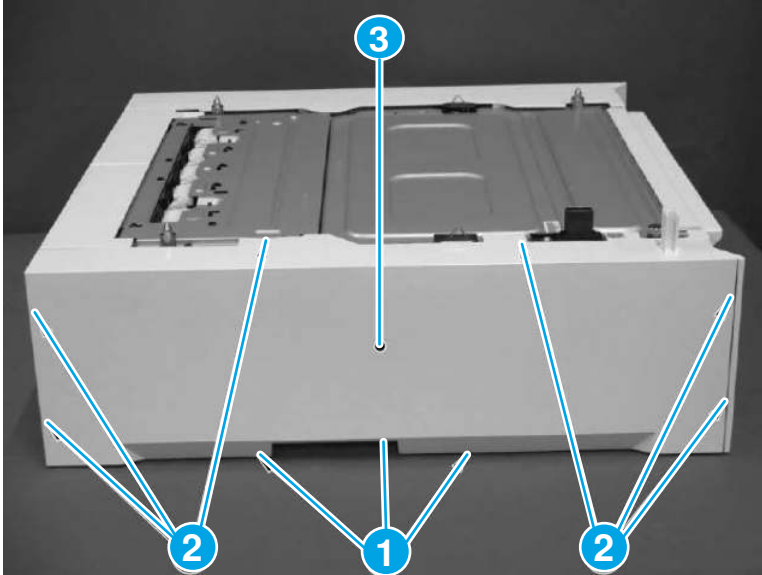
2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1108 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the left cover (callout 3).

Figure 4-1109 Remove the left cover

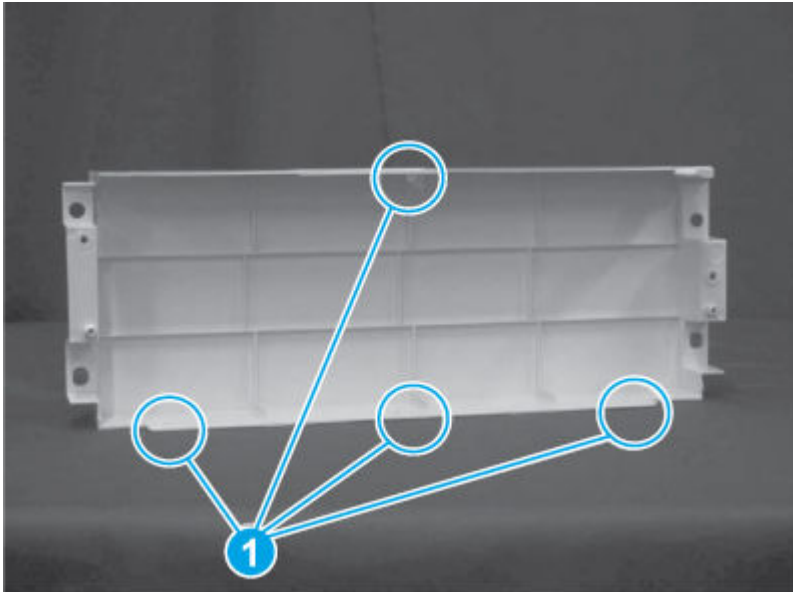


3. Remove the rear cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the rear cover (550-sheet paper feeder).

1. Before proceeding, note the internal cover mounting tab locations (callout 1).

Figure 4-1110 Location of the mounting tabs

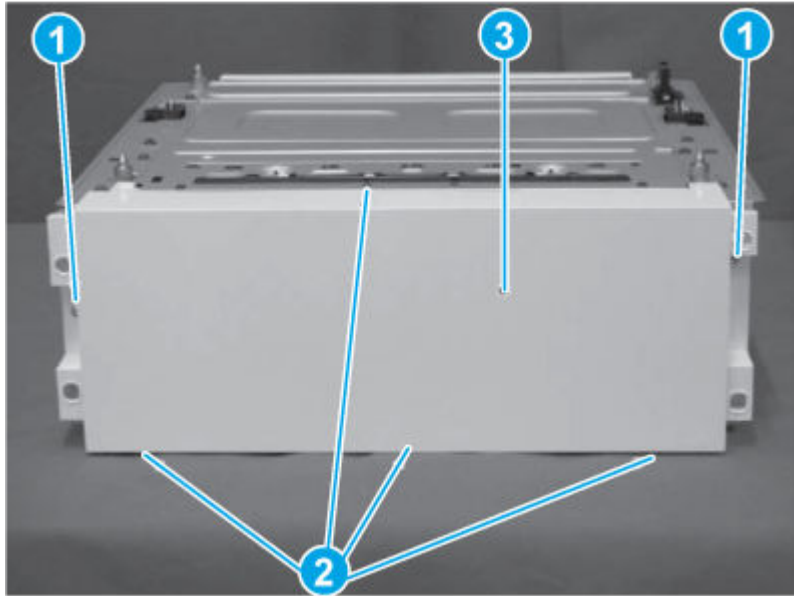


2. Remove two screws (callout 1), release four tabs (callout 2), and then remove the rear cover (callout 3).



TIP: It might be easier to remove the cover if the bottom tabs are released first.

Figure 4-1111 Remove the rear cover

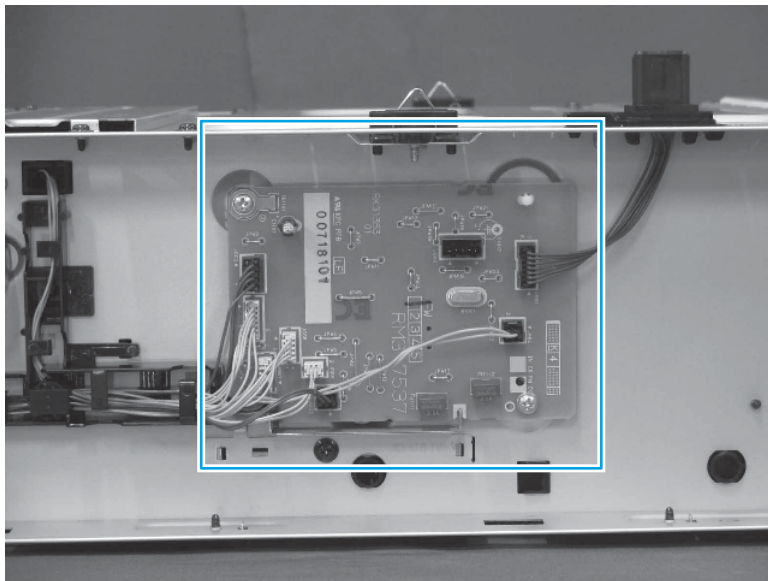


4. Remove the feed lower guide assembly (550-sheet paper feeder)

Follow the procedure below to remove and replace the feed lower guide.

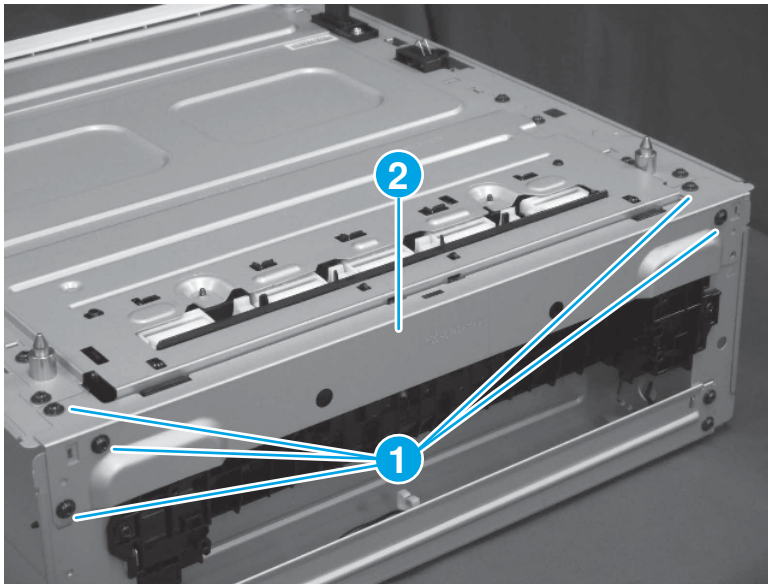
1. Disconnect all controller PCB connectors.

Figure 4-1112 Disconnect all connectors



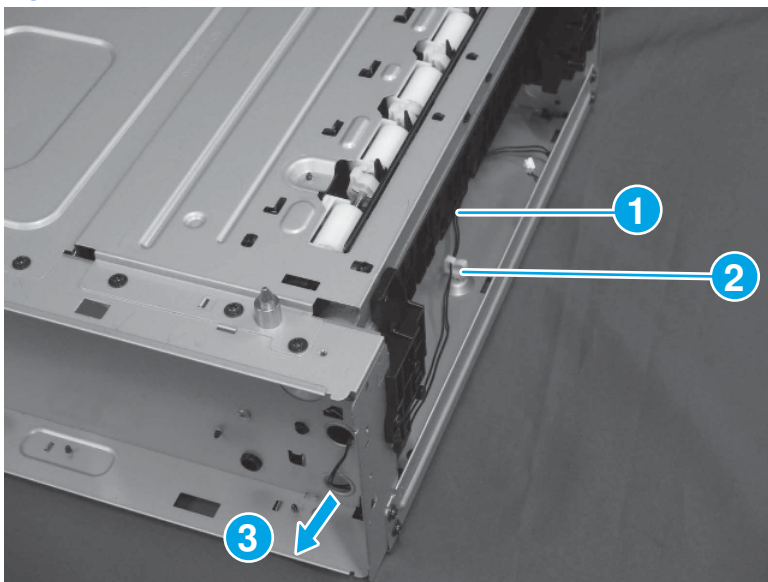
2. Remove five screws (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 4-1113 Remove the plate



3. Release the wire harness (callout 1) from the retainer (callout 2), and then pass it through the opening in the chassis (callout 3).

Figure 4-1114 Release the wire harness

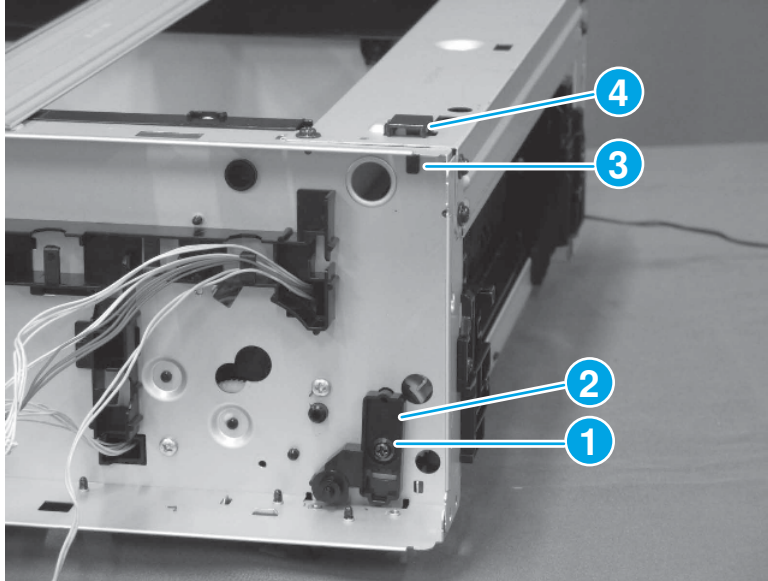


4. Turn the paper feeder over, and then do the following:
 - Remove one screw (callout 1), and then remove the holder (callout 2).
 - Release one tab (callout 3), and then remove the rubber foot pad (callout 4).



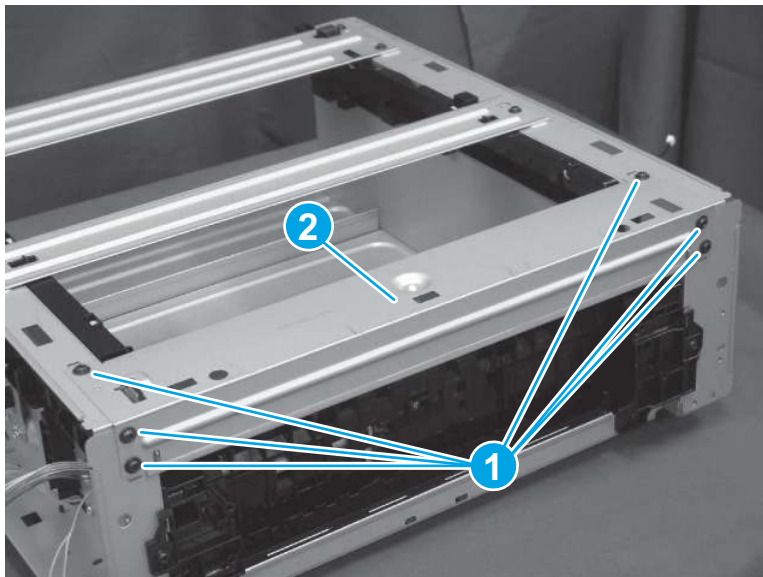
NOTE: Repeat this step for a foot pad (not shown) located at the other end of the sheet-metal plate.

Figure 4-1115 Remove the holder and foot pads



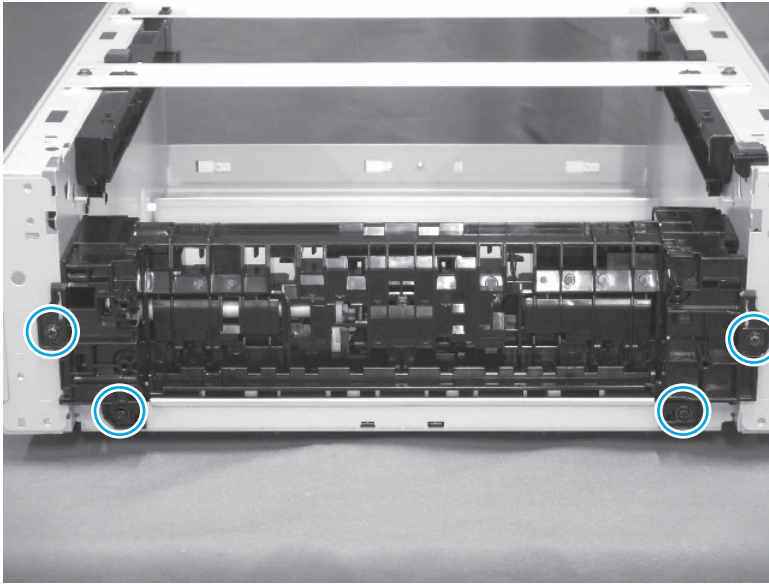
5. Remove six screws (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 4-1116 Remove the plate



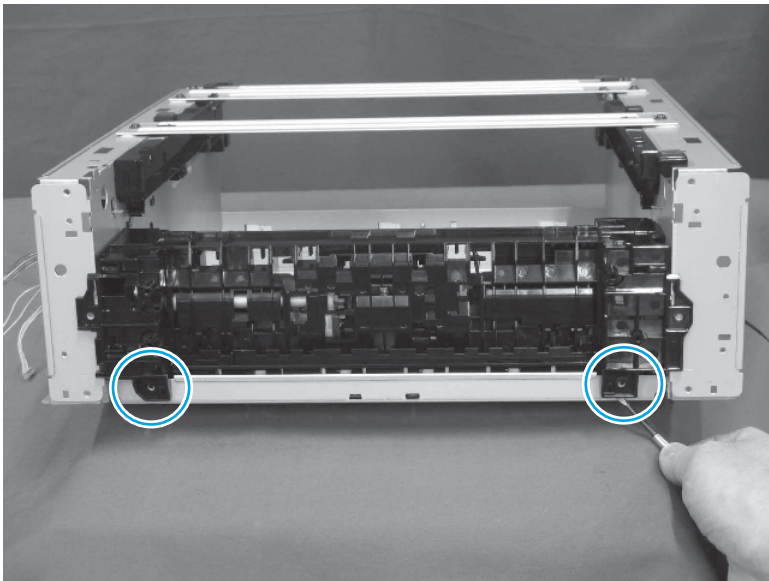
6. Remove four screws.

Figure 4-1117 Remove four screws



7. Use a small flat-blade screwdriver to release two bosses.

Figure 4-1118 Release two bosses

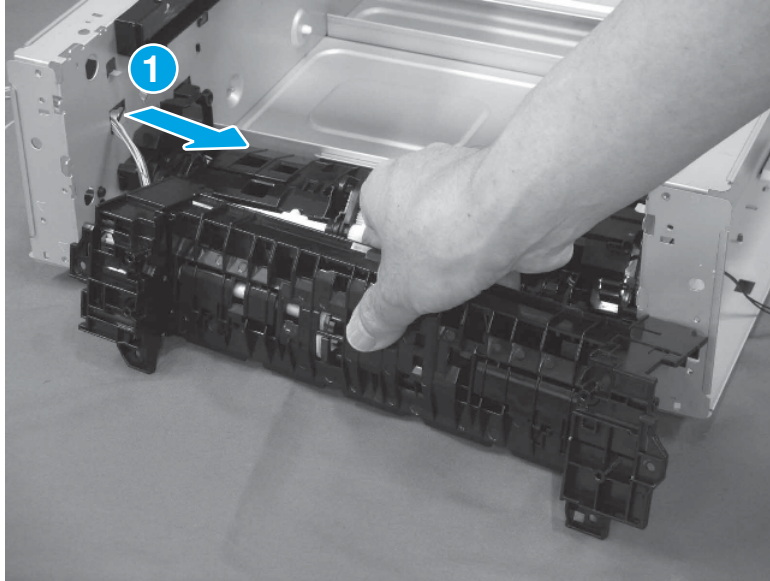


8. Remove the feed lower guide assembly.



NOTE: As the assembly is removed, pass the wire harness through the opening in the chassis (callout 1).

Figure 4-1119 Remove the assembly

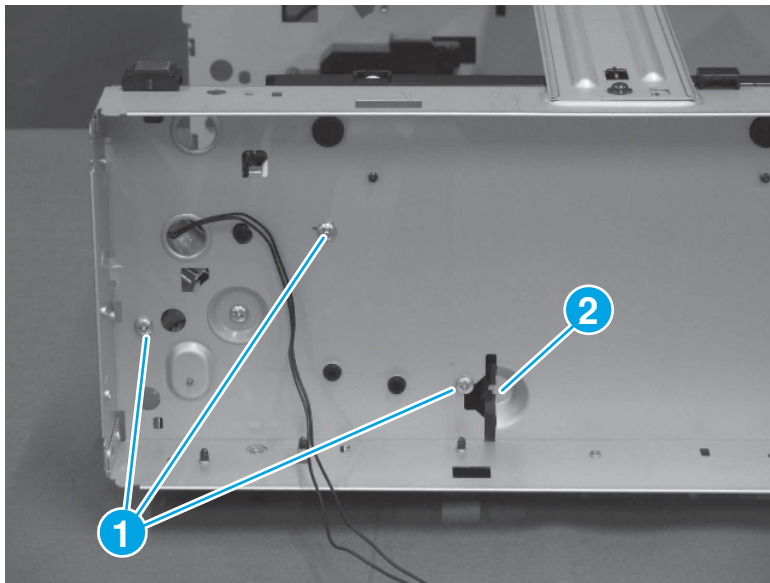


5. Remove the lifter drive assembly (550-sheet paper feeder)

Follow the procedure below to remove and replace the lifter drive assembly.

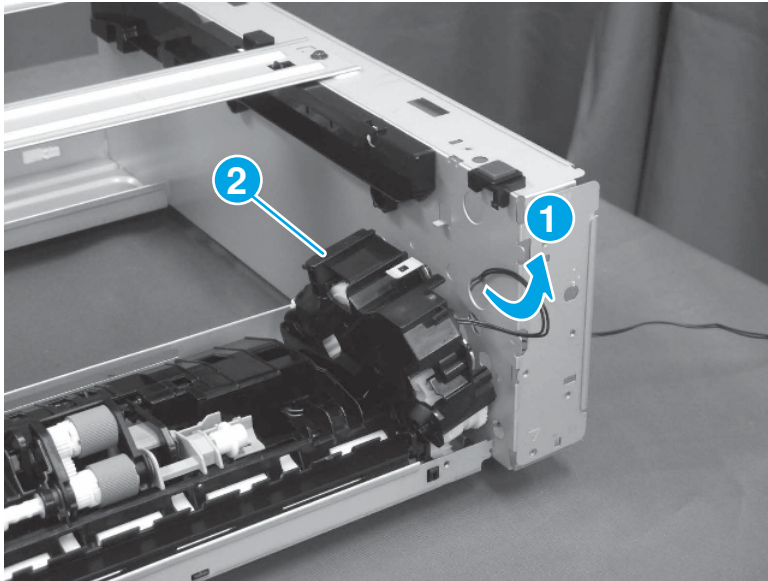
1. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-1120 Remove the screws and release the tab



2. Pass the wire harness through the opening in the chassis (callout 1), and then remove the lifter drive assembly (callout 2).

Figure 4-1121 Remove the assembly

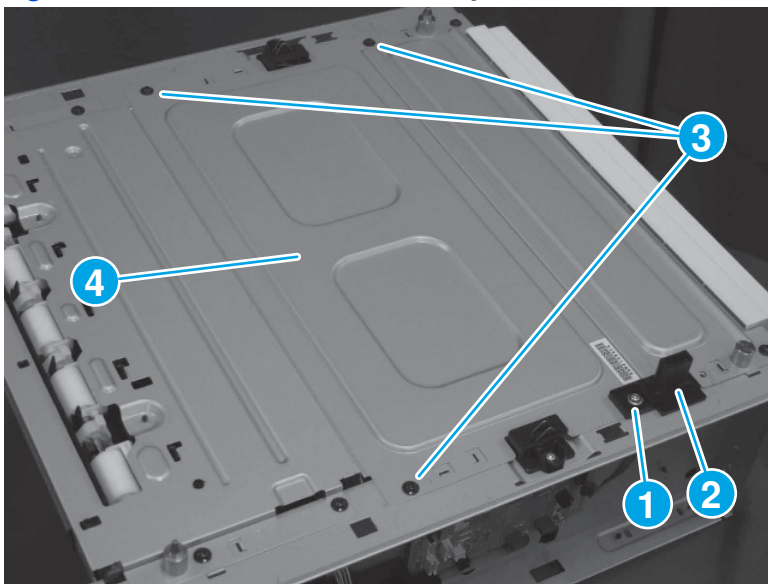


6. Remove the feed upper guide (550-sheet paper feeder)

Follow the procedure below to remove and replace the feed upper guide.

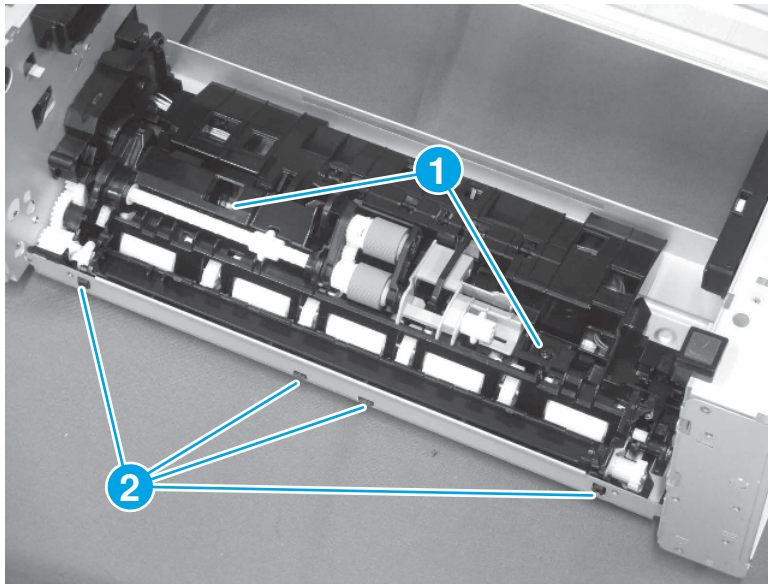
1. Do the following:
 - Remove one screw (callout 1), and then remove the holder (callout 2).
 - Remove three screws (callout 3), and then remove the sheet-metal plate (callout 4)

Figure 4-1122 Remove the holder and plate



2. Remove two screws (callout 1), and then release four bosses (callout 2).

Figure 4-1123 Remove the screws and release the bosses

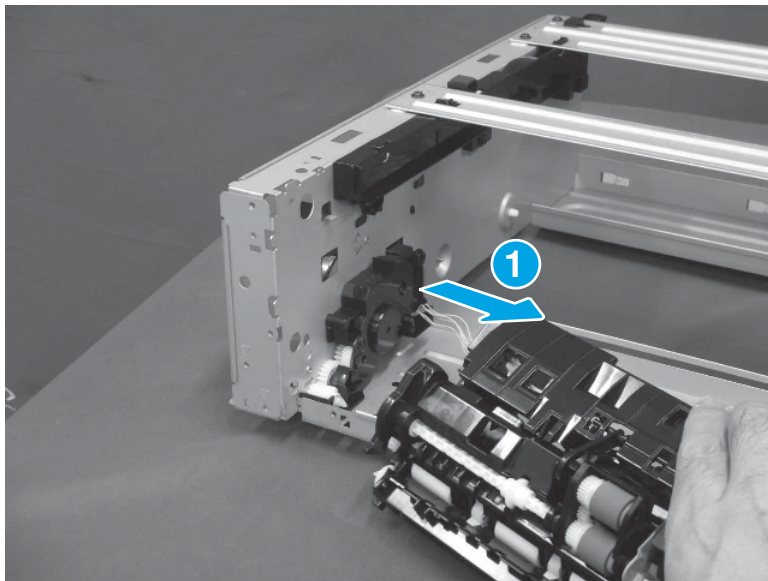


3. Remove the feed upper guide assembly.



NOTE: As the assembly is removed, pass the wire harness through the opening in the chassis (callout 1).

Figure 4-1124 Remove the assembly



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper pickup drive assembly

Learn how to remove and replace the 550-sheet paper feeder pickup drive assembly.

Mean time to repair: 30 minutes

Service level: Medium

Before performing service

⚠ WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-57 Part information

Part number	Part description
RM2-2776-000CN	Paper pickup drive assembly

Required tools

#2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

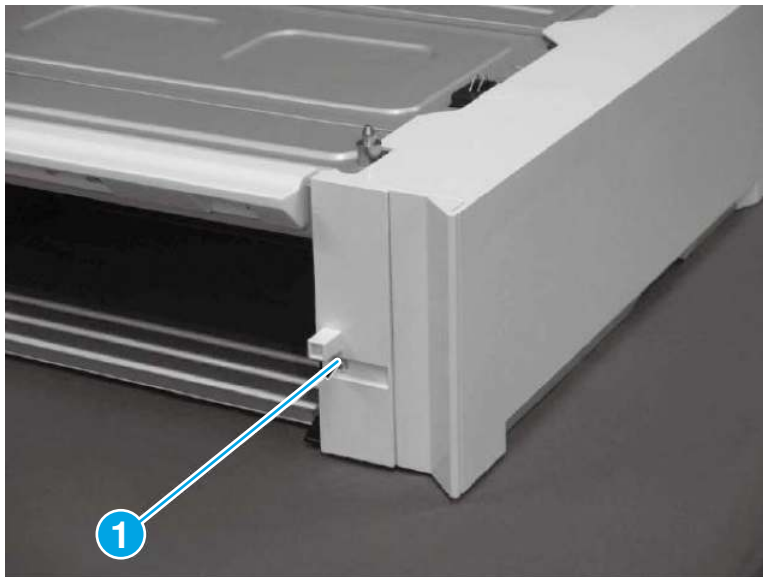
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the right cover (550-sheet paper feeder).

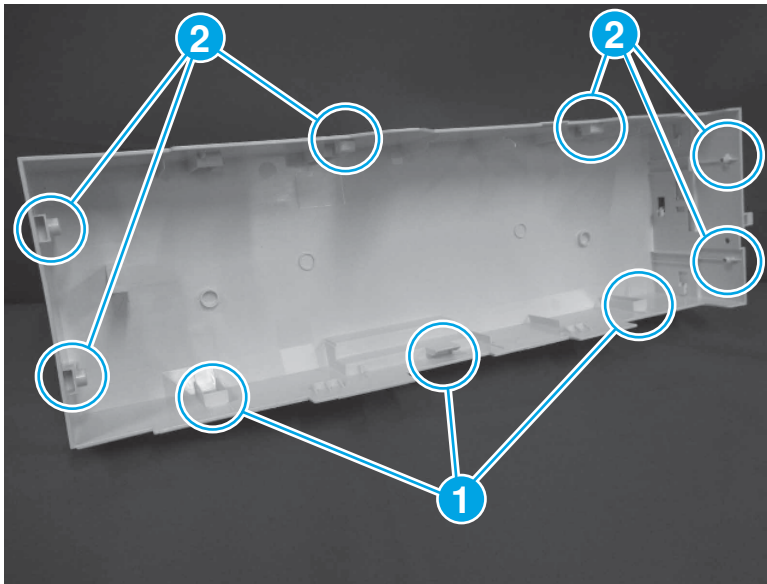
1. Remove one screw (callout 1).

Figure 4-1125 Remove one screw



2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

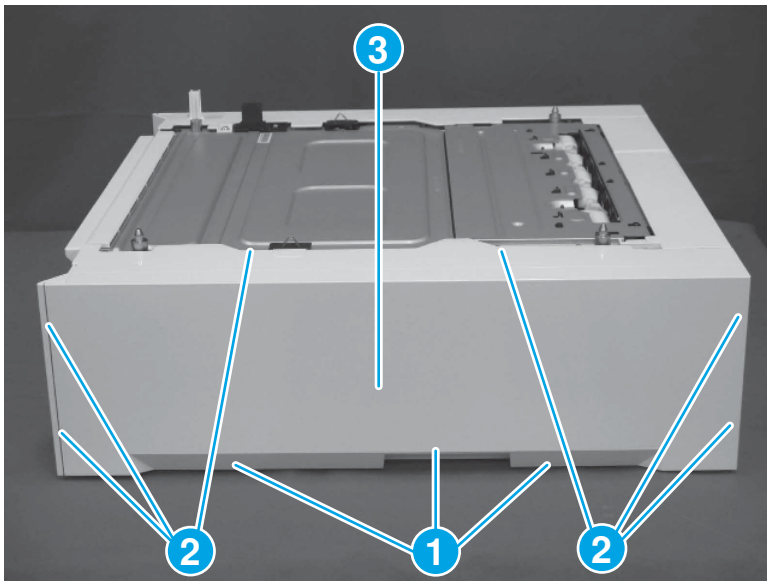
Figure 4-1126 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the right cover (callout 3).

 **TIP:** It might be easier to remove the cover if the top front boss is released first.

Figure 4-1127 Remove the right cover

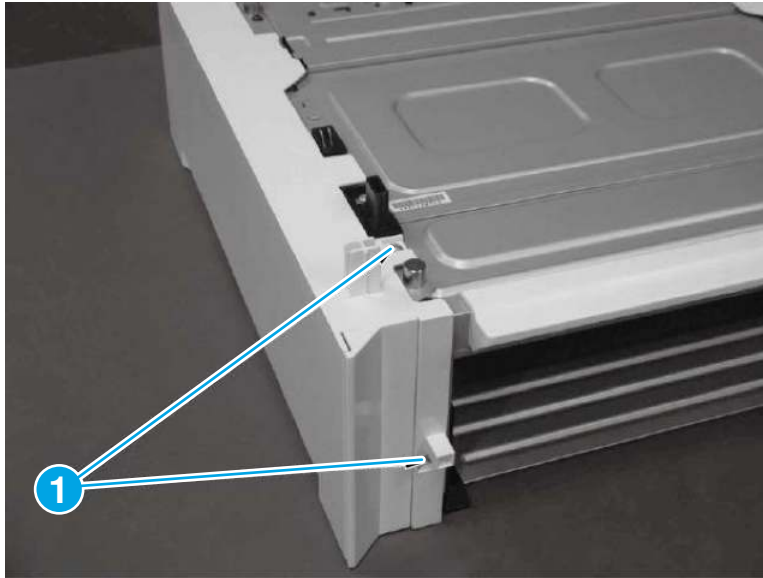


2. Remove the left cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the left cover (550-sheet paper feeder).

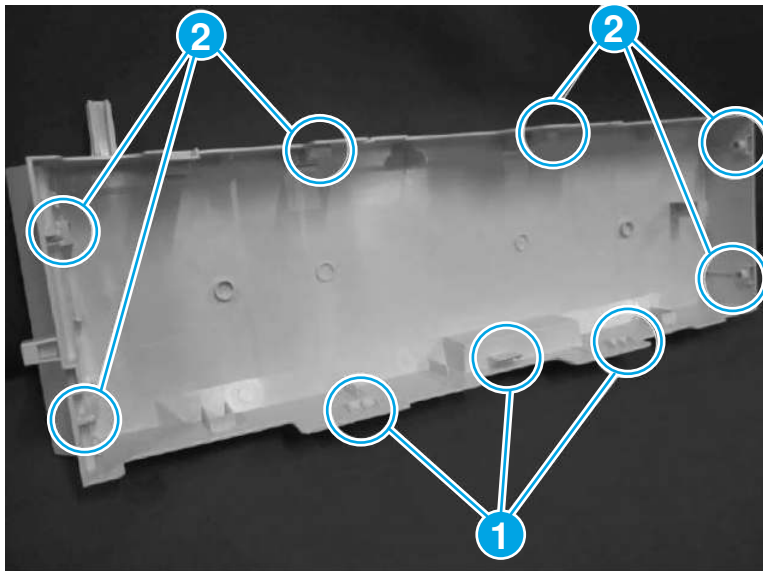
1. Remove two screws (callout 1).

Figure 4-1128 Remove two screws



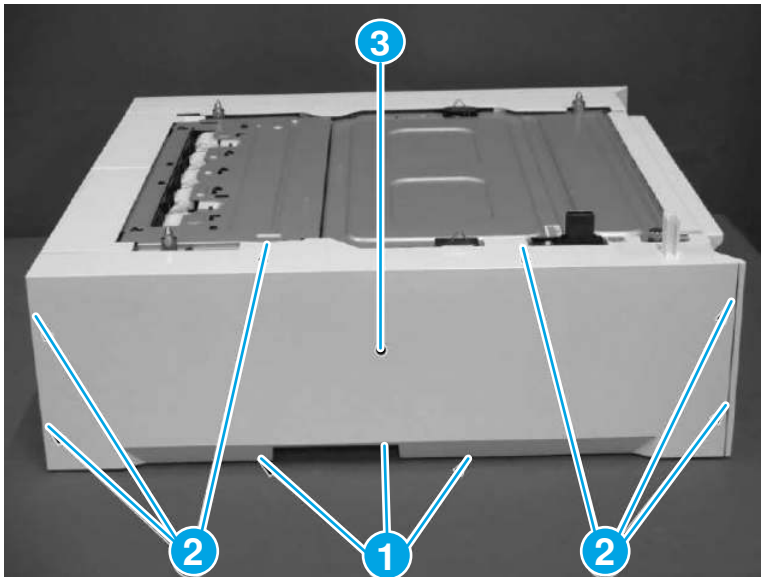
2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1129 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the left cover (callout 3).

Figure 4-1130 Remove the left cover

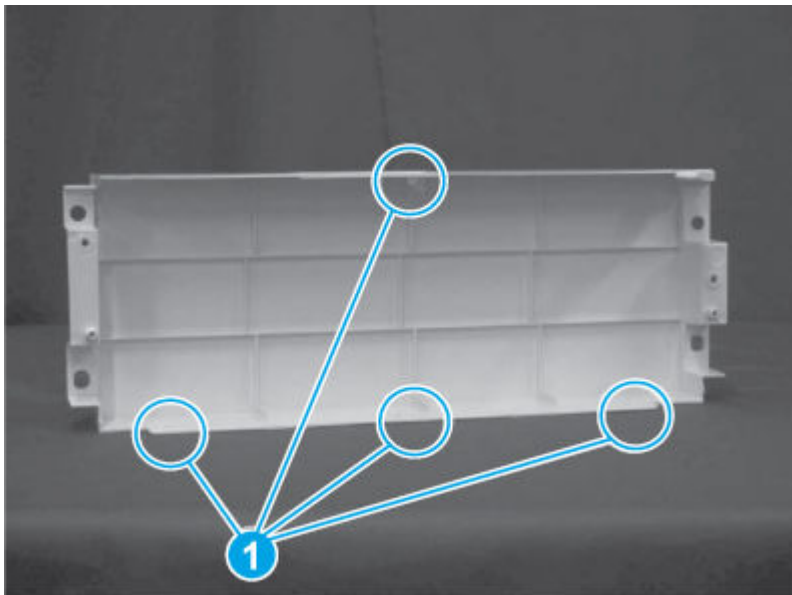


3. Remove the rear cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the rear cover (550-sheet paper feeder).

1. Before proceeding, note the internal cover mounting tab locations (callout 1).

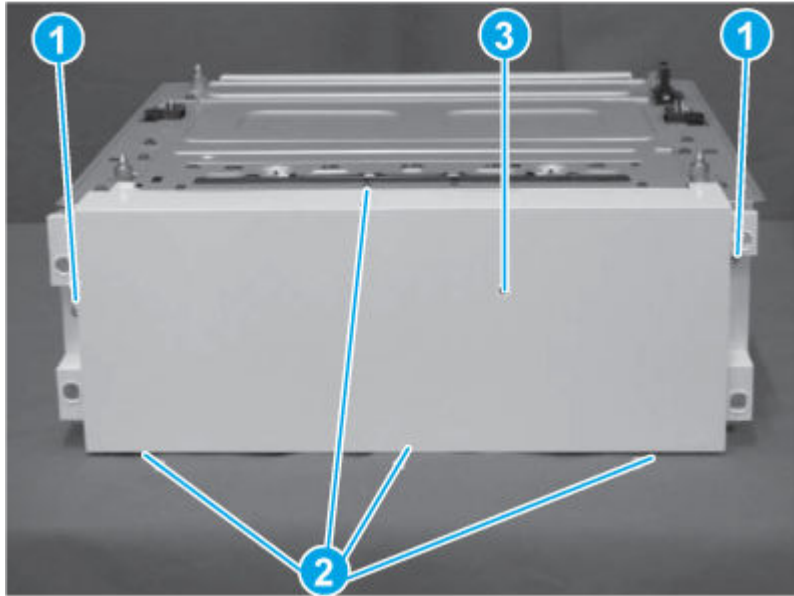
Figure 4-1131 Location of the mounting tabs



2. Remove two screws (callout 1), release four tabs (callout 2), and then remove the rear cover (callout 3).

 **TIP:** It might be easier to remove the cover if the bottom tabs are released first.

Figure 4-1132 Remove the rear cover

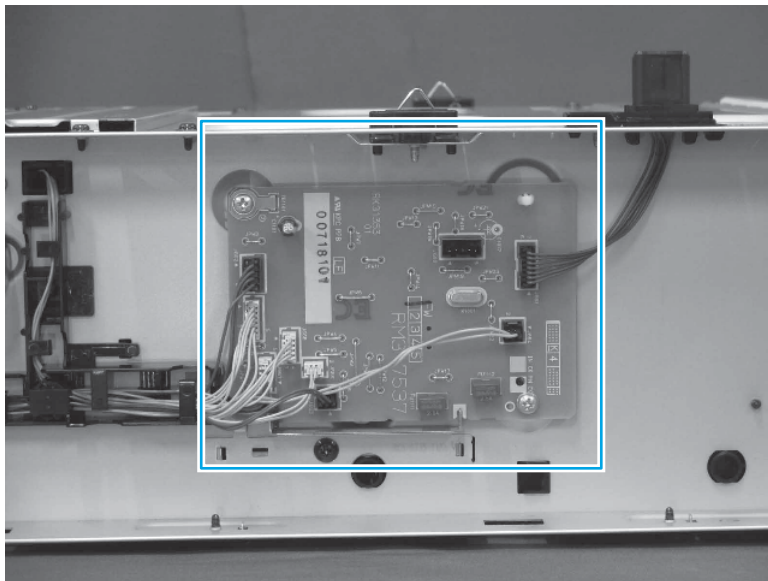


4. Remove the feed lower guide assembly (550-sheet paper feeder)

Follow the procedure below to remove and replace the feed lower guide.

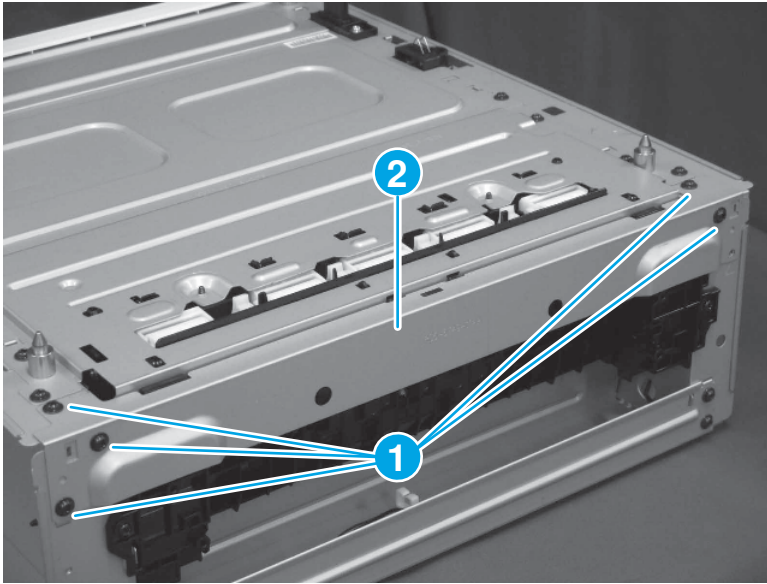
1. Disconnect all controller PCB connectors.

Figure 4-1133 Disconnect all connectors



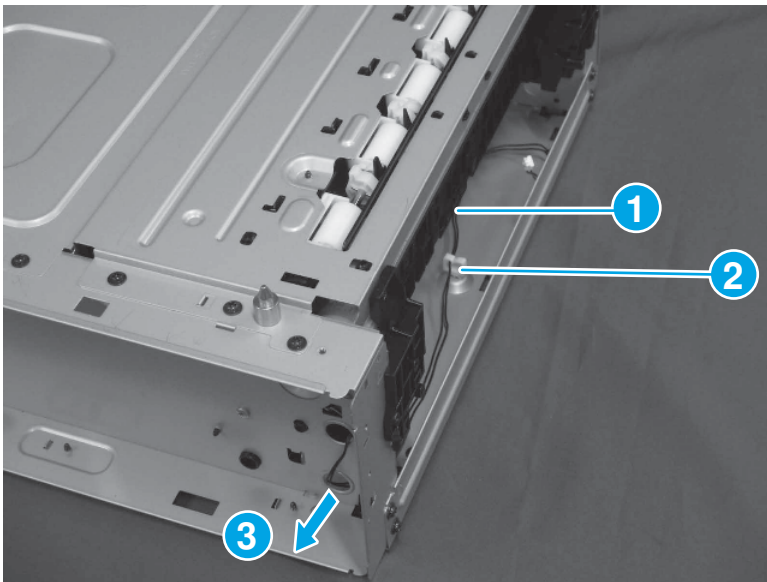
2. Remove five screws (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 4-1134 Remove the plate



3. Release the wire harness (callout 1) from the retainer (callout 2), and then pass it through the opening in the chassis (callout 3).

Figure 4-1135 Release the wire harness

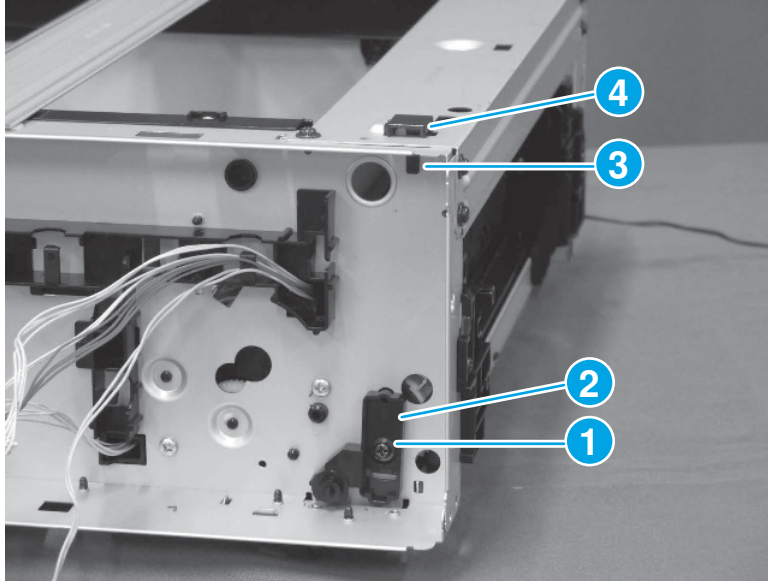


4. Turn the paper feeder over, and then do the following:
 - Remove one screw (callout 1), and then remove the holder (callout 2).
 - Release one tab (callout 3), and then remove the rubber foot pad (callout 4).



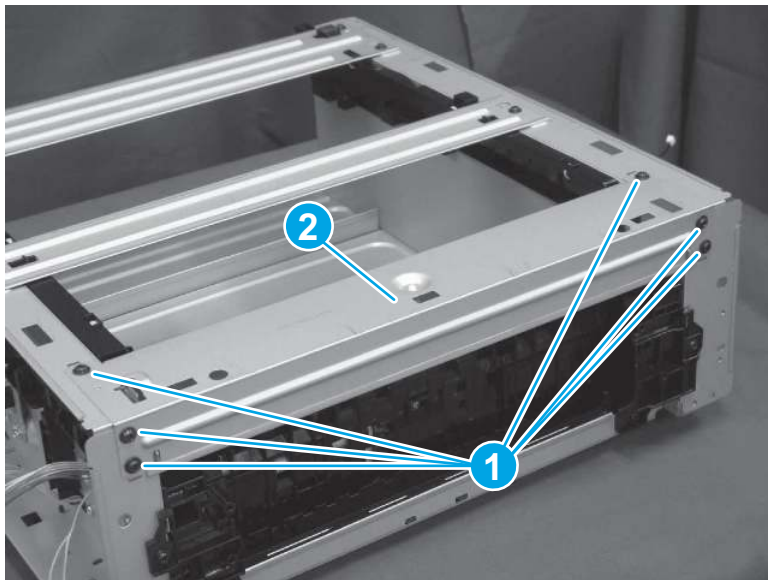
NOTE: Repeat this step for a foot pad (not shown) located at the other end of the sheet-metal plate.

Figure 4-1136 Remove the holder and foot pads



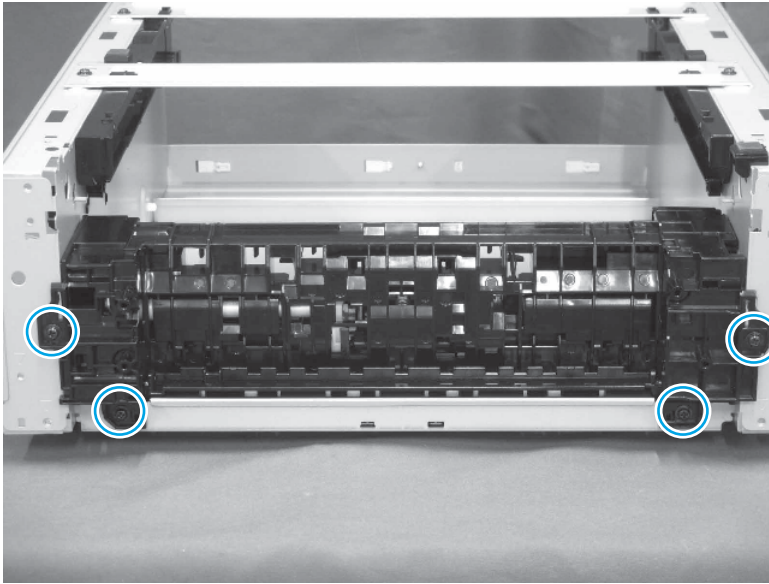
5. Remove six screws (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 4-1137 Remove the plate



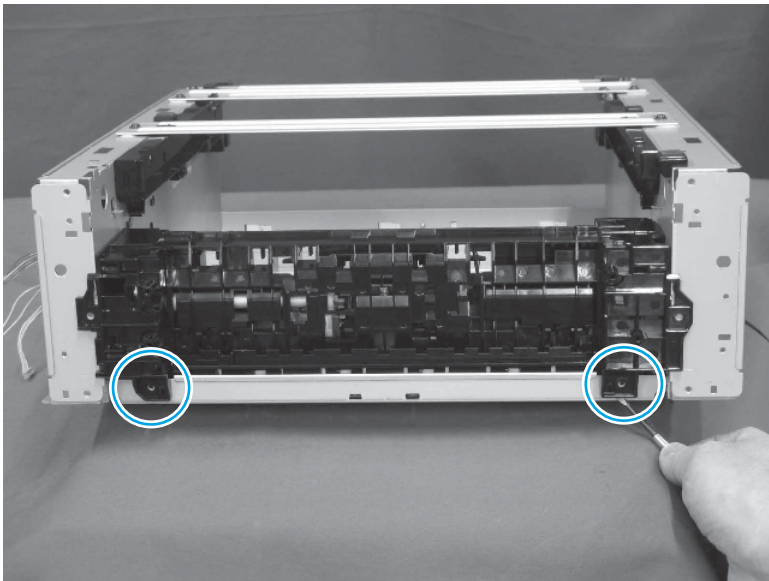
6. Remove four screws.

Figure 4-1138 Remove four screws



7. Use a small flat-blade screwdriver to release two bosses.

Figure 4-1139 Release two bosses

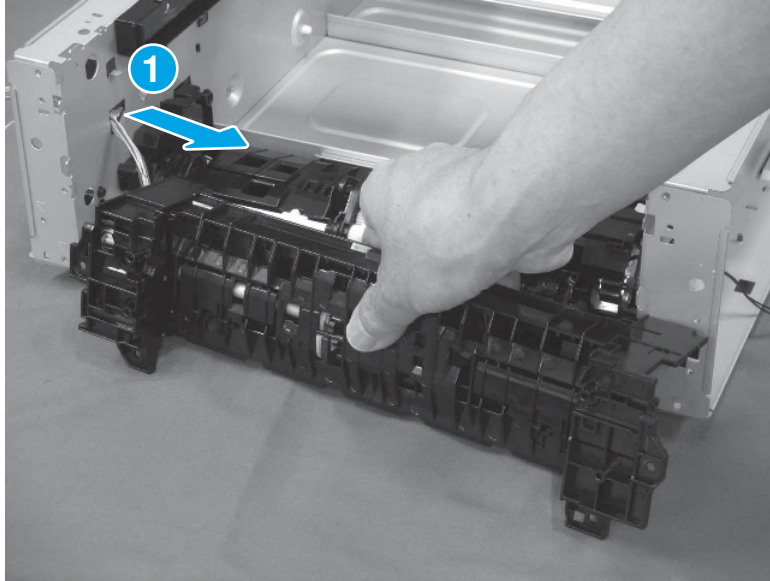


8. Remove the feed lower guide assembly.



NOTE: As the assembly is removed, pass the wire harness through the opening in the chassis (callout 1).

Figure 4-1140 Remove the assembly

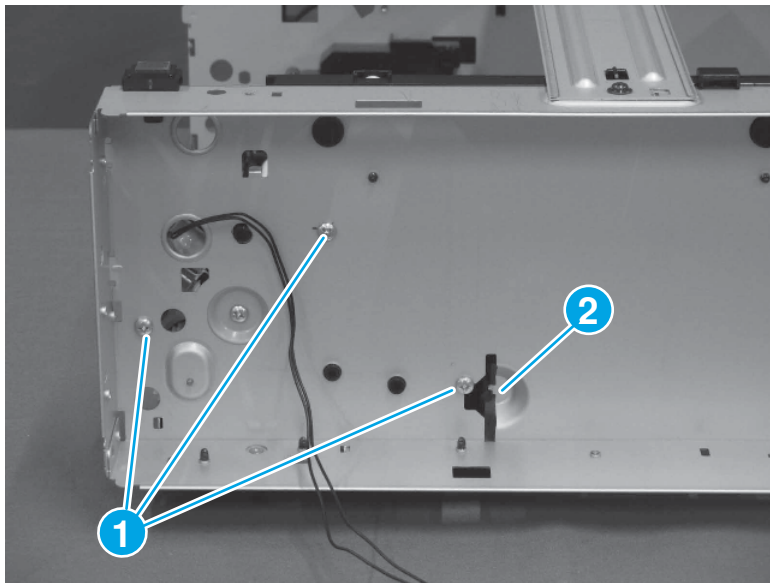


5. Remove the lifter drive assembly (550-sheet paper feeder)

Follow the procedure below to remove and replace the lifter drive assembly.

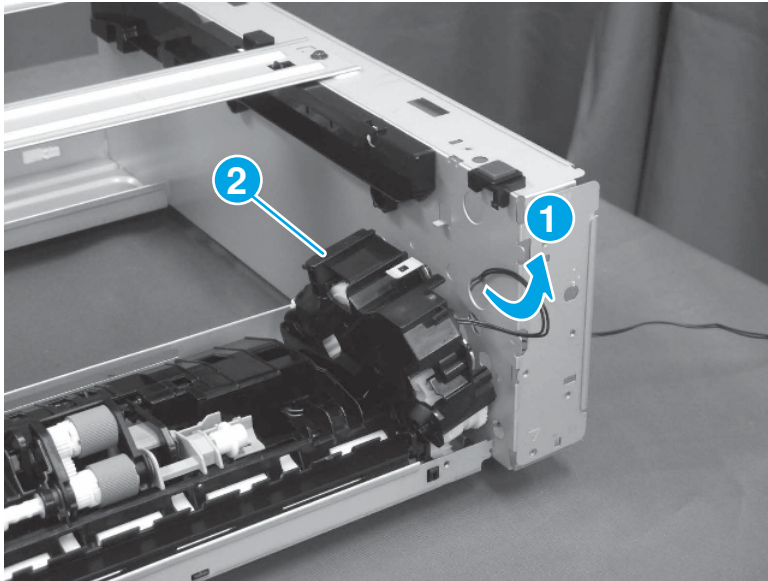
1. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-1141 Remove the screws and release the tab



2. Pass the wire harness through the opening in the chassis (callout 1), and then remove the lifter drive assembly (callout 2).

Figure 4-1142 Remove the assembly

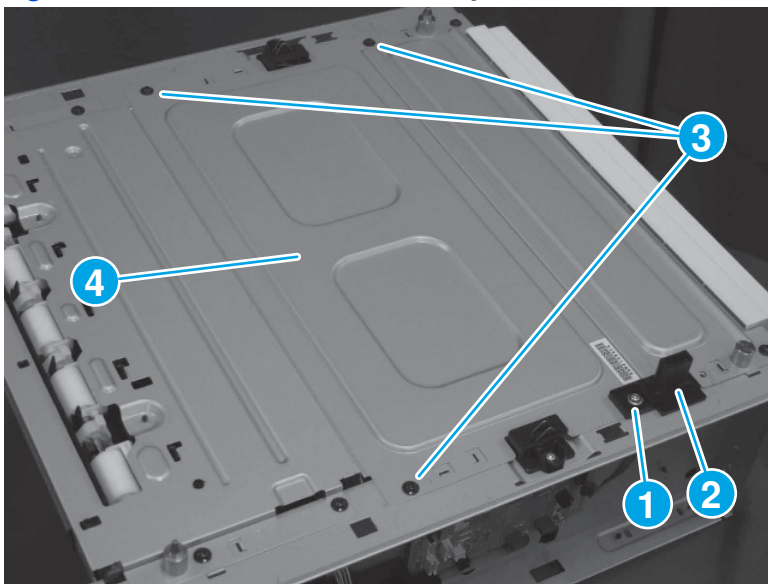


6. Remove the feed upper guide (550-sheet paper feeder)

Follow the procedure below to remove and replace the feed upper guide.

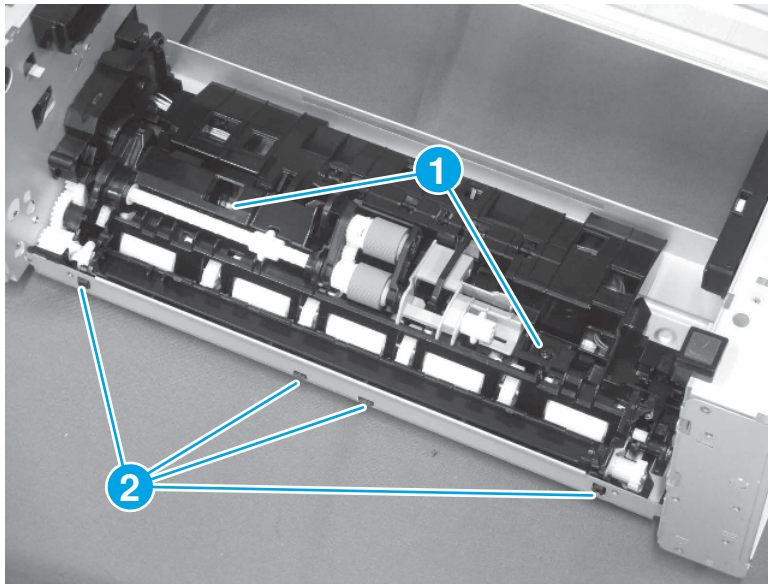
1. Do the following:
 - Remove one screw (callout 1), and then remove the holder (callout 2).
 - Remove three screws (callout 3), and then remove the sheet-metal plate (callout 4)

Figure 4-1143 Remove the holder and plate



2. Remove two screws (callout 1), and then release four bosses (callout 2).

Figure 4-1144 Remove the screws and release the bosses

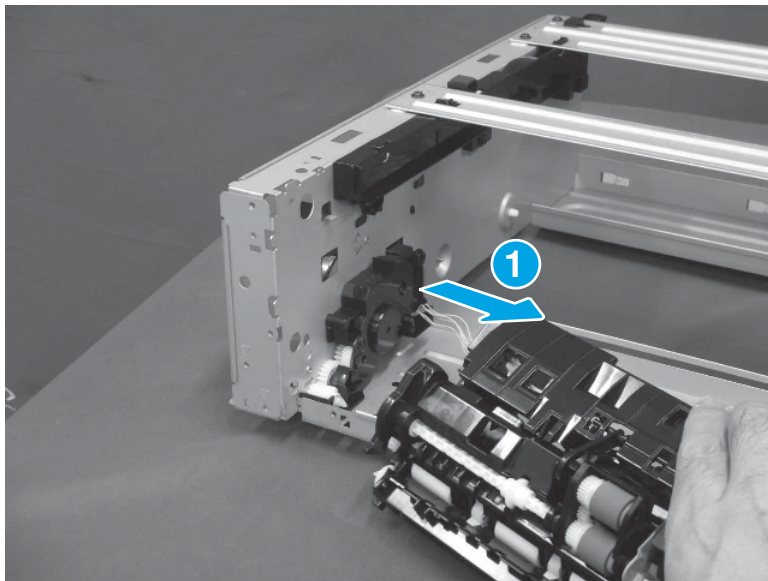


3. Remove the feed upper guide assembly.



NOTE: As the assembly is removed, pass the wire harness through the opening in the chassis (callout 1).

Figure 4-1145 Remove the assembly

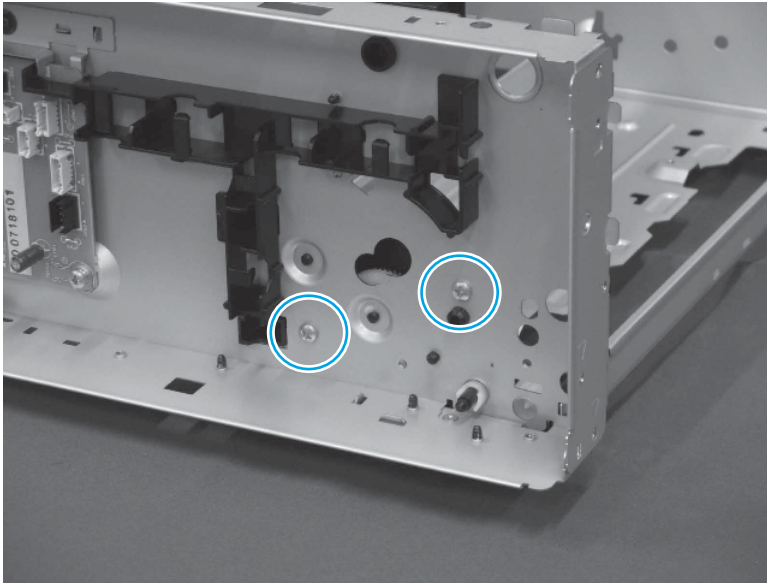


7. Remove the pickup drive assembly (550-sheet paper feeder)

Follow the procedure below to remove and replace the pickup drive assembly.

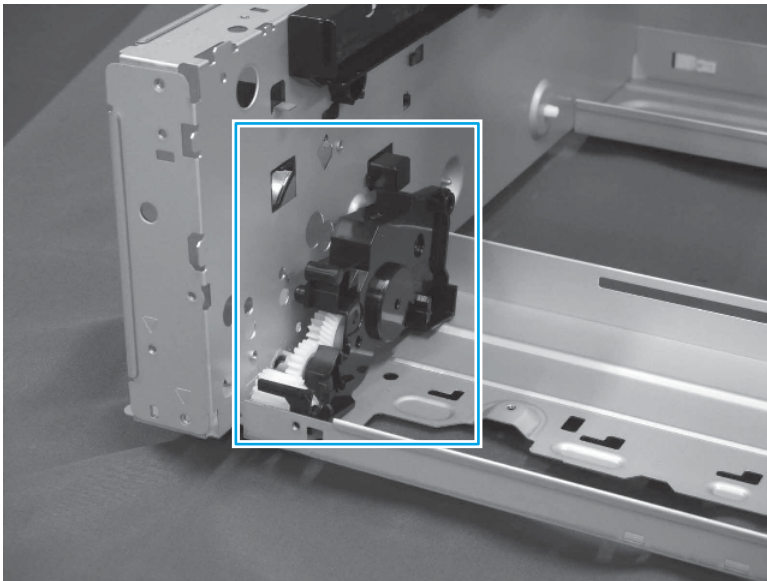
1. Remove two screws.

Figure 4-1146 Remove two screws



2. Remove the pickup drive assembly.

Figure 4-1147 Remove the assembly



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 550 sheet paper feeder - Paper feeder driver PCB

Learn how to remove and replace the paper feeder driver PCB of the 550-sheet paper feeder.

Mean time to repair: 6 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-58 Part information

Part number	Part description
RM3-9090-000CN	Paper feeder driver PCB

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Needle-nose pliers

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

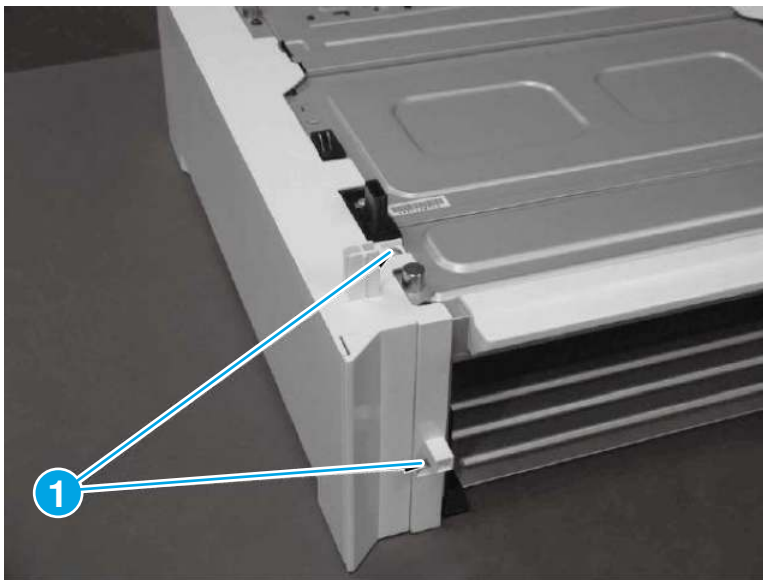
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the left cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the left cover (550-sheet paper feeder).

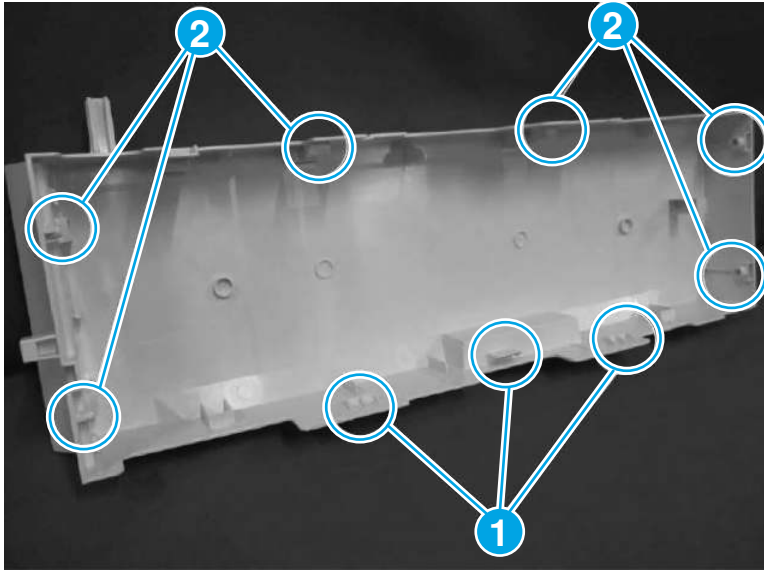
1. Remove two screws (callout 1).

Figure 4-1148 Remove two screws



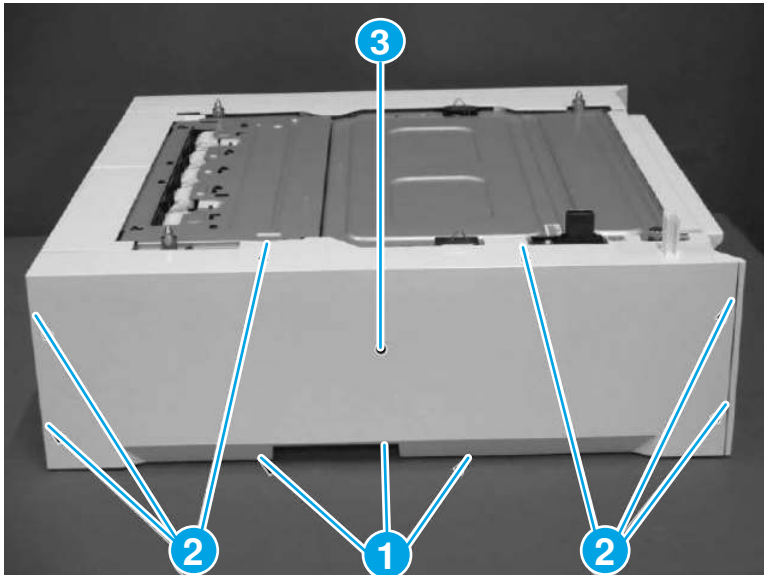
2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1149 Location of the mounting tabs and bosses



3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the left cover (callout 3).

Figure 4-1150 Remove the left cover



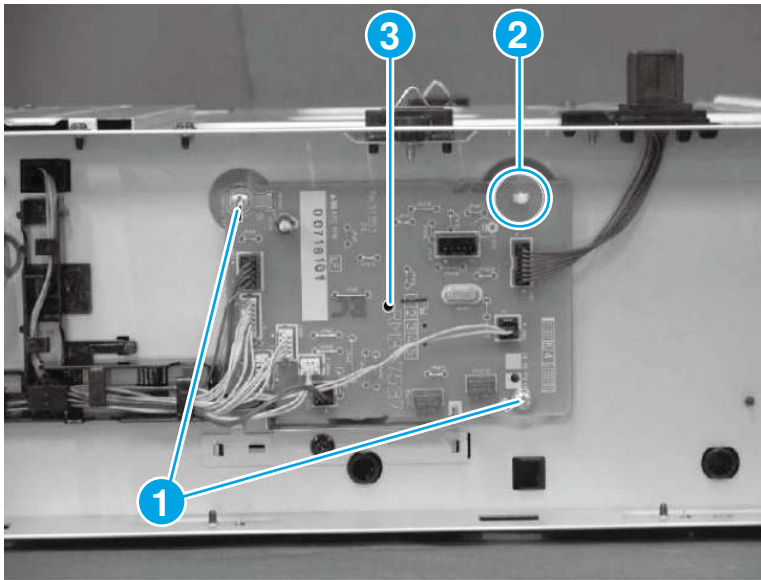
2. Remove the paper feeder driver PCB (550-sheet paper feeder)

Follow the procedure below to remove and replace the controller PCB (550-sheet paper feeder).

1. Disconnect all PCB connectors.
2. Remove two screws (callout 1).
3. Use a pair of needle-nose pliers to release PCB support (callout 2).

4. Remove the paper feeder driver PCB (callout 3).

Figure 4-1151 Remove the controller PCB



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 550 sheet paper feeder - Stepping DC motor

Learn how to remove and replace the 550-sheet paper feeder feed motor.

Mean time to repair: 6 minutes

Service level: Easy

Before performing service



WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. Turn the printer power off.
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

Required parts

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-59 Part information

Part number	Part description
RK3-0335-000CN	Motor, stepping DC (feed; M5)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Needle-nose pliers

After performing service

1. Connect the power cable.
2. Use the power button to turn on the printer.

Post service test

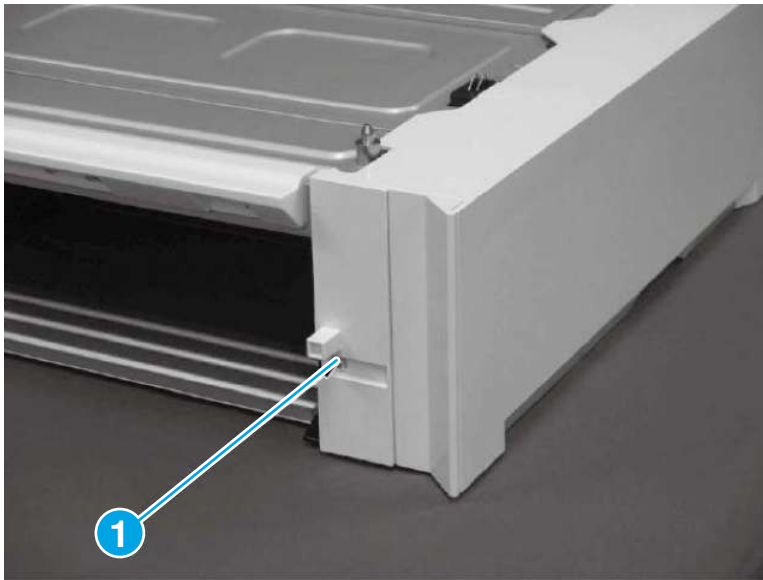
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right cover (550-sheet paper feeder)

Follow the procedure below to remove and replace the right cover (550-sheet paper feeder).

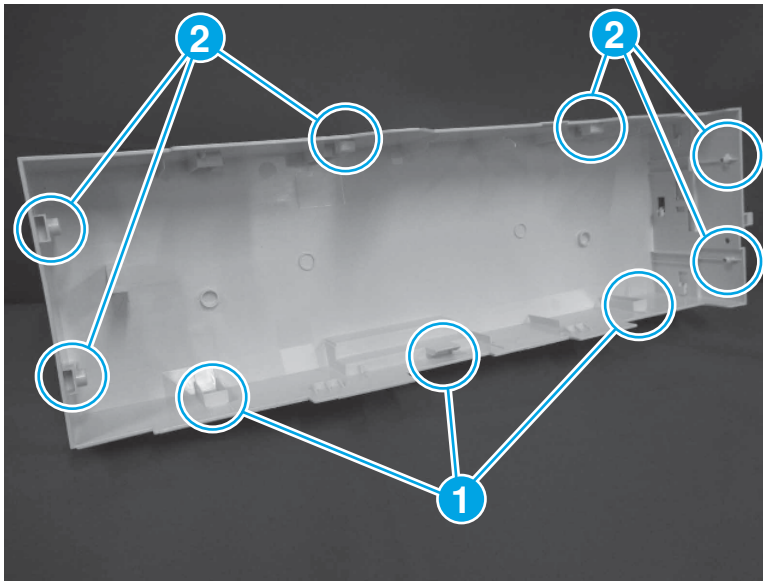
1. Remove one screw (callout 1).

Figure 4-1152 Remove one screw



2. Before proceeding, note the internal cover mounting tab (callout 1) and boss (callout 2) locations.

Figure 4-1153 Location of the mounting tabs and bosses

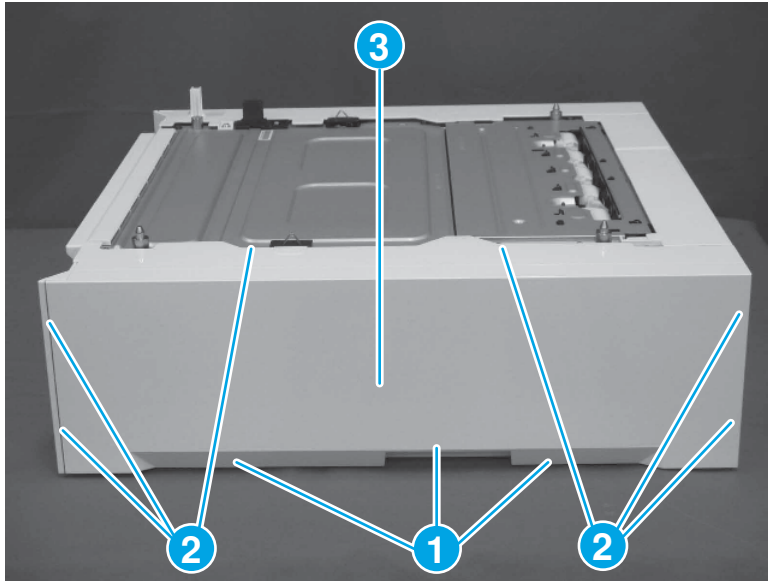


3. Release three tabs (callout 1), release six bosses (callout 2), and then remove the right cover (callout 3).



TIP: It might be easier to remove the cover if the top front boss is released first.

Figure 4-1154 Remove the right cover

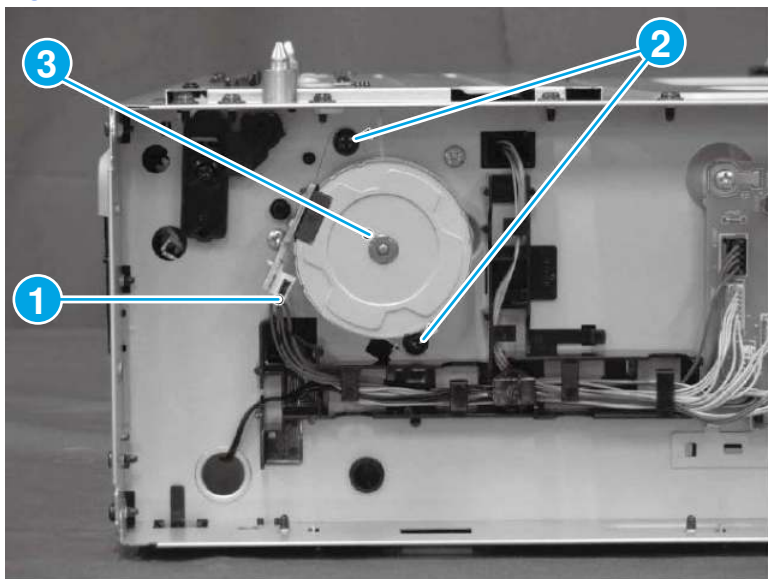


2. Remove the feed motor (550-sheet paper feeder)

Follow the procedure below to remove and replace the feed motor (550-sheet paper feeder).

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2), and then remove the feed motor (callout 3).

Figure 4-1155 Remove the feed motor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

2. Unpack the replacement part from the packaging.



⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

📋 NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

📋 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

5 Parts and diagrams

Learn about printer parts including exploded assembly diagrams and part number lists.

Document feeder and scanner

Learn about the integrated scanner assembly (ISA) parts and assemblies.



NOTE: This section is for MFP printers only.

Integrated scanner assembly

Parts diagram and part list for the integrated scanner assembly (ISA).

Figure 5-1 Integrated scanner assembly

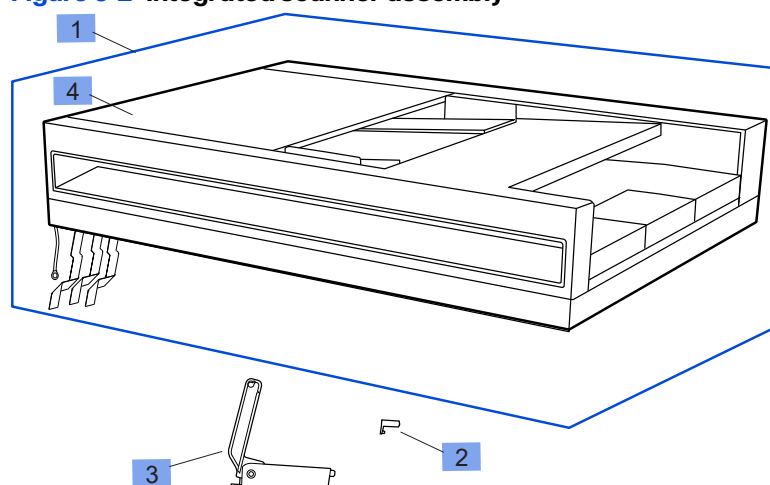


Table 5-1 Integrated scanner assembly

Ref No	Part number	Description	Qty
1	4RA80-67011	ISA assembly	1
2	B3Q10-40041	ISA lift slider pin	1
3	B3Q10-60128	ISA lift assembly	1
4	4RA80-67006	ADF Top cover assembly - including rollers	1

Base printer

Learn about the printer engine parts and assemblies including covers, internal parts, and product exchange units.

Covers, panels, and doors (SFP)

Parts diagram and parts list for the SFP printer covers, panels, and doors.

Figure 5-2 Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw)

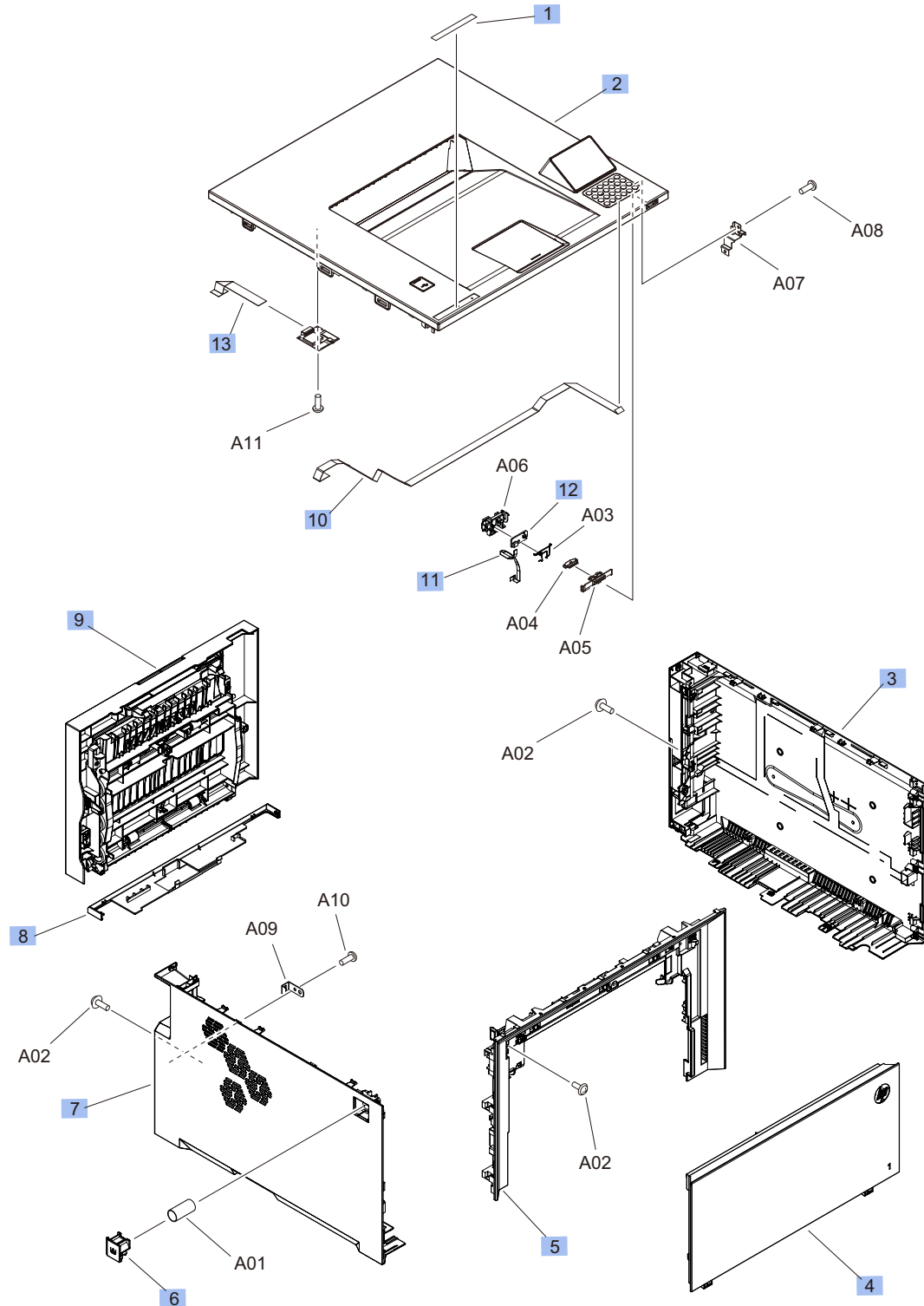


Table 5-2 Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw)

Ref No	Part number	Description	Qty
1	RC7-0985-000CN	Nameplate, Enterprise SFP (4701dn, 4701dw models)	1
1	RC7-0986-000CN	Nameplate, Managed SFP (X45135dn, X45135dw models)	1
2	RM2-2868-000CN	Cover, Top assembly (SFP)	1
3	RM2-2812-000CN	Cover, right (SFP)	1
4	RM2-2843-000CN	Cartridge door assembly (Blue) (SFP)	1
4	RM2-2847-000CN	Cartridge door assembly (Grey) (SFP)	1
5	RM2-2824-000CN	Front cover assembly	
6	RC5-5411-000CN	Button, cartridge door	1
7	RC6-5257-000CN	Cover, left (SFP)	1
8	RC5-6129-000CN	Cover, duplexing bottom	1
9	RM2-2754-000CN	Rear door assembly	1
10	RK3-2415-000CN	Cable, flexible flat	
11	RM3-8428-000CN	Cable, flexible flat	
12	RM3-7568-000CN	Power supply switch PCB assembly	
13	RK3-2410-000	Cable, flexible flat	

Covers, panels, and doors (MFP)

Parts diagram and parts list for the MFP printer covers, panels, and doors.

Figure 5-3 Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw)

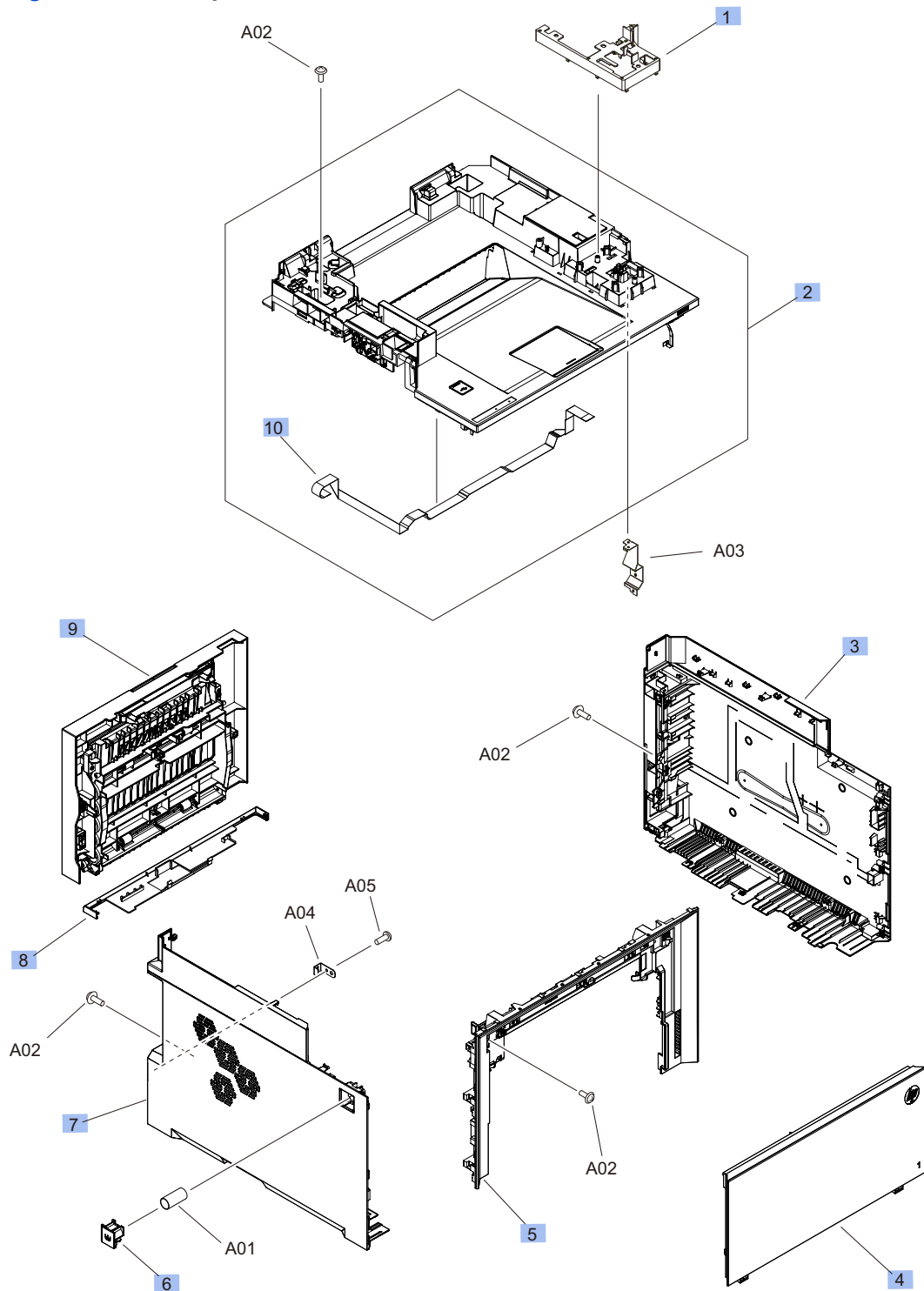


Table 5-3 Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw)

Ref No	Part number	Description	Qty
1	4RA83-67005	4.3" Control panel base	1
2	RM2-2869-000CN	Cover, Top assembly (MFP)	1
3	RM2-2827-000CN	Right cover assembly (MFP)	1
4	RM2-2844-000CN	Cartridge door assembly (Blue) (MFP)	1
4	RM2-2848-000CN	Cartridge door assembly (Grey) (MFP)	1
5	RM2-2824-000CN	Front cover assembly	1
6	RC5-5411-000CN	Button, cartridge door	1
7	RC6-5258-000CN	Cover, left (MFP)	1
8	RC5-6129-000CN	Cover, duplexing bottom	1
9	RM2-2754-000CN	Rear door assembly	1
10	RK3-2415-000CN	Cable, flexible flat	1
Not shown	67Q05-67001	4.3" Color touchscreen	1

Internal parts and assemblies (1 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-4 Internal parts and assemblies (1 of 5)

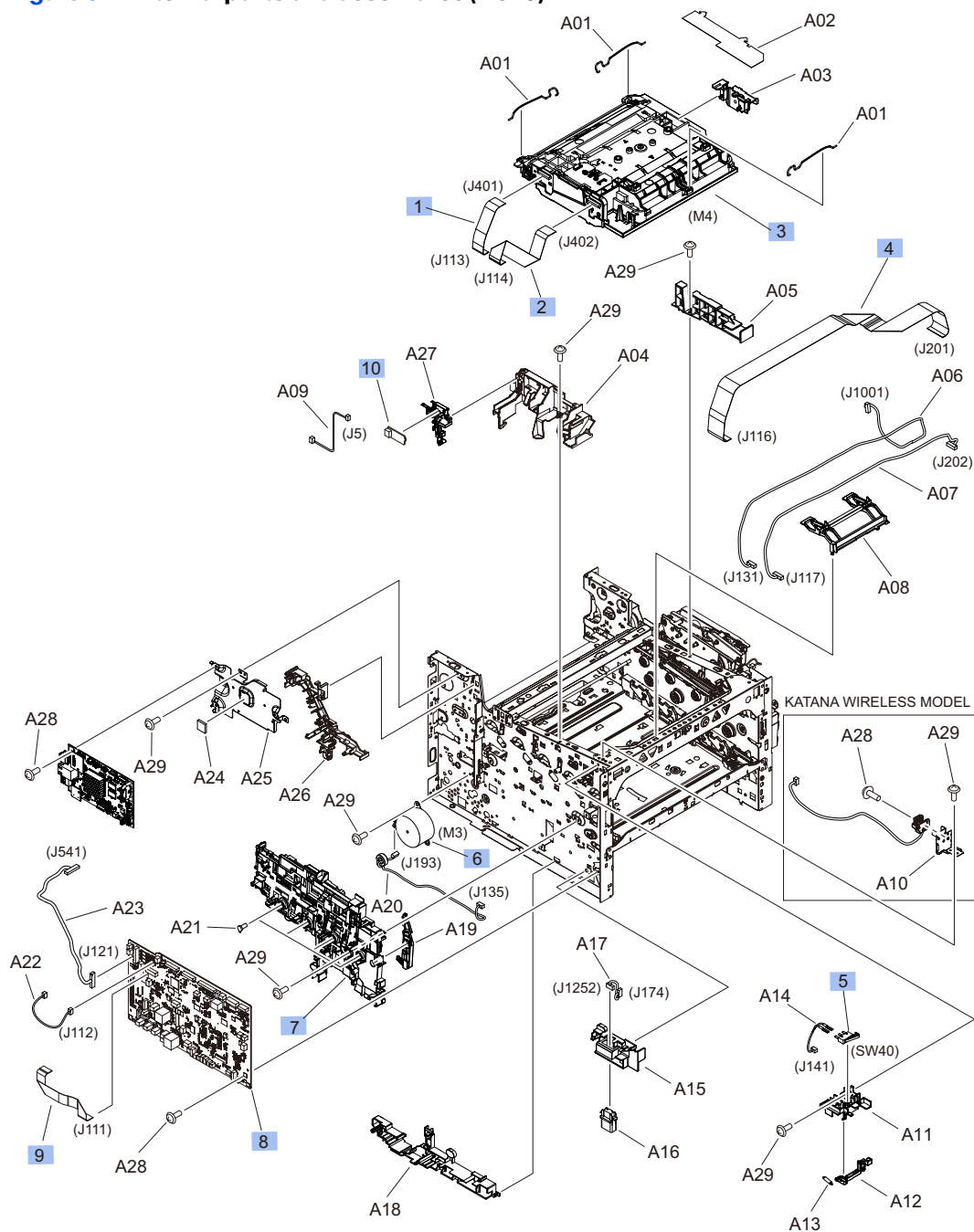


Table 5-4 Internal parts and assemblies (1 of 5)

Ref No	Part number	Description	Qty
1	RK3-0363-000CN	Cable, flexible flat	1

Table 5-4 Internal parts and assemblies (1 of 5) (continued)

Ref No	Part number	Description	Qty
2	RM3-8427-000CN	Cable, flexible flat	1
3	RM2-2633-000CN	Laser scanner unit	1
4	RM3-8418-000CN	Cable, flexible flat	1
5	RK2-0534-000CN	Microswitch	1
6	RK3-0335-000CN	Motor, stepping DC	1
7	RM2-2819-000CN	PCB holder assembly	1
8	RM2-2819-000CN	Engine controller PCB assembly	1
9	RM3-8426-000CN	Cable, flexible flat	1
10	RM3-8830-000CN	Memory PCB assembly	1
Not shown	0960-5937	Stellar Wifi6 2.4 5GHZ SDIO PCB ANT FFC	1
Not shown	67Q05-67003	Fax PCB (MFP)	1

Internal parts and assemblies (2 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-5 Internal parts and assemblies (2 of 5)

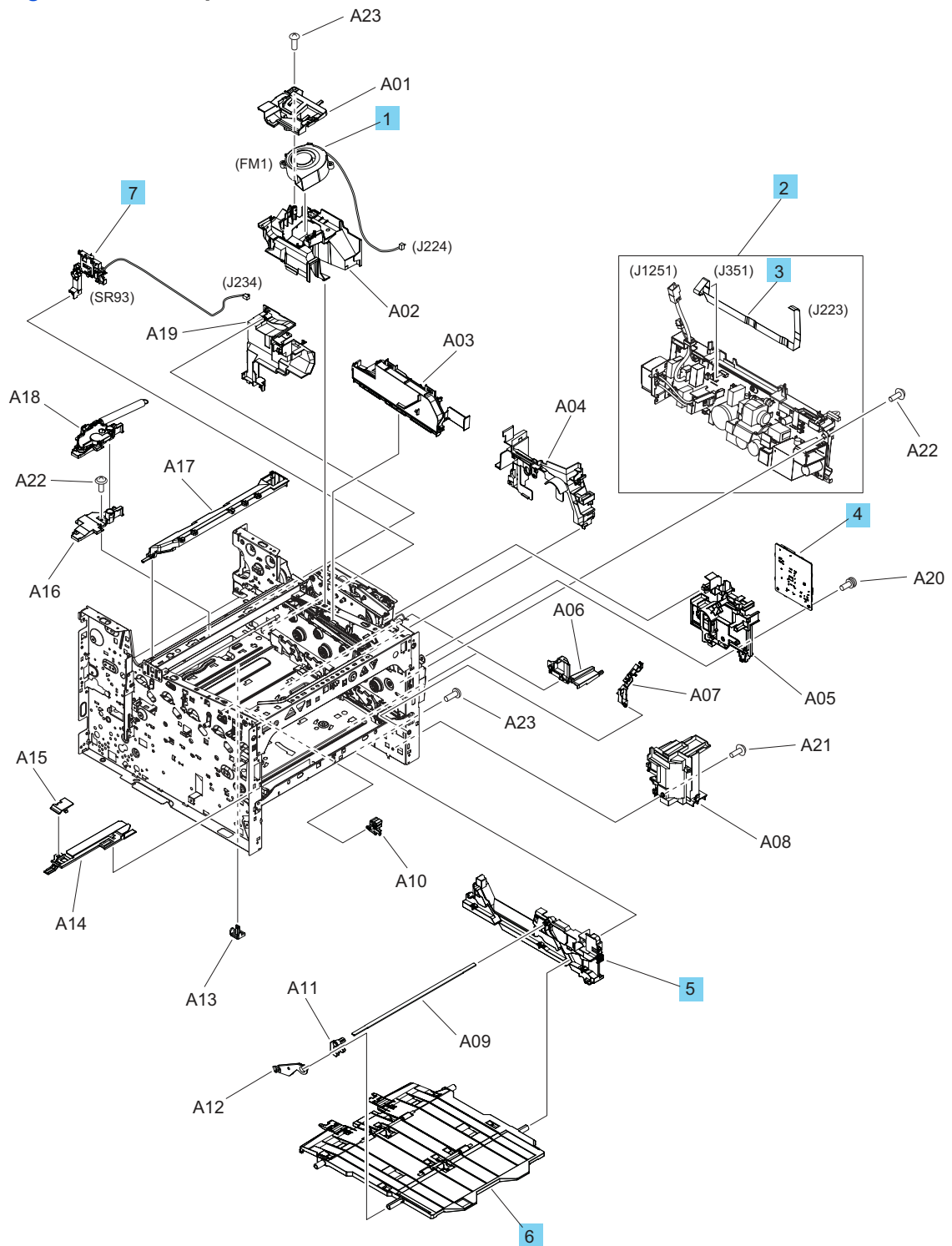


Table 5-5 Internal parts and assemblies (2 of 5)

Ref No	Part number	Description	Qty
1	RK3-2335-000CN	Fan	1
2	RM3-9084-000CN	Low-voltage power supply (110)	1
2	RM3-9085-000CN	Low-voltage power supply (220)	1
3	RM3-8429-000CN	Cable, flexible flat	1
4	RM3-7536-000CN	Fixing motor control PCB assembly	1
5	RM2-2743-000CN	Cassette rail assembly, right	1
6	RM2-2741-000	MP paper feed assembly	1
7	RM2-2793-000	Sensor unit, waste toner	1

Internal parts and assemblies (3 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-6 Internal parts and assemblies (3 of 5)

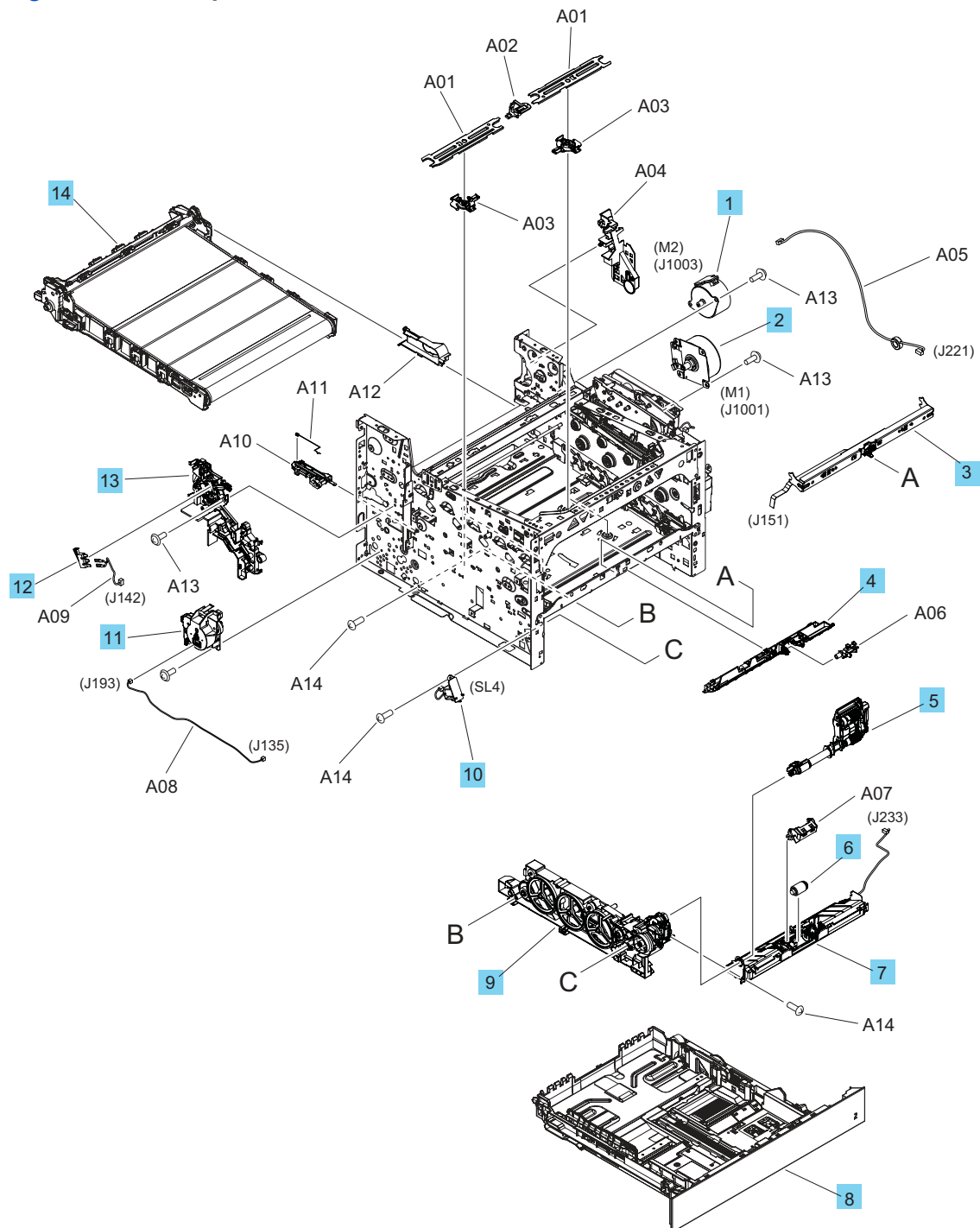


Table 5-6 Internal parts and assemblies (3 of 5)

Ref No	Part number	Description	Qty
1	RK3-0335-000CN	Motor, stepping DC	1
2	RM2-2779-000CN	Main motor assembly	1
3	RM2-2710-000CN	Density detect sensor assembly	1
4	RM2-2790-000CN	Multipurpose guide assembly, upper	1
5	RM2-2758-000CN	Multipurpose feed assembly	1
6	RM2-2692-000CN	Separation roller assembly	1
7	RM2-2749-000CN	Multipurpose guide assembly, lower	1
8	RM2-2737-000CN	Cassette assembly (Tray 2) (blue)	1
8	RM2-2849-000CN	Cassette assembly (Tray 2) (gray)	1
9	RM2-2742-000CN	Cassette rail assembly, left	1
10	RK3-0408-000CN	Solenoid	1
11	RM2-2714-000CN	Duplexing clutch assembly	1
12	RK2-0534-000CN	Microswitch	1
13	RM2-2759-000CN	Interlock holder assembly	1
14	RM2-2857-010CN	Intermediate transfer belt	1

Internal parts and assemblies (4 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-7 Internal parts and assemblies (4 of 5)

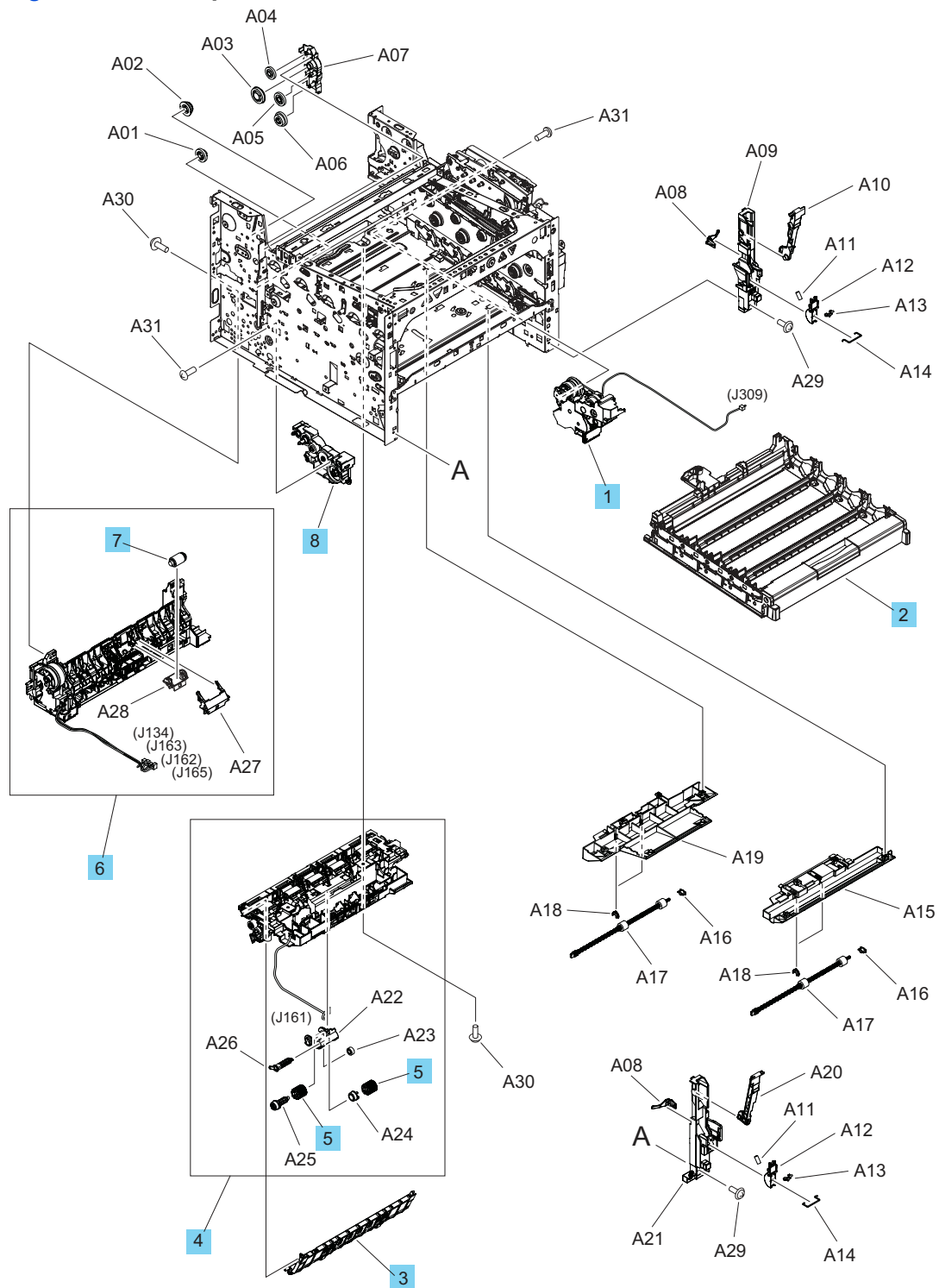


Table 5-7 Internal parts and assemblies (4 of 5)

Ref No	Part number	Description	Qty
1	RM2-2711-000CN	Lifter drive assembly	1
2	RM2-2860-000CN	Cartridge tray assembly	1
3	RM2-2716-000CN	Duplexing guide assembly, upper	1
4	RM2-2775-000CN	Paper feed guide assembly, upper	1
5	RM2-2695-000CN	Paper pickup roller assembly	2
6	RM2-2774-000CN	Paper feed guide assembly, lower	1
7	RM2-2692-000CN	Separation roller assembly	1
8	RM2-2763-000CN	Paper pickup drive assembly	1

Internal parts and assemblies (5 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-8 Internal parts and assemblies (5 of 5)

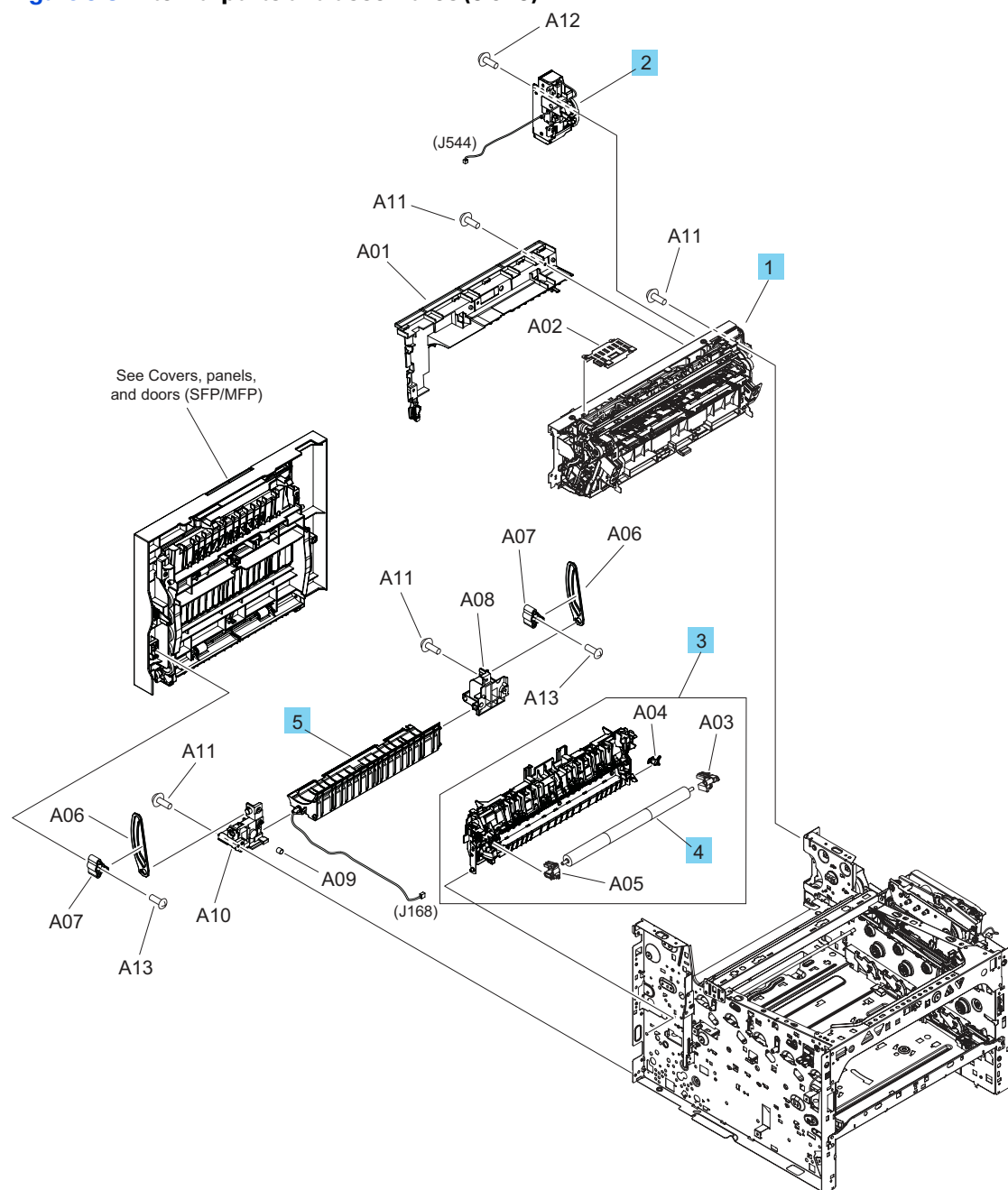


Table 5-8 Internal parts and assemblies (5 of 5)

Ref No	Part number	Description	Qty
1	RM2-2731-000CN	Fuser assembly 110V	1
1	RM2-2732-000CN	Fuser assembly 220V	1

Table 5-8 Internal parts and assemblies (5 of 5) (continued)

Ref No	Part number	Description	Qty
2	RM2-2841-000CN	Duplex drive assembly (SFP)	1
2	RM2-2842-000CN	Duplex drive assembly (MFP)	1
3	RM2-2755-000CN	Secondary transfer feed assembly	1
4	RM2-6455-000CN	Secondary transfer roller assembly	1
5	RM2-2760-000CN	Duplexing guide assembly	1

Input device - 550-sheet paper feeder

Learn about the 550-sheet paper feeder covers, internal parts, and assemblies.

Covers, panels, and doors (550-sheet paper feeder)

Parts diagram and part list for the 550-sheet paper feeder covers, panels, and doors.

Figure 5-9 550-sheet paper feeder covers, panels, and doors

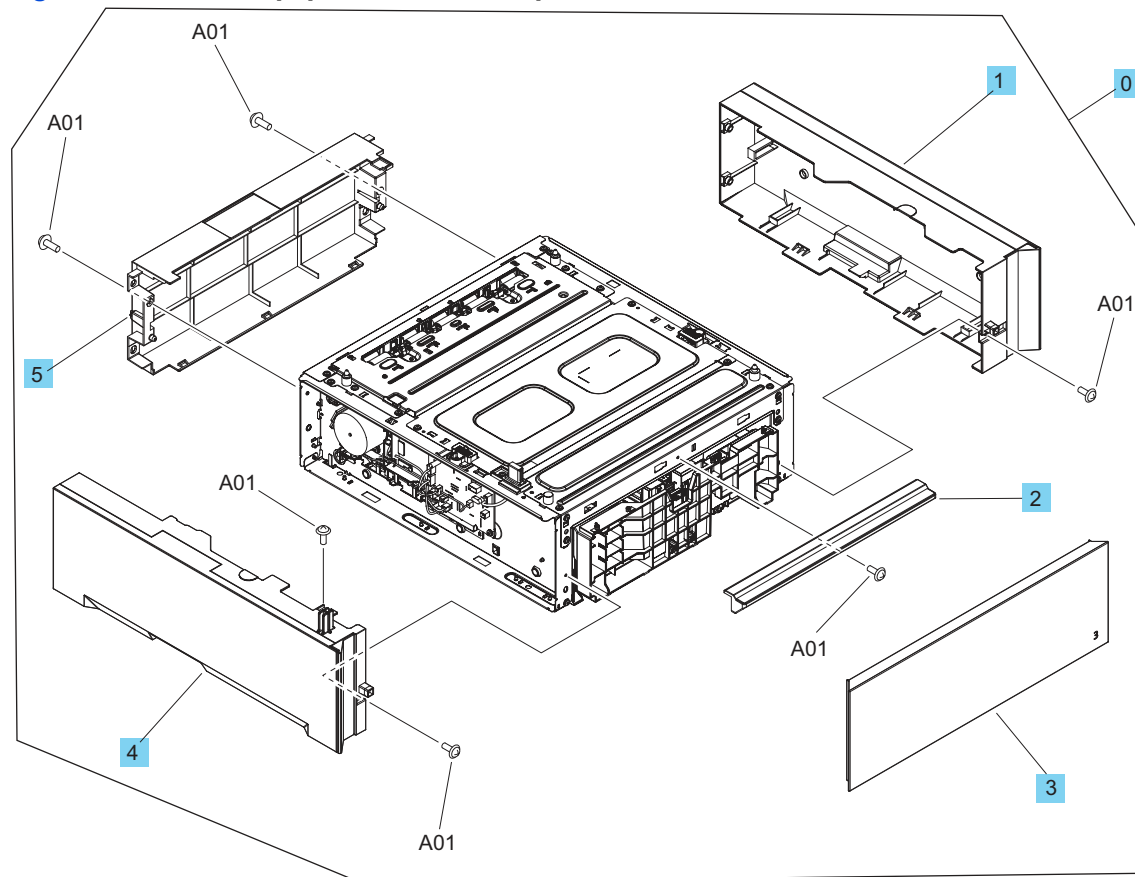


Table 5-9 550-sheet paper feeder covers, panels, and doors

Ref No	Part number	Description	Qty
0	BV1G1A	HP LaserJet 550 Sheet Paper Tray	1
0	BV1G2A	HP LaserJet 550 Sheet Grey Paper Tray	1
1	RM2-2878-000CN	Right cover assembly	1
2	RC5-6742-000CN	Cover, inner front	1
3	RC6-5316-000CN	Cover, cassette (blue)	1
3	RC6-5330-000CN	Cover, cassette (grey)	1
4	RM2-2877-000CN	Left cover assembly	1

Table 5-9 550-sheet paper feeder covers, panels, and doors (continued)

Ref No	Part number	Description	Qty
5	RC6-5323-000CN	Cover, rear	1

Internal parts and assemblies (550-sheet paper feeder)

Parts diagram and part list for the 550-sheet paper feeder main body.

Figure 5-10 550-sheet paper feeder internal parts and assemblies

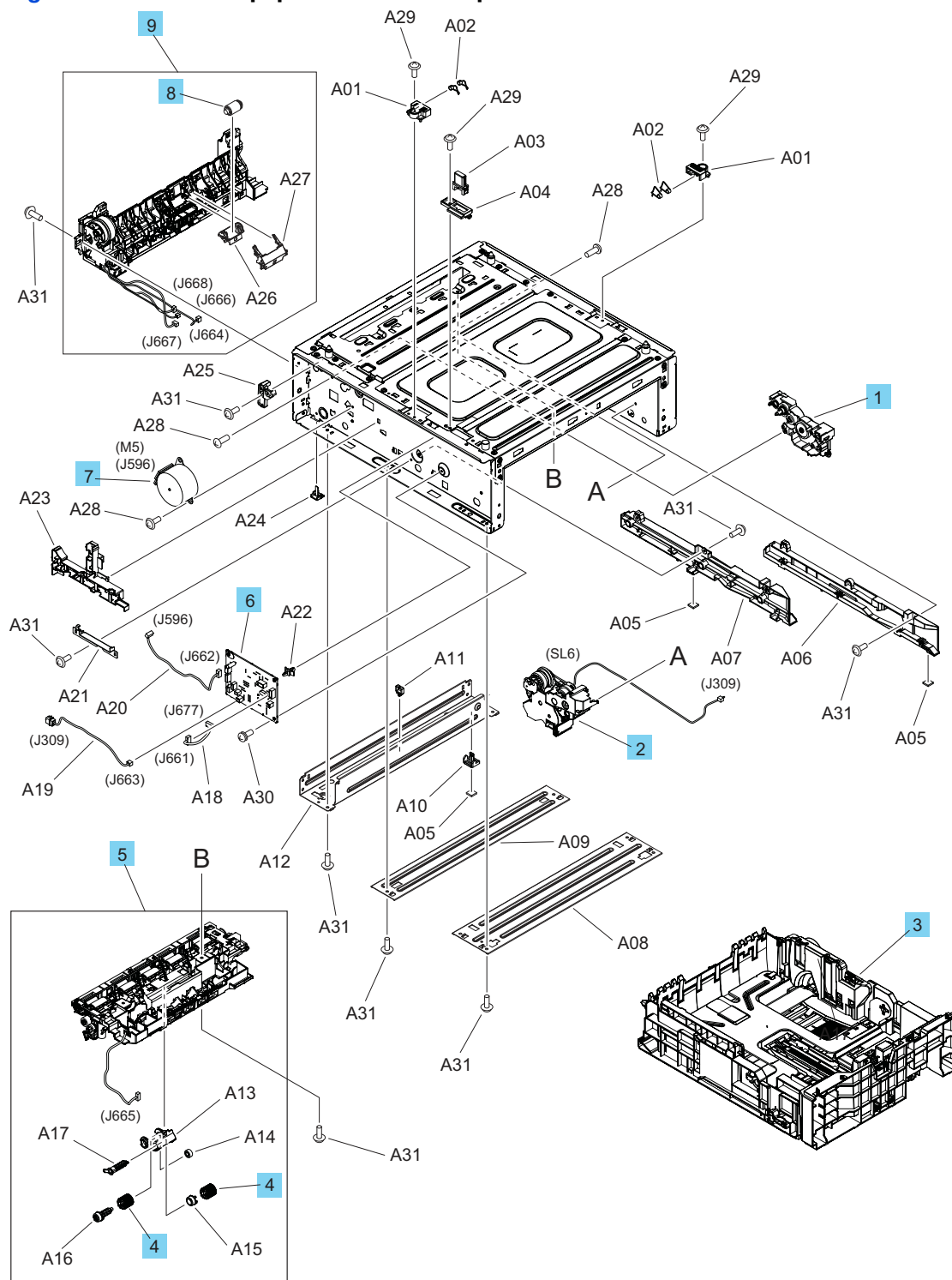


Table 5-10 550-sheet paper feeder internal parts and assemblies

Ref No	Part number	Description	Qty
1	RM2-2776-000CN	Paper pickup drive assembly	1
2	RM2-2769-000CN	Lift drive assembly	1
3	RM2-2764-000CN	Cassette assembly	1
4	RM2-2695-000CN	Paper pickup roller assembly	2
5	RM2-2775-000CN	Paper feed guide assembly, upper	1
6	RM3-9090-000CN	Paper feeder driver PCB	1
7	RK3-0335-000CN	Motor, stepping DC	1
8	RM2-2692-000CN	Separation roller assembly	1
9	RM2-2774-000CN	Paper feed guide assembly, lower	1

Alphabetical parts list

Table 5-11 Alphabetical parts list

Description	Part number	Table and page
4.3" Color touchscreen	67Q05-67001	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
4.3" Control panel base	4RA83-67005	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
ADF Top cover assembly - including rollers	4RA80-67006	Integrated scanner assembly on page 973
Button, cartridge door	RC5-5411-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Button, cartridge door	RC5-5411-000CN	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
Cable, flexible flat	RK3-0363-000CN	Internal parts and assemblies (1 of 5) on page 979
Cable, flexible flat	RK3-2410-000	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Cable, flexible flat	RK3-2415-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Cable, flexible flat	RK3-2415-000CN	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
Cable, flexible flat	RM3-8418-000CN	Internal parts and assemblies (1 of 5) on page 979
Cable, flexible flat	RM3-8426-000CN	Internal parts and assemblies (1 of 5) on page 979
Cable, flexible flat	RM3-8427-000CN	Internal parts and assemblies (1 of 5) on page 979
Cable, flexible flat	RM3-8428-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Cable, flexible flat	RM3-8429-000CN	Internal parts and assemblies (2 of 5) on page 982
Cartridge door assembly (Blue) (MFP)	RM2-2844-000CN	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
Cartridge door assembly (Blue) (SFP)	RM2-2843-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976

Table 5-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Cartridge door assembly (Grey) (MFP)	RM2-2848-000CN	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
Cartridge door assembly (Grey) (SFP)	RM2-2847-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Cartridge tray assembly	RM2-2860-000CN	Internal parts and assemblies (4 of 5) on page 986
Cassette assembly	RM2-2764-000CN	550-sheet paper feeder internal parts and assemblies on page 992
Cassette assembly (Tray 2) (blue)	RM2-2737-000CN	Internal parts and assemblies (3 of 5) on page 984
Cassette assembly (Tray 2) (gray)	RM2-2849-000CN	Internal parts and assemblies (3 of 5) on page 984
Cassette rail assembly, left	RM2-2742-000CN	Internal parts and assemblies (3 of 5) on page 984
Cassette rail assembly, right	RM2-2743-000CN	Internal parts and assemblies (2 of 5) on page 982
Cover, Top assembly (MFP)	RM2-2869-000CN	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
Cover, Top assembly (SFP)	RM2-2868-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Cover, cassette (blue)	RC6-5316-000CN	550-sheet paper feeder covers, panels, and doors on page 989
Cover, cassette (grey)	RC6-5330-000CN	550-sheet paper feeder covers, panels, and doors on page 989
Cover, duplexing bottom	RC5-6129-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Cover, duplexing bottom	RC5-6129-000CN	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
Cover, inner front	RC5-6742-000CN	550-sheet paper feeder covers, panels, and doors on page 989
Cover, left (MFP)	RC6-5258-000CN	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
Cover, left (SFP)	RC6-5257-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Cover, rear	RC6-5323-000CN	550-sheet paper feeder covers, panels, and doors on page 989

Table 5-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, right (SFP)	RM2-2812-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Density detect sensor assembly	RM2-2710-000CN	Internal parts and assemblies (3 of 5) on page 984
Duplex drive assembly (MFP)	RM2-2842-000CN	Internal parts and assemblies (5 of 5) on page 987
Duplex drive assembly (SFP)	RM2-2841-000CN	Internal parts and assemblies (5 of 5) on page 987
Duplexing clutch assembly	RM2-2714-000CN	Internal parts and assemblies (3 of 5) on page 984
Duplexing guide assembly	RM2-2760-000CN	Internal parts and assemblies (5 of 5) on page 987
Duplexing guide assembly, upper	RM2-2716-000CN	Internal parts and assemblies (4 of 5) on page 986
Engine controller PCB assembly	RM2-2819-000CN	Internal parts and assemblies (1 of 5) on page 979
Fan	RK3-2335-000CN	Internal parts and assemblies (2 of 5) on page 982
Fax PCB	67Q05-67003	Internal parts and assemblies (1 of 5) on page 979
Fixing motor control PCB assembly	RM3-7536-000CN	Internal parts and assemblies (2 of 5) on page 982
Front cover assembly	RM2-2824-000CNFront cover assembly	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Front cover assembly	RM2-2824-000CNFront cover assembly	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
Fuser assembly 110V	RM2-2731-000CN	Internal parts and assemblies (5 of 5) on page 987
Fuser assembly 220V	RM2-2732-000CN	Internal parts and assemblies (5 of 5) on page 987
HP LaserJet 550 Sheet Grey Paper Tray	BV1G2A	550-sheet paper feeder covers, panels, and doors on page 989
HP LaserJet 550 Sheet Paper Tray	BV1G1A	550-sheet paper feeder covers, panels, and doors on page 989
ISA assembly	4RA80-67011	Integrated scanner assembly on page 973
ISA lift assembly	B3Q10-60128	Integrated scanner assembly on page 973
ISA lift slider pin	B3Q10-40041	Integrated scanner assembly on page 973
Interlock holder assembly	RM2-2759-000CN	Internal parts and assemblies (3 of 5) on page 984

Table 5-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Intermediate transfer belt	RM2-2857-010CN	Internal parts and assemblies (3 of 5) on page 984
Laser scanner unit	RM2-2633-000CN	Internal parts and assemblies (1 of 5) on page 979
Left cover assembly	RM2-2877-000CN	550-sheet paper feeder covers, panels, and doors on page 989
Lift drive assembly	RM2-2769-000CN	550-sheet paper feeder internal parts and assemblies on page 992
Lifter drive assembly	RM2-2711-000CN	Internal parts and assemblies (4 of 5) on page 986
Low-voltage power supply (110)	RM3-9084-000CN	Internal parts and assemblies (2 of 5) on page 982
Low-voltage power supply (220)	RM3-9085-000CNLow-voltage power supply (220)	Internal parts and assemblies (2 of 5) on page 982
MP paper feed assembly	RM2-2741-000	Internal parts and assemblies (2 of 5) on page 982
Main motor assembly	RM2-2779-000CN	Internal parts and assemblies (3 of 5) on page 984
Microswitch	RK2-0534-000CN	Internal parts and assemblies (1 of 5) on page 979
Microswitch	RK2-0534-000CN	Internal parts and assemblies (3 of 5) on page 984
Motor, stepping DC	RK3-0335-000CN	Internal parts and assemblies (1 of 5) on page 979
Motor, stepping DC	RK3-0335-000CN	Internal parts and assemblies (3 of 5) on page 984
Motor, stepping DC	RK3-0335-000CN	550-sheet paper feeder internal parts and assemblies on page 992
Multipurpose feed assembly	RM2-2758-000CN	Internal parts and assemblies (3 of 5) on page 984
Multipurpose guide assembly, lower	RM2-2749-000CN	Internal parts and assemblies (3 of 5) on page 984
Multipurpose guide assembly, upper	RM2-2790-000CN	Internal parts and assemblies (3 of 5) on page 984
Nameplate, Enterprise SFP	RC7-0985-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Nameplate, Managed SFP	RC7-0986-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
PCB holder assembly	RM2-2819-000CN	Internal parts and assemblies (1 of 5) on page 979

Table 5-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Paper feed guide assembly, lower	RM2-2774-000CN	Internal parts and assemblies (4 of 5) on page 986
Paper feed guide assembly, lower	RM2-2774-000CN	550-sheet paper feeder internal parts and assemblies on page 992
Paper feed guide assembly, upper	RM2-2775-000CN	Internal parts and assemblies (4 of 5) on page 986
Paper feed guide assembly, upper	RM2-2775-000CN	550-sheet paper feeder internal parts and assemblies on page 992
Paper feeder driver PCB	RM3-9090-000CN	550-sheet paper feeder internal parts and assemblies on page 992
Paper pickup drive assembly	RM2-2763-000CN	Internal parts and assemblies (4 of 5) on page 986
Paper pickup drive assembly	RM2-2776-000CN	550-sheet paper feeder internal parts and assemblies on page 992
Paper pickup roller assembly	RM2-2695-000CN	Internal parts and assemblies (4 of 5) on page 986
Paper pickup roller assembly	RM2-2695-000CN	550-sheet paper feeder internal parts and assemblies on page 992
Power supply switch PCB assembly	RM3-7568-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RM3-8830-000CNMemory PCB assembly	RM3-8830-000CN	Internal parts and assemblies (1 of 5) on page 979
Rear door assembly	RM2-2754-000CN	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
Rear door assembly	RM2-2754-000CN	Covers, panels, and doors (4801f/4801fw/ X47635f/X47635fw) on page 978
Right cover assembly	RM2-2878-000CN	550-sheet paper feeder covers, panels, and doors on page 989
Right cover assembly (MFP)	RM2-2827-000CN	Covers, panels, and doors (4801f/4801fw/ X47635f/X47635fw) on page 978
Secondary transfer feed assembly	RM2-2755-000CN	Internal parts and assemblies (5 of 5) on page 987
Secondary transfer roller assembly	RM2-6455-000CN	Internal parts and assemblies (5 of 5) on page 987
Sensor unit, waste toner	RM2-2793-000	Internal parts and assemblies (2 of 5) on page 982

Table 5-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Separation roller assembly	RM2-2692-000CN	Internal parts and assemblies (3 of 5) on page 984
Separation roller assembly	RM2-2692-000CN	Internal parts and assemblies (4 of 5) on page 986
Separation roller assembly	RM2-2692-000CN	550-sheet paper feeder internal parts and assemblies on page 992
Solenoid	RK3-0408-000CN	Internal parts and assemblies (3 of 5) on page 984
Stellar Wifi6 2.4 5GHZ SDIO PCB ANT FFC	0960-5937	Internal parts and assemblies (1 of 5) on page 979

Numerical parts list

Table 5-12 Numerical parts list

Part number	Description	Table and page
0960-5937	Stellar Wifi6 2.4 5GHZ SDIO PCB ANT FFC	Internal parts and assemblies (1 of 5) on page 979
4RA80-67006	ADF Top cover assembly - including rollers	Integrated scanner assembly on page 973
4RA80-67011	ISA assembly	Integrated scanner assembly on page 973
4RA83-67005	4.3" Control panel base	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
67Q05-67001	4.3" Color touchscreen	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
67Q05-67003	Fax PCB	Internal parts and assemblies (1 of 5) on page 979
B3Q10-40041	ISA lift slider pin	Integrated scanner assembly on page 973
B3Q10-60128	ISA lift assembly	Integrated scanner assembly on page 973
BV1G1A	HP LaserJet 550 Sheet Paper Tray	550-sheet paper feeder covers, panels, and doors on page 989
BV1G2A	HP LaserJet 550 Sheet Grey Paper Tray	550-sheet paper feeder covers, panels, and doors on page 989
RC5-5411-000CN	Button, cartridge door	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RC5-5411-000CN	Button, cartridge door	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
RC5-6129-000CN	Cover, duplexing bottom	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RC5-6129-000CN	Cover, duplexing bottom	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978
RC5-6742-000CN	Cover, inner front	550-sheet paper feeder covers, panels, and doors on page 989
RC6-5257-000CN	Cover, left (SFP)	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RC6-5258-000CN	Cover, left (MFP)	Covers, panels, and doors (4801f/4801fw/X47635f/X47635fw) on page 978

Table 5-12 Numerical parts list (continued)

Part number	Description	Table and page
RC6-5316-000CN	Cover, cassette (blue)	550-sheet paper feeder covers, panels, and doors on page 989
RC6-5323-000CN	Cover, rear	550-sheet paper feeder covers, panels, and doors on page 989
RC6-5330-000CN	Cover, cassette (grey)	550-sheet paper feeder covers, panels, and doors on page 989
RC7-0985-000CN	Nameplate, Enterprise SFP	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RC7-0986-000CN	Nameplate, Managed SFP	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RK2-0534-000CN	Microswitch	Internal parts and assemblies (1 of 5) on page 979
RK2-0534-000CN	Microswitch	Internal parts and assemblies (3 of 5) on page 984
RK3-0335-000CN	Motor, stepping DC	Internal parts and assemblies (1 of 5) on page 979
RK3-0335-000CN	Motor, stepping DC	Internal parts and assemblies (3 of 5) on page 984
RK3-0335-000CN	Motor, stepping DC	550-sheet paper feeder internal parts and assemblies on page 992
RK3-0363-000CN	Cable, flexible flat	Internal parts and assemblies (1 of 5) on page 979
RK3-0408-000CN	Solenoid	Internal parts and assemblies (3 of 5) on page 984
RK3-2335-000CN	Fan	Internal parts and assemblies (2 of 5) on page 982
RK3-2410-000	Cable, flexible flat	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RK3-2415-000CN	Cable, flexible flat	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RK3-2415-000CN	Cable, flexible flat	Covers, panels, and doors (4801f/4801fw/ X47635f/X47635fw) on page 978
RM2-2633-000CN	Laser scanner unit	Internal parts and assemblies (1 of 5) on page 979
RM2-2692-000CN	Separation roller assembly	Internal parts and assemblies (3 of 5) on page 984
RM2-2692-000CN	Separation roller assembly	Internal parts and assemblies (4 of 5) on page 986

Table 5-12 Numerical parts list (continued)

Part number	Description	Table and page
RM2-2692-000CN	Separation roller assembly	550-sheet paper feeder internal parts and assemblies on page 992
RM2-2695-000CN	Paper pickup roller assembly	Internal parts and assemblies (4 of 5) on page 986
RM2-2695-000CN	Paper pickup roller assembly	550-sheet paper feeder internal parts and assemblies on page 992
RM2-2710-000CN	Density detect sensor assembly	Internal parts and assemblies (3 of 5) on page 984
RM2-2711-000CN	Lifter drive assembly	Internal parts and assemblies (4 of 5) on page 986
RM2-2714-000CN	Duplexing clutch assembly	Internal parts and assemblies (3 of 5) on page 984
RM2-2716-000CN	Duplexing guide assembly, upper	Internal parts and assemblies (4 of 5) on page 986
RM2-2731-000CN	Fuser assembly 110V	Internal parts and assemblies (5 of 5) on page 987
RM2-2732-000CN	Fuser assembly 220V	Internal parts and assemblies (5 of 5) on page 987
RM2-2737-000CN	Cassette assembly (Tray 2) (blue)	Internal parts and assemblies (3 of 5) on page 984
RM2-2741-000	MP paper feed assembly	Internal parts and assemblies (2 of 5) on page 982
RM2-2742-000CN	Cassette rail assembly, left	Internal parts and assemblies (3 of 5) on page 984
RM2-2743-000CN	Cassette rail assembly, right	Internal parts and assemblies (2 of 5) on page 982
RM2-2749-000CN	Multipurpose guide assembly, lower	Internal parts and assemblies (3 of 5) on page 984
RM2-2754-000CN	Rear door assembly	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RM2-2754-000CN	Rear door assembly	Covers, panels, and doors (4801f/4801fw/ X47635f/X47635fw) on page 978
RM2-2755-000CN	Secondary transfer feed assembly	Internal parts and assemblies (5 of 5) on page 987
RM2-2758-000CN	Multipurpose feed assembly	Internal parts and assemblies (3 of 5) on page 984
RM2-2759-000CN	Interlock holder assembly	Internal parts and assemblies (3 of 5) on page 984
RM2-2760-000CN	Duplexing guide assembly	Internal parts and assemblies (5 of 5) on page 987

Table 5-12 Numerical parts list (continued)

Part number	Description	Table and page
RM2-2763-000CN	Paper pickup drive assembly	Internal parts and assemblies (4 of 5) on page 986
RM2-2764-000CN	Cassette assembly	550-sheet paper feeder internal parts and assemblies on page 992
RM2-2769-000CN	Lift drive assembly	550-sheet paper feeder internal parts and assemblies on page 992
RM2-2774-000CN	Paper feed guide assembly, lower	Internal parts and assemblies (4 of 5) on page 986
RM2-2774-000CN	Paper feed guide assembly, lower	550-sheet paper feeder internal parts and assemblies on page 992
RM2-2775-000CN	Paper feed guide assembly, upper	Internal parts and assemblies (4 of 5) on page 986
RM2-2775-000CN	Paper feed guide assembly, upper	550-sheet paper feeder internal parts and assemblies on page 992
RM2-2776-000CN	Paper pickup drive assembly	550-sheet paper feeder internal parts and assemblies on page 992
RM2-2779-000CN	Main motor assembly	Internal parts and assemblies (3 of 5) on page 984
RM2-2790-000CN	Multipurpose guide assembly, upper	Internal parts and assemblies (3 of 5) on page 984
RM2-2793-000	Sensor unit, waste toner	Internal parts and assemblies (2 of 5) on page 982
RM2-2812-000CN	Cover, right (SFP)	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RM2-2819-000CN	Engine controller PCB assembly	Internal parts and assemblies (1 of 5) on page 979
RM2-2819-000CN	PCB holder assembly	Internal parts and assemblies (1 of 5) on page 979
RM2-2824-000CNFront cover assembly	Front cover assembly	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RM2-2824-000CNFront cover assembly	Front cover assembly	Covers, panels, and doors (4801f/4801fw/ X47635f/X47635fw) on page 978
RM2-2827-000CN	Right cover assembly (MFP)	Covers, panels, and doors (4801f/4801fw/ X47635f/X47635fw) on page 978
RM2-2841-000CN	Duplex drive assembly (SFP)	Internal parts and assemblies (5 of 5) on page 987

Table 5-12 Numerical parts list (continued)

Part number	Description	Table and page
RM2-2842-000CN	Duplex drive assembly (MFP)	Internal parts and assemblies (5 of 5) on page 987
RM2-2843-000CN	Cartridge door assembly (Blue) (SFP)	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RM2-2844-000CN	Cartridge door assembly (Blue) (MFP)	Covers, panels, and doors (4801f/4801fw/ X47635f/X47635fw) on page 978
RM2-2847-000CN	Cartridge door assembly (Grey) (SFP)	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RM2-2848-000CN	Cartridge door assembly (Grey) (MFP)	Covers, panels, and doors (4801f/4801fw/ X47635f/X47635fw) on page 978
RM2-2849-000CN	Cassette assembly (Tray 2) (gray)	Internal parts and assemblies (3 of 5) on page 984
RM2-2857-010CN	Intermediate transfer belt	Internal parts and assemblies (3 of 5) on page 984
RM2-2860-000CN	Cartridge tray assembly	Internal parts and assemblies (4 of 5) on page 986
RM2-2868-000CN	Cover, Top assembly (SFP)	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RM2-2869-000CN	Cover, Top assembly (MFP)	Covers, panels, and doors (4801f/4801fw/ X47635f/X47635fw) on page 978
RM2-2877-000CN	Left cover assembly	550-sheet paper feeder covers, panels, and doors on page 989
RM2-2878-000CN	Right cover assembly	550-sheet paper feeder covers, panels, and doors on page 989
RM2-6455-000CN	Secondary transfer roller assembly	Internal parts and assemblies (5 of 5) on page 987
RM3-7536-000CN	Fixing motor control PCB assembly	Internal parts and assemblies (2 of 5) on page 982
RM3-7568-000CN	Power supply switch PCB assembly	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RM3-8418-000CN	Cable, flexible flat	Internal parts and assemblies (1 of 5) on page 979
RM3-8426-000CN	Cable, flexible flat	Internal parts and assemblies (1 of 5) on page 979
RM3-8427-000CN	Cable, flexible flat	Internal parts and assemblies (1 of 5) on page 979

Table 5-12 Numerical parts list (continued)

Part number	Description	Table and page
RM3-8428-000CN	Cable, flexible flat	Covers, panels, and doors (4701dn, 4701dw, X45135dn, X45135dw) on page 976
RM3-8429-000CN	Cable, flexible flat	Internal parts and assemblies (2 of 5) on page 982
RM3-8830-000CN	RM3-8830-000CNMemory PCB assembly	Internal parts and assemblies (1 of 5) on page 979
RM3-9084-000CN	Low-voltage power supply (110)	Internal parts and assemblies (2 of 5) on page 982
RM3-9085-000CNLow-voltage power supply (220)	Low-voltage power supply (220)	Internal parts and assemblies (2 of 5) on page 982
RM3-9090-000CN	Paper feeder driver PCB	550-sheet paper feeder internal parts and assemblies on page 992

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